

opsdog

WORKFLOW

EMERGENCY 3.0 FORMAT!

UTILITIES

Emergency Work Orders

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**
 - Emergency Work Orders**
- Renewable Energy
- Energy Retailing
- Sewage Treatment Plant

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Emergency Work Orders: Workflow

Workflow Description

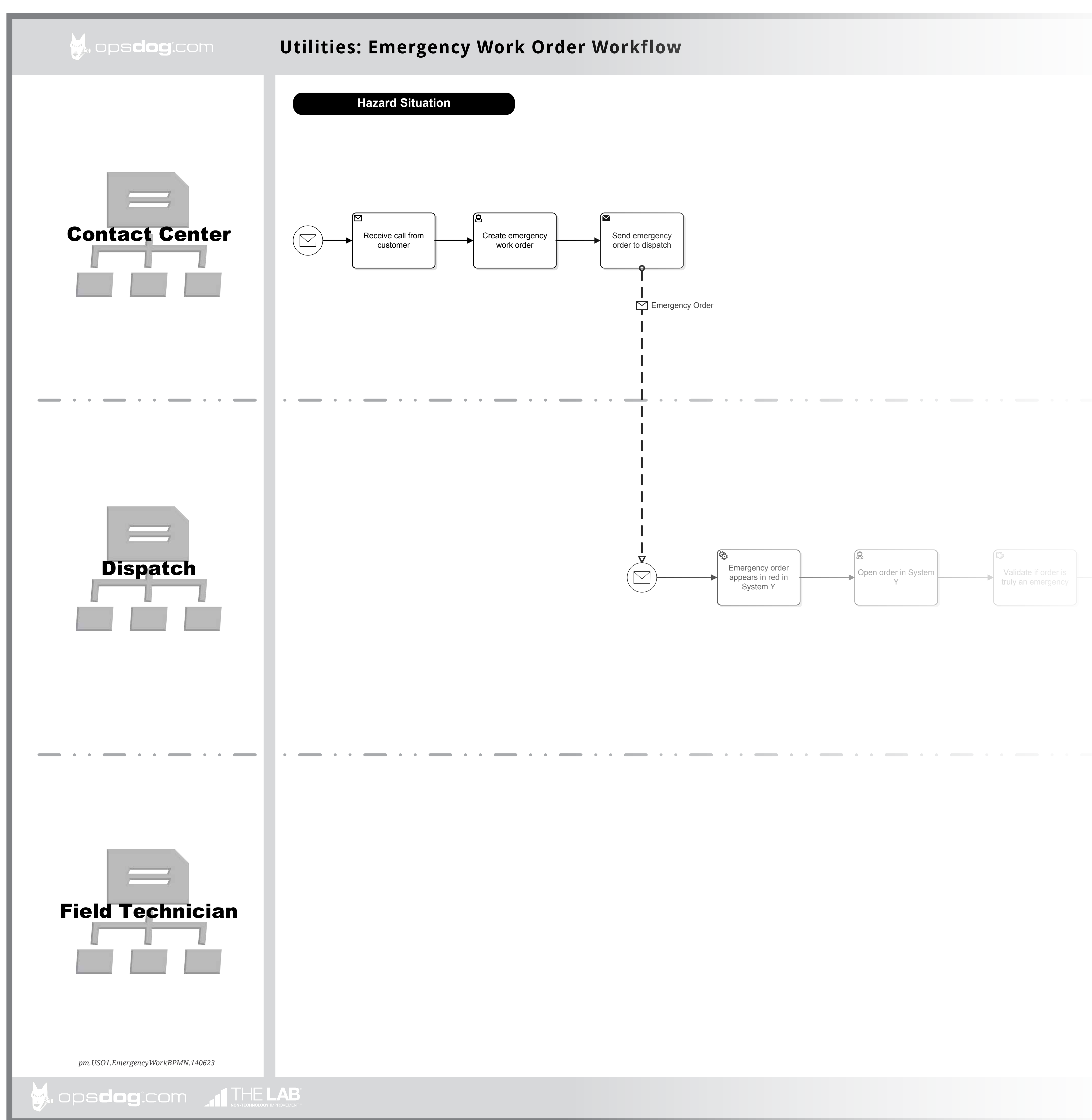
The reception and resolution of high-priority or hazardous work orders (gas leaks, life support systems, etc.) from customers. Includes the initial customer contact, dispatch of field operations personnel and subsequent resolution of emergency work orders.

Legend

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

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