VAS auto-disconnection or auto-recontract

## IS Request Detail

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| Request Description | VAS auto-disconnection or auto-recontract |
| Request Initiator | Man Ng |
| SCR Number | SR0007628 |
| Requested Date | 08-Aug-2019 |
| Request Category | Operational and Efficiency improvement |
| Request Nature | Productivity (e.g. process automation) |
| Annualized Dollar Impact | No dollar impact |
| Target ready for UAT date |  |

## Request Definition

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| Target Customers | RBD, Hotline |
| Problem | Some VAS offers are launched and require to auto terminate / recontract VAS after VAS contract end / VAS was billed for specific months, but currently is no way to auto terminate / recontract VAS |
| Objectives | System support To auto-terminate or auto-contract the VAS based on below situation   1. To auto terminate the VAS after contract end 2. To auto terminate the VAS once the VAS was billed for specific month (i.e. WiFi router instalment) 3. To auto-recontract the VAS after contract end |
| Impacts |  |
| Assumptions, Constraints and Limitations |  |

## Scope and Requirements

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| User Requirements |
| 1. To add below two checkboxes in Marketing Code Maintenance so that user can define it manually    1. Require Auto-Disconnect after contract end    2. Require Auto-recontract after contract end 2. To cater    1. Auto terminate the VAS after contract end   To-be workflow   1. MO define the VAS marketing code (e.g. China Macau data) is “Required Auto-disconnect after contract end” and input related VAS bill code in marketing code maintenance module 2. Customer subscribe the VAS marketing code (e.g. China Macau data) which is defined “Required Auto-disconnect after contract end” 3. Based on Patrick and Stephen’s technical solution,  * IS-DW team will keep check if there is any subscriber line with VAS defined as “Auto disconnect after contract end” (e.g. China Macau data) every day * If yes 🡪 to generate the subscriber records in daily file 2 days before the VAS contract end date and send to OM * If no 🡪 no need to generate * On next day, OM team will create the pending order of disconnecting the VAS bill code on next date of the VAS marketing code end date   1. Auto-disconnect VAS once the VAS was billed for specific month (e.g. WiFi router instalment in 24 months)   To-be workflow   1. MO define the VAS bill code (e.g. WiFi router instalment) is “Required Auto-disconnect after billed for specific month” and input the specific months should be paid in bill code form  * UL: A bill code form should be add the checkbox of “Required Auto-disconnect after billed for specific month” so that user can define when create the new bill code  1. IS team record the bill code which is “Required Auto-disconnect after billed for specific month” and specific month to be paid 2. Customer subscribe the VAS (e.g. China Macau data) which is defined “Required Auto-disconnect after billed for specific month” 3. Based on Patrick and Stephen’s technical solution,  * IS-DW team will keep check if there is any subscriber line with VAS defined as “Auto disconnect after billed for specific month” and the last VAS contract month has been billed in invoice (e.g. WiFi router instalment) every day * If yes 🡪 to generate the subscriber records in daily file after last and send to OM * If no 🡪 no need to generate  1. On next day, OM team will create the order of disconnecting the VAS bill code immediate so that it will not be billed in next bill date    1. Auto-recontract the VAS after contract end (e.g. Norton)   To-be workflow   1. MO define the VAS marketing code (e.g. Norton) is “Required Auto- recontract after contract end” and input related VAS bill code in marketing code maintenance module 2. Customer subscribe the VAS (e.g. Norton) which is defined “Required Auto-disconnect after contract end” 3. Based on Patrick and Stephen’s technical solution, will have below business process impact 4. If customer **does not call to request** to disconnect / not auto-recontract the VAS (e.g. Norton)    * IS-DW team will keep check if there is any subscriber line with VAS defined as “Auto-recontract after contract end” (e.g. Norton) and without the pending order of disconnect the VAS (e.g. Norton) every day    * If yes 🡪 to generate the subscriber records in daily file 2 days before the VAS contract end date and send to OM 5. If customer **call to request** to disconnect / not auto-recontract the VAS (e.g. Norton)  * Frontline staff create a pending order of disconnect the VAS (e.g. Norton) after contract end * IS-DW team will keep check if there is any subscriber line with VAS defined as “Auto-recontract after contract end” (e.g. Norton) and with the pending order of disconnect the VAS (e.g. Norton) every day * If yes 🡪 no data will be generated in the daily file and the VAS will not be auto-recontracted  1. If customer **call to request** to disconnect / not auto-recontract the VAS **on last 2 days of the VAS contract end** date, in which the pending recontract VAS order is created  * Frontline staff delete the pending order of recontract the VAS and * Frontline create a pending order of disconnect the VAS (e.g. Norton) after contract end  1. On next day, OM team will create the pending order of recontract the VAS bill code on next date of the VAS marketing code end date |
| Technical Deliverables |
| FES:   1. Marketing Code Maintenance  * Create 2 new input fields for setup the contract end action  1. Indicator for below contract end actions:  * Auto terminate the VAS after contract end (e.g. Free China / Macau data) * Auto terminate the VAS once the VAS was billed for specific month (e.g. WiFi router instalment) * Auto-recontract the VAS after contract end (e.g. Norton)  1. No. of months for VAS was billed  * Use existing restricted VAS field to define the mapping of VAS code and marketing code * Add the 2 new fields and the restricted VAS in the daily marketing code master file to DW  1. Enhance LD Code Enquiry to allow frontline to stop auto re-contract on individual contract   Billing:   1. Create a new auto re-contract flag in LD master table 2. Develop a new API for FES to update the auto re-contract flag of each LD record 3. Add the auto-re-contract flag in the daily customer LD file to DW 4. An existing file [etl\_dw\_invd.dat] will be used to indicate the Billed VAS   DW:   1. Upload the new DDE file of VAS billed records for calculating the no. of month/amount the VAS was billed 2. Collect 2 new fields and restricted VAS in the daily marketing code master file from FES 3. Collect the new auto re-contract flag in the daily customer contract file from Billing 4. Extract the nearly expired contact cases and generate a daily file to OM to create pending cases for end the VAS or re-contract after contract end   OM:   1. Collect the new daily file from DW to create pending case for ending VAS or create new contract after contract end |
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## References

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## Roles & Responsibilities

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| **Role** | **Responsibilities** | **Name** |
| Business Analyst | * Identify request existing state and help define future desired state * Document business and user requirements with process owners and business users * Define successful criteria of testing * Verify deliverables meet business and user requirements before UAT | * Vicky Chu, Dennis Kwan |
| Solution Manager | * Lead IS application team to identify cross-functional solution to meet business objectives and user requirements * Document future solution & system flow * Define successful criteria of testing * Verify deliverables meet technical requirements before UAT | * Patrick Chui |
| Process Owner | * Manage business and user requests * Participate in requirements planning * Confirm business and user requirements with users and stakeholders * Define successful criteria of testing * Design UAT * Conduct & accept UAT * Confirm rollout schedule | * Michelle Kong, Roy Ng |
| Business Users | * Participate in requirements planning * Confirm business and user requirements * Participate in UAT test planning * Conduct & accept UAT | * Keith Law, Man Ng |
| Stakeholders | * Participate in requirements planning * Notify on end state | * Roy Ng, Michelle Kong, Keith Law, Man Ng |

## Document Version

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| **Date** | **Version** | **By** | **Changes** | **Distributed to** |
| 16 Aug 19 | 4.0 | Vicky Chu | Technical Deliverables |  |
| 27 Sep 19 | 5.0 | Vicky Chu | Handling of not auto-recontract VAS |  |
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