

February 1, 2000

OBSERVATION REPORT #16

The process for completing work in the TISOC is not consistently documented.

Issue

Through interviews with managers of the TISOCs, KPMG has found inconsistencies in process documentation. TISOC Service representatives have Methods and Procedures that explain how to write orders for products, but they do not have Methods and Procedures that describe the steps involved in analyzing an order (e.g. the receipt of an order assignment, prioritization of assigned orders, error analysis, and the query process).

Only the newly-formed UNE-DSL and Premium Loop TISOC has a step-by-step description of the order analysis process.

Assessment

The lack of process documentation of the TISOC processes can lead to inconsistent performance and procedures among specific service reps and Centers. As a result, certain CLEC transactions might be processed incorrectly.