

CENTRAL OFFICE WORK SCHEDULING

CONTENTS	PAGE
1. GENERAL	1
2. FORM	1
3. PREPARATION AND USE OF FORM	1
4. METHOD OF ORDERING FORM	2

1. GENERAL

1.01 To successfully plan the administration of an office, the variations in type, design, location, load, age, ventilation, humidity, and previous effort should be recognized. Proper evaluation and integration of information obtained from analysis of available records, tests and inspections, knowledge of current conditions and of work loads are essential for effective, efficient, economical central office administration. To attain this type of administration advance planning, knowledge of current work loads and the utilization of Qualitative Maintenance techniques are essential.

1.02 This section describes an administrative procedure which provides for integrating, estimating and scheduling required central office work.

2. FORM

2.01 Form E-4254, Central Office Daily Work Schedule, is 8-3/8 in. by 10-7/8 in. in size and is printed on white paper. This form is punched for use in a standard binder and should be maintained for administrative and reference purposes.

3. PREPARATION AND USE OF FORM

3.01 The preparation of a central office work schedule requires a detailed knowledge of routine work requirements, corrective trouble load, required preventive maintenance work, and service loads. It is also necessary that all of these facts be known or estimated in advance, to permit proper evaluation and correlation.

3.02 In general, it is desirable to schedule work for each day several days in advance. Tentative schedules, subject to current

adjustment, may be prepared several weeks in advance. In multioffice buildings with more than one force group, it may be desirable to plan schedules on a force or central office unit basis.

3.03 In order that all of the information necessary for proper planning may be available for estimating and scheduling purposes, all work orders, trunk orders, etc, should be channeled through one source, where their receipt and due date may be recorded. Estimated service order work volumes must also be obtained.

3.04 Routine test and inspection work, which has been tentatively scheduled in accordance with other sections of the Bell System Practices, should be correlated and scheduled with corrective maintenance and service work when preparing the Central Office Daily Work Schedule.

3.05 Time elements required to perform various units of work are available from a number of sources and should be determined locally.

(a) The time element required to complete and clear trouble on the various routine test and inspection operations is recorded on the following forms:

- (1) Assignment Data and Test Record, Form E-2760
- (2) Assignment Data and Test Record, Form E-2761
- (3) Routine Test and Inspection Record, Form E-338
- (4) Routine Schedule and Progress Chart, Form E-858

(b) Corrective maintenance time elements can be determined by analysis of an adequate sample of completed trouble tickets.

(c) Service work time elements can be determined through analysis of an adequate sample of completed service orders, trunk cable rearrangements, and distributing frame orders.

(d) Time elements required for cleaning, power, and training are generally known and may be directly scheduled on an hourly, or tour, basis.

(e) In other cases, consideration of the project and the application of experience and judgment will indicate satisfactory time elements.

3.06 The time elements required for completion of corrective action, indicated by Qualitative Maintenance may be secured from a review of data available, as indicated in subparagraphs (a), (b), (d), or (e) above.

3.07 Reasonable advance notice and realistic due dates are essential on work authorized by other forces. (Trunk, cable rearrangements, Distributing Frame orders, etc.)

3.08 Analysis of these schedules, together with administrative and performance records, will be of assistance in the determination of force size.

3.09 Fig. 1 shows a typical central office daily work schedule. Notes A to O describe the various entries on this form.

4. METHOD OF ORDERING FORM

4.01 The form described in this section is packaged and ordered in the following manner:

Packaging Information

Form E-4254 - 100 forms to a package

Ordering Information

Requisitions for this form, in multiples of the standard package unit shown above, should be worded as follows:

(Quantity) Form E-()

