



# Process Integration: The Team is Key

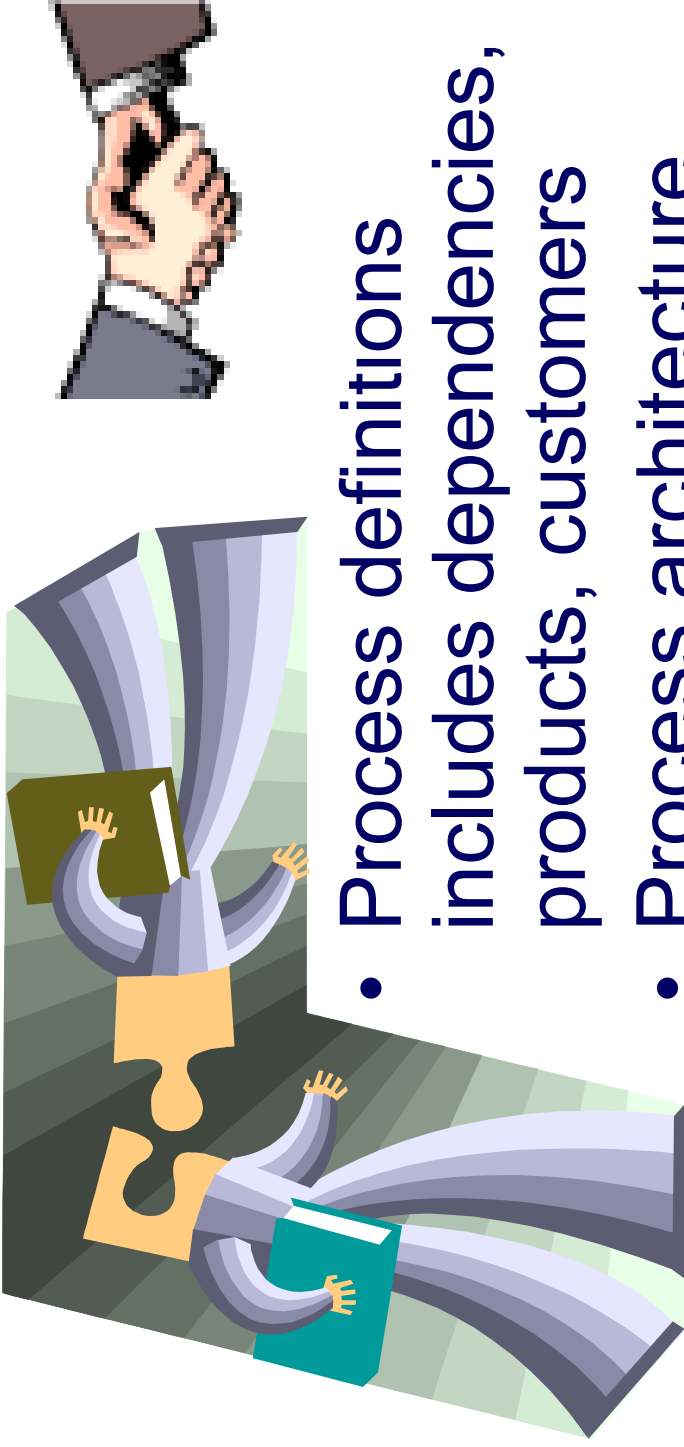
Simple Ideas for Joint Rapid  
Process Development

# Shape and Form

- Basic high level process models for each organization
- Identify handoffs and dependencies
- Simple process documentation



# Intervals and Dependencies



- Process definitions includes dependencies, products, customers
- Process architecture includes triggers and exit criteria

# Critical Path – Baseline Process

- Operations Handbook by Service (SAMPLE)

- ✓ Installation
- ✓ Circuit Design
- ✓ Service Activation
- ✓ Provisioning
- ✓ Trouble Shooting
- ✓ Escalation



# Exception Procedures (Sample)

- “One Off” Service Model
- Exception procedure for non standard activation and installation
  - Engineering design
  - Provisioning
  - Billing
  - Customer Record
  - Service Level Monitoring
  - Trouble Management

