TNG-400

How to use TOPs Documentation

1. OVERVIEW

1.1 This manual is a Task Oriented Practice (TOP). It is a programmed document that gives step-by-step instructions to enable you to do a job (or task). Whenever you use this manual, you have a task to perform which requires a result to be accomplished. The Master Task Index List (IXL-001) or the Table of Contents is the starting point. They list task categories with references to other Task Index Lists (IXLs). One of these Task Index Lists should contain your task and a reference to a procedure to accomplish your task.

1.2 A TOP can be a useful aid in everyday work if used correctly. Since instructions are given in the order they must be done, you cannot enter a procedure except at the beginning. You must do the step-by-step instructions in the order given. Failure to follow the instructions in the proper order may cause service interruptions.

1.3 A TOP contains all the instructions you need to do a job. If you are experienced on a particular job, a TOP will provide you with just the information you need to do the job. If you are doing the job for the first time, you are given step-by-step instructions with enough detail so you will not have to guess or remember where to find the necessary details.

1.4 The TOPs documentation is constructed in layers, separated by tabs, which consist of the following (although all layers may not be present in any one manual):

- Table of Contents
- Task Index List (IXL)
- Non-Trouble Procedure (NTP)
- Detailed Level Procedure (DLP)
- Alcatel Job Aid (AJA)
- Routine Task List (RTL)
- Routine Task Procedure (RTP)
- Trouble Analysis Data (TAD)
- Trouble Analysis Procedure (TAP)
- Training (TNG)

1.5 These layers provide the user with easy access to any point within the task description. The Table of Contents shows the current issue level of all procedures within the TOP document. The IXL (where to find) references all layers: NTP and TAP (what to do); DLP (how to do); RTL and RTP (what to do and how to do routine maintenance); and TAD and TNG (supporting information).

1.6 The TOPs documentation is typically presented in textual step procedures. Data organization is shown in Figure 1. The following paragraphs give a brief description of each layer.

2. TASK INDEX LIST (IXL)

2.1 This layer contains a listing of each task described in the TOP document. To make it easier to find your task, the tasks are split into groups of similar tasks and placed in different IXLs. A Master Task Index List (IXL-001) provides a reference to the IXLs with titles indicating the functional grouping.

3. NON-TROUBLE PROCEDURE (NTP)

3.1 This layer contains, in sequence, the major steps required to perform a task to its completion. This list may be all the experienced person requires. For the inexperienced person, or experienced person desiring additional information, most task items provide a reference to a DLP. Each step of an NTP must be performed in the order listed.

Figure 1. TOP Documentation Data Organization

4. DETAILED LEVEL PROCEDURE (DLP)

4.1 This layer contains the detailed support text steps that describe how to perform a procedure. In addition to step-by-step information, a DLP also contains any tables or illustrations that may be required to perform the procedures. An example of a textual step procedure is shown in Figure 2.

4.2 An alternate format is sometimes used when the steps in a procedure contain TL1 or menu entry commands with a large number of parameter explanations. This format attempts to make it easier for the reader to follow the flow of the procedure and, when instructed, to enter commands that may have a large number of parameters.

4.3 For procedures using TL1 commands, the complete syntax is shown for users who want to enter the command in Direct Entry Mode. The user, instead, may use the Prompt Mode and still use the parameter explanations to select parameters (see TNG-503 for the different command entry modes). An explanation of the parameters is included after the TL1 command. Thus, the user does not have to look elsewhere for aid in entering the command.

4.4 For procedures using menu command entries, the complete command path and screen options are described, along with hot keys where applicable, and parameter explanations (see TNG-503).

4.5 The DLPs are typically referenced from an NTP or TAP, but references are also made from the IXL or from other DLPs. When another DLP is referenced from a given point, the task in the referenced DLP may be performed. When the task is completed, the user should go back to the point where the DLP was referenced.

5. ALCATEL JOB AID (AJA)

5.1 The AJAs are job oriented (task driven) and are divided into logical procedures permitting a division of labor or logical stopping points.

6. ROUTINE TASK LIST (RTL) / ROUTINE TASK

PROCEDURE (RTP)

6.1 The RTL layer contains a listing of routine tasks to perform routine maintenance, and refers the user to a Routine Task Procedure (RTP) for each task.
[Figure 2. Format Example](#)

7. TROUBLE ANALYSIS DATA (TAD)

7.1 This layer contains information to be used as a trouble clearing aid other than procedural data. It may be a functional schematic, text, or trouble clearing chart.

8. TROUBLE ANALYSIS PROCEDURE (TAP)

8.1 This layer contains, in sequence, the steps required to perform a trouble clearing task to its completion. It tells the user WHAT TO DO to complete a task. The TAP may send you to another TAP. In most cases, you do not return to the TAP after leaving it. For inexperienced or experienced personnel who desire more information, some task items provide a reference to a DLP or TNG section. You return to the TAP at the same step, if you go to the referenced DLP or TNG.

9. TRAINING (TNG)

9.1 This layer contains information to give the user supplementary information, if necessary, to perform a given task.

10. ADMONISHMENTS

10.1 Always do a job safely. There are three admonishments to heed in TOPs, which typically appear as numbered steps:
DANGER: Possibility of personal injury.
CAUTION: Possibility of service interruption.
WARNING: Possibility of damage to equipment.

11. TROUBLE CLEARING

11.1 The work you do can be classified into two broad job categories: Trouble Clearing (TAP) and Non-Trouble Clearing (NTP). The following are TOP definitions of these two types of work.
11.2 Trouble clearing is simply what it says - work done to clear and repair troubles in the system. Trouble clearing may be done in answering a customer complaint or in responding to an office alarm, a trouble report, or an abnormal display.
11.3 Assume an alarm message was reported on a terminal or a visual alarm was indicated. The first step is to obtain the 1603 SM Maintenance and Trouble Clearing manual. In it, locate the IXL-001 (Master Task Index List) and find the general task associated with the alarm under the "Find Your Job In The List Below" heading. Once found, the associated index under the "Then Go To" heading directs you to other procedures to choose from to clear the alarm in question. After the specific task is found under "Find Your Job In The List Below" heading,

locate the associated procedure under the "Then Go To" heading and go to it to follow a procedural flow to resolve the alarm.

11.4 Within a TAP there may be other procedures (DLPs or TAPs) as required to clear the fault and return the system or unit to service.

12. NON-TROUBLE CLEARING

12.1 Non-trouble clearing is simply what it says - twork that is not connected with trouble clearing. This type is work you do to accept a system after it has been installed, turn up a system for service, maintain a system according to a controlled maintenance plan, etc. Access to non-trouble clearing procedures is basically the same as trouble clearing procedures. An IXL is used to find your task category and the applicable procedure is selected to perform your task.

12.2 A reference to CMI in an NTP refers you to the Commands and Messages Index (CMI) in the 1603 SM Commands and Messages manual. In these cases, the Commands and Messages Manual is used to help enter the command, if necessary.

13. DETAILED LEVEL PROCEDURES

General

13.1 Instructions are typically presented in a step format (see Figure 2).

13.2 The decision step is in the go-to structure (see Figure 2).

End of Procedure

13.3 The completion of a specific procedure is stated simply (see Figure 2).

13.4 The user should now go back to the task list or task summary list where this procedure was referenced to fully complete the job task.

References

13.5 Some procedural steps may contain notations that refer to additional information. Additional information may be notes, tables, figures, examples, and/or other procedures.

13.6 As shown in the following example, all mandatory information that the user requires to complete the step is shown as a separate phrase at the beginning of the step. All optional information, which the user may access according to his experience level, is enclosed in parentheses, such as (DLP-500):

4 Refer to Table A. Mount tape. (For details, go to DLP-500.)

The user MUST see Table A to complete instructions. DLP-500 may be used if desired.