



Trouble Report

System ID _____ Control Number

(A)	MO	DA	YR	SEQ

1.0 Identification (OTC-MCC)

Application Name: _____ (B) Location: _____ (C) Severity Code: _____ (D)

Computer: _____ (E) _____ (F) _____ (F)

Model Op Sys Rel DMS Rel Ver. Rel Fix

2.0 Problem Description

Originator Name: _____ (E) Telephone Number: _____ (F)

Trouble Area: _____ (G) Occurred _____ (H) _____ (H)

Description: _____ (I)

EDP (A) PSS (B) RDF (C) OTHER (D)

Date Time

3.0 Miscellaneous Information (OTC-MCC)

Related Control Numbers: _____ (A)

Attachments (Identify): _____ (B)

Telephoned To AT&T-MCC: _____ (C) _____ (C)

Referred To By (Init.) Date Time

4.0 Form Received (AT&T MCC)

_____ (A)

Received By Date Time

5.0 Key Events (AT&T-MCC & OTC-MCC)

Event

_____ (A)

When Cleared (Severity 1 & 2 Problems Only)

6.0 Product Changes

_____ (A)	_____ (B)	_____ (C)	_____ (D)
Identification	By	Change Date	Dept.

Brief Description _____ (E) Proj. Spec. _____ (F)

Req. Type

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 (G) Prob. Area

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 (H) Release No. _____ (I)

NOTICE
Not for use or disclosure outside the
Bell System except under written agreement

TROUBLE REPORT COMPLETION INSTRUCTIONS

1. IDENTIFICATION

- (A) Control Number: Enter the control number assigned. The control number has the following format (AT&T-MCC will assign all control numbers):
1. OTC/USER — The Bell System Common Language code for the OTC reporting the problem; eg, Pacific Northwest Bell=PN; Illinois Bell=LB, etc.
 2. Yr — The last two digits of the current year; eg, 76.
 3. Day — The Julian day; eg, 261.
 4. Seq — A serially increasing number, starting each day with 01.
- (B) Application Name: Enter the system acronym.
- (C) Location: Enter the Bell System Common Language code for the location in trouble.
- (D) Severity: Enter the Severity Code assigned.
- (E) Computer: If the EDP block is checked, make the following entries.
1. Model: Enter the model number, eg, 370—168.
 2. Op Sys Rel: Enter the operating system and release, eg, VS2—1.7.
 3. DMS—Rel: Enter the data management system and release, eg, IMS—2.4.1.
 4. MARK IV Release: If the trouble involves MARK IV processing include the MARK IV release (eg, 4.1).
- (F) Application Release: Enter the Release Number of the application, eg, 4.01, 4.09, 4.10.

2. PROBLEM DESCRIPTION

- (A) CSS Enter a check if reporting CSS problem.
- (B) PSS Enter a check if reporting a PSS problem.
- (C) RDF Enter a check if reporting a reference data file problem. The problem should be reported to Programming Services Group only if the file is provided by them as part of the system product.
- (D) Other — Enter a check if the trouble type is known to be something other than EDP, PSS, or RDF.

- (E) Originator Name: Enter the name of the person initiating the request.
- (F) Tel. No.: Enter the telephone number of the originator. Include area code and, if applicable, extension.
- (G) Trouble Area: Enter the lowest level identifier of the trouble area (eg, Process Entity BD101 or Position Practice 12345. Tasks 5-9. Include the BSP Number, Issue Number, and Addendum Number, if one exists), or System Error Code (eg, COER 0205).
- (H) Occurred: Enter the date and approximate military time the problem occurred. In the case of documentation problems, enter the date and military time the problem was detected.
- (I) Description: Being as explicit as possible, enter a comprehensive description of the problem. Include the effect, if any, on customer service. Indicate all source material used to isolate the problem, eg, console messages, dumps, printouts.

3. MISCELLANEOUS INFORMATION

- (A) Related Control Numbers: If this request is related to other requests which have been assigned control numbers, enter those numbers here.
- (B) Attachments (Identify): Identify any supporting materials being sent to the AT&T-MCC and how they are being sent. Normally, the supporting material will accompany the request. Also identify any information being sent to the AT&T-MCC via data link.
- (C) Telephoned to AT&T-MCC
 1. Referred to: Enter the name of the person in the MCC to whom the request is referred. This person has the primary responsibility for the complete resolution of the trouble report. The AT&T-MCC has the responsibility for ensuring that all involved parties are aware of this trouble report.
 2. By (Init): Enter the initials of the person who originally telephoned AT&T-MCC.
 3. Date: Enter the date of the original telephone report.
 4. Time: Enter the military time of the original telephone report.

4. FORM RECEIVED

The AT&T-MCC shall record the name of the person who received the request form, and the date and time it was received.

5. KEY EVENTS

The purpose of this section of the form is to record status information. The originator should use this space to briefly note any contacts with the Programming Services Group. The AT&T-MCC may record events such as assigning the request to a maintenance group, testing status, etc. Each event shall be initialed and dated.

When cleared (Severity 1 and 2 Problems Only) —
The purpose of this entry is to determine exactly how long the system was inhibited from processing. As soon as an immediate fix is made available to the originator the date and military time shall be recorded.

6. PRODUCT CHANGES

- (A) Identification: The AT&T-MCC shall enter the identification of the portions of the product that are changed to satisfy this request, eg, BSP number, load module number.
- (B) By: Enter the initials of the person in the Programming Service Group who made the change.
- (C) Change Date: Enter the date the change is ready for system testing.
- (D) Dept: Enter the Programming Service Group district responsible for the change.
- (E) Brief Desc: This field is optional. It is intended to be used by the AT&T-MCC.
- (F) Proj. Spec: This field is optional. It is provided so that the AT&T-MCC can record any information unique to the project, eg, an OTC run cycle number or system test cycle number.
- (G) Req. Type: This field is optional. It is provided to code information for subsequent maintenance request analysis by the AT&T-MCC.
- (H) Prob. Area: This field is optional. It is also provided to code information for subsequent maintenance request analysis.
- (I) Release No: If the problem is corrected and issued to the OTCs as part of a release, enter the release number.