

REVIEW AND ANALYSIS OF MAJOR SERVICE FAILURES

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1. GENERAL

1.01 This section provides methods for reviewing and analyzing conditions causing certain major service failures.

1.02 ► This section is reissued to revise Fig. 1, due to Form P-7097, Service Emergency Report being revised. ◀

1.03 Failures subject to review and analysis are those which require filing of a Service Emergency Report (Section 002-502-900PN), and have either an undetermined cause, or are possibly due to a work error.

Note: A work error is any action or lack of action which results in impairment of, or interruption to, communication services and is caused by personnel responsible for testing, setting up, switching, maintaining, patching, or cross-connecting telephone equipment.

1.04 Adequate review and analysis of the causes of major service failures can help establish preventive procedures and improve work habits and attitudes.

1.05 A Review and Analysis Committee is established to investigate major service failures. This requirement applies to *all* force groups in the Customer Services and Network Services Departments. The reports of the Review and Analysis Committee meetings described in this section are not intended to jeopardize any employee's standing or personnel rating. They are

intended to promote employee understanding of the circumstances and conditions most likely to contribute to major service failures.

2. REVIEW AND ANALYSIS COMMITTEE RESPONSIBILITIES

2.01 The Review and Analysis Committee (referred to hereafter as the Committee), consists of at least two management and two craft employees. If the failure was caused by a work error, both the employee responsible and the employee's supervisor must be included.

Note: The District Manager or the second level supervisor who reports directly to a Division Manager, i.e., Network Services Manager, will act as Chairperson.

2.02 The Committee, before attempting to make recommendations, shall examine all the available information and thoroughly discuss (1) the events as they occurred, (2) the basic cause of the failure, and (3) all known or suspected contributing causes.

2.03 The Committee meeting, whenever feasible, should be held at the location where the failure occurred, so the conditions and circumstances may be better reconstructed and/or visualized.

2.04 The following points should be covered by the Committee in reviewing the failure:

- (1) Circumstances contributing to the failure.
- (2) Determination of the underlying cause.
- (3) Action taken to prevent a recurrence.
- (4) Recommendation for changes in design and improvement in restoration or protection procedures.
- (5) Identification of safety hazards that were present.

NOTICE

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Bell System except under written agreement.

Note: If the failure resulted from a work error, the Committee should also review the following items:

- (1) Was the work operation well planned?
- (2) Was a Method of Procedure prepared if required?

Note: The Method of Procedure requirements are covered in Section 790-100-420PN, Part 4.

- (3) Were the hazards to service clearly stipulated?
- (4) Was this the best plan for performing the work activity with minimum service hazard?
- (5) What precautions were taken to protect service?

3. CHAIRPERSON'S RESPONSIBILITIES

3.01 The Chairperson is responsible for accumulating detailed information on each case and for arranging review meetings which are held as soon as possible after a major service failure.

3.02 The Chairperson will provide the Committee with all available information. Detailed information is generally available from the Service Emergency Report (Form P7097). Initial details of the Major Service Failure Report (Figure 1) should be prepared prior to the Committee meeting.

3.03 The Chairperson will explain the purpose of the review meeting and what is expected to be gained by it.

Note: When failures have resulted from Western Electric Company activities, a Western Electric Supervisor should be invited to the meeting. Also a Network Supervisor-Network Administration, should be invited if a Method of Procedure was required on the work operation involved.

3.04 The Chairperson shall prepare the Major Service Failure Report (Figure 1). This report includes the following:

- (1) Area and office (force group involved)
- (2) Service Emergency Report number
- (3) Category
- (4) Date and time of failure and restoral
- (5) Circuits affected
- (6) Work operation (if any)
- (7) Cause
- (8) Contributing factors
- (9) Action taken and/or recommendations for preventing a recurrence
- (10) Review and Analysis Committee membership

Note: Within ten days of the failure, the chairperson will send three copies of this report to the Division Manager for review, approval, and signature. The Division Manager will forward two copies of the report, through the normal lines of organization, to the General Manager and then to the Vice President, Engineering, Network Services, and Customer Services.

4. CORRECTIVE ACTION

4.01 When corrective action is recommended, the Committee's report shall be approved by the Division Manager. The Division Manager will also arrange for follow-up on the Committee's recommendations. In some cases it may be appropriate to forward the recommendations, through the lines of organization, to the General Manager and then to the Vice President Engineering, Network Services, and Customer Services for their final approval.

MAJOR SERVICE FAILURE REPORT

1. **Area and office** (Line 2 of Service Emergency Report P-7097)
2. **Service Emergency Report number** (Line 3 of Service Emergency Report P-7097)
3. **Category** (Line 4 of Service Emergency Report P-7097)
4. **Date and time of failure and restoral** (Lines 5 and 6 of Service Emergency Report P-7097)
5. **►Circuits affected** (Line 8 of Service Emergency Report P-7097)◄
6. **Work operation:** Describe any work operation at the time of failure, i.e., patching, testing, etc. Also give a brief description of the operation.
7. **Cause:** What caused the failure, e.g., cable cut in two, pushed wrong switch, outside contractor, etc.
8. **Contributing factors:** Missing designations, incorrect Method of Procedure, insufficient training, Western Electric activity, etc.
9. **Action taken and/or recommendation for preventing a recurrence:** This is the main point to be developed by the Committee. If necessary, use sketch or drawing to clearly illustrate the Committee's recommendation.
10. **Review and Analysis Committee membership:** List the names and titles of the Review and Analysis Committee members.

NOTE: The Review and Analysis Committee should see that the following questions are answered:

1. Was the work operation well planned?
2. Were the hazards to service clearly stipulated?
3. Was this the best plan for performing the work activity with minimum service hazard?
4. What precautions were taken to protect service?

►Fig. 1 — Major Service Failure Report◄