

## UC4. Predict and Prevent Service Disruption

*How do I minimize service disruption through action?*

### CHALLENGE

How can digital tools and analytics help predict, track and monitor service disruption to better enable asset owners to communicate with customers, reduce impacts and improve mitigations?

### BENEFITS

- ✓ Improve customer satisfaction
- ✓ Minimise asset downtime
- ✓ Reduced costs or improved results against KPIs/SLAs

### FOUNDATIONAL

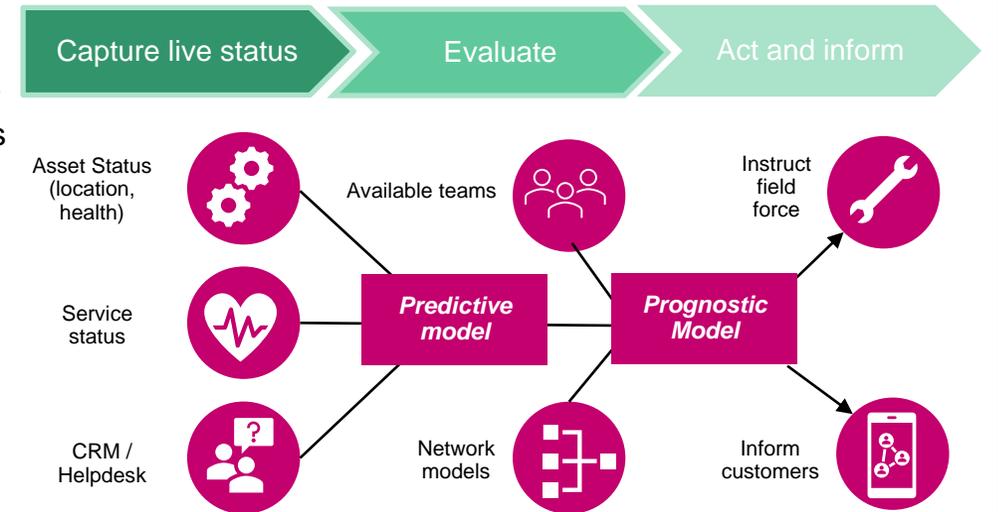
- Scope and effects of service disruption **tracked and recorded**
- Mitigation / business continuity plans for potential scenarios in place

! Is your organization able to establish clear links between asset performance and service impacts? Do Ops and Asset teams talk?

### SOLUTION

Integrate Asset, Service and Customer information to understand which assets impact which services and customers  
Smart assets can alert and/or self-diagnose, identifying disruptions and potential interventions

Prognostic tools model customer demand, planned / unplanned works and field force availability to propose interventions, re-route network traffic and provide dynamic and accessible customer information



### NO REGRETS

- **Integrate status feeds** (sensors, helpdesk calls), to quickly identify location/effects
- Effective **communication tools** to provide solutions to customers and asset owners

! Multiple data feeds and/or dashboards from different assets / sensors / suppliers: how do you **integrate** them into a complete story?

### GAME CHANGERS

- **Analytics (AI/ML)** to predict service disruption events based on historical analysis
- **Automated** mitigation measures and recommended actions to minimize disruption

! How do you **validate AI/ML outputs**? How do you **elicit knowledge from engineers and get buy-in** to predictive / prognostic models?