



Public Utilities Communication Office Process Maps

City of Raleigh Public Utilities Department
5210-Communication Office Business Process Maps

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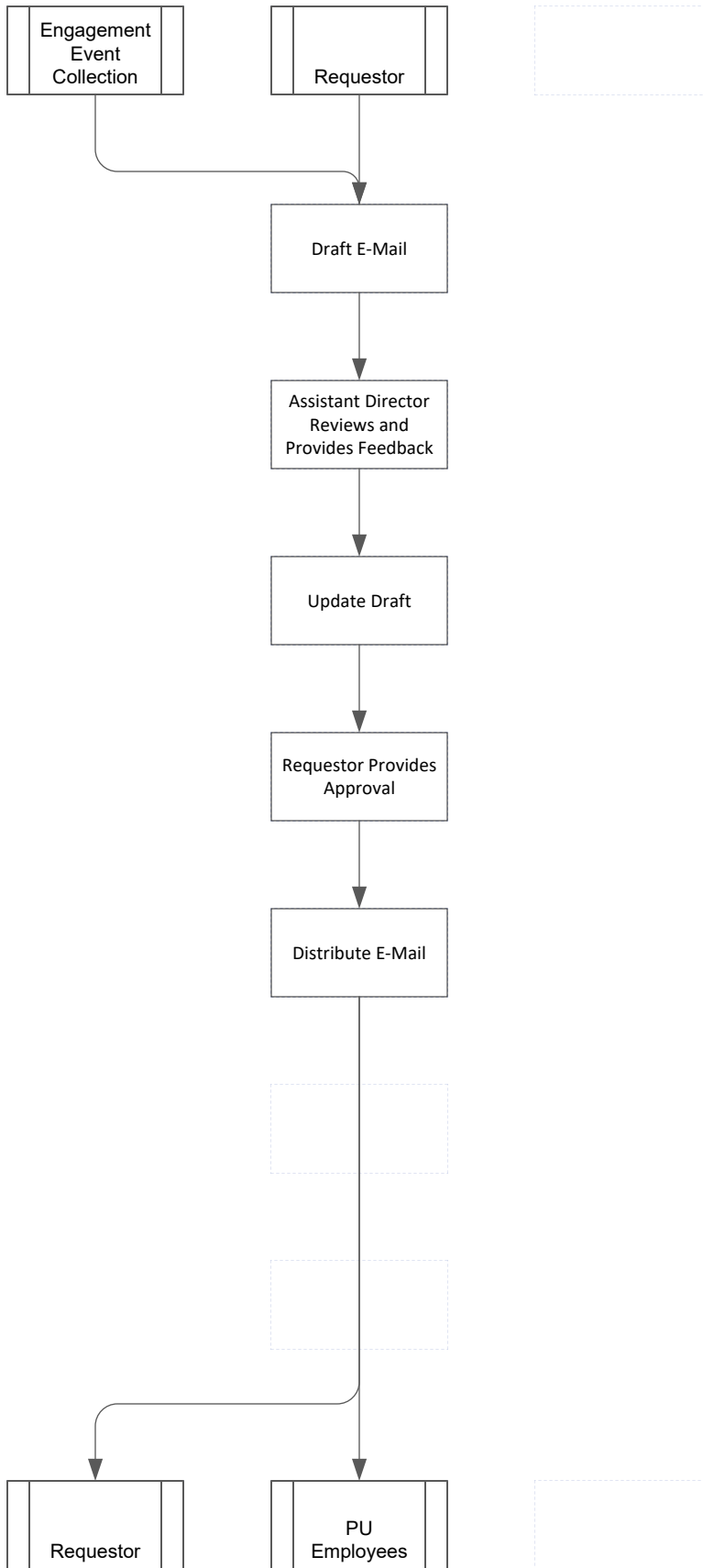
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3 KEY SUPPLIERS

3 KEY INPUTS

7 KEY ACTIVITIES

3 KEY OUTPUTS



3 KEY CUSTOMERS



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2.05.P01.T04

Revision:
A

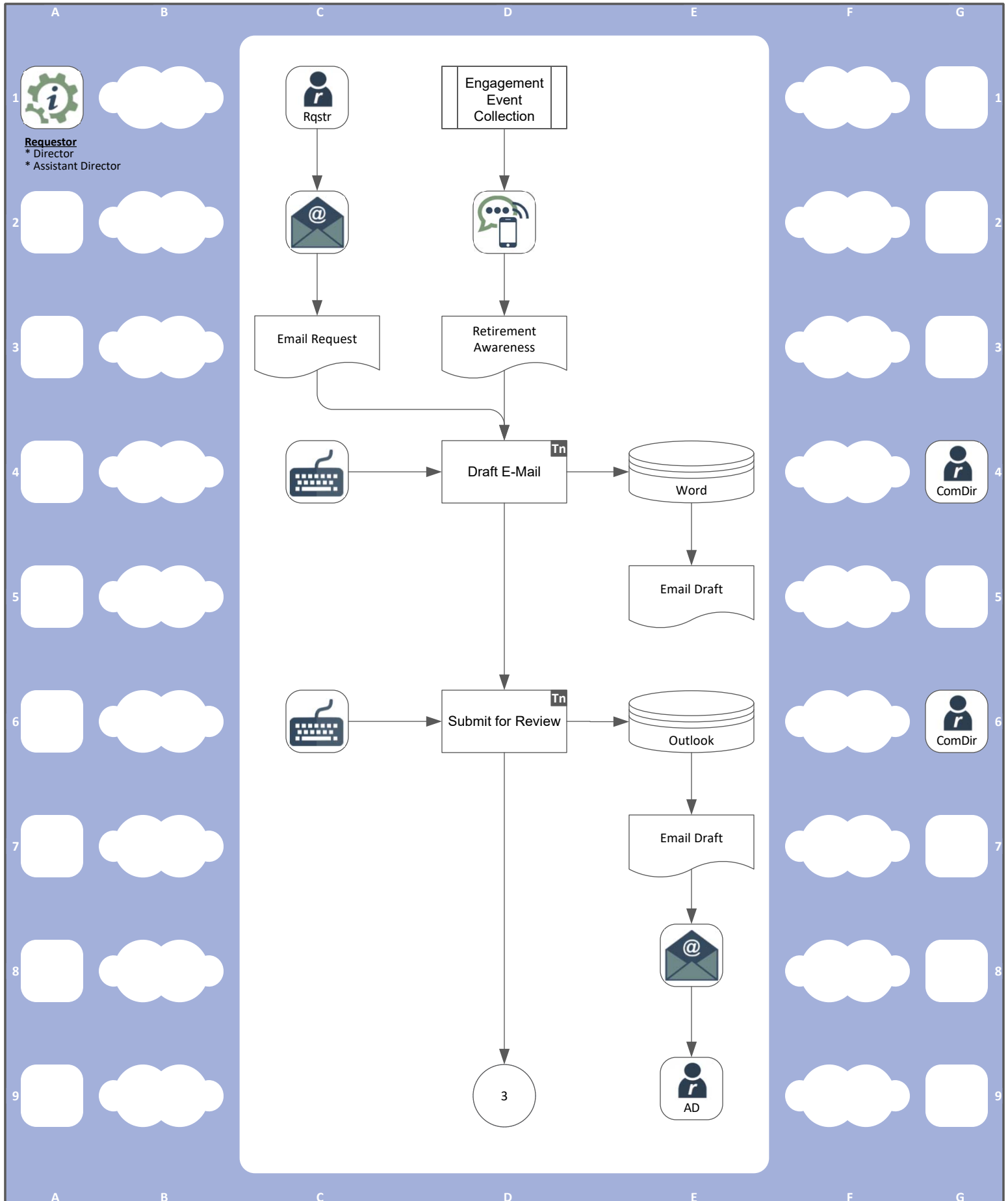
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Process Owner:
Carolyn Dumas

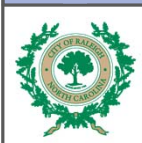
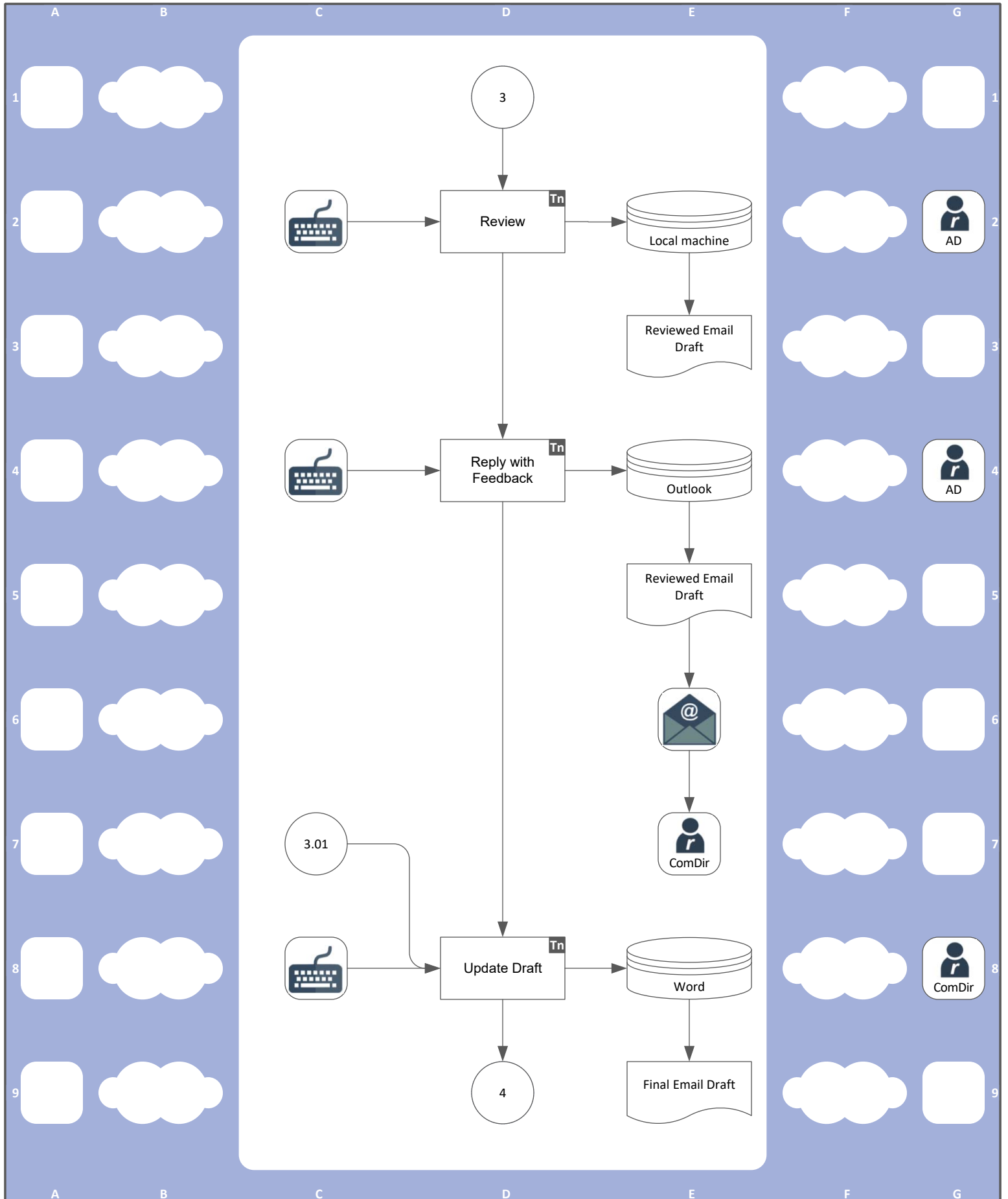
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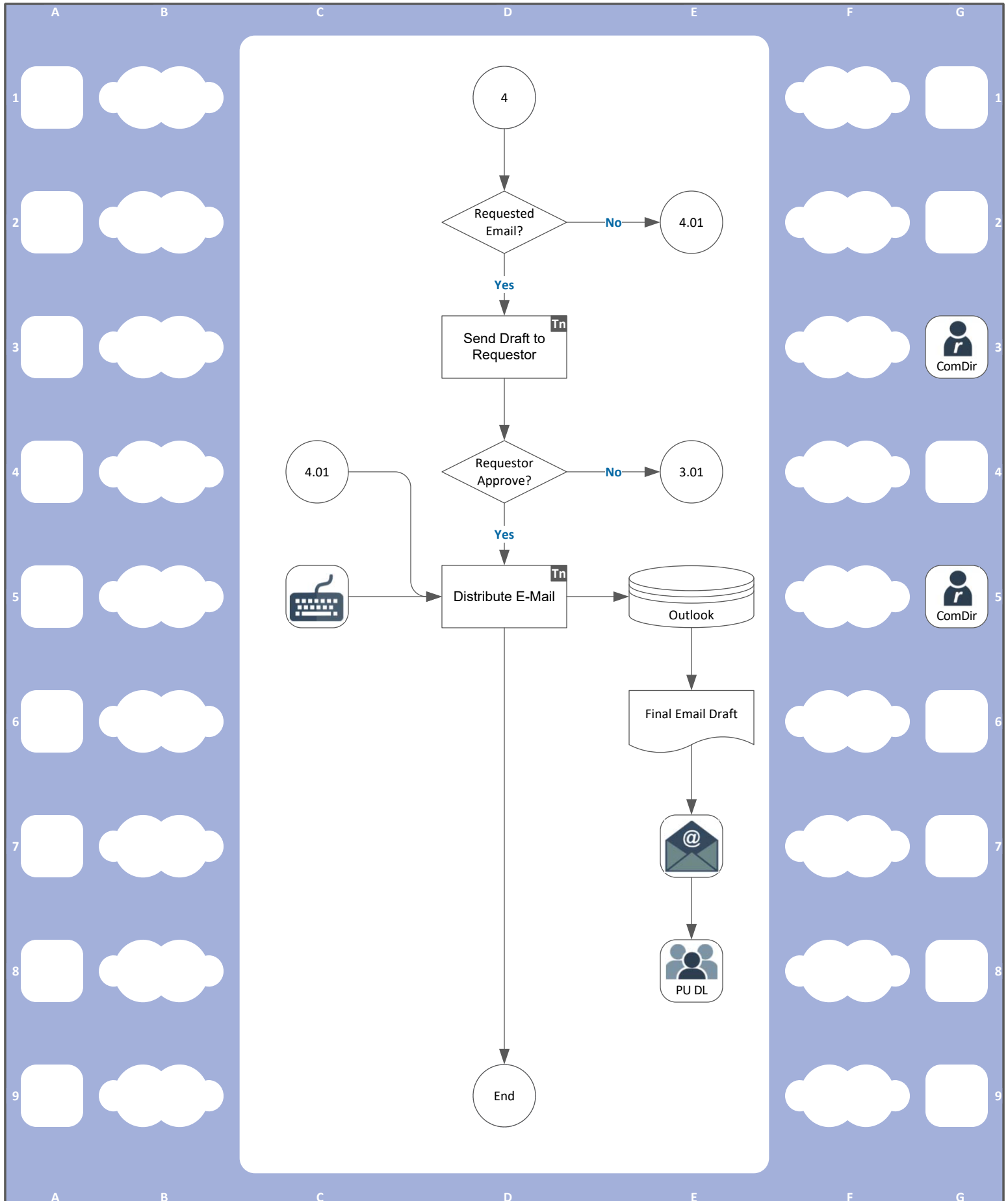
Process Name:
Internal Employee Email




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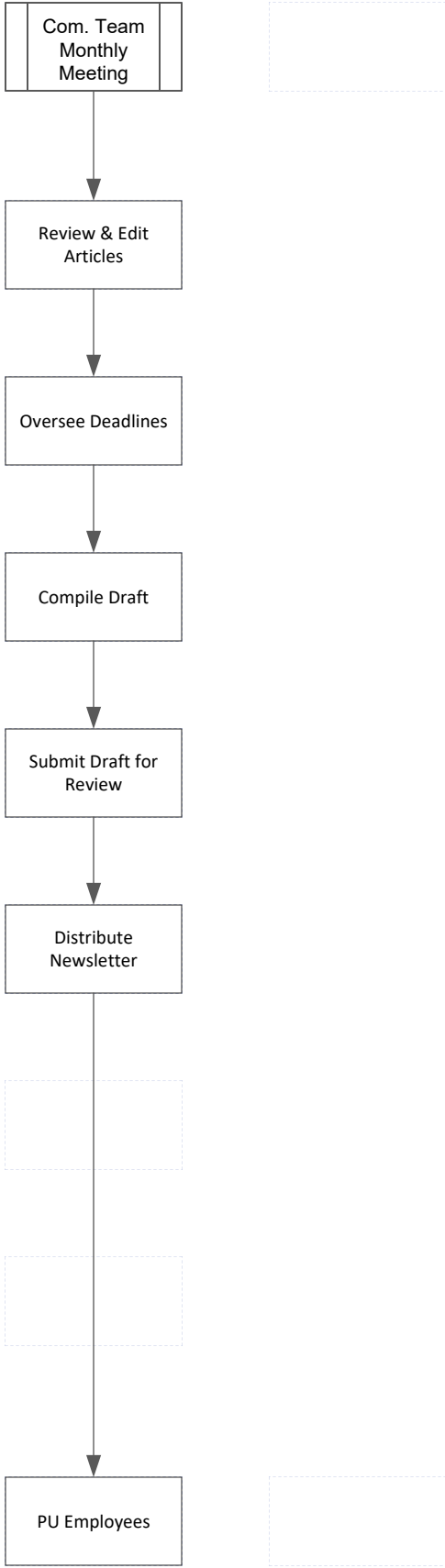
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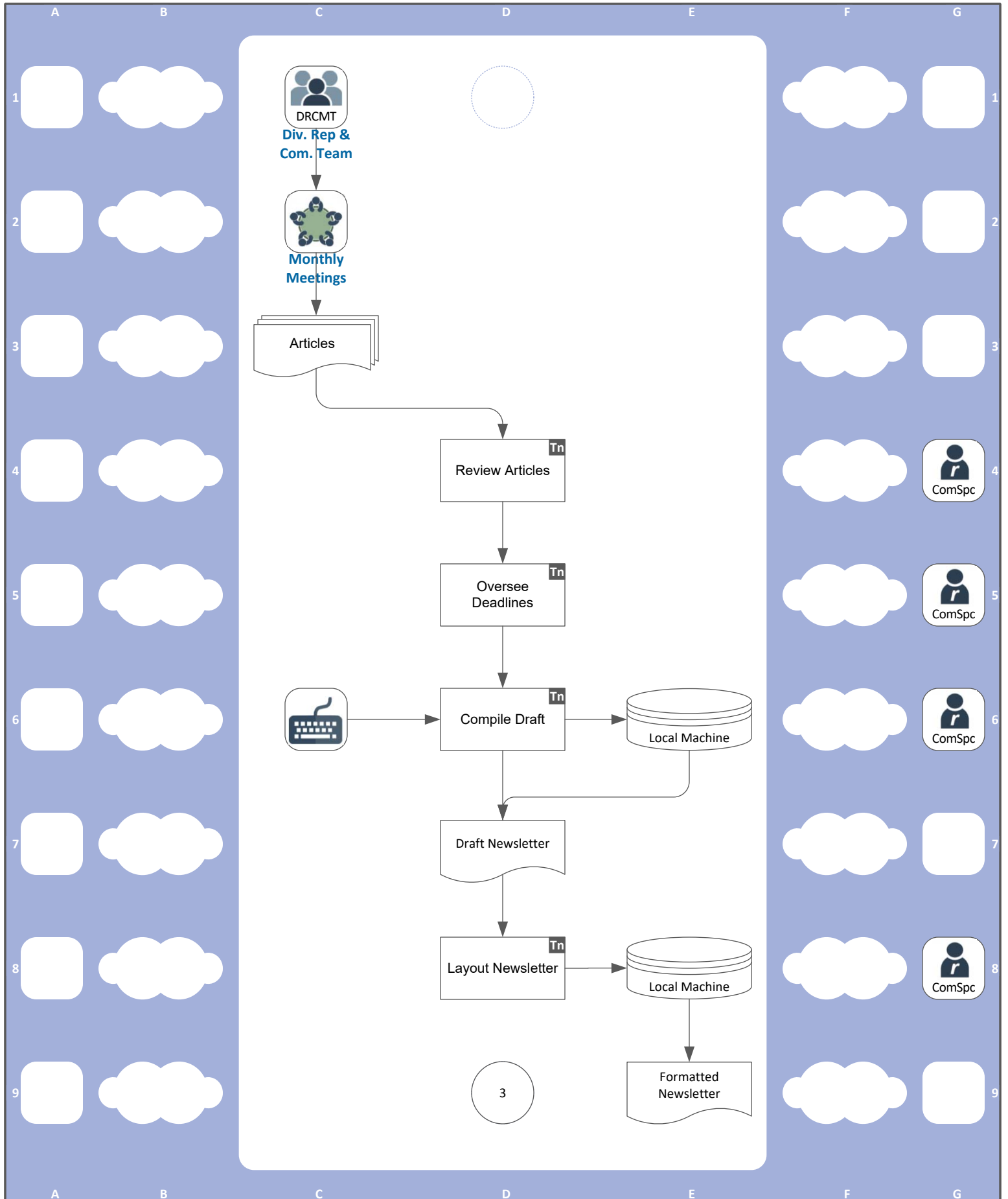
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Carolyn Dumas

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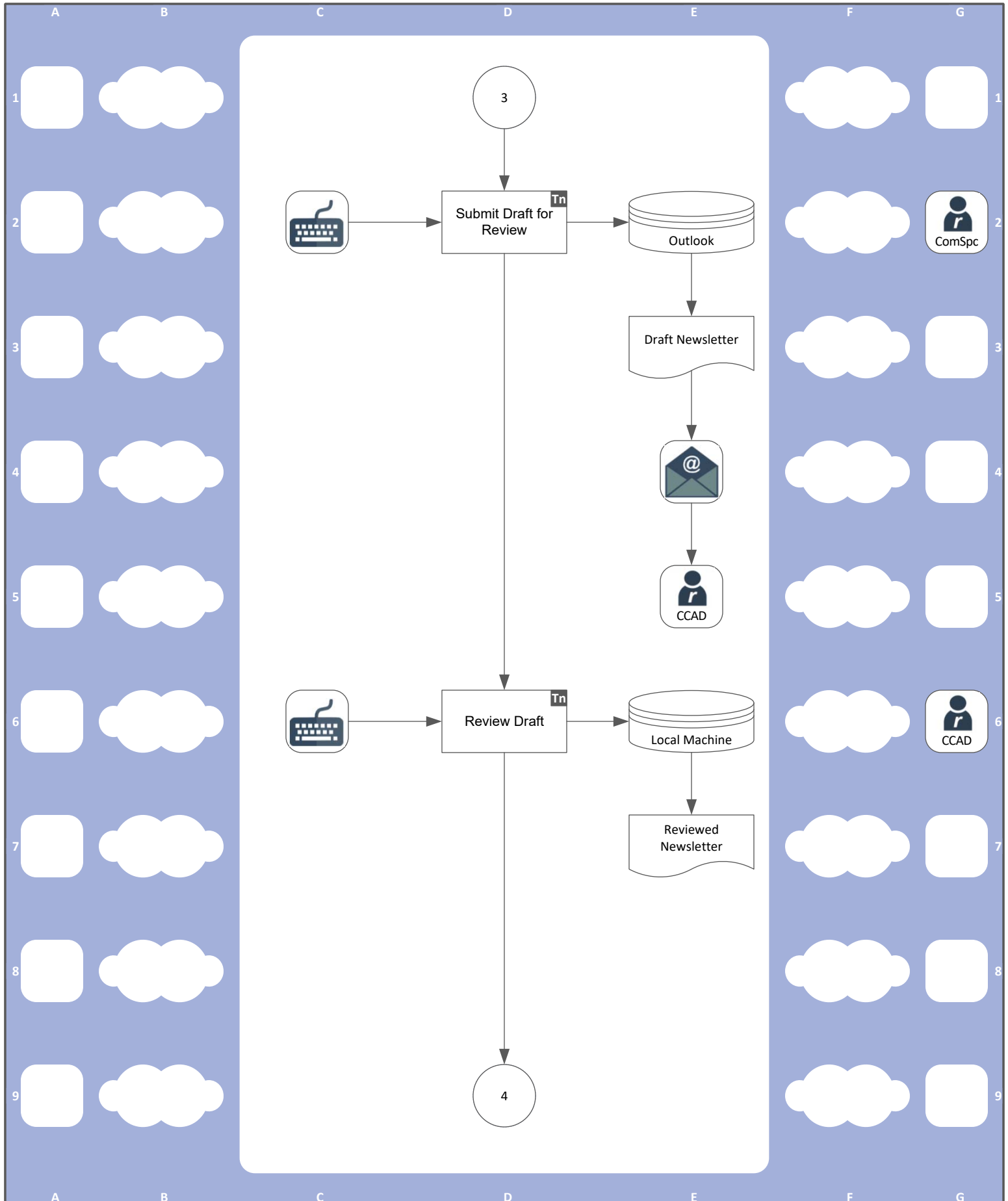
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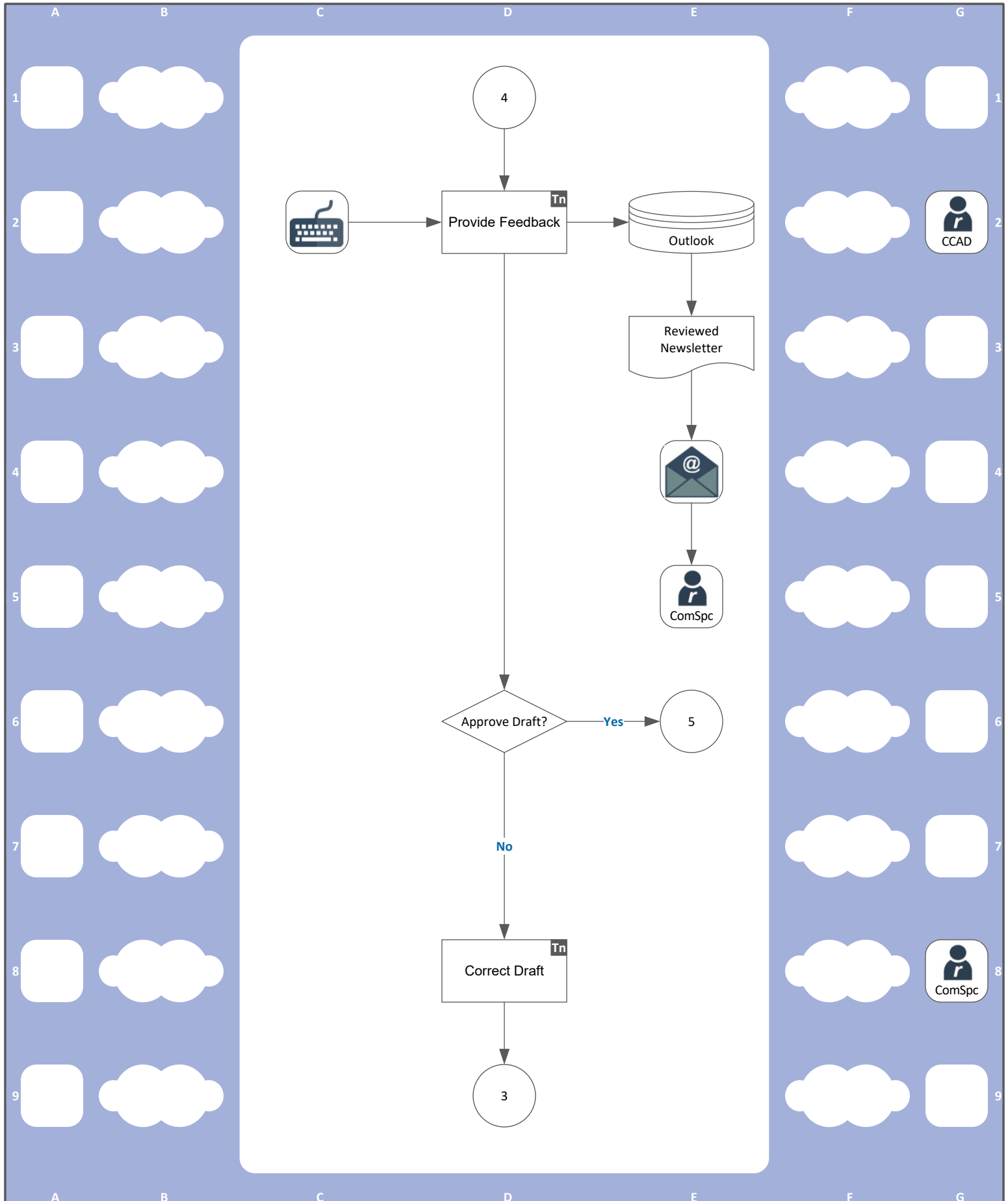
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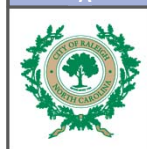
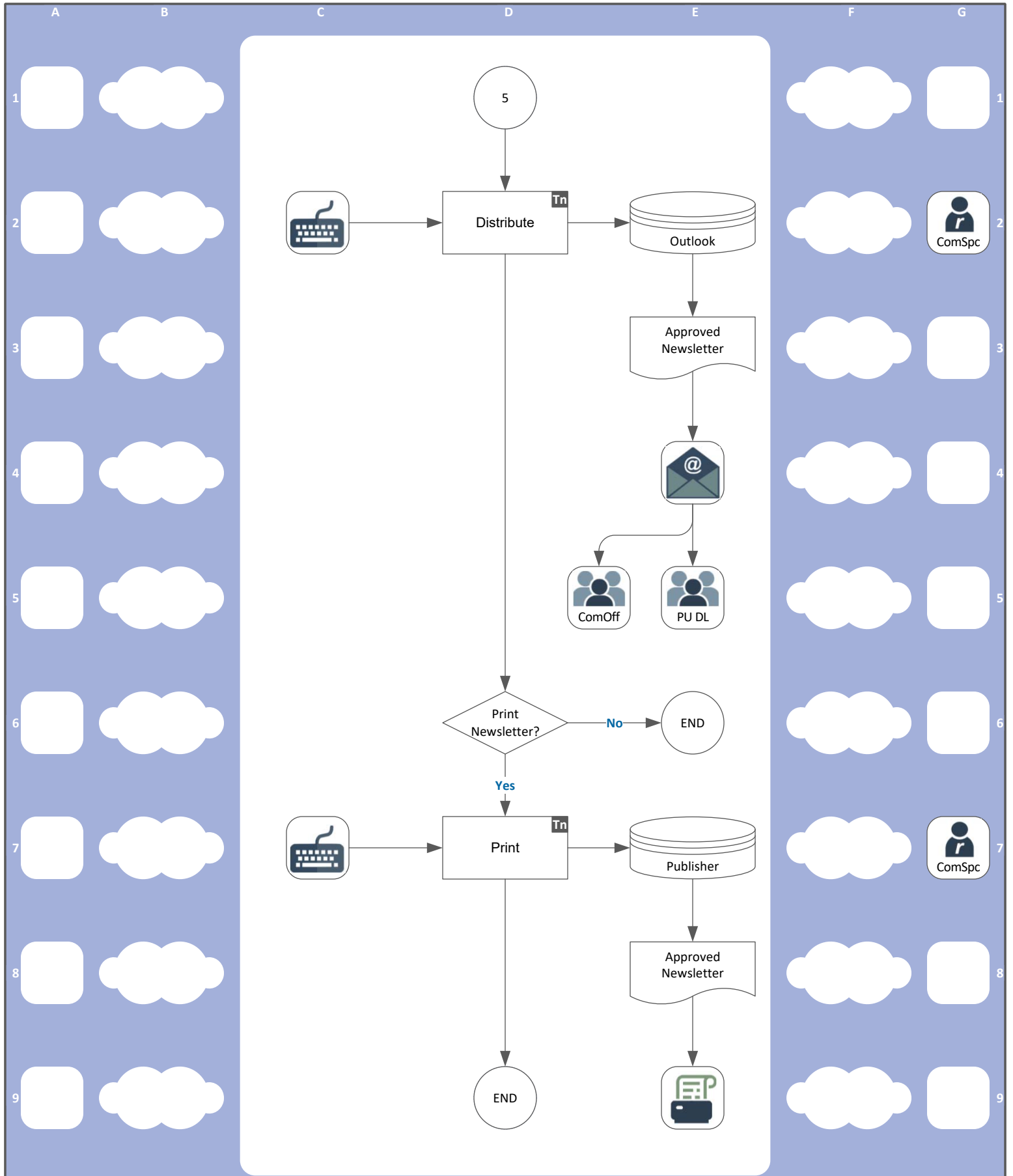




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Process Name:
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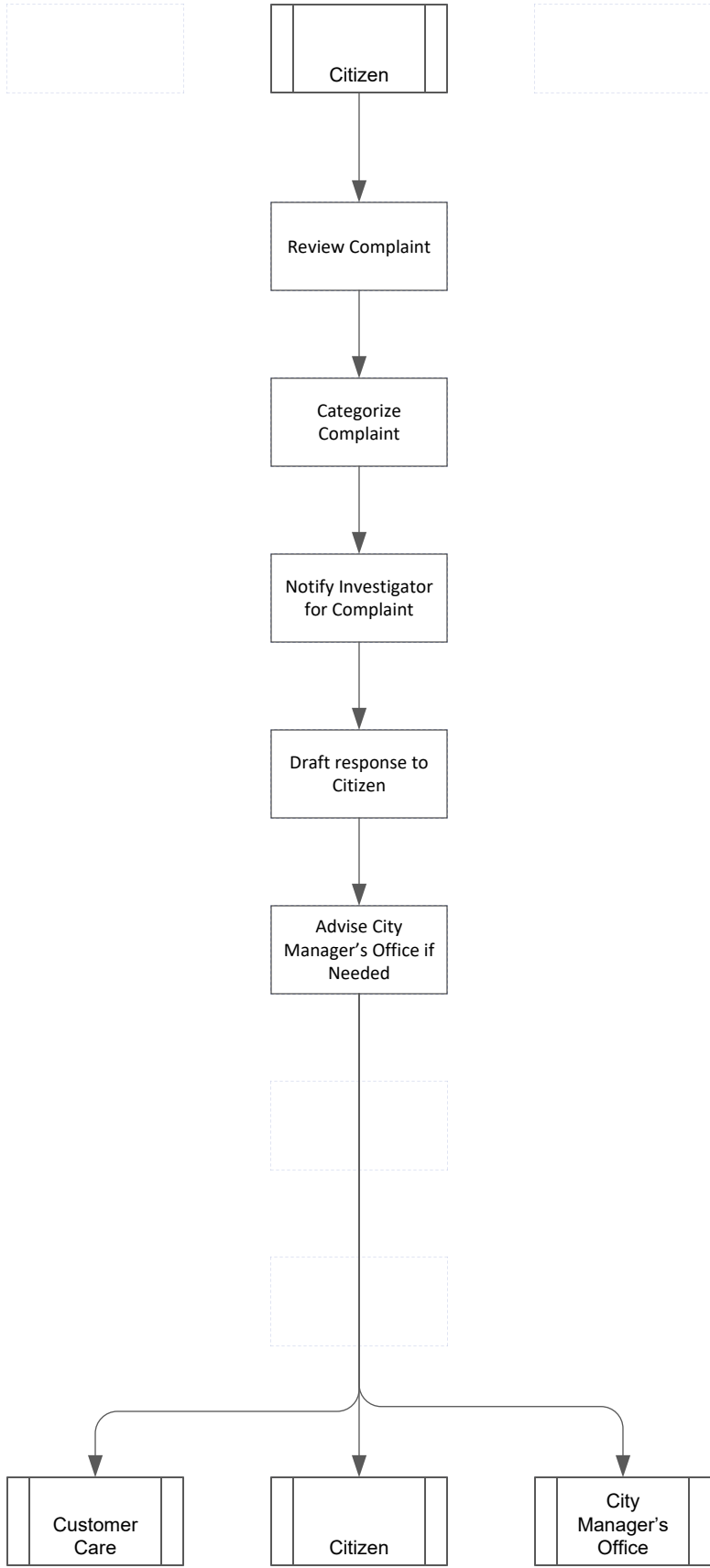


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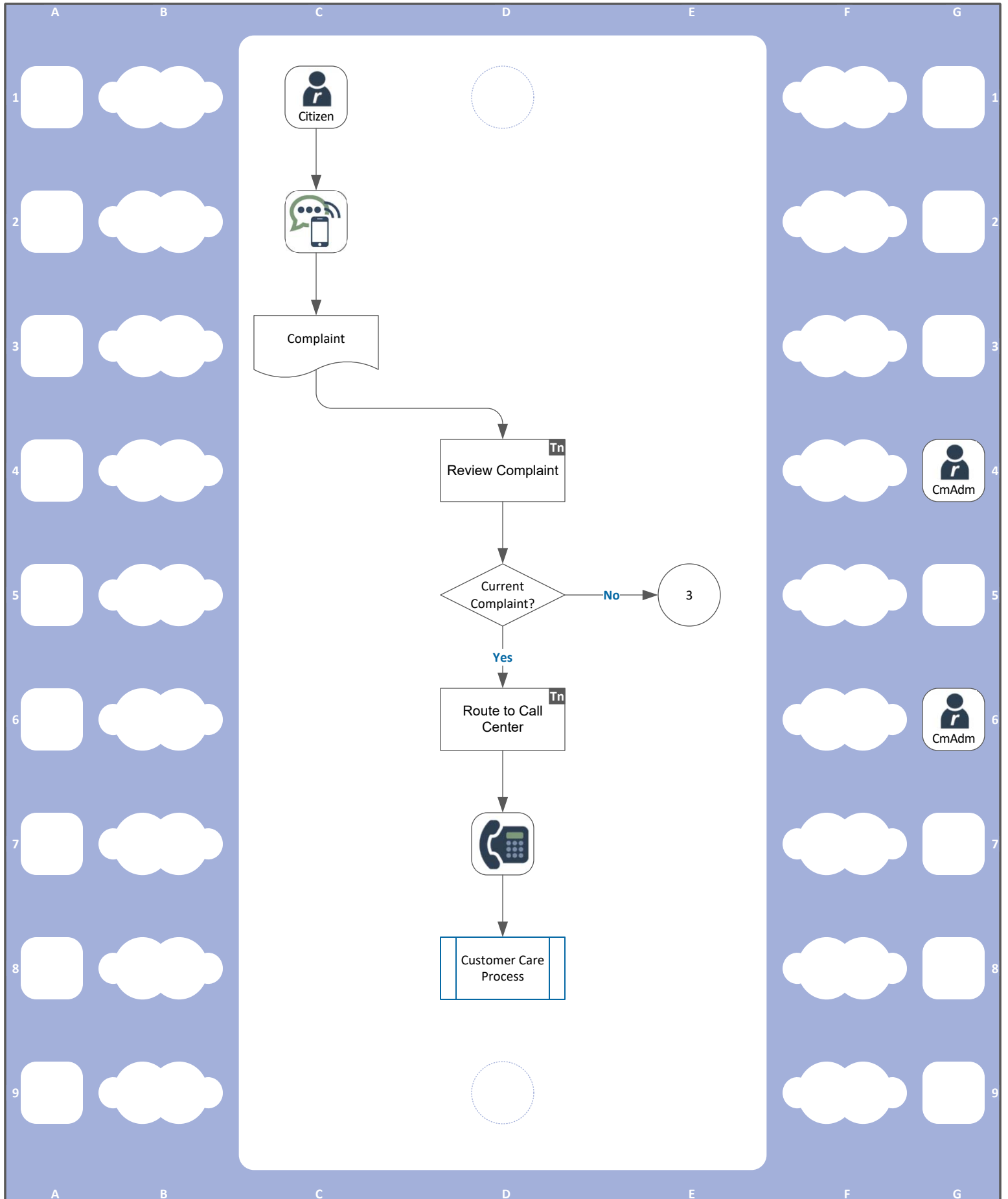
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Process Owner:
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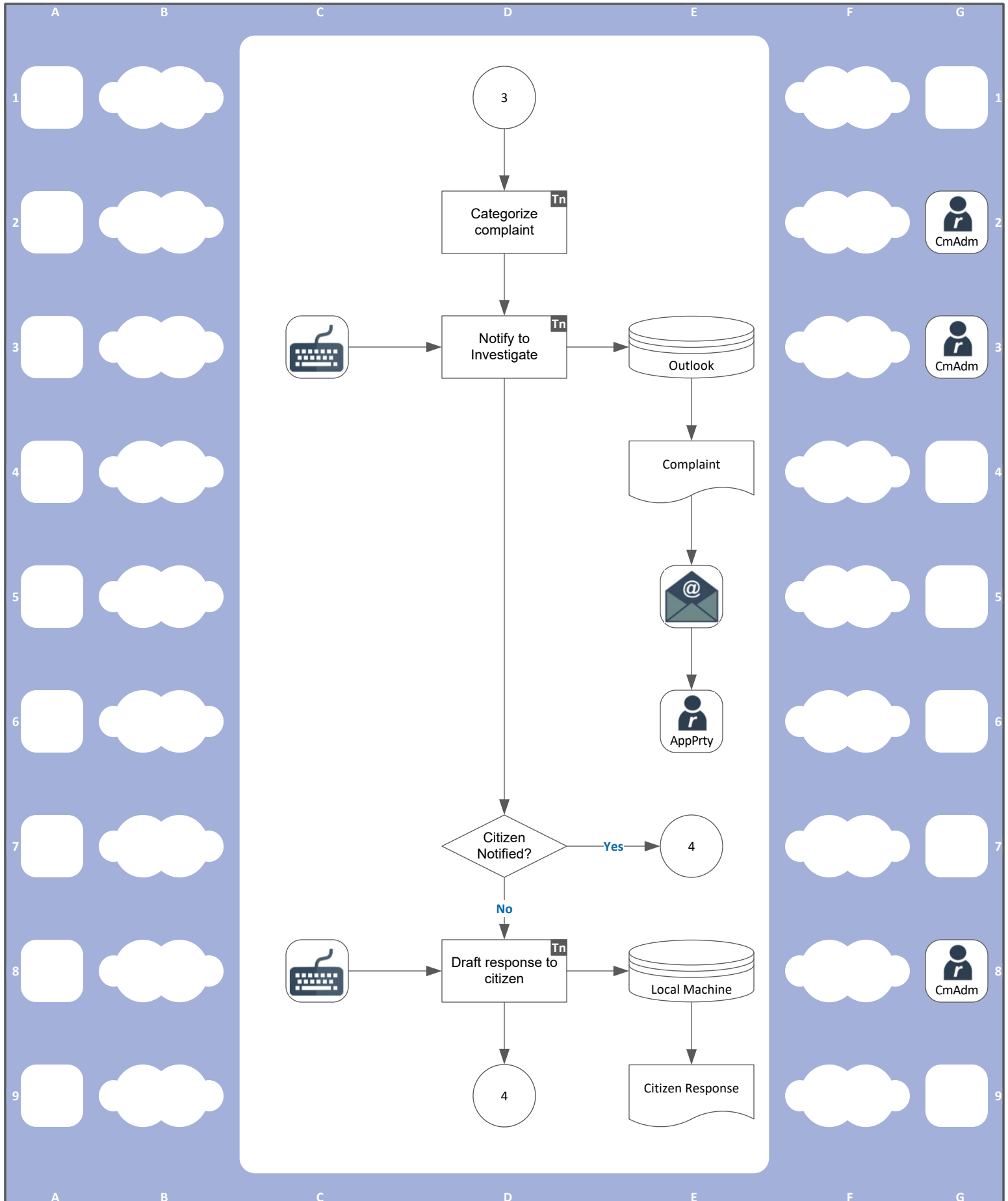





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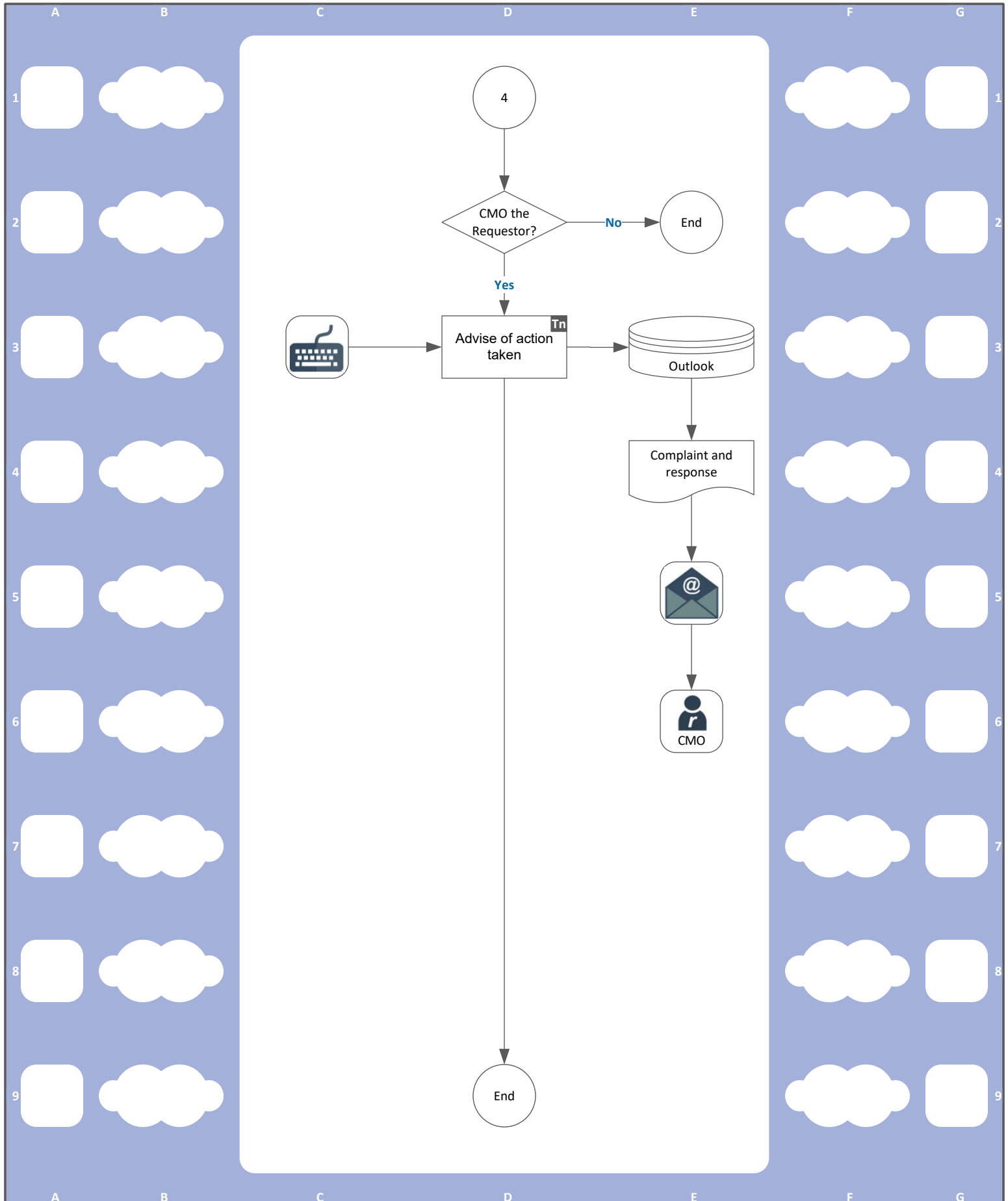







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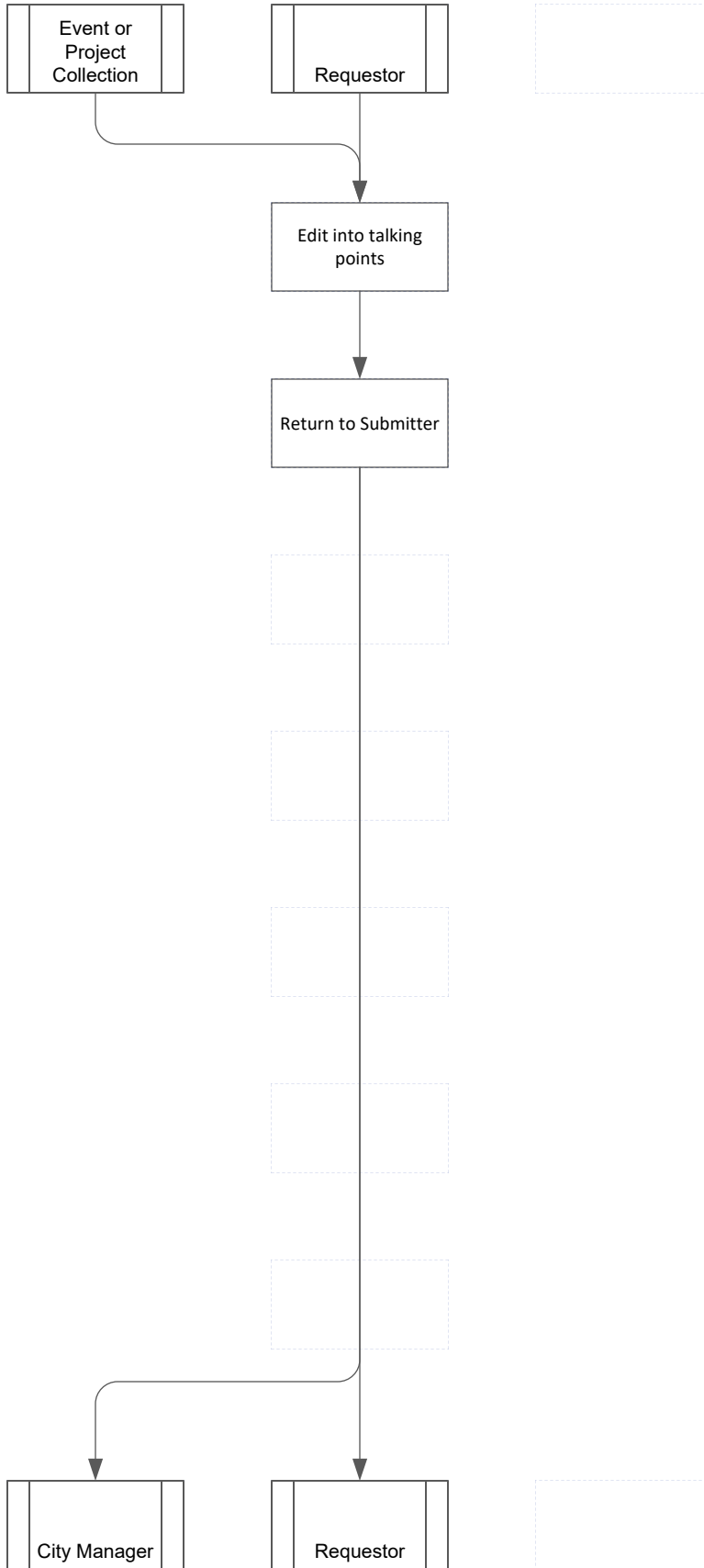
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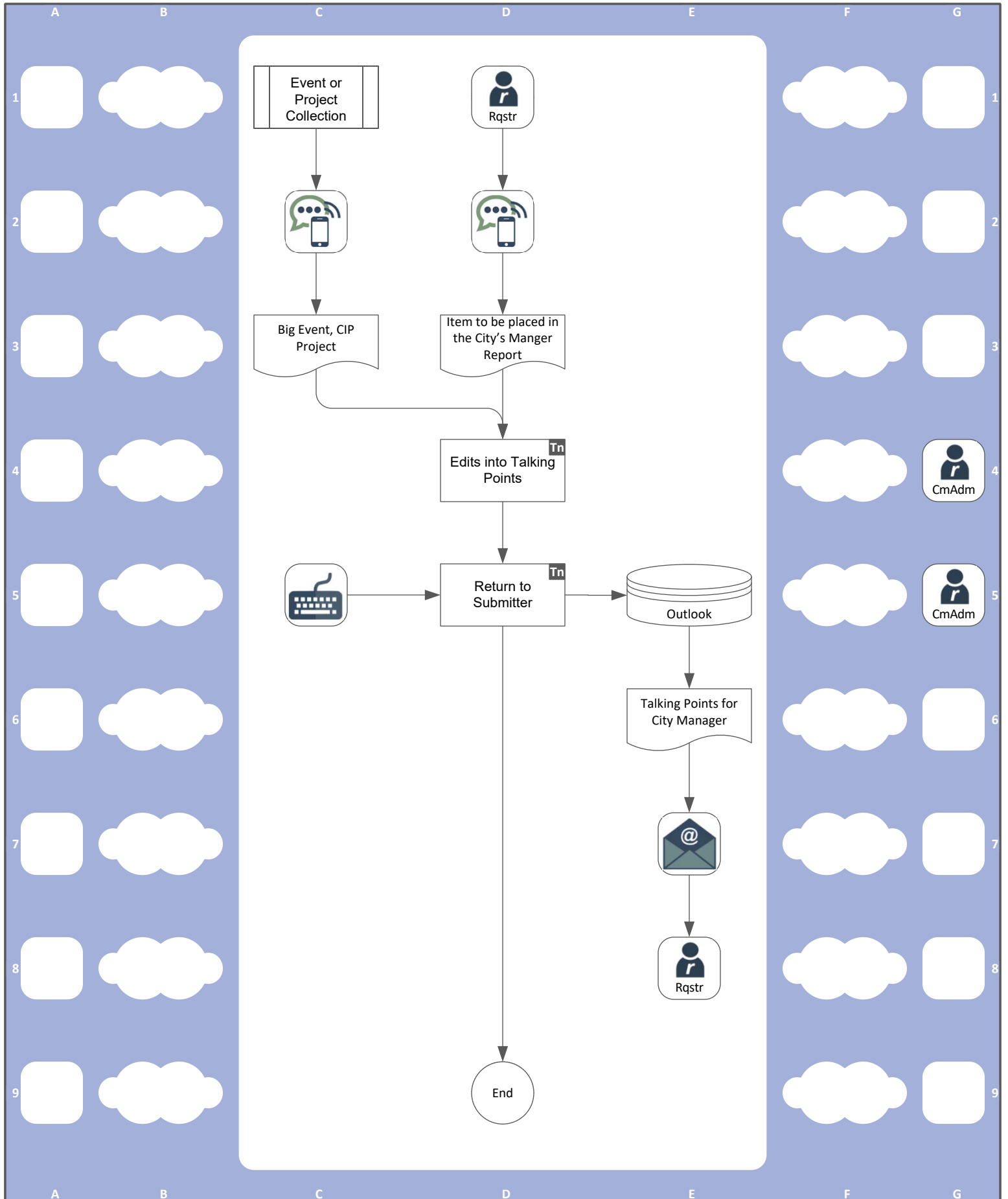
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Process Owner:
Carolyn Dumas

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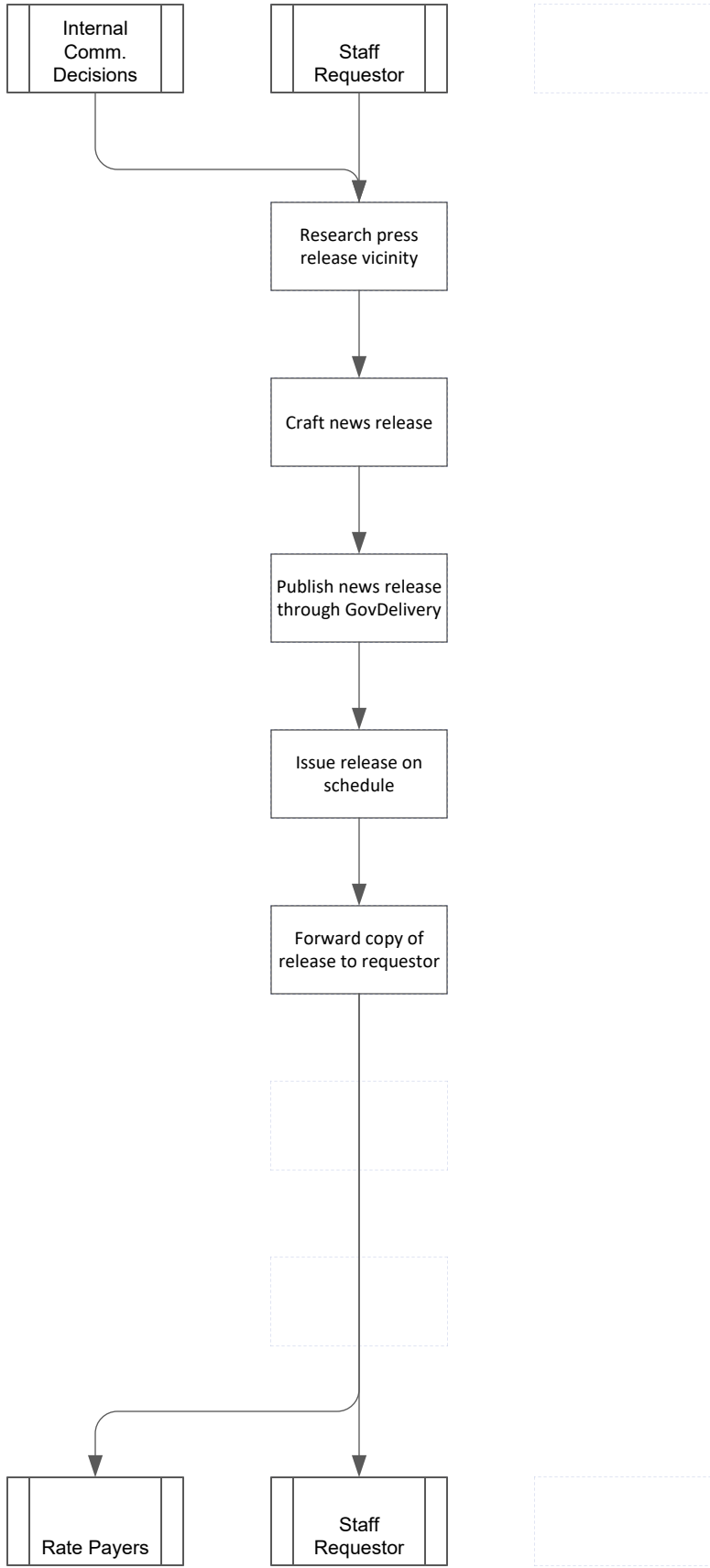


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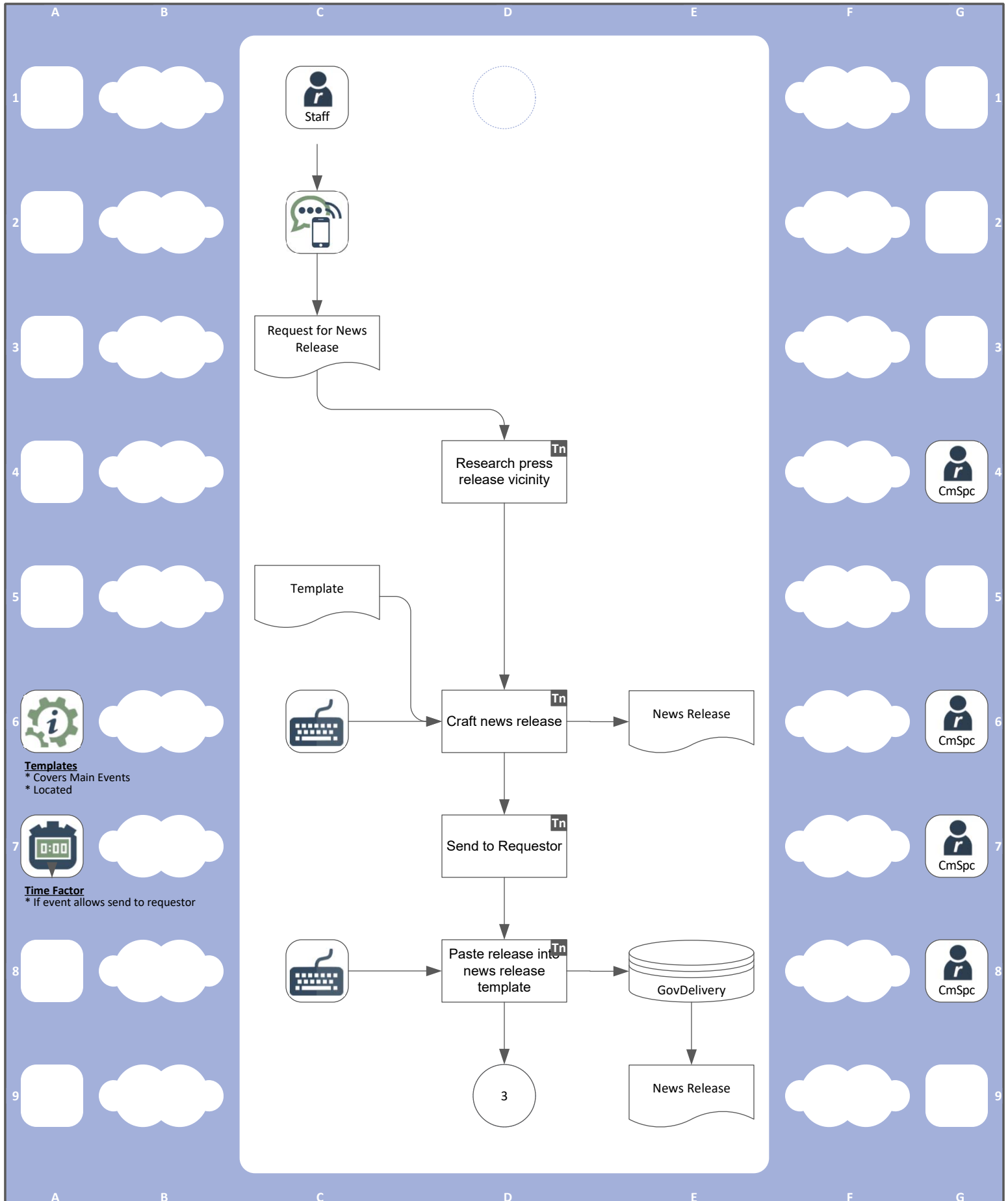


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Process Name:
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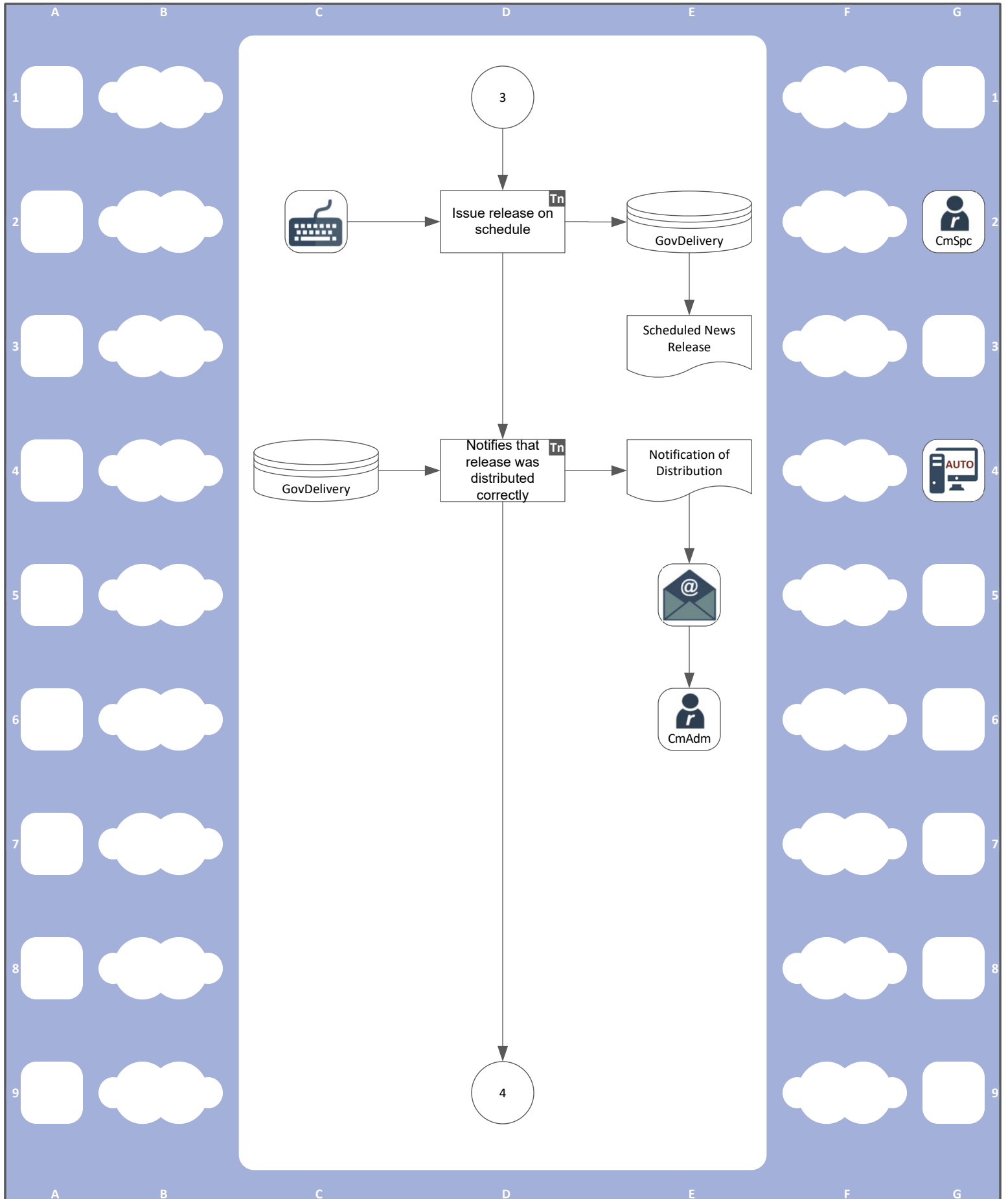




Templates
 * Covers Main Events
 * Located

Time Factor
 * If event allows send to requestor

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Process Reference:
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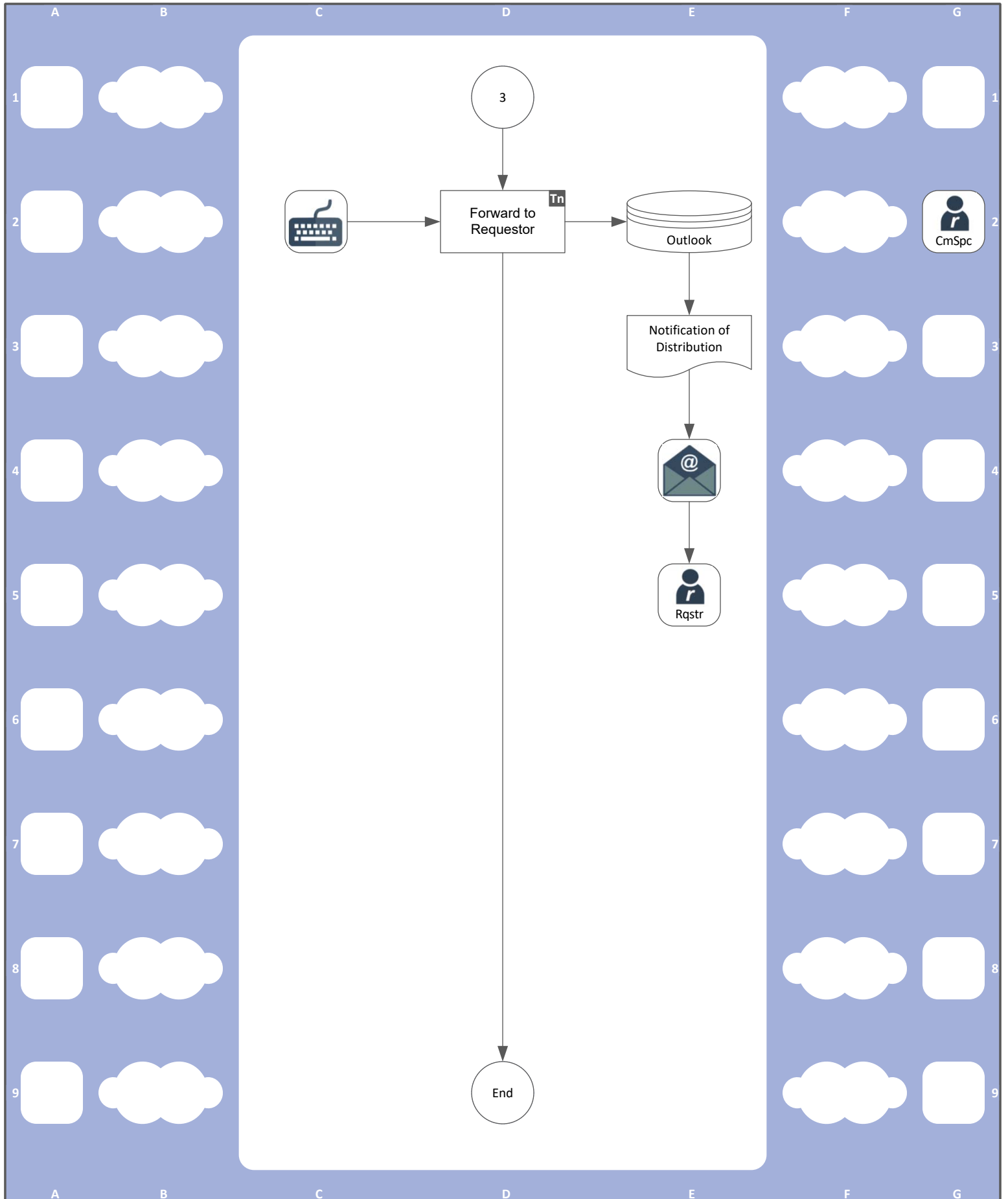
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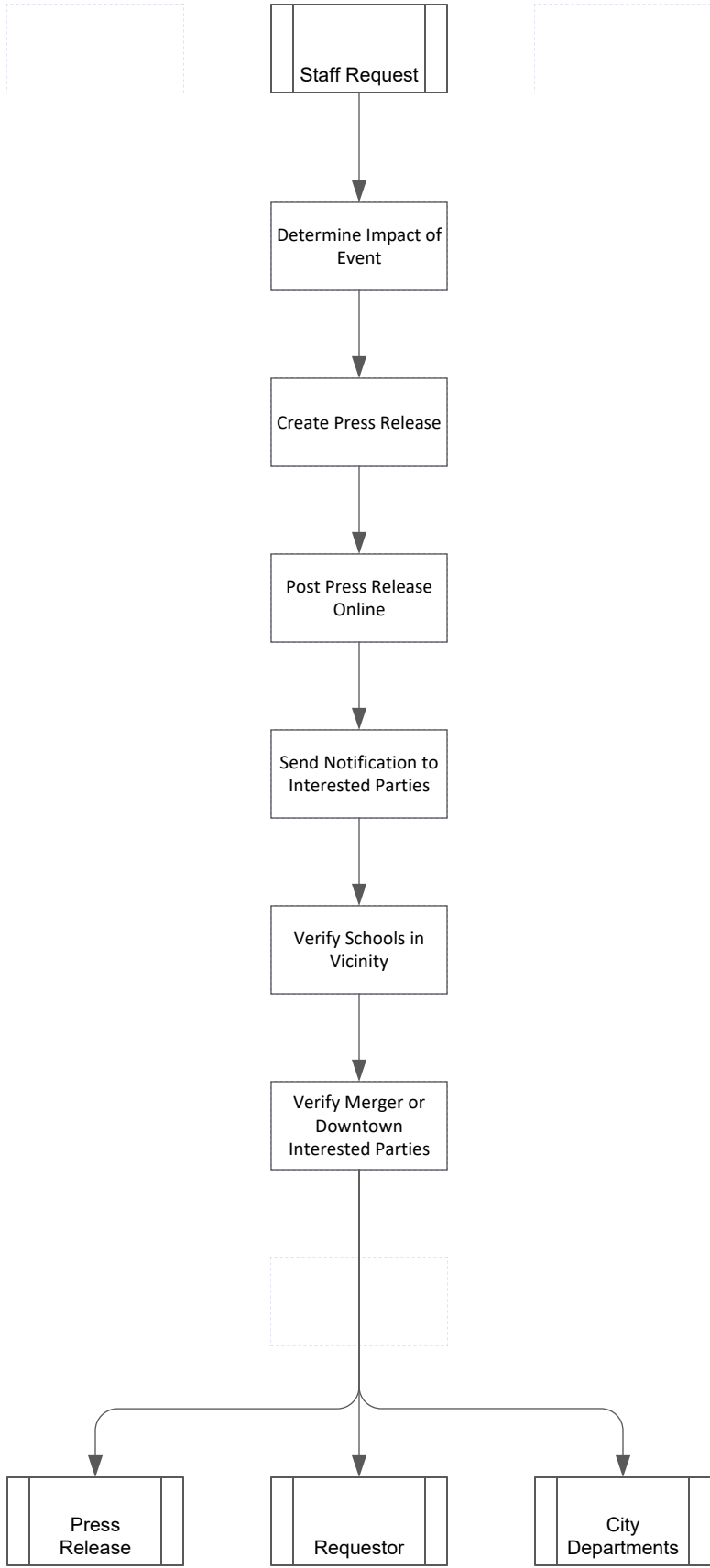
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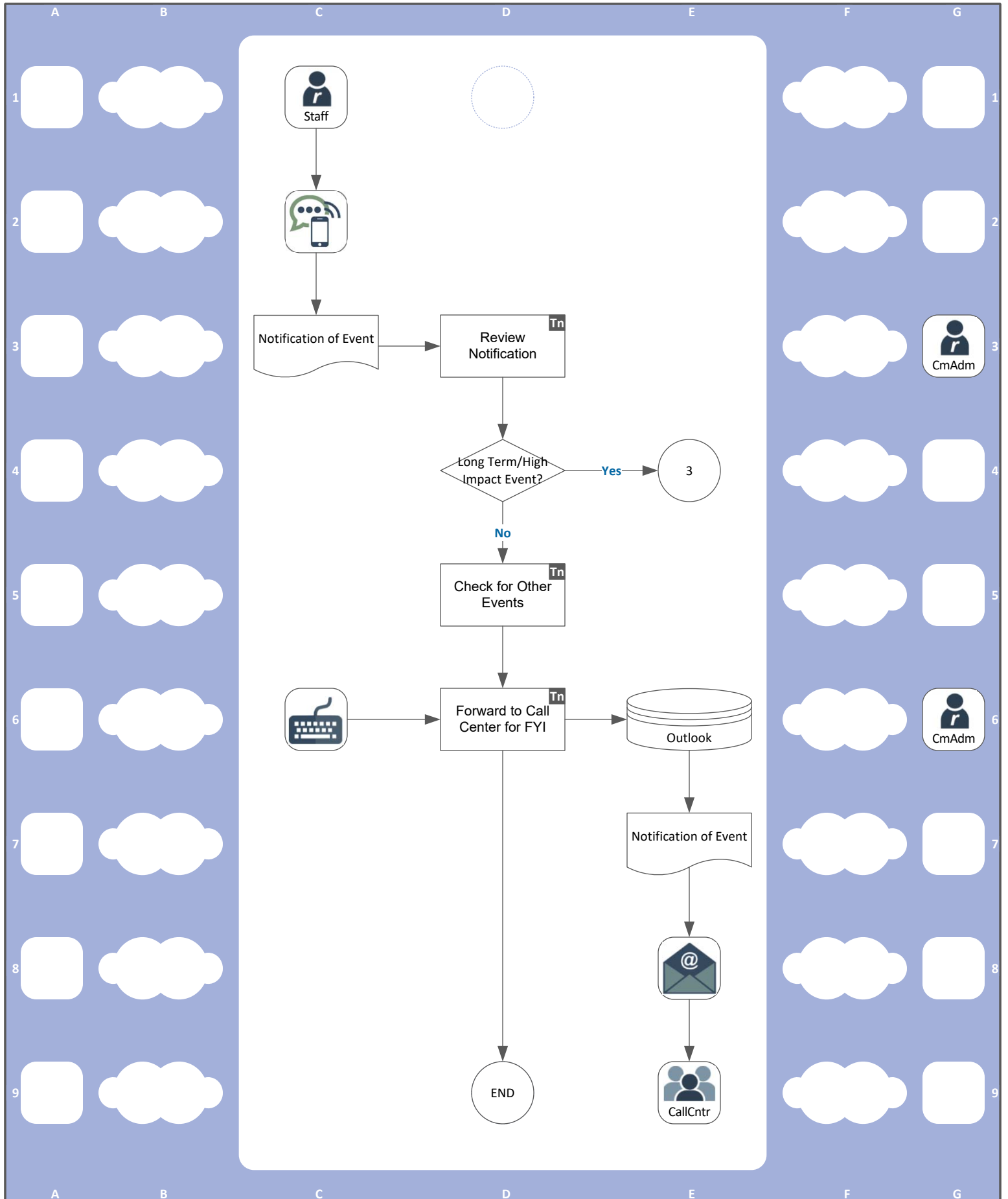
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Process Owner:
Carolyn Dumas

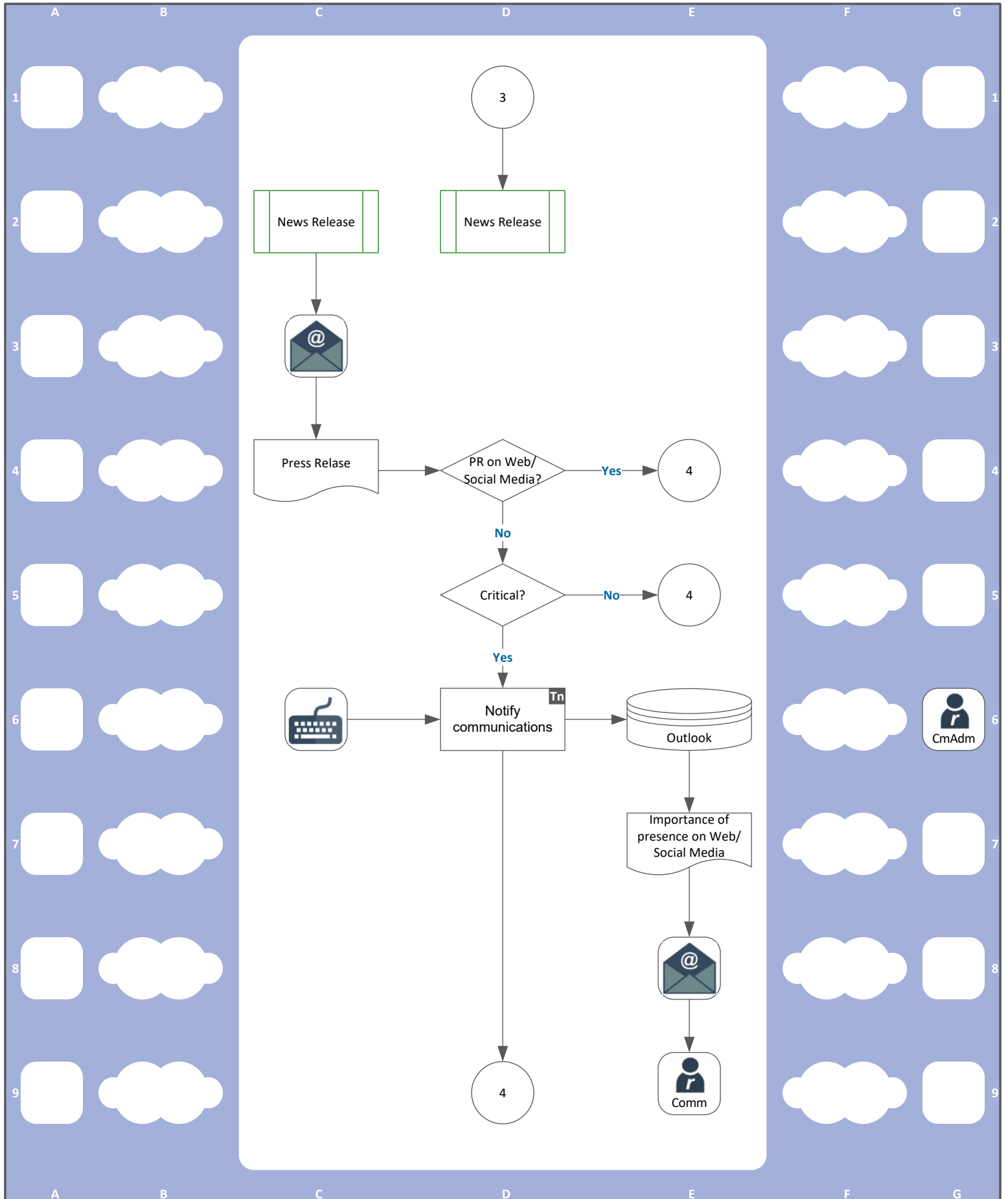





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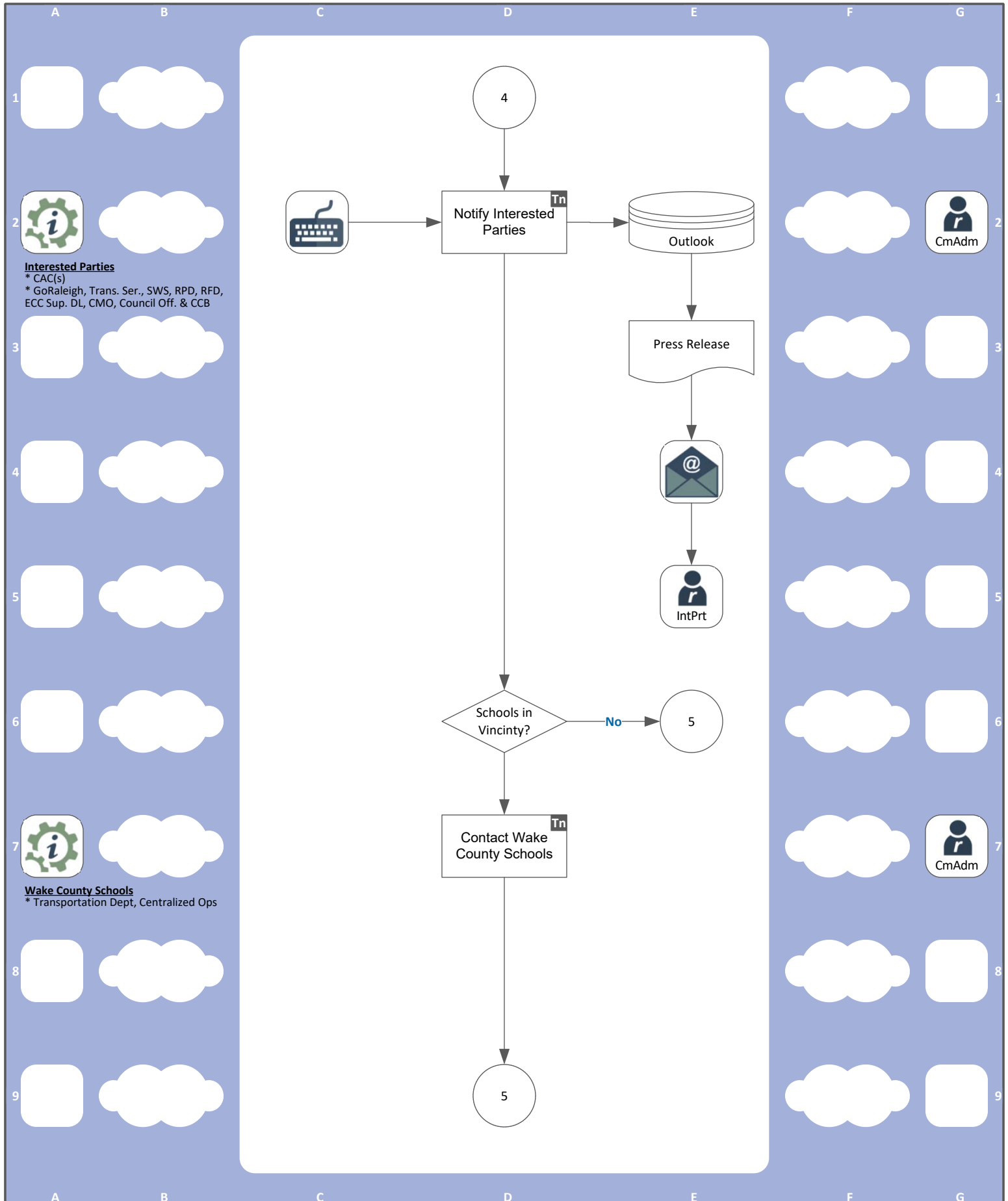




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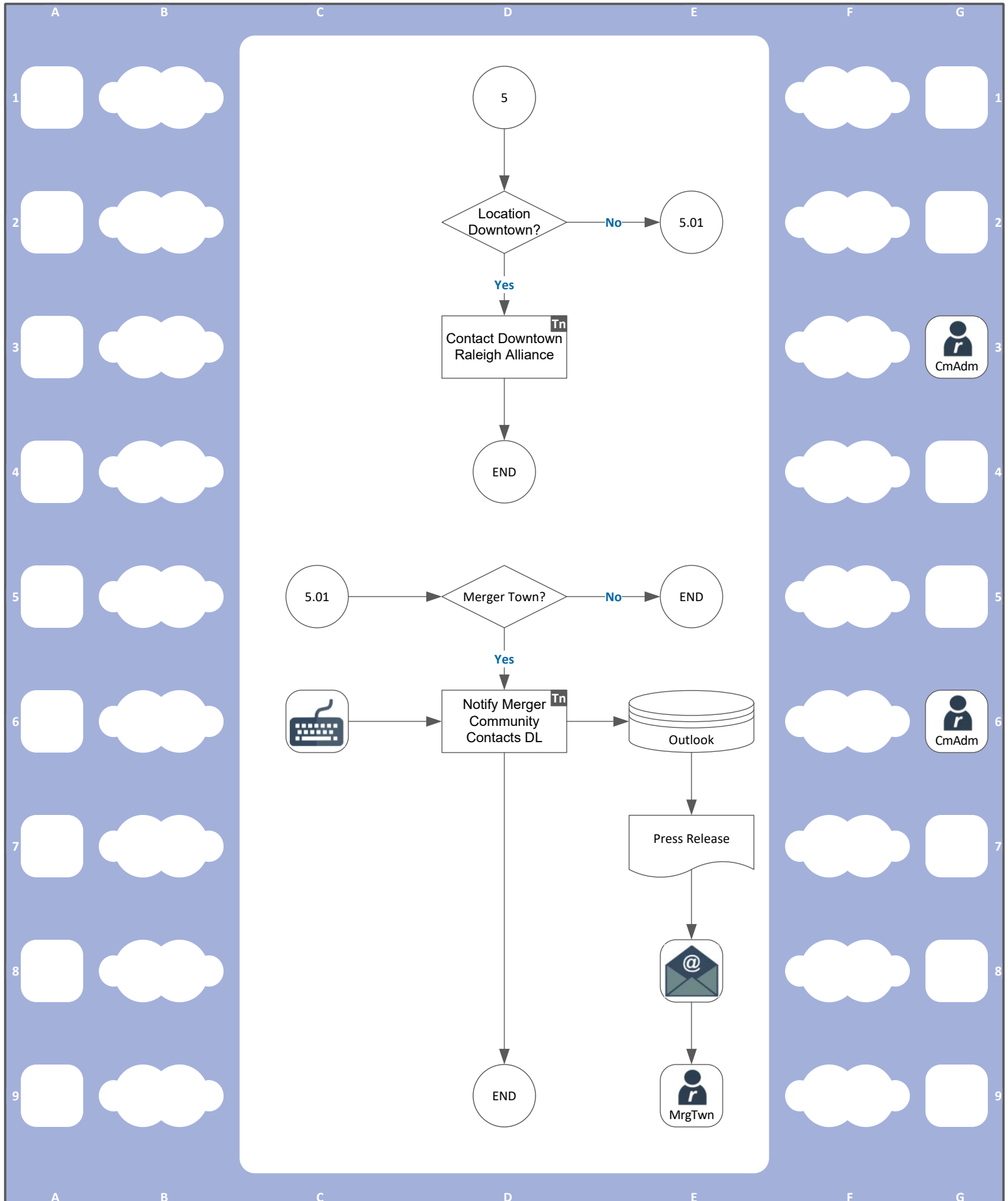
Interested Parties



* CAC(s)
 * GoRaleigh, Trans. Ser., SWS, RPD, RFD,
 ECC Sup. DL, CMO, Council Off. & CCB

Wake County Schools

* Transportation Dept, Centralized Ops

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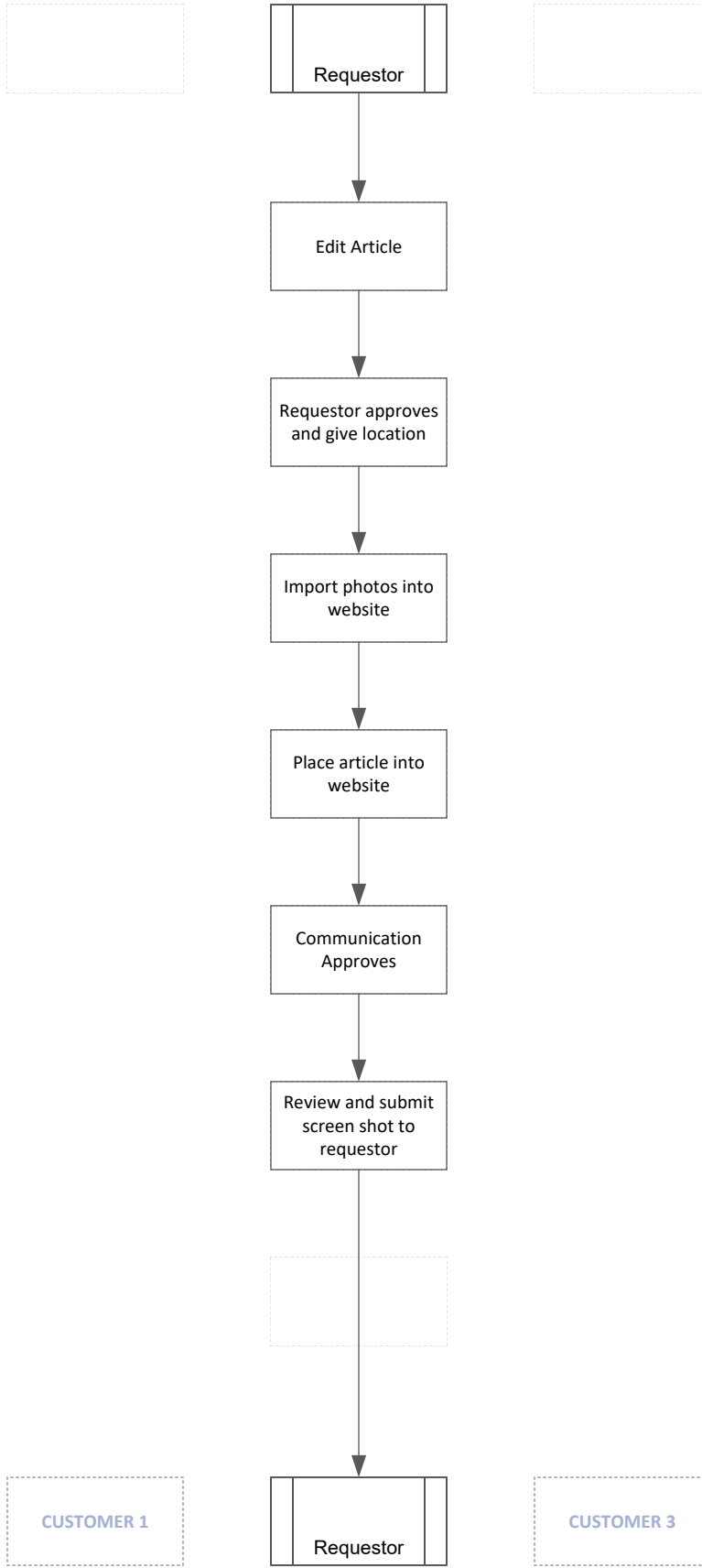
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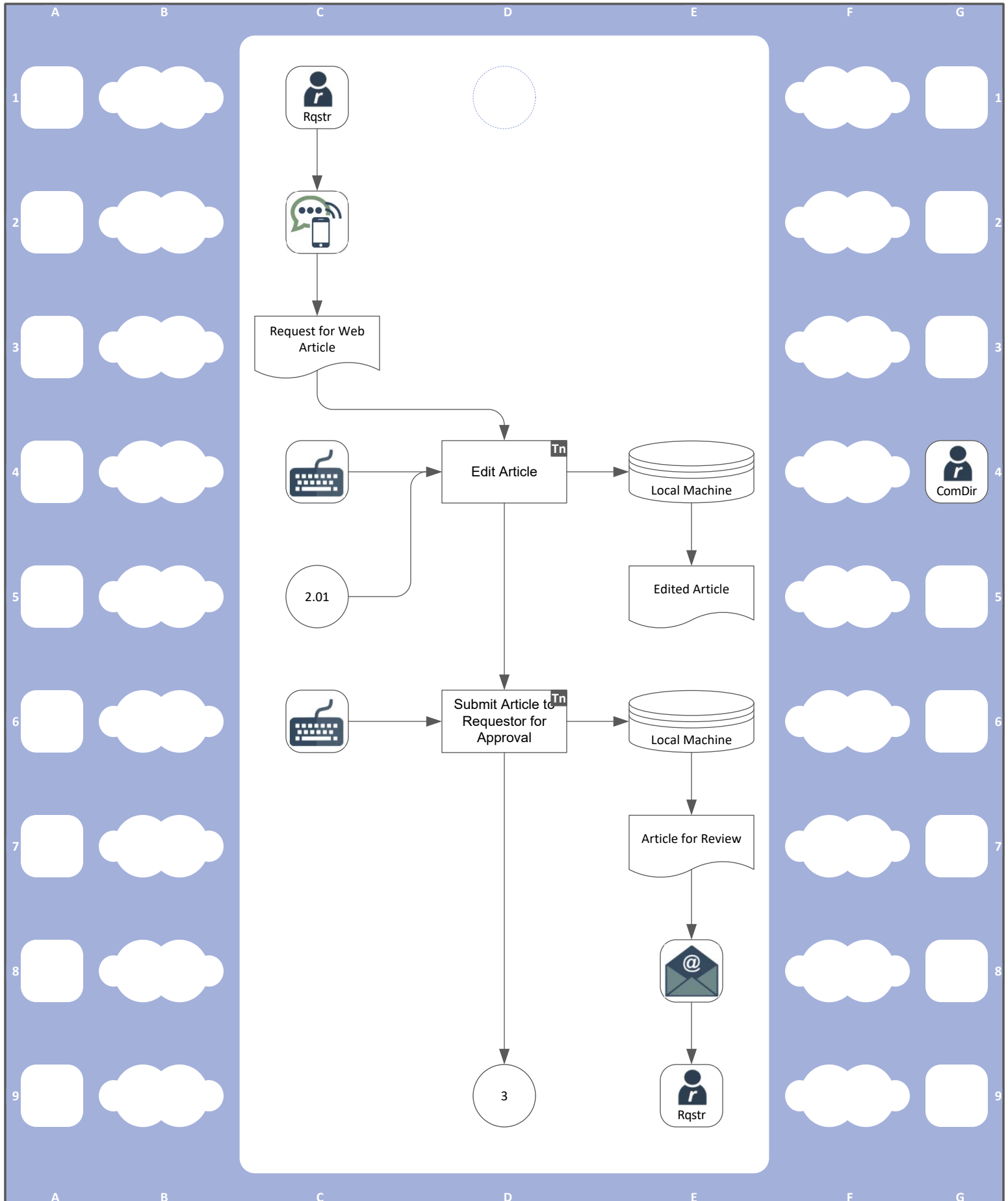




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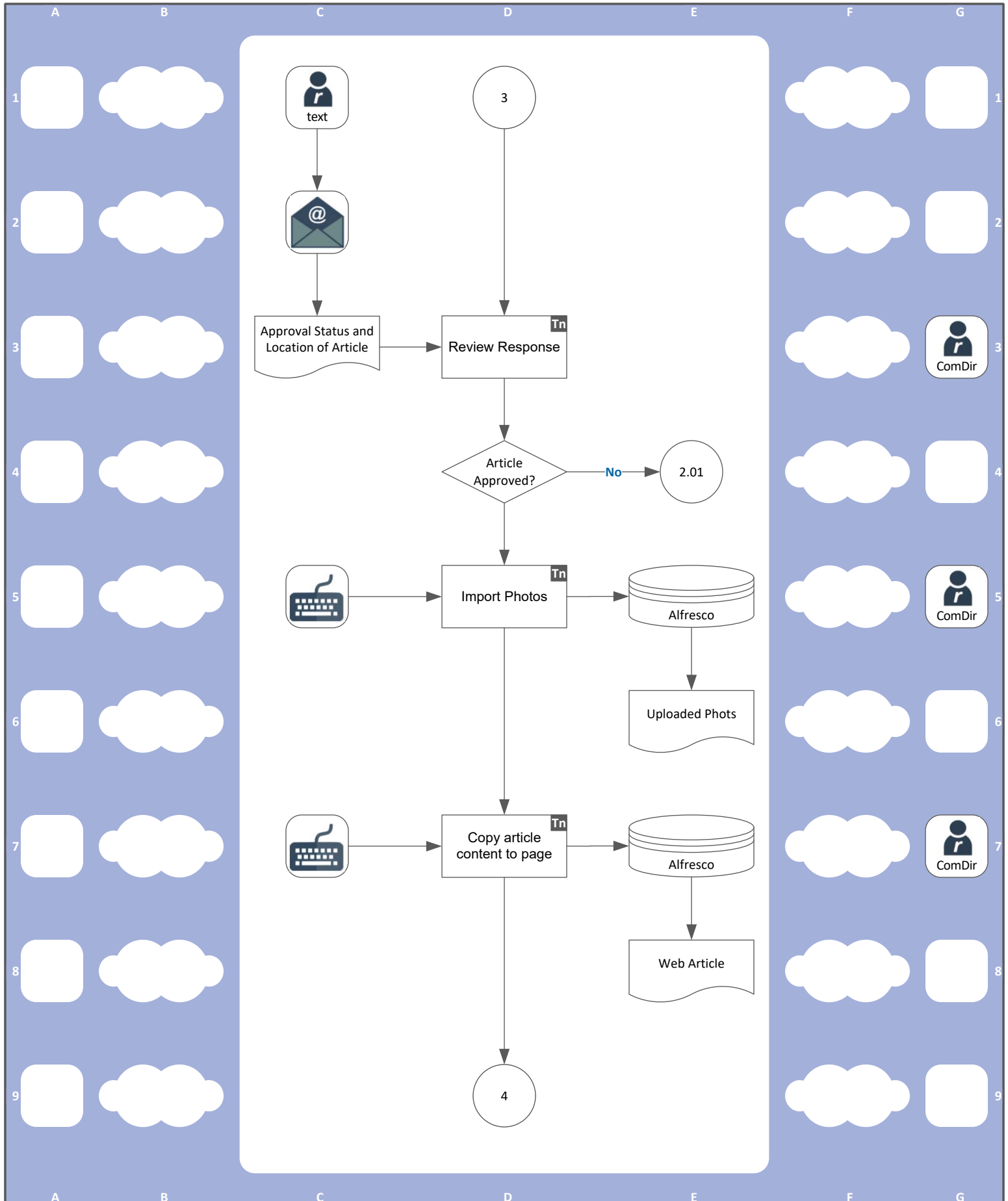
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Website Articles
Process Owner:
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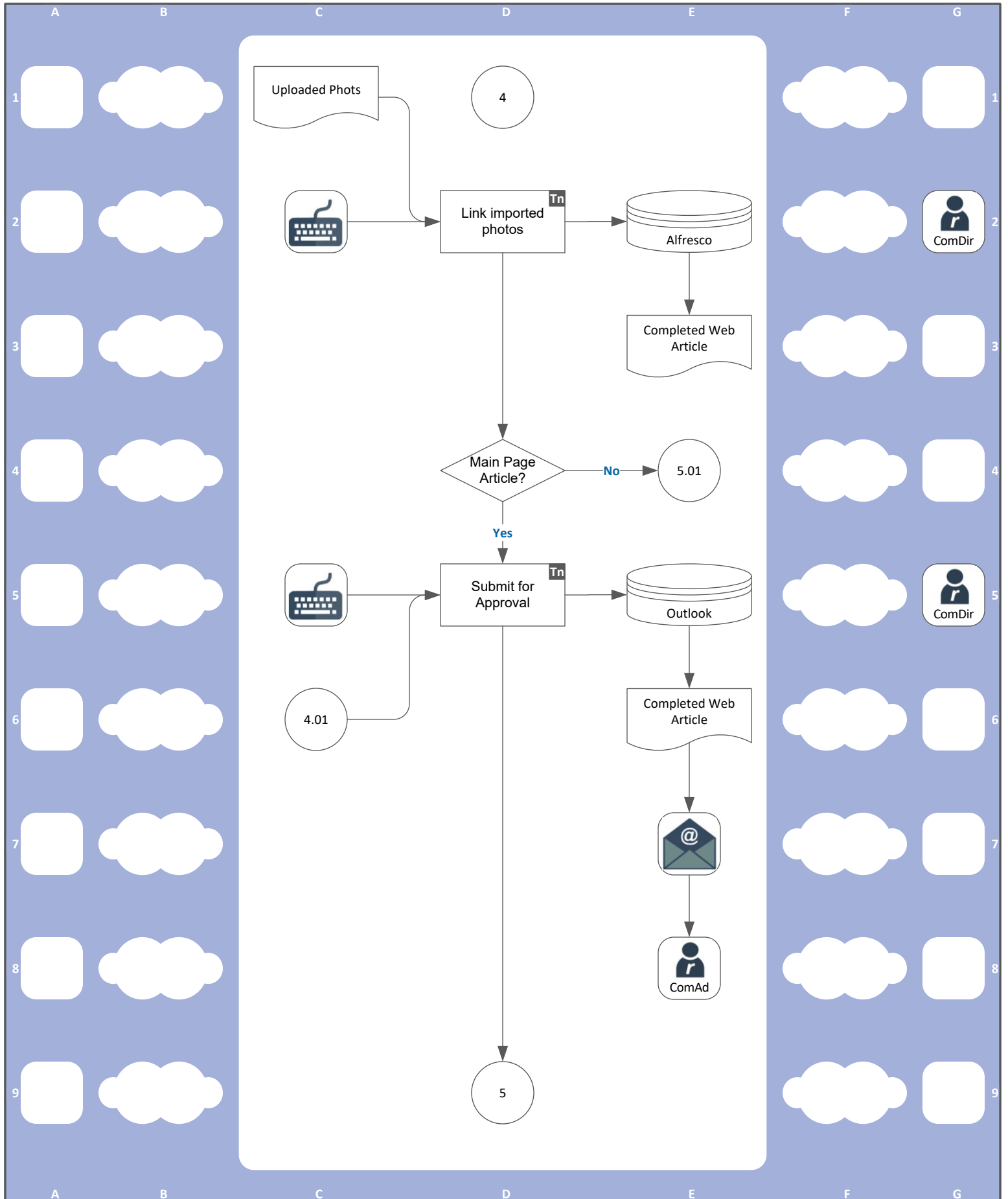




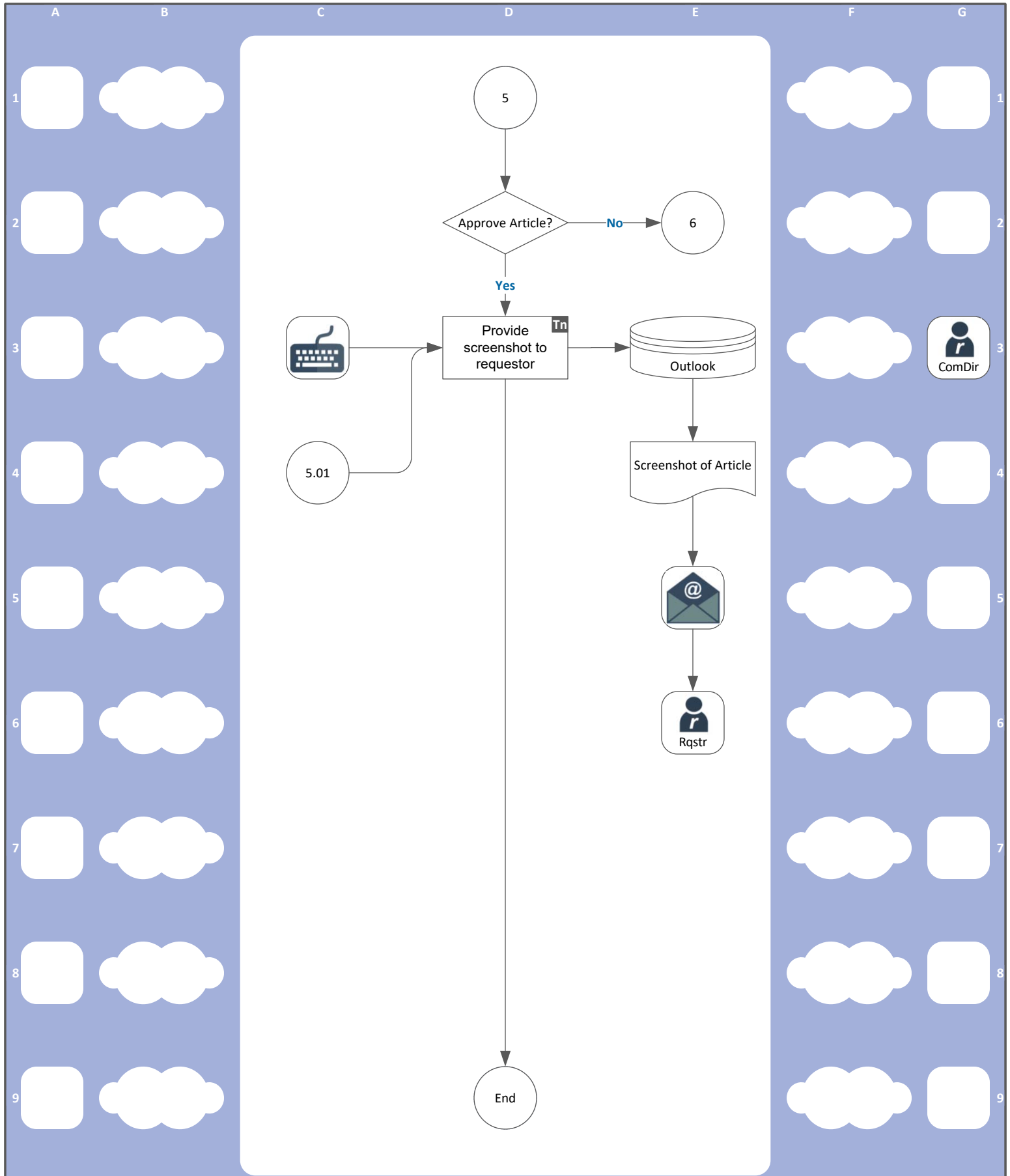
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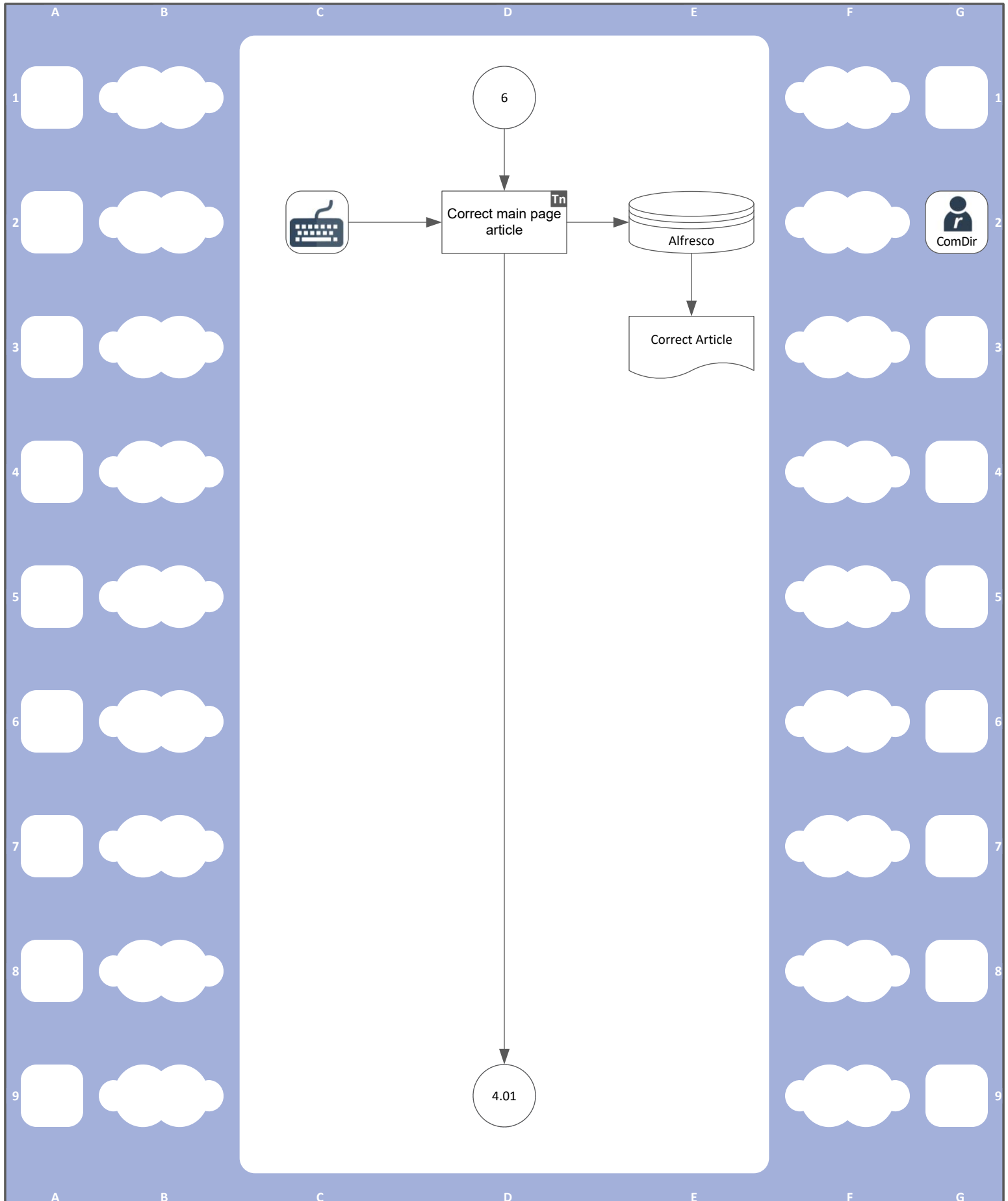
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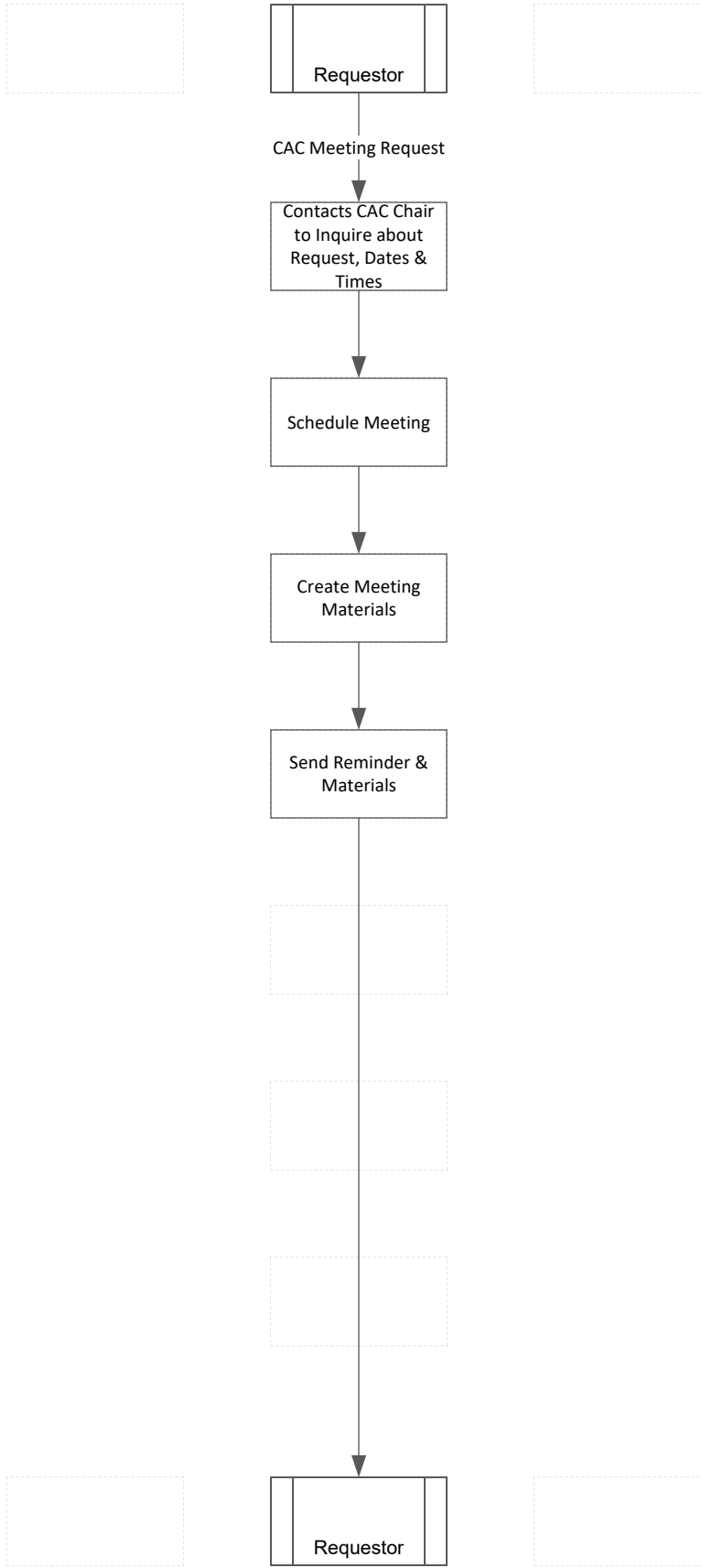
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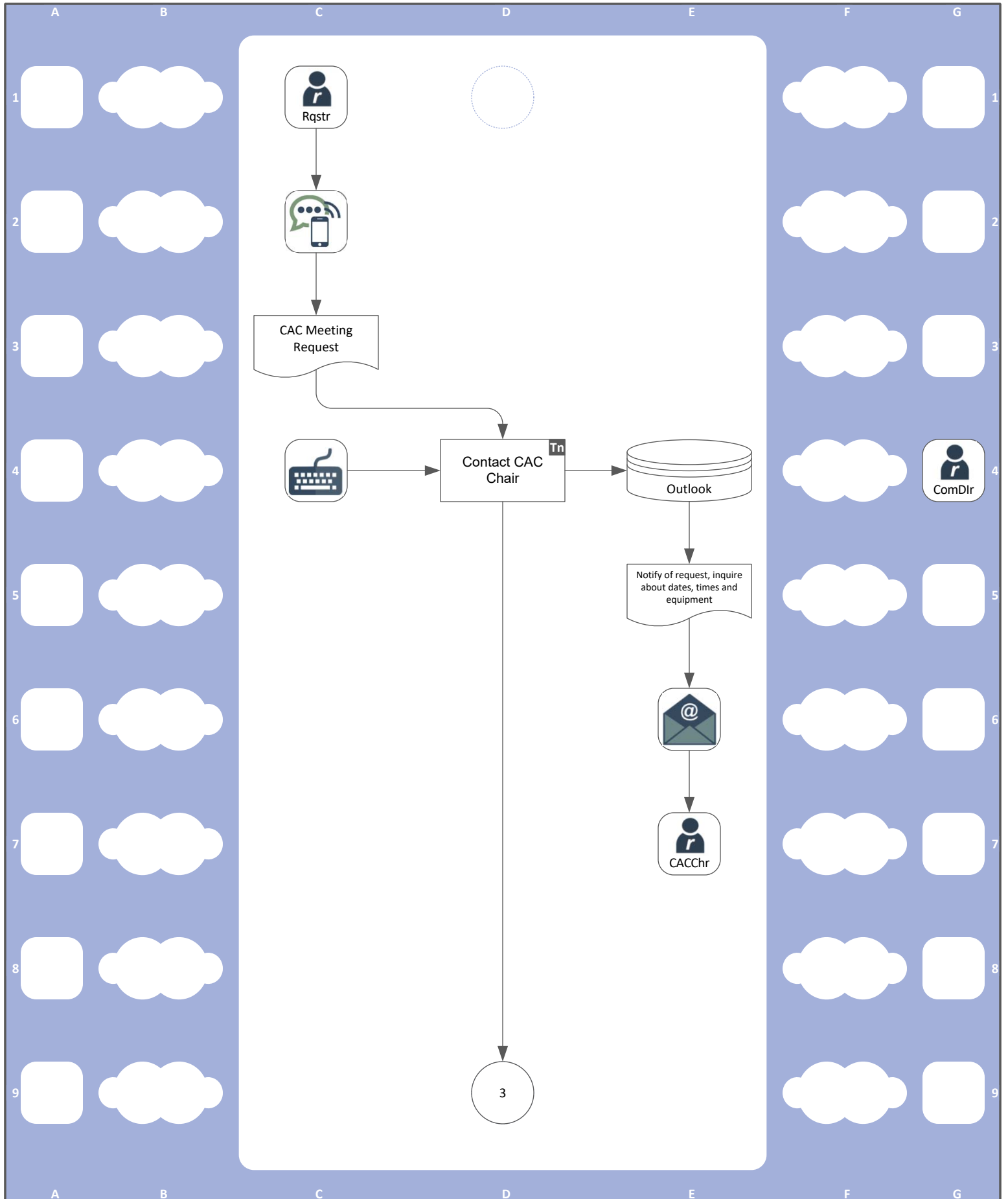
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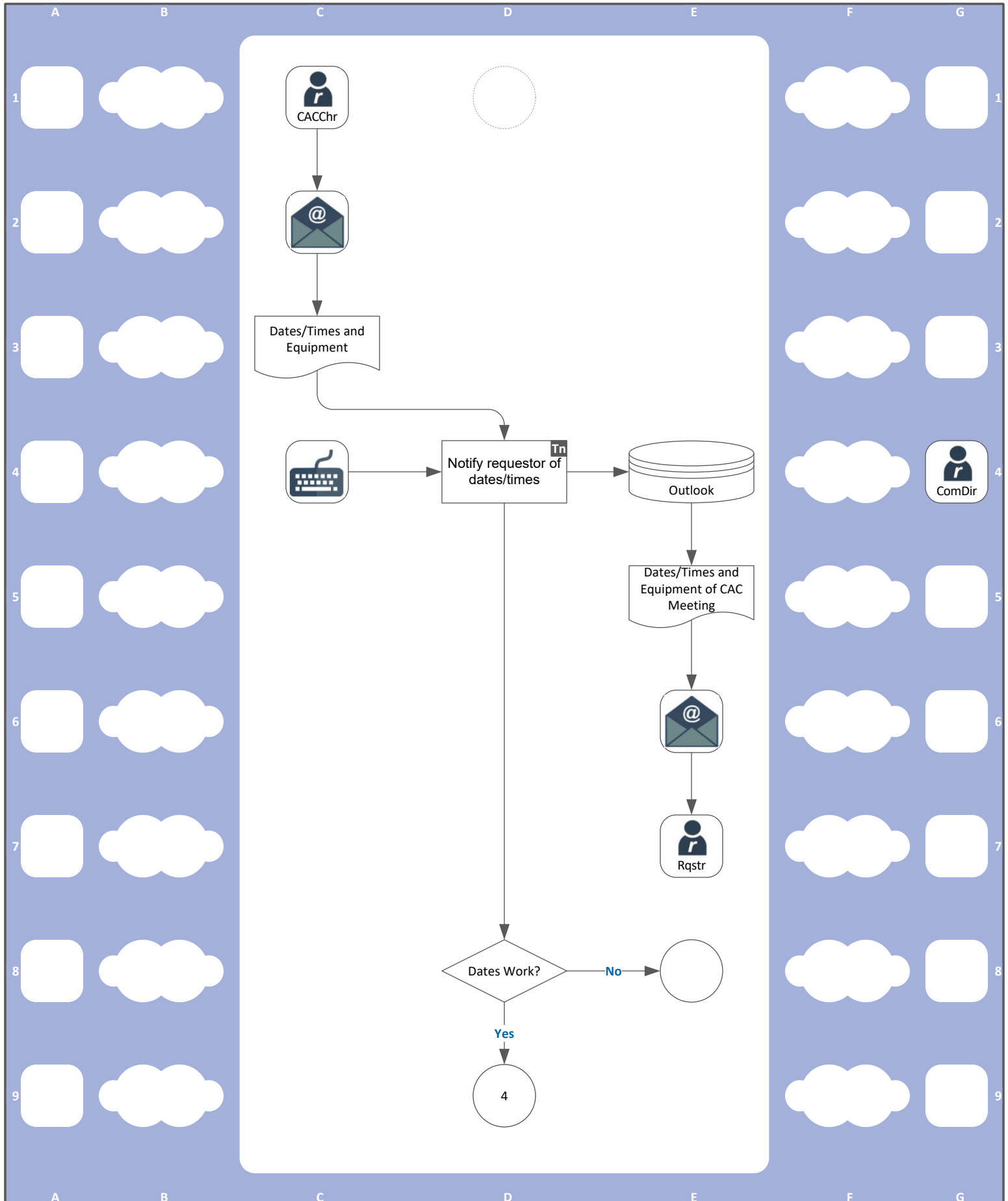
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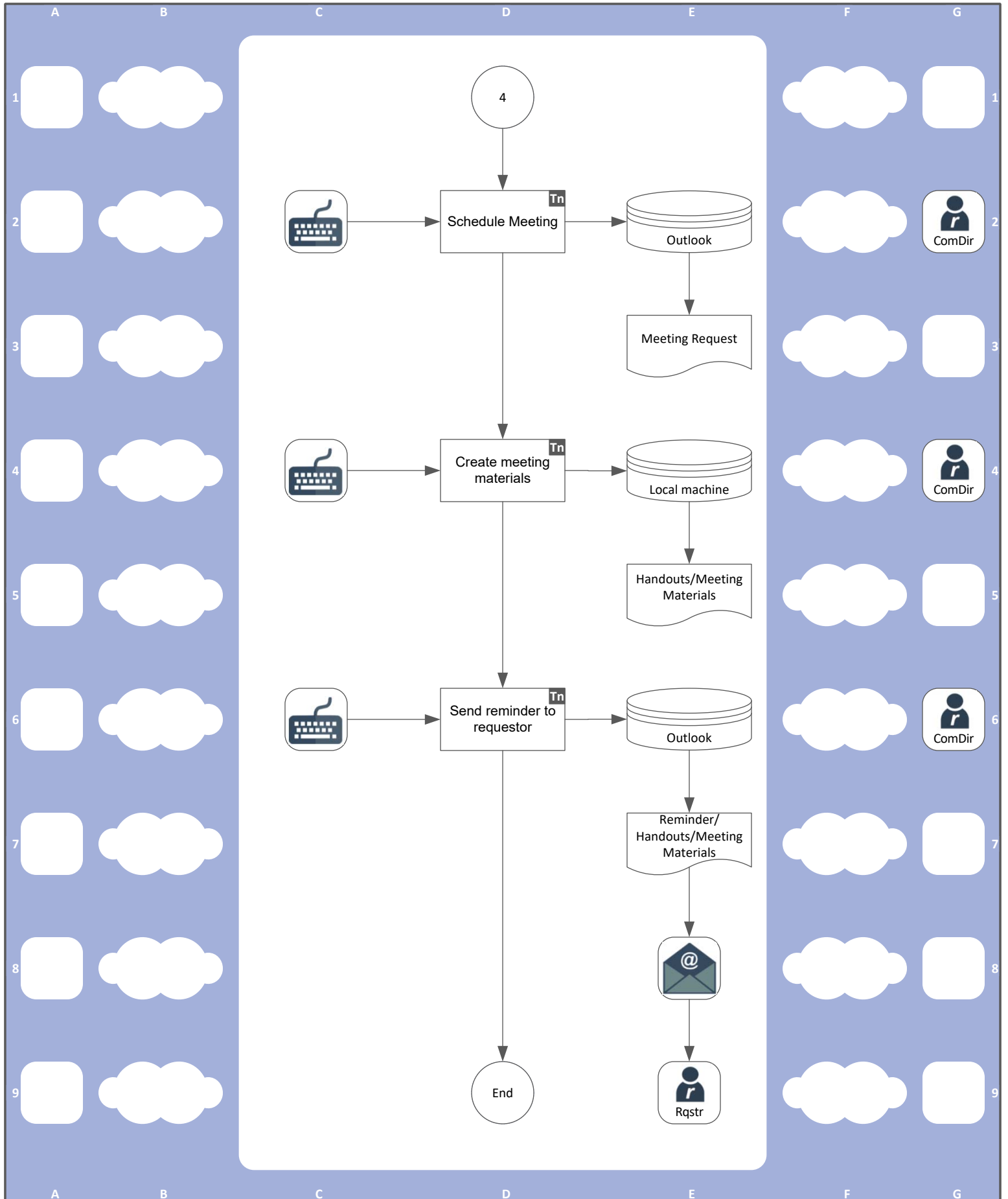
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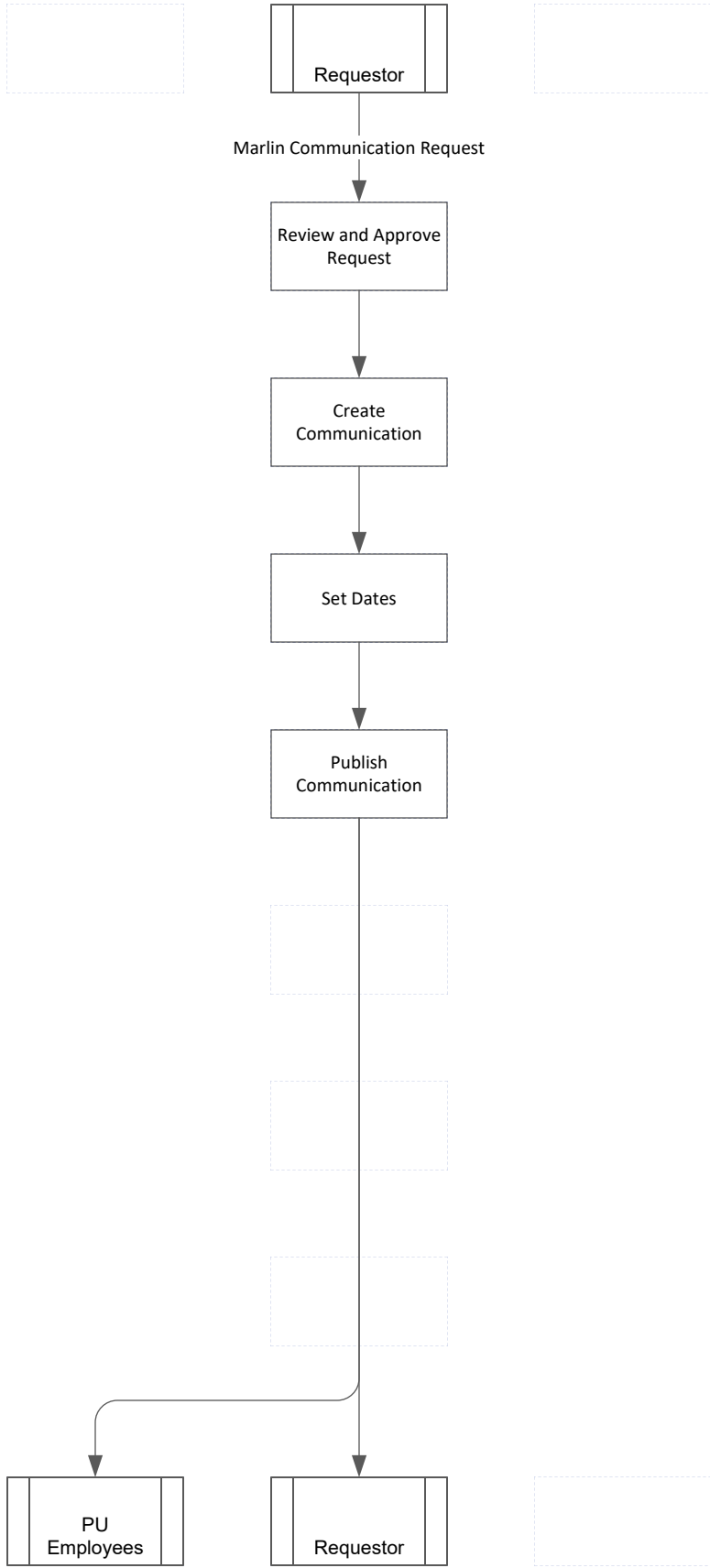


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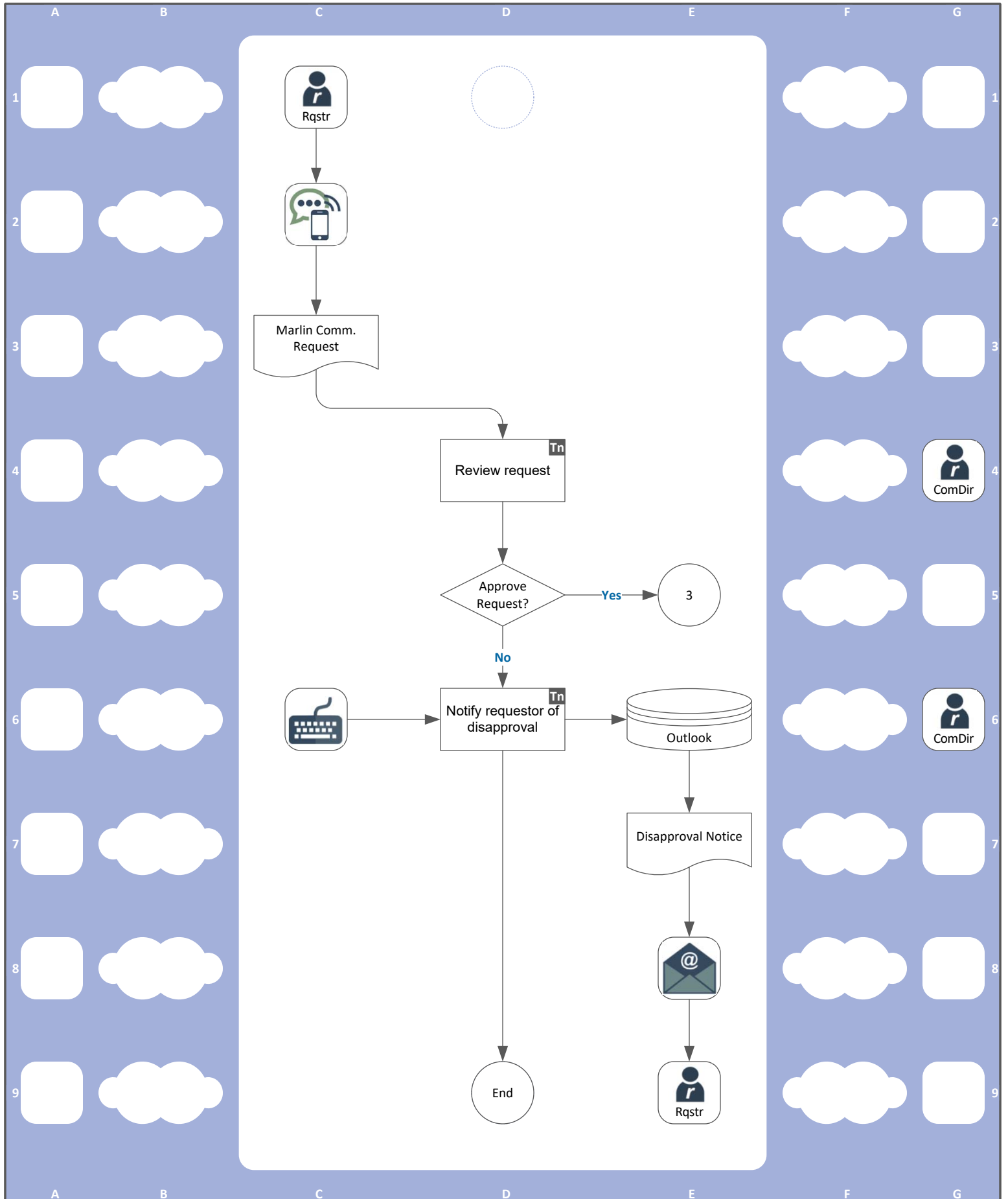
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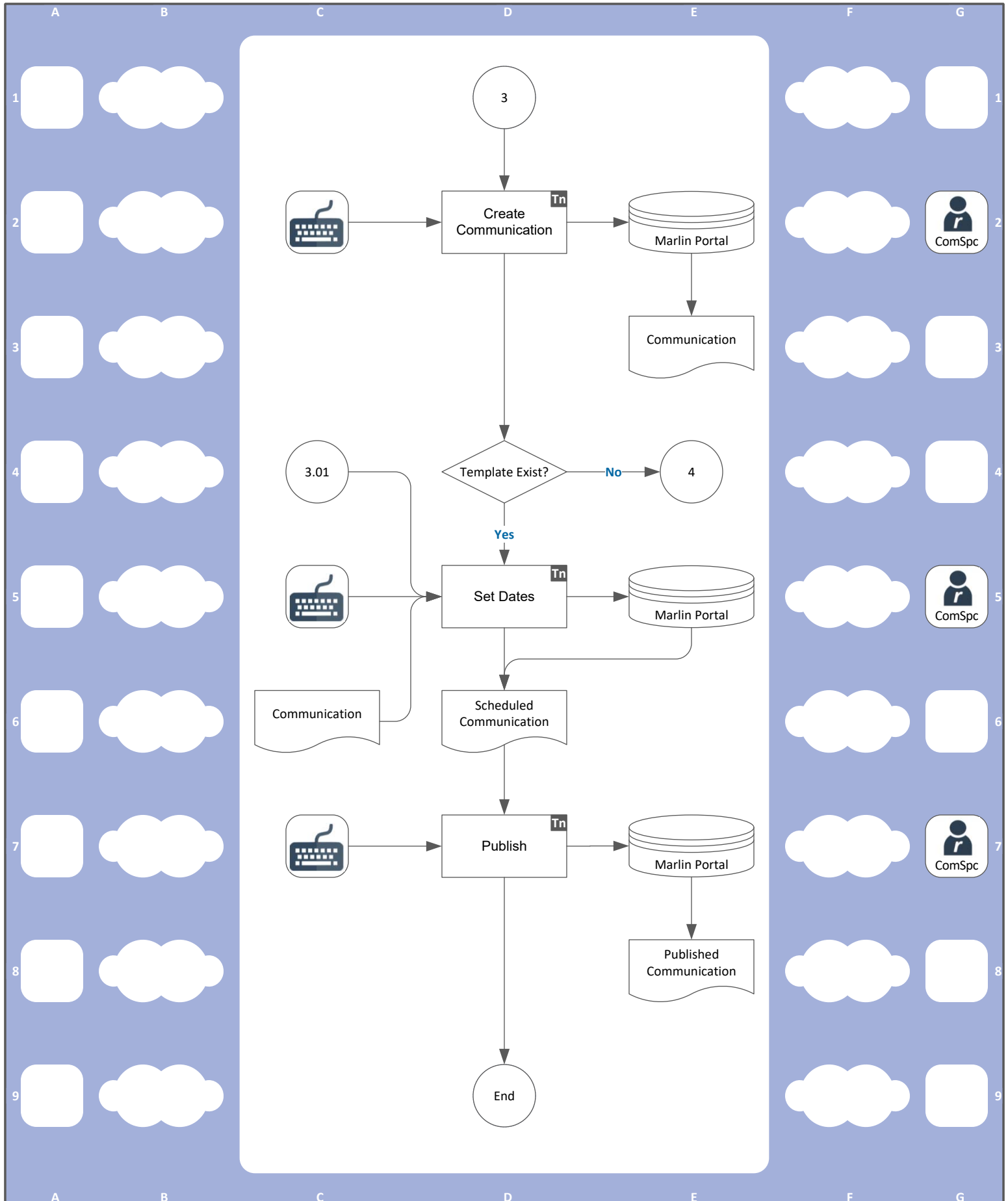
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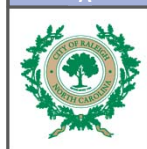
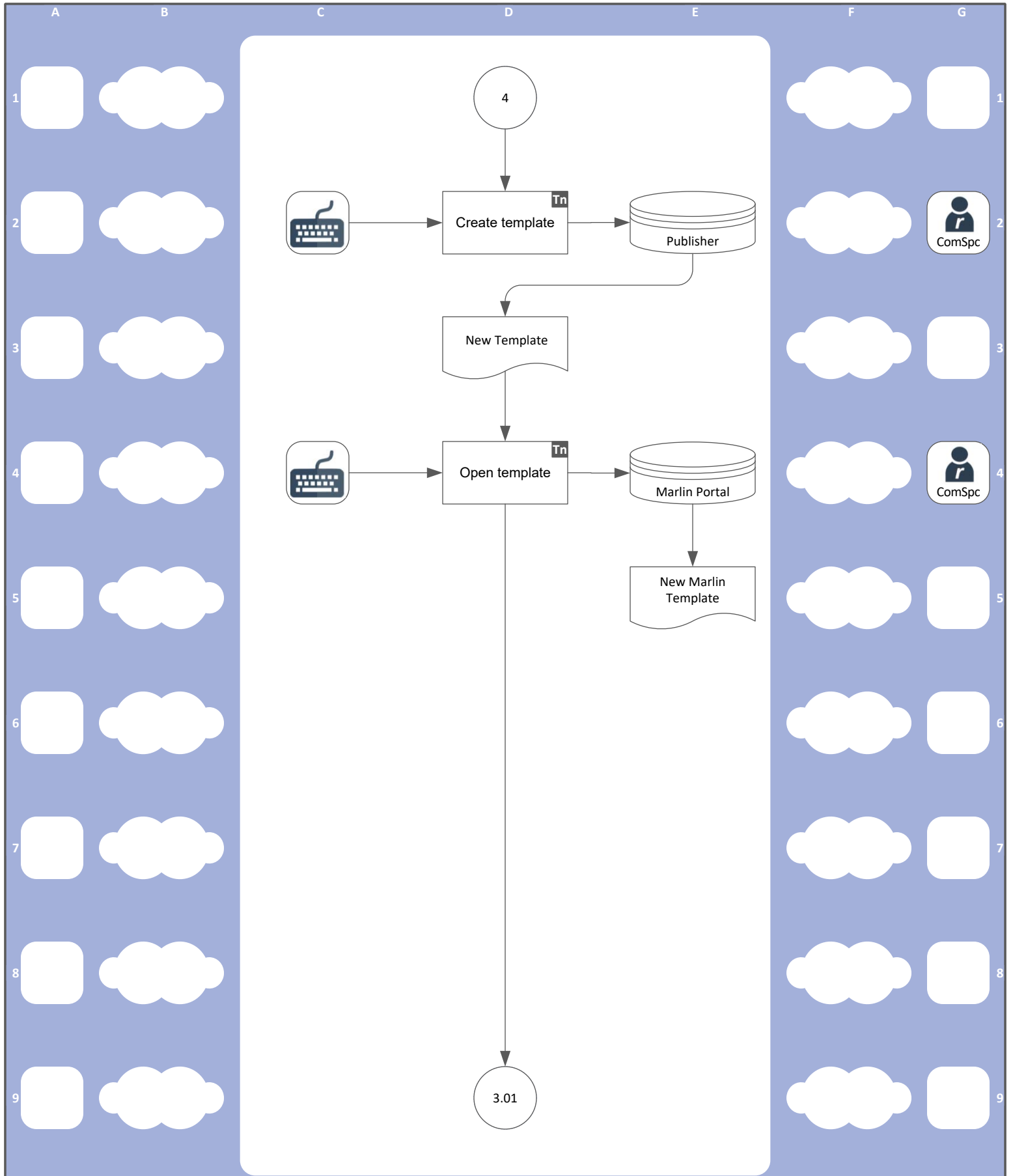
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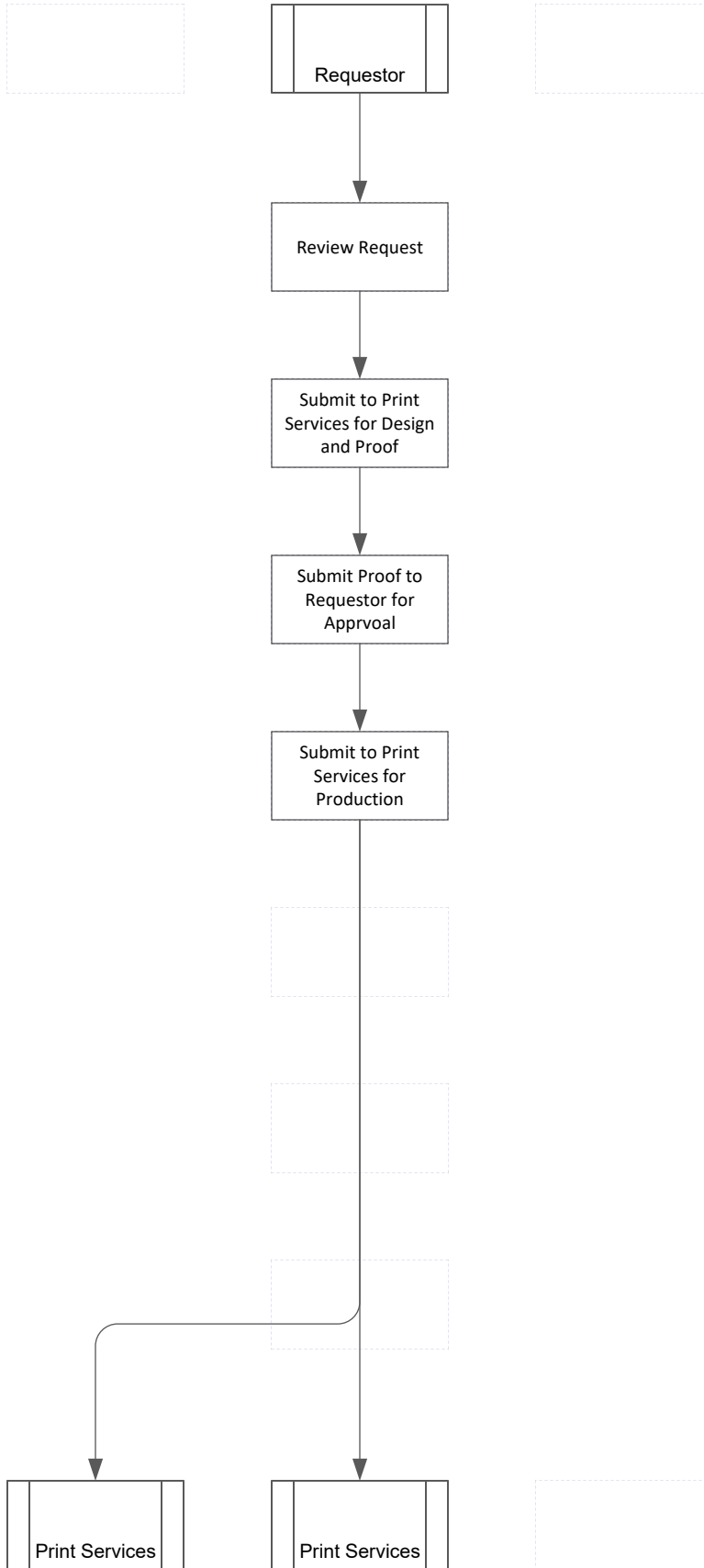


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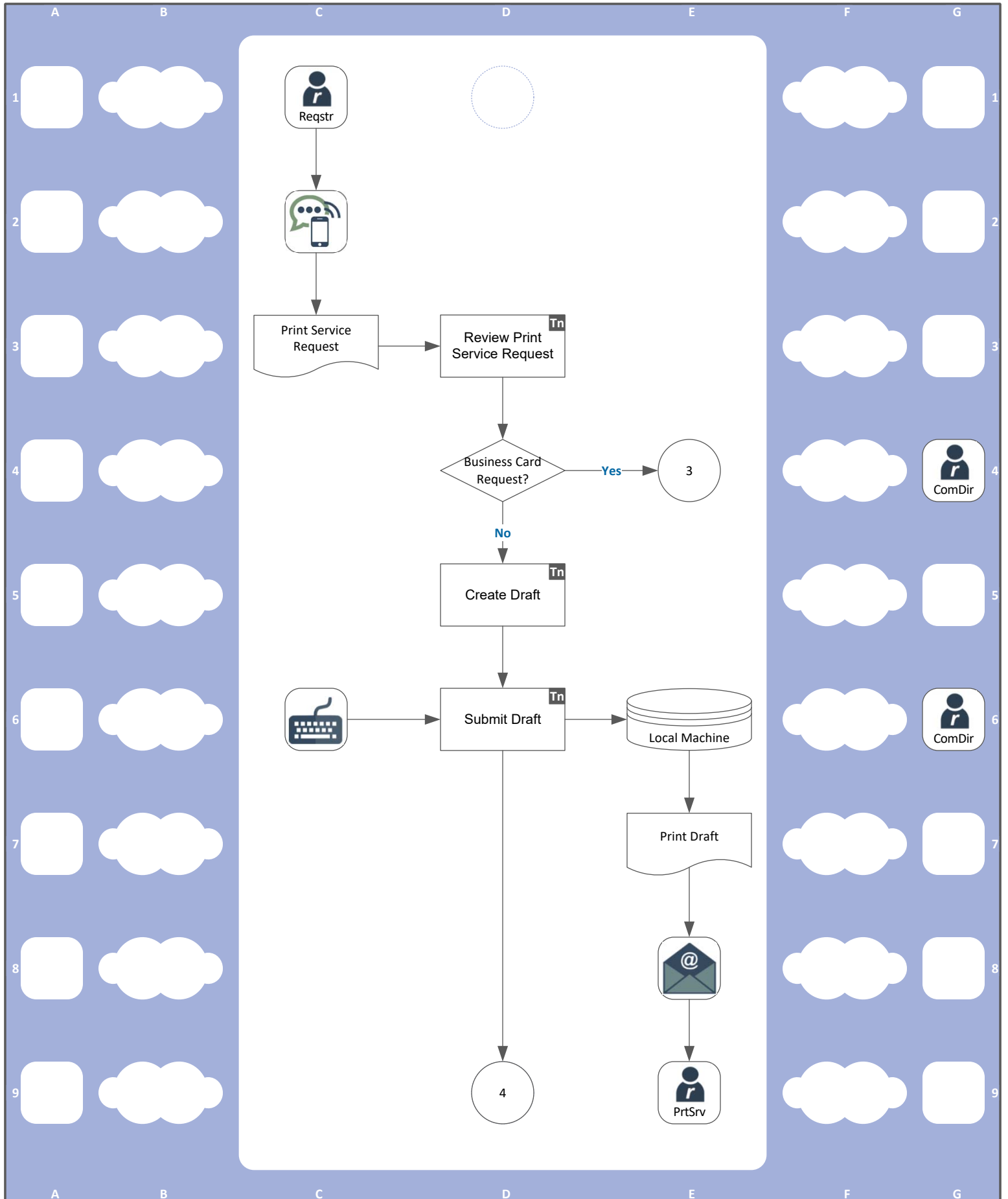
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Process Owner:
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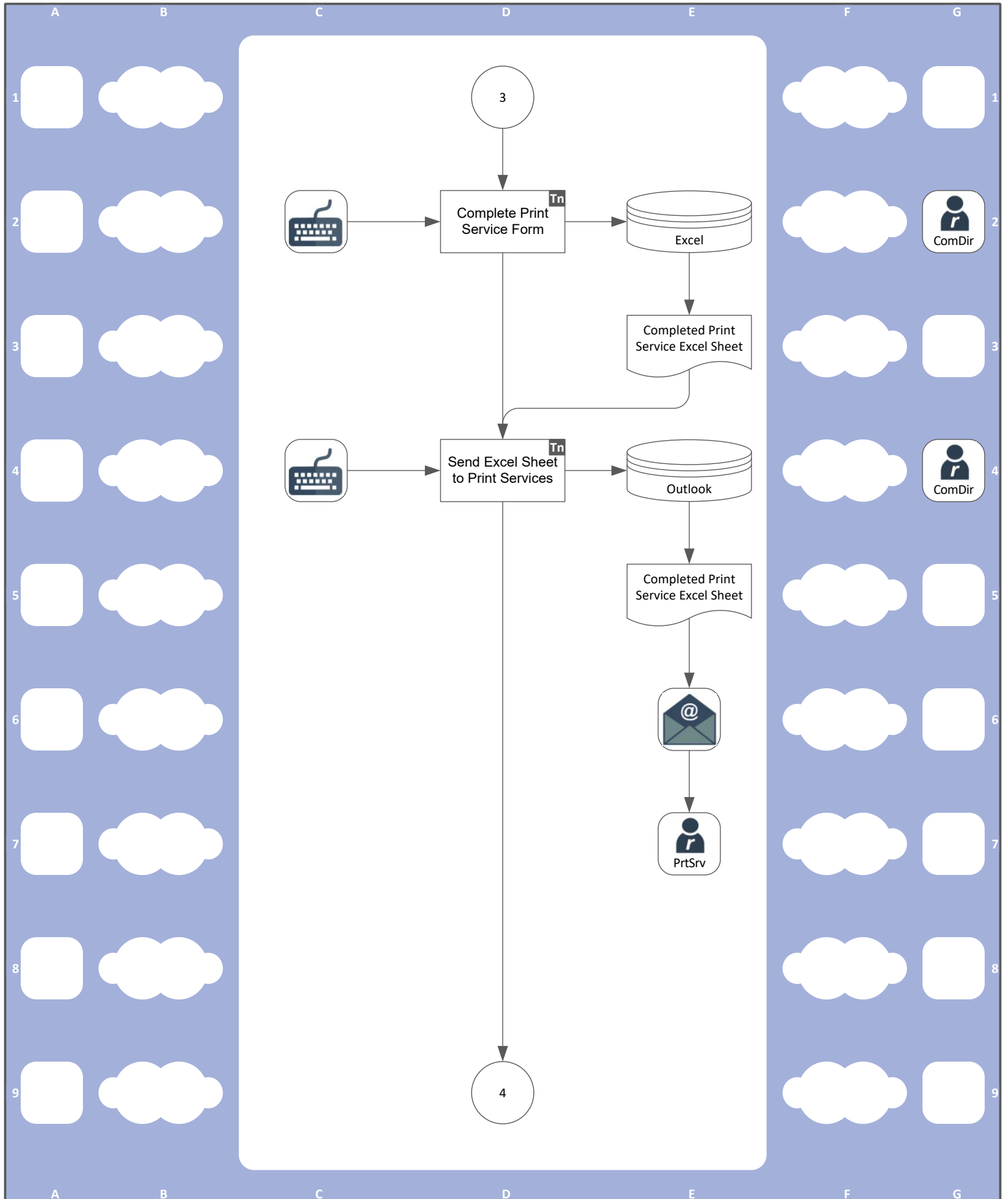
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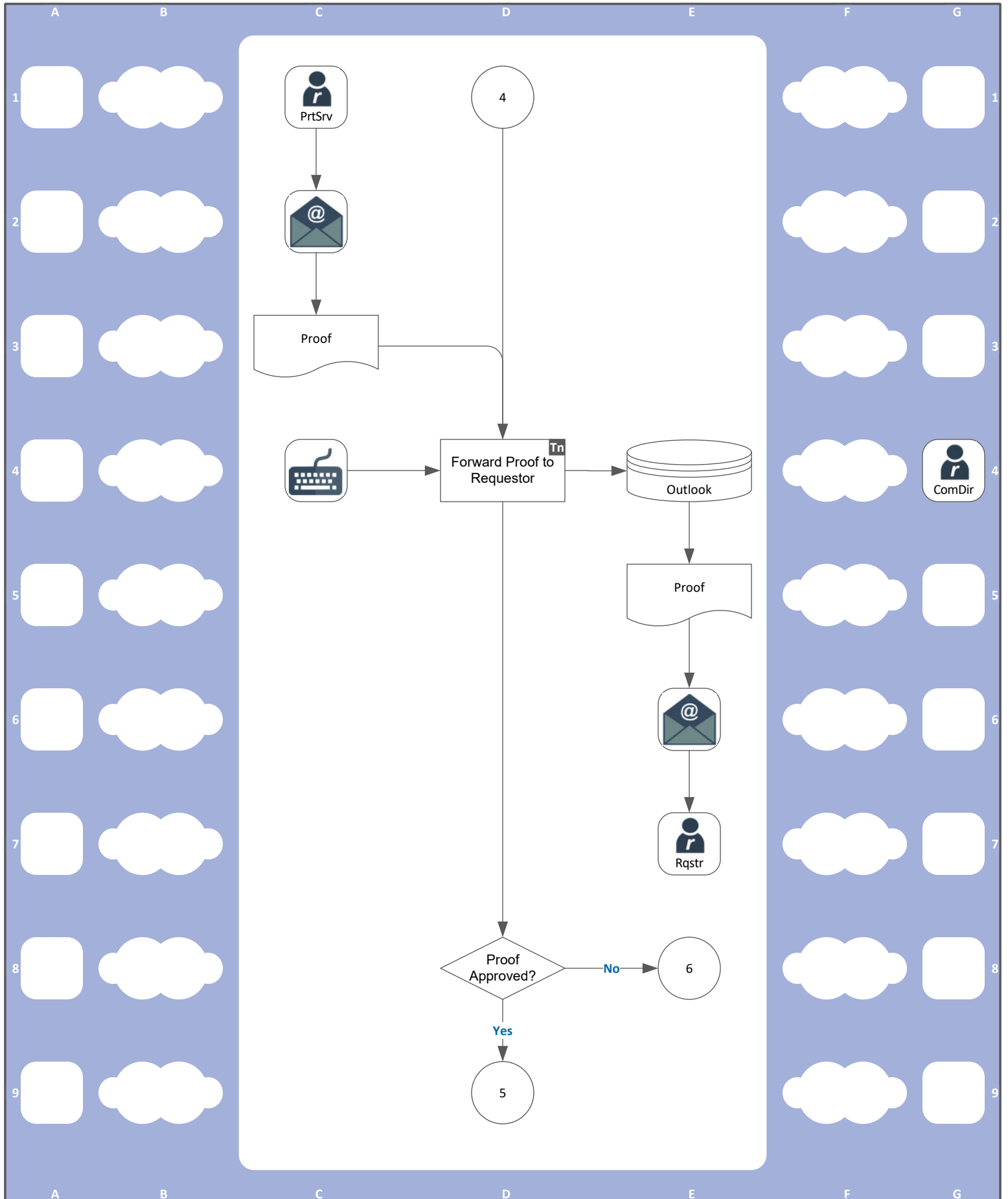
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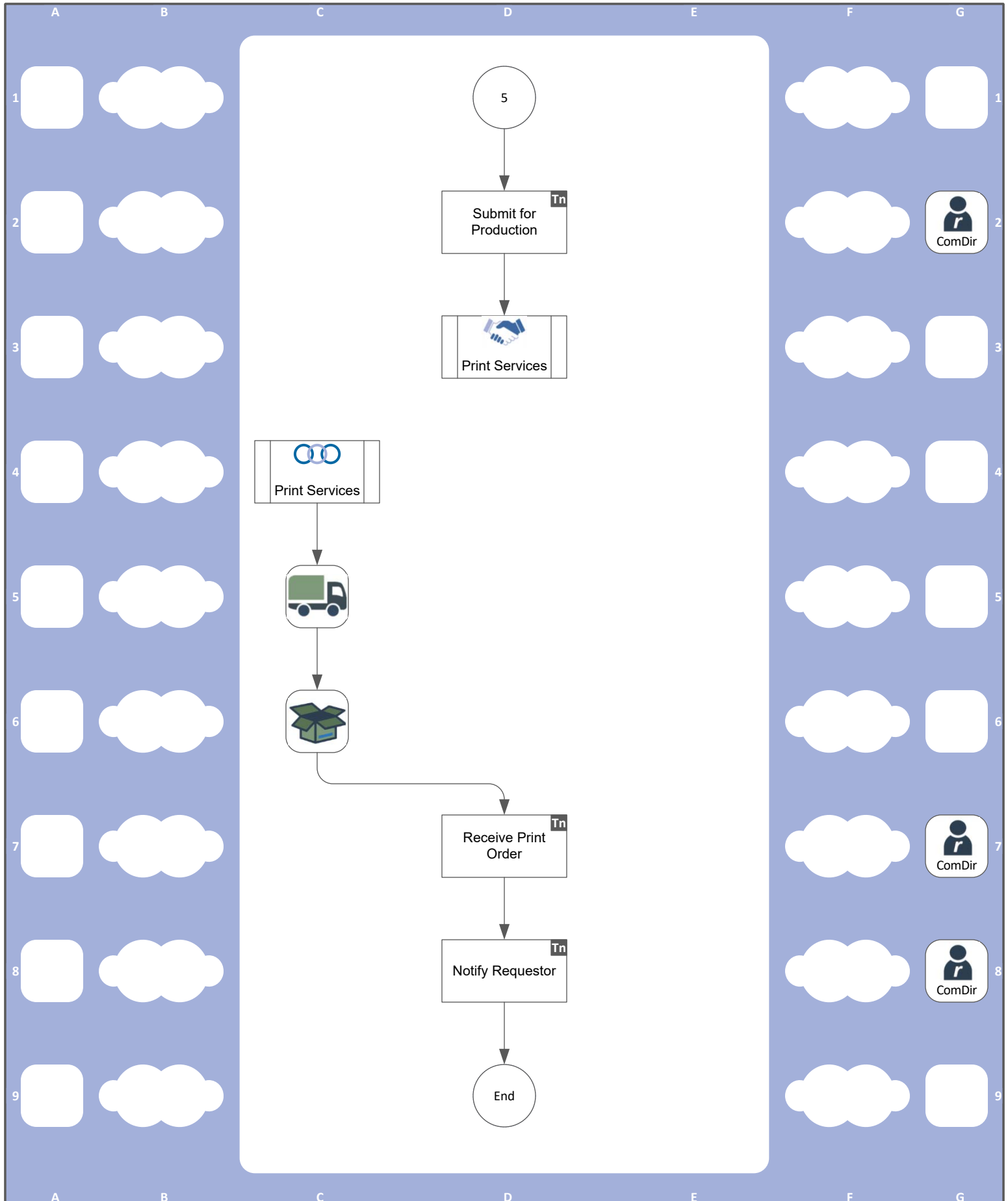
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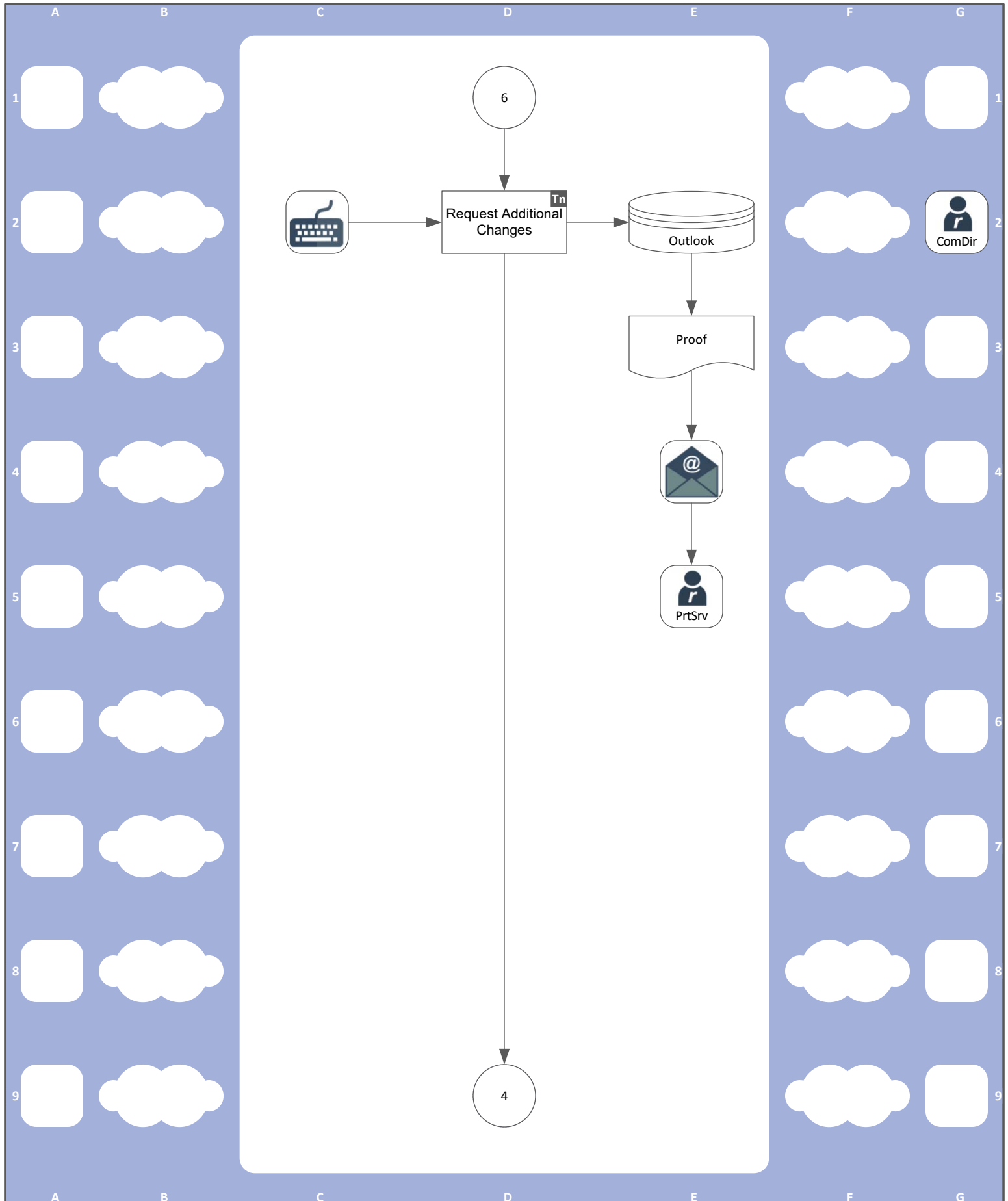
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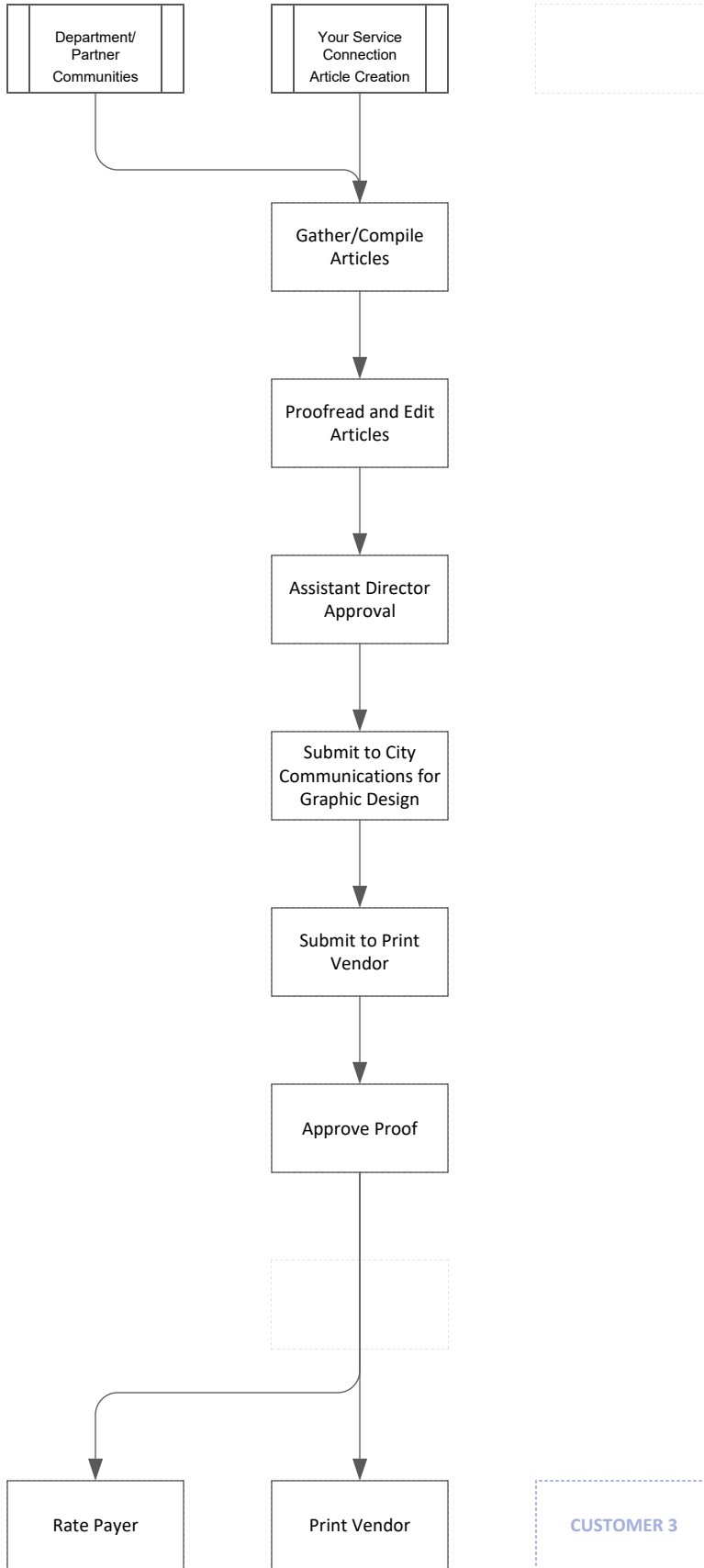
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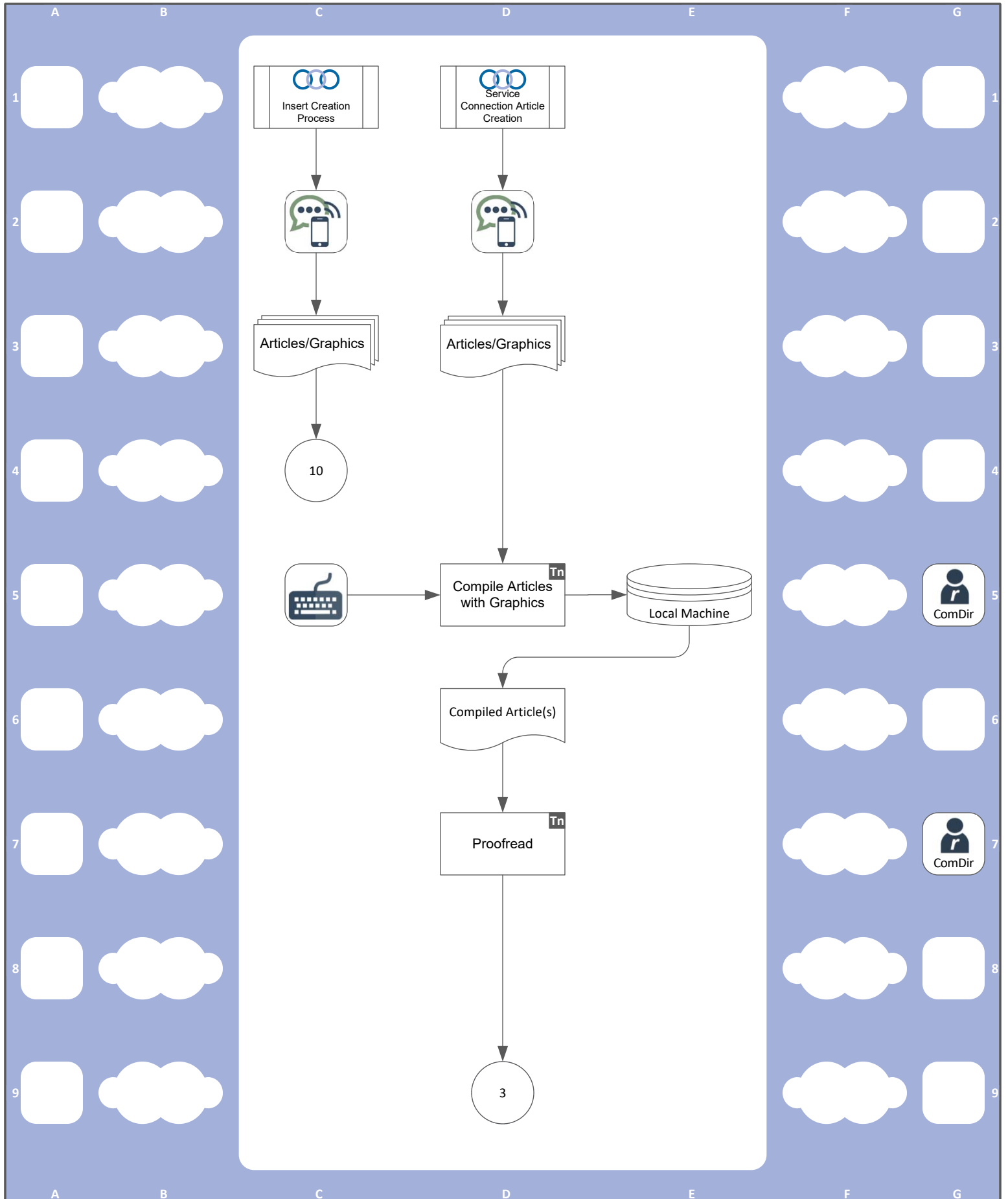
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Carolyn Dumas

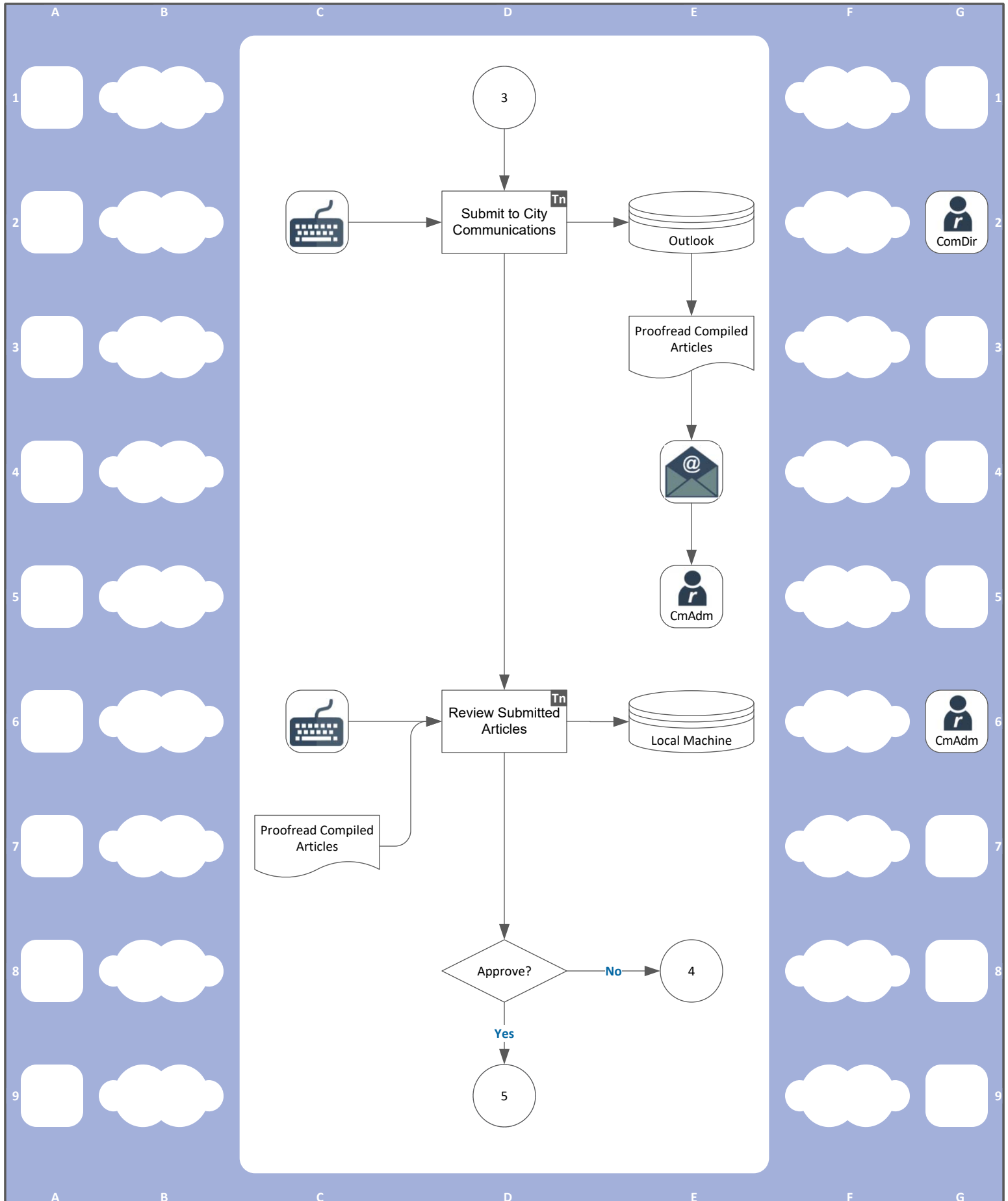
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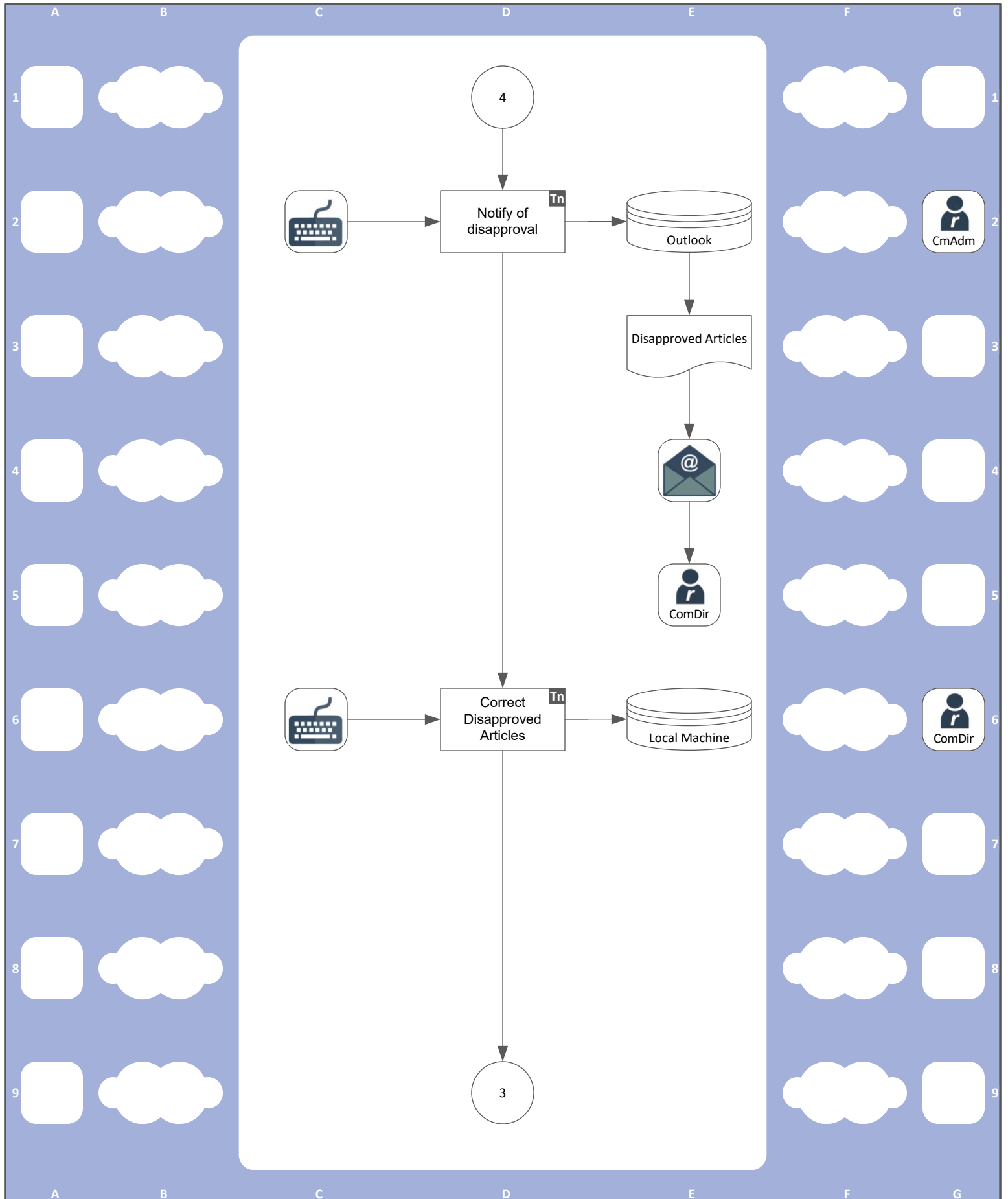







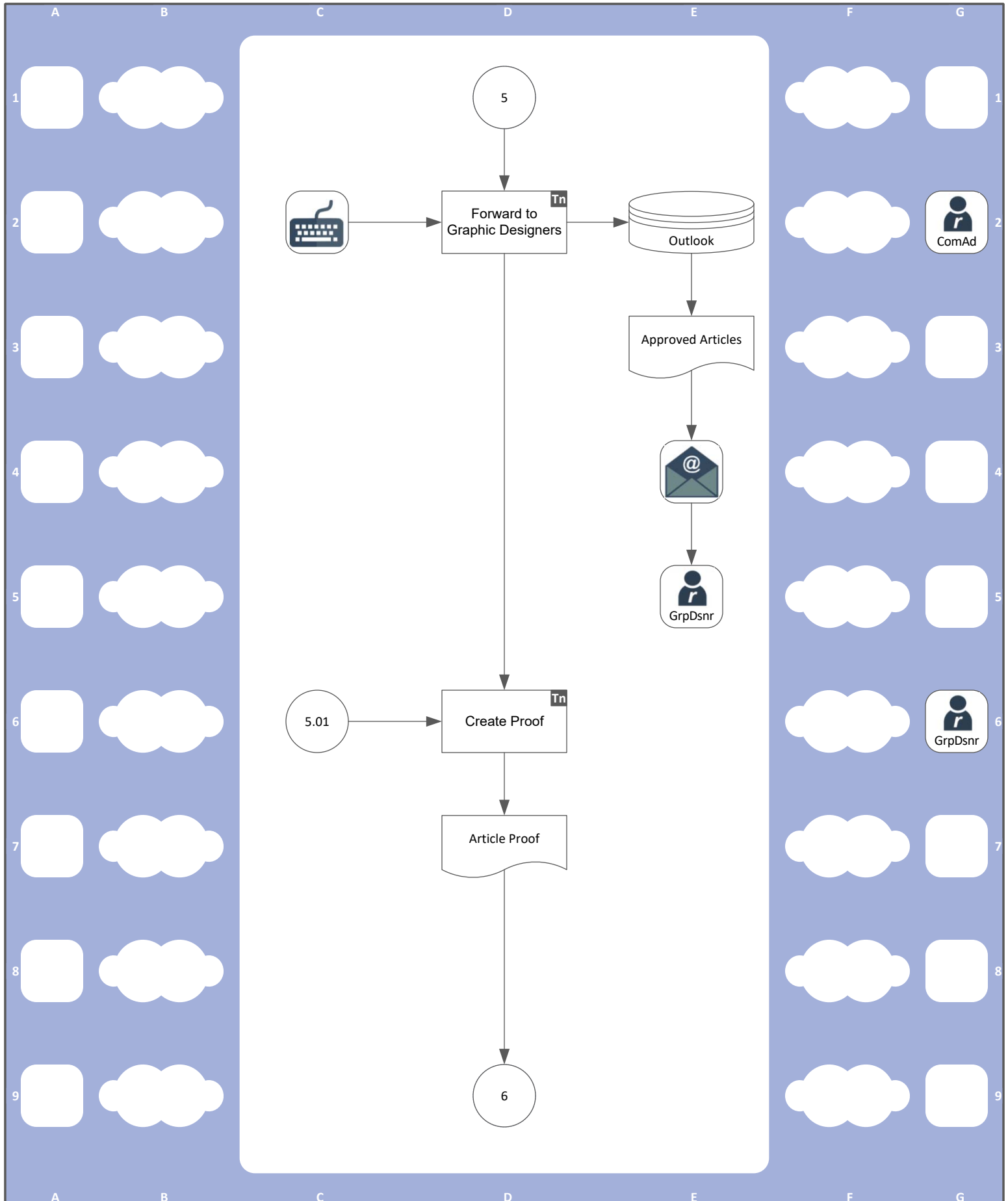
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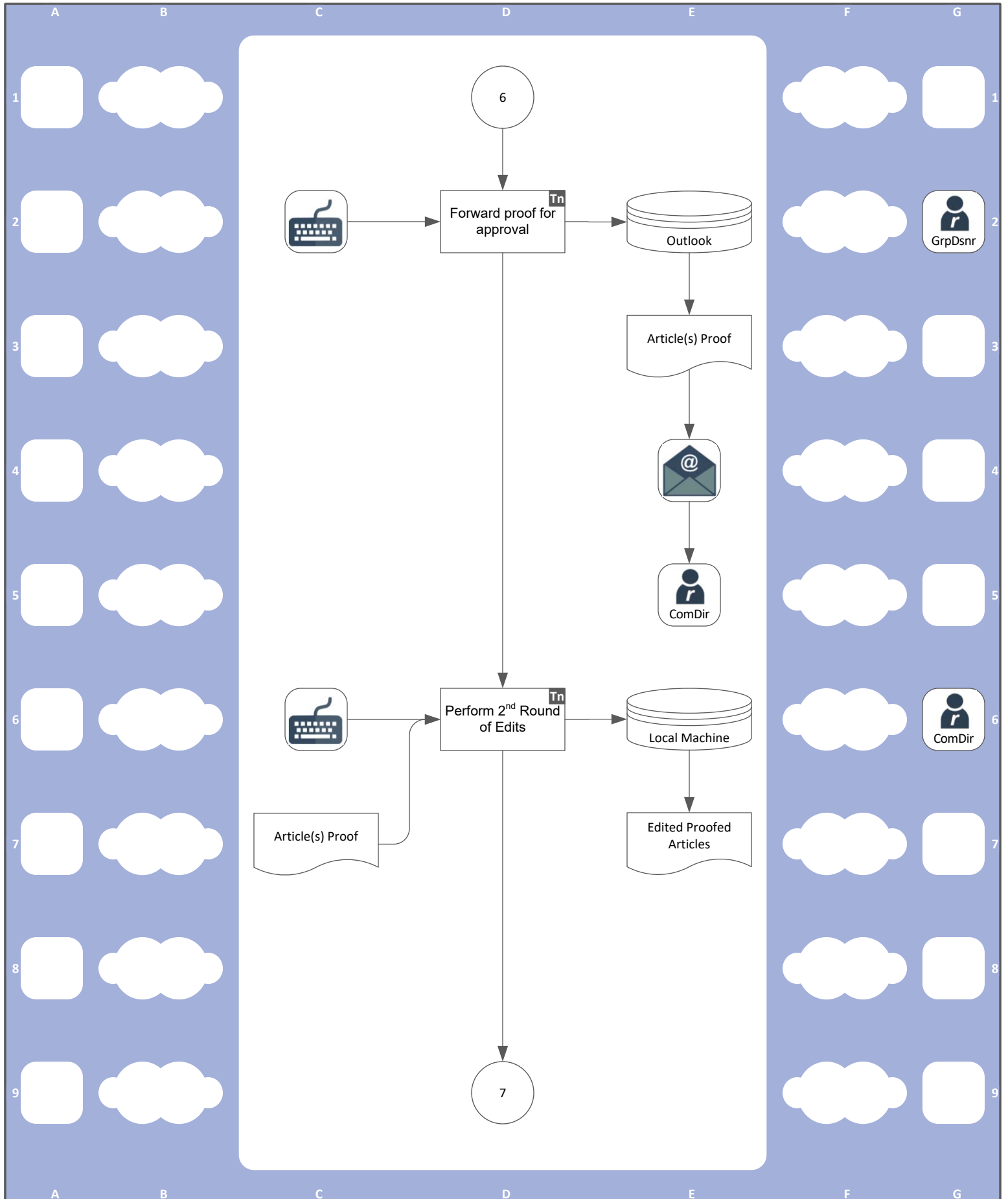
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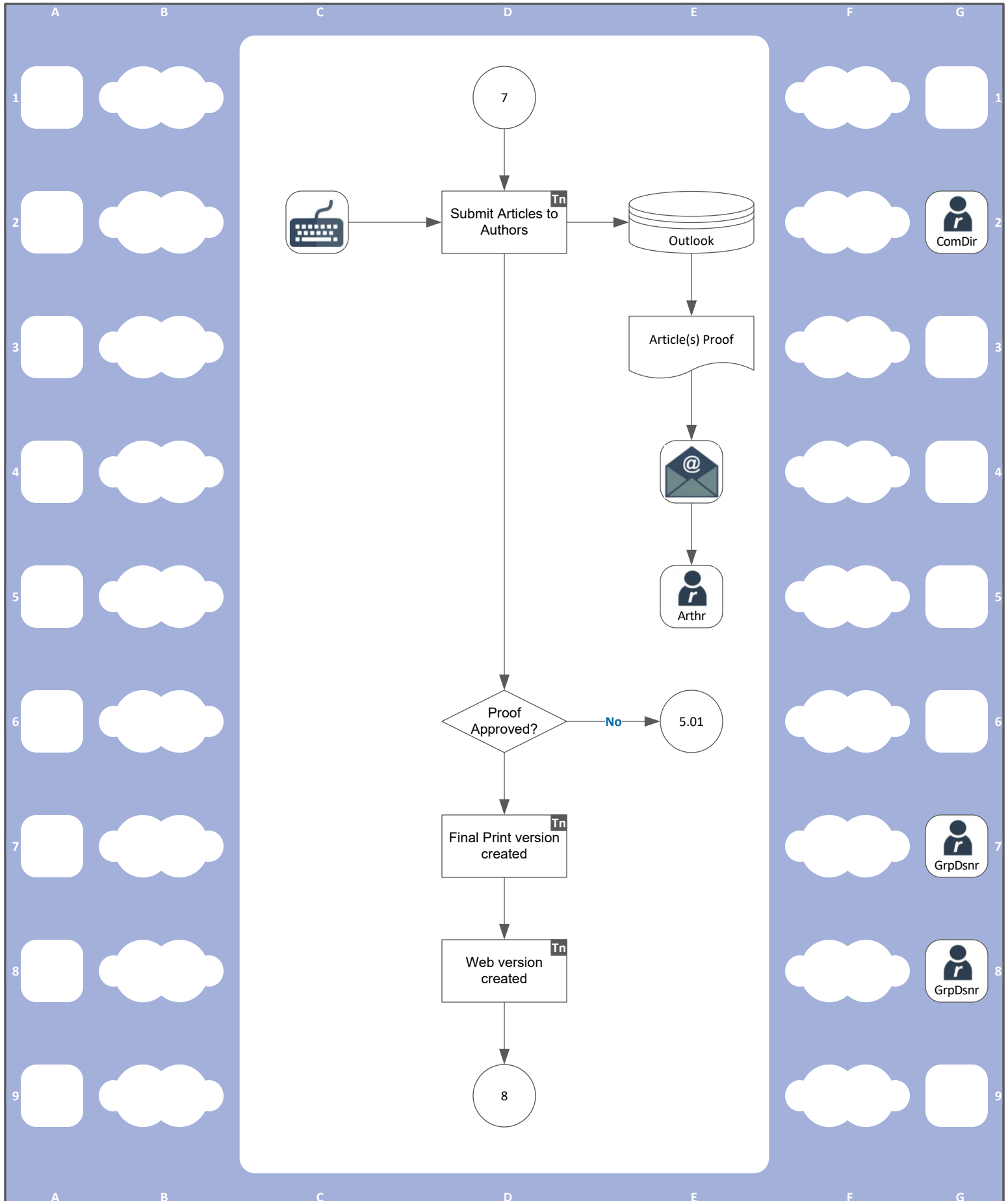
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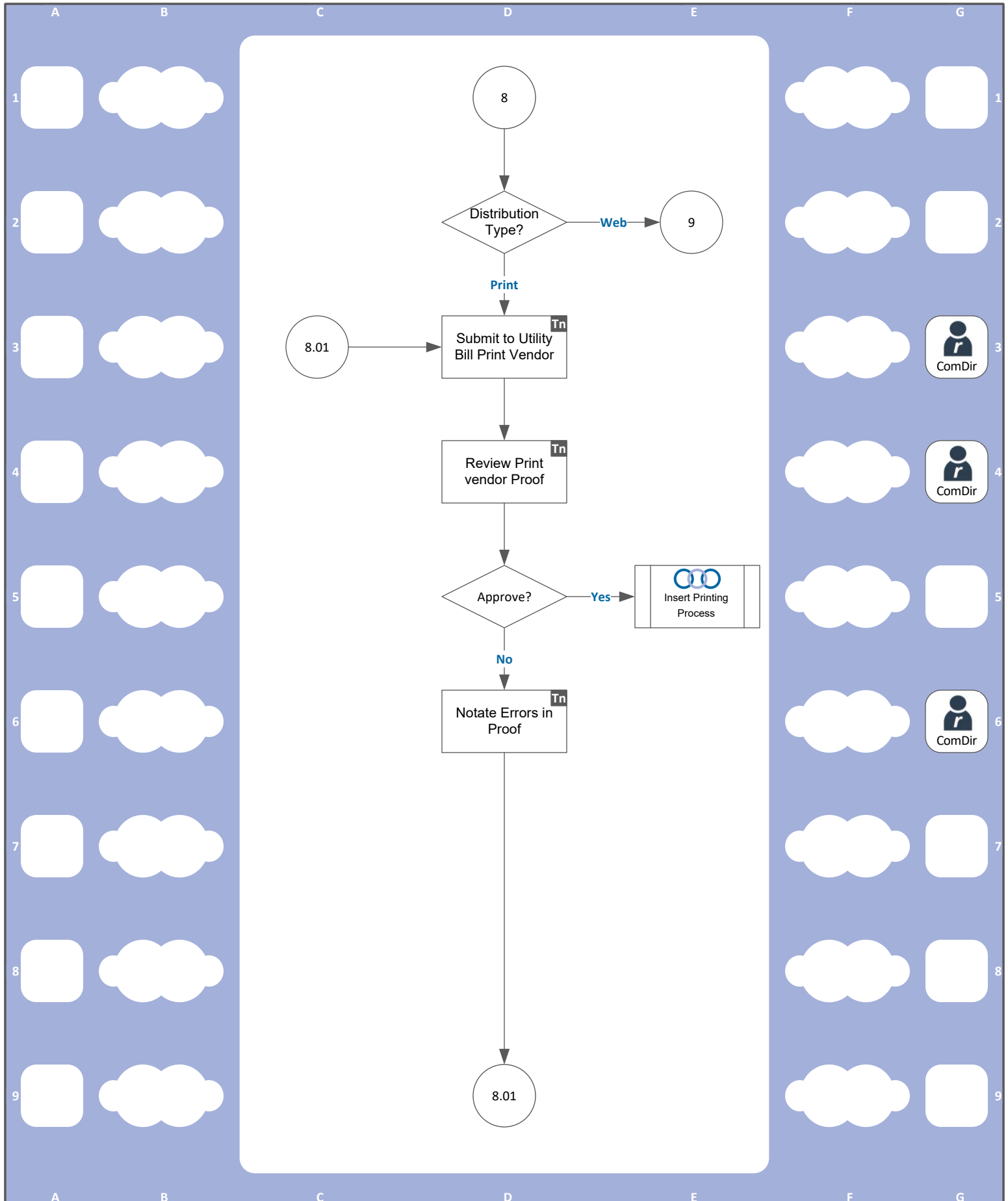





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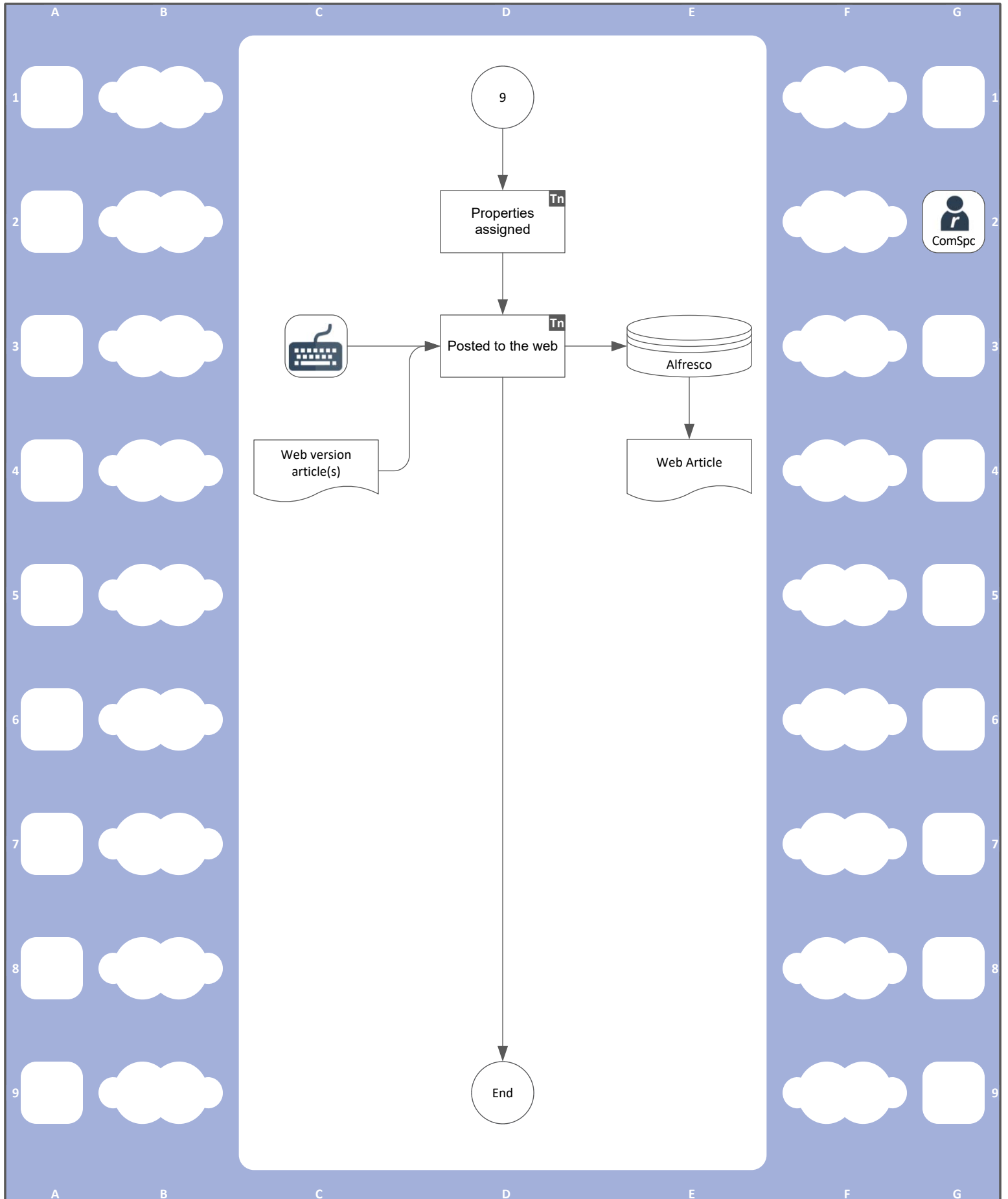





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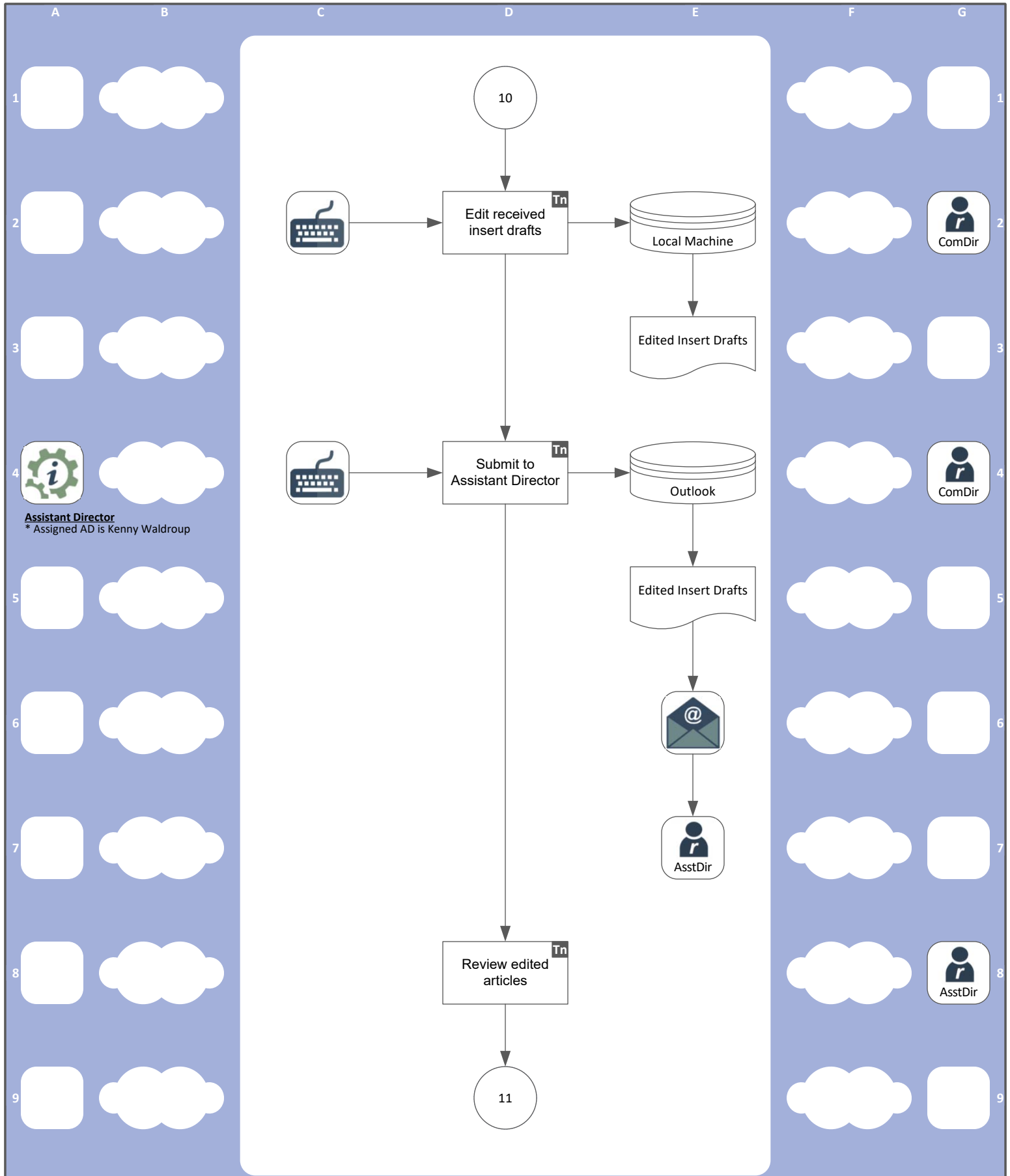







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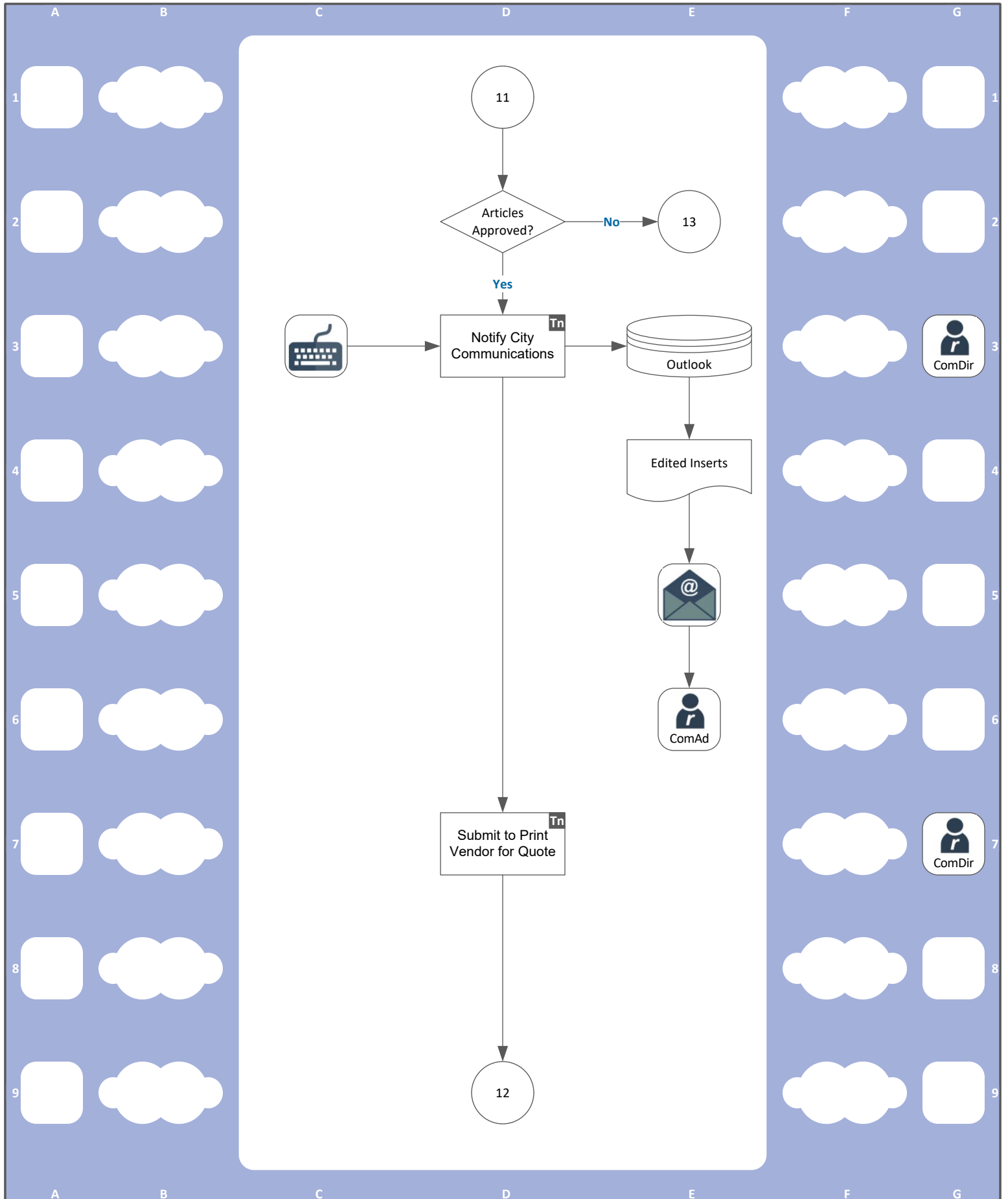





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	Revision: A	Process Owner: Carolyn Dumas	Page: 9 of 13	

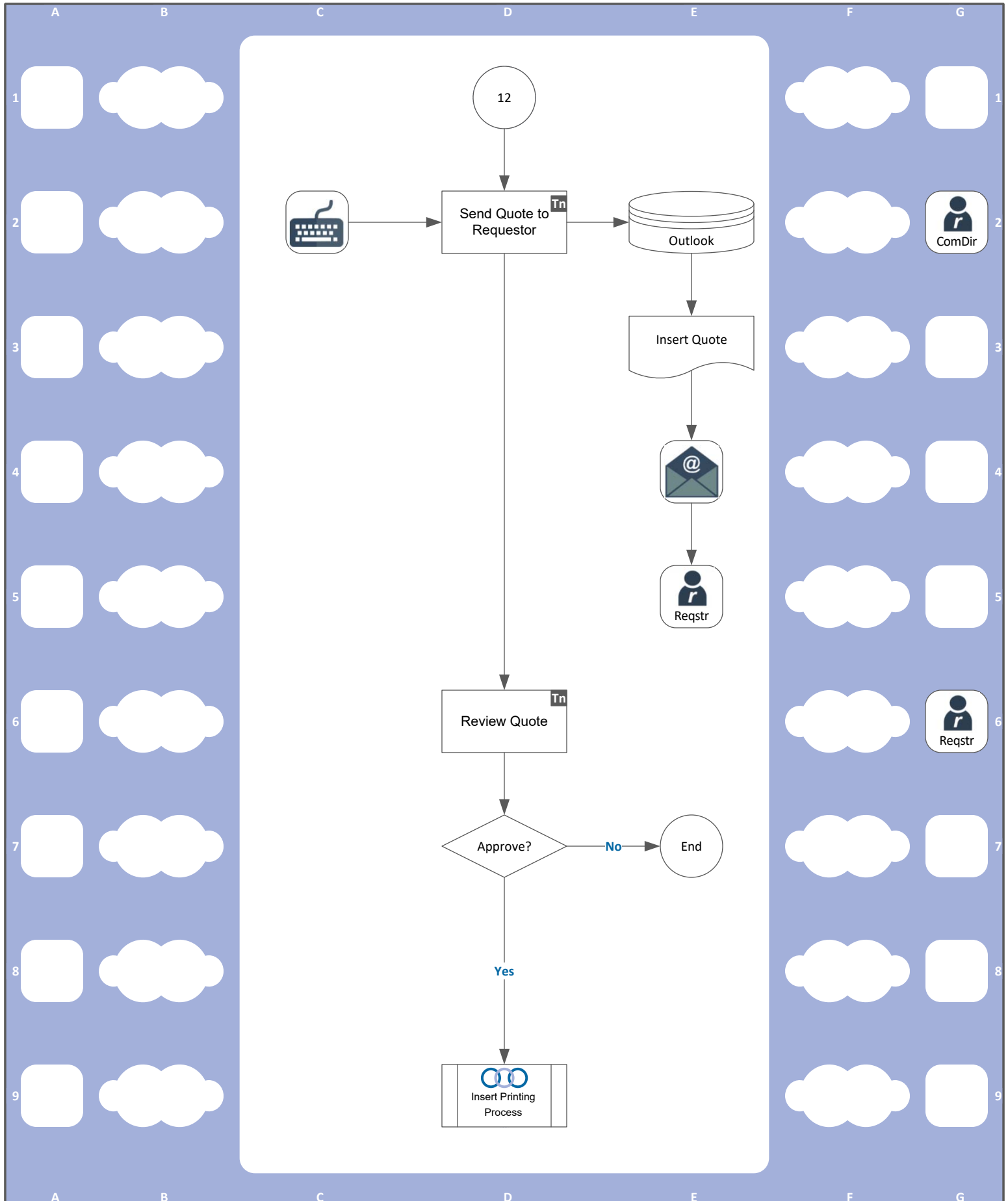





Assistant Director
* Assigned AD is Kenny Waldroup

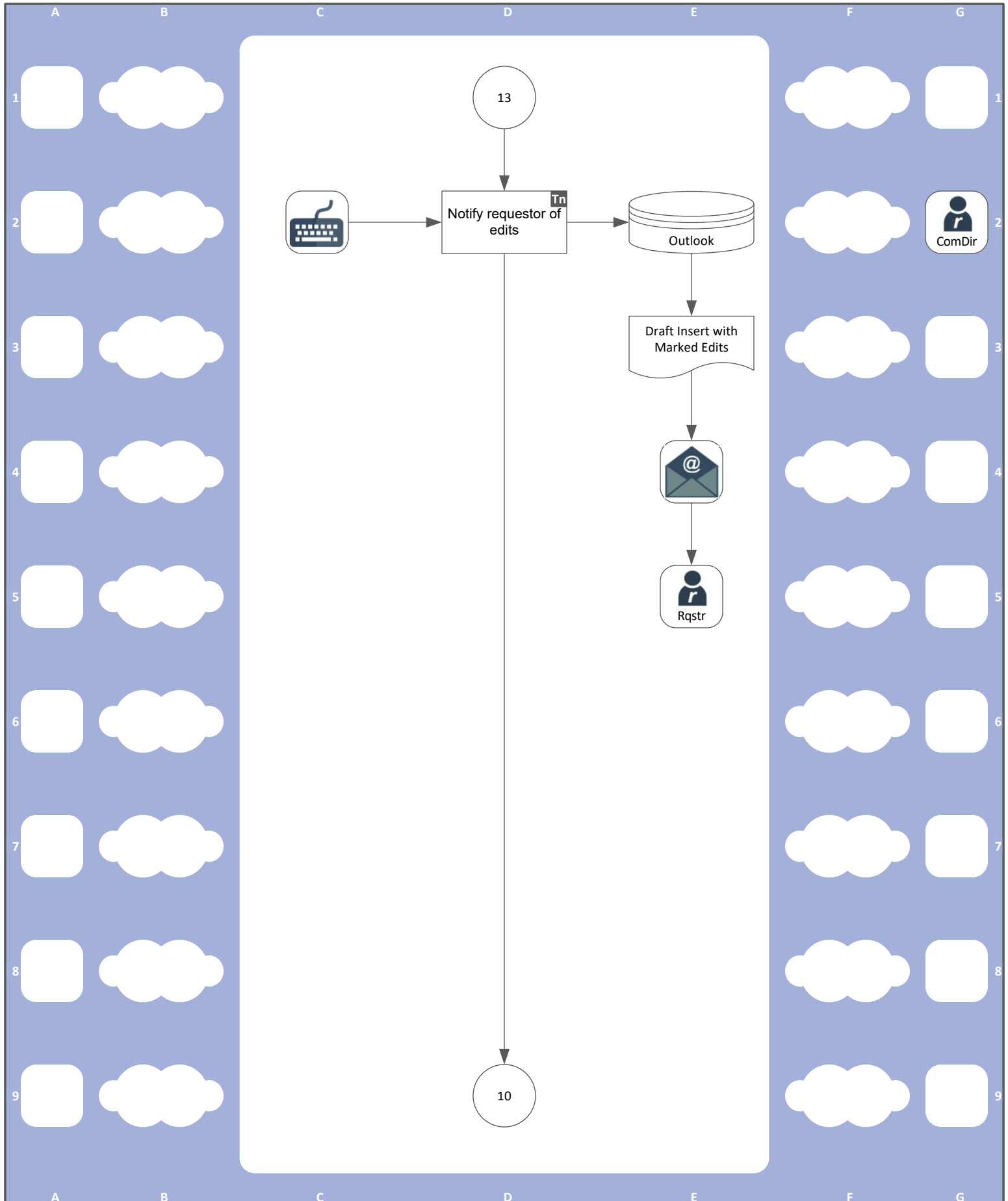
	Process Reference: 2.05.P01.T04	Process Name: Utility Bill Inserts		
	Revision: A	Process Owner: Carolyn Dumas	Page: 10 of 13	






	Process Reference: 2.05.P01.T04	Process Name: Utility Bill Inserts		
	Revision: A	Process Owner: Carolyn Dumas	Page: 11 of 13	



	Process Reference: 2.05.P01.T04	Process Name: Utility Bill Inserts		
	Revision: A	Process Owner: Carolyn Dumas	Page: 12 of 13	



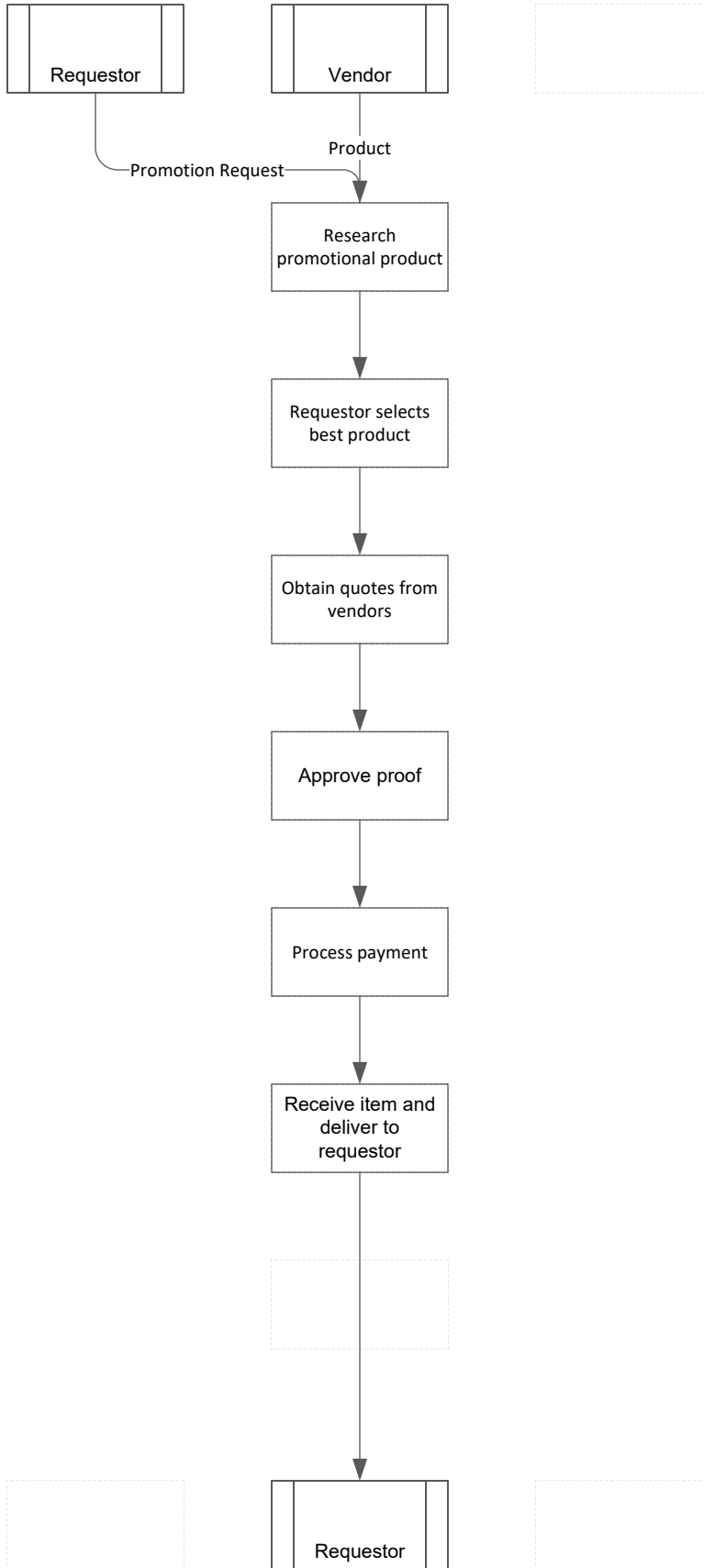
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	Revision: A	Process Owner: Carolyn Dumas	Page: 13 of 13	

3 KEY SUPPLIERS

3 KEY INPUTS

7 KEY ACTIVITIES

3 KEY OUTPUTS



3 KEY CUSTOMERS



Process Reference:
2.05.P01.T04

Revision:
18.00

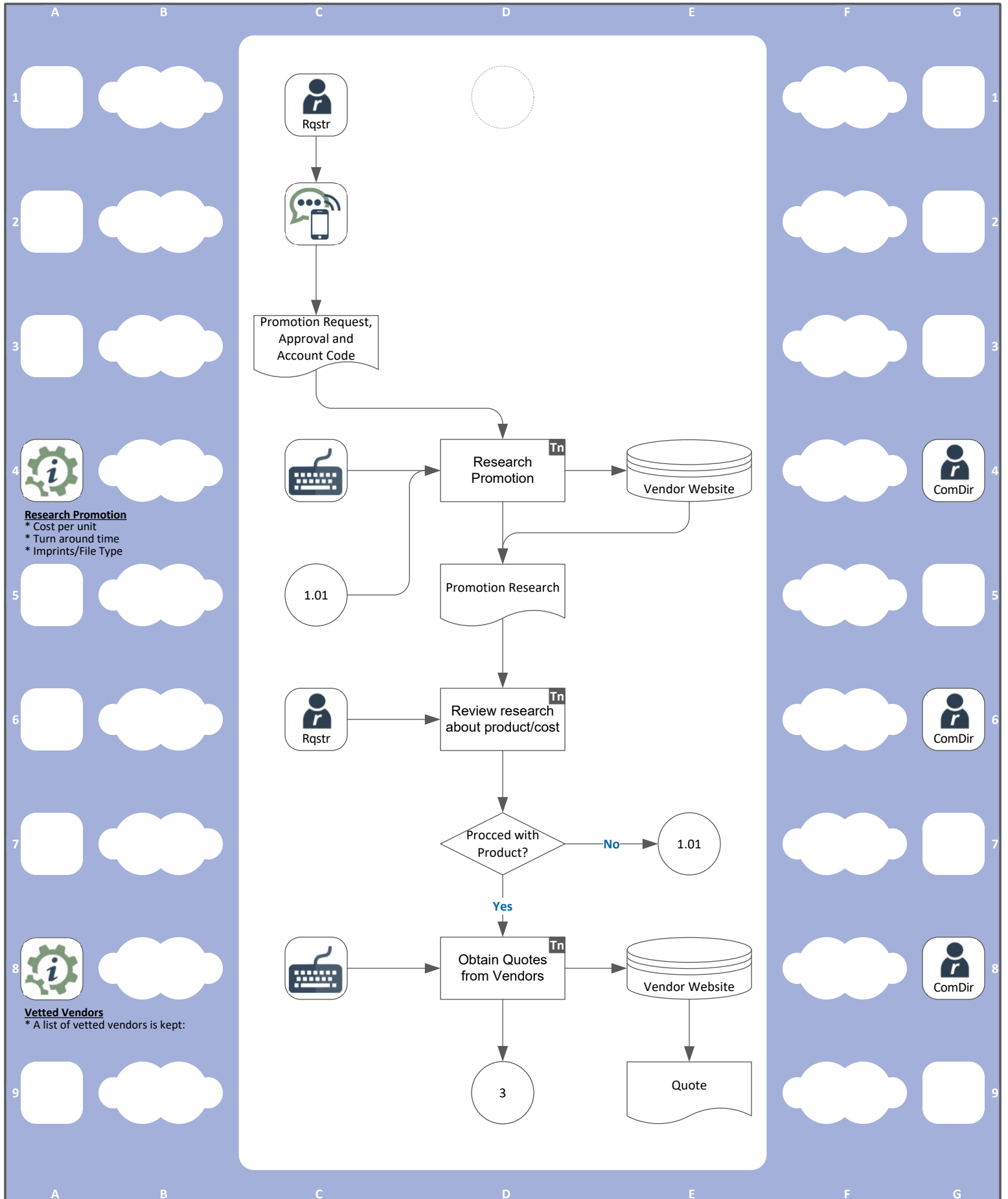
Process Name:
Promotion Request

Process Owner:
Carolyn Dumas

Perigon®

Page:
1 of 4






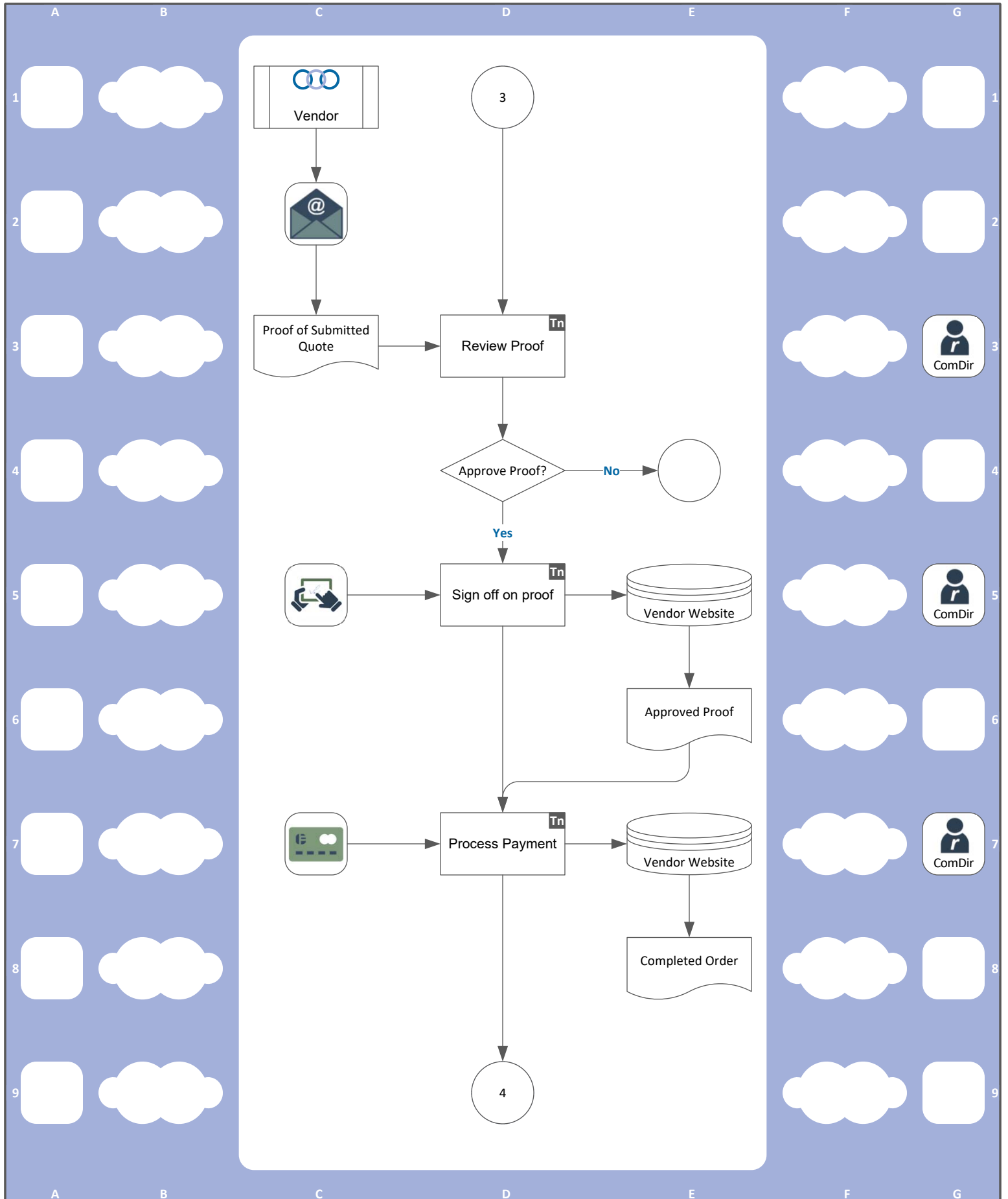





Research Promotion
 * Cost per unit
 * Turn around time
 * Imprints/File Type

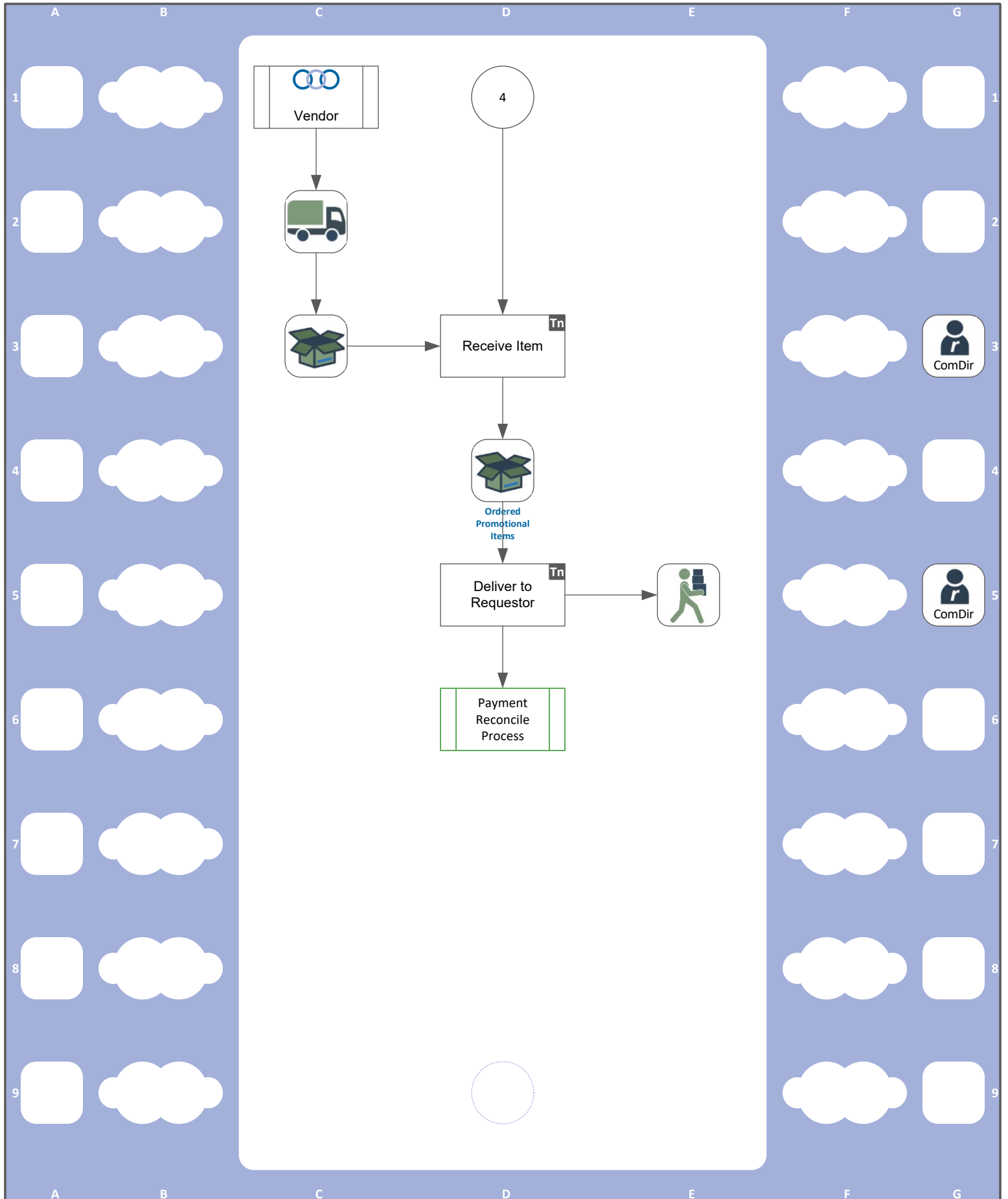




Vetted Vendors
 * A list of vetted vendors is kept:

	Process Reference: 2.05.P01.T04	Process Name: Promotion Request		
	Revision: 18.00	Process Owner: Carolyn Dumas	Page: 2 of 4	



	Process Reference: 2.05.P01.T04	Process Name: Promotion Request		
	Revision: 18.00	Process Owner: Carolyn Dumas	Page: 3 of 4	



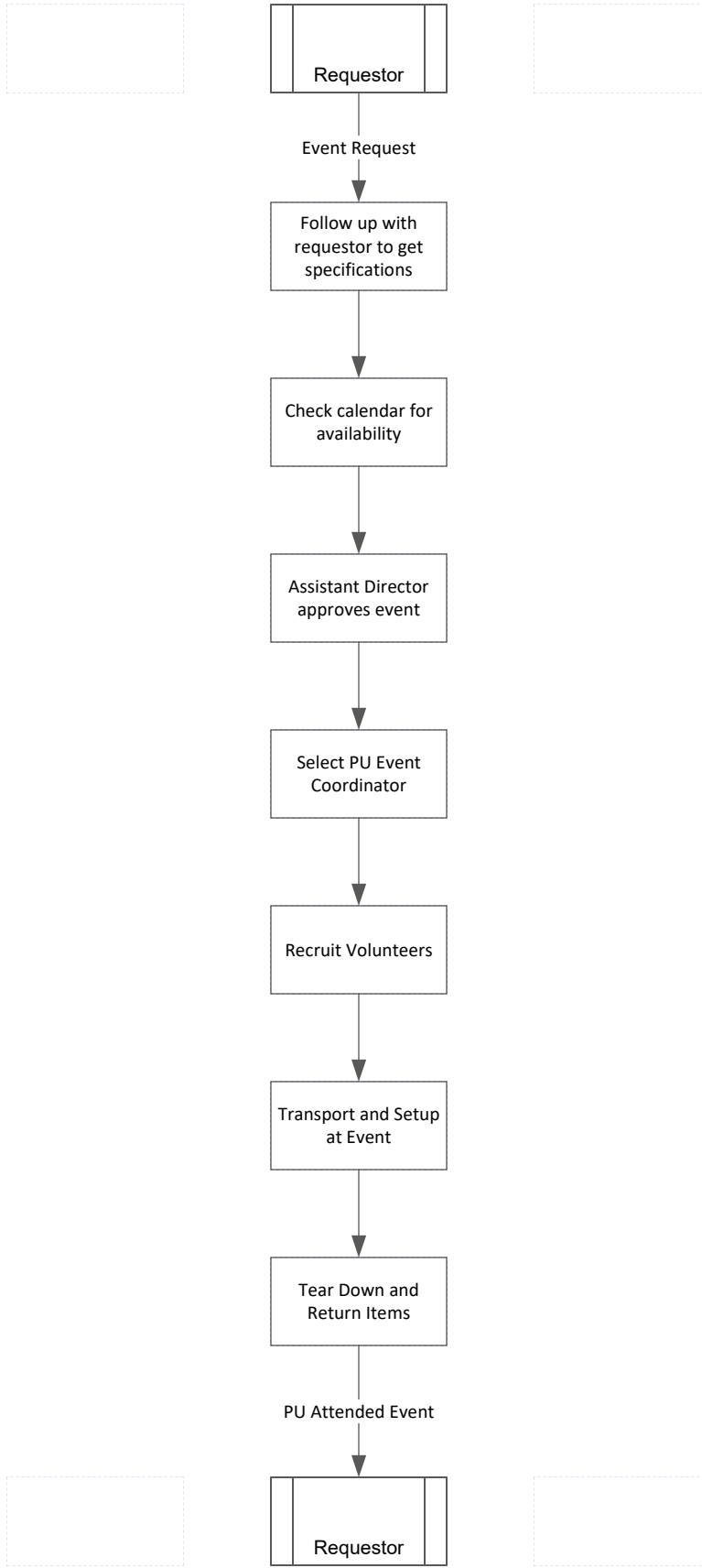
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	Revision: 18.00	Process Owner: Carolyn Dumas	Page: 4 of 4	

3 KEY SUPPLIERS

3 KEY INPUTS

7 KEY ACTIVITIES

3 KEY OUTPUTS



3 KEY CUSTOMERS



Process Reference:
2.05.P01.T04

Revision:
A

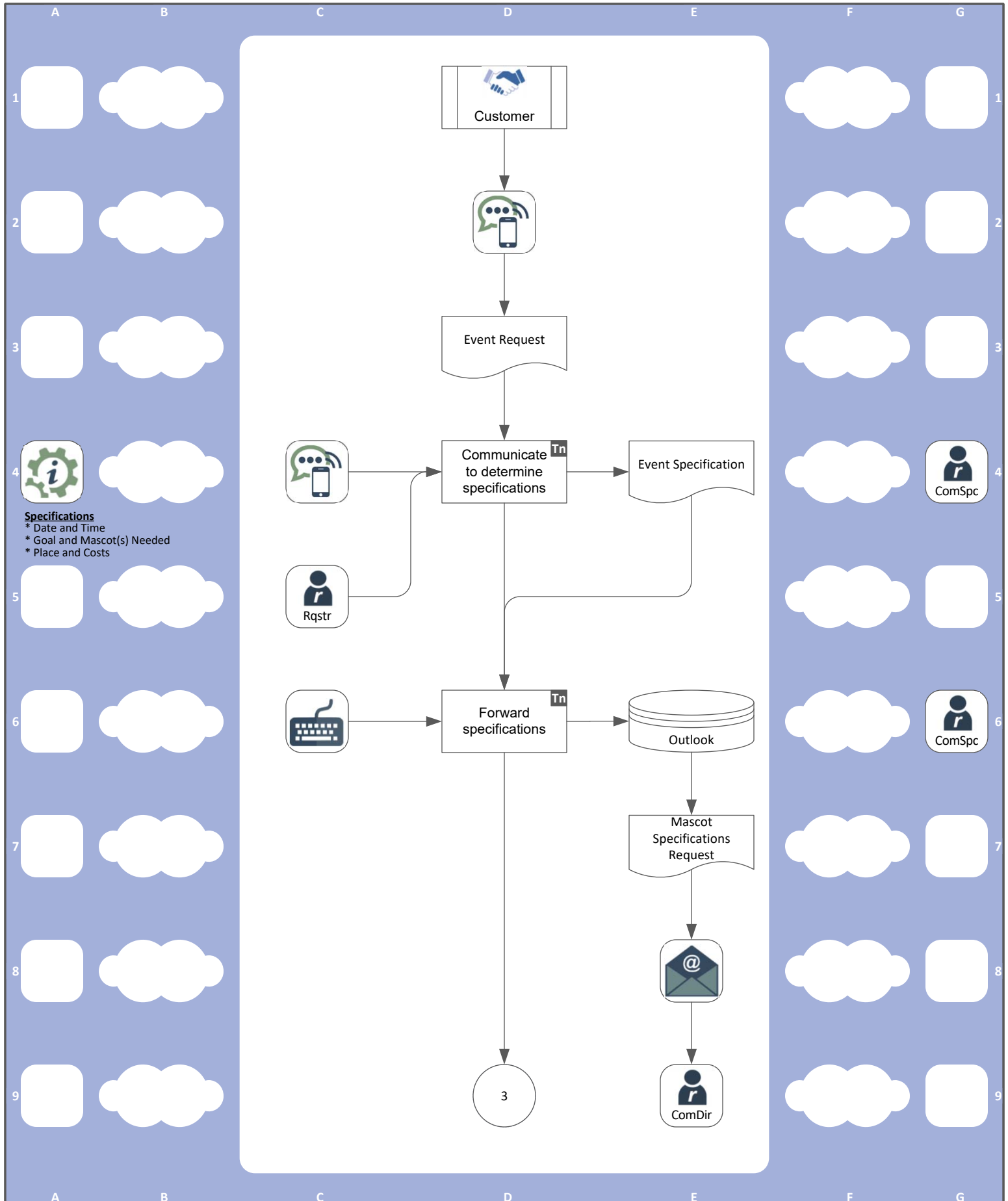
Process Name:
Community Event Participation

Process Owner:
Carolyn Dumas




Perigon®

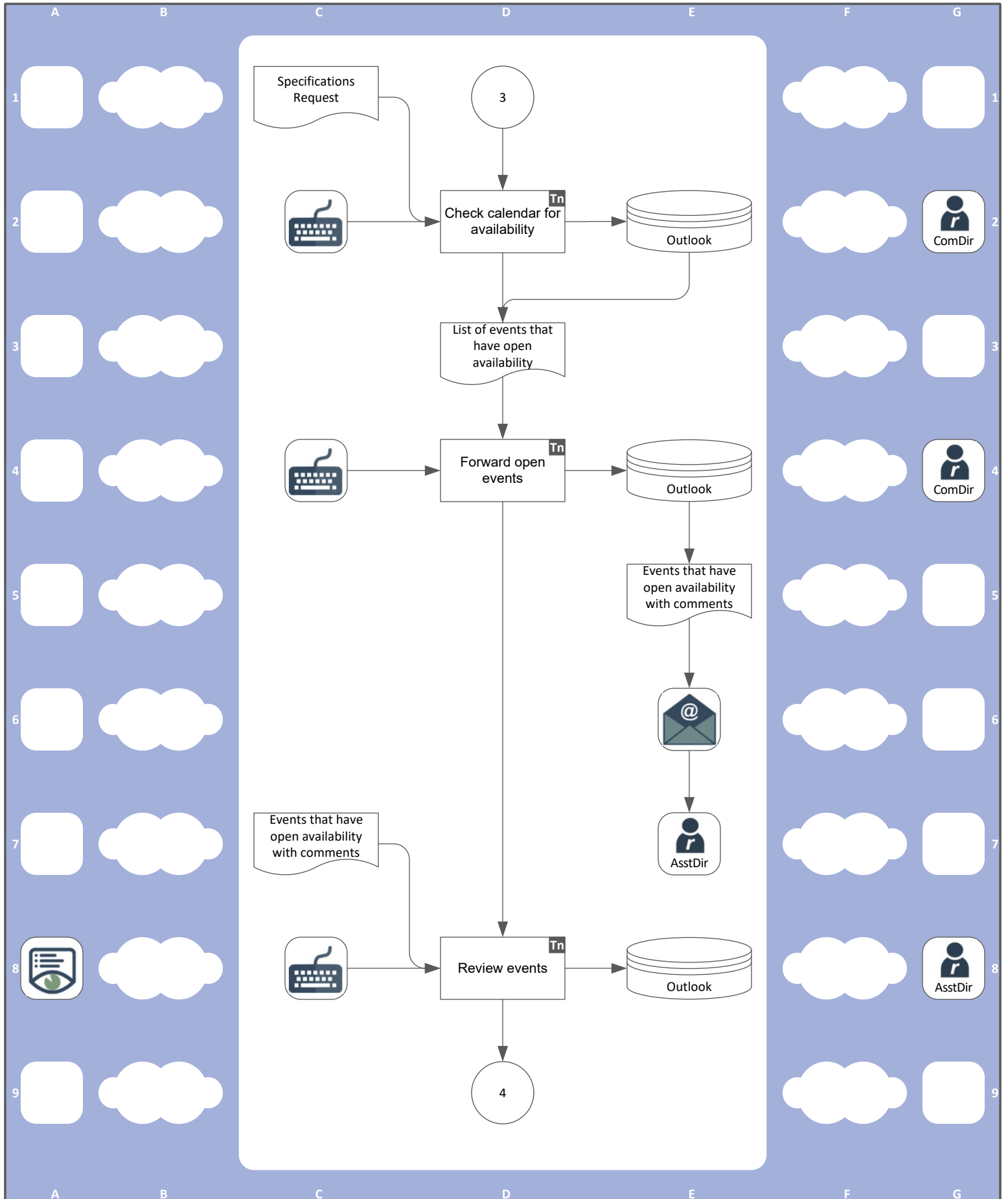
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Specifications
 * Date and Time
 * Goal and Mascot(s) Needed
 * Place and Costs

	Process Reference: 2.05.P01.T04	Process Name: Community Event Participation		
	Revision: A	Process Owner: Carolyn Dumas	Page: 2 of 10	



Process Reference:
2.05.P01.T04

Revision:
A

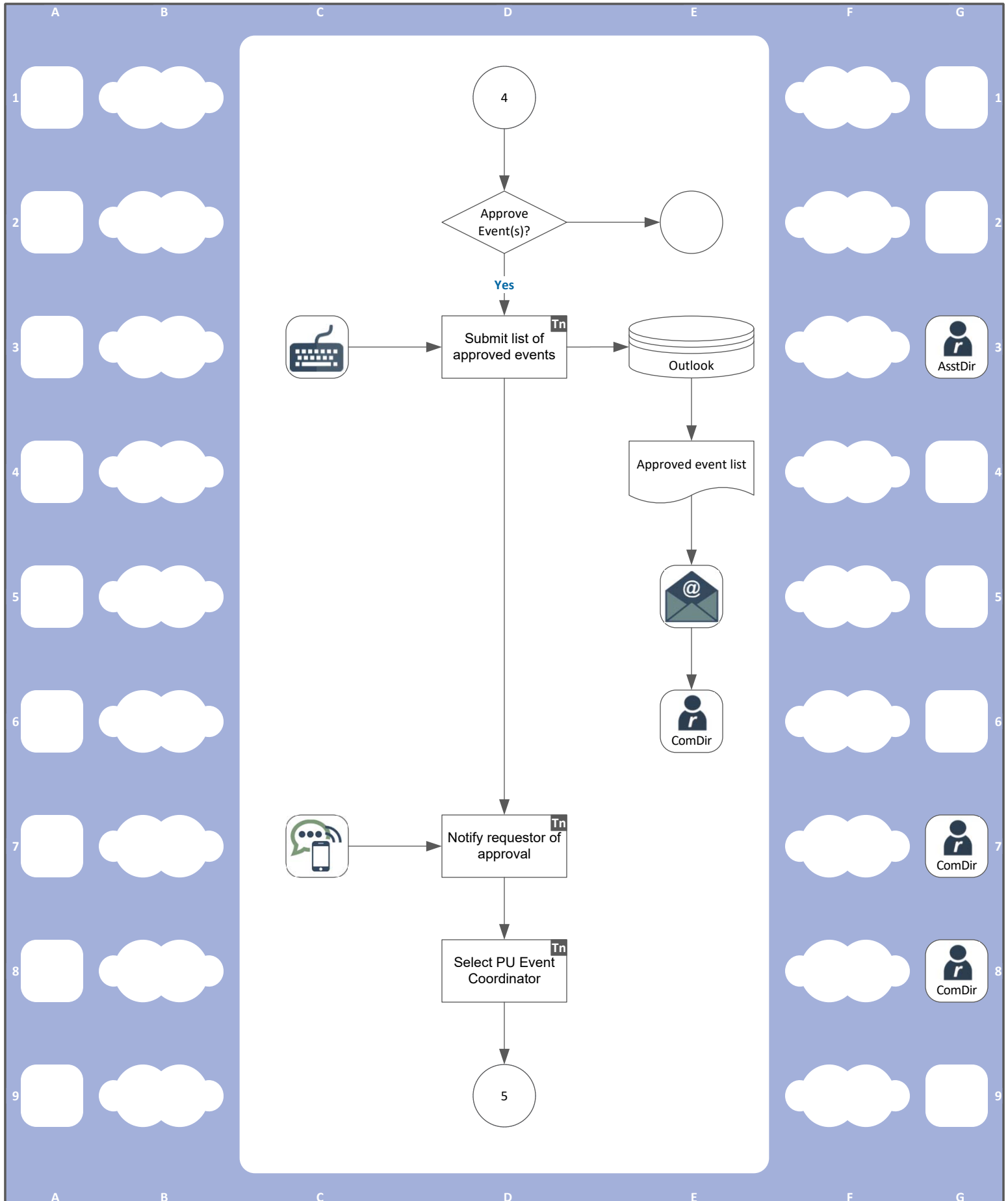
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Community Event Participation



Process Owner:
Carolyn Dumas

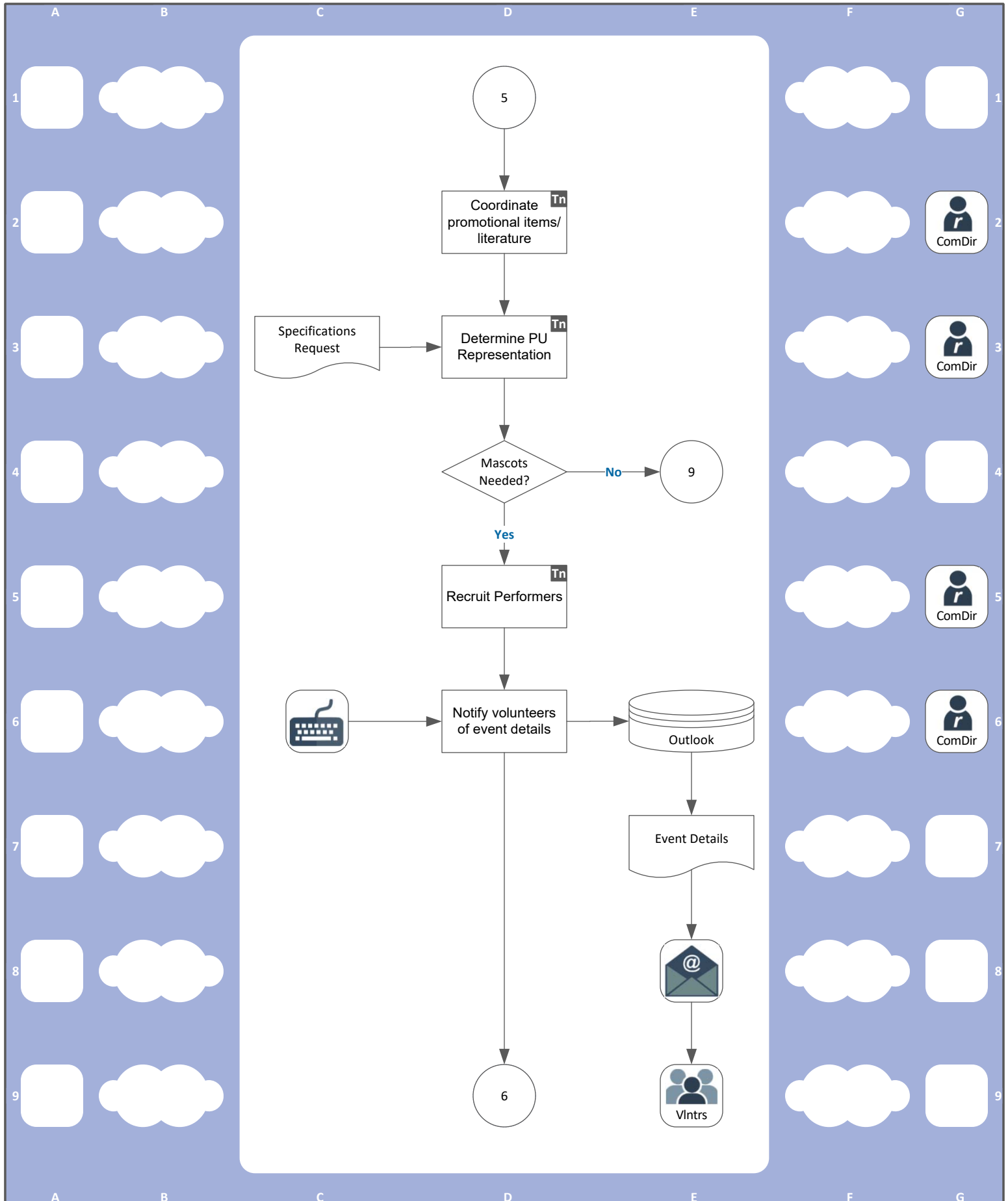
Perigon®



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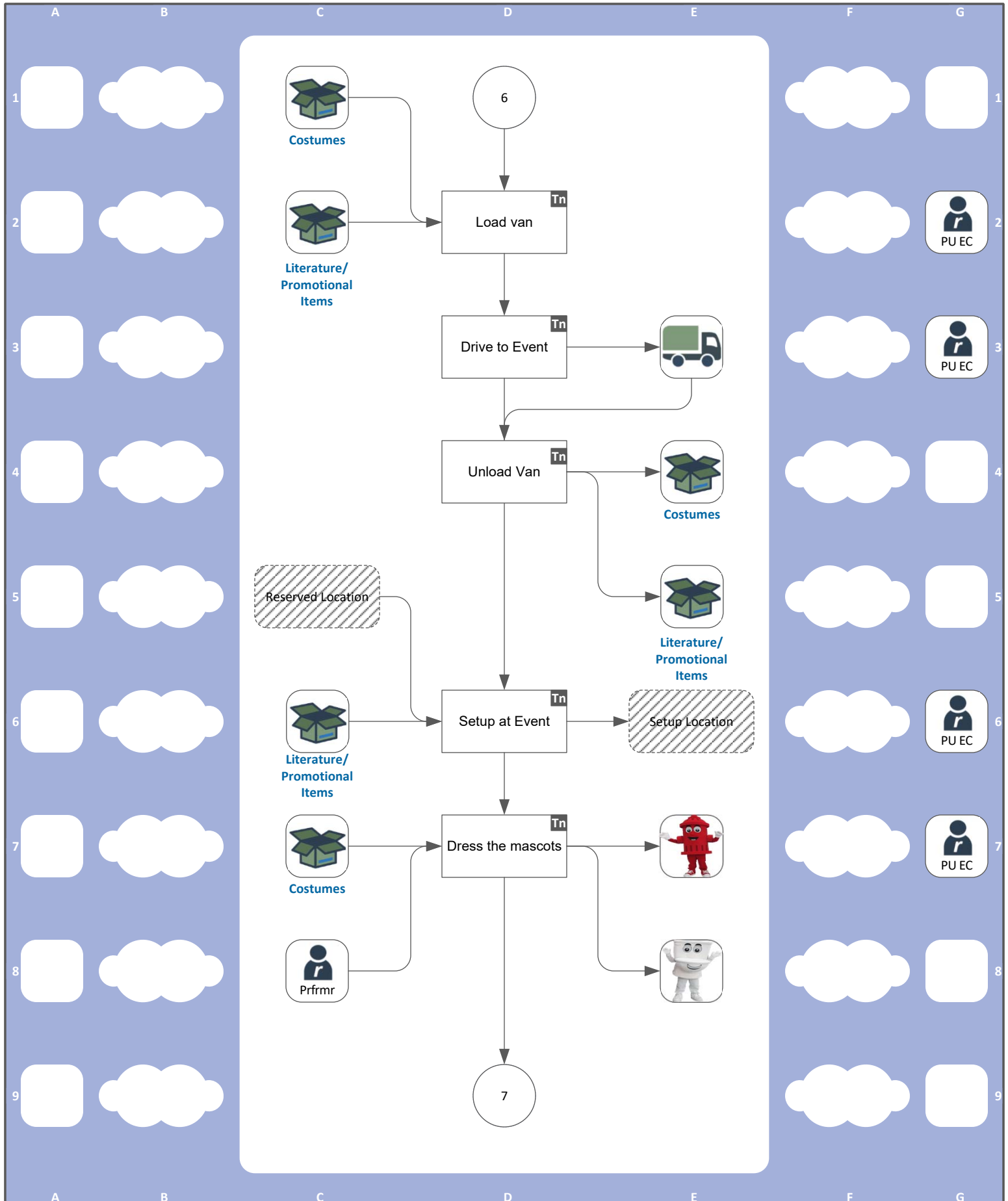







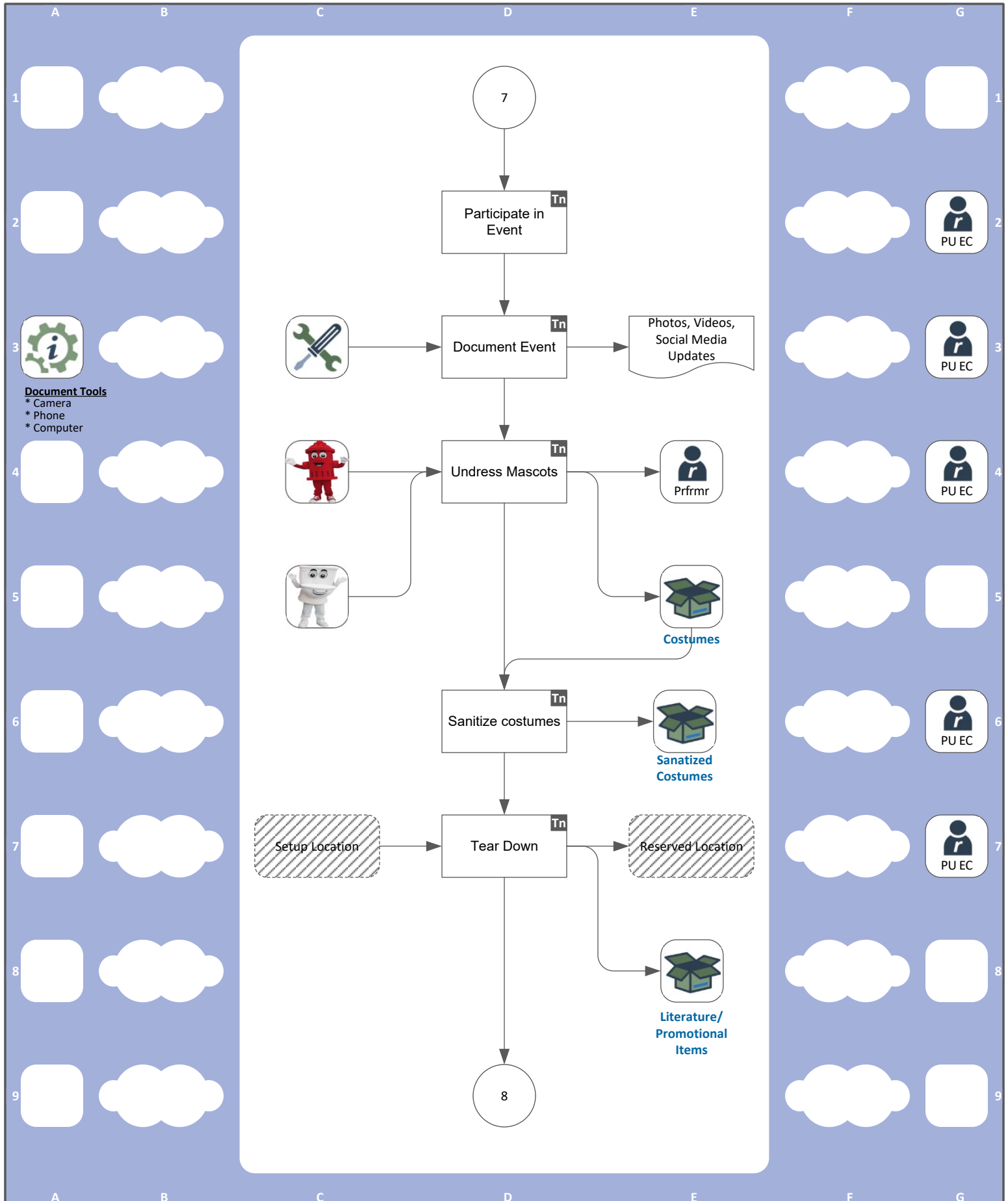
	Process Reference: 2.05.P01.T04	Process Name: Community Event Participation	Perigon®	
	Revision: A	Process Owner: Carolyn Dumas	Page: 4 of 10	



	Process Reference: 2.05.P01.T04	Process Name: Community Event Participation	Perigon®	
	Revision: A	Process Owner: Carolyn Dumas	Page: 5 of 10	






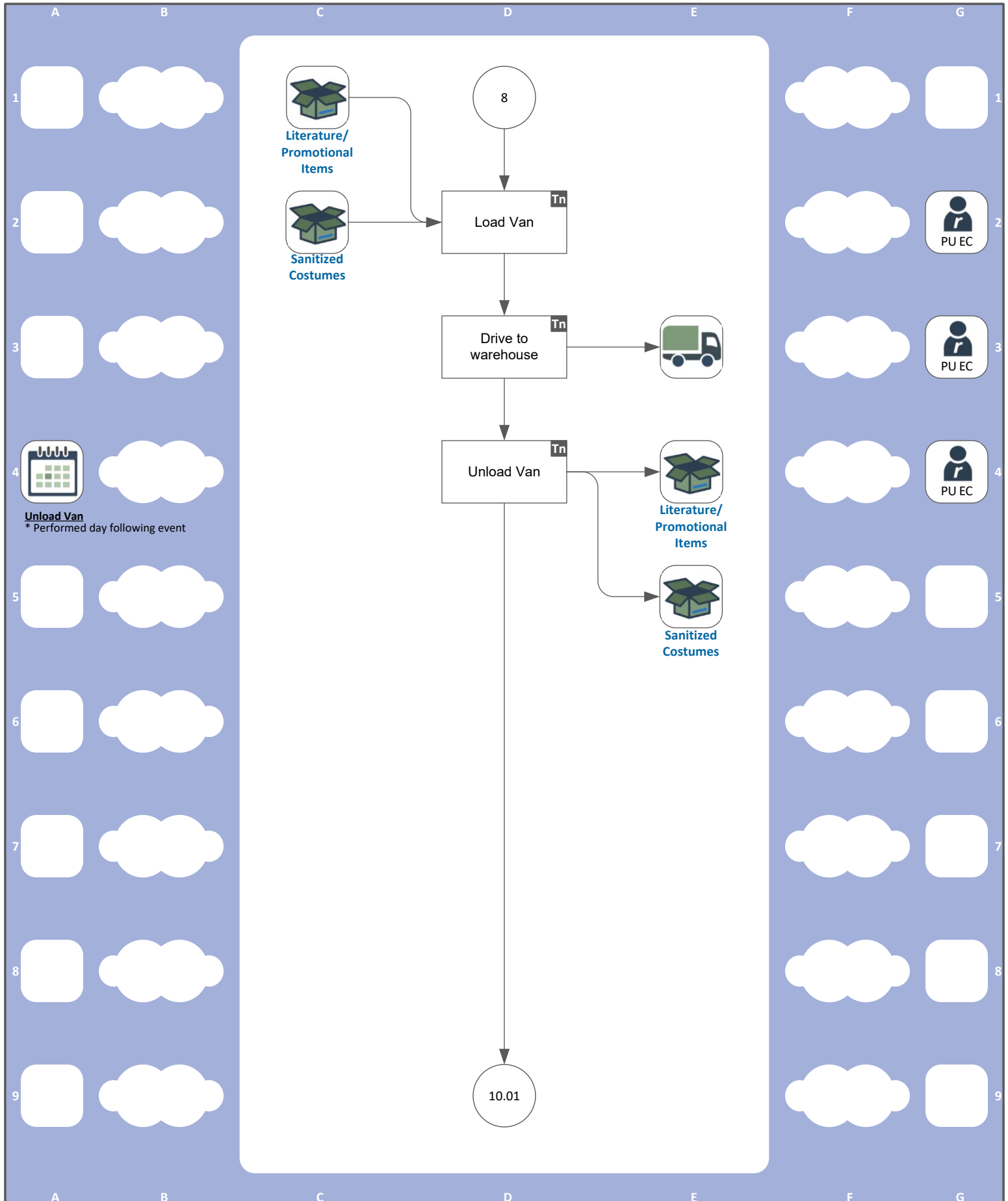
	Process Reference: 2.05.P01.T04	Process Name: Community Event Participation		
	Revision: A	Process Owner: Carolyn Dumas	Page: 6 of 10	



Document Tools

- * Camera
- * Phone
- * Computer

	Process Reference: 2.05.P01.T04	Process Name: Community Event Participation		
	Revision: A	Process Owner: Carolyn Dumas		



Process Reference:
2.05.P01.T04

Revision:
A

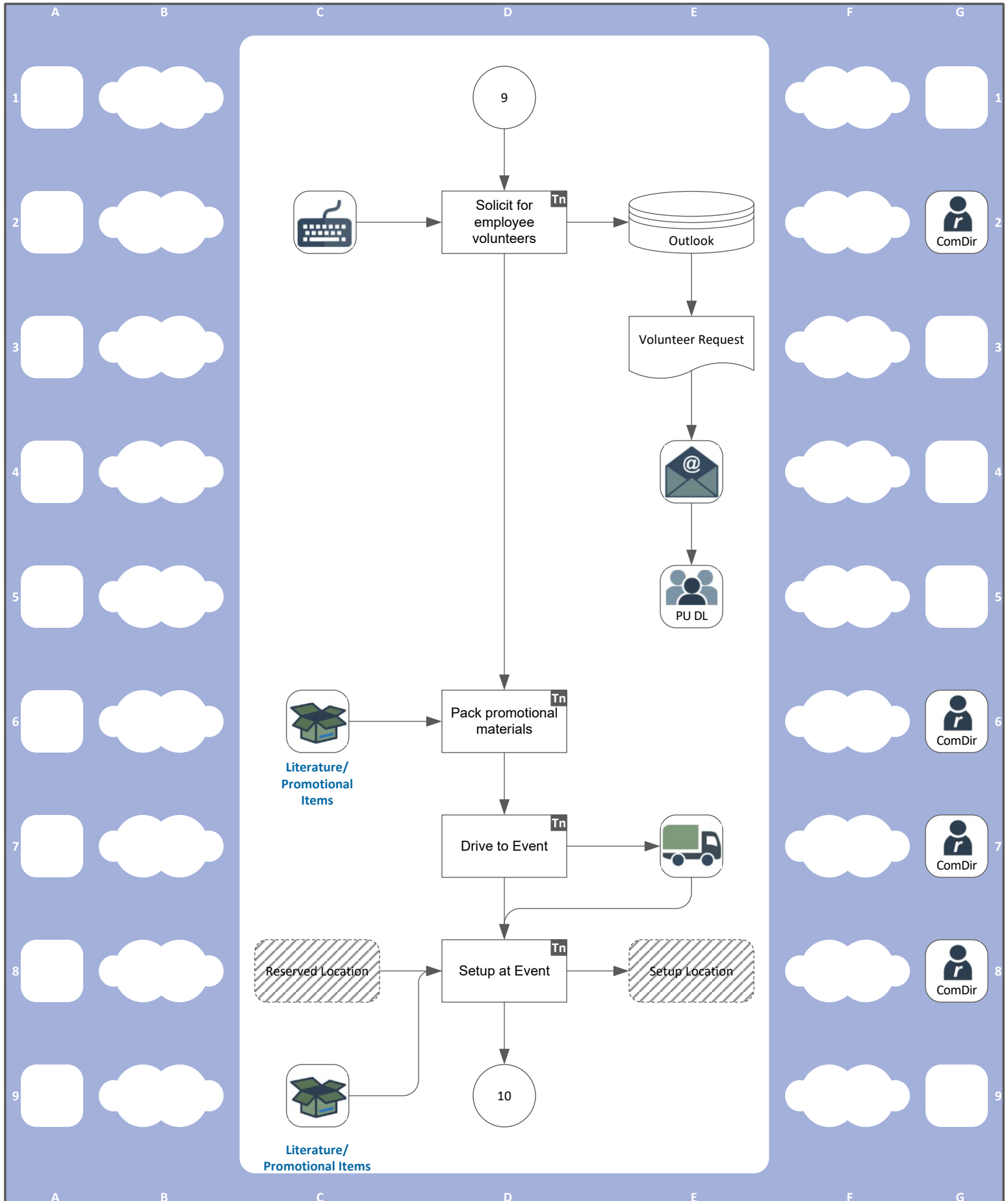
Process Name:
Community Event Participation

Process Owner:
Carolyn Dumas

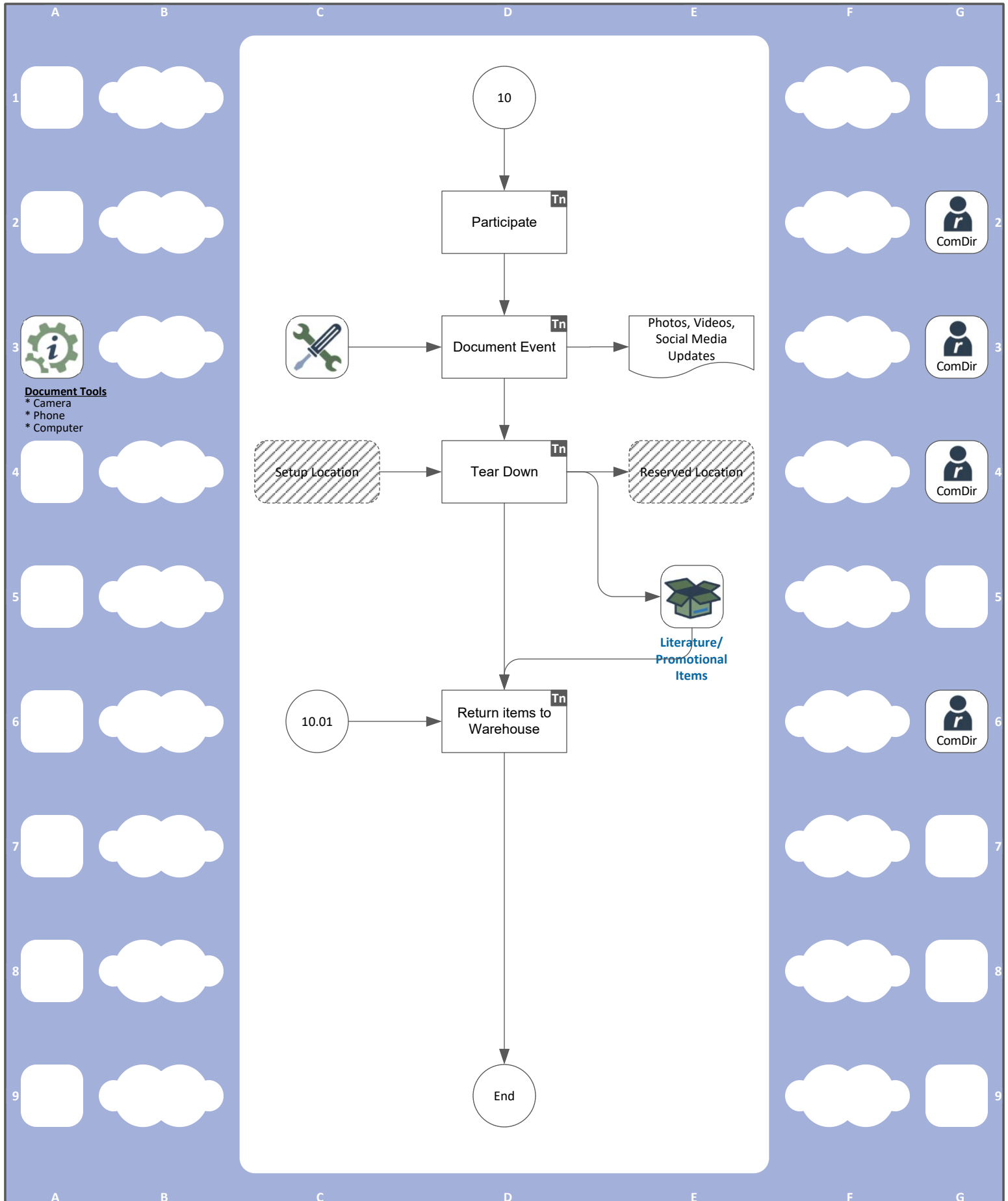
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	Process Reference: 2.05.P01.T04	Process Name: Community Event Participation		
	Revision: A	Process Owner: Carolyn Dumas	Page: 9 of 10	



Document Tools
 * Camera
 * Phone
 * Computer

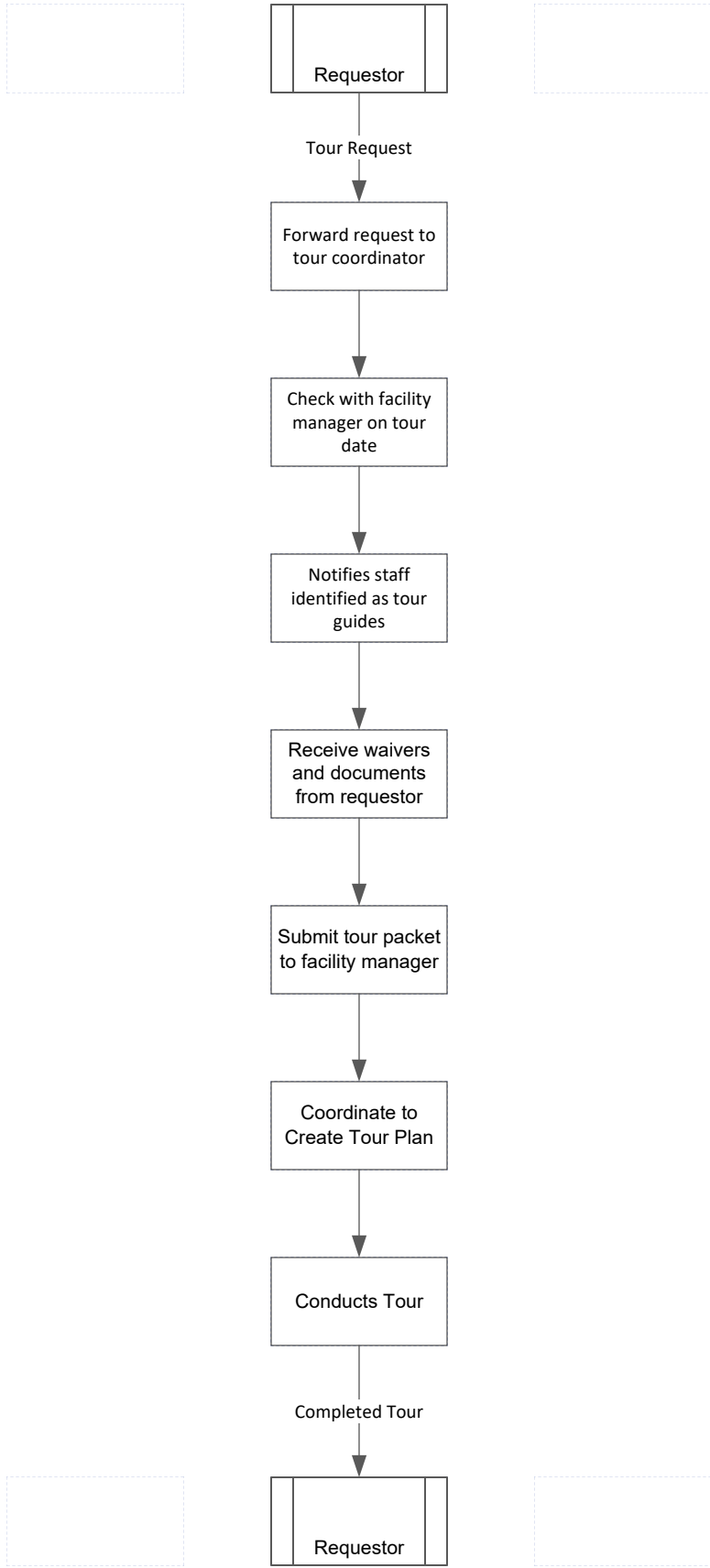
	Process Reference: 2.05.P01.T04	Process Name: Community Event Participation		
	Revision: A	Process Owner: Carolyn Dumas	Page: 10 of 10	

3 KEY SUPPLIERS

3 KEY INPUTS

7 KEY ACTIVITIES

3 KEY OUTPUTS



3 KEY CUSTOMERS



Process Reference:
3.01.P01.T04

Revision:
A

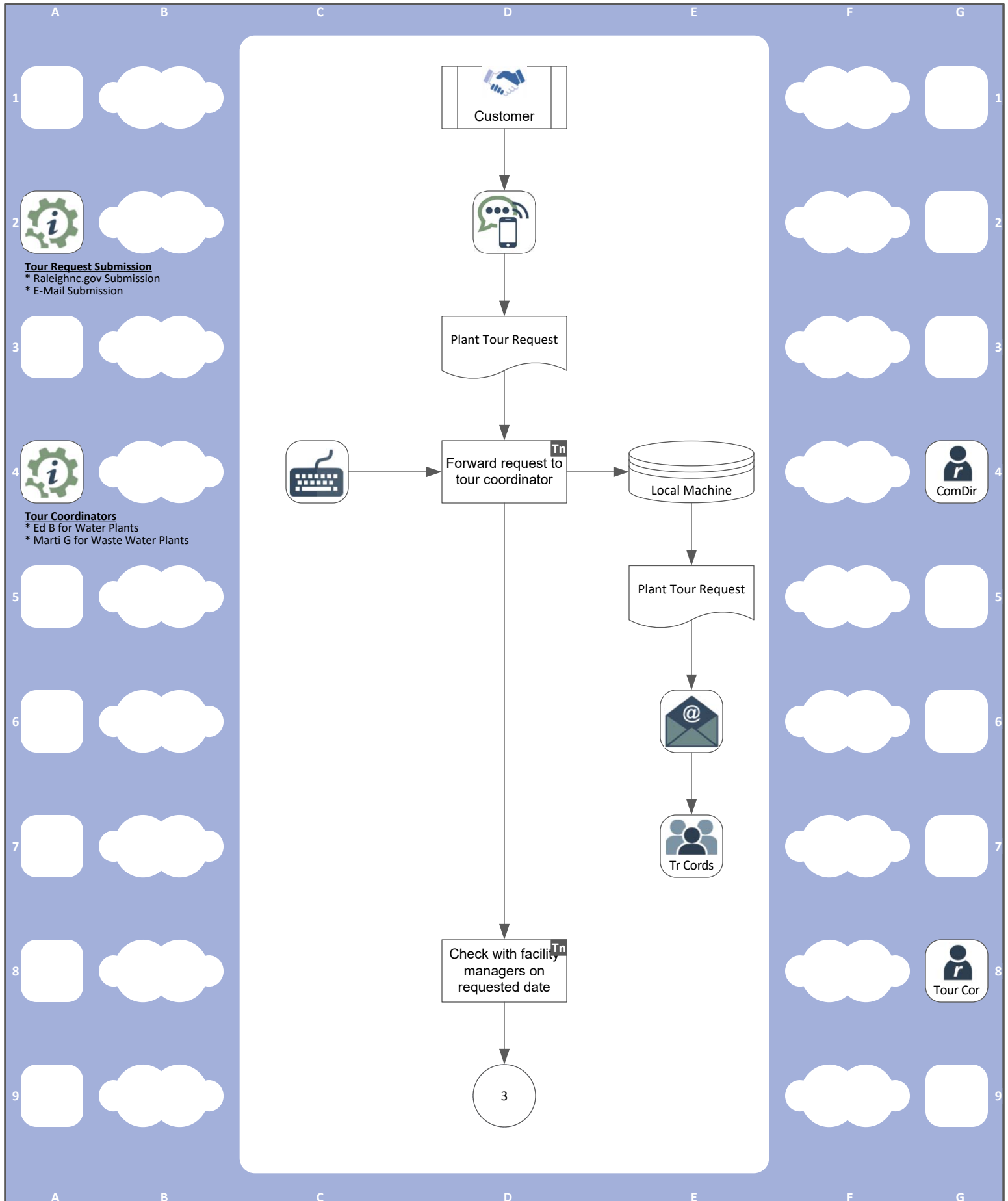
Process Name:
Plant Tours

Process Owner:
Carolyn Dumas

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Page:
1 of 5

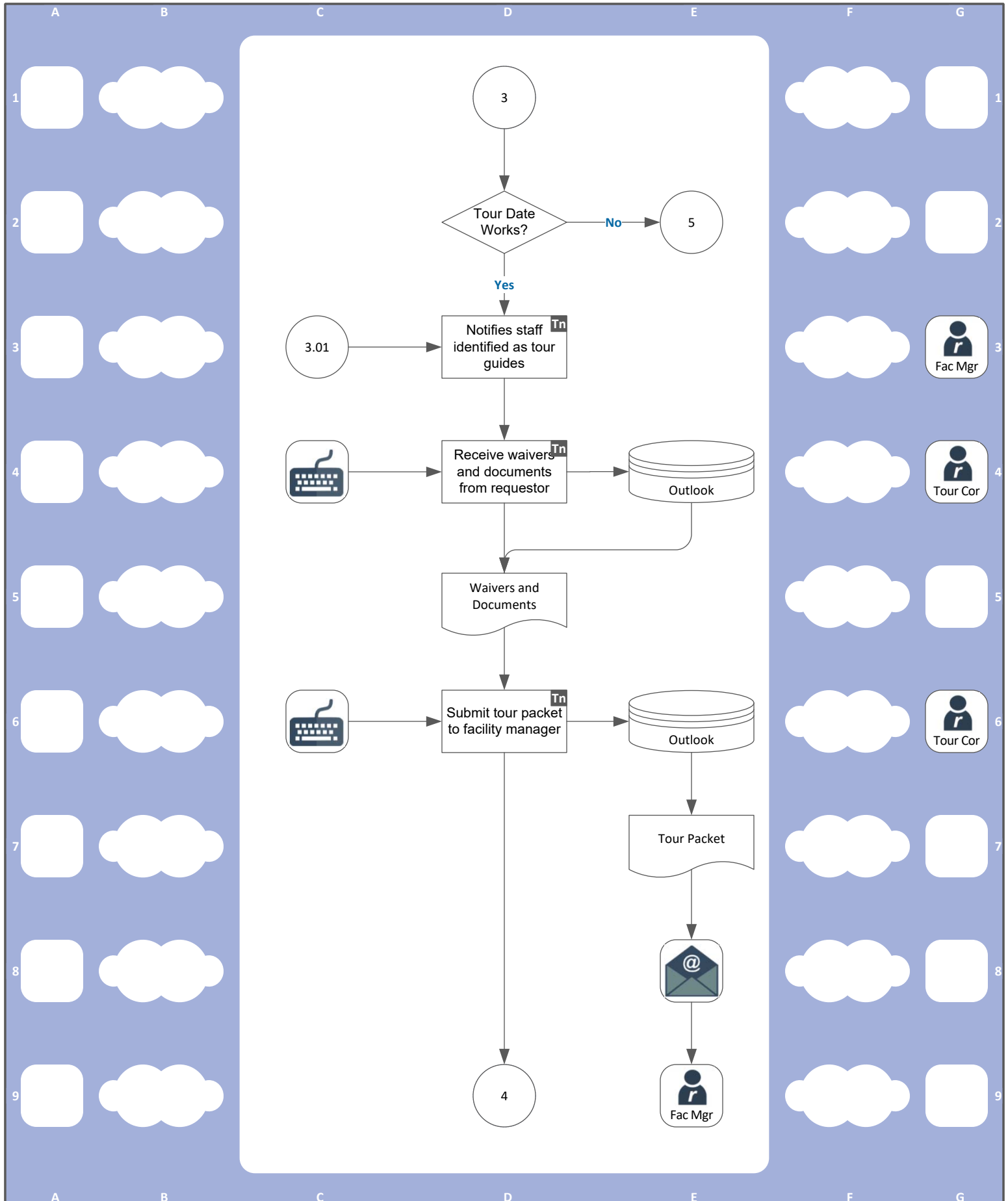







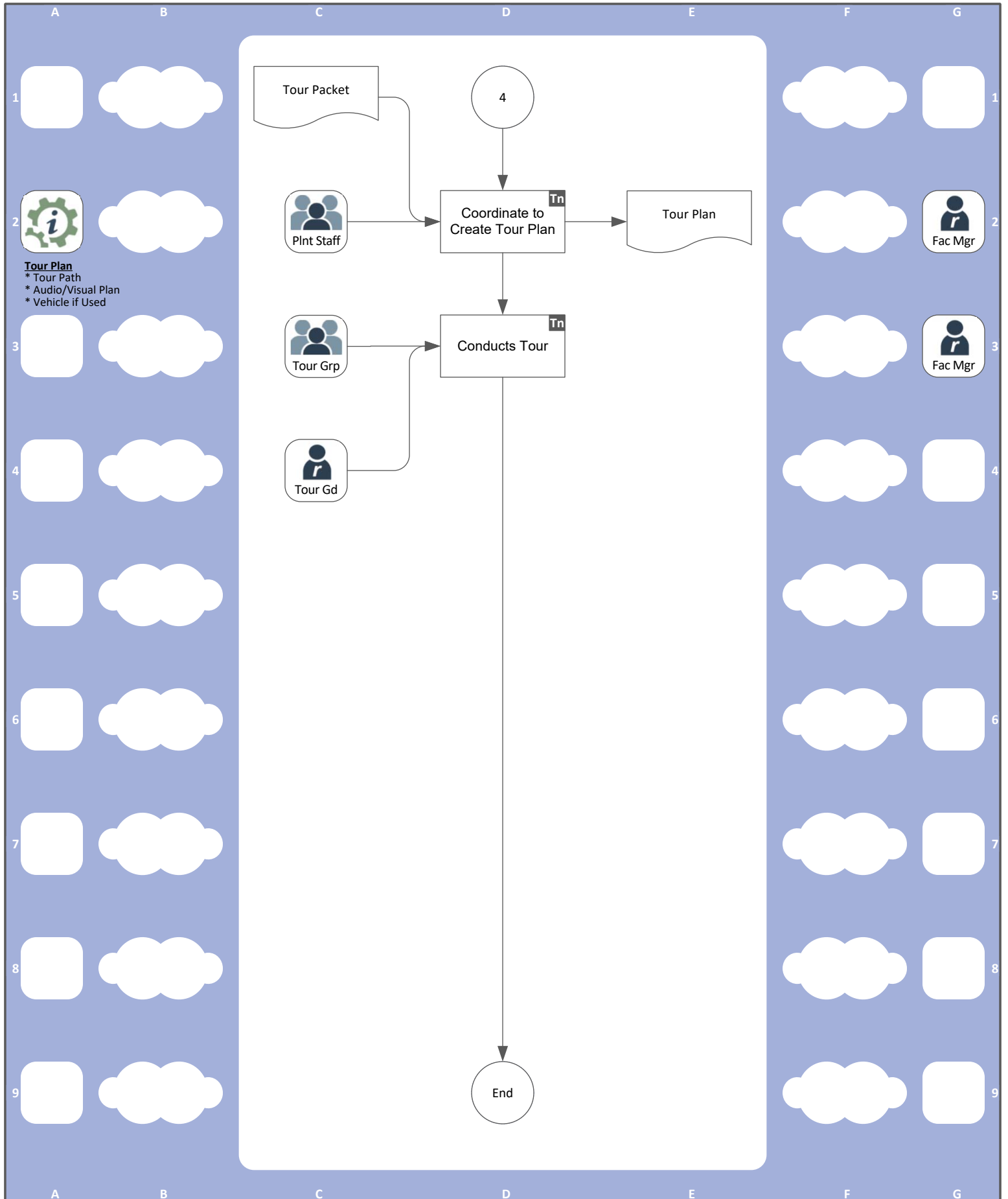
Tour Request Submission
 * Raleighnc.gov Submission
 * E-Mail Submission

Tour Coordinators
 * Ed B for Water Plants
 * Marti G for Waste Water Plants

	Process Reference: 3.01.P01.T04	Process Name: Plant Tours		
	Revision: A	Process Owner: Carolyn Dumas		

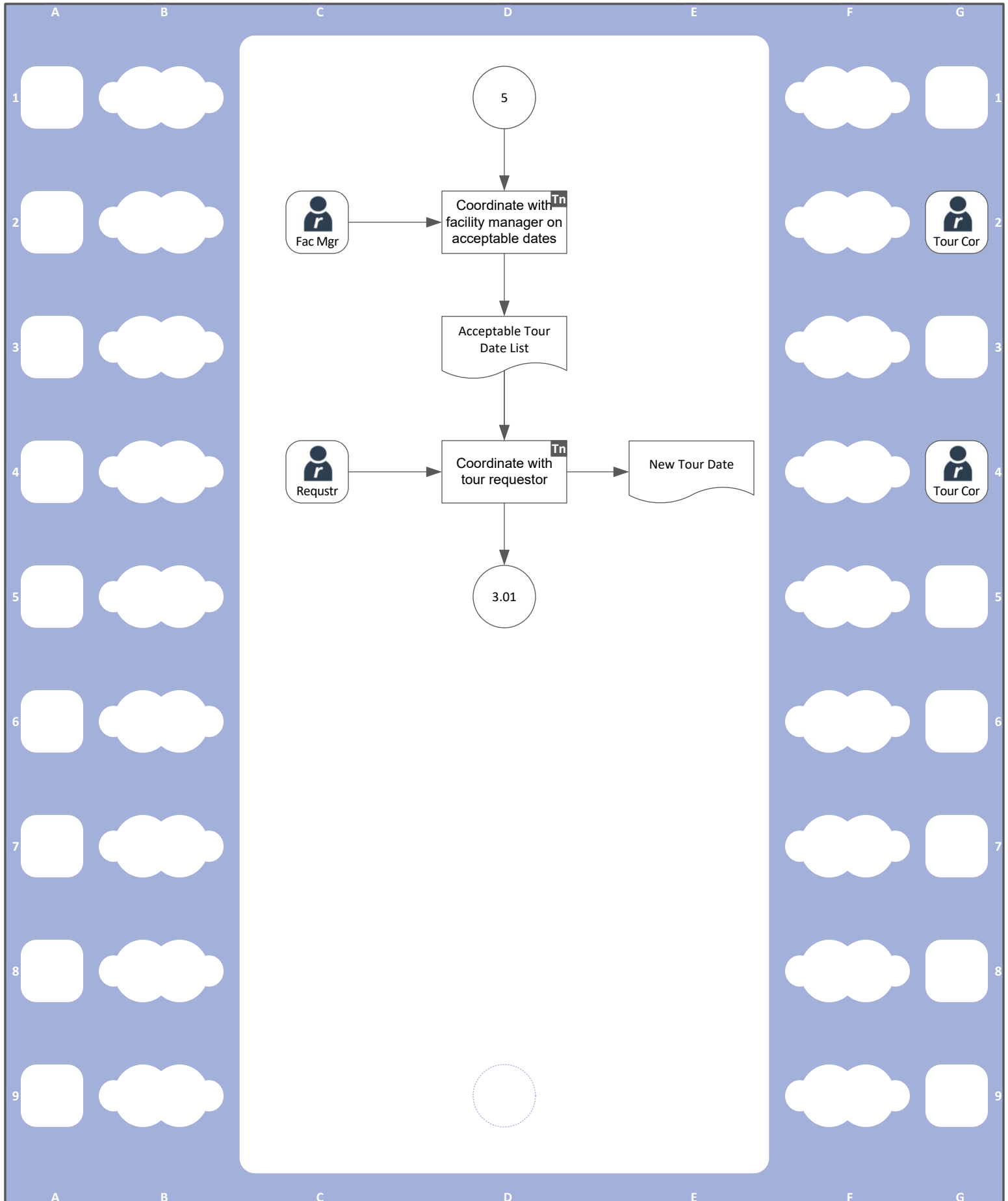





	Process Reference: 3.01.P01.T04	Process Name: Plant Tours		
	Revision: A	Process Owner: Carolyn Dumas	Page: 3 of 5	



Tour Plan
 * Tour Path
 * Audio/Visual Plan
 * Vehicle if Used

	Process Reference: 3.01.P01.T04	Process Name: Plant Tours		
	Revision: A	Process Owner: Carolyn Dumas		



	Process Reference: 3.01.P01.T04	Process Name: Plant Tours		
	Revision: A	Process Owner: Carolyn Dumas	Page: 5 of 5	