1 Descriptions of Function

All prior work (intellectual property of the company or individual) or proprietary (non-publicly available) work should be so noted.

1.1 Function Name

Customer Portal

1.2 Function ID

IECSA identification number of the function

1.3 Brief Description

The Utility's customers have access to a web portal to view usage information. This portal has its own database that is updated via an extract from the Operational Data Store (ODS).

1.4 Narrative

On a regular basis, a batch file is extracted from the **Operational Data Store (ODS)** and inserted into the database that supports the **Customer Portal**.
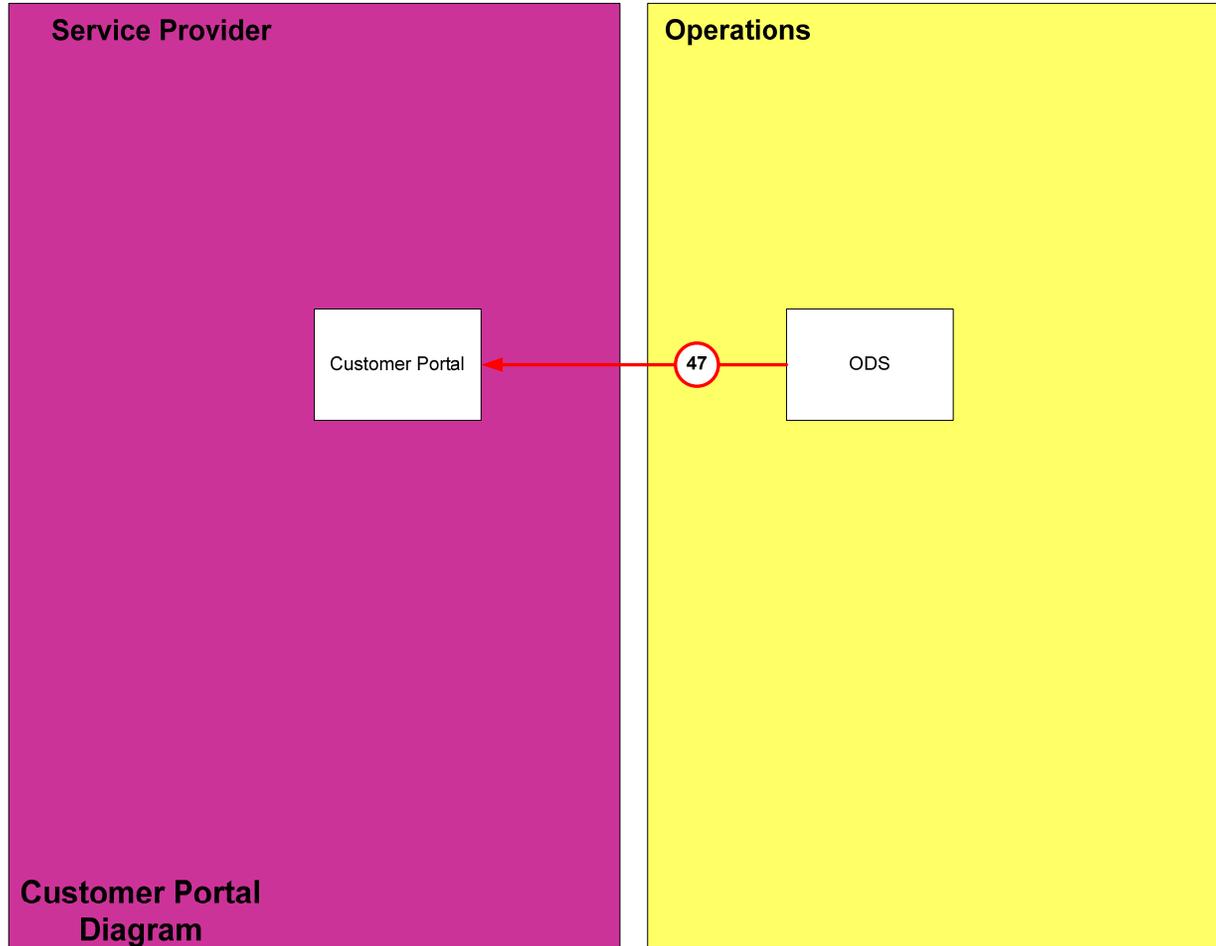
Service Provider	Operations
Customer Portal	47 ← ODS

Customer Portal Diagram

Figure 1-1
Context Diagram for Customer Portal

1.5   Actor (Stakeholder) Roles

Grouping (Community) '		Group Description	
Actor Name	**Actor Type (person, device, system etc.)**	**Actor Description**	
Customer Portal	System	Interactive Web-site that is accessible via the internet that enables the exchange and display of information for the customer.	
ODS	Sub-System	Operational Data Store is a sub-system of the Utility's data warehouse, which stores operational data i.e. all metering events and messages.	

1.6   Information exchanged

Information Object Name	Information Object Description
Flat File	Flat File – Customer usage data

1.7   Activities/Services

Describe or list the activities and services involved in this Function (in the context of this Function).

Activity/Service Name	Activities/Services Provided

1.8 Contracts/Regulations

Identify any overall (human-initiated) contracts, regulations, policies, financial considerations, engineering constraints, pollution constraints, and other environmental quality issues that affect the design and requirements of the Function.

Contract/Regulation	Impact of Contract/Regulation on Function

Policy	From Actor	May	Shall Not	Shall	Description (verb)	To Actor

Constraint	Type	Description	Applies to

2   Step by Step Analysis of Function

Describe steps that implement the function.

2.1   Steps to implement function – Name of Sequence

Customer Portal

2.1.1 Preconditions and Assumptions

Actor/System/Information/Contract	Preconditions or Assumptions
ODS	ODS contains appropriate customer information and usage data (as defined in Customer Portal requirements)

Actor/System/Information/Contract	Preconditions or Assumptions
ODS	Capture of Customer data has been verified

2.1.2 Steps – Name of Sequence

#	Event	Primary Actor	Name of Process/Activity	Description of Process/Activity	Information Producer	Information Receiver	Name of Info Exchanged	Additional Notes	IECSA Environment
#	*Triggering event? Identify the name of the event.[1]*	*What other actors are primarily responsible for the Process/Activity? Actors are defined in section1.5.*	*Label that would appear in a process diagram. Use action verbs when naming activity.*	*Describe the actions that take place in active and present tense. The step should be a descriptive noun/verb phrase that portrays an outline summary of the step. "If …Then…Else" scenarios can be captured as multiple Actions or as separate steps.*	*What other actors are primarily responsible for Producing the information? Actors are defined in section1.5.*	*What other actors are primarily responsible for Receiving the information? Actors are defined in section1.5.* (Note – May leave blank if same as Primary Actor)	*Name of the information object. Information objects are defined in section 1.6*	*Elaborate architectural issues using attached spreadsheet. Use this column to elaborate details that aren't captured in the spreadsheet.*	*Reference the applicable IECSA Environment containing this data exchange. Only one environment per step.*
1.1	Scheduled ETL of customer data stored within ODS	ODS	ETL from ODS to Customer Portal	On a predetermined frequency a batch process (ETL) will run extracting data from ODS and creating a Flat File	ODS	ODS	Flat File - Customer usage data	Open ADE format	
1.2		ODS	FTP Flat File - Customer usage data	Deliver Flat File - Customer usage data to the Customer Portal	ODS	Customer Portal	Flat File - Customer usage data		

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[1] Note – A triggering event is not necessary if the completion of the prior step – leads to the transition of the following step.

#	Event	Primary Actor	Name of Process/Activity	Description of Process/Activity	Information Producer	Information Receiver	Name of Info Exchanged	Additional Notes	IECSA Environment
1.3		Customer Portal	Customer Portal processes Flat File - Customer usage data	Customer Portal processes Flat File - Customer usage data	Customer Portal	Customer Portal	Flat File		

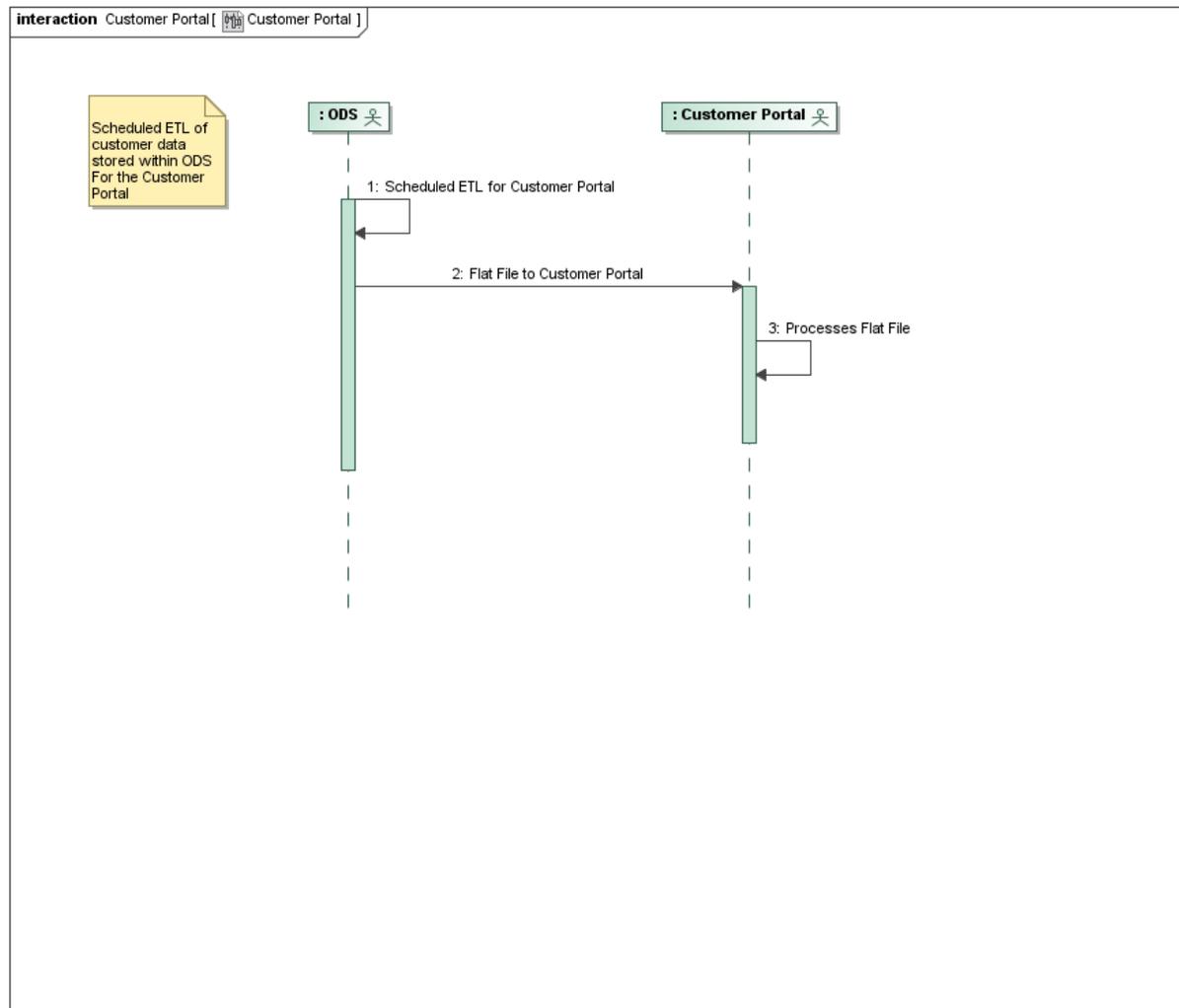### 2.1.3 Post-conditions and Significant Results

Describe conditions that must exist at the conclusion of the Function. Identify significant items similar to that in the preconditions section.

Actor/Activity	Post-conditions Description and Results

2.2   Architectural Issues in Interactions

Elaborate on all architectural issues in each of the steps outlined in each of the sequences above.

2.3 Diagrams

interaction Customer Portal [Customer Portal]

Scheduled ETL of
customer data
stored within ODS
For the Customer
Portal

: ODS

: Customer Portal

1: Scheduled ETL for Customer Portal

2: Flat File to Customer Portal

3: Processes Flat File

Customer Portal Sequence Diagram

activity Customer Portal [Customer Portal]

Scheduled ETL of
customer data
stored within ODS
for the Customer
Portal

ODS	Customer Portal

On a
predetermined
frequency a
batch process
(ETL) will run
extracting data
from ODS and
creating a Flat
File

Flat File to
Customer
Portal

Process Flat
File
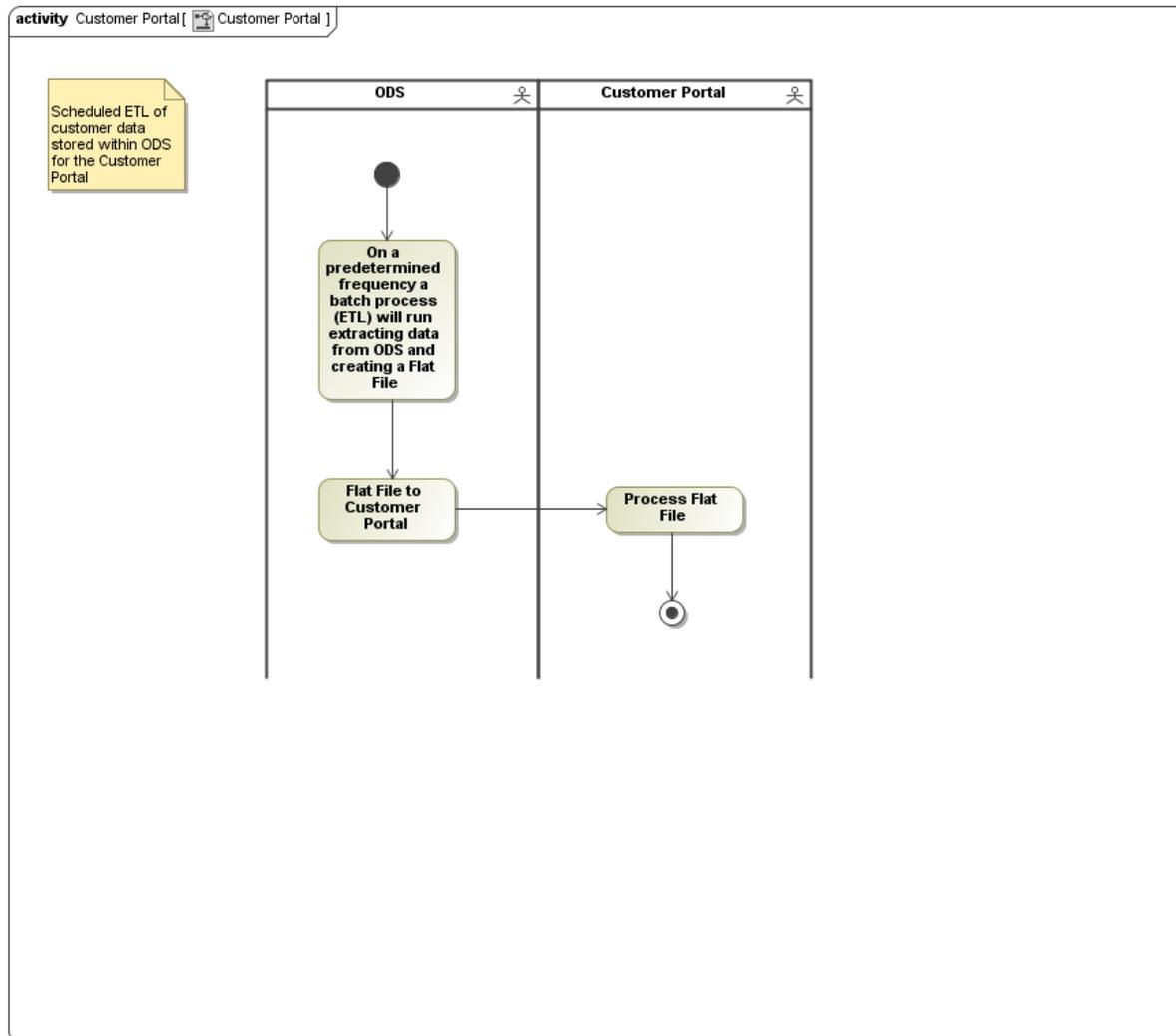
Customer Portal Activity Diagram

3   Auxiliary Issues

3.1   References and contacts

ID	Title or contact	Reference or contact information
[1]		

3.2   Action Item List

ID	Description	Status
[1]		

3.3   Revision History

No	Date	Author	Description
2.0	4-10-2010	John J. Simmins	Create Brief Description and Narrative. Fill in blanks.
3.0	4-26-2010	Brian D. Green	Incorporate revisions and add diagrams