Docket Nos. UE-151871/UG-151872 Exhibit No. MBM-\_\_\_\_ (R) Page 1 of 17

# Leasing Design Phase Appendix to Final Summary Recommendations



June 2014





Docket Nos. UE-151871/UG-151872 Exhibit No. MBM-\_\_\_\_ (R) Page 2 of 17

## PSE Leasing Operations Design Preliminary end-to-end Process Detail

May 2014

This is a working document to guide the build and launch phases



### Glossary

#### Step:

Identifies the job to be done and its position in the leasing value chain process

#### Input:

Lists the elements that will be worked on in the process step

#### **Output:**

Lists the deliverables that result from completing the process step

#### KPI:

Key performance indicators to evaluate and improve execution

#### Activities:

Detailed description of the tasks required to complete the process step

#### **Participants:**

Identifies the main players involved in the execution of the process step activities

#### **Roles:**

Defines the type of involvement for process participants using the RACI framework

- Accountable person(s) with ultimate responsibility for the results
- Responsible person(s) responsible for executing and completing the named activities
- Consulted person(s) that are consulted during execution for the information or capabilities they possess
- Informed person(s) that should/must be notified of the results

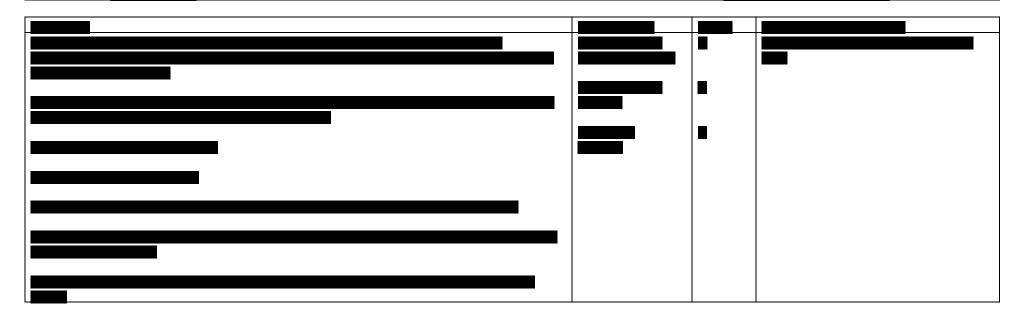
#### **Implementation issues:**

Identifies key activities or concerns for the build and launch phase



- 1. Acquisition Process Steps, 4
- 3. Fulfillment Process Steps, 17
- 4. Administration Process Steps, 24
- 5. Servicing Process Steps, 30
- 6. Termination Process Steps, 38







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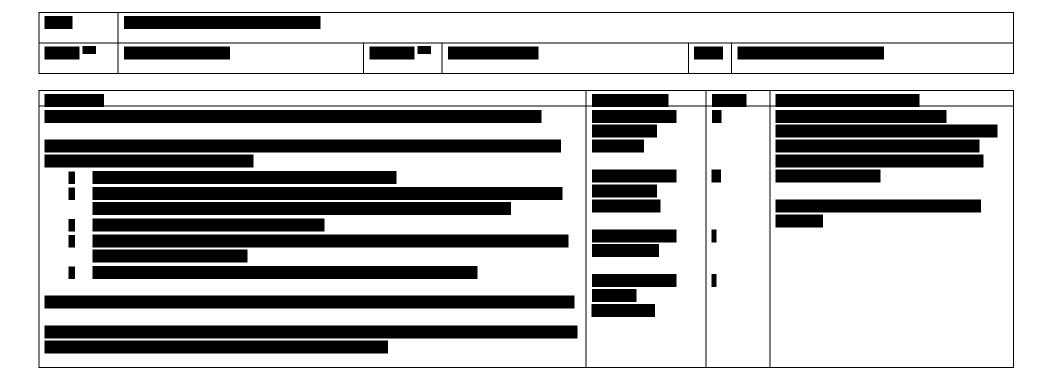
















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