INTERNATIONAL TELECOMMUNICATION UNION

CCITT

M.75

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

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MAINTENANCE: INTRODUCTION AND GENERAL PRINCIPLES OF MAINTENANCE AND MAINTENANCE ORGANIZATION

TECHNICAL SERVICE

Recommendation M.75

FOREWORD

The CCITT (the International Telegraph and Telephone Consultative Committee) is a permanent organ of the International Telecommunication Union (ITU). CCITT is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The Plenary Assembly of CCITT which meets every four years, establishes the topics for study and approves Recommendations prepared by its Study Groups. The approval of Recommendations by the members of CCITT between Plenary Assemblies is covered by the procedure laid down in CCITT Resolution No. 2 (Melbourne, 1988).

Recommendation M.75 was revised by Study Group IV and was approved under the Resolution No. 2 procedure on the 5th of October 1992.

CCITT NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized private operating agency.

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TECHNICAL SERVICE

(Published 1984; revised 1988, 1992)

Abstract

This Recommendation defines the Technical Service within Administrations as an element of the maintenance organization. The Recommendation defines its general purpose, outlines its responsibilities, and identifies the need for exchange of contact point information.

Keywords:

– administrative;

– agreements;

– maintenance;

– planning;

– policy;

– provision;

– technical service.

1 General

1.1 The term "technical service" (sometimes "technical services") is used throughout the M-Series Recommendations. The term is used to indicate the appropriate authorities within an Administration which have responsibility for: making international agreements on technical and engineering aspects of provision and maintenance, allocating responsibilities to maintenance units within the same Administration, specifying provision and maintenance facilities, and determining provision and maintenance policy and overseeing its implementation. Thus it can be seen that the responsibilities of the technical service are at a higher administrative level than those of the staff concerned with day-to-day operation of international services.

1.2 The staff of the technical service is generally part of the central headquarters of the Administration. However, Administrations sometimes delegate some or all of their technical service responsibilities to regional centres or even operational maintenance units. In such cases the technical service remains responsible for ensuring that the delegated responsibilities are satisfactorily carried out.

2 Outline of responsibilities

As far as international cooperation and coordination are concerned, the responsibilities of the technical service are specified in various M-Series Recommendations. The following list, which is not exhaustive, serves to illustrate the type of functions normally performed by the technical service of an Administration:

– making international agreements on the appointment of control and sub-control stations, and ensuring that the stations so appointed are advised accordingly;

– reaching international agreements on all matters relating to the engineering provision of new and rearranged telephone circuits, leased circuits, etc.; digital blocks, paths, etc.; groups, supergroups, etc.; and so on;

– exchanging contact point and other maintenance information between Administrations;

– the escalation procedure in Recommendation M.1550 [1] and M.1560 [2] acting as a centralized escalation point for those faults and problems which cannot be cleared by staff at maintenance units, even after discussions between the managers of such units. For example, escalation may be required where special test equipment or specialized expertise is needed;

– ensuring the satisfactory preparation and execution of routine maintenance schedules;

– developing and keeping up to date plans for the restoration of service in the event of the failure of international transmission systems;

– ensuring that other Administrations are advised of planned interruptions to transmission systems in its own country, and ensuring that steps are taken to minimize their effect on international services.

The functions mentioned above are based on responsibilities imposed on the technical service by M-Series Recommendations.

3 Contact point information

Contact point information for the technical service should be exchanged between Administrations in accordance with Recommendation M.1510 [3]. If the responsibilities of the technical service have been split on a functional basis, contact point information for each separate function should be exchanged. If technical service responsibilities have been delegated (as envisaged in § 1.2 above), contact point information for the responsible central headquarters staff should be exchanged.

References

[1] CCITT Recommendation M.1550 *Escalation procedure*.

[2] CCITT Recommendation M.1560 *Escalation procedure for international leased circuits.*

[3] CCITT Recommendation M.1510 *Exchange of contact point information for the maintenance of international services and international network.*