

U-verse Port Swap Process Improvements

June 11th, 2015

WHO: SD&A and BSIM Technicians and Managers
WHAT: U-verse Port Swap Process Improvements
WHERE: Southwest and West Regions
WHEN: **Effective 6/29/2015**

Details

In July of 2014 we deployed an automated solution called the **BBExpress Port Swap Tool** to enable our **SD&A and BSIM** technicians the ability to perform **Automated U-verse Port Swaps** without having to call into the **IP-GNAC**. The tool was developed by many subject matter experts which includes important business rules to ensure that **Automated U-verse Port Swaps** are only performed when needed.

As great as the tool is there are still huge opportunities for improvement. Some technicians have never used the tool and others are not taking complete advantage of the tool thereby driving unnecessary work into the **Support Centers** and adversely affecting technician efficiency. Technicians that are not using the tool are requesting unnecessary port swaps that do not solve the underlying problem.

To capitalize on process compliance regarding **Automated U-verse Port Swaps** the following enhancements will be implemented by **6/29/2015**:

1. The **BBExpress Port Swap Tool** will now be known as the **U-verse Port Test Tool** and will be enhanced as of **6/29/2015** to reflect current business rules. Including but not limited to no longer performing automated port swaps when **SAI Check** passes or **Sync No Service** automated port swaps which should now be tested and initiated by **TCC – U-verse Field Services**.
2. Getting access to the **Automated U-verse Port Test Tool** is independent of getting access to the **BBExpress** tool. Most SD&A and BSIM technicians were provided access to the original **U-verse Port Test Tool** in June of 2014. To verify or request access to the **Automated U-verse Port Test Tool** Managers can Q-Chat the [U-verse Port Test Tool Q-Chat Room](#).
3. The **IP-GNAC** will no longer process any **U-verse Port Swap** requests for **SD&A or BSIM** technicians as of **6/29/2015**.
4. **SD&A and BSIM** technicians will be expected to follow all process guidelines prior to performing automated port swaps via the **Automated U-verse Port Test Tool** which includes testing, activating, reprovisioning and rebuilding the assigned port with **TCC – U-verse Field Services** to avoid unnecessary automated port swaps.
5. **TCC – U-verse Field Services** will handle specific **U-verse Port Test Tool** fallout such as failed transactions and tool outages.

Related Documents

[U-verse Port Testing \(SW and West\)](#)

[U-verse Port Test Tool \(SW and West\)](#)

Field Operations & Care Planning Contacts

Randy del Sol (RD9464) – Professional (Technical Process/Quality)

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