



1200 G Street, NW
Suite 500
Washington, DC 20005

P: +1 202-628-6380
W: www.atis.org

September 22, 2017

Via Email

John Healy
Associate Chief, Public Safety & Homeland Security Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: NRSC Recommendations for Improvements to NORS

Dear John:

ATIS' Network Reliability Steering Committee (NRSC) thanks you for the opportunity to review the Network Outage Reporting System (NORS) 3.0 User Manual prior to publication. The NRSC Outage Reporting Advisory Subcommittee (ORAS) has reviewed the manual and is pleased to provide its input in the attached documents. These include:

- (1) A draft of the Network Outage Reporting System (NORS) 3.0 User Manual reflecting proposed edits and other input from the NRSC; and
- (2) NORS Process/System Recommendations, which provide additional context related to the suggested edits to the NORS User Manual as well as recommendations to improve the functionality of NORS.

NRSC appreciates the FCC's ongoing work to improve NORS 3.0, and believes that the recommendations contained in the attached in will enhance functionality of the system.

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Goode", written in a cursive style.

Tom Goode
ATIS General Counsel

Cc w/attachments:

Andis Kalnins, NRSC Co-Chair (Verizon), andis.i.kalnins@verizon.com
Andy Gormley, NRSC Co-Chair (T-Mobile), andy.gormley@t-mobile.com
Rick Canaday, NRSC ORAS Co-Chair (AT&T), rcanday@att.com
Christopher Desmond, NRSC ORAS Co-Chair (Verizon Wireless),
christopher.desmond@verizonwireless.com
Jackie Wohlgenuth, ATIS Manager, Global Standards Development, jvoss@atis.org

NORS Process/System Recommendations Related to Draft NORS User Manual

ATIS NRSC provides the following context for NRSC's recommended edits (attached) and other input to Section 2 of the draft NORS User Manual Version 3.

- Section 2 requires consideration of internal company security. ATIS NRSC member companies have different operational processes regarding access to company codes (, i.e. some provide company codes to Inputters while some have Inputters request access through their Coordinators).

Additionally, the follow edits and/or enhancements to the user manual are recommended.

- Coordinators should receive notifications when users assign themselves to their company. Inputter self-assignment is subject to Coordinator approval and Coordinators must receive notification of this self-assignment in order to approve new Inputters. This change is reflected in Section 2 of the draft manual.
- Inputters should receive e-mail notification verifying outage report was submitted. Currently, company submitters can input notifications, but do not receive e-mail notifications from the FCC verifying their outage reports. Only Coordinators receive e-mail notification. This change is reflected in Section 2 of the draft manual.
- Company coordinators should be able to assign new users, and manage passwords and profiles without direct interaction with the FCC staff.
- As indicated in the attached draft manual, NRSC recommends inserting a new Section 3.3, *Updating Profile*, with appropriate instructions and figures.
- NRSC recommends inserting in Section 4.1 a new Item 8: "NORS Inputters and Coordinators receive confirmation e-mails from "IT Service Desk" verifying the submission of notification reports. Users should ensure e-mail can be accepted from <fccprod@midatl.service-now.com> and should check their spam folder if these messages are not being received." Following this new Item, the FCC should insert a new figure with a screenshot of sample e-mail.
- Figure 24 in Section 4.2, Item 5, should be expanded to include the full NORS Outage Report Form identifying the required fields.
- The NRSC recommends that the FCC insert a new Item 11 in Section 4.3: "NORS Inputters and Coordinators receive confirmation e-mails from "IT Service Desk" verifying the submission an initial, final, or withdrawn reports. Users should ensure e-mail can be accepted from <fccprod@midatl.service-now.com> and should check their spam folder if these messages are not being received." Following this item, ATIS NRSC recommends insertion of a new figure with a screenshot of sample e-mail.
- The feature described in Section 4.4, "Note #2" is not functioning as described. Users do not

receive a notification e-mail once request is approved by NORS Administrators (the only alternative is to contact the FCC directly or access the report at some later time, which does not constitute notification). NRSC urges the FCC to fix this feature so that it will function as described in the draft manual.

- The NRSC recommends that the FCC add a new note to Section 4.4, to read: “NORS Inputters and Coordinators receive confirmation e-mails from “IT Service Desk” verifying that final or withdrawn reports have been re-opened. Users should ensure e-mail can be accepted from <fccprod@midatl.service-now.com> and should check their spam folder if these messages are not being received.” Following this item, the NRSC recommends that the FCC insert a new figure with a screenshot of sample e-mail.