

OSS/BSS Workflow Specification

Use this template to workflow specification for order capture, provisioning, activation, and billing.

Template Metadata

| Field | Details |
|----------------|--|
| Category | Telecom |
| Owner | [Team or owner] |
| Version | [Version number] |
| Effective Date | [Date] |
| Review Cycle | [Monthly / Quarterly / Annual / Event-based] |
| Status | [Draft / In Review / Approved] |

Workflow Scope

Define the product, order type, customer segment, and lifecycle stages covered.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Systems & Interfaces

List CRM, order management, inventory, activation, billing, assurance, and integration APIs.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Data Model

Describe key order, service, circuit, asset, and customer attributes.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Process Flow

Provide stage-by-stage workflow from order capture to billing activation.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Exception Handling

Document fallout scenarios, manual queues, retries, ownership, and SLA timers.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Controls & Reporting

List validation controls, audit records, reconciliation reports, and performance metrics. Use tables and numbered process steps for implementation clarity.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Review and Signoff

Document review conclusions, approvals, unresolved items, and next review date.

| Role | Name | Date | Notes |
|----------|--------|--------|---------|
| Preparer | [Name] | [Date] | [Notes] |
| Reviewer | [Name] | [Date] | [Notes] |
| Approver | [Name] | [Date] | [Notes] |