

September 13, 2001

OBSERVATION REPORT #30

During the course of testing efforts for PPR16: Maintenance and Repair (M&R) Work Center Support Evaluation and Support, KPMG Consulting observed a lack of documented, site-specific disaster recovery plans at several M&R work centers serving wholesale and resale customers.

Issue

In June and July of 2001, KPMG Consulting conducted interviews with the management teams of several Verizon centers involved with the M&R processes for wholesale operations in Virginia.

KPMG Consulting observed that some work centers serving wholesale customers do not have documented, site-specific recovery plans available in the event the centers need to unexpectedly shut down their operations.¹ In some cases, KPMG Consulting found that the plan was not specific to the applicable center. In the course of testing efforts for PPR15: End-to-End M&R Process Evaluation, KPMG Consulting observed documented, site-specific disaster recovery plans at the majority of retail centers visited.

KPMG Consulting noted the following status of emergency outage procedure documents for Verizon VA maintenance and repair centers during the interviews with center management teams:

Verizon VA Center	Customers	Documented Outage Procedures?	Site Specific?
Regional CLEC Maintenance Center (RCMC) (Richmond, VA)	Wholesale	Yes	No
RCMC (Bridgewater, NJ)	Wholesale	Yes	No
RCMC (East Brunswick, NJ)	Wholesale	Yes	No
Wholesale Dispatch Resource Center (WDRC) (Silver Spring, MD) ²	Wholesale	No	No
Regional Resold Services Center (RRSC) (Hamilton Square, NJ)	Resale	No	No

¹ In several interviews with Verizon, center management indicated that they would intuitively know how to handle an emergency outage situation, despite the absence of a formal documented plan. In some cases, documented plans were in place; however, wholesale work center management was unaware of the existence of such documentation.

² The Wholesale Dispatch Resource Center (WDRC) in Silver Spring, MD, was formerly called the Wholesale Customer Service Center (WCSC).

This observation report is for discussion purposes only and is subject to change without notice.

Verizon VA Center	Customers	Documented Outage Procedures?	Site Specific?
National Dispatch Resource Center (NDRC) (Falls Church, VA)	Retail & Wholesale	Yes	Yes
Network Operations Center/Dispatch In (NOC/DI) (Clarksburg, WV)	Retail & Wholesale	No	No
Network Test Center (NTC) (Norfolk, VA)	Retail & Wholesale	Yes	No

Assessment

In the case of an emergency outage, lack of properly documented, site-specific disaster recovery plans at wholesale work centers could significantly interrupt work center functions, thereby preventing CLECs from effectively serving their customers.