

September 19, 2001

## **OBSERVATION REPORT #33**

KPMG Consulting observed inconsistencies between the trouble entry instructions outlined on the RETAS (Repair Trouble Administration System) “Trouble Ticket Create Request- Create New” screen and the instructions documented in the *RETAS User Guide*.<sup>1</sup>

### **Issue**

On August 01, 2001, KPMG Consulting entered trouble tickets via RETAS. On the trouble create screen, KPMG Consulting found that the “Additional Trouble Information” field is marked as “Optional.”<sup>2</sup> However, information in the RETAS User Guide describes that the “Additional Trouble Information” field is a “Required” field.<sup>3</sup>

### **Assessment**

Inconsistent documentation causes delays in the trouble ticket entry process, inhibiting CLECs from serving their customers in a timely manner.

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<sup>1</sup> The *RETAS User Guide* was provided during RETAS training conducted at the Regional CLEC Maintenance Center in Richmond, VA.

<sup>2</sup> Each field on the trouble create screen has either a red, green or yellow diamond-shaped object adjacent to it. According to a legend at the top of the same screen, a red diamond indicates a required field, a yellow diamond a conditional field and a green diamond, an optional field.

<sup>3</sup> The following is stated on page 54 of the *RETAS User Guide*: “Additional Trouble Information” field: “Required: This field must contain details pertinent to trouble resolution. Use logical abbreviations, as there are only 80 available character spaces.”

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