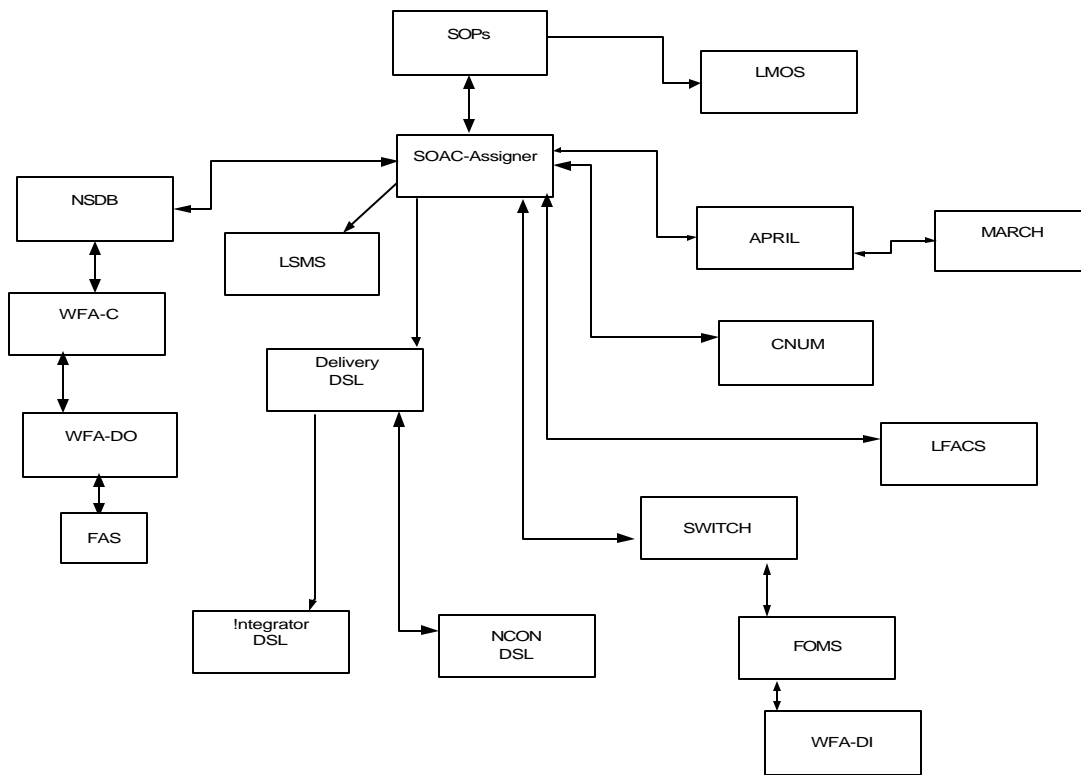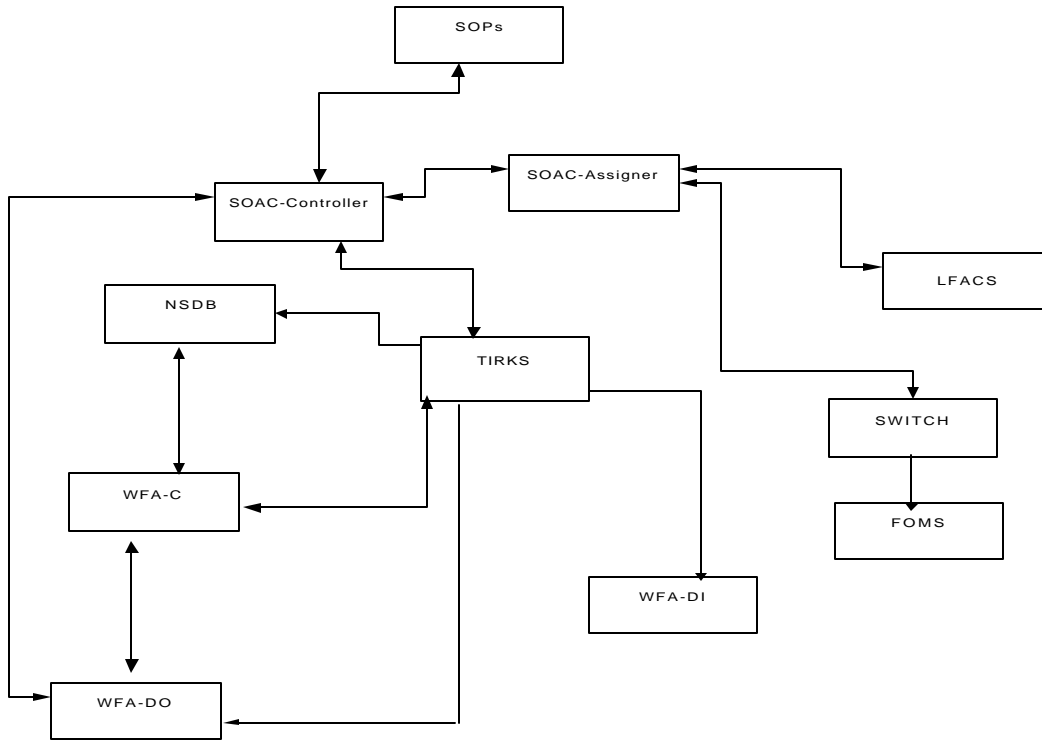## DOWNSTREAM SYSTEM FLOWS AND DESCRIPTIONS

Provisioning System Flow for Non Design Products

The following diagram is for Non Design products in the Wholesale environment. Some of the systems in the flow are used only when a specific product has been ordered; for example, Delivery, NCON and !ntegrator are used when Unbundled Packet Switch Virtual Customer Channels are ordered. This flow represents all of the systems that could be used in the non- design flow.

Provisioning System Flow for Design Products

The following diagram is for design products in the Wholesale environment.

SOPs

SOAC-Controller

SOAC-Assigner

LFACS

NSDB

TIRKS

SWITCH

WFA-C

FOMS

WFA-DI

WFA-DO

System Descriptions

APRIL Switch translations for interfacing with switches.

CNUM Customer Number system is responsible for the selection and administration of numbers associated with a customer's service. CNUM provides functionality comparable to the telephone number selection features in PREMIS. CNUM provides a single corporate database for the selection, assignment, and administration of telephone numbers and their associated data.

Delivery Service activation for DSL services.

FAS Field Access System allows technicians to obtain and close work items via WFA/DO.

FOMS The Frame Operations Management System supports frame operations and provides information for the Recent Change Memory Administration Center (RCMAC) in a SWITCH System environment. FOMS provides for facility-based inquiries and other activities requiring a provisioning database. FOMS can print frame orders, manage various status indicators and completions, package work for the frame technicians, and generally manage the frame operation.

!ntegrator The !ntegrator system supports the inventory and activation of Lucent DSLAM equipment used for DSL type services.

LFACS Loop Facilities Assignment and Control Center System assigns outside plant facilities, based on the type of service (design vs. non-design) requested and the serving central office and its wire center. LFACS inventories outside plant loop facilities such as living units, terminals, cables, cable pairs, serving terminals and cross connection boxes.

LSMS Local Service Management System is a Qwest system that coordinates number portability activity with regional LLC (Limited Liability Company).

LMOS Loop Management Operations System is used to initiate, track and analyze customer trouble reports on Plain Old Telephone Service (POTS) type subscribers. LMOS front-end computers are used by the Maintenance Centers to access trouble testing and reporting for POTS accounts.

MARCH A Memory Administration of Recent CHanges system is a computer system that translates line-related service order data into switch-provisioning messages and automatically transmits the messages to targeted Stored Program Control System (SPCS) switches.

NCON Network Configuration Manager is a GUI (Graphic User Interface) that:

- captures the network inventory of DSLAMs, including equipment at physical locations and the logical paths from the DSLAM to the ATM cloud;

- assigns DSL service requests to that inventory;

- provisions DSL service requests on the DSLAM equipment; and

- provides a database of circuit layout details from the DSLAM to the ATM cloud.

NSDB The Network and Services Database system stores customer and circuit data for special service, message, carrier and enhanced non-designed services. This data is received from the SOAC system during service order activity, and from the TIRKS system upon the issue or reissue of the Work Order Record and Details (WORD) document. NSDB also receives circuit and customer data updates and order completion notifications from WFA/C.

RSOLAR (SOP) Regional Service Order Logistics and Reference Service Ordering platform used in the Western region. Used to create, process, and distribute Service Orders.

SOAC	Service Order Analysis and Control is one of two systems under the FACS "suite" of systems (along with LFACS). Between both systems (LFACS and SOAC), it is a system that supports the entire Provisioning environment for Qwest. It maintains the inventory of Outside Plant records for over 25 million customers in all 14 states. It also processes millions of Service Orders each year and ensures that they are properly provisioned through the necessary systems (SWITCH, TIRKS, MARCH/APRIL, PAWS, etc). SOAC specifically is responsible for Service Order analysis, tracking of the order assignment process, and assignment output.
	SOAC Assigner is the part of the SOAC system that distributes work orders to SWITCH, APRIL, LFACS and CNUM.
	SOAC Controller is the part of the SOAC system that distributes design services orders to TIRKS and WFA.
SOLAR (SOP)	Service Order Logistics and Reference System enables the creation, maintenance, distribution, and updating of service orders for the Eastern region. Orders are received from various external order generator systems, like SONAR and IFE, as well as being entered through the SOLAR+ terminal network. Orders are distributed to numerous systems, like FACS, LMOS, and CRIS, via on-line, off-line, and batch processes.
SOPAD (SOP)	Service Order Processing and Distribution allows for online entry of service order information in the Central region. SOPAD is the counterpart to RSOLAR in the Western region and SOLAR in the Eastern Region.
SOPs	The Service Order Processor is the owner of the official version of the service order from origination to completion and posting in CRIS. The SOPs provide service order update, edit, distribute, resend and tracking. Three systems make up the SOPs, SOPAD for the Central region, SOLAR for the Eastern region and RSOLAR for the Western region.
SWITCH	SWITCH is an operation's system designed to inventory and assign central office switching equipment and related facilities. It allows Qwest to provision a network that is comprised of both digital and analog technologies.

TIRKS   The TIRKS system provides for order control and integrated record keeping which allows for highly mechanized provisioning functionality. The TIRKS system is used specifically for designed services and the inventory (equipment and facilities) necessary to provide for the many complex designed services including such items as SONET, DS1, DS3 and Hicap services.

WFA-C   The Work Flow Administration/Controller system optimizes and consolidates work assignments that presently exist in Complex Service Centers and Network Reliability and Operations Center (NROC's). WFA-C is used to assign, track and document the work activities for Complex service orders and maintenance tickets.

WFA-DI   The Work Flow Administration/Design system is a mechanized system that significantly reduces the paper flow and support services needed to manage control centers. The WFA-DI system, with its TIRKS system interface and WFA-C interface capabilities, supports and simplifies the coordination, tracking, pricing and assigning of work requests for "designed" as well as certain "non-designed" services. WFA-DI is used by technical, clerical and management personnel associated with a control center. A control center is a term used to describe the work groups that administer the bulk of a central office's daily work.

WFA-DO   The Work Flow Administration/Dispatch Out system automates the work assignments of technicians who work outside the Central Offices to install and maintain telephone services. It automates such tasks as loading and prioritizing work requests, estimating the time required to do jobs and scheduling the work. It provides on-line status tracking for work requests and helps track productivity of a work center for management use.