

opsdog

WORKFLOW

UTILITIES

Federal Account Projects

EPIC 2.0 FORMAT

The OpsDog Service Industry Hierarchy

- Utilities
 - Telecommunications
 - Business & Consumer Services
 - Healthcare Operations
 - Leisure & Hospitality
 - Media Services
- Production & Generation
- Transmission & Delivery
- Operations & Maintenance**
 - Federal Account Projects**
- Utilities Customer Service
- Renewable Energy
- Energy Retailing
- Sewage Treatment Plant

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Federal Account Projects : Workflow

- A Federal Account Projects
- B Payment Issue Resolution

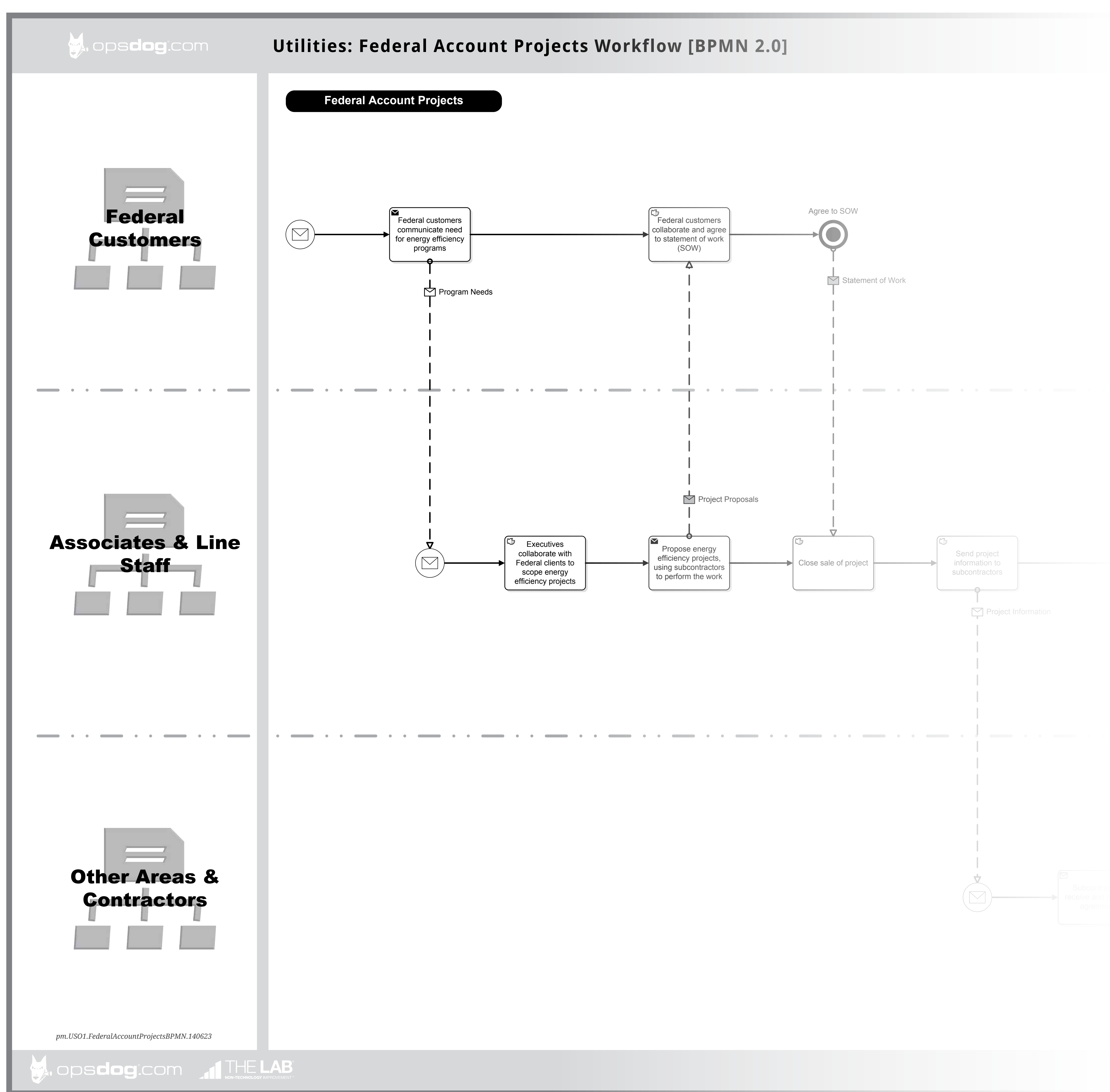
Workflow Description

The reception of needs based energy efficiency project for federal clients. Includes initial customer communication, project setup and initiation, and payment collection of customer work orders.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



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