PIC 2003 Versus 2005 Fundamental Computer Systems Matrix

2003	Direct Customer Contact						Mechanized			
	CON	SBS	BBS	EASC +Fallout	PSPSC	WSC	EC	C:D	MAG	MSOL
Service Order Entry:										
RNS	X									
ROS		X	X							
KANA	X	X								
ROAR				X						
DOE/SONGS				X	X					
HI-TOPS				X	X	X				
BOCRIS		X	X	X	X	X				X
Service Order Delivery:										
EC-CPM							X			
EC-Gateway							X			
C:D								X		
FTS								X		
MagTape									X	
MSOL										X
Provisioning and Billing:										
S. O. Processing	X	X	X	X	X	X	X	X		
CRIS	X	X	X	X	X	X	X	X	X	X
CABS							X	X	X	X
CARE/CASI	X	X	X	X	X	X	X	X	X	X
EnDI							X	X	X	X
MARCH	X	X	X	X	X	X	X	X	X	X

2005	Direct Customer Contact							Mechanized			
	CON	SBS	BBS	EASC +Fallout	PSPSC	WSC	MSOL	SEDB	C:D	Internet	MagTape
Service Order Entry:											
RNS	X										
ROS		X	X	X	X						
KANA	X	X									
ROAR				X							
HI-TOPS				X	X	X					
BOCRIS		X	X	X	X	X	X				
FTP							X				
Service Order Delivery:											
C:E-SEDB								X			
C:D									X		
Internet										X	
MagTape											X
Provisioning and Billing:											
S. O. Processing	X	X	X	X	X	X	X	X	X	X	X
CRIS	X	X	X	X	X	X	X	X	X	X	X
CABS							X	X	X	X	X
CARE	X	X	X	X	X	X	X	X	X	X	X
EnDI							X	X	X	X	X
MARCH	X	X	X	X	X	X	X	X	X	X	X
K2-RCMAG	X	X	X	X	X	X	X	X	X	X	X
CAFÉ										X	

Service Order Delivery and Entry Systems:

In the 2003 cost study, there were eight service order entry systems utilized by the Residence and Business Service Centers as follows:

Regional Negotiation System (RNS) – This system is a mechanized order and negotiation system used by the Residence Service Centers for making PIC Changes for residential customers.

Regional Ordering System (ROS) – This is a mechanized order system used by the Small Business Telecommunications Centers, Mid-market Centers and Major Account Centers for making PIC Changes for small and large business customers.

KANA - This is a Web-based system for Residence and Small Business customers to submit PIC Changes via the Internet.

Repetitive Orders and Reports (ROAR) - The system is a mechanized service order entry process whereby large volumes of PIC Changes can be initiated for large customers by the Mid-market and Major Account Centers.

Direct Order Entry/Service Order Negotiation and Generation Systems (DOE/SONGS) – These systems are mechanized order negotiation and generation systems using screens and menus for entering PIC Changes in the Equal Access Service Center (EASC) and Payphone Service Provider Service Center (PSPSC).

Hybrid Intranet TASKMATE Order Processing System (HI-TOPS) – This is a mechanized order entry system used by the Equal Access, Payphone Service Provider and Wireless Service Centers (WSC).

Business Office Customer Record Inquiry System (BOCRIS) – This system is a mechanized process that allows the SR access to customer data and billing data on-line. The Small Business Telecommunications, Mid-market Market, Major Account, Equal Access, Payphone Service Provider and Wire Service Centers utilize BOCRIS.

In the 2005 cost study, there were seven service order entry systems utilized by the Residence and Business Service Centers as follows: RNS, ROS, KANA, ROAR, HI-TOPS, BOCRIS and FTP. The DOE and SONGS systems have been retired since the completion of the 2003 cost study. FTP is introduced in the 2005 cost study.

File Transfer Program (FTP) – PC software that allows the EASC SR to initiate and submit MSOL PIC changes to the CARE system.

Service Order Delivery Systems:

BellSouth offered the carriers mechanized access in six access mediums in 2003. They are as follows:

Electronic Communications (EC) – Common Presentation Manager (CPM)– This is a mechanized service delivery process that deploys an option via the Internet for carriers to submit PIC Changes without human intervention.

Electronic Communications (EC) – Gateway – This is a mechanized service delivery process that deploys an electronic gateway option for carriers to submit PIC Changes without human intervention.

CONNECT:Direct™ Data Transmission software (C:D) - This is a mechanized service delivery process that invokes vendor-specific data transmission software for the bulk transfer of electronic submissions of PIC Changes from the carrier over the public network or dedicated facilities.

FTS - This was a mechanized service delivery process that invokes data transmission software for the transfer of electronic submissions of PIC Changes from the carrier. This method was discontinued in March 2002.

MAG – This is a mechanized service delivery process whereby the carrier submits PIC Changes on computer magnetic tape cartridges for processing in BellSouth's downstream provisioning and billing systems.

In 2005, BellSouth offers the IXCs four mechanized access mediums. They are: CONNECT:Direct®, CONNECT:Enterprise® SEDB, Internet and Magnetic Tape Cartridge. EC-CPM, EC-Gateway and FTS have been retired since the completion of the 2003 cost study. CONNECT:Enterprise® and the Internet Online have been introduced in the 2005 cost study.

CONNECT:Enterprise® (C:E) Secure External Drop Box (SEDB) - This is a mechanized service delivery process that invokes vendor-specific software to provide bulk file transfer of files between BellSouth and the IXCs using encrypted file transfer across the public Internet.

Internet – This is a mechanized service delivery process whereby the carrier submits online PIC changes via the public Internet into the CAFÉ system.

Provisioning and Billing Support Systems:

In the 2003 cost study, there were six primary service order processing, provisioning and billing systems as follows:

Service Order Processing – This is the culmination of thirty service order-related computer applications that handle the deposition of service order updates to downstream systems.

CRIS – This system records, sorts, edits, rates the PIC Changes and processes the end user customer bill.

Carrier Access Billing System (CABS) - This system records, sorts, edits, rates the PIC Changes and processes the access carrier customer bill.

Customer Account Record Exchange (CARE) – This system provides the exchange of customer service information, which includes the PIC Changes, between BellSouth and the end user customer's long distance carrier of choice.

Enhanced Delivery Initiative (EnDI) – This system processes switch feature changes for a PIC Change to the customer serving switch without use of a service order.

Memory Administration Recent Change (MARCH) – This system translates line-related service order data into switch-provisioning messages, processes switch feature changes from EnDI and automatically transmits the messages to the Stored Program Control System (SPCS) switches.

In 2005, BellSouth utilizes eight provisioning and billing systems. They are: Service Order Processing, CRIS, CABS, CARE, EnDI, MARCH, K2-RCMAG and CAFÉ. K2-RCMAG and CAFÉ have been introduced in the 2005 cost study.

Carrier Access Front End (CAFE) – Web interface for the IXCs to send PIC changes via the public Internet to BellSouth.

K2 - Recent Change Memory Administration Group (K2-RCMAG) – The K2 system is a work-management and reporting system used by the Recent Change Memory Administration Group. A key function is the Reject Adjudicator, which performs an automatic resolution of switch rejects.