INTERCOMPANY SERVICES COORDINATION PLAN

PLANT RESPONSIBILITIES

Contents

1. GENERAL

1.01 This appendix supersedes the AT&TCo Section 010-520-137 in the Pacific Company and Bell of Nevada. It maintains the basic concepts of the ISC Plan and the interface agreements between companies; however, it is rewritten to:

(a) Clarify the concepts and provisions that apply to our Plant operations.

(b) Establish and maintain, in each Area, a designated ISC Plant team member as the delegate of the General Plant Manager/ Plant Manager, Nevada. He will serve as the functional manager and coordinator of interarea customer service order activity by the provisions of the ISC Plan.

(c) Edit or reorient the items in the AT&TCo section which only apply to Plant operations of the Long Lines Department.

(d) Delete the reference to the Circuit Provision Bureaus (CPB) as being a part of Plant. In the Pacific Company, they are part of Engineering. CPB/ISC involvement is in Section 010-520-136.

(e) Add guide lines on the organizational structure of the ISC Plant team.

1.02 The ISC Plan is based on: 1) Cooperation, 2) Coordination, 3) Communication. As such, it is a "people plan" and not wholly a paper handling process. The formats, forms, and routing channels are merely the tools required for the job.

1.03 The total provision of special services, outlined in the ISC Plan, requires the joint efforts of many people and interdepartmental functions. Each is responsible for a portion of the design or implementation at various time intervals. Plant meets the customer on his premise very close to the committed due date and is responsible for assembling the parts of the project into a satisfactorily working service. Rather than rely on many people involved to coordinate items and jeopardy conditions, a professional group, explicitely for that purpose, is in each Area.

1.04 The ISC Plant team member and staff serve each Area as the delegate of the department head with full authority. They are empowered to cross interdepartmental barriers, shortcut across managerial boundaries, or take any necessary action to resolve a problem or jeopardy condition.

1.05 The intent of the ISC Plan is to provide coordination of intercompany and interarea services to the full satisfaction of the customer. The Plan requires cooperation of all people involved, either intradepartmentally or interdepartmentally, and between Companies and Areas. For the plan to be effective, each ISC Plant team member and the departmental representatives (work groups) must become familiar with the structure of the ISC Plan and its full interdepartmental and intercompany concepts and details. Sections 010-520-100 through 010-520-139 provide a general description and departmental responsibilities.

1.06 The implementation of system service orders (SSO) for private line services (PLS) or special exchange services (SES) shall be processed according to PT&T practices. However, the local management of each involved work group shall comply with the requests and coordination direction of the ISC Plant team member of the Area. The management of work groups (such as: installation and repair forces, exchange plant service centers (PSC), control and noncontrol serving test centers (STCs), supply forces attached

to Western Electric Distributing Houses (WECo-DH), etc.,) are the functional representatives of the ISC Plant team member as needed by each SSO.

1.07 On large projects requiring full-time planning or coordination, the ISC Plant team members' responsibilities may be assigned to a "one shot" or full-time coordinator. When appointed, this coordinator will function during the entire project, either on the control team or noncontrol team. All other involved ISC teams shall be notified of the coordinator's name, current telephone and TWX numbers, and mailing address.

NOTE: The regular ISC team member will remain accountable for applying the concepts of the Plan when another coordinator is assigned to a large project.

1.08 The application of the ISC Plan to PLS does not alter the normal control, subcontrol, and STC responsibilities and accountabilities for circuit and facility continuity or system balance and integrity, including postcutover trouble clearance and analysis. Specific duties of the Area ISC Plant team member are detailed in Part 5.

1.09 ISC representative responsibilities for work groups involved with station apparatus and loop facilities are in Parts 4, 6, and 7.

2. PLANT DEPARTMENT RESPONSIBILITIES

2.01 The basic responsibilities of Plant's work groups are to ensure that:

(a) Each responds to the AREA ISC Plant team member's office, without solicitation, on all ISC Plan requirements. All local service orders, supply requisitions, status reports (SSR), etc., must be cross-referenced to the SSO number of the project.

(b) Orders for customer services are properly installed and are ready for overall or system testing by the stipulated Plant test date (PTD).

(c) All tests are completed and the service is operating satisfactorily by the service due date.

(d) After a service is turned over to a customer, it continues to operate satisfactorily.

2.02 The ISC Plant team member shall act on behalf of each Area General Plant Manager/Plant Manager, Nevada. To ensure the effectiveness of the ISC Plan, higher management should assure that:

(a) Only people with experience, knowledge of company routines and services, cooperative ability, and leadership are assigned to the ISC team.

(b) The ISC Plant team member has an adequate technical and clerical staff to cover the Area's work load and provide office coverage each business day.

(c) All personnel are adequately trained and are adhering to ISC Plan procedures.

(d) The ISC Plant team member and staff have adequate office facilities and communication media.

3. ISC PLANT TEAM MEMBER RESPONSIBILITIES

A - Basic

3.01 The ISC Plant team member will:

(a) Serve as a member of the Area's interdepartmental ISC team.

(b) Serve as a "one point of contact" for access to Area staff and work groups by other Area or Company ISC teams on Plant matters.

(c) Meet regularly with the other members of the Area ISC team to critique the performances of the Area in the provision of interarea services to:

(1) Utilize representatives of other departments or work groups, as required.

(2) Develop recommendations for changes in local methods and communication routines to improve ISC performances.

(3) Provide agenda and minutes of the meeting to local higher management and to the Company headquarters Plant ISC administrative team member.

(d) Maintain liaison with the Company headquarters Plant ISC administrative team member for assistance on ISC staff matters that cannot be resolved locally and to recommend changes and improvements in the Plan.

(e) Maintain contact with all functional Plant work groups within the Area. Be aware of their current local organizational structures, manpower depth and capabilities, testing capabilities and capacity, local stock of special units of equipment or apparatus, etc.

(f) Maintain filing systems and routine office procedures to adequately handle all ISC Plant requirements for the Area.

(g) Assure that the published Plant ISC telephone number(s) and other communication media are covered by knowledgeable personnel throughout each business day.

B - Noncontrol

3.02 As a member of a noncontrol team, the Plant ISC team member shall:

(a) Furnish preliminary information on Plant matters about proposed service arrangements when requested by other ISC Teams.

(b) Immediately acknowledge (WACK) to the control ISC receipt of all SES/SSOs and supplements. Each involved STC shall WACK all Long Lines (LL) PLS/SSOs and Marketing supplements to the Plant control office (PCO) named on the order.

(c) Promptly review all SSOs for completeness, errors, clarity, etc. Refer problems to your interdepartmental coordinate team member or, if the problem is a Plant item, directly to the control ISC Plant team member. The originating control ISC Team shall design and communicate their project so that it may be implemented without need for further clarification.

(d) Ensure that procedures are adequate for the distribution of local service orders and/or SSOs and supplements to all Plant work forces.

(e) Reply immediately to all AKRO requests received.

(f) Attempt to resolve all conditions that would impede the provision of service by or on the critical dates. This would include such solutions, involving higher management, as: securing authorization for overtime, uses of shop spares or local stock from within the Area or other Areas, expediting material shipments, AX supplies transactions, crossing departmental boundaries.

(g) If the jeopardy condition cannot be resolved by local means and will cause an overrun of a critical date or missed commitment to the customer (DD), the noncontrol ISC Plant member shall send a jeopardy (SSR) report to the control ISC Plant team member on all SES projects. On all PLSs, the jeopardy report will be sent by the involved STC to the Plant control office (PCO) only after it has been referred to, reviewed for solution, and authorized for release by the Area ISC Plant team member or delegate. Use Form E-5265-A-PAC to format this report. Subsequent interarea or intercompany contacts regarding a jeopardy report are to be maintained between the designated ISC Plant team members as published in the systemwide ISC directory and not between involved representatives or work groups.

(h) Determine that accurate ordering information, properly cross-referred to the SSO number and the customer's name, was sent before the requisition due date (RDD) to, and that firm shipping dates have been received from, the WECo for all equipment required. Request the Supplies representative to expedite any items requiring a shipping interval too long to meet the PTD.

(i) Refer all special or nonstandard equipment transmission problems or interface problems with business machine companies to the Engineering ISC Team coordinate for advice and/or a solution.

(j) Remember that, at times, to add a simple service to a customer's total complex of other services will jeopardize the performance and satisfaction of the total service. Example: Adding a DATA-PHONE service behind the PBX often requires the transmission regrading of the tie line or the access lines, or the addition of a tie line to the total complex that may extend the overall usage beyond normal transmission limits, etc. If the control team did not consider these items in the design of the project, the ISC Plant team member of the control team shall be advised immediately so he can secure a redesign of the project.

(k) Coordinate Plant training and manpower requirements with local management and staff groups as required by new devices, techniques, or labor demands involved in furnishing a service.

(l) When specified in the project design of the service before the SSO or Marketing supplement is released, forward progress report as covered in Sections 010-520-101 and 010-520-102.

(m) Completion reports

(1) Projects involving SES/SSOs require that a completion report be sent to the ISC Plant control team member as well as to the local Marketing member.

(2) The word "Completion" regarding these SSRs is not to be construed to replace the formal billing completion notices. Official completions of service orders for customer billing and Plant report items made to Revenue Accounting, CPB, and Marketing must continue as specified in regular practices.

(n) When a Service Analysis Report (SAR) is specified either at the start of a service or subsequently, arrange to collect the comments of other team members and involved work groups. Edit and compile the report and forward it to the ISC Plant control team member. If the details of the implementation phase of a project reveal that the project was improperly designed, thereby causing undue difficulties during its implementation, the ISC Plant noncontrol team member has the option of developing an SAR as a critique of the project and forwarding it to the control team via Plant channels.

(o) Advise the ISC Plant control team member, by SAR, of service criticisms that may result in a formal complaint from the customer.

NOTE: The preceding responsibilities are minimum job requirements. Additional functions may be undertaken as the result of the Area's requirements.

C - Control

3.03 The ISC Plant team member of the control Area or company is responsible for the overall Plant coordination efforts of all noncontrol ISC Plant members involved in a project. For stations or points within the control Area, the ISC Plant control member performs all duties outlined under Plant noncontrol functions. In addition, the ISC Plant control team member shall:

(a) In consultation with other control team members, assist in the preparation of the project schedule and the SSO on non-interval projects to assure that realistic PTDs, customer training dates, and service DDs are assigned. Such participation will normally be required where:

(1) Several points or locations are involved in the order(s) and will be used as a network or system by the customer.

(2) Services for which objective intervals have not been established.

(3) New equipment or techniques involved in the service proposal.

(4) Other cases where the judgment of the ISC Marketing control team member indicates that special handling should be employed, or a project team appointed.

(b) Promptly acknowledge (WACK) all SSOs and Marketing supplements received involving SES/SSOs or those PLS projects of special design or full team participation to the coordinate ISC Marketing control team member. On Long Lines PLS/SSOs, the involved noncontrol STCs will normally WACK to the Plant control office (PCO) and the PCO will WACK to the Marketing ISC member.

(c) Coordinate with the control Engineer to determine special Plant requirements on new service offerings and arrange for the distribution of special instructions, Plant training material, circuit descriptions, and/or drawings required. Advise all ISC Plant noncontrol locations of any unique maintenance spare equipment requirements. Solicit the total ordering requirements of each ISC Plant noncontrol location and assure that these items will be included in the order given to WECo.

(d) Determine the necessity for special testing apparatus, devices, or equipment needed to maintain the service. This could include distortion measuring devices, loop shorting devices, loop-back equipment, etc., which should be provided at all or any of the locations on the service. Assure that these requirements are properly included on the SSOs.

(e) Establish a log or worksheet on each SES order and on team-designed PLS orders if you are designated ISC Plan control. List all ISC Plant noncontrol locations from which WACKs and SSRs are expected. Provide an effective follow-up procedure so AKROs will be sent if the reports are not received in two days. If negative replies are received to the AKRO, notify ISC Marketing control.

(f) Keep ISC Marketing control informed of conditions that cannot be resolved in time to make the critical dates or meet the commitment to the customer.

(g) Request ISC Marketing control to renegotiate the order or commitment with the customer, if a SSR, etc., is received indicating an overrun of a DD to customer

reasons, e.g., building not ready, local customer refusal, etc. Assure that a change of DD supplement will be issued amending the SSO.

(h) Analyze all jeopardy reports and attempt to find a solution. Enlist the aid of other team members and/or higher management to meet commitments to the customer.

(i) Advise all ISC Plant noncontrol members of any special testing requirements and end-to-end call-through test schedules.

(j) Request progress reports from ISC Plant noncontrol locations on large or complex services at effective time intervals to assure project schedules are being met. Design of the project schedule should be done during the "planning phase" of the proposed project and the outline of plan and time schedule should be forwarded to all locations involved at the time the SSO is released.

(k) Assure that all specified overall circuit or system end-to-end tests have been made and, if not satisfactory, take remedial action.

(l) Provide a project completion report to the ISC control Marketing member on all SES projects and PLS projects involving team action. On minor or "Interval" PLS projects, completion advice is forwarded to Marketing via methods outlined in regular practices.

(m) Assure that the new service is satisfactory to the customer and initiate corrective action if the customer indicates dissatisfaction.

(n) Collect and analyze Service Analysis Reports (SAR) if they are called for in the project design and the SSO or project schedule implementing it. If circuit or system design irregularities are revealed, refer the problem to ISC Engineering control. Initiate other corrective action appropriate to the problems indicated by the analysis. Keep the ISC Marketing control informed of any condition which could result in customer criticism.

(o) If, after a service has started, a customer indicates dissatisfaction, the ISC Plant control team member may initiate a Service Analysis Request (SAR-1) to one or more ISC Plant noncontrol locations. (See Sections 010-520-101 and 010-520-102.) The reply reports will be collected and analyzed, and corrective action will be initiated.

4. PLANT SUPPLY GROUP REPRESENTATIVE

4.01 A management level representative with the Supplies Service group, BSMV, attached to each WECo-DH is designated as ISC supply representative. He will serve as supply representative on the ISC Plant teams in the territory of the WECo-DH. He is effective as a coordinator of requisitions and supply jeopardy conditions involving ISC projects. In general, his duties are to:

(a) Work closely at the WECo-DH with its ISC team members.

(b) Maintain liaison with the ISC Engineering and Plant team member (s) of the Area(s) served by his location.

(c) Attempt to resolve all supply jeopardy conditions affecting ISC requisitions or delivery schedules. When unable to do so, notify the Area ISC Plant team member (s).

(d) Work with the Western, Engineering, and Plant team members to develop "Supply Decision" information in reply to "Project Announcements" distributed through WECo channels from the ISC Western control team member on a pending project. He will help furnish advice on the total requirements of nonstock or special manufacture items as delineated in the "Project Announcement" to be requisitioned from that noncontrol distributing house. Class C items in stock of the type required, as well as any known excess field stocks, should be considered in developing the reply. Plant and Engineering should be requested to review the need for training and maintenance spare unit requirements of unique or new service offerings. The Supply Decision should reflect the total net requirements of items not in stock for the project.

(e) On advice of the Engineering and Plant ISC team members, place a Supplies Superintendent's requisition to order gross quantities of special manufactured items or unusual requirements of regular items. However, each item so ordered will be individually requisitioned through normal channels at a later date.

(f) Assist in developing "AX" transactions (intercompany purchases of Class C stock) on emergency requirements, if requested.

(g) Arrange for special transportation to meet ISC service commitments (e.g., special truck, air shipments, etc.).

5. SERVING TEST CENTERS (STC) REPRESENTATIVE

5.01 When implementing PLS through toll offices and facilities, either Long Lines or Associated Company, the plan shall be guided by the following.

A - Basic

5.02 Plant control and noncontrol STCs represent the Plant member of the designated ISC team of the territory (customer location) involved. They perform all regular responsibilities and accountabilities for the circuit and facility continuity and integrity, including the post-cutover service (maintenance) responsibility of the circuit and facilities.

B - Long Lines STCs

5.03 LL/STCs will function as representatives of their ISC Plant team member. They will coordinate all local STC activities with the local activities of the Associated Company field installation groups and the PSC to implement PLSs provided (by FCC tariffs) under the ISC Plan.

5.04 The LL/STC shall refer local problems or conditions which cannot be resolved between the LL/STCs and the Associated Company Field Installation groups or PSCs to the local LL/ISC Plant team member for assistance. The LL/ISC Plant team member is located on the staff of the District Plant Superintendent over the STC. At the same time, the Associated Company field installation group or PSC will contact its Associated Company ISC Plant team member. The LL/ISC Plant team member will attempt to resolve the problems locally with his Associated Company ISC Plant team member coordinate(s). If the condition can not be resolved and a firm jeopardy develops, the STC shall initiate a jeopardy report (to LL Sales) as outlined in Section 010-520-101.

C - Associated Company STC

5.05 STCs which are owned and operated by the Associated Companies and provide intracompany PLSs shall function as in 5.02 through 5.04, except in cases requiring referral to their ISC Plant team member. Associated Company STC representatives shall direct their referrals to the Associated Company ISC Plant team member responsible for the station or terminal location involved. The ISC plant team member is generally defined as the coordinator of the functional activities of the Associated Company's work groups involved with station material and loop facility provision items interfacing the line facilities at the STC.

D - All STCs

5.06 STC/ISC representatives shall be the regular management personnel within each toll center. They are directly involved with circuit order work (service orders), transmission requirements, and service performance. Their duties include:

(a) Working closely with their ISC Plant team member in whose territory the STC is located.

(b) Attempting to resolve any local jeopardy condition affecting a project schedule or the completion of any SSO. When unable to do so, advise the ISC Plant team member's office.

(c) Developing and processing all required Plant Reports, as outlined in Section 010-520-101, on LL - controlled PLS orders. Exception: No local loop or station jeopardy report shall be sent to the PCO until the involved ISC Plant team member or delegate has reviewed and released the condition. Intrastate and Pacific interstate including Nevada PLS orders shall be treated as provided by standard PT service order practices, except when the ISC Plant team member(s) individually modifies them to the needs of the project.

(d) All toll offices involved in PLS orders shall complete their part of the service as soon as the layout information is received. The PCO shall be advised of the completion and/or jeopardy condition prevailing.

(e) When serving as the PCO, to receive all reports in (c) above and to *promptly relay these reports.*

(f) PTD is a part of the design of all SSOs. It is the actual date by which all work on facilities and stations is to be completed. System end-to-end testing is scheduled to begin on this date. The PTD is required to ensure that enough time will be available for Plant testing and correction before customer usage. This may be followed by an interval of customer operation training to start on the traffic training date (TND) by the Traffic Department. The service DD is the date that service starts and customer billing begins. It should not be viewed as the Plant work completion date, except for the required Accounting Department completion reporting procedure.

(g) Upon request, to advise the local ISC Plant team member of items of work completion, etc.

(h) Within one business day after the completion of an ISC PLS/SSO, a completion advice shall be forwarded (by local arrangements) to the Area ISC Plant team member's office. The ISC/STC representative shall be prepared to furnish the following information about each order:

(1) Was the PTD met?

(2) Was the DD met?

(3) If not, what exact reason caused the overrun of either date.

(i) To maintain performance record of the project for the time specified if SAR treatment is requested. Section 010-520-116 outlines the SAR.

(j) Procedures for the exchange of mutual information between the STC representatives and the local ISC Plant team member(s) should operate without solicitation.

(k) The ISC Plant team member's office *shall be notified promptly* of all ISC orders that will not be complete by the stipulated dates due to customer reasons (e.g., building not ready, customer refusal, etc.).

6. PLANT SERVICE CENTERS (PSC) REPRESENTATIVE

6.01 A management representative shall be designated as ISC contact at each exchange PSC and/or special PSC or DATA-PHONE data service testboard (including TWX) office location. He functions on all cable assignment requirements, transmission testing requirements, and service performance records involving ISC services served by his center. In addition to its normal procedures, the PSC shall:

(a) Work in close cooperation with the ISC Plant team member of his Area.

(b) Attempt to resolve any local jeopardy condition affecting an ISC project schedule or the completion of any ISC local order or SSO. When unable to do so, advise the ISC Plant team member's office.

(c) Assure that all main frame cross-connect work and/or central office work is complete and the facilities are tested as early as practical before the PTD of each project.

(d) See that the exchange facilities meet all transmission requirements of standard practices which apply to the service being installed. Discuss marginal cases or the inability to provide proper facilities with the Area ISC Plant team member promptly to resolve the problem or to secure Engineering assistance. No Data, TWX, or special service, etc., should be released to customer service on known marginal facilities; therefore, every effort is required to locate problems before the PTD for the service.

(e) Distribute copies of ISC related service orders promptly to all work groups. Do not retain in local work file for distribution and action on the stipulated DD as required by most local exchange services.

(f) *Promptly notify* the Plant ISC team member of all orders that will not be completed on the date due because of customer reasons (e.g., building not ready, customer refusal, etc.).

(g) Within one business day after the completion of local orders relating to ISC SES/SSOs or those exchange-controlled PLS/SSOs, forward a completion advice (by local arrangements) to the Area ISC Plant team member's office. The ISC/PSC representative shall furnish the following information regarding each order:

(1) Was the PTD met?

(2) Was the DD met?

(3) If not, what exact reason caused the overrun of either date.

(h) Make a formal completion report to Accounting as of the DD of each order as stipulated in regular practices.

(i) Maintain an identifiable customer trouble record file on each ISC project served from the PSC. If special status or SAR treatment is specified, without solicitation, furnish the requested information to the Area ISC Plant team member. See Section 010-520-116 which includes the requirement for:

(1) A log or record of the service performance of the project spanning the first seven days of customer use plus any functional comments about the implementation of the project.

(2) A second or follow-up report of the performance record of the eighth through the twenty-eighth day of service.

(j) Upon receipt of an SAR-1 from the Area ISC Plant team member, forward the service performance history for the specified time period to the addressee designated by the Plant ISC control team member.

7. FIELD INSTALLATION FORCES

7.01 Installation foreman involved in furnishing ISC services are the functional representatives of the Area ISC Plant team member. They are responsible for the completion of their portion of these services before the PTD. In addition to their regular responsibilities, the ISC duties are outlined as follows:

(a) Cooperate closely with the Area ISC Plant team member.

(b) Endeavor to complete as much of the preliminary work at the customer's location by the earliest practical date. All installation and preliminary testing of the facilities and station devices should be completed before the PTD.

(c) Endeavor to furnish the service to the customer by the committed critical dates. Promptly secure the assistance of the ISC Plant team member on problems or jeopardy conditions affecting ISC orders if they cannot be resolved locally.

(d) Cooperate in meeting end-to-end system call-through test schedules when specified by the order or project schedule. Forward the results to the Area ISC Plant team member.

(e) Cooperate with the release of the station to Traffic for customer operation instructions on the Traffic training date (TND), when specified.

(f) Interface problems with business machine company engineers must be referred to the ISC Plant team member's office for the aid of our engineering people. *Do not alter any specified Engineering option or drawing arrangement without Engineering clearance to do so.*

(g) Forward any critique comments pertinent to the project to the ISC Plant team member.

(h) Follow up after cutover to see that the service meets the customer's requirements. Advise the ISC Plant team member of all irregularities.

(i) Assure that all records and maintenance information has been left with each station and that local maintenance forces are aware of any special requirements or arrangements, if applicable.

8. ISC PLANT TEAM MEMBER ORGANIZATION

A. Plant Team Member

8.01 The title of Area ISC Plant team member, as used in these practices and published in the System ISC Directory, may be generally defined as the office head or supervisor of a group of technical specialists and clerical people. His responsibilities are to:

(a) Serve as the delegate of the Area General Plant Manager/Plant Manager, Nevada, with full authority as the functional manager or coordinator of the Plant Department's interests and efforts within the Area to provide PLS and SESs to customers.

(b) Serve as the one point-of-contact for the Plant Area on all matters pertaining to the provisions of the ISC Plan and to refer, assign, or resolve all such contacts.

(c) Supervise a group composed of management level technical specialists and clerical employees as dictated by SSO volume and activity. Assure that all are trained in and perform their duties under the concepts of the ISC Plan.

(d) Supervise and maintain adequate office procedures, communication media, and office facilities as dictated by volume.

(e) Serve as Plant's member of the Area interdepartmental ISC team. Attend all regular and special meetings involving ISC matters.

(f) Assure that the office procedures and communication media are covered by knowledgeable and effective personnel throughout each business day.

(g) Maintain liaison with other local staff groups and functional work groups (representatives) within the Area and the ISC Plant administrative team member at Company headquarters.

B. Organization Structure

8.02 Because the ISC Plan applies to both PLS and SESs, ISC is not solely an exchange or toll function. The Plant ISC group is a service organization for the Area and, as such, should not change the expense of the operation to a subordinate line, district, or division of less than Area in scope. The Area department manager will make decisions about the organization. However, he should consider combining supporting organizations such as SSMBs, COCBs, and existing staff specialists into the ISC office rather than duplicate the forces.

8.03 Management level, who are specialists in various Plant operations, should be assigned to the ISC Plant team member for professional support. And, since most people are generally not proficient in all phases of Plant operations, a specialist representing each Plant work group should be assigned to the ISC office. These assignments could be rotational. Qualified line forces would provide the strength of their field experience to the ISC function and would increase their effectiveness on return to a regular assignment. Individual projects may thereby be assigned to the person whose background lends itself to the design of the service.

8.04 Sufficient personnel should be assigned to provide office coverage throughout each business day and permit equitable division of the work load for coordination of each project.

8.05 There should be enough clerical personnel in each office to:

(a) Receive incoming calls on the published ISC telephone number, search files, and refer calls and project files to an assigned or alternate specialist.

(b) Maintain filing system and project folders

(c) Operate teletypewriter equipment.

(1) When receiving -- edit, classify, refer, and file all incoming SSOs and messages.

(2) When sending -- convert intraoffice forms to message format and transmit.

(d) Make routine status calls within Area.

C. Communication Media

8.06 The telephone number for the ISC Plant team member, which is published in the systemwide ISC directory, is the pilot number of the office. It should be terminated on a system with additional lines in rotary or terminal hunt to assure a minimum busy condition. For efficiency, other required office lines should not be related to the pilot number.

8.07 There should be enough 4-row 100 wpm teletypewriters to handle all projects with a minimum busy condition.

8.08 Use of duplicating equipment and company mail is recommended for relaying project schedules and SSOs to Area representatives or other involved parties.

D. Filing System

8.09 Maintain a proper and adequate paper control and filing system.

8.10 For standardization between Areas, certain guide lines should be followed:

(a) Project identification shall be the 3-part SSO number; e.g., 2200-1234-50. Primary filing sequence shall be the second 4-digit part (serial number) arranged in numerical order.

(b) Arrange projects in a "project folder" and file in a verticle letter-size master file by (a) above. All matters pertaining to each project shall be in the project folder.

(c) Maintain a file of completed SSOs for at least 30 days.

(d) Maintain a follow-up or abeyance file. Each project requiring action by the group shall be evaluated by its design and requirements upon receipt. An intraoffice (prompting) memo shall be placed in date sequence, as required. Daily, a clerical employee distributes those memos and project folders effective for action on that day.