



November 1, 2000

**CCP Process Improvement Meeting
MEETING MINUTES**

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
CCP PROCESS IMPROVEMENT	Steve Hancock – Change Control Team	11/03/00
Crowne Plaza/Ravinia Hotel – Oakwood Room		

Participants/Attendees

PARTICIPANT	COMPANY
Terrie Hudson	BST – NCS/CS
Valerie Cottingham	BST – CCP
Cheryl Storey	BST – CCP
Steve Hancock	BST – CCP
Bill Grant	Telcordia
Stuart Walters	Network One
Jill Williamson	AT&T
Kevin McCall	BST – NCS/CS
Kathy Rainwater	BST – NCS/CS
Marsha Lees	SBC-Telecom
Rebecca Brouillet	Andersen Consulting
John Duffey	FL – PSC
Woody Roe	Albion-Connect
Anthony Zerillo	Birch Telecom
Phyllis Burt	Quintessent

PARTICIPANT	COMPANY
Rick Woodhouse	KPMG
Graham Watkins	KPMG
Kristen Hudson	XO
Doye Mote	BST – NCS/CS
Stephanie Smith	dset
Yvette Brown	espire
Rae Dupraw	Mpower
Sheriann Lively	Trivergent
Tyra Hush	Worldcom
Judy Novo	Mpower
Steve Murray	Rhythms
Kim Gillette-Hoskins	Quintessent
James Hunter	KPMG
Peggy Rehm	Nightfire
Brian Rutter	KPMG

Meeting Information History

DATE	START TIME	END TIME
11/01/00	9:00 AM EDT	12 NOON EDT

MEETING PURPOSE
To better understand the CLEC's needs with regard to the Change Control Process and to address action items from the October 17 meeting.

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Agenda Items	Discussion
<p>. Review Action Items identified by CLECs/BellSouth at the 10-17-00 CCP Process Improvement meeting.</p>	<p>ACTION ITEM (BELLSOUTH) – Revision History should be attached to associated Carrier Notification Letters (Documentation).</p> <p>Status: Currently, BellSouth cannot commit to providing a “complete” revision history attached to the appropriate documentation letter 30 days from implementation.</p> <p>The “revision summary” is the last step completed when constructing the business rules. It would be very difficult if not impossible to accurately capture all of the changes that may ultimately be in the documentation that is changing.</p> <p>BellSouth could, however provide a “global” review of what areas will be impacted in the customer notification letter.</p>
	<p>Jill Williamson (AT&T) stated that 30 days notice is not enough time for coding changes and it would be helpful if BellSouth could indicate whether there is impact to “coding” in these letters. Kathy Rainwater (BST) responded that this kind of impact is given in subsequent letters outlining the “system/s” impacted. She also reiterated that effective immediately, all documentation changes are being funneled through CCP.</p>
<p><i>– Effective November 1, for new documentation changes, BellSouth will state on the Customer Notification Letter whether the change is related to a system release or a documentation defect. Note: Some customer notification letters that post after 11/1 may not meet this commitment because the notification was enroute.</i></p>	
	<p>ACTION ITEM (BELLSOUTH) – Determine who initiates a change request when identified by a CLEC and Account Team.</p> <p>Status: a) If an issue is discussed between the CLEC and their Account Team and BellSouth confirms that the issue is a defect, either in the electronic interface or in documentation, BellSouth will initiate a Type 6 change request through the Change Control Process.</p> <p>b) If an issue is discussed between the CLEC and their Account Team and the issue is determined to be an enhancement or “feature”, the Account Team will refer the CLEC to their appropriate CCCM to initiate a Type 5 Change request and send through the Change Control process.</p>

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	<p>ACTION ITEM (BELLSOUTH) – There needs to be a “common” definition of defects.</p> <p>Status: During the CLEC Process document review call on 10-27, the CLECs took the existing definition in the CCP Process document and added verbiage to include “ where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data”.</p> <p>*BellSouth committed to review the “updated” marked up version of the CCP process document and provide a response by the next CCP Process Improvement meeting.</p>
	<p>ACTION ITEM (BELLSOUTH/CLECs) – Separate Defects from Expedites.</p> <p>Status: Jill Williamson (AT&T) discussed that the CLECs had identified a need for separating defects from expedites. The CLECs have proposed that a new section be created for Exception/Expedites, thus separating an expedited request from a defect.</p> <p>BellSouth expressed concern that the current “proposed” language for an exception is broad and could allow for misuse. BellSouth would ask that the CLECs and BellSouth look at ways to “tighten up” this language.</p> <p>*BellSouth committed to review the “updated” marked up version of the CCP process document and provide a response by the next CCP Process Improvement meeting.</p>
	<p>ACTION ITEM (BELLSOUTH/CLECs) – Segment response time based on the “severity” of the defect.</p> <p>Status: Jill Williamson (AT&T) explained that the CLECs had identified new response time intervals based on the “severity” of the defect in their process review meeting on 10-27.</p> <p>*BellSouth will review this “updated” marked up version and provide a response by the next CCP Process Improvement meeting.</p>

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	<p>ACTION ITEM (BELLSOUTH) - Need “fixes” to occur on the current API that’s impacted.</p> <p>Status: TAG currently has nine (9) versions of the APIs in production supporting three (3) different platforms: Sun Solaris, Windows NT and HP. This means that there are 27 different APIs currently in production. If a defect occurs, the correction is made in the next available release (TCIF 7 and/or 9) because the defect may not be discovered until months after a release has been in production. Currently, TAG is averaging a Release per month. It is impractical and cost prohibitive to go back and propagate a change into potentially nine (9) versions of the APIs, simply because the APIs would expire long before the IT vendor could possibly schedule and incorporate a change.</p>
	<p>ACTION ITEM (BELLSOUTH) – Provide BST Release milestones and communicate deliverables slippage.</p> <p>Status: BellSouth is committed to providing milestones for Releases. Milestones were provided at the 10-25 monthly status meeting call with the CLECs.</p> <p>For slippages, BellSouth indicated that the owner of the slippage would provide the notification quickly to Change Control. BellSouth is continuing to explore new ways of posting these notifications quicker such as a new “expedited” notice process that is now in place to get customer notifications processed quicker.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) – If BellSouth discovers that documentation will be slipped, Change Control will communicate the customer notification letter appropriately updating the reasons for the slippage.</i></p>

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	<p>Tyra Hush (Worldcom) will be providing BellSouth with an example of another ILEC's release milestones for review.</p> <p>Jill Williamson (AT&T) asked BellSouth how far in the future would release information be provided. In addition, AT&T asked if BellSouth would implement quarterly releases. BellSouth responded that it is their goal to offer fewer, more robust releases with more features.</p> <p>BellSouth discussed that their plans are to roll-out new internal processes by the end of November. BellSouth will present these changes to the CLECs at the next CCP meeting. The internal process to be presented will include the flow of CLEC notification. In addition, the internal Release planning will also be changing and the 2001 schedule will be present to the CLECs at the next CCP meeting.</p>
	<p>ACTION ITEM (BELLSOUTH) – Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for documentation, preferably in a “matrix” format.</p> <p>Status: BellSouth will continue pursuing an “electronic solution” for documentation/requirements and will be providing an update at the next CCP meeting. The “matrix” example that was provided by Telcordia will be used as a guide.</p>
	<p>ACTION ITEM (BELLSOUTH) – Investigate the possibility of providing “draft” requirements 90 days in advance and “final” requirements 45 days prior to a Release.</p> <p>Status: BellSouth is investigating internal process to have requirements provided earlier. An update will be provided at next CCP process improvement meeting.</p>
	<p>Jill Williamson (AT&T) explained that 90 days for “draft” requirements was not sufficient for major changes and would need 180 days.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) – The CLECs would request that BellSouth provide “draft” requirements 90 days in advance for minor enhancements to existing versions, and 180 days in advance for major release changes.</i></p>
	<p><i>NEW ACTION ITEM (BELLSOUTH/CLECs) – BellSouth will communicate the time intervals that will need to occur for CLEC Test Environment requirements to be received by the CLECs in a timely manner. Albion/Connect will provide summary of concerns and recommendations of timelines as it relates to the CLEC Test environment.</i></p>

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	<p>ACTION ITEM (BELLSOUTH) – BellSouth to present its internal vs. external change control process after a change request is “prioritized”.</p> <p>Status: BellSouth is currently looking at ways to streamline its internal processes and will be presenting its recommendations at the next CCP process improvement meeting.</p> <p>BellSouth would also request that the CLECs provide more detail on their change requests which will greatly reduce clarification and help facilitate the turnaround of these requests.</p> <p>BellSouth also illustrated to the CLECs that the current environment suggests that depending on the system impacted, dictates how BellSouth can implement change requests. Discussions are ongoing between BellSouth and their IT vendors to improve the delivery of changes concurrently.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will begin discussing all “New” Change Requests in the Monthly Status Meetings. BellSouth SME’s will be available during the discussion and the Originator of each new Change Request will need to discuss their request with the team.</i></p>
	<p>ACTION ITEM (CLECs) – Review the “marked up” version of the CCP process document (provided by AT&T). Come to consensus on changes and present back to CCP.</p> <p>Status: Jill Williamson (AT&T) facilitated a meeting on 10-27 with the CLECs to review this “marked up” version and reach a consensus on its recommendation to BellSouth. BellSouth will review these changes and will provide its response by the next scheduled CCP process improvement meeting.</p>
	<p><i>NEW ACTION ITEM (AT&T) – Jill Williamson will provide updated “marked up” version of the CCP process document and the minutes from the 10-27 meeting to Change Control for distribution to the CLECs.</i></p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will provide a report of internal changes that have a positive impact and improve performance for CLECs, but do not require coding. These changes improve “flow-through” in BellSouth and would require no vote by the CLECs.</i></p>
	<p>Jill Williamson (AT&T) explained that BellSouth internal releases could negatively impact the CLECs and the CLECs may want to test before the release goes in.</p>
2. Additional discussion topics	<p>CR0171 – AT&T’s marked up version of the CCP Process document. (Addressed in earlier action item)</p>

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	<p>PROCESS FOR APPEALING BELLSOUTH'S RELEASE SCHEDULE –</p> <p>Jill Williamson (AT&T) stated that if the CLECs understand the size and the scope of releases, they will be glad to work with BellSouth on “re-arranging” changes.</p>
	<p>PROCESS FOR INCLUSION OF NON-OBF STANDARD REQUESTS –</p> <p>Jill Williamson (AT&T) stressed the need to find a way to push “non-OBF” approved requests through the change control process.</p> <p>BellSouth suggested that the issue be discussed in a monthly status meeting with the appropriate SME to review. This will allow both parties to talk through the issue and decide collectively whether it can be worked.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will propose a process on how we would collectively evaluate a non- OBF standard request.</i></p>
3. NEW ISSUES	<p>Jill Williamson (AT&T) discussed that a new process needs to be implemented that will allow the CLECs to vote on rejecting a change request before it is prioritized for implementation at a Change Review Meeting. This would give the CLECs the opportunity to say that they do not want an issue implemented when it negatively impacts them.</p>
	<p><i>NEW ACTION ITEM (AT&T) – Jill Williamson will add verbiage around creating a new process for CLECs to vote on rejecting a change request before it is prioritized for implementation. This will be added to the “marked up” version of the Change Control process document.</i></p>
<u>1. SUMMARY OF ACTION ITEMS</u>	<ul style="list-style-type: none"> • BellSouth – Effective November 1, for documentation changes, BellSouth will state on the Customer Notification Letter whether the change is related to a system release or a documentation defect. Note: Some customer notification letters that post after 11/1 may not meet this commitment because the notification was enroute.
	<ul style="list-style-type: none"> • BellSouth – If BellSouth discovers that documentation will be slipped, Change Control will communicate the customer notification letter appropriately updating the reasons for the slippage.
	<ul style="list-style-type: none"> • BellSouth – BellSouth to provide “draft” requirements 90 days in advance for minor enhancements to existing versions, and 180 days in advance for major release changes.

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	<ul style="list-style-type: none"> BellSouth – BellSouth will communicate the time intervals that will need to occur for CLEC Test Environment requirements to be received by the CLECs in a timely manner.
	<ul style="list-style-type: none"> Albion/Connect – To provide summary of concerns and recommendations of timelines as it relates to the CLEC Test Environment.
	<ul style="list-style-type: none"> BellSouth – BellSouth will begin discussing all “New” change requests in the monthly status meetings. BellSouth SMEs will be available during the discussion and the originator of each new request will need to discuss their request with the team.
	<ul style="list-style-type: none"> AT&T – AT&T will provide update “marked up” version of the CCP process document and the minutes from the 10-27 meeting to Change Control for distribution to the CLECs.
	<ul style="list-style-type: none"> BellSouth – BellSouth will provide a report of internal changes that have a positive impact and improve performance for CLECs, but do not require coding. These changes improve “flow-through” in BellSouth and would require no vote by the CLECs.
	<ul style="list-style-type: none"> BellSouth – BellSouth will propose a process on how they would collectively evaluate a non-OBF standard request.
	<ul style="list-style-type: none"> AT&T – AT&T will add verbiage around creating a new process for CLECs to vote on rejecting a change request before it is prioritized for implementation. This will be added to the “marked up” version of the Change Control process document.
NEXT MEETING – December 7, 2000	<p>Location: BellSouth Conference Center</p> <p>1:00 – 4:00 PM EST - Room to be announced</p>

