

Issued: September 19, 2001

Revised: October 25, 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>

#### **Additional Information (as of October 25, 2001)**

As described in Verizon’s response to Observation #33, both the RETAS trouble create screen and the hard copy of the RETAS User Guide<sup>4</sup> presently describe the “Additional Trouble Information” field as an “Optional” field. However, KPMG Consulting observed that the on-line version of the RETAS User Guide has not been updated and still describes the “Additional Trouble Information” field as a “Required” field.<sup>5</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.”

<sup>4</sup> The RETAS User Guide comprises both the version received during CLEC training, dated May 24, 2001, and replacement pages sent via email to KPMG Consulting on October 5, 2001 that reflect changes made in response to Observation #33.

<sup>5</sup> The on-line version of the RETAS User Guide can be found at:  
[http://128.11.40.241/east/wholesale/customer\\_docs/wpm/creating.htm#overview](http://128.11.40.241/east/wholesale/customer_docs/wpm/creating.htm#overview)