

Line Type	Line Description	Time Estimate	Prob #1	Prob #2	Labor Rate	Source
HEADER	LOOP BASIC INSTALL					
ADD						
GROUP	INTERCONNECT SERVICE CENTER (ISC)					
COMMENT	.05, .5, .6, .08 probabilities is percent of time this activity will occur.					
COMMENT	Prob (.15) is percent orders that will fall out of IMA for manual handling.					
WORKITEM	Review LSR for completeness and accuracy, contractual entries	3	1	0.15	42.45	Russ Urevig - SME
WORKITEM	Verify Connecting Facility Assignment (CFA) for facility/circuit availability	1	0.05	0.15	42.45	Russ Urevig - SME
WORKITEM	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 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 co-provider, type of order, and installation option	2.5	1	0.15	42.45	Russ Urevig - 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	Input order into service order processor. Type and format order for billing and provisioning	10	1	0.15	42.45	Russ Urevig - SME
WORKITEM	Ensure order is successfully distributed to the systems and is ready for provisioning	3	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
GROUP	LOOP PROVISIONING CENTER (LPC)					
COMMENT	Probability is % manual work required.					
WORKITEM	Clear RMA (Request for manual assistance)	11.25	0.15	0	41.82	Gary Stacy - SME
GROUP	DESIGN					
COMMENT	Probabilities are % manual work required.					
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	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	Analyze Due Date WFADI work request	2	1	0.94	46.78	Steve Hilleary - SME
WORKITEM	Due Date pre-service CFA dial tone check	4	1	0	46.78	Steve Hilleary - SME

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 Urevig - SME
WORKITEM	Verify existing account (access CSR in BOSS/CARS) and obtain closing bill address.	2	0.15	0.77	42.45			Russ Urevig - SME
WORKITEM	Type, review and submit to customer the Firm Order Confirmation (FOC)	2	0.15	0.77	42.45			Russ Urevig - SME
WORKITEM	Input order into service order processor. Type and format order for billing and provisioning	10	0.15	0.77	42.45			Russ Urevig - SME
WORKITEM	Populate required fields	3	0.15	0.77	42.45			Russ Urevig - SME
WORKITEM	Ensure order is successfully distributed to the systems and is ready for provisioning	3	0.15	0.77	42.45			Russ Urevig - 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 - SME
WORKITEM	GOC (Generic Order Control) order log	6	0.1	0.77	44.25			Kathy Platts - SME
WORKITEM	Enter WA (Work Authorization) mask	5	0.1	0.77	44.25			Kathy Platts - SME
WORKITEM	Disconnect circuit	5	0.1	0.77	44.25			Kathy Platts - SME
WORKITEM	Distribute WORD (Work Order Record Detail) document	2	0.05	0.77	44.25			Kathy Platts - SME
GROUP	CENTRAL OFFICE FRAMES							
COMMENT	2 probability is for cross-connects removed at Main Distributing Frame and Interconnect Distribution Frame.							
COMMENT	DISCOUNT = $PV(0.1125, 2.5, , 1) = .77$							
WORKITEM	Analyze order	5	1	0.77	46.78			Steve Hilleary - SME
WORKITEM	Remove cross-connect	2.3	2	0.77	46.78			Steve Hilleary - SME
WORKITEM	Complete work request in WFA-DI (Work Force Administration - Dispatch In Module)	2	1	0.77	46.78			Steve Hilleary - 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