

opsdog

WORKFLOW

UTILITIES

Outage & Issue Resolution

The OpsDog Service Industry Hierarchy

- Utilities
 - Telecommunications
 - Business & Consumer Services
 - Healthcare Operations
 - Leisure & Hospitality
 - Media Services
- Production & Generation
- Transmission & Delivery
- Operations & Maintenance
 - Utilities Customer Service**
 - Utility Outage & Customer Issue Resolution**
- Renewable Energy
- Energy Retailing
- Sewage Treatment Plant

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Utility Outage & Customer Issue Resolution: Workflow

- A** Planned Outages
- B** Unplanned Outages
- C** Customer Issue Resolution

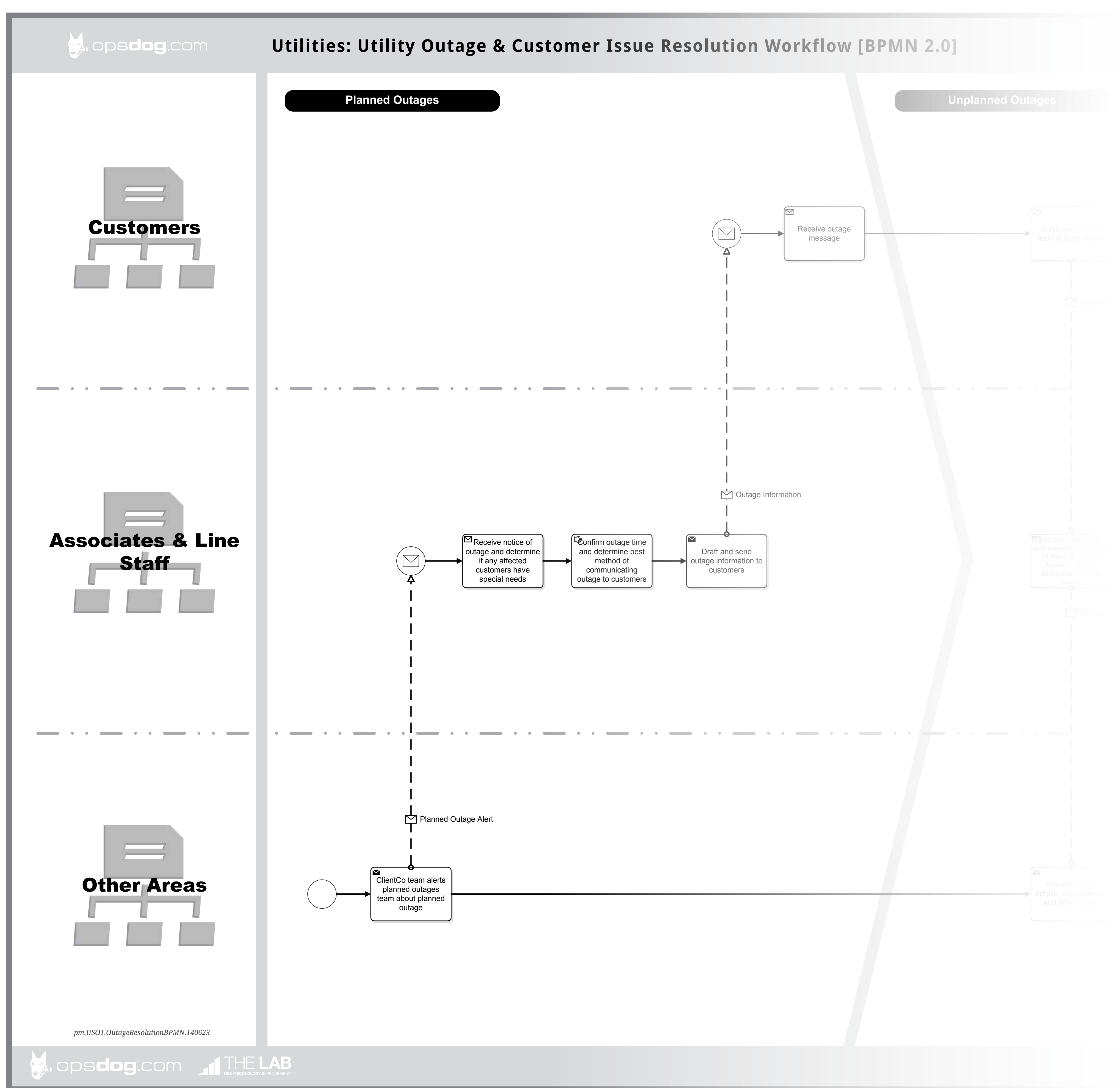
Workflow Description

The tracking, customer contact and resolution tasks for planned and unplanned service outages. Includes customer notifications for planned outages and the research and resolution of unplanned power outages reported by customers.

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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