

NETWORK MANAGER—NETWORK CONTROL (EADAS/NM)

Personnel assigned as Network Manager—Network Control (EADAS/NM) will be responsible for overall surveillance and control of the switching network in a specific geographical sector involving central offices owned by Long Lines and/or one or more associated companies or independent companies. The EADAS/NM system provides the Network Manager with real time data and exception indicators for a much larger segment of the network than in the past. Therefore, this position can fulfill the traditional functions of "network management" more efficiently. Equipment types within the manager's network management responsibility include 4A card translator, 4A ETS, peripheral bus computer (PBC) and crossbar tandem offices, as well as selected electromechanical and ESS local offices.

This position oversees activities of reporting supervisors and also plans, coordinates, controls and directs all network management activities related to the network configurations within one EADAS/NM cluster.

In addition to the managerial and supervisory activities of this position, the Network Manager must apply technical expertise and provide experienced judgement when advising in such areas as data base administration, interpretation of status board indicators, selection of control measures and creation of rerouting and contingency plans.

The Network Manager—Network Control (EADAS/NM) is a key position in the organization because all network management responsibilities are assumed and management, not supervision, takes place. In such a capacity, this manager directs efforts to maximize call completion and inhibit switching congestion in a large section of the network.

DUTIES AND RESPONSIBILITIES	PERCENT OF TOTAL TIME
A. Surveillance and Control	30
B. Preplanning	30
C. Central Control Unit and Data Base Administration	15
D. Administrative	15
E. Miscellaneous	10

Note: Any reference to the Bell System TNDS or EADAS configuration may be substituted by outside vendor names, if applicable. All recommendations should apply with minimal modification when utilizing other vendor products.

NOTICE

Not for use or disclosure outside the
Bell System except under written agreement

TITLE: NETWORK MANAGER—NETWORK CONTROL (EADAS/NM)

DEPARTMENT: NETWORK

SUPERVISOR: DISTRICT NETWORK MANAGER

This position is responsible for overall surveillance and control of the switching network in a specific geographical sector involving central offices owned by Long Lines and/or one or more associated companies or independent companies. The Network Manager—Network Control (EADAS/NM) directs the efforts of subordinates in the monitoring and analysis of network service and the application of controls during accelerated load periods, focused overloads or facility failures. These activities are performed in the EADAS/NM minicomputer environment which provides network data, discrete information and exception indicators from offices under surveillance. The types of central offices within the network manager's responsibility will vary according to EADAS/NM installation but can include 4A card translator, 4A ETS/PBC and crossbar tandem offices as well as selected electromechanical and ESS offices.

DUTIES AND RESPONSIBILITIES

30% A. Directs and coordinates surveillance and control activities of reporting supervisors.

- (1) Maintains a thorough knowledge of switching machines, trunking patterns and control capabilities within the network cluster.
- (2) Approves threshold values for exception reporting of critical switching machine data. Advises concerning adjustment of such values.
- (3) Determines critical trunk groups within the network cluster for surveillance.
- (4) Approves threshold values for exception reporting of critical trunk group data. Advises concerning adjustment and update of such values.
- (5) Guides supervisors in interrogation of EADAS/NM minicomputer for supporting information concerning equipment, trunks and/or facilities when exception indicators are activated. Provides advice in interpretation of such information.
- (6) Oversees the investigation of abnormal conditions and selection of control and/or reroute corrective measures.
- (7) Coordinates notification of affected maintenance, administrative and traffic operating personnel as to isolations, restrictions and blockages in the network.
- (8) Evaluates the application of controls and their appropriate release.
- (9) Participates in interarea and interregional EADAS/NM surveillance activities by providing requested data and cooperating in joint control efforts.

30% B. Directs and advises reporting supervisors in creation of preplans for peak traffic periods, focused overloads, facility failures and/or failure of major switching machines.

- (1) Evaluates projected plans for reroutes and trunk augments to be utilized during holidays and known peak periods. Selects plans to be implemented and coordinates issuance with Network and/or Trunk Engineering.

- (2) Coordinates preparation of plans for handling known focused overloads caused by special network arrangements such as telethons, election services, reservation services, etc.
- (3) Directs development of plans designed to treat traffic congestion caused by facility failures and/or failures of major switching machines.
- (4) Approves procedures for the introduction of preplans into subtending offices.
- (5) Provides overall coordination in planning network management procedures related to machine cutovers, rehomeing arrangements or office reclassifications.
- (6) Directs supervisors in laying out and assigning EADAS Display board.
- (7) Coordinates procedures for use and maintenance of various network management communication systems and associated equipment, including private lines, teletypewriters, telemetry circuits, etc.
- (8) Conducts critiques following use of preplans in major network management actions and develops adjustments as required.

15% C. Directs the overall data administration activities related to the operation and maintenance of the EADAS/NM Central Control Unit (CCU) and maintenance of the EADAS/NM data base.

- (1) Supervises the Network Supervisor—EADAS/NM Data in CCU operation (includes program loading, backup tape generation and handling and operation of computer and peripheral equipment). Coordinates all changes made in procedures. Negotiates as necessary to overcome obstacles encountered that affect EADAS/NM CCU operation.
- (2) Endorses, controls and oversees the EADAS/NM maintenance program (includes maintenance methods and procedures for system recovery in case of failure).
- (3) Assembles system operation data and past trouble data and coordinates with Western Electric, DEC,* Long Lines and/or TELCO maintenance group and staff groups to review and recommend corrections for maintenance problem areas.

* Registered trademark of Digital Equipment Corporation.

- (4) Endorses and oversees the overall CCU environmental control precautions (air conditioning, temperature, etc.)
- (5) Oversees procedures concerned with data base updates and introduction of exception changes to the CCU. Directs periodic audits to validate EADAS/NM data base and ensure correct functioning of exception or status board.

15% D. Performs administrative functions related to management of the total network.

- (1) Participates in development of network management strategies, policies, and methods at intra/inter regional meetings.
- (2) Informs upper management of current network management strategies, policies, and methods.
- (3) Informs upper management of situations which may be detrimental to service.
- (4) Performs periodic network performance reviews at subtending and cluster offices.

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- (5) Prepares reports indicating deficiencies found during network performance reviews.
- (6) Assists offices in determining corrective action required to improve network performance.
- (7) Promotes activities with the next higher ranking office in the network hierarchy, subtending offices, and other EADAS/NM centers to resolve mutual network management problems and improve service.
- (8) Coordinates with Operations and Engineering departments, Network Administration personnel, and Operator Service Units for the identification and correction of conditions causing unsatisfactory service. Provides useful information to these groups to emphasize their influence on network management.
- (9) Coordinates with Western Electric acceptance forces to insure maximum service levels during periods of heavy installation activity at any office within the EADAS/NM area.

10% E. Miscellaneous

- (1) Receives, reviews and approves all network management reports, and critiques.
- (2) Represents the EADAS/NM Center on interdepartmental and/or intercompany committees concerned with cutover, transition management and service problem analysis.
- (3) Directs required training programs. Coordinates training of reporting network supervisors.
- (4) Coordinates scheduling and conducts tours of the EADAS/NM Center for personnel from other departments, regulatory authority, other companies, etc.
- (5) Administers personnel-related activities for subordinates (Company policy and objectives, subordinates' performance, evaluations, salary administration, safety, absence, etc).
- (6) Coordinates force scheduling to meet shift requirements for network surveillance activities.
- (7) Develops procedures to insure adequate work force, organizational efficiency, and management development.
- (8) Advises and recommends courses of action to the District Network Manager relating to any network management activities or problems encountered in the EADAS/NM center.
- (9) Maintains positive relations with the vocational representative groups.
- (9) Coordinates solutions to mutual network management problems with counterparts in the Long Lines Department, other operating telephone companies and/or independent telephone companies.

SCOPE AND NATURE OF SUPERVISION

- (1) This position reports to the District Network Manager along with two to four other Network Managers. The other Network Managers could be dedicated to Toll/Tandem Administration functions or could be strictly Maintenance Managers (this will vary in different organizations and in different companies and/or Long Lines). Immediate supervisor is advised of EADAS/NM results and activities and is available for consultation and guidance. Supervisor makes visits at least weekly to review progress and results, but is not normally contacted regarding day-to-day activities. Responsibility for the surveillance of service within the network cluster and control of switching congestion rest with this position. Due to the integrated nature of network management activities, there is a great deal of coordination with other network services groups.

- (2) The incumbent has three or four network supervisors. One of these is dedicated to the operation of the EADAS/NM Central Control Unit and update of the data base. The other supervisors are responsible for control, planning and administrative functions.
- (3) There is some documentation for EADAS/NM activities. This is contained in DFMPs, BSPs, TFPs, planning letters, general letters and mutual agreements. However, until documentation is more complete, it will be necessary to develop local procedures and practices which are adapted to the requirements of each individual EADAS/NM center.