

**opsdog**

**WORKFLOW**

**UTILITIES**

# Smart Meter Operations

**The OpsDog Service Industry Hierarchy**

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

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**Smart Meter Technical Operations: Workflow**

- A Network Health Monitoring
- B Network Development & Optimization
- C Network Application Ownership

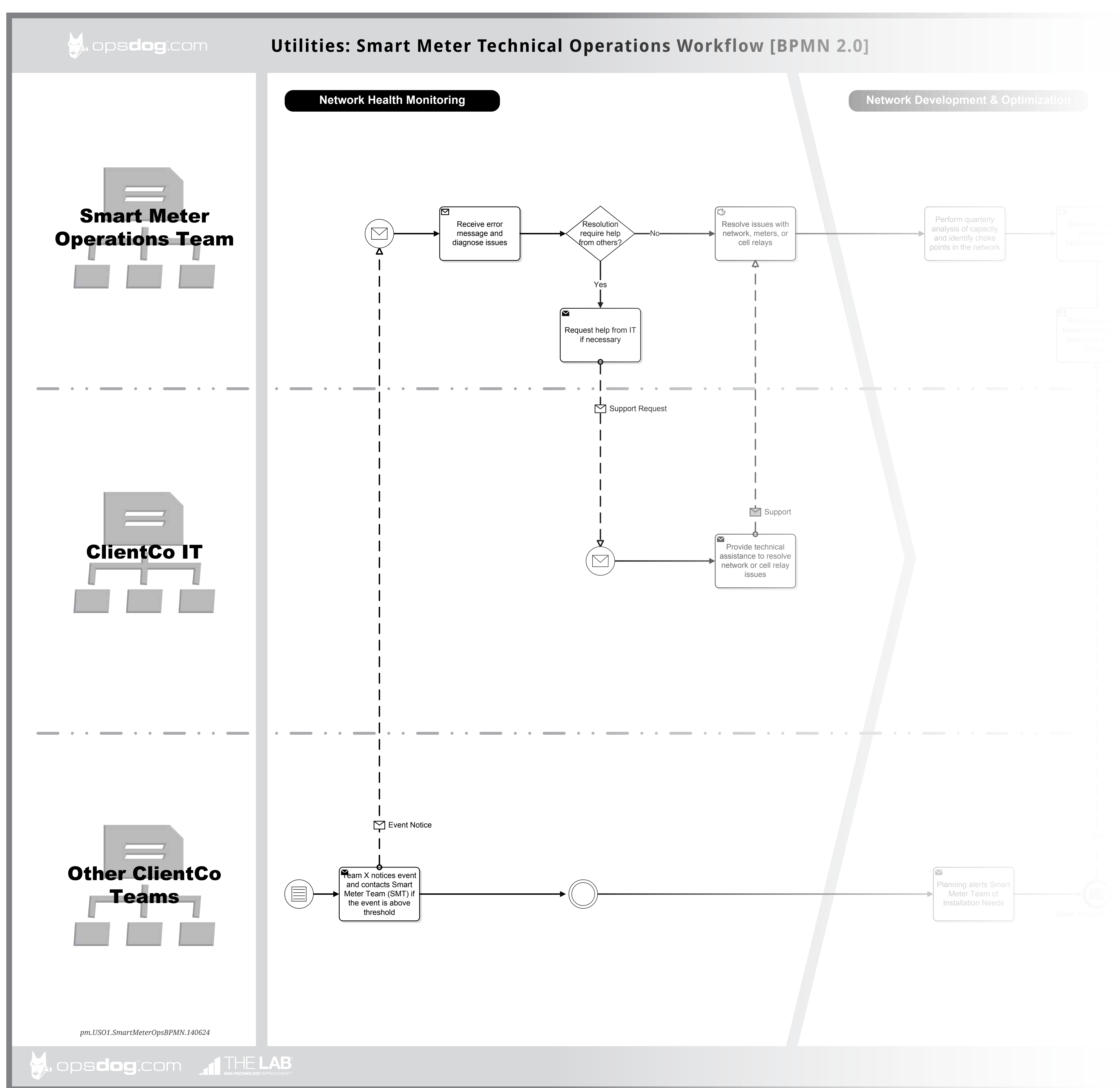
**Workflow Description**

The monitoring of overall electrical meter network health and resultant troubleshooting and, installation and optimization of IT systems and applications.

**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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