INTERCOMPANY SERVICES COORDINATION PLAN

SYSTEM STATUS REPORTS

1. GENERAL

1.01 This section describes the System Status Reports (SSR) which are used by Intercompany Services Coordination (ISC) Team members, or their authorized representatives, to report to the Control ISC Team on the implementation phases of a service coordinated by the ISC Plan.

1.02 This section replaces Issue 3 and is reissued to expand upon the actions which should be taken on jeopardy conditions. It also expands the use of SSRs to inform the negotiator and/or a distant ISC Team of the status of orders. Because this is a general revision, arrows ordinarily used to indicate changes have been omitted.

1.03 A Standard Form E-5264B, "ISC Service Order Log Sheet", is available for recording status information for each Service Order (Fig. 1). Every office should maintain this log sheet, or equivalent on every Universal Service Order (USO), and should keep appropriate records of status reports sent and received.

1.04 A Standard Form E-5265B, "USO—System Status Report—Work Sheet", shall be used for assembling data preparatory to verbal or telegraphic transmission of System Status Reports (SSRs) (Fig. 2). This form is used to provide a definite format for status reports in order to prevent confusion and also for ease in recording. This work sheet shall also be used for recording verbal SSRs from other departmental representatives.

2. JEOPARDY REPORTS

2.01 The primary purpose of a jeopardy report is to furnish prompt and complete information regarding any potential problems which may prevent the Due Date (DD) from being completed on time. It is expected that action will be taken to clear the jeopardy by the work group responsible for the function in jeopardy. The issuance of a jeopardy, per se, will not cause other groups to take action. The status portion of the jeopardy report should clearly indicate if assistance is required. Assistance of other groups and higher management can be obtained to resolve the problem with the proper use of the jeopardy report.

2.02 Jeopardy reports will be initiated immediately when it is recognized that any of the critical dates and/or critical report dates may be missed. As a general rule, a jeopardy should be issued before extensive problem solving action is taken. The initial report may be the recognition of a jeopardy situation while subsequent reports will indicate action taken, etc.

2.03 A departmental representative, recognizing a jeopardy condition, will immediately notify his departmental ISC Team member.

2.04 Each local Control ISC Team member involved with a USO shall, upon recognition or receipt of any condition requiring a jeopardy report, transmit such a report to the ISC Control Team (sales member) and inform his own team members as required. The sales member of the Control Team is responsible for notifying the negotiator of jeopardy conditions. If the negotiatior is in another Area or Company, it is vital that the jeopardy information be sent to him and/or the ISC Team in the selling company as soon as possible.

The ISC Control Team (sales member) is responsible for maintaining the information path to the negotiator.

2.05 Network Control Offices (NCO) shall be notified by the ISC Plant Control Team member. The NCO shall notify the Plant Network Manager when assigned.

2.06 Once a jeopardy report has been initiated, subsequent reports must be furnished to indicate any changes in the jeopardy situation. These reports shall use the same format and follow the same channels as the original.

2.07 The following entries should be used on all jeopardy reports:

TO—Insert the appropriate telephone ADNet or DATAPHONE® number to whom the report is being directed.

ORG—Insert the appropriate telephone, ADNet or DATAPHONE number followed by the office name or the ISC Team originating the report and also the date.

RPT—Show "Jeopardy" as the type of Status Report being transmitted.

USO—Enter the USO number for which the report is being made.

ORD—Enter any related order numbers if given on the USO.

CKT/TN—Enter the circuit number as shown on the USO.

CRITICAL DATES—Enter the critical date as related to the Jeopardy and all other critical dates that have not yet occurred.

CCN—Enter the contracting customer's name as shown on the USO.

CKL—Enter the designation as shown on the USO for those locations for which the report is being issued.

STATUS—Give complete details of the Jeopardy—its cause; action taken;

prospects for completion, assistance requested or clearance.

3. MISSED DUE DATE REPORTS (DD)

3.01 A missed DD is the notification that a service authorized by a USO has not been made available to the customer on the specified DD.

3.02 Missed DD reports shall be initiated immediately upon missing a DD for any customer location for any reason.

3.03 Plant local control will immediately report missed DDs for his customer location(s) to Plant Control. Plant local control will also notify the Plant member of the local Control ISC Team.

3.04 Plant Control will immediately report any missed DDs to the Control ISC Team Sales member. ₍The Control ISC Team Sales member is responsible for informing the negotiator and advising the applicable Local Control ISC Teams so that local billing can be delayed if necessary. The Network Control Office will be notified by the ISC Plant Control Team member. The NCO shall notify the Plant Network Manager when assigned.

3.05 The missed DD report will briefly give reasons for the missed DD, making reference to previous jeopardy reports, and give the current *prospects for completion.*

3.06 If there are instances where jeopardy reports have not been sent prior to the missed DD, the missed DD report must include a detailed explanation of the reasons for the miss, the reasons for no jeopardy reports, the action taken, and the *prospects for completion.*

3.07 Once a missed DD report has been initiated, subsequent reports shall be furnished to reflect any changes in the *prospects for completion.* These subsequent reports should use the same format and should follow the same organizational channels as the original missed DD report. As soon as service is made available to the customer as authorized, a completion report shall be initiated.

3.08 Missed DD reports will use the same format as jeopardy reports, except:

RPT—Show "Missed DD" as the type of status report being transmitted.

STATUS—

(a) If the missed DD report has been preceded by appropriate Jeopardy Reports, it is only necessary to give brief reasons for the miss, making reference to the jeopardy reports and giving the current prospects for completion.

(b) If no jeopardy reports have been sent, the Missed DD Report must provide a detailed explanation of the reasons for the miss, the reason no Jeopardy Reports were sent, the action taken, and the prospects for completion.

4. COMPLETION REPORTS

4.01 A completion report is a notification that a service authorized by a USO has been made available to a customer. A service-affecting exception to any part of the USO, which has been accepted by the customer, should be fully covered in the completion report and a supplemental completion report made when the exception has been removed.

> *Note:* Supplemental completion reports are not required when a service is started using facilities or equipment different from those specified in the USO (or circuit order establishing the service) if these temporary arrangements are: (a) not service-affecting, (b) not billing-affecting, or (c) accepted by the customer. Such cases should be reported as "Completed As Ordered" in the initial report.

4.02 On the Plant Test Date (PTD), each Plant Local Control will report the completion of that part of the USO for which it is responsible, including any possible customer accepted service-affecting exceptions, to Plant Control.

4.03 Plant Control shall, upon receipt of Completion Reports from all Plant Local Controls involved and upon satisfactory completion of the overall system tests, transmit the completion report to Sales Control. This should be done immediately after service has been made available to the customer. The PCO will notify the customer when the service is ready for use. Sales may confirm readiness with the customer.

4.04 If there is an NCO assigned to a particular service, Plant Control will also notify Network Control. The NCO will notify the Plant Network Manager, when assigned.

4.05 Additional plant instructions for completion reporting responsibilities are specified in Section 010-520-137.

4.06 Sales Control is responsible for notifying the ISC Sales member of the selling company of the completion of the USO.

4.07 Additional Sales instructions for completion reporting responsibilities are specified in Section 010-520-135.

4.08 Completion reports will use the same format as jeopardy and missed DD reports, except:

RPT—Show "Completion" as the type of status report being transmitted.

CKL—Enter "All" or "All except as listed under STATUS."

STATUS—

(a) For reports issued by Plant Local Control, if the PTD and the time as shown on the USO were met and there were no service-affecting exceptions, report Completed As Ordered (CAO).

(b) For reports issued by Plant Control, if the DD and the time as shown on the USO were met and there were no service-affecting exceptions, report CAO.

(c) If a specific date and/or time was not shown on the USO, or if the order was completed prior to the DD as shown, report CAO and give the date and the time the local station and facility test were completed or service was made available to the customer, as appropriate.

(d) If the PTD or DD and the time as shown on the USO were met but there were service-affecting exceptions at the start

of service, report complete and detail the exceptions and how they may affect the service. Also, give prospects for clearing the exceptions.

(e) If a completion report with exceptions has previously been made, as in (d) above, when the exceptions have been removed, report "exceptions removed, service is now completed as ordered" followed by the date and the time.

(f) For reports issued by Plant Local Control, if the PTD and times as shown on the USO were not met (a jeopardy report should have been previously transmitted), report CAO or complete with exceptions and give the date and the time that local station and facility tests were completed.

(g) For reports issued by Plant Control, if the DD or the time as shown on the USO was not met (a missed DD report should have been previously transmitted), report CAO or complete with customer accepted exceptions and give the date and the time the service was made available to the customer.

5. PROGRESS REPORTS

5.01 Progress Reports may be requested by ISC Control Teams, a negotiator, an ISC Team in the selling company (if not the Control Team) or Project Teams to keep them informed of the status of various phases of orders. These reports will generally be requested by the USO or a supplemental USO originated by the department requiring the information. Such requests will specify reporting frequency and dates, information required, method of reporting, to whom the reports should be sent, etc.

Printed in U. S. A.   **ISC SERVICE ORDER LOG SHEET**   Form E-5264-B

USO _____
     (USO NO.)

ORD _____
     (RELATED ORDER NUMBERS)

CKT/TN _____
     (CIRCUIT NO. OR TEL. NO.)

SID _____RID_____DVA_____ PTD _____DD _____
     (MO. DAY YR. OF FUNCTION)

CCN _____
     (CONTRACTING CUSTOMER NAME)

(CKL NO.)   (RPTD BY)   (MO-DAY-YR.)   (CKL NO.)   (RPTD BY)   (MO-DAY-YR.)

COMPLETION SENT _____
     (SENT BY)   (SENT TO)   (MO-DAY-YR)

DATE   TIME   ACTIVITY

FILE COMPLETED LOG WITH COMPLETED SERVICE ORDER

Fig. 1—ISC Service Order Log Sheet—Form E-5264-B

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┌─────────────────────────────────────────────────────────────────────────┐
│ Printed in U. S. A.            ISC SYSTEM STATUS REPORT        FORM E-5265-B │
│                                      WORK SHEET                           │
│                                                                           │
│ TO _____   _____  │
│       (ADNet OR DATAPHONE NO.)    (CITY, OFFICE NAME OR ISC TEAM NO.)     │
│                                                                           │
│    _____   _____  │
│                                                                           │
│    _____   _____  │
│                                                                           │
│ ORG_____    _____  │
│       (TEL. OR ADNet NO.)         (CITY, OFFICE NAME OR ISC TEAM NO.) (ORG.INIT.-DATE) │
│ RPT    JEOPARDY                      MISSED DUE DATE                      │
│                                                                           │
│        COMPLETION                    PROGRESS                            │
│ USO_____ │
│      (USO NUMBER)                                                         │
│                                                                           │
│ ORD_____ │
│        (RELATED ORDER NUMBERS)                                            │
│                                                                           │
│ CKT/TN_____ │
│           (CIRCUIT NO. OR TEL. NO.)                                       │
│                                                                           │
│ RID_____ DVA_____ DD_____ │
│     (MO-DAY-YR)                 (MO-DAY-YR)     (MO-DAY-YR)      (TIME)    │
│                                                                           │
│ CCN_____ │
│      (CONTRACTING CUSTOMERS NAME)                                         │
│                                                                           │
│ CKL_____ │
│      (NUMBER)                         (CITY AND STATE)                    │
│                                                                           │
│    _____ │
│    _____ │
│    _____ │
│                                                                           │
│ STATUS_____ │
│    _____ │
│    _____ │
│    _____ │
│    _____ │
│    _____ │
│    _____ │
│    _____ │
│                                                                           │
│ REPORT SENT TO_____ │
│                  (NAME)      (LOCATION)        (TIME)      (DATE)         │
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Fig. 2—System Status Report—Work Sheet—Form E-5265-B