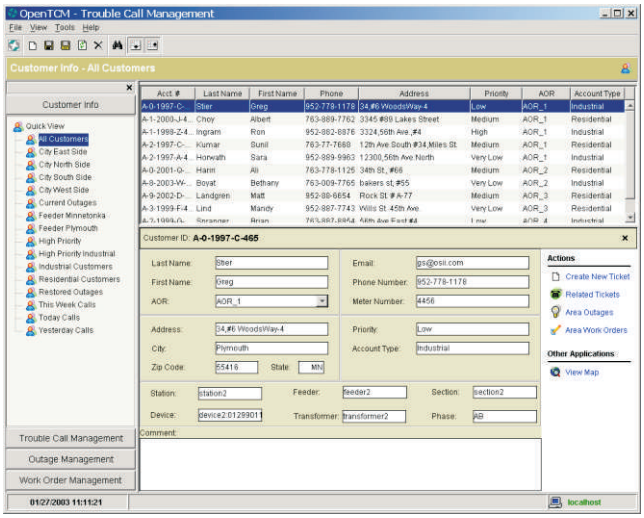
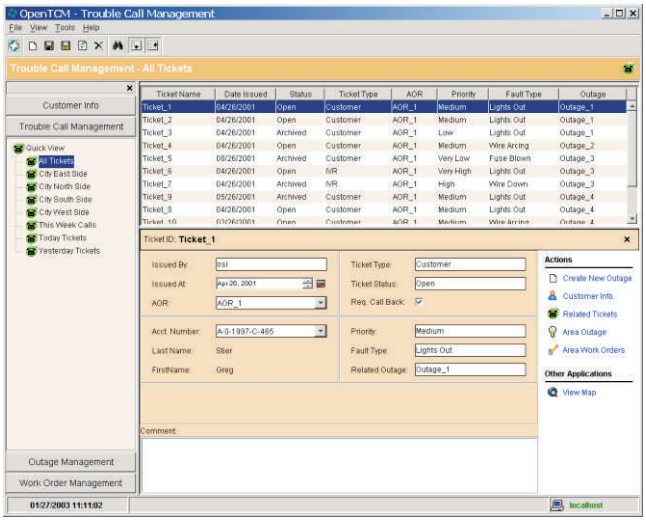
OpenTCM

Trouble Call Management

Trouble Call Operators functioning within a tense environment require easy to use tools for logging customer calls, analyzing probable cause and maintaining accurate records of maintenance actions initiated. **OpenTCM™** encompasses the scope of traditional Trouble Call, Outage Management and Crew Management functions providing the following key features:

- **Trouble Call Logging:** A complete database of customer call information that may be linked to an existing Customer Information System to streamline entries.
- **Outage Management:** When interfaced with OSI's **OpenMAP™** product, a complete set of tools is provided to perform probable cause analysis and pinpoint the "area of interest." Automated management of outage conditions is suggested through the **OpenTCM**'s ability to log faults, group faults, prioritize/escalate faults, initiate work orders and track work order status.
- **Crew Management:** When interfaced to a Crew Dispatch/Management system, automated crew selection and delivery of work order and other relevant information to field crews can be provided.





OpenTCM can easily be integrated with a utility's customer information system (CIS) to enable the identification of customers with a minimum amount of user-entered information and provide access to customer details. In addition, customer service representatives are given the ability to review fault status, time to restoration and details of the work for communicating reasons for fault and fault status to affected customers. Electronic and printable trouble tickets are automatically generated for each outage event.

Using the topological analysis capabilities of the **OpenMAP** product, coupled with SCADA real-time telemetry, **OpenTCM** provides a prediction/analysis engine that analyzes trouble calls and SCADA events, and provides the following functions:

- Escalation of outage to a higher level based on user-defined business rules.
- Grouping of related trouble calls and network outages to a high level event.

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Automated management of outage conditions is suggested through the product's ability to log faults, group faults, prioritize/escalate faults, initiate work orders and track work order status. Work orders are prioritized based on user-definable criteria and include resource qualification/skill set requirements that may be matched to a crew management system for proper work allocation. Therefore, when interfaced to a Crew Dispatch/Management system, automated crew selection and delivery of work order and other relevant information to field crews is provided.

The Outage Management system maintains and reports several well-established reliability criteria (e.g., SAIDI, SAIFI, MAIFI).