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 Wisconsin Bell  
AN AMERITECH COMPANY



# Advisor



*FIELD SUPPORT STAFF  
METHODS AND PROCEDURES*

SUBJECT: Provisioning Process Support -  
Network Provisioning Staff Responsibilities

DATE: February 14, 1992

FILE: WT90-04-04 {Revised}

PROCEDURE FOR: Distribution Services, Special Services,  
Switched Services

INFORMATION FOR: TDC Course Developer

AUTHOR: Thomas Brzezinski (414) 678-2058

Attached, for your reference, is an updated list of the Network Provisioning Staff (Loop Support/DSOC Staff) responsibilities. Both the DSOC and Loop Support Staffs will operate under the direction of Mr. Brzezinski. This combined staff will be known as the Network Provisioning Staff. The subjects are listed in alphabetical order for ease of locating and include both the office and pager numbers for each of the Staff SME's.

Please note the following important changes with the update of this list:

- 1) Complete rearrangement of staff responsibilities.
  - 2) Network Provisioning Staff assumes SPECIAL SERVICE and CENTRAL OFFICE Provisioning responsibilities.
  - 3) The transfer of all "MAINTENANCE" responsibilities to the Maintenance District.
- \* Mr. Sal Fioretti, ASI, Hoffmann Estates, 708-248-4375 will coordinate all changes, enhancements and new development work with Craft Access. Methods and procedures supporting these changes will be produced by Sal's people. Dennis Dallmann will still be Wisconsin's first point of contact and interface with Sal in regard to Craft Access as it exists today. Sal's SME responsibility list will follow.

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- \* Mr. Ron Bollie, ASI, Hoffmann Estates, 708-248-4516 will coordinate all changes, enhancements and new development work associated with maintenance issues in the DSOC and POTS environment. Jeff Wong will still be Wisconsin's first point of contact and interface with Ron in regard to the maintenance plans as they exist today. Jeff will also continue to support billing and coding issues for both provisioning and what little maintenance still remains. Ron's SME responsibility list will follow.
- \* Mr. Jim Hoida 918 N. 26, 678-2714 will coordinate all changes, enhancements and development work associated with the maintenance issues in the SSC and Specials environment. Mr. John Kuzma will handle all of the provisioning issues regarding these entities. Jim's SME responsibility list will follow.

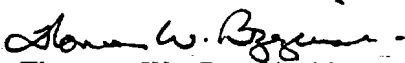
- 4) The loss of Keith Scherer and Frank Schmidt to the Front Line organization.
- 5) The loss of Judy Schwarzenbacher and Mary Draginis to retirement.

The Network Provisioning Staff has the responsibility of maintaining "NETWORK PROVISIONING SUPPORT" for the following work groups:

- \* Distribution Services
- \* Special Services
- \* Switched Services

One last comment. The Network Provisioning Staff/Provisioning Process Support District, would like to wish Mr. Scherer and Mr. Schmidt the best of luck in their new assignments. Their combined effort supported 18 years of service to the field on the I&M/Loop Support Staff. Commitment of this nature, is always a pleasure to manage and will greatly be missed. Also, Ms. Draginis and Ms. Schwarzenbacher best of luck in their retirements.

Please direct all of your questions and concerns to me on 414-678-2058.



Thomas W. Brzezinski  
Staff Manager - Network Provisioning Staff

TWB

Attachment

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PROVISIONING PROCESS SUPPORT SUBJECT MATTER EXPERTS

SUBJECT	SME	PHONE/PAGER	BACKUP SME	PHONE/PAGER
900 MHz (Radio Trunking)	Kuzma, John	523-8794/557-1924	Dallmann, Dennis	678-3653/557-2804
ACM Provisioning MAC	Ploetz, Jane	678-0790/557-5211	Salaj, Jim	678-6401/557-5209
ACOIM Center M&P	Salaj, Jim	678-6401/557-5209	Wong, Jeff	678-4992/557-2685
ADC Provisioning (Analog & Digital) MAC	Ploetz, Jane	678-0790/557-5211	Salaj, Jim	678-6401/557-5209
Advanced Custom Call Svcs (loop)	Peterson, Mary	678-5599/557-5759	Wong, Jeff	678-4992/557-2685
Advisor Books Distribution	Dallmann, Dennis	678-3653/557-2804		
AIRFAP	Wong, Jeff	678-4992/557-2685	Peterson, Mary	678-5599/557-5759
BSP Coordinator/Provisioning	Dallmann, Dennis	678-3653/557-2804		
Business Office Interface	Salaj, Jim	678-6401/557-5209	Widi, Claire (Cheech)	678-6945/557-2835
Business Sets	Peterson, Mary	678-5599/557-5759	Wong, Jeff	678-4992/557-2685
C.O.Alarms	Roesch, Tim	678-0236/557-2620		
Central Office CXR	Roesch, Tim	678-0236/557-2620		
Central Office NTEL	Roesch, Tim	678-0236/557-2620		
Centrex (Analog & Digital) - Field Support	Peterson, Mary	678-5599/557-5759	Wong, Jeff	678-4992/557-2685
CLCI-SS Code Set	Dodd, Bill	523-8789/557-7808	McGowan, Ken	1-708-248-4356
Clear Channel DS1 (64CCC)	Kuzma, John	523-8794/557-1924	Dallmann, Dennis	678-3653/557-2804
CO LAN Field M&Ps	Wong, Jeff	678-4992/557-2685	Dallmann, Dennis	678-4992/557-2685
Codes/FIELD	Wong, Jeff	678-4992/557-2685	Peterson, Mary	678-5599/557-5759
CPC Support (Specials)	Dodd, Bill	523-8789/557-7808	Mahsem/Poznanski	523-8791/8790
Craft Access Provisioning Support	Dallmann, Dennis	678-3653/557-2804	Wong, Jeff	678-4992/557-2685
Custom Business Services	Peterson, Mary	678-5599/557-5759	Wong, Jeff	678-4992/557-2685
Customer Brochures	Peterson, Mary	678-5599/557-5759	Dallmann, Dennis	678-3653/557-2804
Customer Owned Coin Telephones	Wong, Jeff	678-4992/557-2685	Dallmann, Dennis	678-3653/557-2804
DNAC	Roesch, Tim	678-0236/557-2620		
Drop Wire	Wong, Jeff	678-4992/557-2685	Dallmann, Dennis	678-3653/557-2804
DSOC Load Area M&P	Salaj, Jim	678-6401/557-5209	Dallmann, Dennis	678-3653/557-2804
EMAC (Procedures, Training, Support, M&Ps)	Widi, Claire (Cheech)	678-4394/557-2835	Jezwinski, Tom	678-5893/557-2823
FCC Registration	Wong, Jeff	678-4992/557-2685	Dallmann, Dennis	678-3653/557-2804
FMAC Provisioning Guidelines	Kuzma, John	523-8794/557-1924		
GDS	Dallmann, Dennis	678-3653/557-2804		
Held Order Procedures	Salaj, Jim	678-6401/557-5209	Jezwinski, Tom	678-5893/557-2823
HICAP Provisioning (Field/Load)	Kuzma, John	523-8794/557-1924	Dallmann, Dennis	678-3653/557-2804
Inside Wire and Jacks M&P	Wong, Jeff	678-4992/557-2685	Dallmann, Dennis	678-3653/557-2804
Inter Exchange Carrier Guidelines	Kuzma, John	523-8794/557-1924	Dallmann, Dennis	678-3653/557-2804

**PROVISIONING PROCESS SUPPORT SUBJECT MATTER EXPERTS**

<b>SUBJECT</b>	<b>SME</b>	<b>PHONE/PAGER</b>	<b>BACKUP SME</b>	<b>PHONE/PAGER</b>
Intercept	Roesch, Tim	678-0236/557-2620		
ISDN Provisioning (Field/Load)	Dallmann, Dennis	678-3653/557-2804	Wong, Jeff	678-4992/557-2685
ISDN Provisioning MAC	Ploetz, Jane	678-0790/557-5211	Salaj, Jim	678-6401/557-5209
ISDN, CO Methods	Roesch, Tim	678-0236/557-2620		
LATIS	Jezwinski, Tom	678-5893/557-2823	Widi, Claire (Cheech)	678-4394/557-2835
Light Guide Cross Connect Bay (LGX)	Roesch, Tim	678-0236/557-2620	Wong, Jeff	678-4992/557-2685
MAC Access/Security/Gen Coordinator	Ploetz, Jane	678-0790/557-5211	Widi, Claire (Cheech)	678-6945/557-2835
MAC Handbook	Jezwinski, Tom	678-5893/557-2823	Widi, Claire (Cheech)	678-4394/557-2835
MAC Out-of-Hours Outage Coordinator	Ploetz, Jane	678-0790/557-5211	Widi, Claire (Cheech)	678-6945/557-2835
MAC PCN Numbers	Ploetz, Jane	678-0790/557-5211	Widi, Claire (Cheech)	678-6945/557-2835
MAC Terminal Commands	Ploetz, Jane	678-0790/557-5211	Widi, Claire (Cheech)	678-6945/557-2835
MAC User Manuals (EDS-Formerly McDonald Douglas)	Ploetz, Jane	678-0790/557-5211	Widi, Claire (Cheech)	678-6945/557-2835
MAC User Support for - Cutover, CPC/LAC, DNAC, Frames, OSPE, SCC, SSC, CPC and Construction	Jezwinski, Tom	678-5893/557-2823	Widi, Claire (Cheech)	678-4394/557-2835
MAC User Support for LAC, DBMC, Business Office, E911 and Recent Change	Widi, Claire (Cheech)	678-4394/557-2835	Jezwinski, Tom	678-5893/557-2823
MAC/LAC M&Ps	Ploetz, Jane	678-0790/557-5211	Salaj, Jim	678-6401/557-5209
MAC/LAC M&Ps	Salaj, Jim	678-6401/557-5209	Ploetz, Jane	678-0790/557-5211
MAC/LEIS Extract Distribution	Jezwinski, Tom	678-5893/557-2823	Widi, Claire (Cheech)	678-4394/557-2835
MAC/MBA Conversion	Dodd, Bill	523-8789/557-7808	Mahsem/Poznanski	523-8791/8790
MACAC Monitoring Report Distribution	Widi, Claire (Cheech)	678-4394/557-2835	Jezwinski, Tom	678-5893/557-2823
Major Account Center Provisioning	Salaj, Jim	678-6401/557-5209		
March User Support	Zielinski, Helen	678-0280/557-5208		
MARCH/MAC Completions Interface	Widi, Claire (Cheech)	678-4394/557-2835	Jezwinski, Tom	678-5893/557-2823
Mechanical Conversion Liaison	Widi, Claire (Cheech)	678-4394/557-2835	Jezwinski, Tom	678-5893/557-2823
Meter Reading M&Ps	Peterson, Mary	678-5599/557-5759	Wong, Jeff	678-4992/557-2685
Microwave	Kuzma, John	523-8794/557-1924	Dallmann, Dennis	678-3653/557-2804
MIZAR/CCRS User Guide Book	Zielinski, Helen	678-0280/557-5208		
NAC Support	Roesch, Tim	678-0236/557-2620		
NC/NCI Code Set	Dodd, Bill	523-8789/557-7808	McGowan, Ken	1-708-248-4356

PROVISIONING PROCESS SUPPORT SUBJECT MATTER EXPERTS

SUBJECT	SME	PHONE/PAGER	BACKUP SME	PHONE/PAGER
Network Interface (SNI) M&Ps	Wong, Jeff	678-4992/557-2685	Dallmann, Dennis	678-3653/557-2804
Network Interval Committee	Salaj, Jim	678-6401/557-5209	Ploetz, Jane	678-0790/557-5211
Official Services M&Ps (field)	Wong, Jeff	678-4992/557-2685	Dallmann, Dennis	678-3653/557-2804
OPTINET I&M	Wong, Jeff	678-4992/557-2685	Kuzma, John	523-8794/557-1924
Power Co. Sub-Stn Svc (Field M&Ps)	Peterson, Mary	678-5599/557-5759	Dallmann, Dennis	678-3653/557-2804
PROCDS/CDS (Specials)	Dodd, Bill	523-8789/557-7808	Mahsem/Poznanski	523-8791/8790
RCC Centrex M&P	Zielinski, Helen	678-0280/557-5208		
RCC ISDN M&P	Zielinski, Helen	678-0280/557-5208		
RCC Managers Meeting	Zielinski, Helen	678-0280/557-5208		
RCC Regional Course Development	Zielinski, Helen	678-0280/557-5208		
RCC Regional Handbook	Zielinski, Helen	678-0280/557-5208		
RCC Technical Support (All Switches)	Zielinski, Helen	678-0280/557-5208		
RCC Training	Zielinski, Helen	678-0280/557-5208		
Repair Callback Units	Salaj, Jim	678-6401/557-5209	Kuzma, John	523-8794/557-1924
SASO Memos	Salaj, Jim	678-6401/557-5209	Ploetz, Jane	678-0790/557-5211
Scan Alert M&Ps (tech)	Peterson, Mary	678-5599/557-5759	Wong, Jeff	678-4992/557-2685
Service Order Due Dates	Salaj, Jim	678-6401/557-5209	Ploetz, Jane	678-0790/557-5211
Service Order Reports	Salaj, Jim	678-6401/557-5209	Dallmann, Dennis	678-3653/557-2804
Signaling System #7 (SS7)	Roesch, Tim	678-0236/557-2620	Kuzma, John	523-8794/557-1924
SLC - Integrated -COT	Roesch, Tim	678-0236/557-2620		
SNCC	Roesch, Tim	678-0236/557-2620		
Special Service Centers (SSC)	Kuzma, John	523-8794/557-1924	Salaj, Jim	678-6401/557-5209
Station Bonding & Grounding	Peterson, Mary	678-5599/557-5759	Wong, Jeff	678-4992/557-2685
STIX (SORD/TIRKS Interface)	Dodd, Bill	523-8789/557-7808	Mahsem/Poznanski	523-8791/8790
Taskmate	Kuzma, John	523-8794/557-1924	Stendler, Dennis	523-8792
Technicians Handbook	Peterson, Mary	678-5599/557-5759	Dallmann, Dennis	678-3653/557-2804
Tel No List Dist Svc Supervisors	Dallmann, Dennis	678-3653/557-2804		
TUF Tape Distribution	Dallmann, Dennis	678-3653/557-2804		
WFA - DO	Kuzma, John	523-8794/557-1924	Wong, Jeff	678-4992/557-2685
WFA - DO	Wong, Jeff	678-4992/557-2685	Kuzma, John	523-8794/557-1924