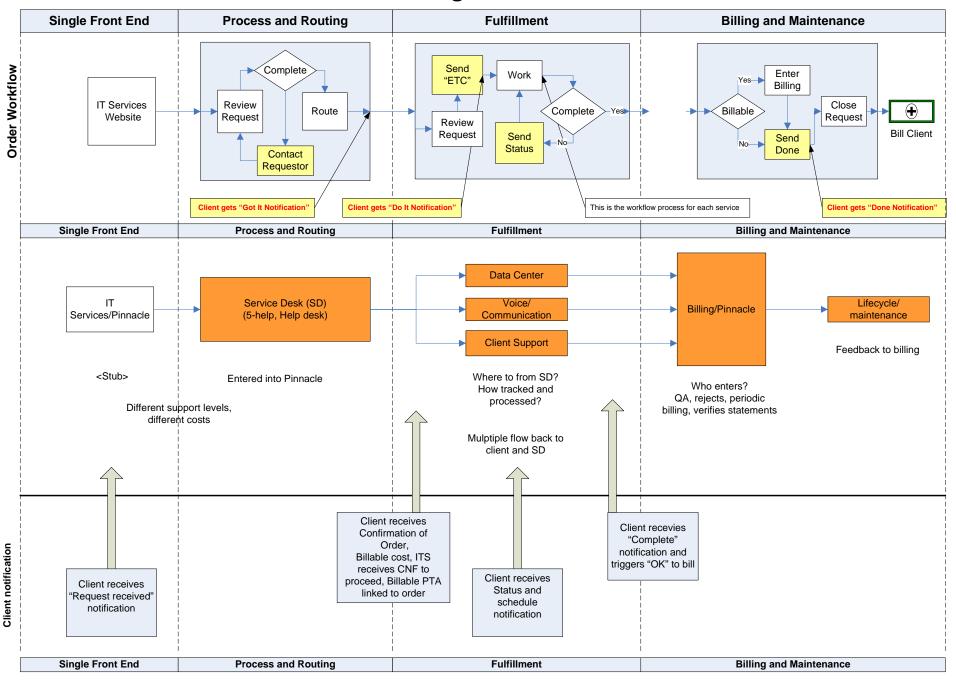
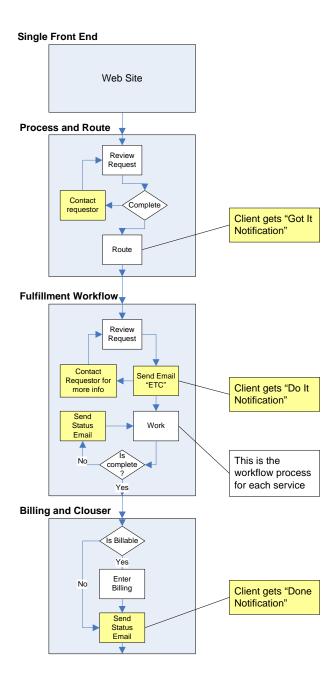
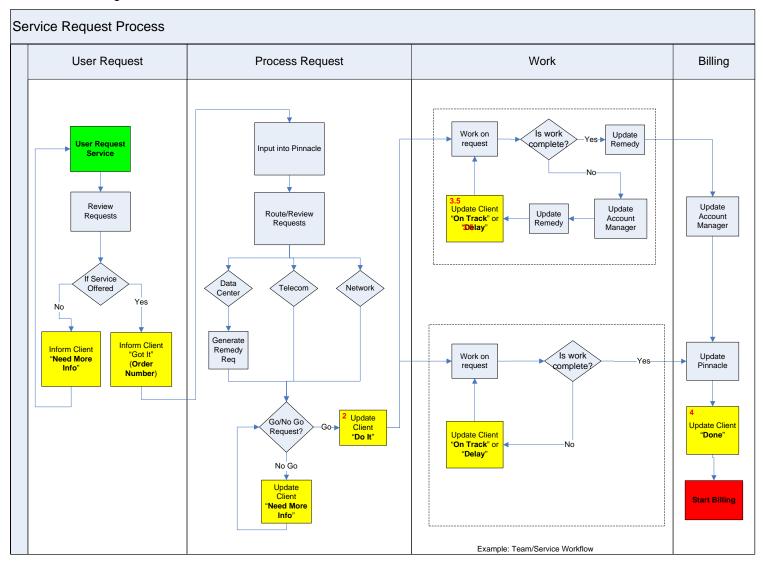
## **ITS Order Management Workflow**





## Service Request Process User Request **Process Request** Work Completion Billing User Enters: Update Work on X time is Name Yes work complete? Pinnacle request Contact Info Service Options Review Order Requests **Update** Update No Client Client Web Site(s) Else Get Info Input into Pinnacle from Client Start Billing User Gets an Update Order Tracking AM Number Work on X time is work complete? Yes request Yes **Email Client with** Pinnacle number No Update Update Update Update Pinnacle Client Remedy Remedy IT Contact Client (Phone or email) Telecom Update Client Generate Data Remedy Center Req Generate Network Remedy Req Team/Service Workflow Black Boxes



## **Future Service Request Process User Request Process Request** Work Billing Example: Data enter Team Workflow Update Update Ís work Input into Order Remedy w/ **User Request** Client Work on complete? Tracking System "Is Billable" **Service** "Do It and request **Due Date** No 3.5 Update Client Review Route/Review Requests Requests Update "On Track" or Update Account "Delay" Remedy Manager If Service Offered Data Yes Center No Example: Telecom Team Workflow Telecom Inform Client Inform Client Generate "Got It" Is work Update Billing Work on "Need More Remedy (Order request complete? System Info" Req Number) Go/No Go **Update Client** 3.5 Update Client Request? "Done" "On Track" or -No "Delay" No Go Validate PTA and Authorization Update 3 Client **Start Billing** "Need More Info"

Example: Team or Service Workflow

## **Short Term Order Work Flow**

