AT&T

DEFINITY® Monitor I
Planning Manual

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Contents

Index

Introduction

DEFINITY® Monitor I is a traffic management system that enables users to access a broad range of traffic studies. Its switch-polling schedules and extensive report capabilities provide data about DEFINITY Communications System Generic 2 (hereafter referred to as Generic 2), System 85, and DIMENSION switch resources such as module and processor measurements, attendant and ACD measurements, call coverage measurements, security measurements, and trunk measurements. Monitor I also collects and reports trunk traffic data from DEFINITY Communications System Generic 1 (hereafter referred to as Generic 1) and System 75.

About this Manual

This manual is a guide for planning and implementing a Monitor I system. It explains the steps required to prepare a proposal for the customer and provides guidelines for coordinating the planning, configuration, ordering, installation, and initialization of the system.

The planning process involves people from various AT&T organizations who must work closely with each other and with the customer. It is important for both the customer and the AT&T organizations involved to understand their role in the planning and implementation process, in installing the hardware and software, initializing the system, and in the ongoing maintenance and operation of the system.

The manual is organized around the four stages of Monitor I implementation. It is divided into five sections and two appendixes.

Section 1 — Introduction	Provides an overview of the four stages of the implementation schedule. It includes a listing of major implementation activities within each stage, showing the responsible organizations.
Section 2 — The Pre-Sale Stage	Explains activities to be performed during the planning or pre-sale stage of Monitor I implementation. The major objective of this stage is to develop a complete Monitor I configuration so that a contract is signed and an order placed.
Section 3 — The Sale to MOJ Stage	Explains activities to be performed between the sale and Materials-on-Job (MOJ) date. This period spans the time between contract signing and the arrival of equipment at the customer site. During this time the customer and account team work together to plan for training and operation of the system, to gather information needed to initialize the system, to install telephone lines and prepare the site for delivery and installation of equipment.

Section 4 — The Post MOJ Stage	Explains activities to be performed in the post-MOJ stage, between the MOJ date and the time the entire Monitor I system is running. This stage includes all installation, initialization and testing activities. The post-MOJ stage ends with the customer's signed-off acceptance of the installation and operation of the system.
Section 5 — Post Cutover Activities	Explains activities to be performed in the post-cutover stage, after Monitor I hardware and software have been installed and the product warranty is in effect.
Appendix A — Planning Worksheets	Contains the worksheets used to gather information needed to develop a proposal for the customer and to prepare for initialization of the system. These worksheets can be removed and photocopied as needed.
Appendix B — Implementation Checklist	Contains checklists of implementation activities, materials needed for the Sales/Services Handoff, and for acceptance testing. Use these checklists to track the completion of these activities.

Additional References

The following manuals may be useful in planning and implementing Monitor I.

Introduction to DEFINITY Monitor I (585-221-010)
contains an overview of the Monitor I system and its major features.

DEFINITY Monitor I Installation Manual (585-221-610)
explains installation of the hardware and software needed for the system.

DEFINITY Monitor I Operations Guide (585-221-701)
describes how to use the Monitor I application and how to interpret various Monitor I reports.

System 85 Maintenance Manual (555-103-108) is intended for use by maintenance personnel responsible for maintaining the System 85 Communications System.

System 75—Service Manual—System Maintenance (555-200-105) This manual provides background about monitoring, testing, and maintaining System 75.

Implementation Team

The implementation process requires the involvement of several AT&T organizations that must work closely with the customer. Some of the organizations involved in planning and implementing Monitor I include:

Marketing Branch Office	The marketing branch office's (MBO's) account team includes the Account Executive (AE), the Systems Consultant (SC), and the Marketing Support Specialist. The team works with the customer to determine the best system configuration, to select and prepare the installation site, and to place and track the order.
BCS Services	Technicians from the Business Communications System (BCS) Services organization may be used as a resource for providing the account team with certain information about the customer's AT&T equipment and network. AT&T technicians are responsible for on-site support of DEFINITY Monitor I and its maintained products.
DSO/FSO	The Data Services Organization/Field Services Organization technicians are responsible for the installation and maintenance of equipment.
PSC	Premises Service Consultants from BCS Services are responsible for premises wiring.
Project Determination Group	This BCS Services group receives the Project Request Worksheet (PRW) and assigns an individual to act as a Project Manager/Systems Implementation Manager (SIM).
Project Manager/SIM	The Project Manager or SIM is the BCS Services staff member assigned to coordinate orders, develop installation timelines, and oversee initialization and testing of Monitor I and its maintained products.
TMC	The Technical Marketing Center (TMC) is responsible for Marketing Tier III field support and for providing the software disk configuration map.
NCSC	The National Customer Support Center (NCSC) provides all maintenance and administrative support for Monitor I and associated hardware.
Customer	The customer should designate a UNIX administrator who will act as a point of contact for AT&T personnel.
Technical Response Center	The Technical Response Center (TRC) is responsible for assisting with customer configurations and general (Tier II) marketing field support.

Planning and Implementation Activities

This section provides a brief explanation of the activities required in each phase of the planning and implementation process. More details are included in the following chapters. Read this section as a quick overview of the implementation process.

Pre-Sale Stage

This phase should take about one month.

- Gather data (such as product name, product type and version) on the products that make up your configuration.
  Responsibility—Account Team

- Develop the customer hardware and software configuration for Monitor I. Use the configuration worksheets in Appendix A to gather information for the configuration. Section 2 provides details on configuring the system.
  Responsibility—Account Team

- Explain costs of phone lines needed for Monitor I.
  Responsibility—Account Team

- Develop an estimate for the customer based on the proposed hardware configuration, and data-gathering charges.
  Responsibility— Account Team

- Present the estimate to the customer.
  Responsibility— Account Team

- Discuss, validate and document changes to the initial configuration. If necessary, go to special bids for nonstandard contract terms and conditions.
  Responsibility— Account Team

- Develop final quote and present it to the customer.
  Responsibility— Account Team

- Prepare equipment room layout and ensure that the room meets the environmental specifications required for the resident mix of equipment.
  Responsibility— Account Team

- Develop a rough draft of the implementation plan with major milestones, tentative dates, acceptance criteria, and responsibilities. A copy of the plan must be presented at the Internal Sales/Services Handoff meeting.
  Responsibility— Account Team and Customer

- Final presentation to the customer that includes both firm costs and an implementation plan defining the responsibilities of the Account Team, the AT&T Services Organization, and the customer, both during the implementation and throughout the life of the product. The presentation should result in a signed contract.
  Responsibility— Account Team

Sale to MOJ Stage

To complete this phase, allow approximately eight weeks prior to the arrival of the equipment at the customer site.

- To request assignment of a Project Manager/SIM, submit a Project Request Worksheet to the regional Product Determination Group (PDG). See Appendix A for a sample form.
  Responsibility— Account Team

- Project Manager/SIM is assigned and identifies self to the Account Team.
  Responsibility— Project Manager/SIM

- Provide the Project Manager/SIM with a copy of the draft implementation plan.
  Responsibility— Account Team

- Coordinate NCSC initialization and acceptance activity.

- Develop a Services implementation task timeline based on the implementation plan supplied by the Account Team.
  Responsibility— Project Manager/SIM

- Form an implementation team and inform the NCSC and field of their responsibility to schedule their staff for training and availability. NCSC schedules relevant QPPCN upgrades.

- Send message section of Monitor I DOSS configurator output to the TRC.
  Responsibility—Account Team

- Discuss sale of maintenance contracts for Monitor I's maintained products.
  Responsibility— Account Team

- Conduct Business Assurance Meeting.

- Schedule the Internal Sales/Services Handoff meeting between the Account Team and Services, and assemble documents needed for handoff.

- Have the customer identify a UNIX Administrator and Monitor I Administrator/Manager, and obtain the names of customer contacts at remote locations.

- Provide and obtain signoff on a schedule for the customer's UNIX and Monitor I training.

- Order the telephone lines needed.

- Order power (new or modified) for the equipment room.
  Responsibility— Customer

- Internal Sales/Services Handoff meeting between the Account Team and Services. See the *Sales/Services Handoff Checklist* in Appendix B for a list of items that the Account Team is required to provide Services.
  Responsibility— Account Team and Services

- Formal Sales/Services Handoff meeting between Account Team, Services, Applications Start-up contact, and the Customer. The final Implementation Agreement is negotiated and signed off.
  Responsibility— Account Team, Customer and Services

Post MOJ Stage

The time required to complete this phase depends on the size of the configuration. If all preparatory tasks have been completed (such as installing phone lines), installation of Monitor I to the point where the customer can sign off on an acceptance agreement should take from three to seven days.

- Customer receives Monitor I and traffic training.
  Responsibility— Customer and Account Team

- Install and test the hardware and software required for Monitor I.
  Responsibility— Customer or Services

- Install the telephone lines needed.
  Responsibility— Local Telephone Company, Customer

- Initialize the Monitor I application and verify functionality through system acceptance.
  Responsibility— Services (depending on the option chosen by the customer)

- Monitor I's warranty begins upon completion of system acceptance.
  Responsibility— Account Team/Services

Post Cutover Stage

This stage encompasses activities that take place after the customer has signed an acceptance agreement indicating that the system operates as sold. The time required to complete this phase depends on the number of products in the configuration.

- Initialize remaining switches.
  Responsibility—Customer and NCSC

- Handback meeting and post-implementation review between Services and Account Team. Services reports on pending and completed orders, and on any changes from the original plans.
  Responsibility— Services and Account Team

Checklists and Forms

Appendix A of this manual contains forms and worksheets needed to plan and implement Monitor I.

Appendix B contains checklists that summarize the implementation activities, list the items that the Account Team must give to Services at the Sales/Services Handoff meeting, and summarize sample acceptance test criteria for Monitor I.

Note: Photocopy the checklists and forms as needed to use and track progress during the implementation process.

Pre-Sale Activities

The following activities, conducted during the pre-sale stage, lead up to a signed contract for the Monitor I system.

- Gather data about the switches that will be studied by Monitor I.

- Develop the customer hardware and software configuration, including additional costs for installing new phone lines and recurring monthly charges for the phone lines.

- Develop an estimate and present it to the customer.

- Discuss changes to the original configuration.

- Develop a final quote and present it to the customer.

- Prepare the equipment room layout and ensure that equipment rooms meet all size and environmental requirements.

- Develop the preliminary implementation plan.

- Present a final plan to the customer including a firm quote and an implementation plan outlining the responsibilities of the Account Team, Services, the Project Manager/SIM, and the customer.

- Sign the contract.

Assumptions about Customer Configurations

When the configurator was designed, certain assumptions were made regarding a typical customer's use of Monitor I. The assumed mode of operation has user(s) monitoring the incoming stream of exception mail messages, examining the Switch Summary, Trunk Group Summary and Trunk Group Detail Reports, and deciding whether additional reports need to be run for further analysis and action. The following is a list of assumptions made for configuration purposes.

- Every switch in the customer's configuration is assumed to be administered for an hourly polling schedule.

- Every switch is assumed to be set to *e-mail* destination for Trunk Group Violations on the **Administer Alarm Characteristics** screen.

- Normal hours of operation are approximately 8:00 a.m. to 5:00 p.m. During this prime shift, hourly polling, Trunk Group Detail Reports (based on exception analysis), Switch Summary and Trunk Group Summary reports are run.

- Off-hours are 5 p.m to 8:00 a.m. During off-hours, hourly polling, 1/5th of full-switch study, daily concatenation and daily purging are run. The customer should schedule additional reports to be run during these off-hours, or on the weekends.

■ Full backups, trending utility, and weekly purges of log and data are scheduled for weekends. Trending reports are scheduled for this time, as well.

The SC (or person planning to do the DOSS configuration) should determine how closely the customer's plans for Monitor I match these assumptions. If a customer's mode of operation will differ significantly from these assumptions, contact the Technical Response Center (303-671-4150) for assistance in escalating this matter to AT&T Bell Laboratories.

Configuring Monitor I

This section presents guidelines for configuring Monitor I. To configure Monitor I, you will need to do the following:

■ Gather data about the customer's network.

■ For a stand-alone configuration:

● Run the DOSS configurator.

● Interpret the configurator output.

● Save messages section of configurator output to pass to Services (NCSC) at Sales/Services Handoff.

■ For a coresident configuration, call the Technical Response Center (303-671-4150) for assistance.

■ For an actual order, have the Technical Response Center review the configuration and provide the details the installation technician will need in order to install Monitor I.

Gathering Data

To develop an estimate for the customer, gather data such as product type and version for all products to be supported by this Monitor I application. The following list includes the questions you need to answer to gather all the data needed for a Monitor I configuration.

1   Initially Monitor I is configurable in DOSS only for stand-alone installations. The name of the stand-alone configurator is MONITOR1. For coresident installations (e.g., Monitor I and Manager IV), the Account Team must contact the Technical Response Center (303-671-4150) for assistance.

Note: In the near future a new configurator, called SYSMGMT, will do the configurations for all System Management products, both stand-alone and coresident. When SYSMGMT is ready, all stand-alone configurators, including MONITOR1, will be disabled.

2   How many switches of each type is this Monitor I application going to track?

Note: Be sure to figure four years' growth into these numbers.

3 What Monitor I polling option will be required for each switch?

Note: Descriptions of the available polling options and the amount of polled data storage available with each can be found under the heading *Available Polling Options* later in this section.

4 What is the maximum number of trunk groups and maximum number of ACD agents for the switches this Monitor I system will support?

Note: Be sure to figure in four years' growth into these numbers.

5 Do any of the switches covered by this configuration have custom software?
If yes, what are the SD numbers of the custom software?

6 What is the maximum number of busy-hour users this Monitor I system should be configured for?

Note: *Busy-hour users* means the maximum number of simultaneous users.

7 Should this Monitor I system be configured for the optional *Graphic Output* port?

Note: This port is used to download Monitor I trending reports to customer-provided, MS-DOS™ graphics packages for displaying the reports as color charts.

8 What type of user terminal is required?

Note: The two types of terminals currently configurable are BCT-615 and MTG-730.

9 What lengths of cable are required for the placement of terminals, modems, and printers relative to the processor?

Note: Available cable lengths for the 3B2/600 processor are 7 feet, 14 feet, 25 feet, and 50 feet. For the 6386 processor, the lengths are 10 feet, 25 feet, and 50 feet.

10 Do any of the local (i.e., not connected via dial-up) asynchronous terminals or printers need to be installed at a distance from the main processor that is greater than the 50-foot RS232C limit? If so, an additional configuration consideration is involved.

Note: The configuration presented to the customer must include the hardware and installation charges for extending these asynchronous terminals or printers beyond normal EIA limits. The form *Request for Quote - Premises Wiring* must be completed to obtain the costs involved. An example of this form is in Appendix A of this manual.

Configuration Procedure

To configure a stand-alone Monitor I system, select the configurator MONITOR1 and input the data. To configure a coresident Monitor I system, call the technical Response Center (303-671-4150) for assistance.

If you experience difficulty using the Configurator, contact your Branch Office Specialist or the Technical Response Center.

Getting Help

The DOSS Configurator has *help* screens that answer most questions about configuring Monitor I. If you have questions about Monitor I functionalities or operating characteristics, refer to these documents:

- *Introduction to DEFINITY Monitor I (585-221-010)*
- *DEFINITY Monitor I Operations Guide (585-221-701)*

Interpreting DOSS Output

The messages section of the DOSS Configuration output for Monitor I contains important information intended to assist you in understanding, presenting, and implementing the system you have configured. Be sure to read this section of the output.

Configurations for Firm Orders

Account Teams should use the Monitor I DOSS Configurator *for price quotes only.* All configurations to be used for actual orders must be reviewed by the Technical Response Center (303-671-4150).

In addition to reviewing the configuration, the TRC will provide a listing of specific configuration details that the installation technician will need in order to install this Monitor I application. The Account Team must provide this listing of configuration details to Services at the Sales/Services Handoff. (See the *Sales/Services Handoff Checklist* in Appendix B.)

Cost of Telephone Lines

Voice-grade telephone lines are required for the modems connected to the Monitor I host processor. The customer pays for all phone lines used for Monitor I and for the phone lines used for traffic polling. The phone line costs include both installation charges and the cost of ongoing service. A listing of all new phone lines must be provided to Services (NCSC) by the Account Team at the Sales/Services Handoff meeting.

Other Co-Resident Applications

Initially, Monitor I is supported in coresidency combinations with either Manager III or Manager IV. Other coresident combinations are planned and will be announced at a later date.

Available Polling Options

There are three storage capacity options for polling data. The customer must choose one of these options before purchasing Monitor I. All options provide for storage of the same traffic data. The only difference is the length of time the data is retained.

The options are as follows.

- **Limited** Polling allows the customer to gather switch summary data and trunk group measurements over a limited period of time. Limited Polling is best for customers who are concerned mainly with the overall operation of their network. With Limited Polling, they get the information they need while using only a small amount of disk space.

- **Standard** Polling approximately doubles the amount of data collected by Limited Polling option. The Standard Polling option is the best choice for most users. Standard Polling of switches allows customers to gather extensive data while using a moderate amount of disk space for storage.

- **Extended** Polling provides customers with the most data over a period of time on their network's status. It requires the most storage room on the host processor.

Monitor I can handle as many as 15 switches (Generic 2, System 85, and/or DIMENSION) using Limited or Standard Polling with a 3B2/600 or 6386 processor. Customers interested in upgrading their polling option should contact AT&T services. The following table outlines the differences between Limited, Standard and Extended Polling options.

TABLE 2-1
DEFINITY Monitor I polling options,
selected at time of purchase.

DEFINITY Monitor I Polling Options		
Option	Storage Limits	# On-Line Polls
LIMITED		
hourly	1 wk, 5 days/wk. 10 hrs/day	50
daily	6 wks, 5 days/wk	30
STANDARD		
hourly	2 wks, 7 days/wk. 10 hrs/day	140
daily	13 wks, 7 days/wk	91
EXTENDED		
hourly	2 wks, 7 days/wk. 24 hrs/day	336
daily	13 wks, 7 days/wk	91

All of the polling options shown above permit the storage of trending data for as long as two years.

Services Support

In addition to understanding the polling strategy for our switch communication (PBX) products, the customer must understand exactly what support will be provided by the AT&T Services organization in response to alarms forwarded by Monitor I.

The DEFINITY Monitor I maintenance strategy depends heavily on the ability of the NCSC to remotely access the host processor and applications.

Maintenance Support

Maintenance support for Monitor I involves two primary services organizations:

- NCSC
- DSO/FSO Field Technicians

National Customer Service Center (NCSC)

The NCSC drives the maintenance process and is responsible for the following.

- Receiving trouble calls.
- Handling and isolating trouble reports.
- Dispatching DSO/FSO Technicians.
- Coordinating QPPCN and Patch applications.
- Escalating problems to AT&T Bell Laboratories field support.
- Providing basic and consultation *Help Line Support* to customers.
- Producing product performance reports that measure behavior of the product relative to business case assumptions.
- Coordinating trouble resolution across organizations.
- Generating Time and Materials billing as required.
- Providing trouble report status and closure information to the customer.
- Assigning trouble report severity levels.
- Determining customer maintenance contract or warranty status.

DSO/FSO

The DSO/FSO Technician is needed to perform on-site tasks and is responsible for the following.

- Responding to dispatch requests from the NCSC.
- Maintaining the processor hardware and peripheral equipment.
- Supporting the NCSC in performing diagnostic and troubleshooting procedures.

- Replacing defective hardware.

- Performing on-site tasks associated with patch and QPPCN application.

- Informing the customer about proper trouble-reporting procedures.

- Reporting employee-detected troubles to the NCSC.

- Representing the regional BCS organization in assuring customer satisfaction.

- Generating Time and Materials billing as required.

Equipment Room Layout

The Account Team works with the customer's designated Monitor I Administrator to prepare an equipment room layout. The Project Manager/SIM reviews the room to ensure it meets the proper environmental specifications. See the *AT&T Sales Manual* for environmental and power requirements for the processor and peripherals.

Implementation Plan

When the customer decides to purchase Monitor I, a preliminary implementation plan should be developed. The plan lists the activities required to configure and install Monitor I, as well as the responsibilities of the customer, the Account Team and the AT&T System Technician. The plan should include the following.

- Major milestones for installing the hardware and software.

- Support issues such as maintenance and training commitments.

- Acceptance testing guidelines. These are described further in Section 4, and a brief checklist of criteria appears in Appendix B.

- Standard warranty agreements and maintenance coverage.

- Installation of additional phone lines.

Final Presentation to Customer

After the implementation plan is drafted, the final presentation is made to the customer. The customer's Monitor I agent should attend this presentation.

The presentation should cover the following.

- The firm price quote. Develop a firm quote using the estimate developed in the DOSS configurator plus the additional charges to be added for installing new phone lines. When presenting the quote, remind the customer that there will be monthly phone charges as well.

- Discussion of the implementation plan.

- The responsibilities of the Account Team, the Project Manager/SIM, and the customer during the Monitor I implementation.

- The customer training required for Monitor I. Agreement on a tentative training schedule should be made.

- The customer's responsibilities after the installation and initialization of Monitor I.

- The responsibilities of AT&T after the warranty begins. The warranty begins when the acceptance test has been successfully completed. For an acceptance test to be successful, polling and reporting for one switch of each configured type has been demonstrated. The warranty for Monitor I is a standard 90-day warranty.

- Presentation of the contract. The presentation should result in a signed contract.

Sale to MOJ Activities

The Sale to Materials-on-Job (MOJ) stage spans the period from the date that the Monitor I order is placed to the date that the hardware is delivered.

Several activities must take place during this period.

- Submit the *Project Request Worksheet (PRW)* to the regional Product Determination Group (PDG) to have a Project Manager or Systems Implementation Manager (SIM) assigned to the project.

- Project Manager/SIM identifies self to the Account Team and forms an Implementation Team.

- Review the hardware and software configuration and order the equipment.

- Discuss maintenance contracts with the customer.

- Conduct Business Assurance meeting.

- Schedule Internal Sales/Services Handoff meeting and assemble documents needed for the meeting.

- Identify the customer's UNIX Administrator and Monitor I Administrator/Manager.

- Schedule training for the customer.

- Order any additional telephone lines (CO or PBX) that need to be installed.

- Gather product, alarm destination, and network connectivity data to be used to initialize the Monitor I database.

- Hold Internal Sales/Services Handoff meeting to schedule equipment and software installation with Services.

- Hold Formal Sales/Services Handoff meeting with customer and Services. Review and sign the Implementation Plan.

Internal Coordination Activities

Project Request Worksheet

The Account Team completes the *Project Request Worksheet (PRW)* (found in Appendix A) and submits it to the regional Project Determination Group (PDG).

The PDG responds by assigning a Project Manager/SIM, usually within three days.

Form Implementation Team

The Project Manager/SIM forms an Implementation Team and coordinates the implementation of equipment and services. The Project Manager/SIM is responsible for the implementation of the system until the Sales/Services Handback meeting, and should participate in developing the implementation plan.

When assigned to the account, the Project Manager/SIM should notify the Account Team. The Account Team provides the SIM with a copy of the preliminary implementation plan that was worked out with the customer, and a list of Account Team members. The Project Manager/SIM develops a Services implementation task timeline based on the preliminary information provided by the Account Team. The timeline also includes Services training requirements.

Review Configuration and Place Order

All configurations for actual orders must be reviewed by the Technical Response Center (303-671-4150). In addition to reviewing the configuration, the Technical Response Center provides a list of details specific to this configuration. The installation technician will need these details in order to install this Monitor I application. The Account Team must hand over this listing of configuration details to Services at the Sales/Services Handoff. (See the *Sales/Services Handoff Checklist* in Appendix B.)

Maintenance Contracts

The Account Team should talk to the customer about the advantages of having maintenance contracts on Monitor I as well as the switches that Monitor I polls.

Alarms for products without warranty or maintenance agreements that are forwarded to the INADS system will receive no response. If the customer wants to call in manually, appropriate time and materials costs apply.

If new maintenance contracts are sold, the Account Team must remember to include them in the information provided to Services at the Internal Handoff meeting.

Business Assurance Meeting

At the Business Assurance Meeting, the Project Manager/SIM and the Sales Manager meet to agree that the configuration is sound, all necessary equipment is available, and the work orders are in process.

Schedule Internal Sales/Services Handoff

The Account Team should schedule the internal Sales/Services Handoff meeting to be held between themselves and Services representatives, and begin to assemble the documentation required. See the *Handoff Checklist* in Appendix B for a list of items required by Services at this meeting. When scheduling the meeting, the Account Team should provide Services with a rough estimate of cut dates.

Preparing the Customer

Customer Administrators

The customer should now select a UNIX Administrator and a Monitor I Administrator/Manager. If the system is relatively small and there will be few changes to the database, one Administrator can do both jobs. The Administrator also helps to ensure smoother operation of Monitor I by acting as the single point of contact between the customer and AT&T. By identifying the person(s) now, training plans can be made.

The UNIX Administrator acts as a single point of contact for maintenance access to the Monitor I system, providing information to AT&T Services staff, such as passwords or port phone numbers and the *root* login, in the event that remote access to equipment is required. The Administrator is responsible for tracking all changes and additions to the Monitor I system and processor, and for reporting product troubles to the Services organization. An Administrator with UNIX training and experience will be able to interpret error messages and problems and refer them promptly to the appropriate AT&T service organization only if necessary, avoiding delays and unnecessary expense.

The Administrator/Manager keeps track of all changes to Monitor I, and acts as the single point of contact for all status information forwarded from the NCSC.

Training

The 5-day customer training course for Monitor I covers system administration on the processor, some UNIX system and INFORMIX and the Monitor I application itself. It is instructor-led, with an opportunity for hands-on experience with a working Monitor I system. The customer's Administrator/Manager should attend Monitor I training before the system is installed. The Account Team should provide a student profile to the training organization when the customer registers for the course. Two seats in the Monitor I training course are included with the purchase of Monitor I.

Before attending the Monitor I course, students should have these prerequisite courses or their equivalent:

05 A - Introduction to UNIX and Shell (5 days)

and either

05 D - 3B2 System Administration (2 days)

or

UC1096 - UNIX System Operation on an AT&T 6386 (3 days)

Customers interested in creating customized reports or menus may also want to take an INFORMIX training course. It is recommended that they take this course after the AT&T Monitor I training. Only customers who are very familiar with Monitor I and with INFORMIX should attempt to customize their system.

Ordering Phone Lines

The customer must order all phone lines required by Monitor I except for the one used for alarm transmission.

Handoff Meetings

Internal Sales/Services Handoff

This meeting is held between the Account Team and representatives of Services. The Project Manager/SIM assigned to the account determines which other Services representatives must be present at the meeting.

At the meeting, Services and the Account Team, as the primary AT&T organizations responsible for the success of this implementation, work out the details of the implementation, including hardware and software installation, acceptance testing, and the software disk configuration map.

The *Sales/Services Handoff Checklist* in Appendix B lists the documents and information that the Account Team is required to provide to the Services representatives at the Internal Handoff.

Formal Sales/Services Handoff

At this meeting, the customer is apprised of AT&T's implementation plan, and any requested changes to the plan are negotiated. The final implementation plan, which outlines the responsibilities of AT&T and the customer in implementing Monitor I, is signed and copies are distributed.

Post MOJ Activities

The post MOJ (Materials-on-Job) stage covers any activities that take place from the time the equipment arrives on site until the entire Monitor I system is initialized.

The following activities must be conducted during this period.

- Verify equipment and orders for installation.

- Install and test the hardware and software required for Monitor I.

- Install and test the Silent Knight® (or equivalent) Transmitters and verify that alarm generation is received at the source.

- Install the lines necessary to forward the alarms from Monitor I to INADS. Have the local telephone company install the Monitor I application phone lines.

- Load the Monitor I database.

- Perform acceptance tests.

Coordinate Work Orders

The Project Manager/Systems Implementation Manager (SIM) forwards orders for hardware and software at the central Monitor I site to the Data Service Organization (DSO) along with the implementation plan.

Check Equipment

If the customer has opted to have AT&T Services install the system, the technician is responsible for checking the equipment when it arrives at the customer site to be sure it is complete and in good condition. For a customer installation, the customer is responsible for checking the equipment. The *DEFINITY Monitor I Installation Manual* and a copy of the contract can be used as a guide for checking required equipment.

Hardware and Software Installation

The customer decided before the contract was signed whether the AT&T field installer or the customer would install the hardware and software required for Monitor I. If the customer elected to install, the Project Manager/SIM should track the installation as a milestone.

If the customer elected to have AT&T do the installation, the Services technician will install the processor, associated hardware and peripherals, and all software, including the DEFINITY Monitor I application software. (DSO will use the NCSC as Tier III support for loading the application software). The installer must contact the NCSC to obtain and register the serial number of the Monitor I software.

Most of the equipment comes with its own documentation. The recommended sequence for installing the equipment is covered in the *DEFINITY Monitor I Installation Manual*.

Installing Phone Lines

The Project Manager/SIM should verify with the customer that the local phone company installs all the required phone lines. These include the following.

- Any additional CO or PBX lines needed for Monitor I.

- The CO or PBX line that will connect to the Monitor I's Remote Management Package (RMP).

Initializing the Switch Databases

The customer initializes the Monitor I database with assistance from the NCSC. The NCSC will initialize the database of one switch for each configured switch type and release [1] for the purposes of Acceptance Testing. Appropriate initialization charges are contained in the output of the Monitor I DOSS configurator.

Acceptance Testing

AT&T will test Monitor I access to one switch of each configured switch type and release (see footnote) for Acceptance Testing. For information about post-acceptance initialization, see the *DEFINITY Monitor I Operations Guide*. For more information about the Acceptance Criteria, see Appendix B of this manual.

After the system is initialized, there should be a formal sign-off among Marketing, the Account Team, Services, and the customer to agree that the system is operating as sold. The criteria for this agreement should have been outlined in the implementation plan.

_____

1. For example, if the customer has three System 85 R2V3 switches, the NCSC will initialize *one* of these three switches.

Post Cutover Activities

The post cutover stage occurs after the Monitor I hardware and software is completely installed and the product warranty is in effect. AT&T Services will monitor all trouble reports and the customer Monitor I administrator should perform all system activities.

During this phase:

- The NCSC completes the task of directing alarms that will alarm to INADS.

- The customer is informed about trouble reporting and Help Line assistance procedures.

- The Sales/Services Handback meeting is held.

- The customer is responsible for initializing the remaining switches in the configuration.

- Experienced INFORMIX users may customize Monitor I's reports by following the procedures outlined in the *DEFINITY Monitor I Operations Guide*.

Informing Customer About Help Line

The Help Line for DEFINITY Monitor I customers is the National Customer Service Center (NCSC), 1-800-548-8861. Make sure that the customer has this number.

Sales/Services Handback Meeting

At the Sales/Services Handback, the Account Team and Services exchange information about the implementation. Services hands back a list of all completed orders, a list of all pending orders, and any changes from the originally planned schedules.

Customizing Monitor I

Only users experienced with INFORMIX and UNIX should attempt to create customized files. The *DEFINITY Monitor I Operations Guide* explains the procedure to create and install such files. Customers must follow these procedures.

To customize data, the customer can also copy existing screens, reports, or menus to a directory other than the Monitor I executables directory, and make changes to the files in the new directory. However, if the Monitor I software is upgraded or reloaded, the customer must reapply any changes that were made to the files.

Planning Worksheets

Planning for Monitor I should be easier if you use the worksheets provided in this section. The worksheets will help you plan for and collect information needed to configure and initialize the system. They will also serve as a record of this information. The Account Team and customer should begin to gather this information about ten weeks before the equipment MOJ date.

This Appendix includes the following worksheets and forms.

1   Project Request Worksheet

2   Implementation Timeline

3   Implementation Team Worksheet

4   Request for Quote Premises Wiring

You can pull the forms out of the manual and copy them as many times as you need. Each worksheet has its own instructions and is cross-referenced to associated procedures.

Project Request

The Project Request Worksheet is submitted to the Project Determination Group to request assignment of a Project Manager/SIM to support the project. This form is reprinted from Methods Release #8346.

1 Date: Current date

2 Project Number: Provided by the Project Determination Group

3 Desired Due Date (DDD): Due date for completion of project.

4 DOSS Project Code: Assigned by Marketing Department.

5 DOSS Order Numbers: List DOSS orders involved with the project.

6 DOSS MOJ: Premise equipment material-on-job due date.

7 USO Order Number and **7a.** USO Due Date: Self-explanatory

8 Customer: Customer name

9 Telephone Number: Main telephone number of customer

10 Location Address: Customer corporate address (street, city, state and zip code). Also list addresses where additional installations will be performed.

11 SYSTEM

- Type: Type of system to be installed or in-service.

- Modules: Quantity of main modules.

- Remote Modules: Quantity of remote modules.

- Major Features: Major features existing or to be installed on system, such as CMS, CSM, AUDIX.

12 PDS: Circle either *Ye*s or *N*o in each type.

13 TERMINALS: List types and quantity of terminals to be installed.

14 DATA: List type and quantity of data terminals to be installed or requiring work.

15 Agency Letter Signed: Answer *Ye*s or *N*o.

16 Trunking - Quantity: Quantify number of circuits to be installed or changed in each category.

17 Maintenance Contract: Answer *Ye*s or *N*o and describe details.

18 Additional Installation/Remote Locations: List details of remote installations.

19 Remarks: Describe any additional details, explanations, customer requests that may be pertinent to determining the level of management and/or degree of expertise required for management of the project.

Project Request Worksheet: CPE

1. Date: 2. Project Number:

3. DDD: 4. DOSS Project Code:

5. DOSS Order Numbers: 6. DOSS MOJ:

7. USO Order Numbers: 7a. USO Due Date:

8. Customer: 9. Telephone Number:

10. Location Address:

11. SYSTEM   12. PDS

Type:_____   Standard Wire   Y-N

Modules:_____   Fiber   Y-N

Remote Modules:_____   Microwave   Y-N

Major Features:
(CMS, CSM, AUDIX, etc.)

_____

_____

13. TERMINALS - Type-Quantity   14. DATA - Type-Quantity
(Digital-Analog-Hybrid)   (3B, PC, Modems)

_____ _____   _____ _____
_____ _____   _____ _____
_____ _____   _____ _____
_____ _____   _____ _____
_____ _____   _____ _____
_____ _____   _____ _____

15. Agency Letter Signed: Y-N

16. Trunking - Quantity

DID -   Megacom -
DOD -   Megacom 800 -
2-Way -   WATS -
Tie Trunks -   800 -
OPS -   OCC -
T1.5 -   Other -

17. Maintenance Contract: (Describe)

18. Additional Installation/Remote Locations:

19. Remarks:

Monitor I Implementation Timeline

This Implementation Timeline is intended as a guideline for the activities associated with Monitor I installation. The dates will be populated once the contract is signed and the order transmitted. These activities may or may not apply to every situation or site.

Activity	Resource	Scheduled
1. Sign Contract	Customer	

2. Order Transmitted
   A. DOSS Order Number
   B. Order Documentation
	Marketing	

3. Equipment Room Ready
   A. Environmental/Power
      Requirements
   B. Telephone Lines
	Customer	

4. Training
   A. 3B2/600-6386E/33WGS
   B. UNIX
   C. Monitor I
	Customer	

5. Customer Responsibilities
   A. Backup Tapes
   B. Wiring for Remote Terminals
	Customer	

6. Material-on-Job/Hardware A. Inventory	DSO/FSO	

7. Install Hardware
   A. Processor, Modems
      and Terminals
   B. Install Battery Backup
	DSO/FSO	

8. Material-on-Job/Software	DSO/FSO	

9. Install Software
  A. Install UNIX Operating System
  B. Install Monitor I Software
  C. Install INFORMIX Software
	DSO/FSO/NCSC	

10. Test Software	DSO/FSO/NCSC	
11. Monitor I Cutover	DSO/FSO/NCSC	
12. Complete Acceptance Testing	DSO/FSO/NCSC	

Monitor I Implementation Team Worksheet

Use this worksheet to keep track of contacts for Monitor I installation activities.

TITLE/NAME*	MAILING ADDRESS	PHONE NUMBER
PROJECT MANAGER		
ACCOUNT EXECUTIVE		
SYSTEM CONSULTANT		
SYSTEM MANAGER		
MARKETING SUPPORT SPECIALIST		
RCRC/REC		
SERVICES TECHNICIAN		
SYSTEM ADMINISTRATOR		
TROUBLE REPORTING		

_____

* Indicates project co-managers

Request for Quote Premises Wiring

Use this form (BSSC (11-83)) if the customer's configuration includes local (i.e., not connected via dial-up), asynchronous terminals or printers that need cables exceeding the EIA 50-foot limit. It is the responsibility of the SC to submit this form to Premises Distribution Services (PDS).

The form is shown on the next page.

AT&T

Premises Services Consultant Signature:

Comments:

Request For Quote
Premises Wiring

BSSC-041
(11-83)

CWO No.		Serial No;	Estimate Serial No.

Installation	Customer Name:		MBO/BSSC Office	Contact:	
	Address: State Zip Code			Address:	
	City			City State Zip Code	
	Contact:	Tel. No:		MBO/BSSC Code:	Tel. No:

Date Prepared:	Date Due:	Start Date	Type of System:
No. of Stations:	No. of Outlets:	Floor plans attached:	Premises Serv. Cons.

Details of Request:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

We Propose To Furnish Material & Labor For The Wiring In Accordance With Standard
Communications Industry Specifications For Attached Request For Price (RFP) For The Sum Of:

	Dollars $
	Date:

_____

_____

_____

_____

_____

_____

Note: This Proposal May Be Withdrawn By Us If Not Accepted Within Ninety (90) Days.

Implementation Checklist

This section contains the following.

- Checklist of implementation activities.

- List of materials needed for the Sales/Services Internal Handoff meeting.

- Checklist for Acceptance Testing.

Monitor I Interdepartmental Implementation Checklist

Checklist — PRE-SALE to CONTRACT

Task () indicates footnote reference X Primary Organization * Assisting Organization	Cust	BCS	SIM/ PM	NCSC	DSO/ FSO	TRC	PSC	RCRC
1. Start Presale.	*	X						
2. Order documentation. (Note 1)		X						
3. Review Monitor I customer needs and/or RFP Requirements.	*	X						
4. Analyze customer current configuration and projected 4-year growth.	*	X						
5. Determine if Sales Support Major Proposal group involvement is appropriate for this bid. (Note 2)		X				*		*
6. If customization of Monitor I is desired, submit *Custom Work Request*.		X						
7. Using DOSS configurator, do a configuration for customer. (Note 3)		X						*
7a. If configurator specifies need for escalation, contact the Technical Response Center (TRC). (Note 4)		X				*		
8. Define any special battery backup requirements. (Note 5)		X				*		X
9. Acquire connectivity diagram for this configuration from the TRC.			X			*		
10. Prepare equipment room layout, including environmental considerations. Layout must be provided to Services as part of Sales/Services Internal Handoff.	*	X						

Checklist — PRE-SALE to CONTRACT (cont´d)

Task () indicates footnote reference X Primary Organization * Assisting Organization	Cust	BCS	SIM/ PM	NCSC	DSO/ FSO	TRC	PSC	RCRC
11. If nonstandard contract terms and conditions are required, contact Regional Customer Response Center (RCRC).		X						*
12. If remote peripherals are required, request wire quote from Premise Service Consultant (PSC). (Note 6)		X					*	
13. Plan type of communication lines for Monitor I.	*	X						
14. Develop preliminary draft of implementation plan, to include major milestones, tentative dates, acceptance criteria, and responsibilities. A copy of the draft must be provided to Services as part of the Sales/Services Internal Handoff. (Note 7)		X	*					
15. Prepare *Estimate of Additional Expenses*. (Note 8)		X					*	
16. Conduct Business Assurance Meeting to include the following checklist. (Note 9)		X						
17. Deliver final quote to the customer.	*	X						
18. Prepare contract with pricing exceptions noted; including maintenance contract options.		X						

Checklist — CONTRACT to HANDOFF

Task () indicates footnote reference X Primary Organization * Assisting Organization	Cust	BCS	SIM/ PM	NCSC	DSO/ FSO	TRC	PSC	RCRC
19. Using *Project Request Worksheet (PRW)* request SIM/Project Manager. (If no SIM/PM assigned, escalate to Project Determination Group). (Note 10)		X	*					
20. SIM/PM assigned and identifies self to Account Team.		*	X					
21. Assign individuals to UNIX/Monitor I Administrator (customer contact during implementation). Name, address, and phone number must be provided to Services as part of Sales/Services Internal Handoff.	X	*	*					
22. Provide Customer Training Requirements to Customer in writing. (Note 11)	*	X	*					
22a. Obtain Customer sign-off on Training Requirements.	*	X	*					
23. Account Team gives SIM/PM a copy of Preliminary Implementation Plan and list of Account Team members.		X	*					
24. Execute DOSS order and applicable CSAP orders.		X						
25. Schedule Internal Sales/Services Handoff meeting and assemble documents to be passed to Services. (Note 12)		X						
26. Schedule Customer training.	*	X						
27. Schedule Account Team training. (Note 11)		X						

Checklist — CONTRACT to HANDOFF (cont´d)

Task () indicates footnote reference X Primary Organization * Assisting Organization	Cust	BCS	SIM/ PM	NCSC	DSO/ FSO	TRC	PSC	RCRC
28. Customer orders 1. Power for equipment room. 2. Phone lines.	X	*						
29. Hold Internal Sales/Services Handoff Meeting. (Note 12)		X	X	*	X			
30. Hold formal Sales/Services Handoff meeting.	X	X	X					
30a. *Final Implementation Agreement* is reached and a copy is given to the customer.	X	X	X					

Checklist — IMPLEMENTATION

Task () indicates footnote reference X Primary Organization * Assisting Organization	Cust	BCS	SIM/ PM	NCSC	DSO/ FSO	TRC	PSC	RCRC
31. Obtain copies of Monitor I orders. A. Verify SPE-0304 and PEC 1204. B. Verify phone lines ordered for modems and polling. C. Verify order for Silent Knight equipment. D. Verify PSC wiring order if applicable. E. Verify Time and Materials order if applicable.		*	X		*			
32. Insure Monitor I Tier I Training is complete (T190).			*		X			
33. Verify orders to DSO/FSO with Implementation Schedule.			X		*			
34. Obtain switch product information for NCSC *Initialization Activity Request Form*. Complete, fax, and verify receipt by NCSC. (Note 13)		X	*	X				
35. Verify that equipment room is ready for MOJ.			X		*			
36. Identify and report jeopardies.	*		X		*			
37. Confirm hardware and software received at staging or customer site.			X		*			
38. Inventory and report material and software discrepancies.			*		X			

Checklist — IMPLEMENTATION (cont´d)

Task () indicates footnote reference X Primary Organization * Assisting Organization	Cust	BCS	SIM/ PM	NCSC	DSO/ FSO	TRC	PSC	RCRC
39. Insure adequate supplies are available: A. Printer Paper B. Backup Tapes.	*		X					
40. Ensure that customer training is on schedule.	*	X	*					
41. Install UPS, processor and load UNIX and utilities.					X			
42. Verify facilities and connect modems.			*		X			
43. Perform initialization.				X	*			
44. Perform full backup.				*	X			
45. Perform Monitor I Acceptance Tests. (Note 14)				X	*			
46. Complete orders and provide completed copies to SIM.			*		X			
47. Verify Customer Maintenance Plan in place (NCSC Help Line). (Note 15)		*	X	*	*			
48. End of Implementation; Handoff System for ongoing maintenance.		*	X	*	*			

Checklist — POST-IMPLEMENTATION

Task () indicates footnote reference X Primary Organization * Assisting Organization	Cust	BCS	SIM/ PM	NCSC	DSO/ FSO	TRC	PSC	RCRC
49. Confirm order completion in OPS.		*	X					
50. Conduct handback meeting (Sales, Services, and Customer).	*	*	X					
51. Review and clear discrepancies with Customer.	*	X						
52. Receive payment.	*	X						
53. Perform Business Assurance Post-Implementation Review.	*	X	X					

Checklist Footnotes

These notes correspond to the numbered notes in the Implementation Checklist.

1 See *Additional References* in Chapter 1 of this manual.

2 The Major Proposal Support Group, located in Denver, can be reached on (303) 671-4100. This group is available to assist Account Teams with all RFPs involving 1000 or more ports. The Major Proposal Support Group provides the following support.

    a Assistance to the Account Team in interpreting the customer's requirements.

    b Assistance to the Account Team in determining the appropriate products to match the RFP requirements.

    c Technical assurance for all aspects of AT&T's response to the RFP.

3 Refer to Chapter 2 of this manual.

4 Call the Technical Response Center on (303) 671-4130.

5 Standard Monitor I configuration designs a 1 KVA UPS System to support graceful shutdown within 60 seconds of *battery on* condition. RFP requirements for extended battery backup of Monitor I must be submitted to the TRC along with AIS-1154 request for Monitor I design review. Monitor I 3B processor may receive alarm lead detection of *battery on* condition from a ups standby power system for integrity during power failure conditions. If a customer-supplied power backup system, supply written notification to customer, if power lost without graceful shutdown, Time and Materials charges apply when reinstallation is required. If CPE backup power, administrator should shutdown system manually prior to expiration of battery interval. Also refer to the following manuals:

    a *Standby Power Systems Product Manual (555-035-301)*

    b *Remote Management Package Manual (305-455)*

6 Refer to Appendix A in this manual for copy of wiring quote form.

7 While key milestone dates will be determined by equipment and resource availability at contract date, customer should be presented with an *Implementation Plan* during the Formal Handoff or Monitor I Implementation Presentation. Refer to Appendix B in this manual for a draft copy of an *Implementation Plan*. To prepare the plan, check the following.

    a Processor/software interval and installation dates.

    b Client and Services education requirements/class availability dates.

    c NCSC resource availability dates for installation.

    d Customer administrator availability for attending client education.

8 Estimates for additional Expenses to include the following.

    a Communication lines for product access.

    b Additional cartridge tapes (4 are configured with the system).

    c Printer paper and ribbons.

     d   Travel expenses to Monitor I client education.

     e   Monitor I client education - prerequisite classes (class fees and travel expenses).

9 Refer to *Business Assurance Checklist* in Appendix B of this manual.

10 Refer to Appendix A in this manual for *Project Worksheet Request (PWR)*.

11 Refer to *Training* in Chapter 3 of this manual.

12 Refer to *Sales/Services Handoff Checklist* in Appendix B of this manual.

13 Refer to Appendix A in this manual for *Initialization Form*.

14 Refer to Appendix B in this manual for *Acceptance Criteria*.

15 Refer to *Services Support* in Chapter 2 of this manual.

Business Assurance Checklist

In order to provide assistance for System Assurance and implementation for your Monitor I system, the System Consultant must forward copies of the following documents to the Regional Customer Service Center and review them with the appropriate RCRC representative.

■ Implementation Team Form

■ Copy of the DOSS Configurator Input and Resulting Configuration Output

■ Copy of all Contracts Involved (prior to customer signature)

■ Copy of Preliminary Implementation Plan

_____

Sales/Services Handoff Checklist

- Copies of all DOSS orders
    - Hardware
    - Software
    - Silent Knight/Autodialer
- Copy of preliminary implementation agreement, which must include acceptance criteria as well as milestone dates for at least the following events:
    - Processor installation
    - Customer's input of product data
- Copy of equipment room floor plan for Monitor I
- Address of Monitor I Installation
- Copies of all contracts
- Customer Training Schedule
- Listing of all new phone lines for Monitor I including installation dates
- Software configuration
- List of switches this Monitor I system will support
- Listing of configuration-specific disk slicing and installation details provided by the Technical Response Center (see *Firm Order Configurations* in Section 2)

Monitor I Functionality Acceptance Criteria

AT&T and the customer must agree on a set of acceptance criteria, which should be documented as part of the final *Implementation Plan*.

The following describes in general which tests an AT&T technician would normally perform as part of a Monitor I installation. AT&T suggests that these tests should comprise the majority, if not all, of the acceptance criteria.

The Monitor I installation tests verify the following.

- All Monitor I files are installed correctly.

- Monitor I can successfully poll one switch of each configured switch type and release.

- The uucp files are set up correctly for Monitor I and switch communications.

- The link to INADS is set up correctly for the Monitor I alarming feature to work.

See the *DEFINITY Monitor I Installation Guide (585-221-101)* for a detailed description of the acceptance test procedures.

Index

Project Manager/SIM, responsibilities, 3-2
Project Manager/SIM, review of equipment room, 2-8
Project Request Worksheet, A-2, 3-1
PRW, 3-1

R
References, 1-2
Remote access, to Monitor I, 3-3
Responsibilities, implementation team, 1-3

S
Sale to MOJ stage, 1-1, 3-1
Sales/Services Handback Meeting, 5-1
Services Project Manager, 1-3
Services Project Manager, responsibilities, 3-2
Services, support for Monitor I, 3-2
Services, technicians, 1-3
Services training, 3-2
SIM, 1-3
SIM, assignment, 3-1
Software installation, 4-1
Stages, planning, 1-1
System administrator, responsibilities, 3-3
Systems Consultant, 1-3
Systems Implementation Manager (SIM), 1-3

T
Technical Marketing Center (TMC), 1-3
Technical Response Center, 1-3
Telephone lines, 4-2
Telephone lines, cost, 2-4
Telephone lines, ordering, 3-3
Testing the system, 4-2
Tier II, support, 1-3
TMC, 1-3
Training, customer, 3-3
Training, for Services, 3-2
Training, Informix, 3-3
Training, UNIX, for customer, 3-3
TRC, 1-3

U
UNIX administrator, 1-3
UNIX administrator, responsibilities, 3-3
UNIX training, for customer, 3-3

W
Worksheet, project request, A-2
Worksheets, planning, A-1

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DEFINITY® Monitor I Planning Manual Addendum

Select Number 585-221-610ADD, Issue 1

April, 1992

Please note the following *Planning Manual* changes to the **R2.0** version of Monitor I:

- A Change Notice has been added that describes the new **Streamlined Implementation** process. Please insert these two new pages before the existing text in your binder.

- A new Table of Contents is included; please discard the current table of contents and replace with the revised one.

- A new chapter 4, "The Post MOJ Stage" is included; please discard the current Chapter 4 and replace with the revised chapter.

   Note: See "Initializing the Switch Databases" paragraph for new information.

- A new Appendix A, "Planning Worksheets" is included; please discard the current Appendix A and replace with the revised appendix.

   Note: See the revised "Initialization Activity Request" section along with the "TSC Monitor I Initialization Activity Request Form."

- A new index is included; please discard the current index and replace with the revised one.

DEFINITY® Monitor I Planning Manual

Change Notice, April 1992

Planning Manual Changes

The planning and implementation process for the Business Communications Systems product described in this manual is being revised and will be replaced in the future with a new process called **Streamlined Implementation**. Although Streamlined Implementation is not in a final state, the following major changes are currently in place:

- **Change**: The role of the Project Manager (PM) and/or the Systems Implementation Manager (SIM) has dramatically changed.

  Previously, pre-sales activities were the responsibility of the marketing department's account team. Once the sale was made to the customer, the PM/SIM handled the coordination of orders, scheduled installations, and supervised the initialization and testing of the product. The final processes of installation, initialization, acceptance testing and cutover were supervised by the account team, AT&T services, and the customer. In the past, the role of the PM/SIM was to act as middleman in the implementation of the switch product. This role was on a par with all others on the implementation team.

  Today, the PM directs *all* aspects of the project from presale activities, installation preparations, the installation and initialization of the product, billing and collection, and post-installation customer evaluation. To accomplish these tasks, the PM assigns all activities that involve the sales and implementation of AT&T switch products to a set of AT&T team members. Unlike before, the PM now has the ultimate responsibility for seeing that all tasks and activities are completed in a timely and comprehensive fashion.

  Please Note: Customer responsibilities have *not* been altered by this new Streamlined Implementation process.

- **Change**: Previously, if a customer ordered a PC with their Monitor I software, the unassembled PC and the software would be shipped to the customer site where the AT&T technician would then assemble the PC, install the software, and run acceptance tests to see if the software was operating properly.

  Streamlined Implementation has introduced a new platform to simplify this process, called Assembly Configured Loaded Test (ACLT). With ACLT, installation of software and the testing of software and hardware is performed by technicians at the AT&T Denver factory. When the hardware and software are ready, they are shipped to the customer site where an assigned technician completes the installation and initialization process by re-assembling the PC.

- **Change**: A new organization has been formed called the Technical Support Center (TSC). The TSC replaces the National Customer Support Center (NCSC). All tasks and services

formerly provided by the NCSC are now the responsibility of the TSC.

- **BC Systems Pricing Element Codes (PECs)** are:

  1267 — Manager III Product Code

  1237 — Trouble Tracker Product Code

  1238 — Monitor I Product Code

  1204 — Manager IV Product Code.

  For further information on pricing codes, please contact your AT&T representative.