

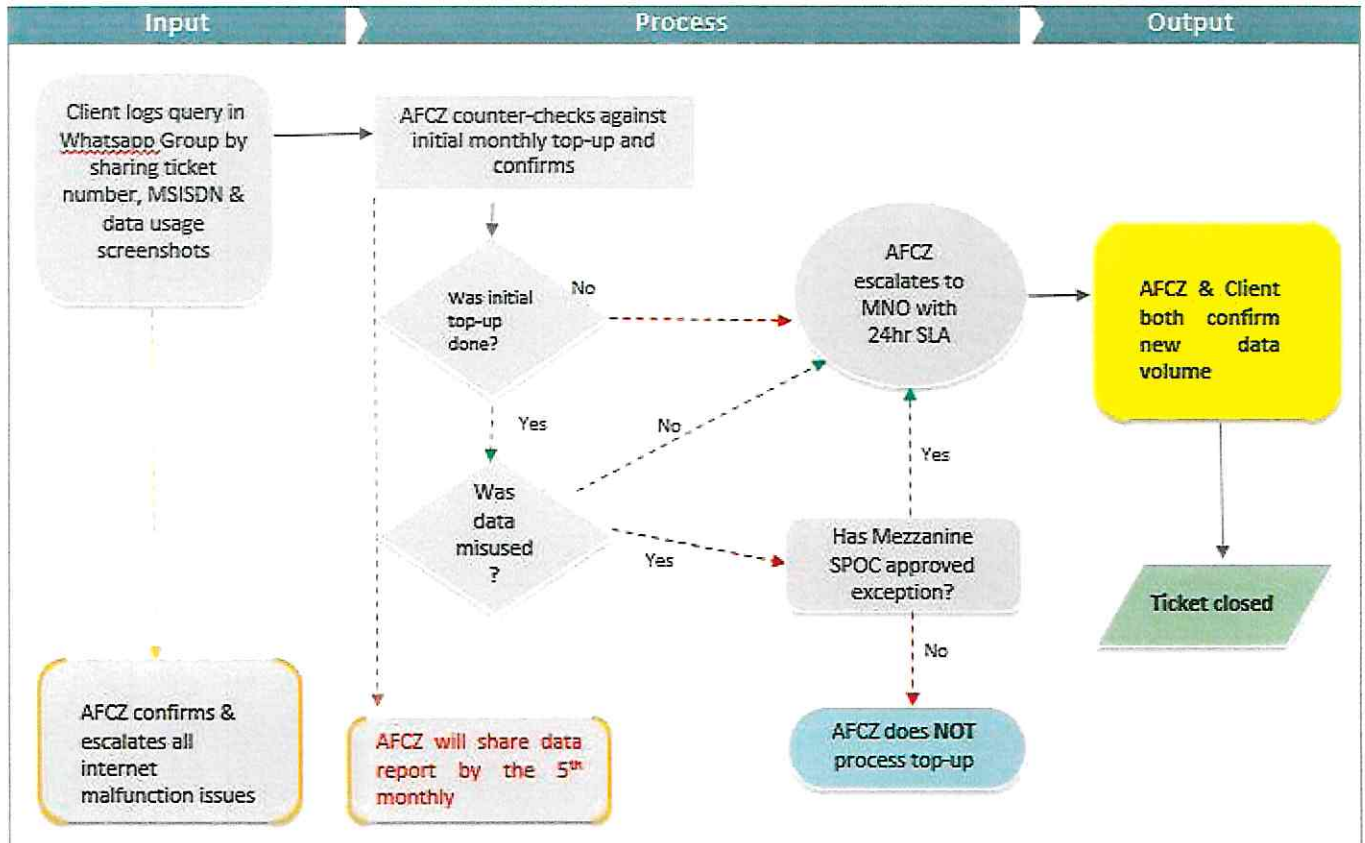
## AFRICONNECT ZAMBIA & MEZZANINE CLIENTS

<b>Name of Process:</b>	Data Management Escalation Process		
<b>Process Owner:</b>	M. Masotomela		
<b>Created By:</b>	AfriConnect Zambia (AFCZ)	<b>Last Updated By:</b>	M. Masotomela
<b>Date Created:</b>	10/09/2019	<b>Last Revision Date:</b>	10/09/2019
<b>Process Purpose:</b>	The purpose of the Data Management Escalation Process is to improve AFCZ's ability to proactively and efficiently manage all data escalations from the Mezzanine solution clients. .		
<b>Process Scope:</b>	This process pertains to AFCZ's requirements such as data top-up, SIM card malfunction, and technical support for internet in the laboratory facilities. Technical support and trouble-shooting of the DMIS application is outside the scope of this process.		
<b>Process Input:</b>	The process input for the Data Management Escalation Process is for the client to identify a data top-up need or an internet connection malfunction in the case of laboratory facilities. Once this input is identified, the Data Management Escalation Process will be initiated.		
<b>Process Boundaries:</b>	<ol style="list-style-type: none"> <li>1. Query SLA inside and outside of business hours (Mon-Fri; 8am-5pm)</li> <li>2. Define who should log query <ol style="list-style-type: none"> <li>a. Create one WhatsApp group per funder</li> <li>b. Requirements for logging queries: <ol style="list-style-type: none"> <li>i. Mobile phone network</li> <li>ii. Phone number (NOT serial number) <ul style="list-style-type: none"> <li>• Process for obtaining own number to be shared</li> </ul> </li> <li>iii. Facility name</li> </ol> </li> </ol> </li> <li>3. Load data once a month – excess top up requires proof of data usage by application and not simply notice that a limit was exceeded <ol style="list-style-type: none"> <li>a. By fixed date every month (5<sup>th</sup>)</li> <li>b. Share top-up report (per google sheet)</li> <li>c. Legal status of top-up requests <ol style="list-style-type: none"> <li>i. Fixed top-up per device per month (around USD10) that is agreed to in the contract</li> <li>ii. We will manage top-ups in addition to fixed amount with separate invoice – that must be possible in legal contract</li> </ol> </li> </ol> </li> <li>4. Assign a ticket number to a query</li> </ol>		

	<p>a. Tickets will be loaded onto a shared Google Sheet for maximum visibility of all queries logged, the reason for the lack of data and the resolution time.</p> <p>The activities immediately following the process input and immediately preceding the process output define the boundaries for the Data Management Escalation Process. Therefore, the AFCZ Data Management Escalation Process starting boundary is defined by the client identifying a data top-up or an internet connection malfunction. The process's ending boundary is defined by the client receiving confirmation from AFCZ Commercial team on the resolution status.</p>
<p><b>Process Flow:</b></p>	<ol style="list-style-type: none"> <li>1. Clients will log query in the "specific" WhatsApp Group (one WhatsApp group per funder) notifying AFCZ Commercial team by mobile number network, Facility name, MSISDN and screenshots of data usage per application. (Input)</li> <li>2. AFCZ counter checks monthly reconciliation shared with Mezzanine Operations to monitor and confirm if initial top-up was done that month. AFCZ sends data top up report by the 5<sup>th</sup> of every month.</li> <li>3. Once a query is logged, AFCZ confirms with the client whether the initial monthly top-up was done.</li> <li>4. If top-up was not done, AFCZ escalates to MNO for top-up to be done within 24hours as per SLA. <ol style="list-style-type: none"> <li>a. Number needs to be topped up in the short term</li> <li>b. Number needs to be added to the APN in the medium term</li> </ol> </li> <li>5. If top-up was done, AFCZ uses the data usage proof shared to determine whether the usage had no abuse. AFCZ escalates to MNO for top-up to be done within 24 hours as per SLA.</li> <li>6. In a case where data usage proof shared indicates usage other than intended purpose e.g. use not for installed Mezzanine App or misuse, the client notifies AFCZ through nominated SPOC for special approval of top-ups on a case by case basis.</li> <li>7. Upon resolution, AFCZ shares screenshot of confirmation of data top-up showing current data volume topped up.</li> <li>8. Client confirms data volume topped up for closure of query.</li> <li>9. Data Management Escalation Process ends and ticket number is closed as resolved.</li> </ol>
<p><b>Process Output:</b></p>	<p>The output for this process is a confirmed closed ticket number.</p>

<p><b>Exceptions to Normal Process Flow:</b></p>	<p>1. In steps 3, in a case of possible misuse based on “timeframe” of the initial top-up and data depletion period, client escalate to director in charge for approval of escalation and then top-up by the AFCZ team.</p>
<p><b>Control Points and Measurements:</b></p>	<ol style="list-style-type: none"> <li>1. A control point and measurement is established in step 4-6 of the process flow. The process owner will continuously monitor the number of extra top-ups against the initial monthly top-up. This will be escalated to the Regional Manager for investigations of data misuse by different custodians.</li> <li>2. A control point and measurement is established in step 9 of the process flow. This will stipulate AFCZ’s adherence of the 24hr SLA with Mezzanine for all data escalation resolutions.</li> <li>3. Turnaround time for acknowledgement of requests, including full detail required (MSISDN, Network, Facility, and Screenshot): 1 hour during business hours.</li> </ol>

## BUSINESS PROCESS FLOW DIAGRAM



### SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

*Jimmy Muchimba*  
*Business Development Manager*

Date: 01/08/2019

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