A MESSAGE FROM

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INNOVATING IDEAS CHALLENGE 2022

ANNOUNCING THE TOP 10 IDEAS

XOC, Headend, Engineering and Engineering Operations employees were invited to bring their vision statements to life to improve an existing tool or process, or develop a new one that enables Comcast to provide world class support for a superior experience to our internal and external customers.

The top ten ideas have been selected and the contestants below will have the chance to work with a cross-functional team to bring their idea to life and present to our division leadership! Read on to learn about each unique idea in our Top Ten.

THE TOP 10 IDEAS
In alphabetical order by first name

Ethan Spangehl, Planning and Design
Develop Unused Distribution Fiber as Ring Fiber

Identify opportunities to re-purpose unused distribution fiber as ring fiber during presales fiber redundancy survey process.

Heather Helmer, Engineering
Pause and Resume On-the-Go

Pause any show or movie you are watching in one room and send it to a device in another room on the same wifi network. Automatically resume watching where you left off.

Hector Velazquez, Video Engineering
HVAC Maintenance and Temperature Pull of Edge Devices and Routers for NSD

Create a webpage that runs a script on the UER RER RUR at location with HVAC failure.

Jamerson Cobb, SSD IP
Add Transport Network Element Alarm Snapshot Capability to Kraken Tool for Pre- and Post-Snapshots

For optical transport scheduled maintenances, Kraken shall include pre-snap or post-snap of optical transport NE alarms. Kraken shall list any major or critical alarms for a given optical network element allowing engineers to quickly determine if any new critical or major alarms were raised.

Jason Gould, SSD IP

More Reliable Refreshing of the 911 Check Portal and App

A web portal and mobile app, both with push notifications, capable of loading a ticket, list of nodes or list of devices to monitor for 911 calls throughout the maintenance window. Both XOC and field technicians and engineers can be notified of 911 calls that happen after the initial check.

John Downey, HFC

Technician Contact

An automated check-in process that prompts field technicians on outage jobs to provide a status and stafety update. If the technians does not respond to the automated check-in, an escalation process of first texting and then calling the technician would be initiated. This automated process would ensure technicians are safe while reducing time spent collecting updates.

Josh Clements, Engineering

Transport Line OTDR Footage and Aegis Map Integration

When OTDR shot is completed, generate SNMP trap and capture data and apply to Aegis fiber map to geolocate fiber damage location.

Kelly Goerbig, Engineering

The National Power Lookup Tool

This tool provides an easy method for finding power company outage maps based on geo location and provides an easy-to-use map with search options. The map layers provide more functionality integrating storm tracking, hurricane tracking and NOAA weather map overlays. It also provides a way to integrate power company outage map data directly into the search results.