

## Post Cutover Analysis

March 10, 1992  
File: CSO 13.04

Mr. Anauo  
Mr. Anderson, K.  
Mr. Davis  
Mr. Farrell  
Mr. Faulkner  
Mr. Halbur

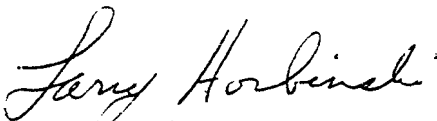
✓ Mr. Hale  
Mr. Kaminski  
Mr. Krebs  
Mr. Manna  
Mr. Mathiak  
Mr. Mogden

Mr. Mueller  
Mr. Oliphant  
Mr. Sherman  
Mr. Travis  
Mr. Turowski  
Ms. Wyatt

This letter introduces a new post cutover trouble analysis process as attached. This process should enable us to improve on the time that it takes to identify and clear troubles associated with a central office cutover, since it combines the efforts of various work groups. Representatives from these groups will serve on a committee that will meet once in the morning, and again in the afternoon, Monday through Wednesday of the week after cutover, to discuss and compare the results of their respective analysis efforts. The committee will remain active longer if the project manager deems it necessary.

Special analysis reports have been created in MTAS and CIMAP for retrieval by the SCC and SSC respectively. Report examples and instructions are attached.

Questions pertaining to the reports and their instructions should be referred to Paul Kelley at 678-6466 (SCC) or Lyle Verette at 678-2135 (SSC).



*For* Larry D. Olson  
Director - Customer Service Operations

PBK: cw

### Attachments

#### cc:

Mr. Wallace  
Mr. Breckenfelder  
Mr. Breckenridge  
Mr. Chartier

Mr. Hoida  
Ms. Reinhold  
Mr. Riedl  
Mr. Robbins

Ms. Saeger  
Mr. Sulok  
Mr. Tillman  
Mr. Verette

## Post Cutover Trouble Report Analysis Committee

### PURPOSE

The purpose of the Post Cutover Analysis Committee is to analyze customer trouble reports and determine if unique trouble patterns are developing that point to a specific area, such as the switch, CPE, outside plant, special services, etc.

The committee will remain active Monday thru Wednesday of the week after cutover. The committee may remain active longer if the project manager deems it necessary, otherwise, the committee will be disbanded the Thursday after cutover.

### COMMITTEE MEMBERS

The committee will consist of one member from each of the following work groups:

- Switching Control Center (SCC)
- Special Services Center (SSC)
- Centralized Repair Service Answer Bureau (CRSAB) - If applicable
- Distribution Service Operations Center (DSOC)
- Major Account Center (MAC) - If applicable
- Switching Applications - John Hollingshead or Karen Marohl
- Maintenance Engineering

The SCC representative will act as the Committee Chairman.

### PROCEDURE

The project manager will be responsible for organizing the committee prior to cutover. The project manager will contact the director of each work group for the name and telephone number of their committee representative. One week prior to cutover, the project manager will provide the Committee Chairman with a list of committee members' names and telephone numbers.

### PREPARATION WORK

The SCC shall record all customer trouble reports and other required information on the "SPCS Cutover Report" and fax it to the Customer Service Operations group by 8:30 AM each morning. Two MTAS reports have been created that will provide all customer trouble report data with the exception of specials troubles which will be provided by the responsible SSC to the SCC by 8:00 AM. The MTAS 'scratch pad' reports reside on your ID and are named "Post Cutover Analysis - C" and "Post Cutover Analysis - T" which provide a breakdown by class of service and trouble type respectively. These reports must be requested ***before*** 8 AM since MTAS only runs requests on the hour. Report examples and instructions are attached for the SCC (see Attachment SCC; one by class of service and one by trouble type).

A report example and instructions are attached for the SSC (see Attachment SSC).

## MONDAY - POST CUT

- 08:30 AM The SCC submits the SPCS Cutover Report with Saturdays troubles.
- 10:00 AM The Committee Chairman initiates a conference call to all committee members to check the status of the trouble reports to date (DSOC should check LMOS for any pending troubles.)
- 2:00 PM The Committee Chairman initiates a conference call to all committee members for the purpose of analyzing all trouble reports and their closures.

## TUESDAY - POST CUT

- 08:30 AM The SCC submits the SPCS Cutover Report. This report will have Sunday's and Monday's troubles shown separately under the Monday column.
- 10:00 AM The Committee Chairman initiates a conference call to all committee members to check on the status of the trouble reports to date.
- 2:00 PM The Committee Chairman initiates a conference call to all committee members for the purpose of analyzing all trouble reports and their closures.

## WEDNESDAY - POST CUT

- 8:30 AM The SCC submits the SPCS Cutover Report with Tuesday's troubles
- 10:00 AM The committee chairman initiates a conference call to all committee members to check on the status of the trouble reports to date.
- 2:00 PM The Committee Chairman initiates a conference call to all committee members. At this time they will analyze all trouble reports and their closures and determine if it is necessary to have a conference call on Thursday morning. The project manager should be included in this conference session.

## THURSDAY - POST CUT

- 8:30 AM The SCC submits the SPCS Cutover Report with Wednesday's troubles and totals for each category.

SPCS  
CUTOVER REPORT

DATE OF CUTOVER: \_\_\_\_\_

OFFICE: \_\_\_\_\_

TIME OF CUTOVER: \_\_\_\_\_

REPORT DATE: \_\_\_\_\_

EQUIPPED LINES \_\_\_\_\_

TOTAL ACCESS LINES \_\_\_\_\_

% RESIDENCE \_\_\_\_\_%

% BUSINESS \_\_\_\_\_%

WORKING TRUNKS \_\_\_\_\_

CUSTOMER TROUBLE REPORTS

	<u>SAT</u>	<u>SUN</u>	<u>MON</u>	<u>TUE</u>	<u>WED</u>	<u>CUM</u>
Code 5 Frame	_____	_____	_____	_____	_____	_____
Code 5 Trans. LN	_____	_____	_____	_____	_____	_____
Code 5 Trans. TK	_____	_____	_____	_____	_____	_____
Code 5 Equip.	_____	_____	_____	_____	_____	_____
Code 7 Test OK	_____	_____	_____	_____	_____	_____
Code 8 Found OK	_____	_____	_____	_____	_____	_____
Specials	_____	_____	_____	_____	_____	_____
Total Code 5,7,8 and Specials	_____	_____	_____	_____	_____	_____
Trunks Out of Svc	_____	_____	_____	_____	_____	_____

COMMENTS

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**FAX TELEPHONE: 414-678-6144**

**ANY QUESTIONS MAY BE DIRECTED TO PAUL KELLEY AT 414-678-6466**

## MTAS REPORT REQUEST BY TYPE

MTAS92, UNIVERSAL COUNTS REPORT REQUEST

MTAS RPT 00 (B,N,M) N RPTG LEVEL [A]                    CHG [B]    PASS [C] PRTR [D]  
 PERIOD [E]                    SCRATCH PAD: CMD                    CHG                    PASS                    ENTRY  
 TITLE POST CUTOVER ANALYSIS - TRBL TYPE  
 CRITERIA CAT=1&SUB=0&AC=[F]&EXKEY=[G]\$

HOR  
 FDIS=0525;0526,DISPS=052,DISPS=053;054,DISPS=051,DISPS=055;056;057;058;059,  
 DISP=04.07.08.09.12\$  
 VER TYPE=1.2.3.4.5.7.8\$

OPTIONAL COMMANDS: HOR/VER PERCENT                    WIDTH MAX  
 HEADING  
 TYPE=1=NDT,TYPE=2=CCO,TYPE=3=TRANSMISSION,TYPE=4=CBC,TYPE=5=MEMORY,TYPE  
 =7=PHYS,TYPE=8=MISC\$

LINECNT

ENTER TO SUBMIT REPORT REQUEST OR SCRATCH PAD COMMAND

MSG LINE:

Key to required entries shown above:

A = NETwork SRB:

Skyline	216	Appleton	224
Moraine	217	Fond du Lac	206
Mitchell	212	Madison	221
Waukesha	215	Janesville	220
Racine	219	Eau Claire	202
Green Bay	210		

B,C & D = Charge Code, Password & Printer ID respectively

E = Period e.g. 03/01/92,03/06/92

F = Area Code

G = Lead NXX (Be sure you are using the lead NXX, otherwise you will only see the troubles reported for the other-than-lead NXX that you enter)

MTAS REPORT 00 FOR RSB: 206 NAME: FOND DU LAC NET PAGE 1  
 TITLE: POST CUTOVER ANALYSIS - TRBL TYPE  
 REPORTING PERIOD: 03/01/92 THROUGH 03/06/92 RUN DATE 03/09/92  
 PERIOD MEETING CRITERIA: 03/02/92 THROUGH 03/06/92

FDIS=0525;0526 DISPS=052 DISPS=053;054 DISPS=051 DISPS=055;056;057;058;059 DISP=04 DISP=07 DISP=08 DISP=09 DISP=12

NDT	0	1	0	0	0	8	2	1	2	0
CCO	0	0	0	0	0	0	0	0	0	0
TRANSMISSION	1	1	0	0	0	4	1	0	0	0
CBC	0	0	0	1	0	0	0	0	1	0
MEMORY	2	2	0	0	0	0	2	0	0	0
PHYS	0	0	0	0	0	1	0	0	1	0
MISC	0	0	0	0	0	1	1	0	1	0

UC100-END OF REPORT

## MTAS REPORT REQUEST BY CLASS OF SERVICE

MTAS92, UNIVERSAL COUNTS REPORT REQUEST

MTAS RPT 00 (B,N,M) N RPTG LEVEL C=# [A] CHG [B] PASS [C] PRTR [D]  
 PERIOD [E] SCRATCH PAD: CMD CHG PASS ENTRY  
 TITLE POST CUTOVER ANALYSIS - CL. OF SERV.  
 CRITERIA CAT=1&SUB=0&AC= [F] &EXKEY= [G] &CS=04;05;06;07;20\$

HOR CS=04.05.06.07.20\$

VER  
 FDIS=0525;0526,DISPS=052,DISPS=053;054,DISPS=051,DISPS=055;056;057;058;059,  
 DISP=04.07.08.09.12\$  
 OPTIONAL COMMANDS: HOR/VER PERCENT WIDTH  
 HEADING CS=04=RES,CS=05=1MB,CS=06=PBX,CS=07=CENTREX,CS=20=ISDN\$

LINECNT

ENTER TO SUBMIT REPORT REQUEST OR SCRATCH PAD COMMAND

MSG LINE:

Key to required entries shown above:

A = NETWORK SRB:

Skyline	216	Appleton	224
Moraine	217	Fond du Lac	206
Mitchell	212	Madison	221
Waukesha	215	Janesville	220
Racine	219	Eau Claire	202
Green Bay	210		

B,C & D = Charge Code, Password & Printer ID respectively

E = Period e.g. 03/01/92,03/06/92

F = Area Code

G = Lead NXX (Be sure you are using the lead NXX, otherwise you will only see the troubles reported for the other-than-lead NXX that you enter)

MTAS REPORT 00 FOR RSB: 206 NAME: FOND DU LAC NET  
TITLE: POST CUTOVER ANALYSIS - CL. OF SERV.  
REPORTING PERIOD: 03/01/92 THROUGH 03/06/92  
PERIOD MEETING CRITERIA: 03/02/92 THROUGH 03/06/92

PAGE 4

RUN DATE 03/09/92

	RES	1MB	F'BX	CENTREX	ISDN
FDIS=0525;0526	2	1	0	0	0
DISFS=052	3	1	0	0	0
DISPS=053;054	0	0	0	0	0
DISFS=051	1	0	0	0	0
DISPS=055;056;057;058;059	0	0	0	0	0
DISF=04	12	1	0	1	0
DISP=07	5	1	0	0	0
DISP=08	0	0	0	1	0
DISP=09	5	0	0	0	0
DISP=12	7	2	0	1	0

UC100-END OF REPORT

Attachment SCC



# Disposition Code 05\*\*

## Quick Reference

052\* - All Translation Errors

0525 - \  
          } Line Translations  
0526 - /

0521,2,3,4,7,8 - Switch Translations

053\* - Frame Cross Connections

054\* - Frame Other

051\* - Central Office Equipment

055\* - Power

056\* - Miscellaneous Equipment

057\* - Special Services Equipment

058\* - Radio System

059\* - Database for Driven Services

---

# Other Disposition Codes Quick Reference

04\*\* - Outside Plant (Facilities)

07\*\* - Test OK

08\*\* - Found OK In

09\*\* - Found OK Out

12\*\* - Customer Provided Equipment (CPE)

It will be the responsibility of the Designed Services representative to pull the OQS report in CIMAP-SSC prior to 8 AM on the Monday, Tuesday and Wednesday following the conversion. Further runs may be requested by the Committee Chairman. The "Total Special Circuit Troubles" should be furnished to the Committee Chairman or designated representative by 8 AM on each of the run days. The reports will be run for the following days:

Monday	=	Saturday & Sunday Troubles
Tuesday	=	Monday Troubles
Wednesday	=	Tuesday Troubles
Thursday	=	Wednesday Troubles

The script for the OQS is listed below.

```

QS CMD:          QUERY: COSWITCH DB: VOTATBDP  NEWDB:          /FOR
USER:           CIMAP/SSC TRBL TKT  (OSSTTQ)          02/27/92
VIEW: CLSDATE   FORM:
TITLE 'C O CUTOVER TROUBLES'

```

```

HEADING 'TRBL CODE','AN CODE','REPORT#','CKT ID','CUSTOMER','ACT DUR'

```

```

PRINT AN_CODE,REPORT#,CKTID (1,26),CUSTOMER,ACTUAL_DUR,

```

```

WHERE SSC IS 'MILWWI48S01','MILWI48MAC','APPLWI01S01','MDSNWI02S01';
CLOSED_DATE IS ___/___/___;REPO _TYPE IS'CR';TRBL_CODE IS'FAC','TOK','CC',
'NTF','CO','CPE';CKTID (9,7)='___/___/___','___/___/___','___/___/___','___/___/___',
'___/___/___','___/___/___','___/___/___'
ORDER _BY TRBL_CODE

```

```

SUBTOTAL

```

```

FOOTNOTE 'TOTAL SPECIAL CIRCUIT TROUBLES':TOTAL (COUNT (REPORT#))

```

The requested search date(s) should be filled in along with all of the NPA/NXX fields available in the converted offices.

DFS2002 10:22:36 TERMINAL CONNECTED TO IMS WIIMSS  
 03/06/92 10:22:16 SYS  
 RUN BOOK(S): N/A  
 USER GUIDE : N/A

C I M A P / OQS

C O CUTOVER TROUBLES

SSC IS 'MILWWI48S01', 'MILWWI48MAC', 'APPLWI01S01', 'MDSNWI02S01';  
 CLOSED DATE IS 02/25/92; REPO TYPE IS 'CR';  
 TRBL CODE IS 'FAC', 'TOK', 'CC', 'NTF', 'CO', 'CPE';  
 CKTID(9,7)='414/524', '\_\_\_/\_\_\_', '\_\_\_/\_\_\_', '\_\_\_/\_\_\_', '\_\_\_/\_\_\_';  
 CIMAP/OQS =====

TRBL CODE	AN CODE	REPORT#	CKT ID	CUSTOMER	ACT DUR
CO	00	ML178596	44/SFGS/414/524/6295	AT&T COMMUNICATIONS	1:03
	00	ML178597	44/SFGS/414/524/6296	AT&T COMMUNICATIONS	1:03
	00	ML178598	44/SFGS/414/524/6297	AT&T COMMUNICATIONS	1:36

3:42

TOTAL SPECIAL CIRCUIT TROUBLES 3