ADD GROUP INTERCONNECT SERVICE CENTER (ISC) COMMENT O.5, 5, 6, .08 probabilities is percent of time this activity will occur. O.6 (15) is percent orders that will fail out of limb for manual handling. WORKITEM Review LSR for completeness and accuracy, control activated and accuracy, control accuracy and accuracy accura	Line	Line	Time	Prob	Prob	Labor		
ADD GROUP INTERCONNECT SERVICE CENTER (ISC) COMMENT O.5, 5, 6, .08 probabilities is percent of time this activity will occur. O.5 (1, 5) is percent orders that will fail out of limb for manual handling. WORKITEM Review LSR for completeness and accuracy, control activated and accuracy, accuracy activated and accuracy accurac	Type	Description	Estimate	#1	#2	Rate	Source	
INTERCONNECT SERVICE CENTER (ISC) COMMENT O.5, 5, 6, 0.8 probabilities is percent of time this activity will occur. COMMENT Prob. (1.5) is percent orders that will fall out of IMA for manual handling.	HEADER	LOOP BASIC INSTALL						
COMMENT 05. 5, 6, 08 probabilities is percent of time this activity will occur. COMMENT Prob (.15) is percent orders that will fail out of IMA for manual handling.	ADD							
COMMENT Prob (-15) is percent orders that will fall out of IMA for manual handling. Image: Completeness and accuracy, contractual entries 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Verity Connecting Facility Assignment (CFA) for facility/circuit availability 1 0.05 0.15 42.45 Russ Urevig - SME WORKITEM Verity Connecting Facility Assignment (CFA) for facility/circuit availability 1 0.05 0.15 42.45 Russ Urevig - SME WORKITEM Obtain CO address and validate end user address. 4 1 0.15 42.45 Russ Urevig - SME WORKITEM Surmary Bill List-Look up Billing Telephone Number, tax code, and bill date 2 1 0.15 42.45 Russ Urevig - SME WORKITEM Analyze request to determine cor-provider, type of order, and installation option 2.5 1 0.15 42.45 Russ Urevig - SME WORKITEM Determine critical dates 1 1 1.5 42.45 Russ Urevig - SME WORKITEM If directory advertising or retail contract or both, issue order to remove information from account 3 0.5 0.15 42.45 Russ Urevig - SME WORKITEM Type, review and submit to customer the Firm Order	GROUP	INTERCONNECT SERVICE CENTER (ISC)						
WORKITEM	COMMENT	.05, .5, .6, .08 probabilities is percent of time this activity will occur.						
Verify Connecting Facility Assignment (CFA) for facility/circuit availability 1 0.05 0.15 42.45 Russ Urevig - SME Exchange info, obtain CO, name, address, office type. Access Telephone Address Guide to obtain CO address and validate end user address. 4 1 0.15 42.45 Russ Urevig - SME WORKITEM CPPD look-up billing USOC's for co-provider 2 1 0.15 42.45 Russ Urevig - SME WORKITEM Summary Bill IIIst-Look up Billing Telephone Number, tax code, and bill date 2 1 0.15 42.45 Russ Urevig - SME WORKITEM Summary Bill IIIst-Look up Billing Telephone Number, tax code, and bill date 2 1 0.15 42.45 Russ Urevig - SME WORKITEM Analyze request to determine co-provider, type of order, and installation option 2.5 1 0.15 42.45 Russ Urevig - SME WORKITEM Determine critical dates 1 0.15 42.45 Russ Urevig - SME WORKITEM If directory advertising or retail contract or both, issue order to remove information from account 3 0.5 0.15 42.45 Russ Urevig - SME WORKITEM Type, review and submit to customer the Firm Order Confirmation (FOC) 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Input order into service order processor, Type and format order for billing and provisioning 10 1 0.15 42.45 Russ Urevig - SME WORKITEM Input order into service order processor, Type and format order for billing and provisioning 10 1 0.15 42.45 Russ Urevig - SME WORKITEM Handle calls from other departments working the order 5 0.6 0.15 42.45 Russ Urevig - SME WORKITEM Handle calls from other departments working the order 5 0.6 0.15 42.45 Russ Urevig - SME WORKITEM Corp Provisioning 3 1 1 0.15 42.45 Russ Urevig - SME WORKITEM Corp Provisioning call the provisioning 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Corp Provisioning call the provisioning 3 0.15 42.45 Russ Urevig - SME WORKITEM Corp Provisioning call the provisioning 3 0.15 42.45 Russ Urevig - SME WORKITEM Corp Provisioning call the provisioning 3 0.15 42.45 Russ Urevig - SME WORKITEM Corp Provisioning 4 0.0 4	COMMENT	Prob (.15) is percent orders that will fall out of IMA for manual handling.						
Exchange Info, obtain CO, name, address, office type. Access Telephone Address Guide to obtain CO address and validate end user address.	WORKITEM	Review LSR for completeness and accuracy, contractual entries	3	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM Obtain CO address and validate end user address. 4	WORKITEM	Verify Connecting Facility Assignment (CFA) for facility/circuit availability	1	0.05	0.15	42.45	Russ Urevi	g - SME
WORKITEM CPPD look-up billing USOC's for co-provider Q		Exchange info, obtain CO, name, address, office type. Access Telephone Address Guide to						<u> </u>
WORKITEM Summary Bill List-Look up Billing Telephone Number, tax code, and bill date 2	WORKITEM	obtain CO address and validate end user address.	4	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM	WORKITEM	CPPD look-up billing USOC's for co-provider	2	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM Determine critical dates 1 1 0.15 42.45 Russ Urevig - SME WORKITEM If directory advertising or retail contract or both, issue order to remove information from account 3 0.5 0.15 42.45 Russ Urevig - SME WORKITEM Populate required fields 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Type, review and submit to customer the Firm Order Confirmation (FOC) 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Type, review and submit to customer the Firm Order Confirmation (FOC) 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Ensure order is successfully distributed to the systems and is ready for provisioning 10 1 0.15 42.45 Russ Urevig - SME WORKITEM Handle calls from other departments working the order 5 0.6 0.15 42.45 Russ Urevig - SME WORKITEM Handle issues including conditioning, facility, cable&pair 5 0.6 0.15 42.45 Russ Urevig - SME WORKITEM Handle issues including conditioning, facility, cable&pair 5 0.6 0.15 42.45 Russ Urevig - SME WORKITEM Probability is % manual work required.	WORKITEM	Summary Bill List-Look up Billing Telephone Number, tax code, and bill date	2	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM It directory advertising or retail contract or both, issue order to remove information from account 3 0.5 0.15 42.45 Russ Urevig - SME WORKITEM Populate required fields 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Type, review and submit to customer the Firm Order Confirmation (FOC) 3 1 0.15 42.45 Russ Urevig - SME WORKITEM Input order into service order processor. Type and format order for billing and provisioning 10 1 0.15 42.45 Russ Urevig - SME WORKITEM Input order into service order processor. Type and format order for billing and provisioning 10 1 0.15 42.45 Russ Urevig - SME WORKITEM Handle calls from other departments working the order 5 0.6 0.15 42.45 Russ Urevig - SME WORKITEM Handle issues including conditioning, facility, cable&pair 5 0.08 0.15 42.45 Russ Urevig - SME WORKITEM Handle issues including conditioning, facility, cable&pair 5 0.08 0.15 42.45 Russ Urevig - SME WORKITEM Probability is % manual work required.	WORKITEM	Analyze request to determine co-provider, type of order, and installation option	2.5	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM	WORKITEM	Determine critical dates	1	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM Type, review and submit to customer the Firm Order Confirmation (FOC) 3 1 0.15 42.45 Russ Urevig - SME	WORKITEM	If directory advertising or retail contract or both, issue order to remove information from account	3	0.5	0.15	42.45	Russ Urevi	g - SME
WORKITEM	WORKITEM	Populate required fields	3	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM	WORKITEM	Type, review and submit to customer the Firm Order Confirmation (FOC)	3	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM	WORKITEM	Input order into service order processor. Type and format order for billing and provisioning	10	1	0.15	42.45	Russ Urevi	g - SME
WORKITEM	WORKITEM		3	1	0.15	42.45	Russ Urevi	g - SME
CROUP Probability is % manual work required. Probability is % manual work required. Clear RMA (Request for manual assistance) DESIGN COMMENT Probabilities are % manual work required. WORKITEM Order handling/screening WORKITEM Enter WA (Work Authorization) mask MORKITEM Prepare loop input/DRI (Design Related Information) WORKITEM Distribute WORK (Group Record Detail) document GROUP COMMENT Distribute WORK (Work Authorization) mask Distribute WORK (FICE FRAMES) COMMENT COMMENT O.6 probability represents forward-looking estimate of new loop orders. WORKITEM Analyze order WORKITEM Analyze order WORKITEM Analyze order WORKITEM Analyze order WORKITEM Complete cross-connect WORKITEM Analyze order WORKITEM Complete cross-connect WORKITEM Complete cross-connect WORKITEM Complete loop qualification WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check WORKITEM WORKITEM Record Designed, Verified, Assigned (DVA) test results WORKITEM Record Designed, Verified, Assigned (DVA) test results WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0.46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0.46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module)	WORKITEM	Handle calls from other departments working the order	5	0.6	0.15	42.45	Russ Urevi	g - SME
CROUP Probability is % manual work required. Probability is % manual work required. Clear RMA (Request for manual assistance) Probabilities are % manual work required. WORKITEM Probabilities are % manual work required. WORKITEM Order handling/screening WORKITEM GOC (Generic Order Control) order log WORKITEM Enter WA (Work Authorization) mask Frepare loop input/DRI (Design Related Information) WORKITEM Prepare loop input/DRI (Design Related Information) WORKITEM Circuit design WORKITEM Circuit design WORKITEM Circuit design COMMENT COMPLETE CORDER Steve Hilleary - SME WORKITEM MORKITEM Complete cross-connect WORKITEM Complete cross-connect COMMENT Complete cross-connect WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0.46.78 Steve Hilleary - SME	WORKITEM	Handle issues including conditioning, facility, cable&pair	5	0.08	0.15	42.45	Russ Urevi	g - SME
COMMENT Probability is % manual work required. WORKITEM Clear RMA (Request for manual assistance) DESIGN COMMENT Probabilities are % manual work required. WORKITEM Order handling/screening WORKITEM GOC (Generic Order Control) order log WORKITEM Enter WA (Work Authorization) mask WORKITEM Enter WA (Work Authorization) mask WORKITEM Prepare loop input/DRI (Design Related Information) WORKITEM Distribute WORD (Work Order Record Detail) document WORKITEM Distribute WORD (Work Order Record Detail) document COMMENT O.6 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT O.94 probability represents forward-looking estimate of new loop orders. WORKITEM Analyze order WORKITEM Analyze order WORKITEM Complete cross-connect WORKITEM Analyze order WORKITEM Complete cross-connect WORKITEM Complete cross-connect (CFA) Dial tone check WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check WORKITEM Complete loop qualification WORKITEM Record Designed, Verified, Assigned (DVA) test results WORKITEM Record Designed, Verified, Assigned (DVA) test results WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	GROUP							<u> </u>
GROUP DESIGN COMMENT Probabilities are % manual work required. WORKITEM Order handling/screening GOC (Generic Order Control) order log WORKITEM GOC (Generic Order Control) order log GOC (Generic Order Control) order log WORKITEM Enter WA (Work Authorization) mask Enter WA (Work Authorization) mask Frepare loop input/DRI (Design Related Information) Frepare loop input/DRI (Design Related Information) WORKITEM Circuit design Circuit design CENTRAL OFFICE FRAMES COMMENT COMMENT O.06 probability represents forward-looking estimate of new loop orders. COMMENT O.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order Complete cross-connect Fre-service Connecting Facility Arrangement (CFA) Dial tone check Fre-service Connecting Facility Arrangement (CFA) Dial tone check Complete Complete is WFA-DI (Work Force Administration - Dispatch In Module) Design Add Add Add Add Add Add Add Add Add Ad	COMMENT	Probability is % manual work required.						
GROUP DESIGN COMMENT Probabilities are % manual work required. WORKITEM Order handling/screening GOC (Generic Order Control) order log WORKITEM GOC (Generic Order Control) order log GOC (Generic Order Control) order log WORKITEM Enter WA (Work Authorization) mask Enter WA (Work Authorization) mask Frepare loop input/DRI (Design Related Information) Frepare loop input/DRI (Design Related Information) WORKITEM Circuit design Circuit design CENTRAL OFFICE FRAMES COMMENT COMMENT O.06 probability represents forward-looking estimate of new loop orders. COMMENT O.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order Complete cross-connect Fre-service Connecting Facility Arrangement (CFA) Dial tone check Fre-service Connecting Facility Arrangement (CFA) Dial tone check Complete Complete is WFA-DI (Work Force Administration - Dispatch In Module) Design Add Add Add Add Add Add Add Add Add Ad	WORKITEM	Clear RMA (Request for manual assistance)	11.25	0.15	0	41.82	Gary Stacy	- SME
WORKITEM Order handling/screening 5 0.2 0 44.25 Kathy Platts - SME WORKITEM GOC (Generic Order Control) order log 6 0.2 0 44.25 Kathy Platts - SME WORKITEM Enter WA (Work Authorization) mask 5 0.1 0 44.25 Kathy Platts - SME WORKITEM Prepare loop input/DRI (Design Related Information) 10 0.2 0 44.25 Kathy Platts - SME WORKITEM Circuit design 20 0.1 0 44.25 Kathy Platts - SME WORKITEM Distribute WORD (Work Order Record Detail) document 20 0.1 0 44.25 Kathy Platts - SME WORKITEM Distribute WORD (Work Order Record Detail) document 2 0.05 0 44.25 Kathy Platts - SME WORKITEM Distribute WORD (Work Order Record Detail) document 2 0.05 0 44.25 Kathy Platts - SME WORKITEM 2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	GROUP	DESIGN						
WORKITEM Order handling/screening 5 0.2 0 44.25 Kathy Platts - SME WORKITEM GOC (Generic Order Control) order log 6 0.2 0 44.25 Kathy Platts - SME WORKITEM Enter WA (Work Authorization) mask 5 0.1 0 44.25 Kathy Platts - SME WORKITEM Prepare loop input/DRI (Design Related Information) 10 0.2 0 44.25 Kathy Platts - SME WORKITEM Circuit design 20 0.1 0 44.25 Kathy Platts - SME WORKITEM Distribute WORD (Work Order Record Detail) document 20 0.1 0 44.25 Kathy Platts - SME WORKITEM Distribute WORD (Work Order Record Detail) document 2 0.05 0 44.25 Kathy Platts - SME WORKITEM Distribute WORD (Work Order Record Detail) document 2 0.05 0 44.25 Kathy Platts - SME WORKITEM 2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	COMMENT	Probabilities are % manual work required.						
WORKITEM GOC (Generic Order Control) order log MORKITEM Enter WA (Work Authorization) mask MORKITEM Prepare loop input/DRI (Design Related Information) MORKITEM Circuit design MORKITEM Distribute WORD (Work Order Record Detail) document MORKITEM Analyze order MORKITEM Complete cross-connect MORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check MORKITEM Complete loop qualification MORKITEM Record Designed, Verified, Assigned (DVA) test results MORKITEM Record Designed, Verified, Assigned (DVA) test results MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) MORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module)	WORKITEM		5	0.2	0	44.25	Kathy Platts	s - SME
WORKITEM Prepare loop input/DRI (Design Related Information) Circuit design Distribute WORD (Work Order Record Detail) document CENTRAL OFFICE FRAMES COMMENT 2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order Complete cross-connect WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check WORKITEM Complete loop qualification Record Designed, Verified, Assigned (DVA) test results WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 10 0.44.25 Kathy Platts - SME 44.25 Kathy Platts - SME	WORKITEM	GOC (Generic Order Control) order log	6	0.2	0			
WORKITEM Circuit design 20 0.1 0 44.25 Kathy Platts - SME WORKITEM Distribute WORD (Work Order Record Detail) document 2 0.05 0 44.25 Kathy Platts - SME GROUP CENTRAL OFFICE FRAMES COMMENT 2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM	Enter WA (Work Authorization) mask	5	0.1	0	44.25	Kathy Platts	s - SME
WORKITEM Distribute WORD (Work Order Record Detail) document 2 0.05 0 44.25 Kathy Platts - SME GROUP CENTRAL OFFICE FRAMES COMMENT 2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM	Prepare loop input/DRI (Design Related Information)	10	0.2	0	44.25	Kathy Platts	s - SME
WORKITEM Distribute WORD (Work Order Record Detail) document 2 0.05 0 44.25 Kathy Platts - SME GROUP CENTRAL OFFICE FRAMES COMMENT 2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM	Circuit design	20	0.1	0	44.25	Kathy Platts	s - SME
GROUP CENTRAL OFFICE FRAMES COMMENT 2 probability is for cross-connects placed at Main Distributing Frame and Interconnect Distribution Frame. COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM	Distribute WORD (Work Order Record Detail) document	2	0.05	0			
COMMENT 0.06 probability represents forward-looking estimate of new loop orders. COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	GROUP							
COMMENT 0.94 probability represents forward-looking estimate of re-use (existing) loop orders. WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	COMMENT	2 probability is for cross-connects placed at Main Distributing Frame and Interconnect D	istribution I	rame.				
WORKITEM Analyze order 5 1 0 46.78 Steve Hilleary - SME WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	COMMENT	· · · · · · · · · · · · · · · · · · ·						
WORKITEM Complete cross-connect WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check WORKITEM Complete loop qualification Complete loop	COMMENT	0.94 probability represents forward-looking estimate of re-use (existing) loop orders.						
WORKITEM Complete cross-connect 4 2 0 46.78 Steve Hilleary - SME WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check 4 1 0 46.78 Steve Hilleary - SME WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM		5	1	0	46.78	Steve Hillea	ary - SME
WORKITEM Pre-service Connecting Facility Arrangement (CFA) Dial tone check WORKITEM Complete loop qualification Complete loop qualification Complete loop qualification Complete loop qualification Pescord Designed, Verified, Assigned (DVA) test results Complete loop qualification Dispatch In Module) WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module)	WORKITEM	Complete cross-connect	4	2				
WORKITEM Complete loop qualification 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM		4		0			
WORKITEM Record Designed, Verified, Assigned (DVA) test results 2 1 0.06 46.78 Steve Hilleary - SME WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM							
WORKITEM Post DVA work complete is WFA-DI (Work Force Administration - Dispatch In Module) 2 1 0 46.78 Steve Hilleary - SME	WORKITEM							
	WORKITEM							
VVOINTIENT INTRIPED DUE DUE VAI ADT WORLEGUEST.	WORKITEM	Analyze Due Date WFADI work request	2	1				
	WORKITEM							

GROUP	PROJECT COORDINATOR						
COMMENT	0.06 probability represents forward-looking estimate of new loop orders.						
WORKITEM	Screen WFA (Work Force Administration) for order accuracy	4	1	0	46.78	Deni Toye	- SME
WORKITEM	Verify LNO (Local Network Operation) completion	2	1	0	46.78	Deni Toye	- SME
WORKITEM	Complete performance/conformance testing	15	1	0.06	46.78	Deni Toye	- SME
WORKITEM	Document test results	3	1	0	46.78	Deni Toye	- SME
WORKITEM	Notify customer/co-provider of work completion	4	1	0	46.78	Deni Toye	- SME
WORKITEM	Post order complete in WFA/C (Work Force Administration - Control Module)	3	1	0	46.78	Deni Toye	- SME
DISCONNECT							
GROUP	INTERCONNECT SERVICE CENTER (ISC)						
COMMENT	Prob (.15) is percent orders that will fall out of IMA for manual handling.						
COMMENT	DISCOUNT = PV(0.1125,2.5, , 1) = .77						
WORKITEM	Review LSR for completeness and accuracy, contractual entries	3	0.15	0.77	42.45	Russ Urevi	g - SME
WORKITEM	Verify existing account (access CSR in BOSS/CARS) and obtain closing bill address.	2	0.15	0.77	42.45	Russ Urevi	g - SME
WORKITEM	Type, review and submit to customer the Firm Order Confirmation (FOC)	2	0.15	0.77	42.45	Russ Urevi	g - SME
WORKITEM	Input order into service order processor. Type and format order for billing and provisioning	10	0.15	0.77	42.45	Russ Urevi	g - SME
WORKITEM	Populate required fields	3	0.15	0.77	42.45	Russ Urevi	g - SME
WORKITEM	Ensure order is successfully distributed to the systems and is ready for provisioning	3	0.15	0.77	42.45	Russ Urevi	g - SME
GROUP	LOOP PROVISIONING CENTER (LPC)						
COMMENT	Probability is % manual work required.						
COMMENT	DISCOUNT = PV(0.1125,2.5, , 1) = .77						
WORKITEM	Clear RMA (Request for manual assistance)	11.25	0.15	0.77	41.82	Gary Stacy	- SME
GROUP	DESIGN						
COMMENT	Probabilities are % manual work required.						
COMMENT	DISCOUNT = PV(0.1125,2.5, , 1) = .77						
WORKITEM	Order handling/screening	5	0.1	0.77	44.25	Kathy Platts	s - SME
WORKITEM	GOC (Generic Order Control) order log	6	0.1	0.77	44.25	Kathy Platts	s - SME
WORKITEM	Enter WA (Work Authorization) mask	5	0.1	0.77	44.25	Kathy Platts	s - SME
WORKITEM	Disconnect circuit	5	0.1	0.77		Kathy Platts	
WORKITEM	Distribute WORD (Work Order Record Detail) document	2	0.05	0.77	44.25	Kathy Platts	s - SME
GROUP	CENTRAL OFFICE FRAMES						
COMMENT	2 probability is for cross-connects removed at Main Distributing Frame and Interconnect	Distribution	n Fram	e.			
COMMENT	DISCOUNT = PV(0.1125,2.5, , 1) = .77						
WORKITEM	Analyze order	5	1	0.77	46.78	Steve Hille	ary - SME
WORKITEM	Remove cross-connect	2.3	2	0.77	46.78	Steve Hille	ary - SME
WORKITEM	Complete work request in WFA-DI (Work Force Administration - Dispatch In Module)	2	1	0.77	46.78	Steve Hillea	ary - SME
GROUP	PROJECT COORDINATOR						
COMMENT	DISCOUNT = PV(0.1125,2.5, , 1) = .77						
WORKITEM	Screen WFA (Work Force Administration) for circuit	2	1	0.77	46.78	Deni Toye	- SME
WORKITEM	Contact customer	4	1	0.77	46.78	Deni Toye	- SME
WORKITEM	Complete circuit in WFA/C (Work Force Administration - Control Module)	3	1	0.77	46.78	Deni Toye	- SME