

INTERCOMPANY SERVICE COORDINATION PLAN
 INTERCOMPANY SERVICES COORDINATION ORDER MONITOR (ISCOM) PROCEDURES

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1. GENERAL

1.01 This section of the Intercompany Services Coordination (ISC) Plan introduces procedures that provide a means of monitoring and measuring Universal System Service Orders (USSO) within an operating Area. The section is issued to replace BSP 010-520-105.

1.02 These Intercompany Services Coordination Order Monitor (ISCOM) procedures provide management with relevant, timely and sufficiently detailed data to execute management control responsibilities. The early-warning concept in ISCOM procedures enables management to take corrective action early enough to ensure on time completion of the customers' services.

1.03 ISCOM procedures describe an activity's tracking function and provides performance data comparing scheduled vs. actual critical dates during the life of each order.

1.04 ISCOM procedures produce reports on order activities to enable management to identify weak points in the workflow.

1.05 ISCOM procedures are a positive approach, requiring positive reporting, to recognize and avoid potential problems so that customer service dates may be met economically. Recognition of a potential jeopardy situation is designed to occur in advance of the customer due date to allow management to initiate corrective action.

1.06 ISCOM procedures require each operating Area to accept, execute and report on its responsibilities for work functions required in the implementation of their segments or portions of a service order, regardless of control or non-control assignments.

1.07 ISCOM is not a guide for determining overall intervals. It should work with existing interval guides as well as any developed in the future.

2. PURPOSES AND OBJECTIVES

2.01 The purpose of ISCOM is to provide standard status, control and reporting procedures that will furnish management with timely information on the status of special service orders. It will enable management to determine when a scheduled service order activity is in trouble in sufficient time to initiate corrective actions.

2.02 The objectives are:
 (1) Maintain a status file on 100% of ISC orders.
 (2) Select and monitor dates in the life of an order that are critical for meeting a customer due date.

- (3) Report positively on jeopardy situations and critical report date completions.
- (4) Detect and identify jeopardy conditions.
- (5) Provide current status reports on individual orders.
- (6) Produce daily reports as required, such as:
 - a. Functions due.
 - b. Jeopardy lists by critical report dates.
 - c. Orders reported completed yesterday.
 - d. Cancellations received yesterday.
 - e. New orders distributed yesterday.
 - f. Supplements distributed yesterday.
 - g. DTF and FDD orders due for subsequent negotiation.
 - h. Orders determined yesterday as customer not ready.
- (7) Produce monthly performance reports for Areas, Divisions and Districts as required.
- (8) Provide on-demand reports such as:
 - a. Individual order status.
 - b. Orders issued by control character and/or date.
 - c. Future work functions by dates.
 - d. Current missed due date listing.
- (9) Improve Bell System ISC due date performance.

NOTE: Specifications of reports are detailed in Paragraph 7 of this section.

3. DEFINITIONS

APPLICATION DATE (APP) - The date on which the customer has provided the negotiator with a firm order and sufficient information to proceed with the provision of service.

CANCELLATION - A supplement to an order which cancels an order in its entirety or any of its circuit locations (CKL).

CIRCUIT LOCATION (CKL) - Identifies a circuit termination and is usually synonymous with a customer address.

COMPLETION REPORT DATE (ACTUAL CDD)
The date order completion information is to be reported to ISCOM. This is permitted no later than the next working day following the customer due date (CDD).

CONTROL CHARACTER(S) - Numeric and/or alpha character(s) for such possible uses as special studies, local company purposes, identify ISC orders from other orders, identify ISC measured orders from ISC non-measured orders, etc.

CRITICAL REPORT DATES - Dates that require positive completion reports: Pre-Engineering Date (PED), Pre-Installation Date (PID), and Customer Due Date (CDD).

CUSTOMER DUE DATE (CDD) - The date on which service is to be provided to the customer.

PRE-ENGINEERING DATE (PED) - The date on which all information required to engineer the service is to be available. All required facilities and equipment are reserved, assigned and/or ordered.

PED JEOPARDY - Means that the CDD is jeopardized because everything required to engineer the circuit is not available and/or engineering failed to report PED completion.

ISSUE DATE (DID) - The date on which the USSO is transmitted from the originating office to the field locations, other ISC Teams or to other work locations. The originating office would be the ISC Control Team in cases involving ISC orders.

JEOPARDY - A condition resulting from any change(s) in the rate of accomplishing scheduled activities which could cause the service order to be completed later than the committed due date.

JEOPARDY CLEARANCE - Indicates actions have been taken which change status from a jeopardy condition, to clear, or on schedule.

JEOPARDY REPORT - A report to indicate that activities and/or work operations required to be completed on a scheduled date have not been or cannot be performed.

OVERALL INTERVAL - The interval from APP to CDD inclusive.

PLANT TEST DATE (PTD) - The date on which installation of all facilities and equipment and associated test(s) on each segment of the circuit must be completed.

PRE-INSTALLATION DATE (PID) - The date on which Plant is to have everything required for the installation as prescribed on the order.

PID JEOPARDY - Means that the CDD is jeopardized because everything required for the installation as prescribed on the order is not available and/or the Plant RDO failed to report PID completion.

RESPONSIBLE REPORTING OFFICE (RRO) - An assigned office within an administrative area which is responsible for reporting and receiving the status of critical report dates and various periodic reports. An RRO will generally be any office or work group that has responsibility to perform work functions in the provision of the service. The reporting office of the circuit location will be the Responsible District Office (RDO). The reporting office of the Serving Test Center (STC) will be the Plant Control Office (PCO).

SCHEDULED ISSUE DATE (SID) - The date that the USSO is to be transmitted from the originating ISC Control Team to other ISC Teams and/or other work locations. It is also the date the required information is to be reported to ISCOM.

DID JEOPARDY - Means that the CDD is jeopardized because the Marketing/Sales RRO failed to issue the order, or failed to report order information, on or before SID.

4. FUNCTIONAL FLOW AND DESCRIPTION

4.01 Figure 1 illustrates the basic functions of ISCOM. The required functions remain the same whether manual procedures, computer-assisted procedures with shared-time computers, or dedicated computer systems are used.

4.02 The initial order information to ISCOM will be reported by the designated RRO in Marketing, Commercial, Sales office or order writing section.

4.03 A record for all orders is established. This record provides the basis for monitoring and reporting.

4.04 A schedule of critical dates (SID, PED, PID, PTD) is determined for orders, other than those designated as Furnish Due Date (FDD), Due Date to Follow (DTF) and Individual Case Basis (ICB), with an overall interval greater than 12 days and using standard objective intervals. For orders not using standard intervals, critical report dates will be determined by negotiation, entered on the USSO and included in the initial report to ISCOM.

4.05 Subsequent record updates are in one of the following categories:
 (a) order supplement,
 (b) critical report date completion,

- (c) manual jeopardy report,
- (d) jeopardy clearance,
- (e) change (CKL's) circuit locations (add, move, delete, cancel, etc.)

4.06 Records are searched daily for scheduled dates that have not been satisfactorily reported, or reported as being in jeopardy. Either circumstance will cause a jeopardy report to be issued.

4.07 Designated RRO's are responsible for reporting to ISCOM on critical report dates.

4.08 An RRO can clear jeopardy conditions when the RRO is assured the next critical report date can be met.

4.09 An automatic jeopardy condition will be cleared when that critical report date is reported complete. Manual jeopardies will be cleared only by reporting a clear jeopardy or reporting an actual CDD.

4.10 Each involved RRO will receive a daily list of jeopardies for which it is responsible to resolve and report completion information. DID jeopardies, having their primary effect on the PED's are cleared only with the reporting of an actual PED or an actual CDD.

4.11 Each involved Engineering, Plant and BIR RRO will receive a daily Functions Due report listing those critical report dates which are scheduled for reporting on the next working day (same day for engineering). In addition, the list provided the Plant RDO and PCO will include PTD and CDD Functions Due Tomorrow.

4.12 Other input and output features of ISCOM are listed and described in Paragraph 7 of this section.

5. REQUIREMENTS

5.01 ISCOM procedures are intended to be used for all orders as stated in

Paragraph 2.02(1) and other orders as may be added at a later date. This includes orders issued to move, change, rearrange and disconnect services. However, ISC orders that indicate "MEASURED", should be identified with a control character so that only those orders are included in the ISC Performance Summary.

5.02 In order to provide the necessary outputs, certain initial input information will be required as shown in Exhibit 1 of Section 010-520-910SW.

SUBSEQUENT INPUTS

- (1) PED Completion report
- (2) PID Completion report
- (3) CDD Completion report
- (4) Manual jeopardies on above critical report dates
- (5) Change of CDD or supplements

OPTIONAL INITIAL INPUTS

- (1) PED, PID, PTD (See note)

NOTE: PED and PID will not require an input for orders of thirty working days or less when using the tables of the system Interval Guide, but will be generated. The DID and the calculation for the SID are also generated. On all orders having an overall interval of more than thirty working days and when standard interval guide tables are not used, as indicated on the order, the overall interval between APP and CDD and all critical dates will be individually determined and typed on the order. In both cases actual reporting dates will be compared to scheduled critical report dates (PED, PID, and CDD) to determine the status of an order and permit appropriate corrective action to be initiated when required. In case of Date to Follow (DTF) and Furnish Due Date (FDD) order,

the department responsible for furnishing a firm due date will be identified.

- 5.03 The designated RRO's including RDO's and PCO's are required to make a positive completion report on PED, PID, and CDD.
- 5.04 At least one RDO per CKL must be assigned to report on each required critical report date.
- 5.05 Each RRO must have the capability of reporting jeopardy information.
- 5.06 Jeopardy reports will be produced under the following conditions:
- (a) If the schedule date has passed and there has been no report to indicate whether or not the scheduled critical report date has been met.
 - (b) If a critical report date has been reported in jeopardy and the jeopardy condition has not been cleared.
- 5.07 On an order with more than one critical report date in jeopardy, all dates in jeopardy will be produced.
- 5.08 A jeopardy can be cleared under the following conditions:
- (a) Work functions for that critical report date are completed and reported.
 - (b) Action is taken to eliminate the cause of the delay by the RRO responsible for the jeopardy.
 - (c) The next critical report date is met.
- 5.09 Departmental requirements and responsibilities are listed in Paragraph 6 of this section.

5.10 Periodic and on-demand reports are described in Paragraph 7 of this section.

6. ORGANIZATIONAL RESPONSIBILITIES

- 6.01 Intercompany Services Coordination (ISC).
- 6.02 The Area ISC Team will be the responsible administrative group in each Company Area for the proper implementation, operation and administration of these procedures for all ISC orders (interarea, intercompany and intra-area/interexchange).
- 6.03 The ISC Team is always an RRO in inter-area and intercompany orders. Team members will have access to all output reports as well as on demand reports. Upon receipt of jeopardy reports and lists of DTF and FDD orders that require follow-up action, ISC Team members will initiate action as specified in other ISC practices and locally established routines.
- 6.10 MARKETING
- 6.11 The Marketing Department's responsibilities in implementing USSO's under the ISC Plan are presently covered in BSP Section 010-520-135. This practice expands those responsibilities to include RRO duties.
- 6.12 It is recommended that the Area ISC Marketing Team member be responsible for the initial data input preparation and input to ISCOM. However, it could be handled by some other force group if the Area so chooses and if it better adapts to that Area's procedures and organizational structure. In either case, that office is designated Marketing RRO and is responsible for the SID function.
- 6.13 A jeopardy will be issued when the initial order information is not input on the interval calculated SID. Since

the initial order input is the first indication ISCOM has of an order, this jeopardy condition will be issued only once. Late order input constitutes a jeopardy and clears the SID at the same time, Marketing will be scored with late order issuance if SID is not met.

6.14 The Marketing RRO should initiate a jeopardy report at any time a situation is encountered which will put the customer due date in jeopardy.

6.15 When a supplement is issued, the required supplemental information should be immediately reported to ISCOM. In the event of a change in the customer due date, supplemental information may require adjustment of some or all critical report dates and PTD.

6.16 Marketing will be furnished a copy of output reports including a daily list of DTF and FDD orders on which follow-up action is required. Upon receipt of this list, action should be initiated to firm up the due date and furnish the information to the originator.

6.20 ENGINEERING

6.21 The Engineering Department's responsibilities in implementing USSO's under the ISC Plan are presently covered in BSP Section 010-520-136. This practice expands those responsibilities to include RRO duties and requirements to report on PED.

6.22 To fulfill PED requirements, the Engineering RRO may have to contact other departments or engineering groups to collect the necessary information. A check list of items is to be developed locally to satisfy the PED. The list should include the following:

- (1) Local facilities assigned or reserved.

- (2) Telephone number assigned.
- (3) Material requisition issued.

NOTE: This practice specifies an engineering responsibility to requisition station equipment. If this responsibility is designated to another department, it is still a requirement to be included in PED. It is recommended that equipment requisitions be placed as far in advance of PED as possible.

- (4) Inter-office facilities assigned.
- (5) PBX termination verified.
- (6) Central office equipment available or ordered.
- (7) Related orders coordinated.
- (8) Independent Company (ICO) engineering information received.
- (9) Traffic engineering complete.

This list should be expanded to include other engineering features dictated by local routines. The items on the list requiring check-off will vary by the type of service and the type of order, i.e., new install, inside move, rearrangements and changes, etc.

6.23 The PED must be positively answered on or before the PED or a jeopardy will be issued. PED completion requires an actual response even though the PED was missed. This response may include the engineer's initials and the date. The Engineering RRO should issue a jeopardy report any time a situation is detected whereby the due date may be in jeopardy due to inability to satisfy PED.

6.24 Each Area will respond to its PED, even though the same USSO may have CKL's in other Areas. A separate file will be kept in each Area. Services with CKL's involving two or more Areas will be handled in the same manner as those involving two or more Associated Companies as outlined in BSP 010-520-136. The Engineering RRO will answer the PED function for the inter-office

facilities controlled by that office.

6.25 A file or log of PED jeopardy listings should be maintained at each Engineering RRO and a determination made for the reason of jeopardies. Inability to meet PED requirements may be caused by another Company or department other than the Engineering RRO issuing or receiving a jeopardy report.

6.26 A summary of Engineering requirements to satisfy the plan is as follows:

- (1) When all information required to engineer the services, as specified in the PED check-off list outlined in Para. 6.22 is available, the Engineering RRO will positively report PED completion. This report will include USSO number, date and will include the engineer's initials. If any of the engineering functions are performed in another department, it remains an engineering RRO responsibility to answer the PED.
- (2) When any condition is recognized that would prevent meeting PED, the Engineering Department is required to file a jeopardy report. This report will include the USSO number, CKL, RRO identity, and may include the engineer's initials.
- (3) When Engineering is notified that Western Electric Company, Inc. will be unable to provide equipment on specified material-on-job date, the Engineering RRO should file a jeopardy report.
- (4) When a previous PED jeopardy condition is cleared, the Engineering RRO is required to input a jeopardy clearance report. Information in this report will be essentially the same as contained in the PED completion report.
- (5) When it is necessary to change

critical date information on a USSO due to supplements, etc., the Engineering RRO will inform Marketing who will be responsible for furnishing the new date information to ISCOM.

6.27 The following reports will be made available to the Engineering RRO:

- (1) A list of all PED functions due will be available to the Engineering RRO at the opening of business each day.
- (2) A list of all PED jeopardies outstanding will be available to the Engineering RRO at the start of business each day. This list will indicate both old and new jeopardies on PED.
- (3) A list of DTF and FDD orders will be furnished the Engineering RRO not later than eight working days after the APP. Engineering will furnish Marketing with firm date information on the orders for which they are responsible.
- (4) A completion report will be furnished the Engineering RRO daily. This list will show orders and CKL's completed in each Area. This report may be used to clear files, furnish information for division of revenue, etc.
- (5) USSO supplement information will only be issued by Marketing and will be made available to the Engineering RRO.

6.30 PLANT

6.31 The Plant Department's responsibilities in implementing USSO's under the ISC Plan are presently covered in BSP Section 010-520-137. This practice expands those responsibilities to include RRO duties and requirements to report on the PID and CDD.

To execute these responsibilities it will require a high degree of cooperation of all the Plant forces involved with the implementation of special service orders. To comply with the positive reporting requirements, good communications must be established and maintained between the various Plant entities within a District or Area. These might include Serving Test Center (STC's), Plant Service Centers (PSC), Centralized Plant Special Service Centers, various installer groups, plant assignment offices, testboards, frames, central offices, Community Dial Office forces, etc.

6.32 Plant will be responsible for positive reporting on PID and CDD. The reporting responsibility is the same whether or not the Plant RRO is functioning as Plant Control Office (PCO). Plant RRO assignment is discretionary with the individual Areas organizational structure. In all cases each CKL on an order will be assigned to a Plant RDO in each Area for positive follow-up and reporting to ISCOM.

6.33 PID and CDD are critical report dates on which Plant is required to make positive reports. The purpose of PID is to enable Plant to confirm readiness to start installation activity on all segments or portions of the circuit within the area for which Plant is responsible. This is in advance of PTD to enable corrective action to be economically taken far enough in advance of the due date to enhance the possibility of meeting it. The purpose of CDD is to require Plant to positively report order completions. This date is no later than one working day after the due date shown on the service order. This will allow time for Plant to report completions in the event actual CDD completion is performed after normal business hours. When Plant fails to report on CDD, a CDD jeopardy will be issued indicating a missed CDD on that service order.

6.34 To fulfill PID requirements it will be necessary for each assigned Plant RDO to make a positive report to ISCOM. This may necessitate contacting other Plant work groups (within that RDO's jurisdiction) to collect the necessary information. Local procedures must be established to require positive reports from those groups to the RDO. A check list is to be developed locally to satisfy the PID. The list should include the following:

- (1) USSO or local service order received by all locations requiring it.
- (2) Engineering data (Circuit Layout Record Cards, Advance Circuit Order Layout Information, etc.) received by all locations requiring it.
- (3) Assignment of local facilities verified.
- (4) Assignment of inter-office facilities verified.
- (5) Verification of status of related orders such as key equipment, PBX, outside Plant routine orders, etc.
- (6) Stations and central office equipment on hand or received from Western Electric Company, Inc.
- (7) Plug-in equipment on hand or available.
- (8) Qualified personnel available.
- (10) Traffic training available and/or scheduled.
- (11) Independent Company (ICO) ready.

This list should be expanded to include other plant functions as dictated by local routines. The items on the list requiring check off for PID will vary by the type of service and the type of order, i.e., new install, inside move, rearrangements and changes, etc.

6.35 Although PTD does not require a positive report to ISCOM, it is still a critical date and should be handled by Plant as specified in Section 010-520-137.

6.36 PCO and RDO assignments must be provided with the initial input by Marketing RRO for all ISC orders. In cases where intermediate offices are assigned RDO responsibilities, this may not be possible on the initial input but would have to be made subsequent to engineering design. Plant and Engineering are responsible for furnishing Marketing RRO with a current list of PCO's and RDO's in a satisfactory format to enable them to furnish this information on the initial input without consultation.

6.37 USSO's for implementing service wholly within an independent company are the responsibility of the Bell Independent Relations (BIR) representative of the Area involved. The Area BIR representative will be responsible for certain Plant RRO functions on these services. This in no way alters the Plant RRO requirements for services terminating in or passing through their Area. (See Para. 6.50 for additional BIR responsibilities.)

6.38 A summary of Plant RDO requirements to satisfy this plan is as follows:

- (1) When it is ascertained that Plant has everything required for the installation to start as prescribed by the service order (and detailed on the check-off list outlined in Para. 6.34), each Plant RDO will report PID completion. This report will include USSO number, CKL, and date.
- (2) When any condition is recognized that would prevent meeting PID or CDD, Plant is required to file a jeopardy report to ISCOM. This report will include the USSO number, CKL, initials of originator and department identity.
- (3) When a previous PID jeopardy condition is cleared, Plant is required to file a jeopardy clearance report to ISCOM. Information

in this report will be essentially the same as contained in the PID completion report.

- (4) When Plant has satisfactorily completed installation and testing of their segment of a circuit, they will file an actual CDD completion report to ISCOM. A PCO RRO will only report completion when all CKL's are reported complete and overall tests are completed and service is available to the customer.
- (5) When it is necessary to change critical date information on a USSO due to customer reasons, or any other, the Plant RRO will inform Marketing who will be responsible to issue a supplement and furnish the new date information.

6.39 The following reports will be made available to Plant:

- (1) A listing of PID, PTD, and CDD functions due tomorrow will be furnished to each involved Plant RDO and PCO at the opening of business each day. The list will reflect supplements, cancellation and date changes. This will give Plant all day to schedule and plan for meeting the actual dates.
- (2) A list of all jeopardies outstanding will be available to the Plant RRO at the start of business each day. This list will indicate both old and new jeopardies on PID and CDD.
- (3) A list of Date-to-Follow (DTF) and Furnish Due Date (FDD) orders will be furnished the appropriate Plant RRO not later than eight working days after Application Date (APP). The Plant RRO will furnish Marketing with firm due date information on the orders for which Plant is responsible.

(4) A completion report will be furnished the Plant RRO daily. This report will list all orders reported completed yesterday. This report may be used to clear files and initiate other completion procedures.

NOTE: If Plant fails to report completion on PID and on actual CDD, a jeopardy will be indicated. CDD jeopardy will indicate a missed CDD.

A file or log of jeopardy listings should be maintained at each Plant RRO and a determination made as to the reason for each jeopardy. Inability to meet PID and CDD may be caused by another company or department other than the Plant RRO issuing or receiving a jeopardy report.

6.40 TRAFFIC

6.41 A positive report is due from Traffic Business Services Training Group to the appropriate Plant RRO prior to the PID confirming that the customer training material, if required, is available and that training is scheduled or completed.

6.42 The Traffic Business Services Facilities Engineering group is responsible for providing the Engineering Department with a Traffic Order, when required, in order to satisfy the Pre-Engineering Date (PED).

6.43 The Traffic Business Services Facilities Administration group is responsible for securing the required usage data for use in writing of the Traffic Order. In addition, they will assign and/or reserve the required facilities under their jurisdiction prior to the PED.

6.50 BELL INDEPENDENT RELATIONS (BIR)

6.51 The BIR organization is responsible for making all arrangements for

Independent Company (ICO) participation in jointly provided services. BIR will assist the other departments in performing their functions where an ICO is involved in providing part of the service requested on a USSO.

6.52 BIR will follow-up on DTF orders and obtain a firm due date commitment from the ICO. This information will be immediately forwarded to Marketing to enable them to issue a supplement with firm due date information.

6.53 BIR will arrange for the necessary engineering information from the ICO to enable the Engineering Department to start engineering functions on or before PED.

6.54 BIR will arrange for PID and PTD information from the ICO.

6.55 BIR will function as an RDO and receive those reports that are applicable to ICO orders.

6.56 If any critical dates cannot be met due to ICO reasons, a jeopardy report will be filed by BIR. Upon receipt or issuance of a jeopardy report BIR will initiate action, as necessary, to clear the jeopardy condition.

6.57 BIR will report completion information to ISCOM on PID and actual CDD on orders involving CKL's in ICO territory.

6.60 WESTERN ELECTRIC COMPANY, INC. (WECO)

6.61 Under the ISC Plan, it is the prime responsibility of WECO to furnish station apparatus, including supplying and installing PBX's central office equipment and whatever other supplies are specified on requisitions relating to USSO's. Detailed WECO responsibilities will be found in BSP Section 010-520-139 and Corporate Instruction C.I. 42.520.

6.62 For the purpose of this plan, WECO will not be required to report to ISCOM with status information. Reports produced using ISCOM procedures will be available to the WECO ISC team member.

6.63 When WECO realizes the "material-on-job" date as indicated on a requisition cannot be met WECO will issue a jeopardy report to the originator of the requisition as specified in C.I. 42.520.

7. REPORTS

7.01 Table I shows the various inputs and the RRO. The first five input items are required to tabulate performance summary and provide information for the last three input items which are "on-demand" reports that may be requested.

7.02 Reports available, using ISCOM procedures are listed in Table II and Section 010-520-910SW and are categorized as monthly, daily and on-request. Contents of the various reports are specified in subsequent paragraphs.

PERFORMANCE SUMMARY REPORT

7.03 The monthly Performance Summary (Form E-5257, 7-71, Figure 2) summarizes special services activities for each area of an operating company. Lines (a), (b), (c), and (d) of Form E-5257 will comprise the ISC portion of the report for Bell System reporting. It will indicate the area's involvement of intercompany/interarea ISC whether control or non-control of particular orders is designated. Lines (e), (f), (g), and (h) are for Southwestern Bell Telephone use in summarizing intra-area/interexchange orders that are categorized as "ISC Measured".

7.04 All information on the Performance Summary is a compilation of the

initial order input information and completion information on critical report dates.

7.05 The monthly Performance Summary is a view of a particular month's performance and tabulates the information on data, non-data, total (data plus non-data), and orders under a special study code as follows:

- | | |
|------------------------|---|
| (1) Orders Input | Total orders received in ISC during the report month. |
| (2) % On Time | Percent of order input on or before DID based on total measured orders input for the report month (1). |
| (3) No. of Supplements | Total number of supplements input for the report month. |
| (4) PED | Total number of PED functions completed during the report month. |
| (5) % On Time | Percent of PED functions reported based on (4) and the number of PED functions reported complete on time during the report month. |
| (6) PID | Total number of PID functions completed during the report month. |
| (7) % On Time | Percent of PID functions reported based on (6) and the number of PID functions reported complete on time during the report month. |
| (8) Due Dates | Total number of customer due dates reported completed during the report month. |

(9) % Completed
On Time

Percent due dates reported complete based on (8) and the number of CDD reported complete on or before the actual CDD for the report month.

American Telephone and Telegraph Company
Supervisor of Compilation and Results
195 Broadway
New York, New York 10007

(10) Avg. Delay
Days Per CDD
Missed

The average number of delay days based on total delay days between CDD and order completion for the report month divided by the total number of CDD's missed during the report month.

7.09 Form E-5257 may also be used to furnish each District and Division within an operating Area a performance summary.

FUNCTIONS DUE REPORT

7.10 A daily report will be furnished each involved RRO which lists all service orders with functions due. Distribution will be prior to the start of each workday and will include all orders issued the previous day. Report format and information sequence can be found in Section 010-520-910SW, Exhibits Section. This daily "Functions Due" report will contain the current date and all DTF and FDD orders will be included.

NOTE: Although PTD does not require a positive report in these procedures, it is still a critical date to be met when specified on the USSO and therefore is provided in this report.

7.06 There is basic analytical content in the Performance Summary Report. However, discretion must be exercised in its use. It should be clear to users and recipients of this report that a low percent of PED on time is not always indicative of Engineering performance (Para. 6.25). Likewise, a low percent PID on time and a low percent of CDD completed on time is not always indicative of Plant Performance (Para. 6.39). Trending the information over a period of several report periods will be more indicative and meaningful than an individual report period.

JEOPARDY REPORT

7.11 A daily report listing all service orders with a critical report date in jeopardy will be furnished each involved RRO. Distribution will be prior to the start of each working day and will indicate lack of positive reported completions the previous day. Report format and information sequence can be found in Section 010-520-910SW, Exhibits Section.

7.07 The period covered for each Performance Summary Report will be from the 23rd of one month thru the 22nd of the next month. The report will be distributed to Area locations and the General Office. The General Office will collate the Area reports and tabulate a total company Performance Summary Report.

COMPLETED ORDER REPORT

7.12 A daily report listing all orders reported completed yesterday will be furnished the involved RRO requiring it. Distribution will be prior to the start of each workday and will include all orders reported completed the previous day. Report format and information sequence can be

7.08 The collated area reports plus the total company report will be forwarded to A.T. & T. by the tenth day of the following month. Reports should be addressed to:

found in Section 010-520-910SW, Exhibits Section.

NOTE: Use of this report should allow all departments involved to purge their files on a completion basis.

CANCELLED ORDER REPORT

7.13 A daily report listing all cancellation orders received yesterday will be furnished each involved RRO. Distribution will be prior to the start of each workday and will include all cancellations reported the previous day. Report format and information sequence can be found in Section 010-520-910SW, Exhibits Section.

INDIVIDUAL ORDER STATUS REPORT

7.14 Each involved RRO will have the capability of requesting a current status of all scheduled dates for any individual service orders for any RDO in Southwestern Bell Telephone. Report format and information sequence information can be found in Section 010-520-910SW, Exhibits Section.

INDIVIDUAL USSO DISTRIBUTION

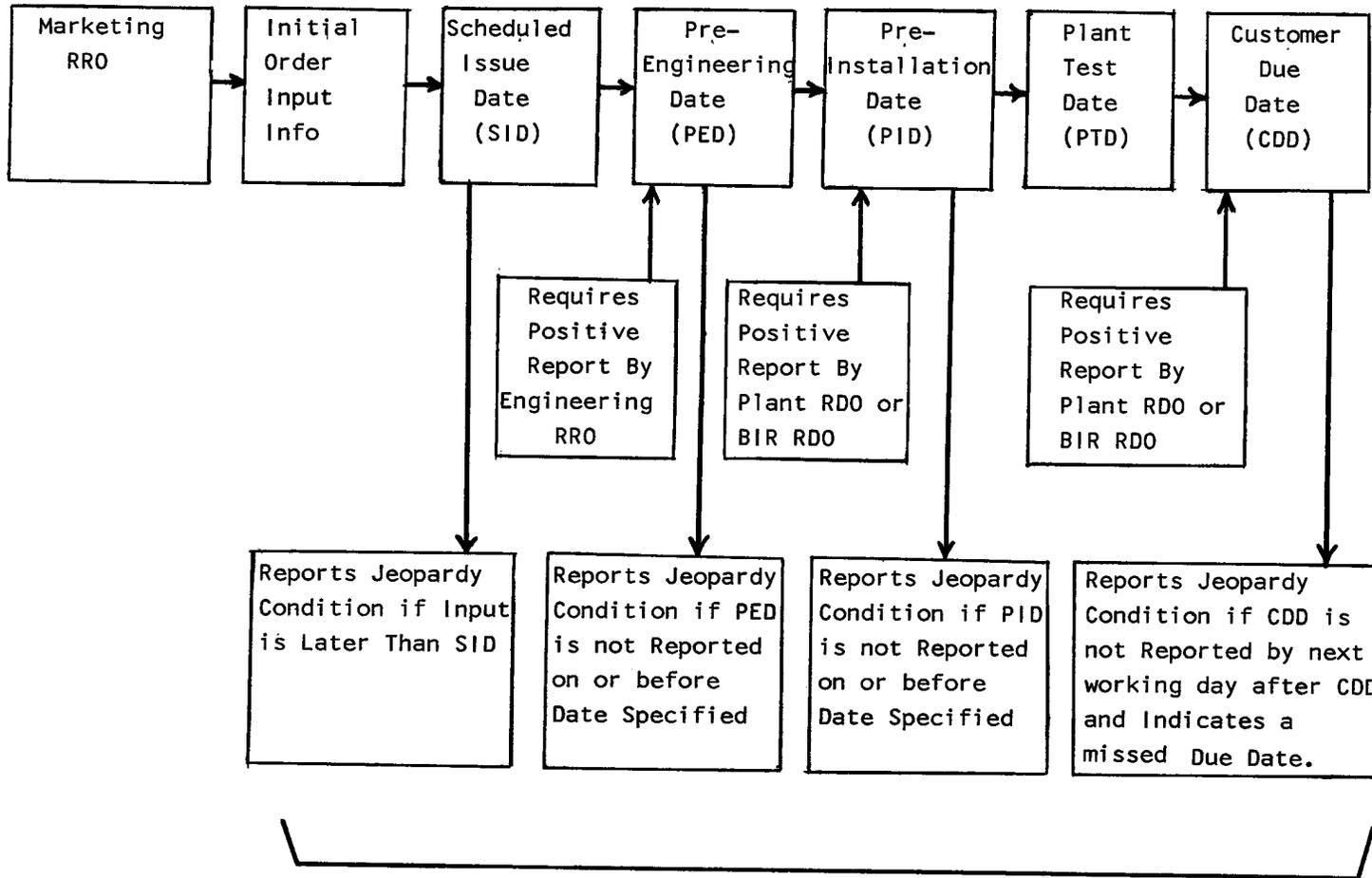
7.15 Each involved RRO will receive prior to the start of each working day a current list of service orders issued yesterday. Report format and information sequence can be found in Section 010-520-910SW, Exhibits Section.

FUTURE WORK FUNCTIONS REPORT

7.16 Each involved RRO will have the capability of receiving upon request a list of future work functions due for specified dates. This request can not be for more than a total of five consecutive working days. Report format and information sequence can be found in Section 010-520-910SW Exhibits Section.

OTHER REPORTS

7.17 Other reports may be added or deleted from time to time as necessity and requirements dictate. These may be found in 010-520-910SW, Exhibits Section.



Initial input and subsequent update input produce all periodic reports and requested on-demand status reports.

FIGURE 1. BASIC FLOW DIAGRAM

PERFORMANCE SUMMARY

FORM E-5257

Intercompany and Inter Area Orders	Orders Input (1)	No. of Supps. (3)	Engineering Due Dates(4)	Pre-Installation Due Dates(6)	Due Dates(8)	(10) Avg. Delay Days Per D.D. Missed
	% On Time (2)		% On Time (5)	% On Time (7)	% Completed On Time(9)	
(a) <u>Data</u>						
(b) <u>Non-Data</u>						
(d) <u>Total</u>						
(c) <u>Special Study*</u>						
Intra Area Orders						
(e) <u>Data</u>						
(f) <u>Non-Data</u>						
(h) <u>Total</u>						
(g) <u>Special Study*</u>						
GRAND TOTAL						

*--Also included In Data, Non-Data and Total

FIGURE 2

TABLE I - INPUTS AND REPORTS TO ISCOM

INPUT ITEM	RESPONSIBLE REPORTING OFFICE (RRO)				
	MKTG	ENG'G	PLT	BIR	ISC TEAM
Initial Order Data	X				X
Supplement Data	X				
Manual Jeopardy	X	X	X	X	X
Critical Report Date Completion	X	X	X	X	
Jeopardy Clearance	X	X	X	X	X
Status Requests	X	X	X	X	X
Requests for Work Functions Due By Specific Date		X	X	X	X
Requests for Orders Issued By Control Character and Date	X	X	X	X	X

TABLE II OUTPUT REPORTS AVAILABLE FROM ISCOM

REPORT	DESTINATION
Functions Due *	All Involved RRO's
Jeopardy List*	All Involved RRO's
Completions Reported Yesterday*	ISC Team
Cancellations Received Yesterday*	All Involved RRO's
Area Monthly Performance Summary**	Area ISC Team Company Headquarters Area Reports are forwarded to Company Headquarters where they are collated and forwarded to A.T. & T.
Individual Order Status***	Any Involved RRO
Service Orders by Control Character and/or Date***	Any Involved RRO
Work Functions by Specific Date***	Any Involved RRO

*Daily
**Monthly
***On-Request