

## DDD SERVICE BUREAU REVIEW

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Attachment: 1. DDD Service Bureau Review — Check List

### 1.0 GENERAL

- 1.01** This section provides a check list which can be used to evaluate the effectiveness and the range of operations of DDD Service Bureaus.
- 1.02** The list can be used by Bureau managers to check their operations, or by members of the Division Steering or Service Improvement Committees to perform operational type reviews.
- 1.03** The list includes the various types of information which is available to a Bureau to help it locate and correct specific trouble conditions or problem areas. There will be some variation between Bureaus as to the types of data being used, as well as how it is used. However, the important consideration should be how *effectively* the data is *acquired* and *used*.
- 1.04** The check list is divided into the following (6) six categories —
- A—Input Data
  - B—Data Handling Procedures
  - C—Analysis Methods
  - D—Personnel
  - E—Administration
  - F—Miscellaneous
- 1.05** So it can be reproduced locally, the check list is being provided as Attachment #1 to this section.

**DDD SERVICE BUREAU REVIEW  
CHECK LIST**

Company \_\_\_\_\_ Location \_\_\_\_\_

Evaluator \_\_\_\_\_ Date of Review \_\_\_\_\_

\*S=Satisfactory U=Unsatisfactory

ITEM	YES	NO	*	REMARKS
<b><u>A- INPUT DATA</u></b>				
<b>Operator Reports</b>				
1. NRNA				
2. WNO				
3. Supervision (Improper)				
4. RO				
5. Credit Requests (WNO, Noise, Cutoff)				
6. 121				
7. 131				
8. Local Assist (DSA)				
9. Transmission				
10. Cutoff				
11. After Hour Reporting				
12. % Of Reportable Troubles				
<b>Customer Reports</b>				
1. From Operators				
2. From Commercial				
3. From Plant Service Center				
4. Other				

SECTION 010-401-021

ITEM	YES	NO	*	REMARKS
<b>Employee Reports</b>				
<b>Service Observing</b>				
<b><i>Dial Line (DDD)</i></b>				
1. Verbal Report				
2. Daily – Summary				
3. Monthly Summary				
4. Detailed Printout				
5. Used For Patterns				
6. Used For Test Calls				
7. Result Trend				
<b><i>Incoming Trunk</i></b>				
1. Verbal Report				
2. Daily Summary				
3. Monthly Summary				
4. Detailed Printout				
5. Used For Patterns				
6. Used For Test Calls				
7. Result Trend				
<b><i>Outgoing Trunk</i></b>				
1. Verbal Report				
2. Daily Summary				
3. Monthly Summary				
4. Detailed Printout				

ITEM	YES	NO *	REMARKS
5. Used For Patterns			
6. Used For Test Calls			
7. Result Trend			
<b>Supplementary</b>			
1. Standard Report Form Used			
2. Performed By -			
3. Frequency			
4. Number of Sets			
5. Type of Set			
<b>Service Affecting Failures</b>			
<b>Post Billing Complaints</b>			
<b>Centralized Ticket Investigation (CTI)</b>			
<b>Trouble Found Data</b>			
1. Printouts			
2. Summaries			
<b>No Trouble Found Data</b>			
1. Printouts			
2. Summaries			
<b>Reorder Trap Data</b>			
1. Run By Bureau			
2. Feed Back From C. O.			
3. Printouts			

SECTION 010-401-021

ITEM	YES	NO *	REMARKS
<b>AMA Tape % Completion</b>			
<b>Connection Appraisal Data</b>			
<b>Unmatched Messages</b> <ol style="list-style-type: none"> <li>1. 555-1212</li> <li>2. Pots to TWX</li> <li>3. TWX to Pots</li> <li>4. NPA-NNX Rejects</li> <li>5. Extended Area Calls on Network</li> </ol>			
<b>Special Services Failures</b> <ol style="list-style-type: none"> <li>1. TWX</li> <li>2. Data</li> <li>3. Overseas Dialing</li> </ol>			
<b>ANI - Errors</b>			
<b>Data From Other Bureaus</b>			

ITEM	YES	NO	REMARKS
<b><u>B— DATA HANDLING PROCEDURES</u></b>			
<b>Recording of Trouble Reports</b>			
1. Manual			
2. Mechanical			
3. Machine Analysis			
4. Manual Analysis			
5. Speed of Answer			
<b>Types of Stroke Records</b>			
1. Trunk History			
2. Trouble Found			
3. No Trouble Found			
4. Daily Observing Logs			
5. Frequency of Printouts			
<b>Data Processing Center</b>			
1. Produce Printouts			
2. Handle Special Requests			



ITEM	YES	NO	*	REMARKS
<b><u>C— ANALYSIS METHODS</u></b>				
<b>Hold &amp; Trace</b>				
1. Prime Area				
2. Prime Area Ext.				
3. Beyond				
4. Hold No-Ring				
5. Hold NOA				
6. Hold Transmission				
7. Hold Supervision				
8. Hold Other				
9. Weak Spots Identified				
10. Busy Hour Avoided				
11. Busy Groups Avoided				
12. % Found Troubles				
13. Average Trace Time				
14. % Traced				
15. H & T Controlled				
16. Lock Out				
17. Tone & Probe				
<b>Call-Thru-Testing</b>				
1. Prime Area				
2. Prime Area Ext.				
3. Beyond				
4. Weak Spots Identified				

SECTION 010-401-021

ITEM	YES	NO *	REMARKS
5. Busy Hour Avoided			
6. Busy Groups Avoided			
7. Number of Test Calls			
8. % Found Trouble			
9. Call-Thru Testing Controlled			
10. How Performed			
11. Type Call-Thru Set			
<b>Pattern Analysis Printouts</b>			
1. Reports & Traces			
2. Service Observing			
3. ROs			
4. Credit Requests			
5. Is All Data Merged			
6. TF - Printouts			
7. NTF - Printouts			
8. RO Trap Printouts			
<b>Pattern Referral</b>			
1. % Found Trouble			
2. Field Acceptance			
3. Prompt Feed Back			
4. How Referred			
<b>Weak Spots Identified</b>			
<b>Work Error Analysis</b>			
<b>Ineffective Machine Attempts</b>			

ITEM	YES	NO	REMARKS
<b>Verbal Reports Sorted</b>			
1. Tickets Bined			
2. Current Analysis			
3. Trunks Identified			
4. Toll Center Identified			
5. End Office Analysis			
<b>Reports of Outages Analyzed</b>			



ITEM	YES	NO	REMARKS
<b>D— PERSONNEL</b>			
1. Proper Background			
2. Know Traffic Patterns			
3. Know Trunk Capacities			
4. Test Center Operation			
5. Adequate Clerks			
6. Adequate Analyzers			
7. Clerical Work — By Clerks			
8. Good Telephone Usage			
9. Vacation Relief			



ITEM	YES	NO	REMARKS
<b>E— ADMINISTRATION</b>			
Adequate Supervision			
Bureau Objectives Stated			
Bureau Accepted By Depts.			
Management Reports Issued			
Improvement Plan Current			
Exchange Bureau Findings W/Staff			
Assist In C.O. Reviews			
Status Board Used			
Space Adequate			
Furniture Adequate			
Communications Adequate			
Housekeeping			
Record Storage			
Location Adequate			
Reproduction Available			
Printouts Promptly Provided			
Conference Room Available			
<b>Week Spots Identified</b>			
1. Reports/1000 Stations			
2. Reports/100CCS			
3. Reports/Call Volume			
4. Other			

ITEM	YES	NO	*	REMARKS
F- MISCELLANEOUS				
E.B.A.C.				
1. Analyzed By Bureau				
2. Other (Where)				
3. Patterns issued per month				
4. % Found Trouble				
5. Field Involvement				
6. Size of EBAC team				
7. Results Trended				
8. Estimate of "Lost Revenues" Corrected				