

Attachment 56

Date: November 30, 2001

EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR1). (Formerly Observation 140.)

Exception:

BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect (PPR1).

Background:

The BellSouth Change Control Process defines a defect as the following: "Any non type 1 change that corrects problems discovered in production version of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to CLECs. In addition, if functional requirements agreed on by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match, this will be addressed as a defect."¹

Issue:

During KPMG Consulting's review of BellSouth Change Requests, KPMG Consulting has found the following issues were opened by BellSouth and but not classified as a defect or not opened in any change request.

1. Defect 15369 – The BellSouth Systems do not auto clarify on incorrectly populated LSRS for a multi-line hunting partial disconnect. This has been reclassified as a feature.
2. Defect 15652 – The BellSouth systems do not auto clarify on orders that require changing of TN and listing on the same TN at the same time. This should result in a clarification as such an order will prevent service order generation. This has been reclassified as a feature
3. Feature 9748 – LENS does not provide complete Firm Order Confirmation (FOC) and Completion Notice (CN) information on xDSL orders submitted through LENS.

¹ Change Control Process, Version 2.6, 9/10/01, Page 42, available at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf

4. Help Desk issue – BellSouth identified the following error in TAG “COGAPI error doesn't get generated on COG. This is a default error that is produced from TAG when Orbix tries to communicate to SGG.” No defect or feature was opened to address this issue.
5. Release 10.2 – BellSouth implemented release 10.2 on 11/3/01. BellSouth identified the errors in the release that caused 30% of CLEC orders to inappropriately reject². The errors in release 10.2 are being addressed, but no defect has been opened to address these issues.

KPMP Consulting believes the issues listed above were incorrectly classified as features or were not addressed by any change request. Each of the above issues is the result of defects in either the user requirements or business rules, or result inoperable functionality and therefore should be classified as defects.

Impact:

BellSouth is required to provide workarounds and/or fixes for all Defect Change Requests within a specified timeframe. However, issues classified as features or not opened as any type of change request are not subject to any resolution timeframe. The lack of timely workarounds and resolutions to defects may result in the CLECs inability to efficiently execute transactions with BellSouth resulting in CLEC customer dissatisfaction.

² Carrier notifications SN91082706 and SN91082611 available at
http://www.interconnection.bellsouth.com/notifications/carrier/carrier_lett_01.html

**FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO
EXCEPTION 123**



Florida OSS Test
Exception 123

January 28, 2001

EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR1). (Formerly Observation 140.)

Exception:

BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect (PPR1).

Background:

The BellSouth Change Control Process defines a defect as the following: "Any non type 1 change that corrects problems discovered in production version of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to CLECs. In addition, if functional requirements agreed on by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match, this will be addressed as a defect."¹

Issue:

During KPMG Consulting's review of BellSouth Change Requests, KPMG Consulting has found the following issues were opened by BellSouth and but not classified as a defect or not opened in any change request.

1. Defect 15369 – The BellSouth Systems do not auto clarify on incorrectly populated LSRS for a multi-line hunting partial disconnect. This has been reclassified as a feature.
2. Defect 15652 – The BellSouth systems do not auto clarify on orders that require changing of TN and listing on the same TN at the same time. This should result in a clarification as such an order will prevent service order generation. This has been reclassified as a feature

¹ Change Control Process, Version 2.6, 9/10/01, Page 42, available at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf

FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO EXCEPTION 123

3. Feature 9748 – LENS does not provide complete Firm Order Confirmation (FOC) and Completion Notice (CN) information on xDSL orders submitted through LENS.
4. Help Desk issue – BellSouth identified the following error in TAG “COGAPI error doesn't get generated on COG. This is a default error that is produced from TAG when Orbix tries to communicate to SGG.” No defect or feature was opened to address this issue.
5. Release 10.2 – BellSouth implemented release 10.2 on 11/3/01. BellSouth identified the errors in the release that caused 30% of CLEC orders to inappropriately reject². The errors in release 10.2 are being addressed, but no defect has been opened to address these issues.

KPMP Consulting believes the issues listed above were incorrectly classified as features or were not addressed by any change request. Each of the above issues is the result of defects in either the user requirements or business rules, or result inoperable functionality and therefore should be classified as defects.

Impact:

BellSouth is required to provide workarounds and/or fixes for all Defect Change Requests within a specified timeframe. However, issues classified as features or not opened as any type of change request are not subject to any resolution timeframe. The lack of timely workarounds and resolutions to defects may result in the CLECs inability to efficiently execute transactions with BellSouth resulting in CLEC customer dissatisfaction.

BellSouth Response:

BellSouth is committed to appropriately identifying changes that impact CLECs by communicating them through CCP in accordance with the Change Control Process.

In the case of defects 15369 and 15652, they were rejected as defects since business rules/requirements do not exist to support the activity. Consequently, these items were returned with a request that a system enhancement (i.e., feature) be developed.

In the Change Control Process, an enhancement (i.e., feature) is a function which has never been introduced into the system; improving or existing functions; required functional changes to system interfaces, data, or business rules; any change in the User Requirements in a production system.

System enhancement 9748 is currently undergoing internal analysis. If it is determined that the CLECs are impacted, this information will be communicated through CCP.

² Carrier notifications SN91082706 and SN91082611 available at http://www.interconnection.bellsouth.com/notifications/carrier/carrier_lett_01.html

FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 123

On October 1, 2001, a defect was opened to address the Help Desk issue. This defect is currently in the analysis phase, which should determine if it impacts CLECs. Again, if it is determined that the CLECs are impacted, this information will be communicated through CCP.

Regarding the implementation of release 10.2, in Carrier Notification, SN91082611, dated November 2, 2001, BellSouth communicated that "During testing, BellSouth determined that when there are two or more addresses reflected in RSAG, the LSR will be rejected or auto clarified back to the CLEC requesting a valid address."

The letter also acknowledged that effective, 11/17/2001, BellSouth would begin processing LSRs when a working address and a previous, non-working, address...is reflected in RSAG.

This issue was resolved on 11/17/01. Although a formal defect was not opened via CCP, BellSouth did communicate this issue through CCP via a Carrier Notification. BellSouth is committed to adhering to the Change Control Process.

BellSouth Amended Response:

The BellSouth internal features 15369 and 15652 were combined into one feature, which was submitted to CCP on 1/10/02 as expedited feature CR0606 Ordering Enhancements to Address Hunting. This feature is scheduled for implementation on 2/2/02 in Release 10.3.1. The User Requirements were reviewed with the CLECs on Wednesday, 1/23/02.

Enhancement 9748 does not require the CLEC to make coding changes since it is a LENS-based change. Although BellSouth initiated this feature internally, no decision has been made to pursue it. Discussions are still in progress. With the acceptance of the proposed revisions to the CLEC Affecting definition, CR0569, BellSouth has agreed to also submit changes that impact what a CLEC sees/receives if it is different than what is seen today. If it is determined that BellSouth wants to pursue this enhancement, it will be communicated to the CLECs through CCP.

The Help Desk Issue related to the TAG COGAPI error, discovered during CAVE testing, was determined to be a low impact defect. During certain LMU inquiries that CLECs submitted, they received a 'back end resource error limitation' message. When the inquiry was resubmitted, the CLEC received the desired result. This low impact defect was corrected in Release 10.3.1 on 1/5/02.

BellSouth is working on a defect management process to ensure that timeframes are established to support communicating information in a timely manner to CLECs. This includes defects discovered during CAVE testing that are not corrected before testing ends. BellSouth plans to discuss this new process with the CLECs at the February 27th CLEC Monthly Status meeting.

FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO EXCEPTION 123

Timeframes established for validating defects are reflected in the following table:

CCP Documentation	Encore Documentation
High Impact: 4 hours	1 – Critical: 2 hours
Medium Impact: 1 business day	2 – Serious: 3 work days
Low Impact: 1 business day	3 – Moderate: 3 work days
	4 – Tolerable/Moderate: 3 work days

Timeframes for resolving defects are reflected in the following table:

	High Impact	Medium Impact	Low Impact
Open and validate	4 hours	1 business day	1 business day
Internal validation	1 business day	3 business days	3 business days
Develop workaround	1 business day	2 business days	3 business days
Internal resolution	10 business days (best effort)	90 days (best effort)	Best effort

The Change Control Process document (December 7, 2001 – page 43) indicates the above referenced intervals for Validation and Resolution Of a Type 6 Change – CLEC-impacting defect (excluding documentation).

Attachment 57

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© BELLSOUTH
CHANGE CONTROL PROCESS

CCP12_07.DOC
Version 2.7
December 7, 2001

Version 2.7

Issued Date: December 7, 2001

Jointly Developed by the Change Control Sub-team comprised of
BellSouth and CLEC Representatives

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VERSION CHANGE HISTORY

This section lists changes made to the baseline Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Change Control website at: www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/19/98		Initial issue.
1.2	02/28/00	All	The EICCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> • Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) • Incorporated manual process • Defined cycle times for process intervals and notifications • Defect Notification process • Escalation Process • Modified Change Control forms to support process changes • Changed EICCP to CCP
1.3	03/14/00	All	The CCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> • Type 6 Change Request, CLEC Impacting Defect • Increased number of participants at Change Review Meetings • Changed cycle time for Types 2-5, Step 3 from 20 days to 15 days • Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community • Web Site address for Change Control Process • Notification regarding the Retirement and Introduction of new interfaces • New status codes for Defect Change Requests • New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (Types 2-5 Change Requests) • Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages • Word changes to provide clarification throughout the document.
1.4	04/12/00	All	The CCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> • Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting • Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days • Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements

			<ul style="list-style-type: none"> • Introduction and Retirement of New Interfaces Section • Dispute Resolution Process • Testing Environment Section • Word changes to provide clarification throughout the document • Monthly Status Meeting Agenda Template • RF1870 Change Request Form changes
1.5	04/26/00	Section 1	<ul style="list-style-type: none"> • Updated CCP web site address
		Section 8	<ul style="list-style-type: none"> • Updated Escalation Contacts for Types 2-6
		Section 11	<ul style="list-style-type: none"> • Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	07/20/00	Section 1	<ul style="list-style-type: none"> • Added "testing" under process changes
		Section 2	<ul style="list-style-type: none"> • Clarification provided in "Change Review Participants" description
		Section 4	<ul style="list-style-type: none"> • Added statement regarding submittal of Change Requests
		Part 2	<ul style="list-style-type: none"> • Clarification provided for documentation changes for Business Rules • Step 2 – Added email notification • Step 3 – Removed "Cancellation by BellSouth" • Step 3 – Clarification on reject reasons
		Section 5	<ul style="list-style-type: none"> • Step 3 – Clarification on internal validation activities • Step 4 – Changed cycle time from 5 to 4 business days for developing workaround • Added defect implementation range
		Section 6	<ul style="list-style-type: none"> • Changed prioritization from "by interface" to "by category" • Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 Business days • Modified the prioritization voting rules
		Section 7	<ul style="list-style-type: none"> • Updates to the Introduction and Retirement of Interfaces
		Section 8	<ul style="list-style-type: none"> • Added Type 6 escalation turnaround time • Changed 3rd Level Escalation contacts for Types 2-6
		Section 11	<ul style="list-style-type: none"> • Removed "Cancellation by BellSouth" and "Defect Canceled" definitions • Removed "Cancellation by BellSouth" from Change Request Form and Checklist
		Appendix A	<ul style="list-style-type: none"> • Added Letter of Intent Form
		Appendix C	<ul style="list-style-type: none"> • Changes to the following forms: Preliminary Priority List, CCP User Registration Form. • Added the following forms: Defect Notification Sample, CR Log Legend
		Appendix D	<ul style="list-style-type: none"> • Added BellSouth Versioning Policy
		All	<ul style="list-style-type: none"> • Word changes to provide clarification throughout the document.

2.0	08/23/00	Cover	<ul style="list-style-type: none"> Removed "Interim" from cover
		Section 3	<ul style="list-style-type: none"> Updated Type 6 definition to incorporate new defect and expedited feature definitions.
		Section 5	<ul style="list-style-type: none"> Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process. Reduced the implementation interval for validated defects (High Impact) from 4-30 business days to 4-25 business days, best effort.
		Section 10	<ul style="list-style-type: none"> Added Internet Web sites for EDI and TAG Testing Guidelines
		Section 11 – Terms & Definitions	<ul style="list-style-type: none"> Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.
		Appendix A	<ul style="list-style-type: none"> Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.
		All	<ul style="list-style-type: none"> Referenced the handling of expedites and expedite notification where appropriate.
2.1	02/09/01	Section 1 – Intro.	<ul style="list-style-type: none"> Added new language to the 8th bulleted item – "including User Guides that support OSS systems currently within the scope of CCP" Added two new bulleted items dealing with the coordination of test agreements, and questions regarding existing documentation.
		Section 3 – Change Control Decision Process	<ul style="list-style-type: none"> Added "language" for Types 2, 3, 4 & 5 – "Type xx changes may be managed using the Expedited Feature Process as discussed in Section 4, Part 3." Type 6 – CLEC Impacting Defects – Added new defect definition
		Section 4 – Part 1 Detail Process Flow	<ul style="list-style-type: none"> Added #4 to the Activities – Step 1 Added additional sentence to Activity #1 – Step 2
		Section 4 – Part 2 – Types 2-5 Process Flow	<ul style="list-style-type: none"> Added Activity # 5 – Step 4
		Section 4 – Part 3 – Expedited Feature Process	<ul style="list-style-type: none"> Added new Expedited Feature Process definition and flow
		Section 5 – Part 3 – Defect Process	<ul style="list-style-type: none"> New Defect title page and definition Table 5-1 – Step 1 – Activity - #4 – Attach related requirements and specifications documents. These attachments must include the following, if appropriate. Table 5-1 – Step 2 – Cycle Time – Replaced old cycle times with: 4 hrs for High Impact, 1 Bus Day for Medium and Low Impact Table 5-1 – Step 3 – Cycle Time – Replaced old

			<ul style="list-style-type: none"> cycle times with: 2 Bus days for High Impact, and 3 Bus Days for Medium and Low Impact Table 5-1 – Step 3 – Outputs – Added new bullet – “Status provided for High Impact Defects to originator via email within 24 hours” Table 5-1 – Step 4 – Activity – Added language to Activity #3 - ...and to the CLEC community via email and web posting. Table 5-1 – Step 4 – Cycle Time – Replaced old cycle times with: 2 Bus Days for High Impact and 4 Bus Days for Medium and Low Impact Table 5-1 – Step 5 – Activity – Added language to #1 - ...to the CLECs and BellSouth. Added language to Activity #2 - ...defect is implemented. Table 5-1 – Step 5 – Cycle Time – Replaced old cycle times to reflect: Validated High Impact Defects will be implemented within a 4-25 business day range, best effort. Medium Impact will be implemented within 90-bus days, best effort. Low Impact will be implemented best effort.
		<p>Part 1 – Change Review – Prioritization – Release Package Development and Approval</p> <p>Section 7 – Introduction and Retirement of Interfaces</p> <p>Section 8 – Escalation Process</p> <p>Section 8 – Dispute Resolution Process</p> <p>Appendix A</p> <p>Appendix C</p>	<ul style="list-style-type: none"> Part 1 – Change Review Meeting – 4th paragraph NOTE: Added language to address meetings would occur in March, June, September and December Part 2 – Change Review Meeting – 4th bullet – Added new bullet - ...BellSouth’s estimate of the size and scope of each Change Request Part 4 – Developing and Approving Release Packages – 1st bulleted item: New language Retirement of Interfaces – 1st paragraph sentence: New language Retirement of Versions – New language Retirement of Versions – Appeal language New Language for Type 6 High Impact Issues and Medium and Low Impact issues Types 2-6 Changes – 1st paragraph – new language Types 2-6 Changes – Contact List for High, Medium and Low Impact escalations New definition language
2.1A	02/15/01	All	<ul style="list-style-type: none"> Updated CR form & checklist Updated RF1874 User Registration Form Updated various sections of the document to change “language” from defect/expedite to defect and/or expedited features Changed reference from Section 9.0 to Section 11.0 – Terms and Definitions where appropriate Minor “cosmetic” changes throughout document
2.2	03/26/01	Section 8 Section 3	<ul style="list-style-type: none"> New 2nd Level Escalation Contacts for Types 2-6 Replaced “business or software requirements” with

Section 4	<p>"user requirements" throughout definition</p> <ul style="list-style-type: none">• Updated the "Type 1 System Outage" language to reflect the posting of outages via email within 15 minutes of verified outage• Additional language for Step 3 – Reviewing Change Request for Acceptance• Additional language for Step 3 – OBF issues• Added word "preliminary" in Activity #5 of Step 4 – Prepare for Change Review Meeting• Additional language for Step 4 – Prepare for Change Review Meeting – Sizing information• Added activities #4 & #5 under Step 5 – Conduct Change Review Meeting• Updated activity #3 under Step 5 – Conduct Change Review Meeting – Prioritization Meetings• Updated Activities #4, #5, #7, & #8 under Step 8 – Conduct Release Package Meeting including Inputs and Outputs.• Updated the 1st bulleted statement in Step 9 – Create Release Package Notification• Added words "for software changes" in Activity #3 under Step 10 – Release Management and Implementation• Updated Activity #4 in Step 5 – Release Management and Implementation to clarify "associated with expedited features"... "if applicable"• Added the words "submitted" to define the type of defect; the word "ordering" to define the type of enhancement; and the word "interface" to replace the words "product and services" throughout the definition of Expedited Feature – Part 3.• Part 3 – Expedited Feature Process – Step 4 – Internal Change Management Process: Added the word "minor" to better identify the type of release that formerly was identified as "point". Also updated language in Cycle Time to reflect "case by case basis not to exceed 25 days."
Section 5	<ul style="list-style-type: none">• Updated flow-chart – Figure 5-1 – Type 6 Process Flow to reflect agreed upon cycle times.• Updated Title Page and Definition – Defect Process – 2nd paragraph – Added word "user" to identify type of requirements.• Added additional bullets (#5 and #6) to Step 3 – Type 6 Detail Process Flow – Internal Validation.• Updated cycle times for High, Medium and Low Impact Defects in Step 3 – Internal Validation.• Updated cycle times for High, Medium and Low Impact Defects in Step 4 – Develop and Validate Workaround.
Section 6	<ul style="list-style-type: none">• Updated 1st paragraph in Part 1 – Change Review Meeting to identify categories (pre-order/order, maintenance, manual and documentation, etc.)• Added word "preliminary" to 4th bulleted statement in Part 2 – Change Review Package.• Added new 4th bulleted item under Part 3 –

			<ul style="list-style-type: none"> Prioritizing Voting Rules. Updated 6th bulleted statement under Part 3 – Prioritizing Voting Rules to reverse the forced ranking to read (1 to N, with 1 being the highest) Added new 7th bulleted item under Part 3 – Prioritizing Voting Rules to add the words “or have little value to the CLEC”. Updated the language for the “Introduction of New Interfaces”.
		Section 7	<ul style="list-style-type: none"> Updated 1st paragraph – 1st sentence under “Retirement of Interfaces”.
		Section 8	<ul style="list-style-type: none"> Added new 7th bulleted item under the “Escalation Process – Guidelines” to specify the time allowed for a status for Type 6 High Impact and Medium and Low Impact issues. Added new 8th bulleted item under the “Escalation Process – Guidelines” to specify the time allowed for a status for Types 2-5 Expedited Feature Process issues. Removed the entire section under the “Contact List for Escalation – Types 2-6 Changes” since duplication exists under “Guidelines”.
		Section 9	<ul style="list-style-type: none"> Updated the entire section under “Changes to the Process” with new language.
		Appendix	<ul style="list-style-type: none"> Added a new section in the Appendix to define the “Sub-Team Definition and Roles/Responsibilities”. Added a new section in the Appendix to give a “Sample” Voting Ballot
2.3	05/18/01	Section 4	<ul style="list-style-type: none"> Updated Step 3, Activity #3, first “bulleted” item to identify a “CLEC” training issue. Updated Step 5, Activity #7 to remove reference to ‘CRC’ status. Updated Step 7, Activity #1 to remove “criteria established by the Internal Change Management Process” language.
		Section 5	<ul style="list-style-type: none"> Added separate section (5.2) to document the flow for Documentation Defects.
2.4	07/02/01	Section 4	<ul style="list-style-type: none"> Part 2 – Types 2-5 Process Flow – Step 6 – Document Change Review Meeting Results – Cycle Time – 5 days Part 2 – Types 2-5 Process Flow – Step 7 – Internal Change Management Process – Cycle Time – Quarterly Part 2 – Types 2-5 Process Flow – Step 7 – Internal Change Management Process – Activity 2 “Sizing and Sequencing of prioritized change requests...” Part 2 – Types 2-5 Process Flow – Step 8 – Conduct Release Package Meeting – Activity 4 Part 2 – Types 2-5 Process Flow – Step 8 – Conduct Release Package Meeting – Cycle Time – Major and Minor Releases Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity

- 4 – Major Releases – Draft User Requirements
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Final User Requirements
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Final Specs
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Business Rules
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Notification
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Draft User Requirements
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Final User Requirements
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Final EDI Specs
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Business Rules
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Draft User Requirements
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Final User Requirements
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Final Specs
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Business Rules
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Adding sub-process activity #5
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity #5
- Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Outputs – Adding four (4) bulleted items

Section 6

- Part 3 – Expedited Feature Process – Step 3 – Review Change Request for Acceptance
- Part 2 – Change Review Package – Adding bulleted statement “Schedule of releases”
- Part 4 – Developing and Approving Release Packages – Defining by release when the evaluation and analyzing Candidate Change Requests will take place.

Section 10

- Part 4 – Developing and Approving Release

		Terms and Definitions	<ul style="list-style-type: none"> • Packages – Defining what will occur during the Release Package meeting.
		Appendix	<ul style="list-style-type: none"> • Testing Environment – Adding “Language” to define “testing opportunities”. • Updated Release definitions
2.5	07/18/01	Section 9	<ul style="list-style-type: none"> • Added Appendix G – Customer Notifications
		Section 8	<ul style="list-style-type: none"> • Removed “BellSouth” from voting language (associated with CR0411) • Updated 1st point of contact for escalating Type 1 system outage process.
2.6	09/10/01	Section 4	<ul style="list-style-type: none"> • Part 2, Step 3, Changing Cycle time to 10 Business Days for Reviewing Change Request for Acceptance. • Part 2, Step 7, Changing Cycle time to 25 Business Days for Conducting Release Package Meeting • Part 3, Step 3, Changing Cycle time to 20 Business Days for Reviewing Change Request for Acceptance.
		Section 5	<ul style="list-style-type: none"> • Step 3, Changing Cycle time to 1 Business Day for High Impact • Step 4, Changing Cycle time to 1 Business Day for developing Workaround for High Impact Defects • Step 4, Changing Cycle time to 2 Business Days for developing Workaround for Medium Impact Defects • Step 5, Changing Cycle time to 10 Business Days, best effort.
2.7	12/07/01	Section 3	<ul style="list-style-type: none"> • Type 1 System Outage – Changing “language” to clarify when BellSouth will post the system outage to the web and notify the CLECs via Email.
		Section 4	<ul style="list-style-type: none"> • Part 1 – Tables 4-1 & 4-2 (Step 2) - Type 1 System Outage – Changing “language” to clarify when BellSouth will post the system outage to the web and notify the CLECs via Email.
		Section 6	<ul style="list-style-type: none"> • Adding new rules for “Remote Prioritization Voting”
		Section 7	<ul style="list-style-type: none"> • Adding “language” to better clarify when Software versions are retired.

TABLE OF CONTENTS

1.0	INTRODUCTION	12
2.0	CHANGE CONTROL ORGANIZATION	14
3.0	CHANGE CONTROL DECISION PROCESS	15
4.0	CHANGE CONTROL PROCESS FLOW	18
	Part 1 – Type 1 Process Flow.....	19
	Part 2 – Types 2-5 Process Flow	25
	Part 3 – Expedited Feature Process	36
5.0	DEFECT PROCESS	42
6.0	CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT & APPROVAL	54
	Part 1 – Change Review Meeting	54
	Part 2 – Change Review Package	54
	Part 3 – Prioritizing Change Requests	55
	Part 4 – Developing and Approving Release Packages	57
7.0	INTRODUCTION AND RETIREMENT OF INTERFACES	58
8.0	ESCALATION PROCESS	60
	Dispute Resolution Process	64
9.0	CHANGES TO THIS PROCESS	65
10.0	TESTING ENVIRONMENT	67
11.0	TERMS AND DEFINITIONS	69
	 APPENDIX A – CHANGE CONTROL FORMS	77
	See Attached Forms	
	APPENDIX B – RELEASE MANAGEMENT	78
	See Attached Forms	
	APPENDIX C – ADDITIONAL DOCUMENTS	79
	See Attached Documents	
	APPENDIX D – BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES	80
	APPENDIX E – SUB-TEAM DEFINITIONS AND ROLES/RESPONSIBILITIES	81
	APPENDIX F – “SAMPLE” VOTING BALLOT	82
	APPENDIX G – CUSTOMER NOTIFICATIONS	83
	<u>APPENDIX H – Preliminary Feature Sizing Model for CCP Prioritization Planning</u>	
	<u>APPENDIX I – Release Capacity Measurement Report</u>	

1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces¹, the development and introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users² of BellSouth's Electronic Interface Applications, associated manual process improvements and documentation, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

~~All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.~~

Examples of changes to which the The Change Control Process will ~~cover~~ apply include, but are not limited to, change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

Interfaces or Gateways

LENS - Local Exchange Navigation System
EDI - Electronic Data Interchange
TAG - Telecommunications Access Gateway
TAFI - Trouble Administration Facilitation Interface
EC-TA - Electronic Communications Trouble Administration Local
CSOTS - CLEC Service Order Tracking System

Linkages

LEO - Local Exchange Ordering

LESOG -

LNP Gateway -

¹ The procedures described in this document apply to all three groupings of the components of "interfaces" as described by the FCC. These include (1) a point of interface (or gateway); (2) any electronic or manual processing links (transmission links) between the interface and BellSouth's internal operations systems (including all necessary back office systems and personnel); and (3) all of the internal operations support systems (or "legacy systems") that BellSouth uses in providing network elements and resale services to competing carriers.

² The definition of "CLEC Affecting Changes" is provided in Section 11, Terms and Definitions, below.

LAUTO -
COG -
SOG -
DOM -
Legacy Systems
SOCS
LMOS
RSAG
ATLAS
LFACS -
CRIS -
CABS -
BIBS -
Tapestry -
Workcenters
LCSC
CWINS

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interface)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance, billing, and testing)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, including User Guides that support OSS systems currently within the scope of CCP)
- Defects
- Expedited Features

The scope of the Change Control Process *does not* include the following, which are handled through existing BellSouth processes:

- BonaFide Requests (BFR)
- Production Support (i.e., adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)

- Contractual Agreements
- Collocation
- Coordination of test agreements will continue to be supported by the Account Team [Following the completion of the transition process for account team functions described in Carrier Notification Letter SN 91082802, dated January 4, 2002, the proper point of contact will be identified here
-
- Questions regarding existing documentation should be handled by the Account Team. [Following the completion of the transition process for account team functions described in Carrier Notification Letter SN 91082802, dated January 4, 2002, the proper point of contact will be identified here.]
However, if documentation needs to be changed for clarification purposes, a defect change request should be submitted through Change Control.

Objectives of the Change Control Process:

- Timely and effective implementation of feature and defect change requests
- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html

2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow – Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Change Review Participants

Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests.

At all meetings BellSouth's participants shall include subject matter experts familiar with and responsible for the implementation of change requests to the interfaces, linkages and legacy systems impacted by proposed changes. In addition the BellSouth lead manager or project manager associated with any sub-teams, task forces, or user groups that operate in association with the CCP or submit change requests to the CCP shall be present at all monthly status meetings.⁴

The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process Step 7 for Types 2-5 changes). No BellSouth initiated Change Request may be input to BellSouth's internal process at Step 7 without first being subject to the previous steps of this process.

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notifications. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

BellSouth Change Control Manager (BCCM)

The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2-6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM)

The CCCM is the individual CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing their company's Change Requests at the Change Review Meetings.

³ Where necessary this is to include BellSouth's vendors.

⁴ Examples of such groups include but are not limited to the Flow Through Task Force, The Line Sharing/Splitting Collaborative, The UNE-P User Group, The EDI User Group, etc.

Designated CLEC Co-moderator. (DCCoM)

The DCCoM will function as a co-moderator in presenting and monitoring the progress of pending change requests to/in the BST Internal Change Management Process. The CLECs will appoint two individuals from different non-BellSouth companies to perform this function. These positions may rotate within the participating CLECs as they so desire. Either or both of the DCCoMs will participate in each BST Internal Change Management Process meeting.

Release Management Project Team

A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

3.0 CHANGE CONTROL DECISION PROCESS

Change Requests will be classified by Type. There are six Types:

Type 1 – System Outage Notification⁵

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. BellSouth has 15 minutes to notify the CLECs via e-mail and web posting once the Help Desk has verified the existence of an outage having a duration of 20 minutes or greater. Either BellSouth or a CLEC may initiate the outage report change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth. A log of all reported outages (including those not verified or those resolved in less than 20 minutes) will be posted to the CCP website on a monthly basis.

Type 2 – Regulatory Change

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not

⁵ Type 1 – System Outages are not in fact “change requests” but are managed within the CCP for convenience.

voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. When the mandate does not include a specific implementation date the intervals described below for the implementation of Type 4 and Type 5 changes will apply. Either BellSouth or a CLEC may initiate the change request. With approval by the participants Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

Type 3 – Industry Standard Change

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request. With approval by the participants Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

Type 4 – BellSouth Initiated Change

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, **Billing**, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). The implementation of Type 4 changes will occur within (no later than) 60 weeks from prioritization of the change. Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the various software releases that will occur during the 60-week interval. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative anticipated work effort required. With approval by the participants Type 4 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

Type 5 – CLEC Initiated Change

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, **Billing** and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards

organizations (which are Type 3 Changes). The implementation of Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change. Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the various software releases that will occur during the 60-week interval. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative anticipated work effort required. With approval by the participants Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

Type 6 – CLEC Impacting Defects

A Type 6 defect request is any non-Type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

Defect Change Requests will have three (3) Impact Levels:

- High Impact – The failure causes impairment of critical system functions and no electronic workaround solution exists. **Correction of high impact defects will occur within 10 business days following the date upon which BellSouth's defect validation process is scheduled to complete**

- Medium Impact – The failure causes impairment of critical system functions, though a workaround solution does exist. **Correction of medium impact defects will occur within 20 business days following the date upon which BellSouth's defect validation process is scheduled to complete. The implementation of a workaround solution does not constitute correction of a medium impact defect.**

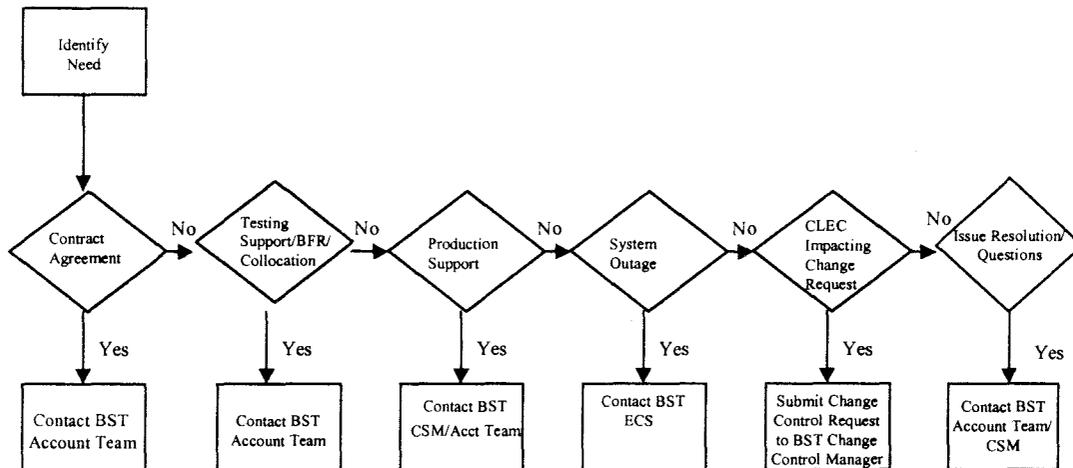
- Low Impact – The failure causes inconvenience or annoyance. **This reduces the efficiency of CLEC operations, increases CLEC**

operating costs, and introduces delay and impacts CLEC customer service performance. Correction of low impact defects will occur within 30 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, **Billing** and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

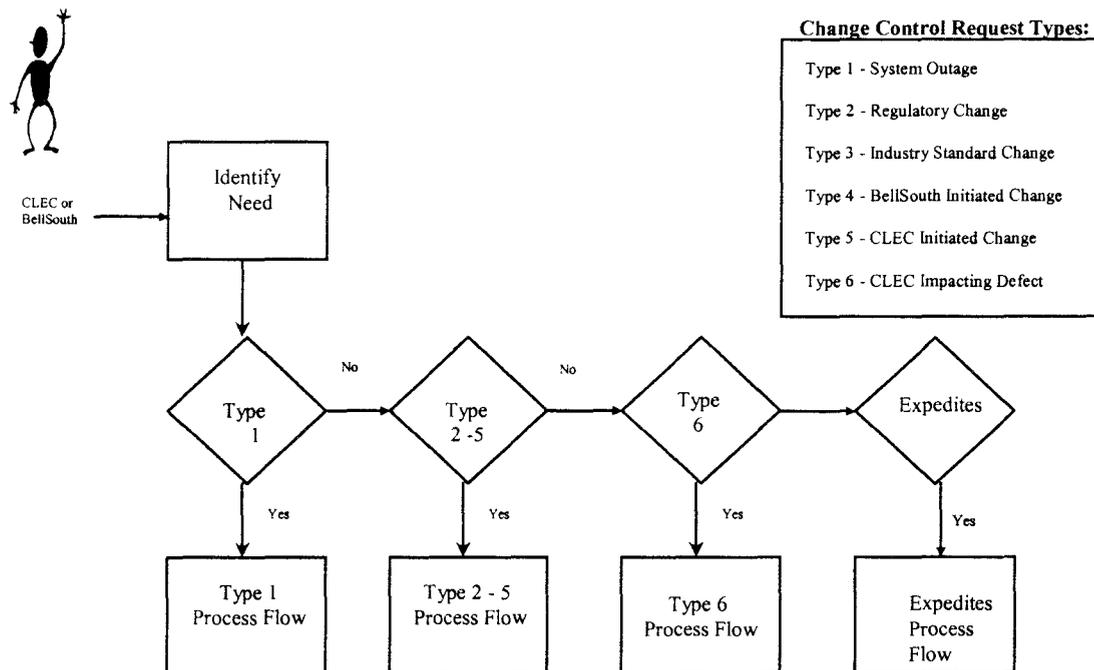
Figure 3-1 – Change Control Decision Process

Shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements, defects and expedited features will be handled through the Change Control Process.



4.0 CHANGE CONTROL PROCESS FLOW

The following three (3) sub-sections describe the process flows for typical Type 1 through Type 5 changes, including expedited features. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:



Part 1: Type 1 System Outage Process Flow

Figure 4-2: Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 – System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner – actual cycle times are documented in Table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.

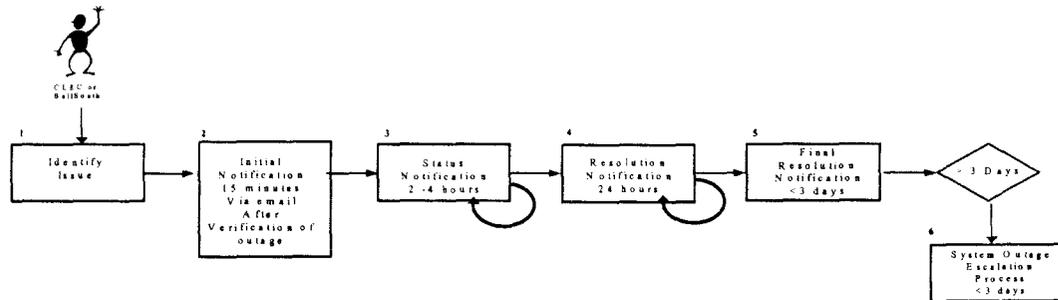


Table 4-1: Type 1 Cycle Times

Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 – System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 “Initial Notification” timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 “Status Notification” and 4 “Resolution Notification” are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via email and post outage information on the web.

NOTE: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

	1	2	3	4	5	6
Process Description	Identify Issue	Initial Notification	Status Notification	Resolution Notification	Final Resolution Notification	Escalation
Cycle Time	N/A	Via email within 15 minutes of the outage verification BST website will be posted with outage information	2-4 Hours (Iterative)	24 Hours (Iterative)	< 3 Days	> 3 Days System Outage Escalation Process

Table 4-2: Type 1 Detail Process Flow

The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

STEP 1	
Accountability:	CLEC Change Control Manager (CCCM), Electronic Communications System Support (ECS)
Sub-Processes/Activities	<p><u>IDENTIFY ISSUE</u></p> <ol style="list-style-type: none"> 1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface) 2. Call the BST Electronic Communications Support (ECS) Help Desk at 888-426-8030. 3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. 4. ECS will <u>always</u> provide the CLEC with a trouble ticket number, <u>if requested</u>, to record and track the outage.
INPUTS	<ul style="list-style-type: none"> • Issue Characteristics • Call to ECS Helpdesk
OUTPUTS	<ul style="list-style-type: none"> • Recorded Outage
CYCLE TIME	N/A

STEP 2

Accountability: **Electronic Communications System Support (ECS)**

**Sub-Processes/
Activities** **INITIAL
NOTIFICATION**

1. ECS will post to the Web an initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An email to the CLECs participating in Change Control will also be distributed. The system ticket number of the outage will be included in the web posting and the email notification.
2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis.
3. ECS will continue to work towards the resolution of the problem.
4. **If a resolution has not been identified, continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web and email to CCP distribution.**
5. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.

INPUTS

- Recorded Outage

OUTPUTS

- Industry Notification posted on Web
- Email to CLECs participating in Change Control
- **Resolution information include root cause and fix**

CYCLE TIME

BellSouth has 15 minutes to notify the CLECs via e-mail and web posting once the Help Desk has verified the existence of an outage having a duration of 20 minutes or greater.

STEP 3

Accountability:	Electronic Communications System Support (ECS)	
Sub-Processes/ Activities	<u>STATUS NOTIFICATION (Iterative)</u>	<ol style="list-style-type: none"> 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry/affected parties. The following information may be discussed: <ul style="list-style-type: none"> • Clarification of outage • Current status of resolution • Agreement of resolution 3. If a resolution has not been identified, continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.
INPUTS		<ul style="list-style-type: none"> • Industry Notification posted on web <u>and email to CCP distribution</u>
OUTPUTS		<ul style="list-style-type: none"> • <u>Status Notification posted on web <u>web and email to CCP distribution</u></u> • Resolution information
CYCLE TIME		2-4 Hour Intervals

STEP 4

Accountability:	Electronic Communications System Support (ECS), CLEC Change Control Manager (CCCM)	
Sub-Processes/ Activities	<u>RESOLUTION NOTIFICATION (Iterative)</u>	<ol style="list-style-type: none"> 1. The resolution notification is posted to the web <u>and email to CCP distribution. This notification will include root cause and fix descriptions.</u> 2. If the item is determined to be a defect, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 Defect box. 3. If the resolution is not the final resolution, the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".

INPUTS	<ul style="list-style-type: none"> • Status Notification posted on web <u>and email to CCP distribution</u>
OUTPUTS	<ul style="list-style-type: none"> • Resolution information • Resolution Information posted on web • Final Resolution Information
CYCLE TIME	24 Hours after reporting outage

STEP 5

Accountability: **Electronic Communications System Support (ECS)**

Sub-Processes/Activities **FINAL RESOLUTION NOTIFICATION** 1. The final resolution notification is posted on the web, and email to CCP distribution.

INPUTS	<ul style="list-style-type: none"> • Final Resolution Information
OUTPUTS	<ul style="list-style-type: none"> • Final Resolution Notification
CYCLE TIME	< 3 Days

STEP 5a

Accountability: **Electronic Communications System Support (ECS)**

Sub-Processes/Activities **FINAL RESOLUTION NOTIFICATION** 1. The log of all reported outages (including unverified outages and outages resolved in less than 20 minutes) will be posted to the web monthly.

INPUTS	<ul style="list-style-type: none"> • <u>Outage Reports</u> • <u>Final Resolution Information</u>
OUTPUTS	<ul style="list-style-type: none"> • <u>Comprehensive Outage Log</u>
CYCLE TIME	3 business days after the close of each month

STEP 6

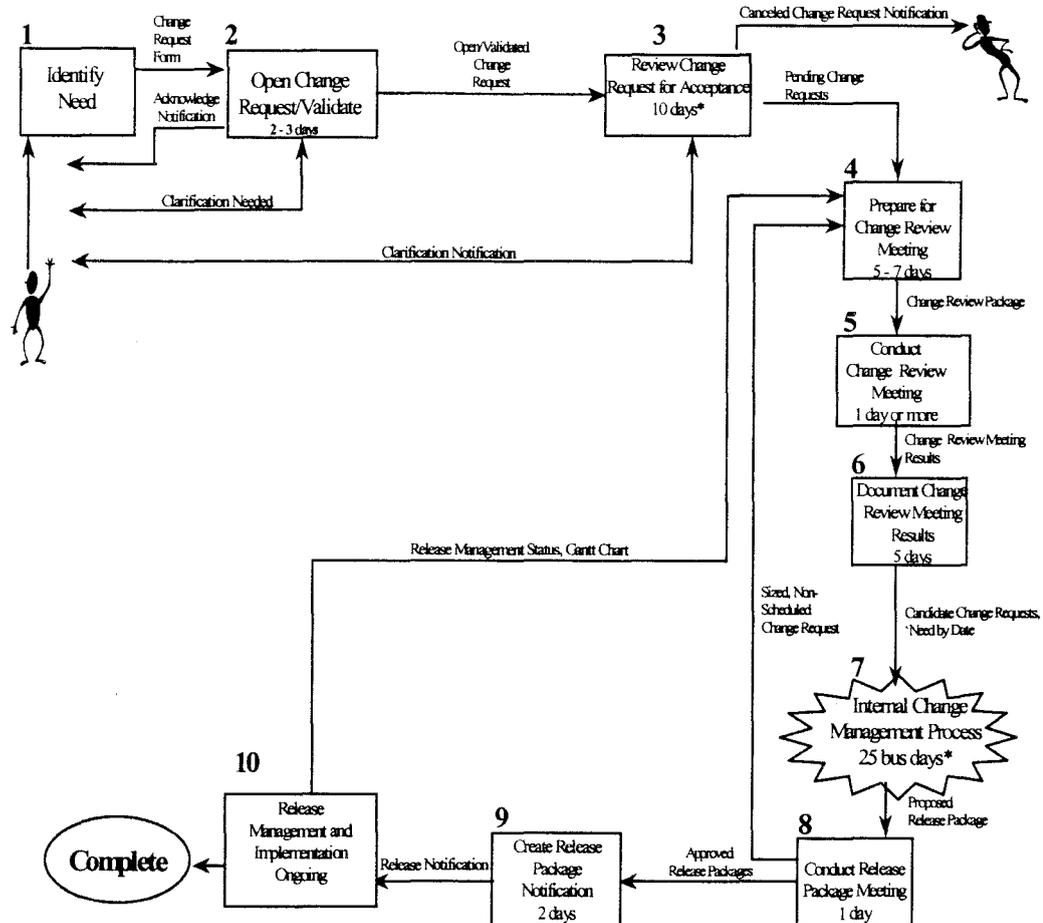
Accountability: **BellSouth Change Control Manager (BCCM) CLEC Change Control Manager (CCCM), Electronic Communications System Support (ECS)**

Sub-Processes/Activities **ESCALATION** 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification.
2. Refer to the Type 1 – Escalation Process documented in Section 8.

INPUTS	<ul style="list-style-type: none"> • Information or concern relating to a Type 1 – System Outage
OUTPUTS	<ul style="list-style-type: none"> • Documented Escalation • Escalation Response
CYCLE TIME	> 3 Days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable)

Figure 4-3: Change Control Process Flow (Types 2-5)

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager (BCCM) using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent (LOI) is on file with the BellSouth Change Control Manager (BCCM).



*FL-PSC-Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

[There is an update to this drawing that includes a 30 day "sizing" process that operates in parallel between steps 3 and 4. The CLECs concur with that revision.]

Table 4-3: Types 2-5 Detail Process Flow

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. **No BellSouth initiated Change Request may be input to Step 7 without first being subject to the previous steps of this process.** Steps shown in the table are sequential unless otherwise indicated.

STEP 1	
Accountability:	CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)
Sub-Processes/ Activities	<p><u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth.
INPUTS	<ul style="list-style-type: none"> • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A)
OUTPUTS	<ul style="list-style-type: none"> • Completed Change Request Form with related documentation
CYCLE TIME	N/A

STEP 2

Accountability: BellSouth Change Control Manager (BCCM)

**Sub-Processes/
Activities** OPEN CHANGE
REQUEST/
VALIDATE
CHANGE
REQUEST FOR
COMPLETENESS

1. Log Request in Change Request Log.
2. Send Acknowledgment Notification (Attachment A-3) via email to originator.
3. Establish request status ('N' for New Request)
4. Review change request for mandatory fields using the Change Request Form Checklist.
5. Verify Change Request specifications and related information exists.
6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.
7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.

CLEC or BellSouth Originator

If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2)

INPUTS

- Completed Change Request Form with related documentation
- Change Request Form Checklist
- Change Request Clarification Response

OUTPUTS

- New Change Request
- Acknowledgment Notification
- Validated Change Request
- Clarification Notification
- Industry Notification via email and web posting

CYCLE TIME

2-3 Business Days
Clarification times would be in addition to cycle time.

STEP 3

Accountability: BellSouth Change Control Manager (BCCM)

**Sub-Processes/
Activities** REVIEW
CHANGE
REQUEST
FOR
ACCEPTANCE

1. Review Change Request and related information for content.
2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.
3. Determine status of request:
 - If change already exists or is a CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to "C" for Request Canceled or "CT" for Training. If Training issue, refer to CSM or Account Team.
 - If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.
 - If request is accepted, update Change Request status to "P" for Pending in Change Request Log.

NOTE: See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.

BellSouth may determine that a CLEC initiated change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. If requested, In Such cases BellSouth's reason will be provided in writing on the updated change request and the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community. The SME must be provided a minimum of two-week advance notice to participate in the upcoming Monthly Status Meeting.

OBF Issues

All change requests that are being actively discussed at OBF, or are on the agenda to be discussed, will be deferred. If the issue is not active and will not be considered within the next six (6) months, and there is agreement between BellSouth and affected CLECs to proceed prior to an OBF resolution, BellSouth will determine if it can support the request.

INPUTS	<ul style="list-style-type: none"> • New Change Request • Validated Change Request • Clarification Notification (if required)
OUTPUTS	<ul style="list-style-type: none"> • Pending Change Request • Clarification Notification (if applicable) • Cancellation Notification (if applicable) • CR status updated on web
CYCLE TIME	10 Business Days ⁵

NOTE: There is a 30 business day process operating in parallel between steps 3 and 4 of this process in which BellSouth competes its preliminary feature sizing model on pending change requests.

STEP 4

Accountability: CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)

**Sub-Processes/
Activities** **PREPARE
FOR
CHANGE
REVIEW
MEETING**

NOTE: These activities take place to prepare for Change Review meetings when prioritization takes place.

(BCCM) 1. Prepare an agenda.

(BCCM) 2. Make meeting preparations.

(BCCM) 3. Update Change Request Log with current status for new and existing Change Requests.

(BCCM) 4. Prepare and post Change Request Log to web.

(BCCM) 5. Provide preliminary size feature sizing model and scope information on each pending change request and all future releases to CLECs including estimated programming, testing, and administrative hours. This sizing is expressed in "units" with a unit being equal to 100 release cycle hours.

(CCCM) 1. Analyze Pending Change Requests

(CCCM) 2. Determine priorities for change requests and establish "Desired/Want" dates.

(CCCM) 3. Create draft Priority List to prepare for Change Review Meeting.

The sizing information provided with the Change Review Meeting package is a preliminary estimate of the work effort. After prioritization, each interface is assessed in depth to determine the scope of the change request. Based on the assessment, an adjustment in the sizing may be required. CLECs will be notified of release capacity units and units assigned per CR.

⁶ FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

INPUTS	<ul style="list-style-type: none"> • Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log • <u>BST Preliminary feature sizing model and full release capacity.</u>
OUTPUTS	<ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List • <u>BST Preliminary size feature sizing model and scope on each Pending change request full release capacity of each future release.</u>
CYCLE TIME	5-7 Business Days

STEP 5

Accountability: CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)

**Sub-Processes/
Activities** **CONDUCT
CHANGE
REVIEW
MEETING**

MONTHLY STATUS MEETINGS

1. Communicate regulatory mandates.
2. Review status of pending/approved Change Requests (including defects and expedited features) at monthly status meeting.
3. Review current Release Management statuses.
4. Review issues and action items and assign owners.
5. Present new change requests submitted since previous Monthly Status Meeting.

PRIORITIZATION MEETINGS (Held quarterly in March, June, September and December)

1. Follow Steps 1-3 from Monthly Status Meetings.
2. Initiators present Change Requests.
3. BellSouth presents the preliminary **size-sizing model (units and scope of each change request. See Appendix H for information to be provided.** BellSouth presents the number of major releases and dates targeted for the **remainder of the current and next calendar year, next 12 months.** **BellSouth presents the total capacity (units) of each release and the capacity available (units) for the implementation of the change requests.**
4. Discuss impacts.

5. Prioritize Change Requests.

6. Develop final Candidate Requests list of Pending Change Requests by category, "Need by Dates" or and by Release number based on Release capacity and prioritized Change Requests.

All release capacity not required to implement Type 2, Type 3, and Type 6 changes will be utilized for the implementation of Type 4 and 5 changes. The CLEC prioritization will include an order of implementation that BellSouth may alter only with CLEC concurrence.

7.6. Update Change Request Log to "RC" for Candidate Request List, "C" for Canceled, "P" for Pending, as appropriate.

8.7. Review issues and action items and assign owners.

INPUTS	<ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List • Desired/Want dates • Impact analysis • Preliminary size <u>feature sizing model</u> and scope on each pending change request and <u>capacity of future release</u>
OUTPUTS	<ul style="list-style-type: none"> • Meeting minutes • Updated Change Request Log • Candidate Change Request List • <u>Assignment of Candidate Change Requests to future releases.</u> • Issues and Action Items (if required)
CYCLE TIME	1 Business Day (or as needed based on volume) Meeting Day

STEP 6	
Accountability:	BellSouth Change Control Manager (BCCM)
Sub-Processes/Activities	DOCUMENT CHANGE REVIEW MEETING RESULTS
	1. Prepare and distribute outputs from Step 5.

- | | |
|-------------------|---|
| INPUTS | <ul style="list-style-type: none"> • Change Request Log • Final Candidate Request List • Prioritized Assignments to Future Releases |
| OUTPUTS | <ul style="list-style-type: none"> • Updated Change Request Log • Web posting of meeting output |
| CYCLE TIME | 5 Business Days |

STEP 7

Accountability: CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM), Designated CLEC Co-moderator (DCCoM)

**Sub-Processes/
Activities** **INTERNAL
CHANGE
MANAGEMENT
PROCESS**

1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Candidate Change Requests. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.
2. No BellSouth initiated Change Request may be input to Step 7 without first being subject to Step 5 of this process.
3. The DCCoM shall participate with the BCCM in BellSouth's internal process as co-moderator.
4. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached for the next release and all items have been targeted to a future release package.
5. All release capacity not required to implement Type 2, Type 3, and Type 6 changes will be utilized for the implementation of Type 4 and 5 changes. The CLEC prioritization will include an order of implementation that BellSouth may alter only with CLEC concurrence.
6. The implementation of Type 4 and Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change. Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the various software releases that will occur during the 60-week interval. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative anticipated work effort required.

- | | |
|-------------------|--|
| INPUTS | <ul style="list-style-type: none"> • Candidate Change Request List with agreed upon "Need by Dates" • Change Request Log |
| OUTPUTS | <ul style="list-style-type: none"> • BellSouth's Proposed Release Package • CLEC Analysis |
| CYCLE TIME | 25 Business Days ⁷ |

⁷ FL-PSC Docket No. 000731-TP, Order No. RSC-01-1402-FOF-TP

STEP 8

Accountability: CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)

**Sub-Processes/
Activities** **CONDUCT
RELEASE
PACKAGE
MEETING**

1. Prepare Agenda
2. Make meeting preparations.
3. Evaluate proposed release schedule.
4. One CCP master prioritization list will be maintained. One month prior to each Change Review Meeting, CLEC/BST will determine the process for prioritizing change requests. Options include:
 - Prioritize all change requests (new pending and non-scheduled)
 - Prioritize only the new pending requests. An average ranking will be calculated and incorporated into the CCP master prioritization list.
5. Based on BST/CLEC consensus, create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed scope (like for like-size CRs). BellSouth will evaluate and determine the impacts of the requests changes and re-present the proposed package to the CLEC community. CLEC/BST consensus will be used to create the Approved Release Package.
6. Identify Release Management Project Manager, if possible.
7. Establish date for initial Release Management Project Meeting for the next new release.
8. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".

INPUTS	<ul style="list-style-type: none"> • BellSouth's Proposed Release Package • BellSouth's Release Schedule • Change Request Log • CLEC Analysis
OUTPUTS	<ul style="list-style-type: none"> • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • Date for initial Release Management Project Meeting for next new release.
CYCLE TIME	<p>1 Business Day Major Release Meeting held 36 weeks prior to production. Minor Release Meeting held 19 weeks prior to production (if applicable).</p>

STEP 9

Accountability:	BellSouth Change Control Manager (BCCM)	
Sub-Processes/Activities	CREATE RELEASE PACKAGE NOTIFICATION	<ol style="list-style-type: none"> 1. Develop and distribute Release Notification Package via web.
INPUTS	<ul style="list-style-type: none"> • Approved Release Package 	
OUTPUTS	<ul style="list-style-type: none"> • Release Package Notification 	
CYCLE TIME	2 Business Days after Release Package Meeting	

STEP 10

Accountability:	BellSouth Change Control Manager (BCCM) and Project Managers from each participating company	
Sub-Processes/Activities	RELEASE MANAGEMENT AND IMPLEMENTATION	<ol style="list-style-type: none"> 1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B). 2. Lead Project Manager communicates Release Management Project status to BCCM <u>and CCCM</u> for inclusion in Monthly Status Meetings. 3. Software Release Notifications will be provided 30 calendar days or more in advance of the implementation date. 4. BellSouth User Requirements for software changes will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined.

Production Major Releases

- Draft User Requirements for major software releases will be provided to the CLECs at least 36 weeks prior to production.
- Final User Requirements for major software releases will be provided to the CLECs at least 34 weeks prior to production. The estimated units of effort will be provided
- Final code-able specifications (EDI specs and TAG API) for major software releases will be provided to the CLECs at least 10 weeks prior to production.
- The business rules associated with major software releases will be provided to the CLECs at least 8 weeks prior to production.

Industry Releases

- Notification for the implementation of an Industry release will be provided at least 42 weeks prior to production.
- Draft User requirements for the implementation of an Industry Release will be provided to CLECs at least 40 weeks prior to production.
- Final User requirements for the implementation of an Industry release will be provided to CLECs at least 35 weeks prior to production. The estimated units of effort will be provided.
- Final specifications code-able (EDI specs and TAG API) for the implementation of an Industry release will be provided to the CLECs at least 10 weeks prior to production.
- Business rules associated with the implementation of an Industry release will be provided to CLECs at least 8 weeks prior to production.

Minor Releases

- ~~• Draft User requirements for the implementation of a Minor release will be provided to CLECs at least 19 weeks prior to production (if applicable).~~
 - ~~• Final user requirements for the implementation of a Minor release will be provided to CLECs at least 18 weeks prior to production (if applicable).~~
 - ~~• Final specifications (EDI specs and TAG API) for minor software releases will be provided to the CLECs at least 5 weeks prior to production (if applicable).~~
 - The business rules associated with minor releases will be provided to the CLECs at least 5 weeks prior to production (if applicable).
5. BellSouth Documentation changes, including business rule changes, will be provided.
- All non-system impacting changes to BellSouth business rule documentation will be provided to CLECs at least 30 calendar days in advance of the effective date (excluding expedites/defects).

INPUTS

OUTPUTS

CYCLE TIME

6. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.

- Approved Release Package Notification
- Project Release Status
- Implementation Date
- Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc.
- Implemented Change Request
- Draft User Requirements
- Final User Requirements
- Documentation Changes
- Final Specifications

Ongoing

Part 3: Expedited Feature Process

An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSSs) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:

- A submitted defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact
- An ~~ordering~~ enhancement to an existing interface where the CLEC/BellSouth and the CCP participants have determined should be expedited due to impact

Re-Classified Defects

When a submitted defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the defect validation. The CLEC will have the ability to ask BellSouth to expedite the re-classified feature by updating the Change Request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.

Ordering enhancement to an existing interface

A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an ~~ordering~~ enhancement to an existing interface where the functionality does not currently exist in BellSouth's offered interface.

For both re-classified defects and enhancements to an existing interface, the rules surrounding the expedited feature request will be:

- Must be an ~~ordering~~ enhancement to an existing interface
- Will follow the Expedited Feature Process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, or next, ~~or minor~~ release, best effort.
- Is granted expedited status by the consensus of the CCP participants at the next monthly status meeting. This consensus will be obtained in parallel with the activities within steps 3 and 4 and will only impact the process in those cases where the CCP participants do not concur.

Figure 4-4: Process Flow for Types 2-5 Expedited Feature Process

The flow chart below will be modified to include an additional step in parallel between the existing step 3 and 4 during which the consensus of the CCP participants is obtained at the CCP monthly status meeting following BellSouth's validation of the expedited change request.

