

September 18, 2001

OBSERVATION REPORT #32

KPMG Consulting observed differences in the assignment of special circuit troubles to Network Technicians between resale and retail customers.

Issue

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

The Resold Repair Service Center (RRSC) located in Hamilton Square, NJ manages and tests special circuit troubles for Verizon VA resale customers. KPMG Consulting observed on June 25, 2001 that as special circuit trouble reports flow into the RRSC, a Team Leader manually assigns trouble tickets to Net Technicians qualified to work on the types of circuits on the trouble tickets.

The Special Services Center (SSC) located in Richmond, VA manages and tests special circuit troubles for Verizon VA retail customers. KPMG Consulting observed on June 21, 2001 that as special circuit trouble reports flow into the SSC, the Work Force Administration – Control (WFA/C) automatically assigns trouble tickets to Net Technicians qualified to work on the types of circuits on the trouble tickets.

During KPMG Consulting's interview with RRSC management, the RRSC Manager stated that the center would be transitioning to the automatic assignment feature in the future. As of June 25, 2001, the automatic assignment feature of WFA/C was not being utilized at the RRSC, and an exact date had not been established for this transition to take place.

Assessment

Automatic assignment of trouble tickets to Net Technicians may allow for a faster and more efficient delegation of work to center personnel. If Team Leaders at the RRSC continue to manually assign trouble tickets, resale customers may not receive the same level of service as retail customers, who rely on the SSC for special circuit testing.

Resellers require timely responses to special circuit trouble tickets in order to provide the same level of service given to retail customers.

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