DIAL FACILITIES MANAGEMENT PRACTICES
AT & TCo Standard

DIVISION A
SECTION 3
Issue 1, August 1976
Appendix 6

NETWORK MANAGER—ADMINISTRATION

Personnel assigned as Network Manager—Administration will generally be responsible for overall administration and utilization of a specific portion of the local dial switching network in either a metropolitan or outstate area. This position is responsible for serving main station demand, from both a growth and usage standpoint, at established objective service levels. Equipment types within the manager's responsibility include both electromechanical and stored program control, although in some instances specialization by equipment type will be possible.

This position oversees activities of subordinates and also plans, coordinates, controls and directs all administration activities related to offices and network configurations within the area of responsibility.

In addition to the managerial and supervisory activities of this position, the Network manager must apply technical expertise and provide experienced judgement in assisting in such areas as translations administration, real-time and summarized data analysis, service problem analysis and corrective action, transition administration, trunking administration and trunking problems, and other service-related areas.

The Network Manager is a key position in the organization because it is where all network administration responsibilities are assumed and where management, not supervision, takes place. In such a capacity, the Network Manager must protect service from the customer's viewpoint and must discharge the service provision and equipment utilization responsibilities completely and effectively.

DUTIES AND RESPONSIBILITIES	PERCENT OF TOTAL TIME
A. Equipment Utilization	25
B. Office Status Evaluation/Capacity Determination	20
C. Service Problem Analysis	20
D. Transition Management	15
E. Data Administration	10
F. Miscellaneous	10

JOB TITLE: NETWORK MANAGER—ADMINISTRATION

DEPARTMENT: NETWORK

SUPERVISOR: DISTRICT NETWORK MANAGER

JOB SUMMARY

This position is responsible for the overall administration and utilization of a specific portion of the local dial switching network in either a metropolitan or outstate area.   This position is also responsible for serving main station demand, from both a growth and usage standpoint, at established objective service levels. To meet these responsibilities, however, the incumbent must coordinate with and share responsibility with other departmental groups.

The number of main stations served by the entities in the incumbent's area of responsibility would range between 100,000 to 200,000.   This depends on the complexity of the job in the area and also on whether the job is in a metropolitan or outstate environment.

DUTIES AND RESPONSIBILITIES

25% A.   Plans, directs, and coordinates network administration activities related to the optimum loading, balancing and utilization of installed equipment.

(1) Receives detailed loading plans from network supervisors.   Reviews and approves these plans. Oversees adherence to the loading plans.   Coordinates with the network supervisors and assignment supervisor to insure that the plans are being properly utilized.

(2) Reviews and inspects the amount of distributing frame transfer activity required.   Advises and directs Assignment Supervisor to insure that transfer activity is efficient and beneficial.

(3) Oversees all activities and negotiates all obstacles related to the administration of lines and numbers and the generation and use of loading plans.

(4) Control and coordinates with the network supervisors and Network Manager—Trunking to insure that the trunk network is adequate.   Cooperates with Network Manager—Trunking to overcome routing, design, or engineering obstacles.

(5) Directs activities related to the effective use of the load balance plan.   Oversees and reviews the analysis of load balance data.

(6) Oversees and assists in the analysis of data to insure efficient equipment loading and balance. Coordinates with Network Manager—Design and Network Manager—Maintenance for correction of imbalance or inefficient equipment loading.

(7) Receives indication of equipment imbalance or improper equipment operation that is affecting service results from network supervisors.   Coordinates with Network Manager—Maintenance to correct improper equipment operation detected from these analyses.

(8) Oversees and directs the network supervisors in all activities related to equipment utilization. Negotiates to remove obstacles as required.

20% B. **Plans, directs, and coordinates network administration activities to insure that adequate equipment is scheduled to be provided in the future.**

(1) Receives network design order from Network Manager—Design and receives equipment order from Equipment Engineering Manager. Studies and provides them to network supervisors and assignment supervisor. Receives indications of unacceptable equipment arrangements from subordinates and negotiates with Network Manager—Design and/or Equipment Engineering Manager to effect change of unacceptable arrangements.

(2) Receives capacity determination data from network supervisors. Reviews, studies, and approves final determination of capacities and limiting items. Cooperates and negotiates with Network Manager—Design in defining engineering characteristics and in determining the official office capacities.

(3) Reviews and studies projections of capacities and scheduled growth jobs. Negotiates with Network Manager—Design and Engineering Manager—Plant Extension to establish relief schedule.

(4) Receives notification of potential changes in office exhaust and/or capacity from network supervisors. Studies available data and negotiates required relief or changes in future plans with Network Manager—Design and/or Engineering Manager—Plant Extension.

(5) Reviews load-service relationships and negotiates any resulting changes in capacity with Network Manager—Design.

(6) Assists network supervisors in analyzing the effects of an area transfer on both "losing" and "gaining" offices. Negotiates with Network Manager—Design, Engineering Manager—Planning and Commercial Manager in effecting the transfer.

(7) Reviews and approves busy season in-service requirements and advises Network Manager-Maintenance accordingly. Cooperates with manager in insuring that these requirements are met.

20% C. **Directs and coordinates the identification, investigation and resolution of all service problems or potential service problems.**

(1) Monitors selected service problem indicators. Advises network supervisors in establishing parameters for "quick look" or exception reporting.

(2) Oversees and coordinates the compilation and study of network data and other data (e.g., plant results, customer reports, etc.) to determine cause of dial tone speed, incoming matching loss, overflow or equipment irregularity problems.

(3) Reviews and studies the detailed summaries of service observation failures to identify causes of overflow and/or equipment irregularity problems.

(4) Oversees the implementation of supplementary analysis techniques and the generation of a corrective action plan (upon problem identification). Oversees progress of the corrective action plan and coordinates efforts to remove service problem cause.

(5) Directs the implementation of local office or network control plan to minimize service impact that could be caused by abnormal conditions (disasters, telethons, strikes, elections, etc). Coordinates the plan with any affected departmental groups.

(6) Receives and reviews forecasts of service problems or weak spots. Assists in the development of interim relief plan and coordinates relief plan with any affected departmental groups.

15% D. **Analyzes equipment additions, replacements and/or rearrangements. Evaluates the impact this activity will have on service, and directs the efficient utilization of new equipment and the protection of service during the transition. Participates in the preparation of the method of procedure (MOP).**

(1) Cooperates and negotiates with the Network Manager—Design, Engineering Manager—Plant Extension and Equipment Engineering Manager in the preparation of the final network design order and growth job scheduling.

(2) Receives prepared cross-connections and/or translations. Reviews and coordinates the distribution of these items to the appropriate groups.

(3) Receives plan for making equipment and trunks available to WECo. Approves plan and coordinates distribution of plan to Network Manager—Maintenance and WECo manager.

(4) Directs the preparation of and reviews the load related documents. Approves and coordinates the distribution of these items.

(5) Oversees the efficient loading and balancing of newly installed equipment.

(6) Reviews data gathered during transition to identify any deterioration in service due to the transition. Coordinates (along with network supervisors) all related departmental groups to effect a resolution of the service problems.

(7) Directs overall Network Administration involvement on job contact committee. Oversees the placement of newly installed equipment into service.

10% E. **Plans and controls all Network Administration activities related to the data administration responsibilities (traffic measuring device administration, scheduling, collecting, processing and distribution of valid data). Oversees and directs the activities of the network supervisors in these activities.**

(1) Coordinates with the Network Manager—Maintenance to insure that the established data collection and scheduling procedures are being adhered to. Negotiates accordingly to overcome any obstacles.

(2) Reviews and approves all busy hours selected and approves the data collection schedule.

(3) Receives requests for data from the Network Manager—Trunking, the Division of Revenues Manager, the Marketing Manager, and the Business Services Manager or any other departmental representative with special data requirements. Administers overall data provisioning effort and distributes data as required.

(4) Receives summary of required engineering data from the network supervisors. Reviews the data, approves and authorizes distribution of the data to the Network Manager—Design.

(5) Oversees, directs and controls the network supervisors in all activities related to collection and processing of data requirements. Negotiates to remove obstacles as required.

(6) Controls and reviews trouble ticket administration.

10% F. **Miscellaneous**

(1) Receives, reviews and approves all Network Administration related reports. Coordinates distribution of these reports.

(2) Receives, reviews and distributes to network supervisors and assignment supervisor any related reports, documents or orders (e.g., central office maintenance report, customer report summaries, network design orders, equipment orders, commercial forecasts, etc.)

(3) Represents the Network Administration Organization in any meetings or interdepartmental contacts related to the network administration activities. Maintains positive interdepartmental working relationships.

(4) Administers personnel-related activities for subordinates (Company policy and objectives, subordinates' performance, evaluations, salary administration, training, safety, absences, etc). Oversees the personnel administration activities of reporting supervisors.

(5) Develops procedures to insure adequate work force, adequate training, organizational efficiency, and management development.

(6) Advises and recommends course of action to the District Manager relating to any Network Administration activities or problems for the responsible offices.

(7) Maintains positive relations with the vocational representative groups.

SCOPE AND NATURE OF SUPERVISION

(1) Incumbent reports to the District Network Manager along with two to four other network managers. The other network managers could be strictly administration or could be strictly maintenance managers (this will vary in different organizations). Immediate supervisor is apprised of network administration results and activities and is available for consultation and guidance (may or may not be located in immediate vicinity of incumbent). Supervisor makes visits (weekly) to review progress and results but is not normally contacted regarding day-to-day activities.

(2) The incumbent has between two to four network supervisors and one assignment supervisor reporting directly. The overall reporting force is between 20 to 40 personnel.

(3) Guides for this position include detailed instructions for some of the administration activities and fairly general guidelines for the remainder of the managerial activities (DFMPs, DAPs, TFPs, Company policy, union contracts and local precedent).

IMPLEMENTATION OF ALTERNATIVE TNDS ORGANIZAIONS

There are no important changes in the functions assigned to the Network Manager with implementation of either *Alternative B* or *Alternative TNDS* organizations. However, the *Data Administration* function requires less planning and controlling and more administrative and coordination responsibilities. With *Alternative "C,"* the Network Manager—Administration must coordinate solutions to data problems with the Network Manager—Staff of the centralized data group as well as the Network Manager—Maintenance.