



Service Provisioning System (Pinnacle) Roadmap

Felix Aksentsev | Manager, Internal Business Applications

This document captures 5-years Roadmap for Pinnacle – CBS, CMS application that provides following services:

- Consolidated billing services for UBC IT
 - Billing services for UBC Internal, Affiliated and External customers
 - Complete billing services including automatic feed to UBC’s FMIS system
 - Accounts Receivable capabilities with balance due for 30,60,90 and 120 days
 - Accounts management with direct feedback from central Finance services
- Provision of Voice and Data services and support for a range of other services, as:
 - Exchange Accounts, Site Licensing, Virtual Server Services, etc.
 - Complete lifecycle of ordering services:
 - Pre Order, Work Order, Billing Record
- Cable Management for UBC’s Voice Copper plant
- Call capture and rating capabilities for 6 switches on 3 technological platforms:
 - 4 - Nortel Meridian SL/1 switches
 - 1 Mitel switch
 - 1 Cisco VOIP switch
- Switch provisioning and management capabilities for 4 Nortel switches
 - Automatic switch provisioning
- Synchronization between Pinnacle and 4 Nortel switches.

Year	Milestones
2010	Evaluation Phase of Pinnacle Upgrade – completed
2011	Pinnacle Software and Infrastructure Upgrade (Pinnacle 6.4.2, Oracle 11g, VM server) – completed Support Voice Services re-platforming (new switches)
2012	Consolidate UBC IT billing Integrate Pinnacle with ITSM Toolset for Request Fulfillment billing Complete IAM Integration
2013	Open Self-Service Customer Portal (TBD) Enhance distributed reporting
2014	Support Voice Services re-platforming

