

## WORK ASSIGNMENT LISTS DESCRIPTION

### 1. GENERAL

**1.01** This appendix contains the work assignment lists for the Switching Control Center (SCC) job assignments. These assignment lists may be removed and posted as required.

**1.02** Whenever this appendix is reissued, the reason(s) for reissue will be provided in this paragraph.

### 2. ORDERING

**2.01** This appendix can be ordered in hard copy form without ordering the associated practice.

If the practice associated with this appendix is ordered, the appendix will automatically be supplied.

**2.02** If the associated practice is available on microfiche, the practice and its appendix are entered on the same microfiche. Consequently, neither the practice nor the appendix can be ordered separately. In addition, the reissuing of either the practice or the appendix will require the preparation and distribution of a new microfiche.

### NOTICE

Not for use or disclosure outside the  
AT&T Companies except under written agreement

## SECTION 190-130-120

### Appendix 2

#### WORK ASSIGNMENT LIST

##### Job Assignment: Office Controller-Stored Program Control System (SPCS)

#### GENERAL

1. At the start (end) of the shift, review the current status of the Critical Indicator Panel (CIP), the alarm monitor, the central office log, equipment out-of-service log for any unusual conditions that may exist. Consult with the previous (next) office controller regarding those trouble conditions.
2. Review the Switch Daily Exception Report to determine which offices and components should be watched more closely. The off-hours controller should review both the Switch and Trunk Daily Exception Report.
3. For components and indicators that exceed daily objectives, identify cause of trouble if it has not already been detected. If trouble condition is not apparent, inform supervisor.
4. Note major field activities that may affect the critical indicators or alarms.
5. Respond in real time to the SPCS and SCCS alarms, and take appropriate service protection and/or verification action.
6. Inform supervisor immediately if an office requires emergency action procedures. The supervisor would normally assign the analyzer to take the appropriate emergency action recovery steps.
7. Monitor overall status of the offices on CIPs and Alarm Monitor throughout the shift.
8. Inform dispatch of the need for same day on-site work as early as possible so that dispatch can reassign or relocate field craft appropriately.
9. Browse offices selectively for unusual audits or other unalarmed messages. This should be done using hourly printouts, or Hourly Exception Report (SCCS generic 2ASC8), or as time permits.
10. Protect service and initiate trouble tickets for troubles that can be directly verified, or those trouble conditions that are suspected. Gather the necessary information for trouble conditions that require further analysis or repair action. Record all the initiated trouble tickets on the central office log.
11. Refer all the trouble tickets that need trouble isolation to the analyzer. Refer tickets requiring field work to the dispatch. Ensure that the seriousness of the trouble is known, particularly when service can not be protected.
12. During off-hours shift, it might be necessary for the office controller to take diagnostic action if time permits. However, the diagnostic action should not preclude real time surveillance.
13. Assist or direct field forces for brief periods when necessary.
14. Verify the accuracy of the equipment outage log using critical indicators and the SPCS output messages.
15. Inform supervisor of severe service affecting interrupts or audits.
16. Review the trouble tickets returned by field forces and verify the repair action.
17. Refer all completed trouble tickets to the supervisor for review purposes.
18. Ensure that the office control position is attended at all times.
19. Initiate local backup plans when the SCCS computer (mini) fails under the direction of the supervisor.

#### ADDITIONAL OFF-HOURS DUTIES

1. Answers and take appropriate action in response to incoming calls to the Switching Control Center (SCC).
2. Initiates trouble tickets on trouble referrals.

3. Update daily time report for field craft working after hours as they report in. Record the time that offices become unattended.
4. Notify duty supervisor if off-hours work load becomes excessive.
5. Obtain a hard copy of the maintenance report (PM01) nightly.
6. Notify the duty supervisor if a call-out or dispatch is required.

## SECTION 190-130-120

### Appendix 2

#### WORK ASSIGNMENT LIST

##### Job Assignment: Analyzer (SPCS)

#### GENERAL

1. Review the Daily Exception Report, the Index Trend Report, and the Control Record for trends or patterns. Take appropriate action.
2. Use performance data and information from Office Controller and Control Analysis supervisor to make appropriate adjustments to MMA thresholds.
3. Perform technical analysis required for trouble tickets from office controller or dispatch. These tickets include equipment outages, excessive audit and interrupt messages, centrex troubles, etc. The tickets should be worked according to established priorities. For tickets of the same priority, discuss with supervisor if necessary, to determine proper order.
4. Refer trouble tickets requiring on-site assistance or repair to dispatch. Assist or direct field activity as required.
5. Inform supervisor of major equipment outages of excessive length, and for escalation of troubles to serving Electronic Switching Assistance Center (ESAC) or Product Engineering Control Center (PECC).
6. Inform dispatch of the need for same day on-site work as early as possible so that dispatch can reassign or relocate field craft appropriately.
7. Schedule batch analysis results. Take required service protection action, initiate trouble tickets, record ticket details on the controller's central office or equipment outage log, and refer to dispatch for assignment of repairs.
8. Review returned trouble tickets that were originated or handled by an analyzer. Review the status of the trouble and verify that the proper repair action was taken. If the ticket is returned with the no-trouble-found, and the trouble still exists, take further analysis action. Route returned trouble tickets to the persons who originated them for filing and recording purposes.
9. Provide technical assistance to other Telephone Company (TELCO) departments as required. This includes Automatic Message Accounting (AMA) complaints, traffic troubles, etc.
10. Consult with the translation personnel on translation problems and notify translation personnel of any associated repair work.
11. Perform emergency action procedures as assigned.
12. Assist in writing operational trouble reports as assigned.
13. Complete other scheduled or assigned work.

#### LOCAL ADMINISTRATION OF THE SCCS EQUIPMENT (NOTE)

1. Update SCCS office data (program map, Generic issue, etc) and Switching Control Center (SCC) data (device allocation, alarm routing, etc) as required.
2. Administer SCCS files and directories (user files, system patterns, directories, logging files, etc).
3. Initiate SCCS and facility recovery procedures when failures occur.
4. Audit and backup data facilities when required.
5. Complete installation preparation and post installation acceptance testing of SCCS software and hardware units.
6. Control system access (assign user identifications and passwords, provide remote user access, etc).
7. Monitor system real-time capacity and implement overload procedures.
8. Initiate Operational Support Systems (OSS) operational trouble reports when required.

**Note:** Local administration of the OSS should normally be performed by the Office Control and Analysis supervisor, however this responsibility can be delegated to the analyzer based on the approval of the Office Control and Analysis supervisor.

**WORK ASSIGNMENT LIST**

**Job Assignment: Switching Work Station (SWS)—Control and Analysis—Electromechanical System (EMS)**

**GENERAL**

1. At the start (end) of the shift, review the current status of all indicators, the alarm status, the equipment out-of-service log, and any unusual conditions with the work station attendant on the previous (next) shift (provided that the SCC is attended for more than one shift in a day).
2. At the beginning of the day shift.
  - (a) Review Telecommunications Alarm Surveillance and Control (TASC) messages, Automatic Trouble Analysis (ATA) DAILY MEASUREMENTS, DAILY SUMMARY and the ATA HOURLY MEASUREMENTS to identify troubles of an immediate nature that have not been resolved. Prepare trouble tickets on any identified troubles.
  - (b) Review the Office Control Record and compare the counts of the measured components and performance indicators to their objectives, analyze ATA to find all Exception Reports (ERs) associated with any indicators that exceed objectives. Prepare trouble tickets on any identified ERs.
  - (c) Analyze ATA and TASC output messages for items that can affect the performance of the switching machines.
  - (d) Prepare trouble tickets for loading to resolve problem.
3. Monitor overall status of assigned offices throughout the shift. Prepare trouble tickets as required.
4. Using pricing guides, establish pricing and priority status of corrective maintenance work items for dispatch.
5. Log all corrective maintenance work items for each office.
6. Track work flow progress.
7. Review all completed trouble tickets. Check the status of trouble and verify that the proper repair action was taken. If the ticket is returned with no-trouble-found and the trouble still exists, refer to supervision. For all tickets, check for proper and complete entries. Close entries on tickets and logs, and refer completed tickets to supervisor.
8. Inform supervision of severe or potentially severe safety or service-affecting conditions.
9. Ensure that the work station is attended at all times.
10. Initiate local backup plans whenever any of the operations support systems are not available for use.
11. Perform other scheduled or assigned work.
12. Monitor updating of the office status boards.

**SECTION 190-130-120**

**Appendix 2**

**WORK ASSIGNMENT LIST**

**Job Assignment: Dispatch (EMS/SPCS)**

**INCOMING CALLS**

1. Answer and process all telephone calls according to established procedures.
2. Record trouble referrals on Telephone Input Log. Initiate trouble tickets and refer to dispatcher.
3. Close out entries on the Telephone Input Log when trouble tickets have been completed and returned.
4. Notify originator of completion of trouble ticket.
5. At the end of the shift, notify supervisor of open entries in the Telephone Input Log.

**DISPATCH**

1. Screening
  - (a) Perform preliminary analysis on trouble tickets resulting from incoming calls.
  - (b) Verify trouble conditions and enter details on trouble ticket. Route to appropriate group.
2. Dispatching
  - (a) Notify field technician of demand load trouble tickets. Update Load and Work Time Record (L&WTR).
  - (b) Receive completion information from field technician and record on trouble ticket and L&WTR.
  - (c) Send completed trouble ticket to originator (eg, telephone clerk, office control).
3. Load Tracking
  - (a) Daily notify loader of any work that will not be completed.

(b) Notify supervisor of any demand load work items that will not be completed.

(c) Notify supervisor of any incompleted work which has significantly exceeded its price.

**LOAD**

**1. Loading**

(a) Log work requests and trouble tickets on Monthly Work Summary or Document Input Log.

(b) Validate work requests for due date, if applicable, and for a price and a priority.

(c) Originate L&WTR daily. Load in the following sequence: scheduled, due dated, programmable, and preventive maintenance work items.

(d) Send L&WTR to the field along with supporting documentation.

(e) Receive completed L&WTR from field.

(f) Send completed L&WTR to the SCC Administration Group.

**2. Preventive Maintenance (Manual)**

(a) Originate Test and Inspection (T&I) List.

(b) Send appropriate Work Orders for loading.

(c) Receive completed T&I Work Orders.

(d) Originate T&I Summary and sent to supervisor.

**3. Preventive Maintenance Central Office Maintenance Management System—Preventive Maintenance (COMMS-PM)**

(a) Receive and file COMMS Work List and COMMS Work Orders.

(b) Send appropriate Work Orders for loading.

(c) Receive completed COMMS Work Orders.

(d) Mail completion information to COMMS.

**WORK ASSIGNMENT LIST**

**Job Assignment: Administration (EMS/SPCS)**

**ADMINISTRATIVE**

1. Process Administrative Reports. Track Accident Prevention Plan. Notify supervision of reports that are due.
2. Inventory, Order, and Maintain Supplies.
  - (a) Maintain inventory list of test equipment and major spare maintenance equipment.
  - (b) Prepare and track Service and Return Orders.
  - (c) Maintain furniture inventory.
  - (d) Order supplies as needed.
  - (e) Process vendor bills.

**PAYROLL**

1. Process completed L&WTRs.

2. Report work time to accounting bureau following established guidelines.
3. Maintain and update call out list.
4. Prepare overtime report. Prepare absence and tardiness report.

**RESULTS**

1. Work Unit and Results Reports
  - (a) Calculate Network System Performance Measurement Plan (NSPMP) indices, as appropriate.
  - (b) Prepare all work unit reports for each central office.
  - (c) Maintain index items on status board.
2. Correspondence
  - (a) Process incoming and outgoing mail.
  - (b) Order, receive, and file documentation.

**SECTION 190-130-120**

**Appendix 2**

**WORK ASSIGNMENT LIST**

**Job Assignment: TRUNK TEST (EMS/SPCS)**

**SCHEDULED TASKS**

1. Review Trunk Maintenance Package (TRUMP) Outage Summaries for offices assigned.
2. Review new and existing tickets for priority handling, and possible sectionalization at common office points.
3. Maintain a log of all assigned outages that are outstanding.
4. Ensure escalation of tickets that have been referred out for longer than specified intervals.

5. Periodically review the Out-of-Service Record (OSR) data base for new trunk outages that may not be ticketed and logged.

6. File a copy of the TRUMP report on closed trunk outages.

**NONSCHEDULED TASKS (to be performed daily in response to events)**

1. Sectionalize, refer for repair, verify repair, and close tickets on trunk troubles.
2. Respond to requests to validate referred incoming trunk troubles and remove/ticket/specify (no TRUMP data base) as appropriate.

**WORK ASSIGNMENT LIST**

**Job Assignment: Trunk Analysis (EMS/SPCS)**

**SCHEDULED TASKS**

1. Analyze TRUMP summaries (SPCS) and closed-out tickets for possible trouble patterns. Post a copy of all summaries with the trunk supervisor and file a copy.
2. Screen any TRUMP tickets with All Tests Pass (ATP) and, as appropriate, return circuits to service, and close tickets. (SPCS)
3. Process TN08 Batch Analysis reports and ticket/refer as appropriate. Specify any manually removed outages in the TRUMP OSR data base. (SPCS)
4. Process Centralized Automatic Reporting On Trunks (CAROT) and Trunks High and Wet (THAW) reports and ticket/refer/specify removals as appropriate; report CAROT data base errors.
5. Review the TRUMP "Incompletely Specified Outage Record Report" and coordinate the resolution of any unspecified manual outages. (SPCS)

**NONSCHEDULED TASKS (to be performed daily in response to events)**

1. Process alarmed tickets and refer to the Trunk Test Position or other center (eg, SSC for switched special services).

2. Handle Process Aborted Alarms and manually follow-up with validation of the trouble for ticketing.
3. Handle unprocessed ERs and ticket, refer (incoming and trunk group ER) or complete verification testing (no test trunks). (EMS)
4. Analyze and screen tickets on ATP exception reports.
5. Refer TRUMP bridging alarms back to Central Office (CO). (SPCS)
6. Route verified tickets (trunks to Trunk Test and service circuits to Dispatch).
7. Analyze, validate, and ticket or report no Trouble Found referrals from other centers that require circuit identification (eg, apparent faulty common control unit, customer complaint of can not call out of office).
8. File closed trouble tickets.

**SECTION 190-130-120**  
**Appendix 2**

**WORK ASSIGNMENT LIST**

**Job Assignment: Trunk Order Coordination (EMS/SPCS)**

**ADMINISTER NEW ORDER RECEIPTS**

1. Log new orders and verify that all new orders have been received, eg, compare Trunk Order Log with Trunks Integrated Record Keeping System (TIRKS) Documents Issued Yesterday report and request missed orders.
2. Separate switch and test details documents from the TIRKS Work Order Records and Details (WORD) and file.
3. Price, schedule, and initiate Work File Face Sheets, and issue work requests to Dispatch for CO work and Translations work.
4. Evaluate pending work for scheduling against preplanned installation hours, escalate work buildup problems.

**PROVIDE COORDINATION WITH LOADING CO**

1. Monitor the coordination of loading the CO with Critical Date requirements, eg, compare the Work File Face Sheet (WFFS) Latest Start Date (LSD) requirements against the load work requested and compare the TIRKS Functions Due Tomorrow and Jeopardy Reports against the loaded work requests and escalate as appropriate.
2. Coordinate with other end offices or Interexchange Carriers when cooperative testing is required.
3. Review loaded work requests to coordinate the release of TIRKS/Circuit Installation and Maintenance Assistance Package (CIMAP) work details, as appropriate.

**SCC ORDER IMPLEMENTATION**

1. As Plant Control Office (PCO) or Access Control Office (ACO), track Circuit Work Location

progress on order by reviewing TIRKS Circuit Order Control (COC) status to determine readiness of circuit for test.

2. Perform testing for circuit turn-up, such as Wired and Office Tested (WOT) testing to an intermediate point or Point of Interface (POI) and end-to-end circuit order testing.
3. Sectionalize circuits which fail test.

**DATA BASE UPDATING**

1. Review completed work requests to update TIRKS critical date tracking.
2. Update WFFS with completed work.
3. Update SCCS TRUMP with reason for outage and renamed trunk identities for rearrangements.
4. Receive and resolve CO problems with the Field Assistance Bureau; post jeopardies as appropriate and notify Translation of any change in Recent Change (RC) release schedule.
5. Notify Dispatch of order jeopardies that would affect loading dates.
6. Close order and order log and compare with TIRKS Orders Completed Yesterday.
7. Record work unit credits.
8. Forward billing details to Interexchange Carrier Service Center (ICSC) for additional testing or overtime required by Interexchange Carriers in the provisioning of Exchange Access.

**WORK ASSIGNMENT LIST**

**Job Assignment: Translation (EMS/SPCS)**

**ESTABLISH RC MESSAGE FILES**

1. Receive and log order translation forms, file by order number, and work in accordance with loading dates.
2. Build files of "verify" messages to validate initial conditions against order data, eg, create Remote Memory Administration System (RMAS), message files, and file a hard copy of results.
3. Report discrepancies back to the Network Administration Center (NAC) and coordinate schedule delays with Trunk Order Coordinator, as appropriate.
4. Build up RC message files in advance of release date and file, eg, in RMAS, by order number and message release date.

**RELEASE RC MESSAGES (RMAS)**

1. Release RC message at appointed time, eg, release appropriate RMAS message file.
2. Review history file of ESS\* switches responses, resolve ESS switches rejects.

\* Trademark of Western Electric.

3. Complete log and close order back to Dispatch.

**BROADCAST WARNING ADMINISTRATION**

1. Review Broadcast Warning Messages (BWM) in Software Change Administration and Notification System (SCANS) for applicability to covered offices and request actual changes accordingly.
2. Schedule for implementation.
3. Enter or arrange for entry into the SPCS, activate and soak.
4. Update the SCANS data base to reflect that overwrites were installed.
5. Keep office profile current.

**RC RECOVERY ASSISTANCE**

1. Ensure that all RC changes, eg, any corrections made after order completion, are reflected in the backup data base.
2. Edit RC data base for needed corrections.
3. Coordinate release of RC history file with TRUMP Out-of-Service Record (OSR) record base.