

High Risk Activity Notice

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1. General

1.1

Purpose

This practice:

- Provides guidelines to assist in identifying high risk activities to prevent interference in customer service.
- Does NOT list all types of high risk activity.

NOTE: **The High Risk Activity Notification is NOT intended for use in identifying normal (routine) activity; even though in some instances normal activity has a risk of causing service degradation. The intent of this practice is to identify "out-of-the-normal" high risk activity.**

1.2

Filing

Instructions and Supersedures

Discard all previous issues and associated addenda of this practice and file this issue numerically in your GTE Telephone Operations practices set.

This practice supersedes and cancels:

- All policies, procedures, general instructions, letters, and memoranda which address this subject.
- Any document which provides information contrary to the information contained in this practice.

1.3

Reason for Reissuing

This practice has been reissued to incorporate multiple changes in the content. Read this entire practice to ensure your familiarity with the new information.

1.4

Responsibility

This practice was published by the GTE Telephone Operations Administrative Services Department. For more information about this practice, contact the Headquarters COE Construction Department.

1.5

Disclaimer

This practice was prepared solely for the use of GTE Telephone Operations. It must be used only by its employees, contractors, customers, and end users when installing, operating, maintaining, and repairing GTE Telephone Operations' equipment, facilities and services. Any other use of this practice is forbidden. The information contained in this practice may not be applicable in all circumstances and is subject to change without notice. By using this practice the user agrees that GTE Telephone Operations will have no liability (to the extent permitted by applicable law) for any consequential, incidental, special, or punitive damages that may result.

2. Overview

2.1 High Risk Activity

High risk activity is defined as any activity that has the potential of causing line and/or trunk service interruption. The risk for service interruption is constant when working around live equipment. The potential impact of a service interruption rises not only with the number of customers on the live system, but also with the type of customers; e.g., emergency services, GTE 1 accounts, etc.

It is not the intent of this practice to list all types of high risk activity. Each work activity must be evaluated for potential customer service degradation, and a "High Risk Activity Notice" submitted if warranted.

WARNING: Do NOT start a high risk activity without the Central Office Maintenance Supervisor's knowledge. In those cases where the Central Office Maintenance Supervisor is responsible for performing the high risk activity, make contact (by telephone) to the appropriate Field Operations 24 hours before the start of the high risk activity.

The following is a partial list of areas identified as having the potential of being high risk activities (depending on the circumstances):

- Building environmental systems.
- Building electrical circuits.
- Off ice conversions.
- Cable cuts/splicing.
- Equipment removals; e.g. cables and equipment within the same building where working equipment exists. (Refer to GTE Telephone Operations Practice 220-000-200.)
- Additions:
 - Setting new bays alongside or between working bays.
 - Running cables from an addition to working equipment.
 - Equipment additions in common control areas of a central office.
 - Buildings.
 - New roofs.
 - Plumbing work over equipment.
- Power/signaling:
 - Activity that could cause working equipment to lose power.
 - Replacement of rectifiers and/or batteries.
 - Grounding. (Refer to GTE Telephone Operations Practice 795-805-071.)
- Transmission equipment where any activity could isolate trunks or a complete trunking group (e.g. radio, fiber or carrier) or host remote links.
- System Version Release (SVR)/ Transmission Product Release Update (TPR):
 - GTD-5 SVR Implementation.
 - Siemens TPR.
 - NT1 Batch Change Supplement (BCS) Implementation.
 - #5ESS Software Update implementation.
- Common control equipment:
 - Any on-line common control activity.
 - Additions to common control equipment.
 - Activity involving placing redundant equipment in a simplex mode.

2. Overview, continued

2.2 References

The following chart provides sources of supplementary information relating to this practice. The documents could be required for performing certain tasks.

See...	For Information About...
220-000-200	Equipment Removal Guidelines – COE
220-001-001	Central Office Equipment installation Activity Procedures
795-805-071	Grounding System Central Office Engineering Application

2.3 Acronyms

The following chart defines acronyms used in this practice.

Acronym	Definition
CO	Central Office
COEC	Central Office Equipment Construction
BF&E	Buildings, Fleet, and Energy
LBE	Land and Building Engineering
MCC	Maintenance Control Center
NOC	Network Operations Center
OPCEN	Operations Center (Provisioning)
PWC	Printed Wiring Card

3. Responsibilities

3.1 Identifying a High Risk Activity

The individual performing the work determines if the work activity will constitute a high risk activity. If there is a high risk of degrading service, notify the appropriate departments by means of:

- A High Risk Activity Notification (Form 90003100, see Exhibit 1).
- Electronic mail (Telemail). Refer to Section 4.

Contact the Central Office Maintenance Supervisor, if there is any question whether an activity is considered high risk. The final decision is the responsibility of the Central Office Maintenance Supervisor.

WARNING: DO NOT start a high risk activity without the Central Office Maintenance Supervisor's knowledge. Notify the Central Office Maintenance Supervisor a minimum of 24 hours before the high risk activity begins.

3.2 Preliminary Activities

Before starting a high risk activity, make every effort to reduce the risk of customer service degradation. The person responsible for submitting the High Risk Activity Notification must perform the following before starting a high risk activity:

- Schedule the activity during the low customer traffic periods. The maintenance window for high risk activity is normally between the hours of 11:00 p.m. (23:00) and 6:00 a.m. (06:00).

NOTE: The actual maintenance window is subjected to the local area standards. The hours will vary between 11:00 p.m. to 6:00 a.m. depending on the local area circumstances.

- Ensure that the most current issue of all documentation is available on site and operated according to:
 - On-Line Implementation Procedure (OLIP).
 - Job Drawings and Engineering Notes.
 - Equipment Removal Guidelines – COE (GTE Telephone Operations Practice 220-000-200).
 - User Guides,
 - Pertinent electronic bulletin boards (HQ, COEI, NEWS, EIM.NEWS, technical bulletin boards, etc.
 - The listing of responsible individuals and their work and home telephone numbers.
- Ensure that erection of any dust walls for equipment protection is complete.
- Obtain correct tools.
- Obtain required spare materials.

3.3 Notifying the NOC/MCC and Central Office Maintenance Supervisor

The employee responsible for issuing the "High Risk Activity Notification" must notify the Network Operations Center (NOC) or appropriate Maintenance Control Center (MCC), as well as the Central Office Maintenance Supervisor a minimum of 24 hours before the high risk activity begins. All notification to the NOC or MCC must be made by Telemail. (Refer to Section 4.)

NOTE: If the Central Office Maintenance Supervisor has to schedule employees for coverage, allow the Supervisor additional time for scheduling.

3. Responsibilities, continued

3.4 Installation Guidelines

Follow the installation guidelines outlined in GTE Telephone Operations Practice 220-001-001 on each installation project.

3.5 Building Related Work

When the work performed is building related:

- Send the white and yellow copies to Field Operations.
NOTE: Field Operations is responsible for sending the yellow copy to the CO Supervisor for posting.
- The employee issuing the notice must contact the BF&E Dispatch Center a minimum of 24 hours before starting a high risk activity. This is to ensure that the dispatch center is aware of the activity and able to respond if required.

For larger building projects, a preconstruction meeting will help to identify high risk activities for all parties concerned and convey information required by this practice. The meeting should include representatives from all involved groups.

3.6 CO Supervisor

In cases where the Central Office Supervisor is responsible for performing the high risk activity, notify:

- The NOC or the appropriate MCC by Telemail.
- Field Operations by telephone.

3.7 Contractors

When a contractor performs a high risk activity, the company's interface person to whom that contractor reports must:

- Review the requirements of this practice with the contractor.
- Ensure that the High Risk Activity Notification is issued.

4. Telemail Script File

4.1 Distributing by Telemail

A script file has been composed in Telemail and serves as an effective way to distribute notification. This is the preferred method of high risk activity notification. Subsequent to January 1, 1994, forms other than Telemail will not be acceptable, and other methods in lieu of Telemail will not be considered as having filed a High Risk Notification report. Ensure that all parties requesting notification of high risk activity are registered users of Telemail and that you have their Telemail address.

NOTE: Send only one High Risk Activity notice per script file.

To use the Telemail script file, the Department Manager or designee:

- Creates a Telemail distribution list of all individuals requiring a copy of the form. Refer to Section 5.2. If you use individual Telemail addresses, you might exclude someone.
- Ensures that each individuals on the list has a Telemail address.

The Department Manager issuing the high risk activity script file has the discretion of adding individuals to the distribution list.

4. Telemail Script File, continued

4.2

Benefits

The benefits of using Telemail are:

- Notices are received faster.
- Notices are sent registered mail.
- Sender will receive notification that the message was received

4.3

Accessing the Script File

Use the following procedure to access the Telemail script file;

NOTE: All user-required input will be indicated by open brackets [- -].

Step	Accessing the High Risk Activity Script File
1	Log on to Telemail. NOTE: Use normal log-on procedures for Telemail access.
2	At the Telemail command prompt, enter <code>C High Risk</code> NOTE: This command allows the user access to the High Risk Activity notice script file.
3	You will now see a screen prompt that states you have reached the High Risk Activity notice script file. The prompt will end requesting a TO address. At this point you have an option of listing an individual's Telemail address or a distribution list. The TO: and CC: prompts are standard Telemail prompts. Each new address must be separated with a comma. If more than one line of address is required, end each line with a comma, following by pressing the <i>ENTER</i> key.
4	A CC: prompt will now appear. This allows the user to add any other Telemail address that may not be part of the high risk activity Telemail distribution list. If no carbon copies are required, press the <i>ENTER</i> key and the prompt will move to the next screen.
5	Enter the state. Use the two-letter post office state abbreviation. NOTE: This two-letter designation will be used to automatically send notice to a state distribution list.
6	Specify the risk category, which must be one of the following: A. Any activity causing a planned partial or full outage condition, e.g., switch initialization due to a hardware add or SVR conversion. B. Any activity directly on, or immediately adjacent to, SS7 or high capacity equipment. C. Any activity working on, or immediately adjacent to, switching, transmission equipment, or power. D. High risk activity that is not in categories A, B, or C, e.g. building or environmental maintenance or repair.

4. Telemail Script File, continued

4.3 Accessing the Script File, continued

Most prompts are self explanatory. If additional clarification is needed, refer to Section 5.

Refer to:

- Exhibit 2 for an example of a High Risk Activity Telemail notice.
- Exhibit 3 for an example of what is received by the sender, indicating the Addressee has read the Telemail (registered reply).

5. Completing the High Risk Activity Notification Form

5.1 Responsibility

A script file has been composed in Telemail and serves as an effective way to distribute notification. This is the preferred method of high risk activity notification. Subsequent to January 1, 1994, forms other than Telemail will not be acceptable, and other methods in lieu of Telemail will not be considered as having filed a High Risk Notification report. Ensure that all parties requesting notification of high risk activity are registered users of Telemail and that you have their Telemail address.

The supervisor in charge of a high risk activity must issue a High Risk Activity Notification (Form 90003100, Exhibit 1) to the appropriate departments according to the Distribution Section on the form. This notice must be received by the Central Office Maintenance Supervisor a minimum of 24 hours before the high risk activity begins, but no notice will be issued earlier than five work days prior to activity.

The notice provides:

- A current notification of a possible service degradation.
- A checklist to ensure all steps have been taken to lessen the possibility of service degradation.
- An implementation plan that is subject to comments.
- Emergency restoral information.

5.2 Form Distribution

The High Risk Activity Notification is distributed as follows:

- White -Field Operations
NOTE: Form 90003100 instructs that the white copy be forwarded to the SSOC; however, this is erroneous. Please forward the white copy of the form to Field Operations.
- Yellow- CO 1 st Level (Central Office Equipment Maintenance)
NOTE: Form 90003100 instructs that the yellow copy be forwarded to COEM 1st Level; however, CO 1st Level is correct.
- Pink – OPCEN (Operation Center)
- Goldenrod – Originator

If additional copies are required, the Network Provisioning Operations Center will provide them.

5 Completing the High Risk Activity Notification Form, continued

5.3 Instructions

Complete the form according to the instructions outlined in the following chart.

NOTE: Report only one high risk activity per form.

In the Block Entitled...	Enter...
Brief Description of Activity	Description of the risk activity, using 35 characters or less.
Department Performing Activity	Name of department.
Exchange/W.O. Number	Exchange code and work order number of the project, if required
CLLI Code	Common Language Location code, if required.
Office Name	Name of the office activity is for.
Start Date	Date activity is to start.
Completion Date	Established completion date for the activity.
Time of Activity	Time of day the activity will be performed.
Description of Activity	Describe the planned activity so that the site maintenance supervisor and SSOC will have a clear understanding of the: <ul style="list-style-type: none"> • Activities to be performed. • Precautionary procedures to take: <ul style="list-style-type: none"> - For employee safety. - To prevent outages/accidents.
Method of Implementation	List pertinent documentation and/or the location where the documentation and implementation plan can be found.
Emergency Restoral Information	<ul style="list-style-type: none"> • Information for the maintenance supervisor to use to restore service. • Location of spare PWCs, equipment, etc.
Responsible Supervisor	The name of the supervisor responsible for completing the activity. NOTE: When a contractor performs the work, enter name of the GTE Supervisor the contractor reports to.
Office Tel No.	The office telephone number of the responsible supervisor(s).

(continued)

5 Completing the High Risk Activity Notification Form, continued

5.3 Instructions, continued

In the Block Entitled...	Enter...
Home Tel No.	The home telephone number of the responsible supervisor(s). NOTE: If a supervisor cannot be reached, escalate until management personnel is contacted.
Today's Date	Date form is completed.
Person In Charge of Installation	Name of in-charge person performing the work.
Person In Charge of Cover Crew	Name of person assigned for daytime coverage (when appropriate) to contact after activity has been completed.

Exhibits, continued

Posted: Fri, Jun 18, 1993 3:35 PM COT
From:
To:
cc:
Subj: "HIGH RISK ACTIVITY NOTICE"

Msg: CGJD-5317-3901

***** HIGH RISK ACTIVITY NOTICE *****

WORK ORDER NO.: 2305-7AO1AA

CLLI CODE: FTWYINB826

OFFICE NAME: ANY TOWN, USA

STATE: TX

START DATE :07/15/93

COMPLETION DATE :07/16/93

TIME OF ACTIVITY, START 23:00

COMPLETION TIME :05:00

HIGH RISK CATEGORY CODE: C

DESCRIPTION OF ACTIVITY:

Add line frames 060 thru 090, and additional rectifier.

METHOD OF IMPLEMENTATION:

We will be following the on-line growth procedures as outlined in Section 2 of the "GTD-5 User Guide".

EMERGENCY RESTORAL INFORMATION:

If problems are encountered, as conditions permit delete ALUF = = > If problems are 60 hardware.

RESPONSIBLE SUPERVISOR: George Martin

OFFICE PHONE NO. (817) 123-4567

HOME PHONE NO. (214) 123-8868

PERSON IN CHARGE OF ACTIVITY: Chuck Potter

PERSON ASSIGNED SERVICE COVER CREW: Steve Smith

Exhibit 2 - Example of a High Risk Activity Telemail Notice

Exhibits, continued

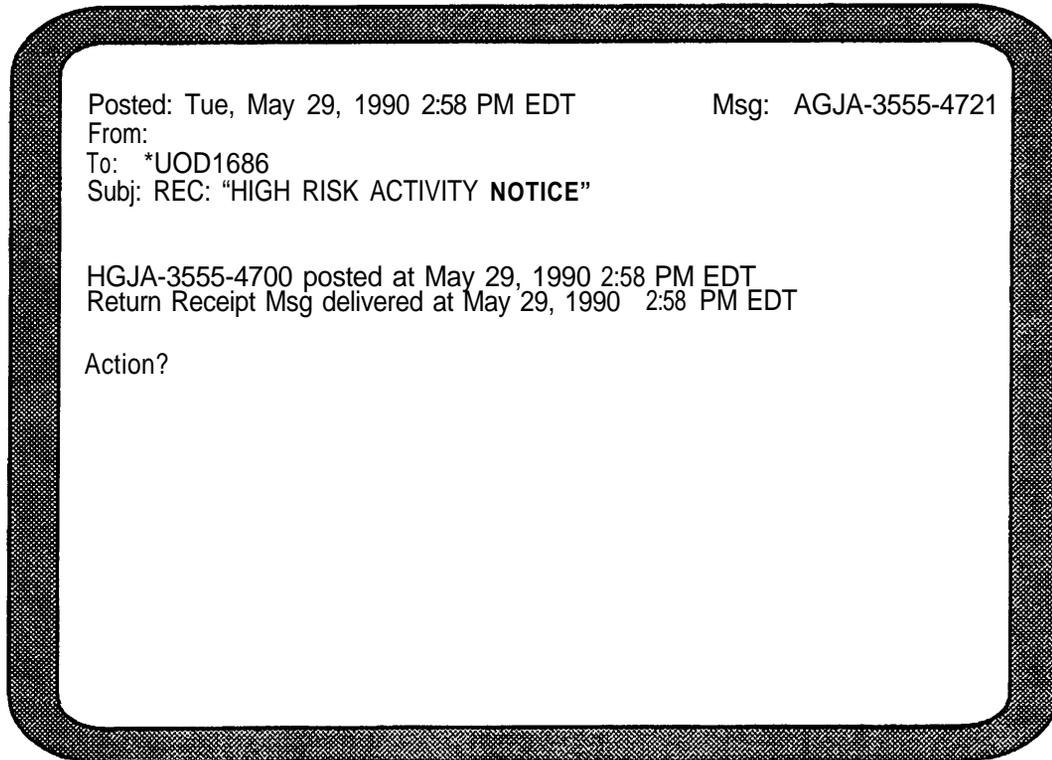


Exhibit 3 - Example of a High Risk Activity Telemail Registered Reply

