

February 8, 2000

OBSERVATION REPORT #20

A disparity exists between retail and wholesale provisioning.

Issue

The Retail Service Splice Technicians (SST), the outside plant technicians who serve retail customers possess tools not available to wholesale SSTs.

- Retail SSTs possess mobile phones to communicate with BA (e.g. the Enterprise Dispatch Organization) from remote sites. Wholesale Installation & Maintenance and the Workforce Management Group's SST's, who serve wholesale BA customers, do not.
- Retail SSTs possess IBM Laptop Computers (except for those in the South East region of Massachusetts) to access WFA/DO and WFA/C to communicate with BA from remote sites and close orders. Currently, no official process exists in the Wholesale Installation & Maintenance and the Workforce Management Group, who serve wholesale BA customers, to outfit the SSTs with these terminals. However, some technicians have brought terminals from past jobs.

Assessment

This disparity could significantly impact the responsiveness of the SSTs and thus effect both repeat dispatches and the timeliness of provisioning.