

Equal Access Service Center (EASC) Process Chart

PIC/LPIC Change Type	Initiator	Access Method	Supporting Functions	Support Position	Work ID (JFC)/ Wage Scale	PIC or LPIC Standalone		PIC and LPIC Simultaneous		System Utilization		Access
						Labor Minutes For One Change	No. of BOCRIS Transactions	Labor Minutes To Change Both	No. of BOCRIS Transactions	HITOPS % Usage	ROS % Usage	Method %
3-Way Call	IXC	Telephone	EASC-Verify Negotiate PIC/LPIC Order Issuance	Service Rep.	2300/23	4.2	10	5.2	15	43%	57%	99%
3-Way Call	IXC	LOA to EASC	Negotiate PIC/LPIC Order Issuance	Service Rep.	2300/23	2.5	10	3	15	43%	57%	1%
Weighted Service Representative Time and BOCRIS Transactions=						4.183	10	5.178	15			