2020 Census 31. Decennial Service Center Operation (DSC)
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Table of Contents

Reading and Understanding the Model
Legend. ................................................................. 2

Business Process Model
Context Model .......................................................... 3
10. Perform DSC Planning and Preparation Activities .............................................. 4
20. Provide Technical Support ................................................................. 5
50. Closeout DSC Operation. .................................................... 6

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Major Revision Change History

<table>
<thead>
<tr>
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<th>Description</th>
<th>Author</th>
<th>Version #</th>
<th>Page #</th>
</tr>
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<td>2.6</td>
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### Reading and Understanding the Model

**Example Activity Model**

#### Data Object – Input
This represents any in-coming data (e.g., files, data, etc.) to the activity.

#### Data Object – Output
This represents any out-going data (e.g., files, data, etc.) from the activity.

#### Gateway – Exclusive decision gateway
This represents that the process must go one way or the other but not both at once.

#### Gateway – Parallel split gateway
This represents the start of activities that happen in parallel. All incoming flows must complete before triggering the outgoing flow.

#### Gateway – Parallel merge gateway
This represents the end of activities that happen in parallel. All incoming flows must complete before triggering the outgoing flow.

#### Sub Process
This represents a further detailing process model. The details about this activity appear on another page.

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#### BPM Purpose
- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs

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**Legend**
- Start: 
- End: 
- Intermediate Timed Event:
  - Flow continued on another page:
  - Flow continued from another page:
- Activity: This represents the atomic level of an activity in the process model.
- Sequence Flow: This represents the direction of the process' flow.
- Data Object – Input
- Data Object – Output
- Activity
- Activity involving:
  - USER interacting with a system or software:
  - SENDING a message:
  - RECEIVING a message:
- Activity containing a sub process:
- Sub Process
- Optional Activity Numbering:
- Gateway
- Parallel: 
- Sequence Flow: 
- Event Based: 
- Input: 
- Output: 
- Data Store: 
- Association: 
- Annotation:

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**Example Activity Model**

1. **Start**
   - Determine Universe for Mailing
2. Identify Respondents
3. Write Specs for Mailout
4. Process Postcards
5. Prepare Paper Surveys and Envelopes for Mail
6. Go Live with Online Survey
7. Label & Mail all Survey-Related Information
8. Follow-Up Required?
   - Yes
   - No
9. Update Status Nightly
10. Conduct Follow-Up
11. **End**
2020 Census 31. Decennial Service Center Operation (DSC)

Purpose: To provide an integrated service center that will provide technical support for Decennial Operations employees (not applicants or respondents) and Decennial specific applications.

![Diagram of Decennial Service Center Operation (DSC) BPM 04272018.vsd]
10 Perform DSC Planning and Preparation Activities

Purpose: To perform planning and preparation activities needed to stand up the Decennial Service Center.

31-1 Perform DSC Planning and Preparation Activities

31-1.1 Gather Operational Requirements
- Coordinate with Field, IT and Logistics on Operational Requirements:
  - # of customers needing support and estimated staffing needs; field staff hiring schedule, online and classroom training schedules, office opening/closing schedule (part of Program schedule), field and office IT configuration information, and decennial-specific system/application list.

31-1.2 Define Capability Requirements for Systems Supporting DSC
- IT Service Management System (ITSM)
- Call Management System
- Create workflows, templates, KBAs
- Define interface requirements

31-1.3 Conduct UAT and Approve Systems Supporting DSC

31-1.4 Acquire Staff

31-1.5 Set Up Service Center (Performed by Contractor)

31-1.6 Prepare for and Conduct Training
- Prepare initial knowledge base and training on the various devices, systems and processes.

10.10

Start

End
Purpose: To provide technical support for service requests and incidents from the receipt of request to resolution of request.

### 31-2 Provide Technical Support

#### 31-2.1 Receive Request for Service

- **Receive Request**
  - Yes: **Update Ticket**
  - No: **Open New Ticket**

#### 31-2.2 Diagnose Issue

- **Yes**: **Resolve Ticket**
- **No**: **Send to Escalation Team**

#### 31-2.3 Resolve Ticket

- **Update Ticket**
  - **Yes**: **Resolve Ticket**
  - **No**: **Send to Escalation Team**

#### 31-2.4 Handle Service Events and Process Notifications

- **Resolve Ticket**
  - **Service Event Notification to Users**

**Notes:**
- Requests can be in English or Spanish and can be received via ITSM or Phone.
- User data will be autopopulated from the infrastructure directory service.
- Consult knowledgebase to facilitate responses.
- Incidents/Outage Reports
- Escalated IT Incident Requests
- SPC Events
50 Closeout DSC Operation

Purpose: To perform all activities associated with the closing of the DSC operation.

Operational record will be retained at the end of closeout.