

**SWITCHING SYSTEMS MANAGEMENT**  
**NO. 1 ELECTRONIC SWITCHING SYSTEM (2-WIRE)**  
**OPERATIONAL REVIEW**

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**1. GENERAL**

**1.01** This section provides an operational review questionnaire which can be used by the local operating company staff and the network administrator to jointly review the network administrator's execution of responsibilities in the administration of a No. 1 Electronic Switching System (ESS) office.

**1.02** Whenever this section is reissued, this paragraph will contain the reason for reissue.

**1.03** The operational review provides a means by which the network administrator can insure that responsibilities and procedures outlined in the Dial Facilities Management Practices are being followed. It does not grade service in an office. Index plans have been established for this purpose. The operational review is also by no means a test which can be used to grade the network administrator's rote knowledge of No. 1 ESS.

**1.04** The operational review questionnaire is divided into modules. Each module covers an area of responsibility discussed in Dial Facilities Management Practices Division H, Section 6a, Administration Responsibilities. In an operational review, the operating company's staff may use the entire questionnaire or only specific modules covering certain responsibilities.

**1.05** Questions are followed by blanks labeled YES and NO in which the appropriate answer can be checked. A blank labeled NOTE is also provided in which the reviewer may enter a check when a short notation is entered below the question or enter a number corresponding to the number of a note entered on a separate pad.

**1.06** The operational review requires that several records maintained by the network administrator be carefully examined by the reviewer. In the interest of time, these records should be examined outside of the sessions with the network administrator.

**1.07** Also, in order to save time, the network administrator should gather the following items prior to the operational review. Items are organized under the modules in which they are required.

**A. Data Administration**

- (1) A memory verification printout of H schedule and C schedule register assignments.
- (2) An ESS 1400 form listing of H schedule and C schedule register assignments.
- (3) Traffic map teletypewriter printout.
- (4) Program for Administrative Traffic Reports on Line (PATROL) office description printout.
- (5) PATROL bills for the six months prior to the operational review.

**B. Equipment Utilization**

- (1) Latest busy hour study.
- (2) Latest busy season study (PATROL).

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(3) The E-6402 load balance index forms for the six months prior to the operational review.

(4) All pending network design orders for the office.

(5) Latest line class code utilization study.

**C. Office Status Evaluation**

(1) Parameter data assembler (PDA) set card listing.

**D. Service Problem Analysis and Corrective Action**

(1) PDA set card listing.

**E. Transition Management**

(1) Method of procedure (MOP) for last office job.

(2) PDA set card listing.

**F. Line and Trunk Assignment**

(1) Translation data assembler (TDA) output.

(2) Office line and number records.

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**SECTION 6u**

**No. 1 ESS OPERATIONAL REVIEW**

Name of Office \_\_\_\_\_

Address \_\_\_\_\_

Responsible Network Administrators

NAME

TITLE

Reviewer \_\_\_\_\_

Dates and Times of Review Meetings

**OFFICE DESCRIPTION**

Total main stations (MS) in service \_\_\_\_\_

Residential MS in service \_\_\_\_\_

Business MS in service \_\_\_\_\_

Coin MS in service \_\_\_\_\_

Centrex MS in service \_\_\_\_\_

TOUCH-TONE® MS in service \_\_\_\_\_

Total trunks in service \_\_\_\_\_

Does this office provide tandem switching? \_\_\_\_\_

Office busy hour \_\_\_\_\_

Side hours \_\_\_\_\_

Line link network (LLN) concentrator ratio \_\_\_\_\_

Number of LLNs \_\_\_\_\_

Trunk link network (TLN) concentrator ratio \_\_\_\_\_

Number of TLNs \_\_\_\_\_

Main station capacity \_\_\_\_\_

Limited by \_\_\_\_\_

Date of initial cutover \_\_\_\_\_

Date of last office job \_\_\_\_\_

Planned date of next office relief job \_\_\_\_\_

Present generic and issue \_\_\_\_\_

Office characteristics (nature of serving area, customer characteristics, dominant offerings, etc):

**A. DATA ADMINISTRATION**

**TRAFFIC REGISTER ASSIGNMENTS**

1. Does the network administrator assign all registers on the H and C schedules?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, what other groups assign registers and which registers are assigned by them?

2. Are all registers which are available in the office generic and which are applicable to office services assigned to network administration schedules?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

(The reviewer should prepare a list of measurements applicable to the office generic prior to the review. See TG-1A, Division 3, Section 4a for a list of measurements.)

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3. List each measurement which is not assigned and the reason that it is not assigned.

4. Are measurements for each centrex group assigned when the group is placed into service?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, why? (A justifiable reason would be that the office has so many centrex groups that collection on all of them would make schedules too lengthy.)

5. Are register assignments verified annually and after major register rearrangements?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

6. How are register assignments verified? (T-READ by maintenance force or VFY-PSWD-28 by network administration CTX-7 and earlier; TRF-VFY message at network administration TTY, CTX-8 and later.)

7. Provide a verification output and a ESS-1400 form record of assigned registers. Does one agree with the other?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

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**SCHEDULING**

1. Are H schedules collected during the office busy hour and all side hours?

Yes \_\_\_ No \_\_\_ Note \_\_\_

2. Is the traffic map accurate?

Yes \_\_\_ No \_\_\_ Note \_\_\_

(The reviewer should obtain a copy of the ESS-1402 form and inspect the traffic map for this and the following questions.)

3. Are only office busy hour and side hour, Monday through Friday collections made?

Yes \_\_\_ No \_\_\_ Note \_\_\_

4. If extra collections are being made, are they for special studies?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If not, for what are the collections used?

**DATA PROCESSING**

1. Is the office on PATROL?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

2. Are H schedules transmitted to PATROL daily?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Are W schedules transmitted to BIS-LBS or PATROL/LBS weekly?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

4. Are TC15 reports processed using PATROL EECAP?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, are TC15 printouts maintained? Provide them

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

5. Are all TQC01 and TQC02 messages logged? Provide the log.

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

6. Is PATROL processed using batch data entry?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, is the automatic data collection system (EADAS or equivalent) providing near real-time exception reports in place of PATROL?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

(Review latest week's reports)

What items are reported?

Are threshold limits set by network administration?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Are they reasonable?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

7. Does the network administrator receive and review PATROL batch data status reports?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

8. Is data being processed in a timely manner?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

DATA VALIDATION

1. Does the network administrator maintain standards by which the validity of data may be judged?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

What are they?

2. Have H schedule, C schedule, and W schedule printouts for a low traffic period such as 2 to 3 am been taken within the last month?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, what was found?

(If not, request such a printout. Do any registers appear to be incremented?)

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Has an overflow register ever recycled?

Yes \_\_\_ No \_\_\_ Note \_\_\_

Does the network administrator know what may cause an overflow register to recycle?

4. Is the PATROL exception report or EADAS exception report analyzed after each H schedule transmission?

Yes \_\_\_ No \_\_\_ Note \_\_\_

What is done with flagged data?

Does the network administrator ever flag and unflag items?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, what were the items?

Why were they flagged or unflagged?

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**PATROL ADMINISTRATION**

1. Examine the office description file.

Are flagged limits reasonable?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Do register assignments agree with H schedule assignments?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Do capacities agree with capacity tables in DFMP, Division H, Section 6o?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

2. How are the holding time limits determined?

Are they reasonable?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Are copies of the following reports maintained in the network administration office?

Daily

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Weekly

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Intermediate

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Monthly

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Machine Load and Service Summary (MLSS)

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Provide each.

4. Review monthly summaries.

Are they free of flagged items?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, why do flagged items appear?

Are main station counts changed at least once a month?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Do "circuits in service" agree with each of the following?

Parameters (parameter set cards [PDA])

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Translations (VFY-TKGN message)

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

TELCO order

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

5. Are current PATROL lessons and newsletters available?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

(The reviewer should inspect lessons and newsletters to insure that they are up to date.)

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6. Provide PATROL bills for past 6 months. Do they reflect recommendations contained in GL 74-01-073?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

7. Does the PATROL storage contain data which should be deleted?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

(For example, daily data should be deleted after a monthly report has been collected.)

8. Does the data file include yesterday's counts?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

9. Is network design notified before files are recycled in order that they may obtain a busy season MLSS?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

**SYSTEM INITIALIZATION**

1. Have procedures been established to reestablish measurements in the event of a phase?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, what are they?

2. How does the network administrator receive notice of a phase?

3. Is the traffic map checked after a phase?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

4. Is the traffic map checked each morning?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

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5. Are data collected during the 24 hours following a phase 4 or higher discarded?

Yes \_\_\_ No \_\_\_ Note \_\_\_

(The reviewer should confirm that this has been done by checking PATROL daily records against the TQC01 and TQC02 log or the phase record.)

6. Is a request made to the maintenance force to zero up-down counters following a phase 4 or higher?

Yes \_\_\_ No \_\_\_ Note \_\_\_

**B. EQUIPMENT UTILIZATION**

**LOADING PLANS**

1. Is the No. 1 ESS the only local switching entity in the building?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, what other entities are there and who has responsibility for them?

Are loading plans discussed with these individuals?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

2. What is the present loading plan?

Does this plan agree with actual office loading?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Does this plan agree with the commercial forecast?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

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**BUSY HOUR AND BUSY SEASON DETERMINATION**

1. Is a busy season study performed twice yearly?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

Provide the latest study.

2. Is each office component studied separately?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

Has a busy hour and a component busy hour/office busy hour load factor been found for each component?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

3. Is data collected on a half-hourly basis?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

4. Do several different hours appear to carry the same load?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, was the study continued until a distinct busy hour became apparent?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

5. Have the following busy hours been determined?

Office Busy Hour	Yes	___	No	___	Note	___
Load Balance Busy Hour	Yes	___	No	___	Note	___
Dial Tone Speed Busy Hour	Yes	___	No	___	Note	___
Incoming Matching Loss Busy Hour	Yes	___	No	___	Note	___

6. Were the following criteria used to establish busy hours?

*Office Busy Hour:* The hour in which line-to-trunk junctor usage plus twice line-to-line junctor usage is greatest. Yes \_\_\_ No \_\_\_ Note \_\_\_

*Load Balance Busy Hour:* The hour in which A link usage is greatest. Yes \_\_\_ No \_\_\_ Note \_\_\_

*Dial Tone Speed Busy Hour:* The hour in which the average business day percentage of dial tone delay over 3 seconds is greatest. Yes \_\_\_ No \_\_\_ Note \_\_\_

*Incoming Matching Loss Busy Hour:* The hour in which the average business day percentage incoming matching loss is greatest. Yes \_\_\_ No \_\_\_ Note \_\_\_

7. Have the appropriate data schedules been maintained through the busy season?

Office Busy Hour	H Schedule	Yes	___	No	___	Note	___
Load Balance Busy Hour	W Schedule	Yes	___	No	___	Note	___
Dial Tone Speed Busy Hour	H Schedule	Yes	___	No	___	Note	___
Incoming Matching Loss Busy Hour	H Schedule	Yes	___	No	___	Note	___

(If the office is on PATROL, the reviewer should inspect reports to insure that all busy hours are entered or that the appropriate factors are applied.)

8. Are additional hours studied during the busy season to insure that no shift in busy hours take place?

Yes \_\_\_ No \_\_\_ Note \_\_\_

9. Has a trunk link network busy hour been determined?

Yes \_\_\_ No \_\_\_ Note \_\_\_

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10. Does the stated busy season agree with the three highest months on PATROL?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, why are the three highest months on PATROL not used as the busy season?

11. Does the stated busy season agree with the busy season listed on the demand and facility (D&F) charts?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

**LOAD BALANCE**

1. Is the load balance index (LBI) form E-6402 prepared monthly?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, provide the last 6.

2. List the LBI for each of the last six months.

\_\_\_\_\_

3. Has a LBI objective been set for this year?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, what is it?

4. Has a raw LBI objective been set for this year?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, what is it?

5. Have these objectives been met?

Yes \_\_\_ No \_\_\_ Note \_\_\_

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6. Is the LBI computed using a mechanized program?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, what system is used?

7. Do the busy hour data collected come from the proper load balance busy hour?

Yes \_\_\_ No \_\_\_ Note \_\_\_

8. Are validation discrepancies investigated and cleared before entering into the mechanized system?

Yes \_\_\_ No \_\_\_ Note \_\_\_

9. Are the following items periodically validated?

Quality Control Limits

Yes \_\_\_ No \_\_\_ Note \_\_\_

Weekly Scores

Yes \_\_\_ No \_\_\_ Note \_\_\_

Load Balance Index

Yes \_\_\_ No \_\_\_ Note \_\_\_

10. Do assignment clerks have the current load balance data?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If not, why?

11. How many hours per week are load balance data obtained?

How frequently are load balance studies taken?

If less than 10 hours per month, explain why.

12. Does the network administrator understand the meaning of the following terms?

- |                             |                         |
|-----------------------------|-------------------------|
| Holding time                | Yes ___ No ___ Note ___ |
| Percentage of capacity      | Yes ___ No ___ Note ___ |
| Scores                      | Yes ___ No ___ Note ___ |
| Penalty points              | Yes ___ No ___ Note ___ |
| Hot spots                   | Yes ___ No ___ Note ___ |
| Corrective CCS              | Yes ___ No ___ Note ___ |
| Line assignment guide (LAG) | Yes ___ No ___ Note ___ |

13. Is the LAG used in selecting assignments?

Yes \_\_\_ No \_\_\_ Note \_\_\_

14. Are class-of-service guidelines also used in selecting assignments?

Yes \_\_\_ No \_\_\_ Note \_\_\_

15. Have line equipment transfers been issued to correct load imbalance?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, provide the latest.

Has the latest transfer been completed?

Yes \_\_\_ No \_\_\_ Note \_\_\_

16. Does maintenance complete line equipment transfers promptly?

Yes \_\_\_ No \_\_\_ Note \_\_\_

17. Has the line assignment clerical force been instructed in making assignments according to the loading plan?

Yes \_\_\_ No \_\_\_ Note \_\_\_



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**LEN ASSIGNMENTS VERSUS LOAD BALANCE**

Date LEN available list released \_\_\_\_\_

Date of data summary report \_\_\_\_\_

	<b>LINE EQUIPMENT NUMBER</b>	<b>CORRECTIVE ACTION* CCS/HR</b>
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____
8.	_____	_____
9.	_____	_____
10.	_____	_____
11.	_____	_____
12.	_____	_____
13.	_____	_____
14.	_____	_____
15.	_____	_____
16.	_____	_____
17.	_____	_____
18.	_____	_____
19.	_____	_____
20.	_____	_____

\* Obtain from "Data Summary" report from PATROL LDBAL.

19. *Reviewer:* Using the same "Data Summary" report that was used for question 6, scan the percentage of capacity column and count the number of concentrators with percentage of capacity equal to or greater than 100.

How many are there? \_\_\_\_\_

What is the percentage of total valid concentrators? \_\_\_\_\_

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**SERVICE CIRCUIT ADMINISTRATION**

1. Are network design orders reviewed by the network administrator?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If there is an order available for a future job, provide it. Do data used in the order such as CCS/MS, CR/MS, and load on service circuits agree with data in PATROL (or other data records)?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, why?

2. *Reviewer:* Check the customer digit receiver (CDR) configuration in the office. Verify the route indices and the trunk groups they point to using VFY-EXP-27aaaa and VFT-TKGN-14bbb.

ROUTE INDEX	CDR GRP	NUMBER OF CDRs	ROUTE ADVANCE
0077	Dial Pulse (CP)	_____	_____
0078	TOUCH-TONE (TT)	_____	_____
0076	Overflow (OVF)	_____	_____

Do the CDRs installed, as shown on latest monthly PATROL report, agree with these findings?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

What are the average holding times (HTs) on the CDRs? DP \_\_\_\_\_

TT \_\_\_\_\_

Are they reasonable? DP Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

TT Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Have load limits for critical service circuits been established?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, what are they?

(The reviewer should inspect PATROL records to see if these limits have been exceeded.)

If limits have been exceeded, what were the results?

Are the limits reasonable?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

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4. Are all announcements which are available in the office generic and which are applicable to office services available?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

(The reviewer should prepare a list of announcements applicable to the office generic prior to the review. See DFMP, Division H, Section 6d[5] for a list of announcements)

5. Test as many announcements as possible.

Is the correct announcement given?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

Does the announcement cycle start at the beginning of the announcement (if nonbarge-in)?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

Is the recording clear?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

6. Are the regular ringing circuits distributed across the three phases as evenly as possible?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

7. Are audible ringing tone circuits evenly distributed across the three phases?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

8. Are there more audible ringing than regular ringing circuits in service?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If not, why?

9. Are there any spare service circuits?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, why?

**MEMORY ADMINISTRATION**

1. Is a copy of the latest parameter data assembler (PDA) output available? Provide it.

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

2. Do set card values accurately reflect network design order values?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If not, what quantities differ and why?

3. Provide the latest network design order. Review the call store worksheets.

Have spare call store words been allocated to certain registers?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, did the network administrator participate in choosing the registers for spare word allocation?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

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4. Have load limits for critical call store registers been established?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, what are they?

(The reviewer should inspect PATROL records to see if these limits have been exceeded.) If limits have been exceeded, what were the results?

Are the limits reasonable?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

5. Has a translation repack to implement memory savings (TRIMS) run been performed in this office?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, was it the network administrator who requested that it be done?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If not the network administrator, then who?

Did the network administrator assist in completing the TRIMS questionnaire?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

6. Is a record kept of the number of program store words in use?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, provide it.

Is it updated monthly?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

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7. Is a study of service orders done semiannually to ensure that abbreviated line class codes are adequate?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Provide the latest.

Does at least 95 percent of new assignments match abbreviated line class codes?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, why?

(A reason for not attaining 95 percent would be a large number of classes which cannot be abbreviated; however, in no case should the level of abbreviation fall below 80 percent.)

8. What is the percentage of abbreviation in the office?

Lines \_\_\_\_\_

Numbers \_\_\_\_\_

**C. OFFICE STATUS EVALUATION**

**CAPACITY SETTING**

1. Has the precutover central processor call capacity of the office been established?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, what is it?

2. Has the postcutover central processor call capacity of the office been established?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, what is it?

Was PATROL EECAP used to determine the postcutover capacity?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

3. Is the postcutover calculation used as the stated central processor call capacity?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If not, why?

**SECTION 6u**

4. Does the network administrator prepare the office capacity report jointly with the network design engineer?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

5. Is PATROL data used to prepare the capacity report?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

6. Are separate capacities stated for major classes such as coin and centrex?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

7. Is the office capacity based on a critical service component?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

(CDRs would be a critical service component but an announcement channel would not be.)

**LOAD-SERVICE RELATIONS**

1. Are charts maintained on the following load-service relations?

E-to-E visitation rate versus calls-per-quarter-hour

Yes \_\_\_ No \_\_\_ Note \_\_\_

Dial tone speed versus calls-per-hour

Yes \_\_\_ No \_\_\_ Note \_\_\_

Incoming matching loss versus A link load

Yes \_\_\_ No \_\_\_ Note \_\_\_

List any other load-service charts maintained.

2. Do the charts show any potential service problems?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, what are they?

**SECTION 6u**

**CAPACITY MANAGEMENT**

1. Does network administration participate in the preparation of demand and facility charts with plant extension?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

2. Do any equipment shortages presently exist in the office?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, have plant extension and network design been consulted?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

3. Is the commercial forecast reviewed when issued?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

4. Have any area transfers been moved into or out of the office?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

What were the service effects?

**D. SERVICE PROBLEM ANALYSIS AND CORRECTIVE ACTION**

**SERVICE INDICATORS**

1. Have load parameters been set for critical components which would indicate service problems?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, what are they?

**SECTION 6u**

**TRAFFIC CONTROLS**

1. Is the fraction of terminals which are designated essential equal to 6.25 percent?  
(Parameter set card EVL represents the number of verticals out of each set of 16 which are marked essential. EVL should equal 1.)

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, why?

2. Under what conditions is line load control activated?

Does this agree with local company and AT&T policy (See DFMP, Division H, Section 6d(1) and Section 6m.)?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Are written procedures for activating and deactivating line load control kept near the network administration teletypewriter?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

4. Is line load control off at present?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

(The reviewer should verify the state of line load control by use of the TOC-STATUS message at the network administration teletypewriter.)

5. Will line load control enter the off mode after all phases?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

(Parameter set card LLCS represents the status of line load control after a phase. When LLCS = 0, line load control will be in the off mode after a phase.)

6. Is the network administration teletypewriter equipped for immediate, emergency power?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

**SECTION 6u**

**ABNORMAL LOAD CONDITIONS**

1. Is there someone responsible for network management controls?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, who is it?

2. Are activities related to service protection coordinated with the network manager during abnormal conditions such as cable cuts, work stoppage and disasters?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Is traffic data monitored during abnormal conditions?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

**SYSTEM INITIALIZATION**

1. Does an intergroup committee exist to review system initializations which occur?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, is the network administrator a member of the committee?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

2. Does network maintenance inform network administration in advance of a manually induced phase action?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

**SECTION 6u**

**EQUIPMENT SHORTAGES**

1. Will office capacity exhaust before next planned job?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

2. If so, has a relief plan been put into effect?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

What is it?

**E. TRANSITION MANAGEMENT**

**METHOD OF PROCEDURE (MOP)**

1. Was a MOP prepared for the last office job?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, provide it.

2. Was the network administrator a member of the group which prepared the MOP?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

3. Does the MOP bear the network administrator's signature?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

**SECTION 6u**

**JUNCTOR REARRANGEMENT**

1. Does the network administrator receive a copy of the junctor assignment program (JAP) output?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Provide the current JAP output.

2. If the last office job was an addition, was it possible to achieve the configuration without an intermediate JAP run?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, was it the network administrator who recommended an intermediate run?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Was the last junctor rearrangement completed without service problems?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If there were service problems, what were they and what was done to clear them?

**MEMORY REARRANGEMENT**

1. Does the network administrator receive a copy of the parameter data assembly (PDA) output (or at least the set card portion of the PDA) for review prior to the loading of new parameters?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

Provide the current PDA output.

2. Are set card values checked by the network administrator?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

3. Does the network administrator request that test translations be removed?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

(The reviewer should ask network maintenance if test translations have been removed.)

4. Does the network administrator check translations after additions to insure that new service circuits have been translated?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

(The reviewer should verify quantities by use of the VFY-TKGN message)

**SECTION 6u**

**OFFICE BALANCE**

1. If the office has had an addition, was a plan created to maintain office balance?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, what was the plan?

2. Was load balance data monitored during transition?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, provide the data.

**F. LINE AND TRUNK ASSIGNMENT**

**OFFICE TRANSITION**

1. Does a cutover committee exist for office jobs?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, is the network administrator a member?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Does the network administrator participate in specifying main station quantities which can be transferred and the time which will be required to prepare line translations?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

2. Does a committee exist for planning business services customer cutovers?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Does the network administrator determine if adequate equipment is available?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

**SECTION 6u**

3. Does the network administrator prepare line translations for selected lines and trunks (SLATTs)?

Yes \_\_\_ No \_\_\_ Note \_\_\_

4. Does the network administrator have trunk assignment responsibilities?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, does the network administrator prepare trunk translations for SLATTs?

Yes \_\_\_ No \_\_\_ Note \_\_\_

Does the network administrator use trunk records update support technique (TRUST) and make all input assignments?

Yes \_\_\_ No \_\_\_ Note \_\_\_

5. Has any group of main stations in excess of 4000 been added to the machine at one time after a cutover?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, was the translation growth process (TGP) used?

Yes \_\_\_ No \_\_\_ Note \_\_\_

**ESSENTIAL SERVICE**

1. Does network administration receive a list of essential customers from commercial once a year?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, is the list checked against office records and are customers who receive essential service but do not appear on the list noted?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

2. Are orders worked to remove nonessential customers from essential assignments?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

**SECTION 6u**

**SPECIAL ASSIGNMENTS**

1. Were all no-test assignments made by the translations data assembler (TDA) program?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If not, were additional assignments made by the network administrator?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

Provide the no-test assignments. Are they correct? (No-test assignments appear in TG-1A, Division 3, Section 5j)

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

2. On which LEN is the dial tone delay alarm assigned?

Has this assignment ever been changed?

Yes \_\_\_\_ No \_\_\_\_ Note \_\_\_\_

If so, when?

What is the interval in which tests are made?

3. To which LENS are MCC test lines assigned?

4. Have no-test and MCC test lines been noted in office records?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Have all assignment personnel been instructed not to assign these lines?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

5. Does the network administrator make all service observing assignments?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Is random selection used?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

How often are assignments changed?

**SECTION 6u**

6. Is proper use made of multiline hunting and directory number hunting (series completion)?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

(The reviewer should examine office records to insure that directory number hunting is not used in large groups and that multiline hunting is not used in small groups.)

7. Are intercepted numbers routed to the proper treatment?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

(The reviewer should call a sample of vacant numbers, disconnected numbers [with and without forwarded numbers], etc, to see if proper intercept treatment is given.)

**RECORD KEEPING**

1. Is a mechanized record keeping system used?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If so, what is it?

2. Are out-of-date records updated?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

3. Do office records include the following?

TOUCH-TONE assignments

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Ground start lines

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Custom calling features

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Applique assignments

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Hunt group numbers

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Centrex group numbers

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

Essential service designations

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

4. Are service orders posted daily?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

**SECTION 6u**

**TRUNK ADMINISTRATION**

1. Are final and tandem trunks groups monitored to insure that service is maintained?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

(The reviewer should examine trunk group load data on the C schedule during the busy season and see if there are any excessive overflows.)

**LINE CAPACITY**

1. What is the office capacity based on lines?

Does this figure agree with the stated line capacity on the demand and facility chart?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

2. What is the administrative spare?

Is this figure within local company guidelines?

Yes \_\_\_\_\_ No \_\_\_\_\_ Note \_\_\_\_\_

If not, why?

How was this spare determined?

**SECTION 6u**

3. Are records reviewed twice a year for party line fill?

Yes \_\_\_ No \_\_\_ Note \_\_\_

4. Are there any party line customers who are receiving private service?

Yes \_\_\_ No \_\_\_ Note \_\_\_

(The reviewer should inspect office records for party lines with only one customer.)

5. Does the network administrator have a list of reservations containing the date which each is due?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If so, is the list free of overdue reservations?

Yes \_\_\_ No \_\_\_ Note \_\_\_

If there are overdue reservations, what action has been taken?