

IILC Administrative Procedure 004
Document Identifiers

A REPORT OF THE
ISSUE (NUMBER) TASK GROUP OF THE
IILC
ON
(ISSUE NAME)

(DATE SUBMITTED TO / ADOPTED BY
THE COMMITTEE)

THIS DOCUMENT REPRESENTS A CONSENSUS
OF THE ISSUE (NUMBER) TASK GROUP
AND IS SUBJECT TO REVIEW AND APPROVAL
OF THE IILC

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IILC Administrative Procedure 004
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SUBMISSION OF (COMPANY NAME)
TO THE
ISSUE (NUMBER) TASK GROUP OF THE
IILC
ON
(ISSUE NAME)
(DATE SUBMITTED)

THIS DOCUMENT IS A SUBMISSION
TO THE ISSUE (NUMBER) TASK GROUP
BY (COMPANY NAME) AND DOES NOT REPRESENT
CONSENSUS OF THAT TASK GROUP OR THE IILC

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Official internal IILC correspondence is any correspondence which is intended to be acted upon in committee or Task Group or to become part of the IILC record.

**Official
Internal
Correspondence**

The IILC process is designed to encourage open discussion and dissemination of views and positions during issue examination, resolution and adoption. A set of standard procedures for circulating correspondence among IILC participants supports the IILC's mission and goals and ensures that all positions and suggestions are considered.

Recognizing and adhering to established channels of communication within the IILC for dissemination of contributions, comments and dissenting opinions is appropriate to the IILC consensus process.

Matters of concern should be addressed to the person or persons currently serving as Chair(s)/Co-Champion(s) of the appropriate Task Group, IAG or IILC. If the originator(s) feel insufficient consideration has been given to their correspondence, escalation to the next higher Chair may be considered. Names and addresses for the various IILC Chairs are available from the IILC Secretariat.

It is the responsibility of the Task Group Chairs/Co-Champion(s), the Co-Chairs of the IAG, and the IILC Chairperson to assure the distribution of all correspondence.

As a courtesy, the subject and the appropriate issue tracking number (where applicable) should appear on all correspondence to facilitate action by the responsible Chair(s)/Co-Champion(s) and assist IILC participants to associate such correspondence with the appropriate IILC activities.

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The Issue Management section describes the progress of an issue through the IILC consensus process,

from (I) New Issue Introduction
to (II) Task Group Presentation
 at IILC Meetings
to (III) Issue Resolution.

**IILC
Issue
Management**

It is designed to assist IILC participants to formulate and introduce ONA (Open Network Architecture) and/or local network interactivity issues as well as to shorten the time required for initial issue acceptance and final issue resolution. Section IV is Suggested Time Frames for Issue Resolution.

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Below is an outline of the following Administrative Procedure on IILC Issue Management:

I. NEW ISSUE INTRODUCTION

A. *New Issue Introduction at an IILC or IAG Meeting*

- 1) *Issue Originators*
- 2) *Solicitation of New Issues at an IILC Meeting*
- 3) *IAG Preview as an Alternative*
- 4) *Assistance from LEC or non-LEC Volunteers*

B. *Preliminary Documentation: the Issue Statement / Issue Identification Form*

C. *IILC Issue Acceptance*

- 1) *Selection of Co-Champions and Task Group*
- 2) *"Provisional" Status and Clarification of Issue Statement*
- 3) *Issue Reference Number and Issue Identification Form*

II. TASK GROUP ISSUE PRESENTATION AT IILC MEETINGS

A. *Issue Statement / Issue Identification Form*

B. *Work Plan*

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- C. Progress Timeline**
- D. Documentation of Issue Progress**
- E. Issue Status Statement**
- F. Anticipated Events**
- G. List of Task Group Participants**

III. ISSUE RESOLUTION

- A. IILC Resolution Process: "Going...Going...Gone"**
- B. Task Group Consensus and Initial Closing Documentation**
- C. Format for Initial Closing Documentation**
- D. Co-Champions' Presentation to the IILC**
- E. IAG Review**
- F. Final IILC Resolution**
- G. Issue Report**

IV. SUGGESTED TIME FRAMES FOR IILC ISSUE RESOLUTION

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I. NEW ISSUE INTRODUCTION

A. New Issue Introduction at an IILC or IAG Meeting

Participants who bring a new issue to the IILC must prepare an Issue Statement. A new issue may be presented initially to the full IILC or to the IAG in advance of a full IILC meeting. In any case, a participant new to the IILC process may solicit help from a LEC or non-LEC IILC participant, and the IILC Secretary can provide a list of volunteers to anyone desiring to introduce a new issue to the IILC.

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1) *Issue Originators*

The issue originator or a volunteer on behalf of the originator brings a new issue to an IILC meeting for acceptance into the IILC process. Though issue originators need not attend the IILC meeting when an issue is submitted for acceptance by the IILC, it is highly recommended they do so. It is expected that the originator will participate actively in the proceedings through issue resolution. If the originator is unable to work on the issue through its resolution, other interested parties should be found. In the absence of support from the originator or alternative parties, the IILC may withdraw the issue.

2) *Solicitation of New Issues at an IILC Meeting*

At the beginning of an IILC meeting, the IILC Chairperson asks if anyone will be introducing an issue, so that participants may be apprised and prepared to discuss a new issue during the "Issue Specific Discussions" phase later in the meeting. Soliciting new issues at the beginning of the meeting also affords the issue originator or co-champions an opportunity to make a brief announcement of the issue, with questions and related issue discussion deferred until the issue is formally introduced later in the meeting. Announcing a new issue allows opportunity for informal discussion of the proposed issue prior to its formal presentation.

3) *IAG Preview as an Alternative*

To facilitate issue introduction, it is helpful if possible to present an issue to the IAG on an IAG conference call before its introduction at a full IILC meeting. This provides an opportunity for the originator to preview the issue with IILC participants on the IAG and receive feedback. This also provides an opportunity to solicit a volunteer to assist in fine-tuning the Issue Statement for presentation

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to the IILC. The originator may choose to ask a LEC or non-LEC volunteer to present the issue to the IAG. The purpose of the IAG preview is to expedite issue acceptance.

4) *Assistance from LEC or non-LEC Volunteers*

Interested LEC and/or non-LEC participants may volunteer to assist new participants to develop a preliminary Issue Statement and introduce their issues efficiently. Such volunteers can act as temporary co-champions by working with new participants in advance of their first IILC meeting, helping them to frame an appropriate Issue Statement, arranging for its inclusion in the pre-meeting package, explaining how the IILC process works and what to expect, and even helping with the formal issue introduction at the IILC meeting. Such assistance can result in reduced time intervals for issue introduction, acceptance and resolution by the IILC. The IILC Secretary can provide a list of volunteers to any party desiring assistance with an Issue Statement, as well as referring all such requests immediately to an appropriate volunteer for follow up.

B. Preliminary Documentation: Issue Statement and Issue Identification Form

To familiarize participants with the issue to be presented, it is recommended that new issues be described briefly in a memo and/or associated Issue Statement for inclusion in the IILC pre-meeting package. However, prior notification of the intent to present an issue to the IILC is not a requirement, and the IILC can engage a new issue by soliciting it in an IILC meeting, as described above.

An IILC Issue Identification Form has two similar formats, one for a Service Request and one with slightly different categories used for a strategic issue.

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◆ **Format for a Service Request Issue ID Form**

1. Issue Title
2. At the upper right-hand corner, the following information:
 - Issue Number (assigned by the IILC Secretary upon acceptance by the IILC; indicates any revisions, e.g., Issue XXX, Rev. 1)
 - Date Submitted (date of original acceptance by the IILC)
 - Latest Revision (date of last revision to Issue ID Form)
 - Current As Of (date of last IILC/IAG meeting at which discussed)
 - Resolution date (date of initial IILC consensus)
 - IAG Review (date of IAG procedural fairness review)
 - IILC Adoption (date of final IILC consensus)
3. Description of Requested Service
4. Suggested Resolution or Output(s)
5. Other Impacts
6. Requested Resolution Date
7. Issue Originator and Co-Champions

◆ **Format for a Strategic Issue ID Form**

1. Issue Title
2. At the upper right-hand corner, the following information:
 - Issue Number (assigned by the IILC Secretary upon acceptance by the IILC; indicates any revisions, e.g., Issue XXX, Rev. 1)
 - Date Submitted (date of original acceptance by the IILC)
 - Latest Revision (date of last revision to Issue ID Form)
 - Current as of (date of last IILC/IAG meeting at which discussed)
 - Resolution date (date of initial IILC consensus)

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- IAG Review (date of IAG procedural fairness review)
- IILC Adoption (date of final IILC consensus)
- 3. Issue Statement (description of the issue to be addressed; provide sufficient background information to be a stand-alone statement of requirement)
- 4. Suggested Resolution or Output(s)
- 5. Other Impacts
- 6. Requested Resolution Date
- 7. Issue Originator and Co-Champions

Issue originators should strive to describe their service request or issue as clearly as possible (#3 above), identify the desired resolution or outputs from their perspective (#4 above), identify any other impacts they see (#5 above), the requested resolution date, with an explanation (optional) of the reason for its selection (#6 above).

NOTE: The APPENDIX to this Handbook provides examples of the Issue Identification Form for Service Requests and for strategic issues.

C. IILC Issue Acceptance

When a new issue is presented, the full IILC determines the appropriate next step, which could include:

- accepting the issue;
- referring the requesting party to another ATIS forum or standards body; or
- providing the issue originator relevant information based on other current or closed IILC issues, in the event these adequately address the concerns of the originator.

As an open forum, the IILC encourages discussion and interindustry exchange of information to identify how to approach each matter brought before it. The IILC will determine in some cases that

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an issue is outside the scope of its mission and will direct the interested party to another forum, association, company, etc. Issues are accepted, referred, or otherwise handled based on the full IILC reaching consensus.

1) *Selection of Co-Champions and Task Group*

A LEC or non-LEC IILC participant usually volunteers to co-champion a new issue, with the issue originator normally serving as the other co-champion, although this is not a requirement. A volunteer Task Group is solicited from among the IILC participants, and it is recommended that the co-champions schedule the first Task Group meeting/conference call at the time of issue acceptance.

2) *"Provisional" Status and Clarification of Issue Statement*

Upon initial acceptance of an issue, the IILC will normally designate it as "provisional," and the Task Group will make necessary revisions or modifications to the Issue Statement as needed. "Provisional" acceptance does not preclude initiation of work on the issue by the Task Group but indicates only that some aspect(s) of the Issue Statement need clarification, modification or additions. The provisional designation may be removed by the IAG at its next review of the issue or by the IILC at its next review of the issue in a regular meeting.

If revision of the Issue Statement is necessary prior to acceptance, every effort should be made by IILC participants to revise and accept the issue at the same IILC meeting at which it is introduced, particularly those containing service request issues that should be handled in accordance with IILC Administrative Procedure 010 on the Systematic Uniformity Process. Otherwise, a revised Issue Statement should be reintroduced at the next IILC meeting.

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3) *Issue Reference Number and Issue Identification Form*

The IILC Secretary will provide an issue reference number and prepare the official Issue Identification Form for inclusion in the next pre-meeting package.

II. TASK GROUP ISSUE PRESENTATION AT IILC MEETINGS

This section describes the information required in Task Group active issue reports to each IILC meeting. These requirements have been established to give IILC participants adequate opportunity to review the progress of active issues. These materials must be available in viewgraph form, and at least one hard paper copy should be provided to the IILC Secretary for attachment to the IILC minutes.

Task Groups should report the following information at every IILC meeting:

- A. *Issue Statement / Issue Identification Form***
- B. *Work Plan***
- C. *Progress Timeline***
- D. *Documentation of Issue Progress***
- E. *Issue Status Statement***
- F. *Anticipated Events***
- G. *List of Task Group Participants***

If for any reason a particular issue report is not given at an IILC meeting, the information listed above should be provided to the IILC Secretary for inclusion with the IILC meeting minutes.

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A. Issue Statement / Issue Identification Forum

Any recent changes or updates to the Issue Statement or Issue Identification Form should be so noted. The current Issue Statement establishes the context for evaluating the progress of an issue in terms of its suggested resolution or output.

B. Work Plan

The development, maintenance and presentation of an appropriate work plan should reflect the major goals of the issue as defined by the suggested resolution or outputs on the Issue Statement. The work plan should include projected dates for the completion of each major goal, as well as ongoing estimates of timely resolution of the issue.

C. Progress Timeline

The presentation of a progress timeline provides a graphic representation of key milestones of the issue work plan, with the format developed by individual Task Groups as appropriate. The timeline should include comparisons of actual and projected dates for the completion of each major goal as well as the ultimate time frames for final resolution of the issue.

Each issue Task Group should develop a timeline and milestones for issue resolution and approval processing. The IAG (Interindustry Advisory Group) should monitor the progress of issues by comparing actual developments with Task Group objectives originally identified at each milestone. The resolution of some issues may require more than the suggested number of months. In that event, a timeline and associated milestones should be identified for the projected time frame.

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D. Documentation of Issue Progress

Documentation of issue progress should focus on activities which have transpired since the last meeting of the IILC. It should include materials related to major accomplishments, such as action items, identified issues, roadblocks, contributions, correspondence, etc. These reports are expected to stimulate discussion among and input from the IILC participants and therefore should be appropriately detailed. It is also expected that issue progress documentation will be sufficiently self-explanatory to facilitate review by industry participants who may be unable to attend IILC meetings and must rely on IILC meeting minutes (with attachments) for issue progress updates.

E. Issue Status Statement

For purposes related to the preparation of the IILC minutes, the IILC Issue Tracking Sheets and the IILC ONA News, the Task Group is expected to present at each IILC meeting a statement of the current status of the issue under examination. This statement should be brief (1-2 paragraphs) and should provide a clear and concise summary of the current disposition of the issue. This will facilitate an accurate transposition of that status throughout subsequent IILC documentation.

F. Anticipated Events

Task Groups should provide a calendar of anticipated events, including meetings and conference calls, at each IILC meeting. This serves to provide adequate notification of Task Group activities in accordance with IILC By-Laws and Administrative Procedures, as well as to facilitate coordination of the overall IILC calendar.

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G. List of Task Group Participants

Each Task Group is expected to provide and maintain an accurate list of individuals participating in the examination of the issue in question. Participants should be listed alphabetically by company, and both telephone and facsimile numbers should be included.

III. ISSUE RESOLUTION

OFFICIAL CONSENSUS CAN ONLY BE REACHED BY THE FULL IILC.

A. IILC Resolution Process: "Going...Going...Gone"

Consistent with the IILC's mission and goals, every opportunity is afforded participants for timely and comprehensive review of pending issue resolutions. In keeping with this objective and recognizing that some participants cannot participate directly in Task Group activities or attend every IILC meeting, a phased full IILC resolution process has been established. This process is called informally: "Going...going...gone."

Issues proposed for resolution follow a progression within the IILC towards initial and final consensus resolution. The "Going...going...gone" consensus resolution process operates on each level, within Task Groups, in the IAG during its procedural fairness review of issues, and at IILC meetings. Every attempt should be made to resolve both substantive and administrative concerns prior to presentation of the issue to the IILC for consensus resolution.

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B. Task Group Consensus and Initial Closing Documentation

Generally, substantive issue definition, examination and documentation is performed at the Task Group level. When a Task Group has reached consensus on its investigation of an issue and is ready to present it to the full IILC for initial resolution, it submits full issue closing documentation to all IILC participants for review. The Task Group co-champions forward the issue documentation to the IILC Secretary for distribution in the pre-meeting package. Consistent format and contents, explained below and in IILC Administrative Procedure 004, will assist IILC participants to readily identify IILC resolution documentation.

If the IILC reaches initial consensus on an issue (**GOING...**), the IAG (Interindustry Advisory Group) performs a procedural fairness review (**GOING...**) before giving its recommendation for final consensus and adoption by the full IILC (**...GONE**). Therefore, by the time an issue is presented to the full IILC for its final resolution, it has been thoroughly examined and reviewed, and consensus adoption by the full IILC should be straightforward.

C. Format for Initial Closing Documentation

While the resolution documentation for most IILC issues will readily conform to the following format, it is recognized that there are instances where the nature of the issue or the desired output may not be fully compatible with this procedure. The issue co-champions, and the Interindustry Advisory Group (IAG) in its oversight capacity, should make every effort to ensure the greatest level of uniformity. Certain items which every issue resolution package should incorporate are indicated below with an asterisk (*).

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- A. Table of Contents (*), with subheadings describing contents under the major headings
 - B. Issue Identification Form (*)
 - C. Task Group Participants
 - List all participants, indicating those active at closure, with issue co-champions identified.
 - List will be sorted by company, and exclude telephone/facsimile numbers.
 - D. Findings and Recommendations (*)
 - Findings should be listed first, followed by recommendations. Findings are based on factual information, and recommendations are from the Task Group on behalf of the IILC.
 - E. Summary of Proceedings (*)
 - A chronological listing of all issue-related activities starting with initial issue presentation and concluding with final issue resolution. Key activities, accomplishments, etc., should be identified if not covered in the Task Group minutes.
 - F. Reference Documents
 - This could include Systematic Uniformity Process documentation, Task Group minutes (if taken) presentations before the IILC, or any other pertinent information.
 - G. Contributions
 - This section would include any contributions specific to the issue.
- NOTE:** In order to conserve paper resources, only key contributions or Reference Documents, as determined by the Task Group, should be included in the closing documentation package. However, a listing of all Task Group documents will be included and can be requested through the IILC Secretary.
- H. Issue Tracking Sheet (*), furnished by the IILC Secretary.

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D. Co-Champions' Presentation to the IILC

At the IILC meeting, the issue co-champions will present the issue resolution in detail for initial consensus. This presentation should address the original Issue Statement and suggested output, and a review of the various considerations and factors which framed the resolution. At this meeting the issue will either receive initial IILC consensus or be remanded back to the Task Group for further action. Minor changes will be edited into the documentation prior to final consensus.

E. IAG Review

After the issue has received initial consensus, the IAG will review the issue for procedural fairness. Any IILC participant with a procedural fairness complaint must submit it in writing to the IILC Secretary within 15 days after the issue receives initial consensus.

F. Final IILC Resolution

At the IILC meeting following IAG review and approval, the issue resolution will be presented by the issue co-champions for final consensus and closure.

G. Issue Report

Upon final issue consensus resolution by the IILC, issue co-champions are responsible for providing in a timely manner to the IILC Secretary those items which are to be included in the issue resolution documentation package.

These items may be provided to the Secretary in final form ready for distribution or in their initial closing documentation form, in which case the IILC Secretary will be responsible for final typing and

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formatting. Items will appear in the IILC issue resolution package in the sequence outlined above. Initial closing documentation bears the legend as a footer at the bottom of each page:

**This document represents a consensus of the
Issue # Task Group
and is subject to review and approval of the IILC.**

while final issue documentation bears the following legend:

**This document represents a consensus of the
Issue # Task Group
and has received IILC approval.**

The IILC Secretary will be responsible for ensuring that each resolution package includes the standard IILC issue resolution documentation cover sheet with the issue name, number, and date of final IILC consensus resolution.

IV. SUGGESTED TIME FRAMES FOR IILC ISSUE RESOLUTION

Based upon experience since 1987, issues and projects addressed by the IILC can be broadly grouped into four classifications: 1) Education/Discussion; 2) Specific Service Requests; 3) Position/Action by IILC Participants (non-service specific); and 4) IILC Position/Action by External Organization(s). Below are definitions of these four broad categories with suggested time frames from issue introduction to final resolution. It is recognized that the nature of the Issue Statement should dictate the amount of time required before the issue is resolved and/or implemented. These time frames are approximations and should not serve to delay issue resolution where more expeditious determination is possible.

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1) **Education/Discussion** - Issues or projects whose object is to share information among IILC participants, provide updates of information, hold workshops, classify positions, and provide a better understanding of participant positions or plans. This category does not involve outcomes that require the IILC to reach an industry consensus or to act on a specific issue or portion of an issue. Proposed time for IILC resolution, 2 months - 12 months. [Examples: Alarm Industry Workshop, Future Technologies Workshop]

2) **Specific Service Requests** - This issue category is addressed by the IILC's Administrative Procedure 010 on the Systematic Uniformity Process. Proposed time for IILC resolution, 6 months - 8 months. [Examples: Issue #012 - Ability to Detect Break in Telco Line Within 60 Seconds; Issue #025 - ESP Access to LEC Audible Ringing, etc.]

3) **IILC Position/Action (non-service specific)** - This category includes issues or projects in which the outcome is more strategic, global or policy-oriented and which may require that all or some IILC participants take action as a result of the consensus resolution. Proposed time for IILC resolution, 6 months - 12 months. [Examples: Issue #007 - Uniformity Principles and Guidelines; Issue #021 - Systematic Uniformity Process; Issue #013 - Proprietary Demand Information Protection, etc.]

4) **IILC Position/Action by External Organization(s)** - This classification involves publication of a document or White Paper with an IILC Issue recommendation(s). Recommendations may involve proposed actions by groups outside of the IILC, such as Committee T1, the Carrier Liaison Committee (CLC), etc. This category requires IILC consensus. Proposed time for IILC resolution, 6 months -12 months. [Examples: Issue #010 - ESP Frame Relaying Access to ISDN Customers; Issue #024 - IILC Paper on Calling Party Identification Privacy/Anonymity]

Purpose

The purpose of this document is to address the application of a systematic framework which facilitates the uniform development and deployment of new ONA

**Systematic Approach
to Uniformity
of ONA Services**

services and capabilities. The degree of uniformity attainable will be a function of the level of commitment offered by each segment of the industry in participating in this process. This document is intended to be a standard guide and represents the resolution of IILC Issue #021 of the same title adopted by consensus of the IILC in 1990.

Procedure

This procedure is referred to as the IILC "Systematic Approach to Uniformity of ONA Services." This procedure addresses uniformity by means of a four step process which is initiated by a Service Request (Step 1.00), thereafter substantiated by a Description of Functionality (Step 2.00), documented by a Technical Description (Step 3.00) and considered for Technical Feasibility (Step 4.00).

Once a candidate service has been defined through the systematic uniformity process, a variety of progressive activities can be pursued through the IILC and other industry mechanisms to encourage the broad dissemination of this information on network needs and related capabilities and thereby increase the probability of the eventual development and deployment of the requested service.

As the requested service moves through this process each step is documented and monitored for completeness. That documentation will also serve as handoff material for each successive step. Furthermore, while this process is designed to facilitate the

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of ONA Services**

uniform development and deployment of new ONA services, it should be recognized that the terms outlined herein may or may not apply to specific applications of uniformity and it is left to the judgment of industry participants involved in those applications to implement these guidelines as appropriate.

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Systematic Approach to Uniformity
of ONA Services

STEP 1.00

Service Request Documentation

The steps included in the Service Request Documentation phase provide the means to formally initiate a request for a new ONA service or capability and begin the examination of that request through the IILC "Systematic Approach to Uniformity of ONA Services."

The task of documenting the Service Request for a new ONA service or capability involves the preparation and presentation of an IILC Issue Identification Form using the specific format for addressing service request issues (see also AP-006, Item B, "Preliminary Documentation: Issue Statement and Issue Identification Form," under I. "New Issue Introduction").

The four sections included on this Issue Identification Form are intended to provide IILC participants with appropriate documentation with which to review a potential service request issue and understand the framework around which that request will be addressed.

STEP 1.10 -- Description of Requested Service

STEP 1.20 -- Suggested Resolution or Output

STEP 1.30 -- Other Impacts

STEP 1.40 -- Issue Originator and Co-Champions

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**Systematic Approach to Uniformity
of ONA Services**

The preparation and presentation of a service request IILC Issue Identification Form (Step 1.00 - Service Request Documentation) are the responsibility of the issue originator, or a volunteer on behalf of the originator. Acceptance of the issue by the IILC is subject to the normal consensus process as documented in the IILC By-Laws.

IILC Administrative Procedure 010
**Systematic Approach to Uniformity
of ONA Services**

STEP 1.00 -- Service Request Documentation

**Preparation of the IILC Service Request
Issue Identification Form**

STEP 1.10 -- Description of Requested Service

This information is expected to provide direct input to Step 2.00 (Description of Functionality) and should therefore include a description of the required capability, its operating attributes and any general requirements considered essential to the examination of the request. It should provide sufficient information to facilitate a consensus understanding of the requested capability.

STEP 1.20 -- Suggested Resolution or Output

This section of the IILC Service Request Issue Identification Form outlines the process by which the examination of the request will progress. This is a standard framework and should be used for all IILC issues which address service requests. It ensures that a minimal set of considerations will be examined and documented through this process consistent with the requirements of the "Systematic Approach to Uniformity of ONA Services," including:

- a consensus understanding of requested capability;
- a description of the basic network functional requirements;
- a meaningful technical description of requested service;
- current and future technical feasibility;
- critical issues; and
- documentation of findings and recommendations for future action.