

Increasing Network Reliability &  
Lowering Costs

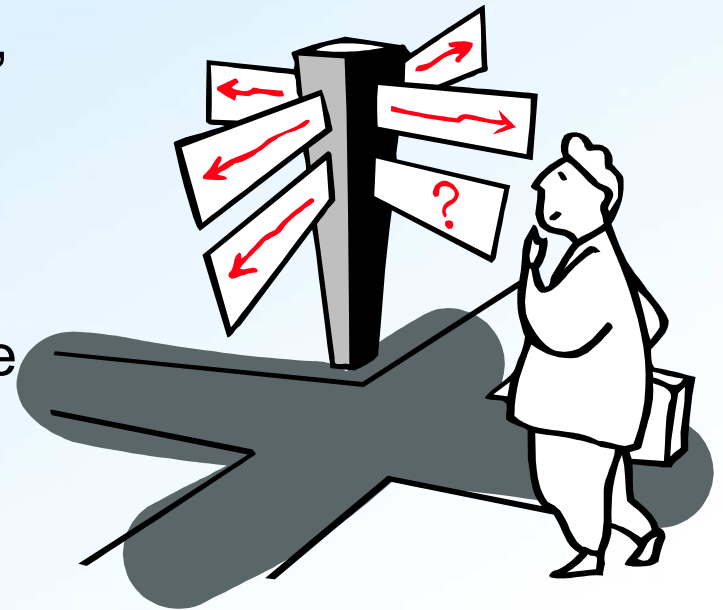
Implementing SOTS:  
A Best Practice  
for Service Providers





# What Business Problem does this Best Practice Address?

- TL 9000 requires Field Performance Data to be collected and reported \*, but ...
  - TL 9000 is not prescriptive of *how* this should be done.
  - TL 9000 does not provide a concise summary of *what* Field Performance Data is required to be reported

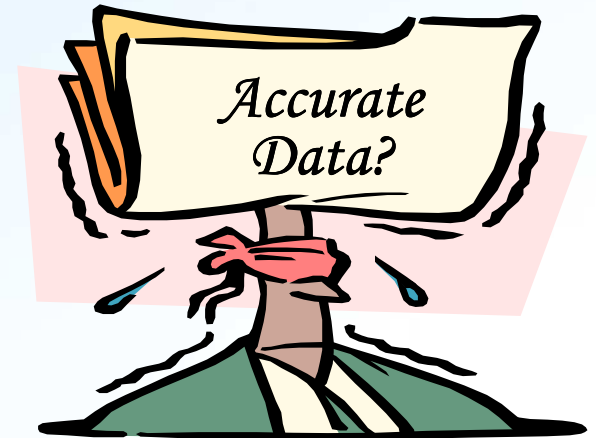
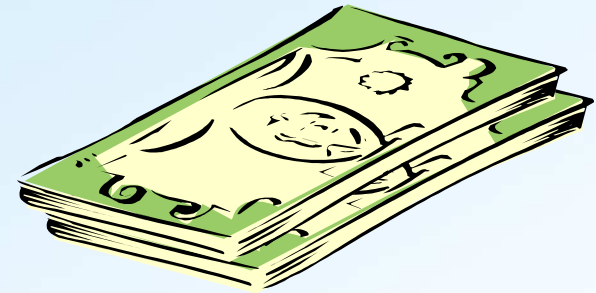


\* See TL 9000 Measurements HB 3.5 Sect 3.5.4 - Customer Responsibilities and TL 9000 Requirements HB 3.0 8.4.H.1 - Field Performance Data



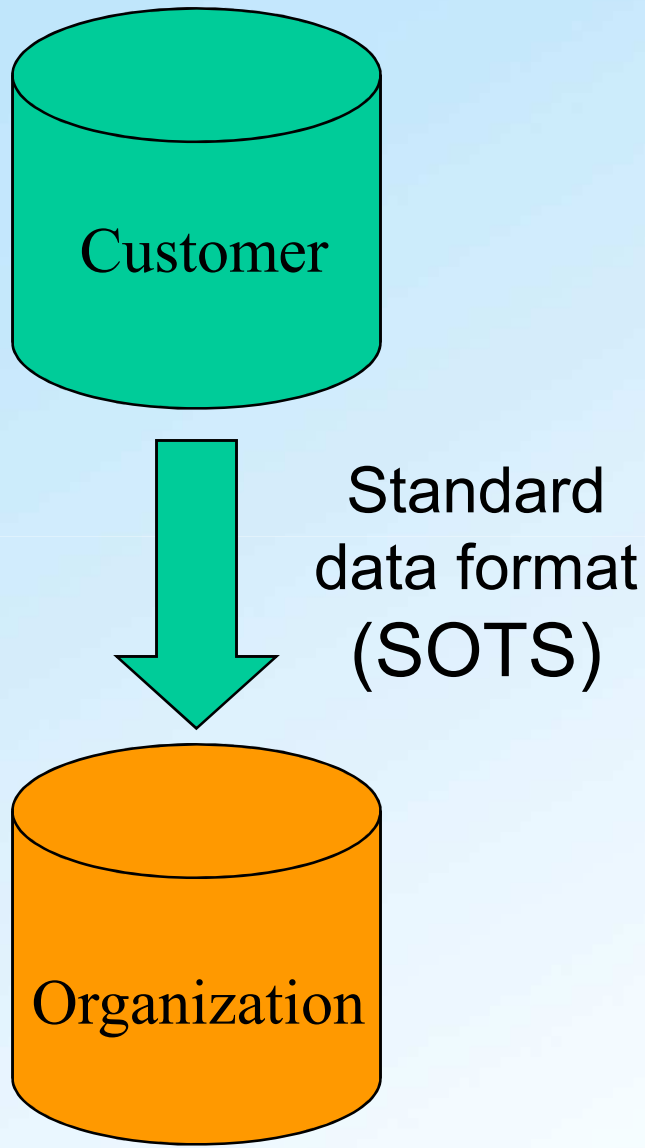
# What is the Impact of the Problem?

- The result of no defined structure for reporting Field Performance Data?
  - Expensive research to determine what information must be reported
  - Many different formats used to provide Field Performance Data
  - Custom software development required for data automation with each trading partner
  - Manual reporting
  - Data that does not contain all the necessary fields
  - No Field Performance Data reported at all
  - ***Inaccurate TL 9000 results***





## A Solution was Developed



- ✓ A QuEST Forum sponsored cross-industry team researched the information required to comply with TL 9000 when reporting Field Performance Data
- ✓ The research was used to create SOTS – Standard Outage Template System - a standard data record for reporting Field Performance Data to Suppliers



# SOTS Record Template

***THIS HAS TO BE UPDATED TO 4.0***

Data Type	Field Name	Field Type [length]
Mandatory	Outage ID Number	alphanumeric [15 char]
Mandatory	Record Status	alpha [10 char]
Mandatory	Company Name	alpha [30 char]
Optional	D&B Number	numeric [9 char]
Optional	Geographic Location Code	alphanumeric [20 char]
Mandatory	Report Date	Date [DD-MM-YYYY]
Optional	Location - Country	alpha [30 char]
Optional	Location - Region	alpha [30 char]
Optional	Location - City	alpha [30 char]
Optional	Site Name	alpha [30 char]
Mandatory	Originator - Last Name	alpha [20 char]
Mandatory	Originator - First Name	alpha [20 char]
Mandatory	Originator - Phone	Phone [20 char]
Mandatory	Originator - email	alphanumeric [30 char]
Mandatory	Incident Date	Date [DD-MM-YYYY]
Mandatory	Incident Time	Time [HH:MM:SS]
Mandatory	Overall Duration	Time [HHH:MM:SS.SS]
Mandatory	Total Outage Duration	Time [HHH:MM:SS.SS]
Mandatory	Partial Outage Duration	Time [HHH:MM:SS.SS]
Mandatory	Partial Impact	NNN%
Mandatory	Excess Time	Time [HH:MM]
Mandatory	Inability to Access Time	Time [HHH:MM]
Mandatory	Live System?	enumerated (Y/N)
Mandatory	Manufacturer	alphanumeric [30 char]
Mandatory	Model Name/Number	alphanumeric [20 char]
Optional	Card Name/Number	alphanumeric [30 char]
Mandatory	SW Release	alphanumeric [20 char]
Optional	System Type	alphanumeric
Mandatory	Host or Remote	enumerated (Host, Remote, NA)
Mandatory	CCS Outage Only?	enumerated (Y/N)
Mandatory	Admin Outage Only?	enumerated (Y/N)
Mandatory	Scheduled Event?	enumerated (Y/N)
Mandatory	End User Impacting?	enumerated (Y/N)
Mandatory	Amount of Service Affected	NNNNNNN
Mandatory	Type of Service Affected	alphanumeric
Mandatory	Outage Classification	enumerated (See Outage Classifications worksheet)
Mandatory	Attributable To	enumerated (Service Provider, Supplier, Other)
Mandatory	Installation Related Outage?	enumerated (Y/N)
Dependent	Installing Company Name	alphanumeric [30 char]
Optional	Description of Service Failure	Text
Optional	Root Cause Analysis	Text
Optional	Supplier Ticket Number	alphanumeric [20 char]



## Sample Fields from SOTS

- Record ID Number - alphanumeric[15 char]
  - Identifier that is unique per company. Used to reference the record  
e.g. YY-NNNNN
- Description of Service Failure - Text
  - A narrative of the facts as to what caused and or contributed to the failure
- Excess Time - Time [HH:MM]
  - Excess time is excluded from Supplier Attributable calculations. TL 9000 Measurements HB: Technician Time  
6.1.4.1 B4



## BellSouth SOTS Implementation

- ✓ Used SOTS Specification to develop new software for automated data transfer
- ✓ Software Development Requirements:
  - Reusable
  - Able to run in parallel with old system
  - Test mode available
- ✓ Phased conversion
  - Worked closely with Suppliers to convert to the new system
- ✓ Conversion now complete



# BellSouth Experiences with SOTS Implementation

## Lower Costs:

1. Standardized processes for relaying Field Performance Data to all suppliers
2. Re-useable software for automated data transfer
3. Estimated labor reduction of 1.2 headcount (database programmer/system administrator/data entry) credited to SOTS

## Increased Element Availability:

1. The sharing of Field Performance Data is believed to be a key factor in helping Suppliers to improve their products and increasing Network Reliability





# Lessons Learned from SOTS Implementation

1. The suppliers led the way
  - Suppliers were much quicker to see the cost savings and benefits
2. Service Providers lagged
  - A strong management commitment is required from Service Providers to implement the processes for sharing Field Performance Data with Suppliers
  - The benefits have to be made very clear to the Manager(s) who control
    - Data Collection
    - Data Transfer
  - The cost savings have to be spelled out
  - The obligation to TL 9000 registered Suppliers must be spelled out
3. Service Providers particularly don't like to share data that they believe is Service Provider Attributable



# Conclusions

- Service Providers have an obligation to provide Field Performance Data to TL 9000 registered organizations in particular, and Suppliers in general
- SOTS provides a standard format for reporting this data
- SOTS defines what information must be collected to TL 9000 registered organizations
- The use of SOTS to deliver Field Performance Data to Suppliers can save a Service Provider money when compared to developing a separate interface with each individual Supplier
- TL 9000 Measurements will be incorrect if Field Performance Data isn't shared with the TL 9000 registered organization
- The sharing of Field Performance Data leads to increased network reliability