

John Breckenridge's Division

WDDOC QWL Team

January 8, 1991

Members Present:

Jane Huttner
Bev Morn
Ed Fenner
Linda Chellevoid
Kathy Ewing
Bill Plonty
Linda Day

*Cover this
with your*

MAC Training

Linda C. said the training has not been scheduled yet but they are compiling a list of what they need to do. The training should be completed by the end of January. Kathy indicated February is a very busy month for Charmaine.

F.Y.I.

Ed received a call from Bob Brown, Distribution Services District Manager, and Marshall Reckard, Distribution Manager for OSP Engineering Support, asking for copies of the minutes of our meetings. The team thanks you for your interest and will gladly send you minutes. Jane shared a comment received from Mr. Breckenridge thanking everyone in his Division for their efforts on improving WDDOCs.

OSSCHU Screen

Jane reported information she received from Kathy Flancher. The OSSCHU will be updated automatically in two different ways.

1. On the pending WTS if a pair change is made and the WTS is reissued prior to passing the order, the pair will be automatically updated on the OSSCHU screen.
2. On a trouble basis if the dispatch clerk updates the GDS work screen with the pair and binding posts prior to closing their ticket, GDS will update OSSCHU.

QUALITY OF

WORKLIFE



The cable and pair section is operating as designed. Wisconsin Bell did not purchase the SOAC interface that interfaces with FACS. FACS is the mechanized assignments the other Ameritech Companies have on-line. Wisconsin Bell is thinking of designing an interface for GDS but nothing is certain at this point.

GDS is not retrieving the terminal and binding post as designed. Bellcore has received a MR on this. Kathy does not expect to see something for possibly a year. As a short term solution she will be doing periodic TIRKS extract and update the OSSCHU screen. She is going to try for one by the end of January or beginning of February. She will try and coordinate with Palmer the week before the extract will be done. The extract will be performed on the weekend. Ed mentioned that Kathy told him GDS might be replaced by WFA. He will be having a meeting on all the problems that GDS is having and will also discuss WFA with his group at that time.

Wrong Jack Information

Ed provided documentation for problem six and this will be attached to the minutes.

Pair Changes/LEN Changes

We worked on possible solutions for the second problem regarding untimely updating of WDDOC and RCC, CO, WDDOC and MAC having the same LEN. See the attached sheets for the possible solutions.

Bill provided us with information on the number of pair changes in November and December of 1990. In November there were 910 pair changes made for a total volume of 6,373 rids. In December there were 738 pair changes on a total of 4,989 rids. He is concerned that not all pair changes are for legitimate reasons. There is a documented case that a technician changed a pair off of SLC onto copper because he "did not want" SLC. Linda brought up the point that MAC clerks do not have the technical expertise to determine if all pair changes are legitimate.

We would appreciate it if managers and associates as well would look at the Communicator section 11.1 which contains the Wisconsin Bell practices BSP 660-169-325WB on changing defective or occupied pairs and LENS. We would also like to have a look taken at 11.3 of the communicator. This is pair change and LST procedures for Milwaukee for provisioning. Looking it over we noticed that there is no mention of FAB being contacted. This procedure is also somewhat out of date as GDS has been put on line since its last revision. We would appreciate everyone reading over these sections and the possible solutions and give us your feedback. Contact anyone of the members. Thank you.

New Problems

Kathy provided two new problems from her work group. The information on each problem is contained on a separate sheet attached to the minutes. PICS is having a problem with the high volume of cancellations on service orders. CPC brought up the lottery circuits. The problem is that there is no apparent grand scheme for the lottery network.

The group decided that we will not be taking any new problems until we can determine some solutions to the ones we are presently working on. If everyone could continue gathering the information we would gladly accept receiving them but will not bring them up in the meetings until a future date. Thank you for all of your support.

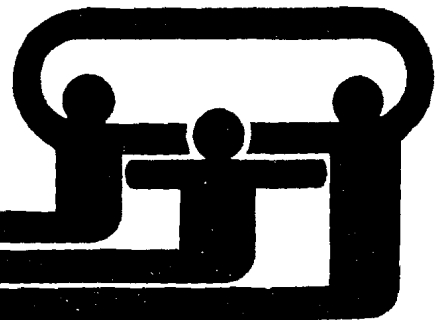
The next meeting will be on February 12 at 9 a.m. in Room 2A at N17 W24300 Riverwood Drive.

AGENDA

- Determine how minutes will be done in future
- Review minutes
- Receive update on MAC clerk's training
- Reprioritize problems
- Work on solutions for untimely updating of WDDOC

QUALITY OF

WORKLIFE



Problem: OSSCHU does not update pair changes automatically for GDS.
Goal: Update OSSCHU automatically.

<u>Causes</u>	<u>Results</u>
1) Clerks may not be updating GDS work screen with new pair before closing their GDS ticket. GDS will update OSSCHU automatically if this screen is completed.	1) So many pair changes causes untimeliness of connection. November - 910 pair changes out of 6,373 RIDS.
2) There is no written training/ documentation or job aid.	December - 738 pair changes of 4,989 RIDS.
3) Tech not telling clerk of pair change.	2) Testers must manually update OSSCHU.
4) Pair changes are not being reported to FAB and then pending WDDOC is not being reissued before the pending order is passed.	3) Techs getting wrong information.
5) Clerks in FAB will not take a verbal pair change, even with MAC on the line from technician.	4) Mass frustration.
6) No testing of GDS system before releasing system to field.	5) Wasted time and man power.
	6) Data base is inconsistent (TIRKS, GDS).

Additional Information:

From Kathy Flancher: Cable pair is operating as designed, but Wisconsin Bell did not purchase SOAC interface that other Bell companies in Ameritech have. SOAC interfaces with FACS; Wisconsin Bell has MAC. Wisconsin Bell is possibly thinking of building it's own interface, but nothing definite at this time.

GDS is not retrieving the terminal and binding post as designed. Bellcore has received an MR on it, but we won't see anything for about a year. As a short-term solution, Kathy will be doing a TIRKS extract to update OSSCHU by the end of January or beginning of February. She will call Palmer the week before the weekend the extract will be done. MAC advised would like a call as well - Jane will advise Kathy F.

If dispatch clerk updates GDS work screen with new pair before closing their ticket, GDS will update OSSCHU automatically.

If pair change is updated on pending WTS and reissued prior to passing order, OSSCHU will update automatically.

Problem: WDDOC for second circuit on a dual SLC SPOTS card uses a different vintage card than the first circuit.

Goal: Match SLC SPOTS cards on both circuits.

<u>Causes</u>	<u>Results</u>
1) SPOTS plugs are not inventoried in TIRKS.	1) Extra plug-ins are ordered.
2) TIRKS doesn't realize there is an existing circuit on card.	2) Longer time installing circuit.
3) MAC doesn't notify TIRKS if a card is in place and a circuit is existing.	3) Requires reissuing correct WDDOC.
4) MAC notifies TIRKS only if a plug-in is needed.	4) Wrong options can be given.
5) CPC clerk does not know proper use of LFP MAC screen. This gives the circuit identification of the companion circuit.	5) TIRKS and field are inconsistent.
6) MAC training for CPC is insufficient. No special class for MAC exists.	6) Technicians get dispatched with a wrong card on troubles at times.

Problem: Jack information is missing or wrong on the WDDOC.
Goal: Correct jack information.

<u>Causes</u>	<u>Results</u>
1) Info not transferred from service order to WDDOC.	1) Outside tech can't find or know what kind of termination.
2) Incorrect ordering from customer/vendor.	2) Delayed customer service.
3) Jack info missing or incorrect on service order.	3) Vendors dispute jack installation from what was ordered/not easily verified.
4) Tech doesn't indicate what jack he installed.	4) Second dispatch to change jack or verify jack info.
5) No training/reinforcement.	5) Incorrect billing.
6) Vendor may have us install one jack when the customer actually wants a different one.	6) No billing for jack.
	7) Money - internal cost of \$160 per ASR to Independent Company for wrong info.
	8) Customer refunds.
	9) Bad reflections to independent customer, etc.
	10) Affects key service measurement plan by causing erroneous additional trouble reports.
	11) Wasted manpower.
	12) Irrate customers.
	13) Adverse PULSE reports.
	14) Possibly missed due dates.

NOTE: Valid USOC codes exist for defining jacks.
See attached documentation

Mail To: Idea Connection Staff
ASC 12
722 N. Broadway
Milwaukee, WI 53202

For Office Use Only			My Idea Concerns: Check one	
Suggestion No.	Date/Time Received	Department Affected	<input type="checkbox"/> Revenue	<input checked="" type="checkbox"/> Expense Reduction
			<input checked="" type="checkbox"/> Productivity	<input type="checkbox"/> Safety
			<input checked="" type="checkbox"/> Customer Service	

Dear Employee:
Thank you for your suggestion.
Here's what happens now: (1) We will confirm receipt of your suggestion with an assigned number, to be noted in the upper left hand corner; (2) Your suggestion will be sent to the appropriate department(s) for evaluation; (3) then, your suggestion will be reviewed as outlined in the Supervisors Reference Guide; (4) we will notify you of the results.
We hope to have these results for you in 60 days. If it takes longer, we will let you know.
Again, thank you for your suggestion. If you have another suggestion, don't wait, submit it now.
Sincerely
Idea Connection Staff

Name (Print) CYRIL E. DAUL Office Telephone 414-735-3807
 Department NSS SPECIAL SERVICES Title MGR
 Work Address (Number Street Floor City Zip) 2580 AMERICAN DR. APPLETON 54915
 Social Security Number 390-48-0454 Payroll Number 236
 Can an evaluator contact you if there are questions concerning your suggestion? Yes No
 Are you represented by a QWL Team? Yes No

Legibility is Essential. Type Or Print Neatly. Press Firmly. - Be Specific

Here's the problem/condition needing improvement: THIS INVOLVES PROPER DEMARC JACKS - PLEASE SEE ATTACHMENTS

Here's what should be done: PLEASE SEE ATTACHED LETTER

Here's the company benefit/savings: (CONSERVATIVE ESTIMATES) 1.5 PEOPLE X 1.5 HOURS = 2.25 X 50⁰⁰ PER HR. LABOR RATE = 112.5 X 150 TROUBLES STATE WIDE PER YEAR

Annual Savings \$ 16,875⁰⁰ Revenue \$ _____
 Check as Appropriate:
 Extra Sheets Attached Form and/or sketch enclosed Model sent

The foregoing suggestion is submitted for consideration under the terms and conditions of the Wisconsin Bell, Inc. Idea Connection Process as set forth on the reverse side hereof which I have read, and as further detailed in the Supervisors Reference Guide - Section 815. I represent that the suggestion made herein is my own idea and I agree to indemnify and hold harmless Wisconsin Bell from and against all loss, cost, claim, liability and damage incurred (including costs and reasonable attorneys fees) if right or title to the suggestion is challenged by anyone. Any questions call 414-678-IDEA.

Valid only if signed. Date 2/15/90 Signature Cyril E. Daul
 Additional Signatures when more than one originator.

We have a ongoing problem where our service orders do not indicate the proper type of demarc or does not tell us what type of demarc to install at all. In most cases and for various reasons the customer contact is not there when we install the service. As a matter of fact a lot of times the business where we install the service doesn't even know that they are getting the service. In these cases we do our best guessing and most of the time we are correct. Sometimes we are not. It is the sometimes where the problem arises. It makes our customers unhappy, it causes finger pointing and we always have to go back to make the change to what the customer whants. If this information was placed on the service order at the time that the order was placed, it would save a lot of time by not having to quiz a multitude of people for that information, it would save many many trips back to the customers premise and it would make for much happier customers and thus better pulse reports. I purpose that this information be obtained from the person placing the order at the time that the order is placed. This information should be precise. We should also have the name of a contact and an alternate contact in case the first contact isn't there. Both the customer placing the order and the rep taking the order should be made aware that there are many different ways to wire a jack and if they are unsure of the jack that they are ordering (e.g. RJ48S, RJ48C, RJ48X), they should give us the pin information that they want to receive on and the pin information that they want to transmit on. (E.G. I want an eight pin modular jack and I will transmit on pins 1 and 2 and I want to receive on pins 7 and 8.) This will erase any doubt as to what the customer wants and clear up a problem that we have had since hector was a pup. Some examples of the common jacks that we install are enclosed. This information should be given to all reps that take orders from customers and the difference between the jacks should be explained to them so that they can lead the customer to the right choice. A lot of times in the past we were told to install an RJ48X when in fact the customer wanted an RJ48S. As you can see, the two are wired differently. When the irritated customer complains to us that the circuit that we just installed doesn't work we write up a trouble ticket, it is tested by the testers and possibly a co tech and then we are dispatched on it only to find that the customer should have a different kind of jack. AND BELIEVE ME, THIS HAPPENS ALL THE TIME! I think we can save BIG BUCKS by getting this info up front when we have the person on the line that should know what he wants.

In addition to the examples of common jacks, we also have a four prong jack which is a 549 type jack and we also have a 42A connect block that the customer uses for spade tip conductors.

One example of the type of problem that we have is N9160051149 for the La Salle Clinic. The contact was not there when we installed this service and we installed it per the vendor that was putting the modems in (WRC). The order said to wire beyond the demarc point but didn't tell us what kind of jack to install. The tech put in a 42A connect block then changed it to an RJ11 per the vendor request. When the customer came to hook up his equipment it was still the wrong jack. The customer wanted a four prong (549) jack. We had an irrate customer, it took up the reps time that took the complaint, it took up the gals time in the SSC who got the call from the rep, it took up my time when the gal in the SSC called me and it took up the techs time when he had to go to both ends of this circuit to install the jack that the customer REALLY wanted. The two ends of this ckt are about 15 miles apart. This took between 1 and 2 hours of the techs time alone. As you can see, the costs start to add up very quickly. This could all be eliminated by obtaining the proper info on the initial contact. As I mentioned before, this problem happens very often.

DATE: Friday, 1 June 1990 11:36am
To: C80454@WIEMC2 (DAUL.CYRIL)
From: FOSTER.JANET
Subject: Idea Conn.

Cy - Since your idea includes all types of orders, including circuits, both the Business Methods Staff and the ICSC Staff will be involved in processing your suggestion. We would like to arrange a conference call with you on Monday, June 4 at 2:00. If that is okay with you, please call 678-0800 at that time. Myself and Carol Mueller would like to discuss your idea with you to be sure we have a good understanding of it. Please let me know if your schedule conflicts with the call. I'm sorry for the late notice on this. Thanks, Janet

CAROL MUELLER
633 W. Wisc
14TH FL.

TO: They lost orig. info 1000 (2-90)
DATE _____

Pat PERNITZ
12TH FL

727 N. BDWY

FROM: Resubmitted all original info to Pat. 5/22/90
Wisconsin Bell
AN AMATECH COMPANY

TO: _____ DATE _____
* Sent To Carol 7/11/90

C 283 130 0937 * 255 120 310
283 135 1052 * 260 149 0220
256 142 1130 * N 948 163 1105
258 138 1155 * ↓ 1120
283 151 0731 * ↓ 0925
262 155 0813 * C 283 177 0842
256 149 0940
* 783 162 1242

FROM: _____
JMB
1000 (2-90)

TO: _____ DATE _____
CAROL MUELLER
14TH FL
633 W. WISCONSIN AV
MILW. WI

INTELPORT
43-53
MOD JK 4/ADAA

FROM: _____
Wisconsin Bell
AN AMATECH COMPANY

IDEA CONNECTION EVALUATION RESULTS

Suggestion Number: 0290028J

Evaluating Department: Marketing - Carrier Services

Departmental Coordinator: Judy Roeming

Date: July 24, 1990

Evaluation Results:

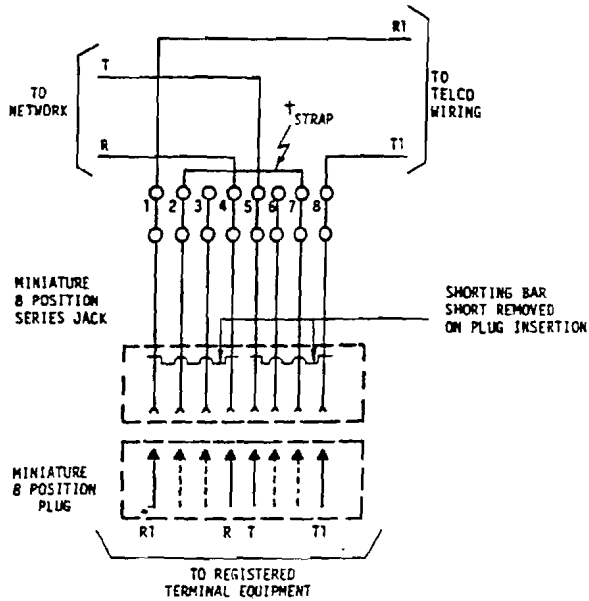
We apologize for the delay in completing the evaluation of your suggestion. Although we commend your initiative to improve the operations of our business, after closely reviewing your suggestion it is our belief that your idea is a minor change to a procedure which could be developed by you as a part of your regular work assignment. For that reason, your suggestion is not eligible for an Idea Connection award.

We recommend that you share your suggestion with your immediate supervisor and possibly "champion" your suggestion in your own work group.

Adoption Recommendation:

Adopt, As Is Adopt, With Modifications No, Hold Up To a Year Nonadopt

WIRING DIAGRAM:



† PROVIDED BY THE TELEPHONE COMPANY

Mechanical Arrangement: Miniature 8-position series non-keyed jack with shorting bars.

Typical Usage: Registered alarm dialers.

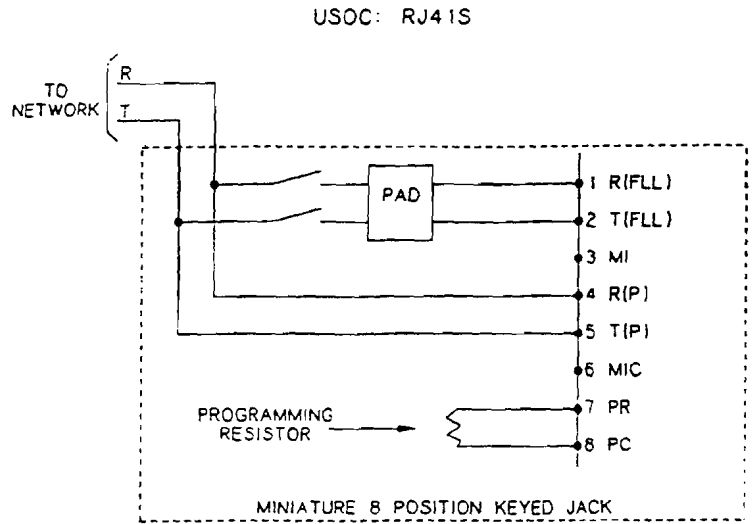
Electrical Network Connection: Series connection to the tip and ring of telephone line identical to that of RJ31X. Strap provides a continuity circuit between 2 and 7, which is used as an indication that the plug of the registered equipment is engaged with the jack. The jack is wired ahead of all station equipment electrically.

Subtle products which can be used for the USOC RJ38X:

- *SE-97D Surface mounted.
- SE-625A28SB
- SE-625A38SB
- SE-635A
- SE-635A8 These products are flush mount.
- *SE-635B68
- SE-635A8F To be used in underfloor duct or electrical raceway systems.
- *SE-635B68F Mounted in service fittings or "tombstones".

*Asterisked products are those which include the RJ11C jack.

WIRING DIAGRAM:



Mechanical Arrangement: Single miniature 8-position keyed jack for surface mounting.

Typical Usage: Universal jack for fixed loss loop (FLL) or programmed (P) types of data equipment.

Electrical Network Connection: Single line bridged tip and ring.

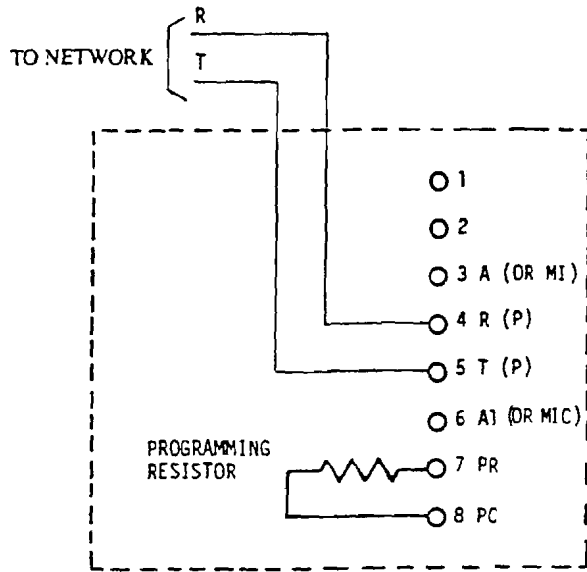
Subtle products which can be used for the USOC RJ41S:

- | | |
|---------|---------|
| SE-97A1 | SE-97A6 |
| SE-97A2 | SE-97A7 |
| SE-97A3 | SE-97A8 |
| SE-97A4 | SE-97A9 |
| SE-97A5 | SE-97AB |

**UNIVERSAL SERVICE ORDER
CODE (USOC): RJ45S**

**UNIVERSAL SERVICE ORDER
CODE (USOC): RJ46S**

WIRING DIAGRAM:



Mechanical Arrangement: Single miniature 8-position keyed jack.

Typical Usage: Programmed data equipment.

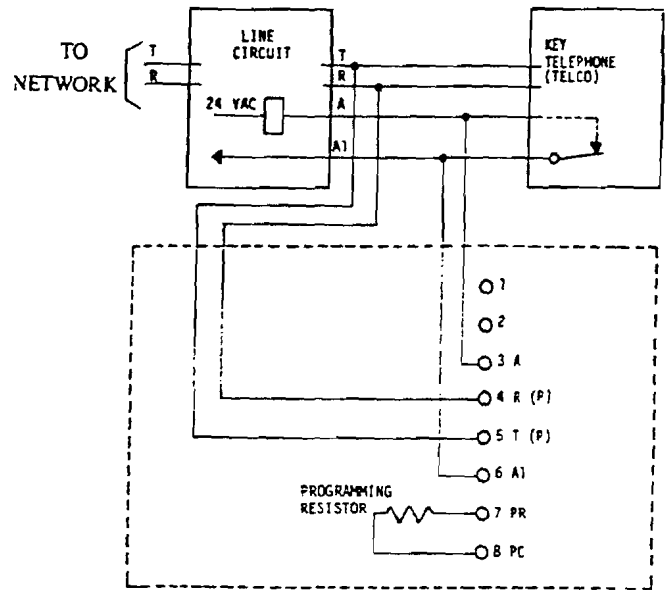
Electrical Network Connection: Single line bridged tip and ring.

Suttle products which can be used for the USOC RJ45S:

- SE-97B Surface mounted.
- SE-625A28KR
- SE-697B8 These products are flush mount.
- *SE-697B68
- SE-697B8F To be used in underfloor duct or electrical raceway systems.
- *SE-697B68F Mounted in service fittings or "tombstones".

*Asterisked products are those which include the RJ11C jack.

WIRING DIAGRAM:



Mechanical Arrangement: Single miniature 8-position keyed jack.

Typical Usage: Programmed data equipment connected to a key system where the registered terminal equipment is not compatible with electrical characteristics of tip and ring ahead of the line circuit.

Electrical Network Connection: Single line bridged tip and ring, A/A1. Tip and ring behind the line circuit.

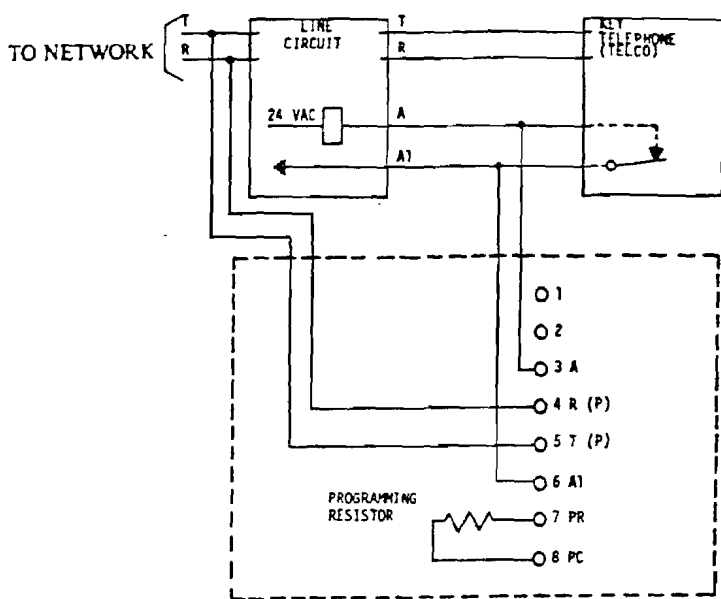
Suttle products which can be used for the USOC RJ46S:

- SE-97B Surface mounted.
- SE-625A28KR
- SE-697B8 These products are flush mount.
- *SE-697B68
- SE-697B8F To be used in underfloor duct or electrical raceway systems.
- *SE-697B68F Mounted in service fittings or "tombstones".

*Asterisked products are those which include the RJ11C jack.

**UNIVERSAL SERVICE ORDER
CODE (USOC): RJ47S**

WIRING DIAGRAM:



Mechanical Arrangement: Single miniature 8-position keyed jack.

Typical Usage: Programmed data equipment connected to a key system.

Electrical Network Connection: Single line bridged tip and ring ahead of the line circuit.

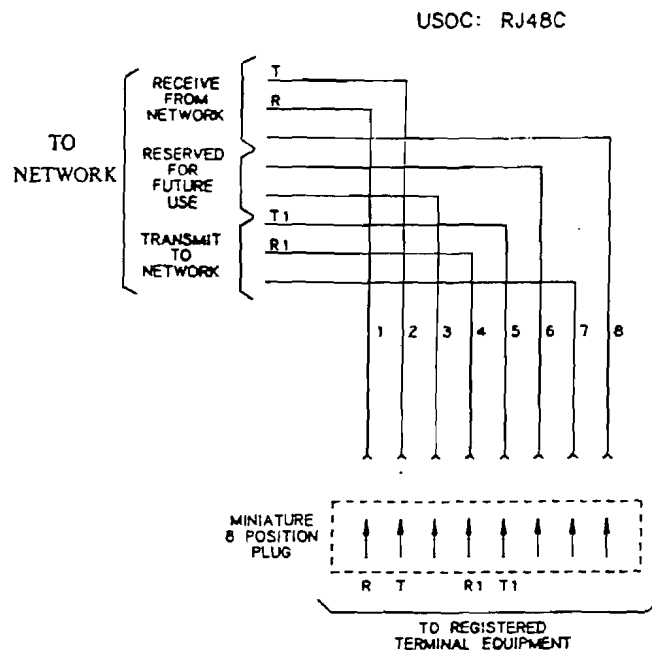
Subtle products which can be used for the USOC RJ47S:

- SE-97B Surface mounted.
- SE-625A28KR
- SE-697B8 These products are flush mount.
- *SE-697B68
- SE-697B8F To be used in underfloor duct or electrical raceway systems.
- *SE-697B68F Mounted in service fittings or "tombstones".

*Asterisked products are those which include the RJ11C jack.

**UNIVERSAL SERVICE ORDER
CODE (USOC): RJ48C**

WIRING DIAGRAM:



Mechanical Arrangement: Miniature 8-position jack.

Typical Usage: 1.544 Mbps digital services.

Electrical Network Connection: Tip and Ring, T1 R1.
Conductors 7 and 8 provide cable shield integrity.
Conductors 3 and 6 are reserved for future use.

Subtle products which can be used for the USOC RJ48C:

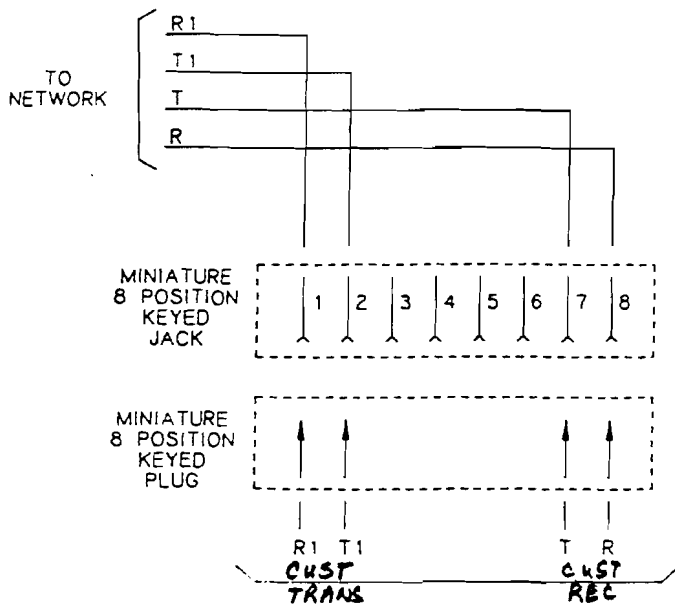
- SE-86B Flush mount.
- SE-102A8
- SE-105AF
- SE-106AFD
- SE-106BFD
- SE-106BFDE
- SE-625B3-8
- SE-625B3-8F
- SE-103A8 Surface mount.
- SE-104A8
- SE-625A2-8
- SE-625A3-8

**UNIVERSAL SERVICE ORDER
CODE (USOC): RJ48S**

**UNIVERSAL SERVICE ORDER
CODE (USOC): RJ48X**

WIRING DIAGRAM:

USOC: RJ48S



Mechanical Arrangement: Miniature 8-position keyed jack.

Typical Usage: Local area data channels/subrate digital services.

Electrical Network Connection: One or two line Tip and Ring or T&R, T1 R1.

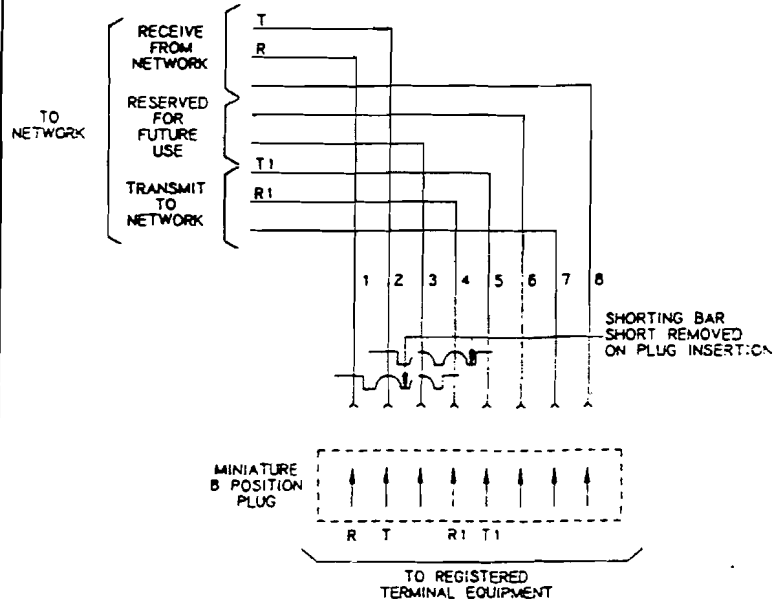
Subtle products which can be used for the USOC RJ48S:

SE-106BFD Flush mount.
SE-106BFDE
SE-625B3-8
SE-625B3-8F
SE-697B8LR

SE-104B8 Surface mount.
SE-625A28-K
SE-625A38-K

WIRING DIAGRAM:

USOC: RJ48X



Mechanical Arrangement: Miniature 8-position jack.

Typical Usage: 1.544 Mbps digital services.

Electrical Network Connection: Tip and Ring, T1 R1.
Conductors 7 and 8 provide cable shield integrity.
Conductors 3 and 6 are reserved for future use.

Subtle products which can be used for the USOC RJ48X:

SE-625B8LR-2 Flush mount.
SE-697B8F-2

SE-625A28K-2 Surface mount.
SE-625A28NK-2
SE-625A38K-2

Problem: Untimely update of WDDOC.

Goal: Timely updating of WDDOC.

Derived From: How does MAC give pair and LEN changes to FAB; what, if any, is the time frame involved to update the WDDOC?

<u>Causes</u>	<u>Results</u>
1) Low priority for FAB (fill in time).	1) Inaccurate MAC and TIRKS data bases.
2) Outside techs, COTs and SSC techs don't always talk to same MAC person, papers all over MAC area for a particular pair change.	2) Longer duration of trouble analyzation;
3) Failure of SSC tech to call correction to MAC.	3) Customer out-of-service duration is longer.
4) Procedures are not being followed.	4) Wasted time on test appointment waiting for CO and/or tech to rewire.
	5) Negative attitude reflected towards other departments; tech - disp tech - SSC tech.
	6) Tech is given wrong information.
	7) Poor customer service.
	8) Wasted time.

Problem: RCC and CO have one LEN, WDDOC has another and MAC a third.
Goal: All three have same LEN.

Derived From: I have run across problems where RCC and CO are working on one LEN and there is another LEN on the WDDOC and a third LEN in MAC.

<u>Causes</u>	<u>Results</u>
1) Procedures are not being followed.	1) Inaccurate documentation.
2) CO and RCC moved LEN and neither took responsibility to follow thru on getting paperwork updated.	2) SSC checking for wrong LEN - cable pair connections.
	3) Wasted time verifying what is wired where.
	4) Additional time taken to correct all data bases.
	5) Customers can get put OOS.

Possible Solutions:

- 1) Make corrections a higher priority in FAB - recommend 24 hour turnaround.
- 2) Cut down number of pair changes.
 - Be more critical of pair changes - reason why.
 - Must be legitimate reason.
- 3) Make SSC control pair changes - they call MAC & FAB at same time. COT's & TECH's call SSC.
- 4) Only reason to change off SLC to copper is circuit won't work - not because "don't want SLC."
- 5) Review proper procedures with everyone. Target date 3-1-91.
- 6) Make SSC control center for MAC; put in Communicator.
- 7) Make SSC the clearing house in respects to pair changes and LEN changes.
- 8) Change Communicator 4.17 - make for reasons, elaborate on why.
- 9) Update provisioning procedures in Communicator 11.3.
 - Make for entire State not just Milwaukee.
 - FAB not mentioned.
 - WTS must be reissued with new pair info before passing order to update GDS automatically.
- 10) Define normal hours and out of hours procedures.
- 11) Initiate documented maintenance procedures.
- 12) Invite Dennis Sweda - Staff Special Serv.
- 13) Get input from Managers statewide on implementing pair change/LEN change procedures.

Problem: High Volume of cancellations on service orders.
Goal: Get a handle on the number of cancellations.

Information:

- PIC's people documented this.
- Need to know amount of cancellations.
- Are customers billed?
- Plugs are sent out to field - sometimes duplicate plugs.
- Where is control on cancelled orders?
- 99% appears to be Service order orientated versus internally.
- Following 2 Tariffs:
 - . BCS - Customer must be quoted of cancel charges before order is placed.
 - . ACC tariff - All charges are laid out.
- Lots of cancels and reissues.
- A lot of PIE sitting out in field.

Problem: No apparent grand scheme for entire Lottery Network.

Goal: Total layout on how the final lottery network will be - A Grand Scheme.

Information:

- CPC has feeling of concern no one knows what they're doing.
- Order comes in to move one leg off a multipoint to another multipoint. This new multipoint is full so they must move leg off this circuit to another one. Then the next week that same leg may be moved again. This sometimes causes moves of five to seven legs at a time. May move same leg 2-3 times.
- Appears no one knows what they want.
- Generates a lot of work for many departments at Wis Bell and independent companies.
- ATT NMC does not have a good grasp on this.
- GTECH must reprogram for every change.
- No one minds the work generated, but feels a master plan would allow work to go more smoothly for all parties.
- State of Wis orders change, end user unaware of order.
- Linda Helminski is COG coordinator for Lottery.
- Does State of Wisconsin know where they want all legs? We know they are trying to minimize the interwire center mileage charge.
- Is account executive aware of amount of work and is he advising customer?