

December 7, 2000
CCP Process Improvement Meeting
MEETING MINUTES

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
CCP PROCESS IMPROVEMENT	Steve Hancock – Change Control Team	12/11/00
BellSouth Center		

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
Marva Goff	BST - Regulatory
Doyle Mote	BST – NCS/CS
Tammy Swanson	Andersen Consulting
John Duffey	FL – PSC
Martha Weber	BST – NCS/CS
Anthony Zerillo	Birch Telecom
Phyllis Burt	Quintessent
Jane Hunter	Sprint
Kacey Lane	AT&T Broadband
Shamone Stapler	ITC/Deltacom

PARTICIPANT	COMPANY
Rick Woodhouse	KPMG
Graham Watkins	KPMG
Kristen Hudson	XO
Shirley Roberts	KMC Telecom
Brent Marshall	US Dept. of Justice
Lorraine Watson	Worldcom
Rae Dupraw	Mpower
Sheriann Lively	Trivergent
Tyra Hush	Worldcom
Sandy Evans	Sprint
Steve Murray	Rhythms
Kim Gillette-Hoskins	Quintessent
James Hunter	KPMG
Peggy Rehm	Nightfire
Brian Rutter	KPMG
Ellen Knight	Sprint
Colette Davis	Covad

Meeting Information History

DATE	START TIME	END TIME
12/07/00	1:00 PM EST	4:00 PM EST

MEETING PURPOSE
To better understand the CLEC's needs with regard to the Change Control Process and to address outstanding action items from the October 17 and November 1 meetings.

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Agenda Items	Discussion
<p>Review Action Items identified by CLECs/BellSouth at the 11-01-00 CCP Process Improvement meeting.</p>	<p>The Action Items from the 11-01-00 CCP Process Improvement meeting were not discussed due to the need to dedicate more time to cover the “marked up” CLEC document.</p>
<p>Review of CR0171 – CLEC Recommended changes to the CCP Process Document</p>	<p>BellSouth explained that their intent for the meeting was to move straight through the document. All BellSouth responses to the “marked up” document will appear in “Orange” type.</p> <p>In addition, BellSouth stated that the “internal processes “ would be covered as we reviewed the document.</p>
	<p>Page 7 – Changes surrounding “training materials and job aids”</p> <p>BellSouth recommends taking this “language” out because this needs to be further clarified as to which training materials and job aids would be in the scope of CCP.</p>
<p><i>SOUTH) – BellSouth to investigate how “unofficial documentation” and “job aids” will be supported.</i></p>	
<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate the PQT and start up team documentation. Is there a relationship between the two teams.</i></p>	
	<p>Page 8 – 7th Bullet – CLECs recommended that language read “Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a defect should be submitted to the Change Control Team.</p>
	<p>Pages 11-12 – BellSouth recommended that the CLEC changes noted should be discussed in the Expedited Feature Process.</p>
	<p>Page 18 – Type 1 System Outage Detail Process Flow – BellSouth recommended changing the “language” for Step 1 - #4 to read “ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage”.</p> <p>BellSouth explained that in the current ECS process, a trouble ticket is given when requested. After the initial trouble is reported, a new trouble ticket must be opened by EC Support internally to log the trouble with the appropriate service center for correction. This internal trouble ticket is posted on the CCP web posting.</p> <p>The CLECs were concerned that without a ticket number, there would be no way for them to refer to a reported trouble. In addition, the CLECs discussed that there had been occasions that a call back was not received from the ECS group.</p>
<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate adding the system outage ticket number with Type 1 email notification.</i></p>	

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<p>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate CLECs not getting a call back from EC Support.</p>	<p>TYPES 2-5 Process Flow – Page 22 – CLECs asked BellSouth to replace all bulleted items that reference “release implementation date” with “CLEC testing with BellSouth”.</p> <p>In the second bulleted item, the CLECs asked that BellSouth provide the technical specs and API’s at the same time as the final requirements.</p>
<p>NEW ACTION ITEM (BELLSOUTH) – CLECS need the API and Specs at the same time as the final requirements, 45 days prior to external test start date.</p>	<p>TYPES 2-5 Process Flow – Page 22 – Third bulleted item, the CLECs request the “language” to read – “NLT 180 calendar days ...”</p> <p>Fourth bulleted item, CLECs requested the “language” to read – “NLT 120 days ...” rather than 60 days.</p>
<p>NEW ACTION ITEM (BELLSOUTH) – Investigate if BellSouth can update text for all requirement dates as “before CLEC testing with BellSouth”. Currently it says “...changes/notifications will be provided ___ days before release implementation date.</p>	<p>During the discussion surrounding the TCIF map, it was suggested that BellSouth add sub-team guidelines and roles/responsibilities surrounding such teams into the CCP process document.</p>
<p>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate getting 120 days notice for final user requirements for implementing a new TCIF map. Notification would be provided 240 days and draft requirements, 180 days. At 120 days, EDI and TAG specs will be provided.</p>	<p>TYPES 2-5 Process Flow – Page 22 – Last bulleted item, the CLECs request the “language” to be added for “all documentation changes, both system and non-system impacting.</p>
<p>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate adding “sub-team” guidelines – roles/responsibilities and the interaction with Change Control and the CLEC community.</p>	<p>Due to time constraints, BellSouth and the CLECs agreed to move their attention to the Expedited Feature and Defect sections.</p> <p>Valerie Cottingham (BellSouth) explained that BellSouth does not support combining “Exceptions” with the Expedited Feature process flow. It is BellSouth’s opinion that exceptions would generally be asking for “an extension of time” and an expedited feature would be asking for “an expedited time frame” which would be contradictory. BellSouth considers an “exception” to be synonymous with an “escalation.</p> <p>The CLECs agreed that “exceptions” should not be part of the Expedite Process but incorporated into a separate process and not be addressed via the “Escalation” process.</p>

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<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate documenting an “exception process” separately in the CCP process document.</i></p>	<p>EXPEDITED FEATURE PROCESS – Page 37 – BellSouth presented a “separate” section for expedited features. The definition was changed slightly from the CLEC version to better clarify the intent. In addition, two examples of an expedited feature were presented: Re-classified defects and an enhancement to an existing product or service.</p> <p>The CLECs requested that the discussion be moved to Section 5 – Defects because of the need to agree on the Defect process flow before going further into the Expedite Feature discussion.</p>
<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth to provide an example of a re-classified defect in the expedited feature section.</i></p>	<p>SECTION 5 – Defect Process – Page 42 – CLECs recommended that BellSouth place the term “Emergency Changes” into the title for Defects. BellSouth will address this concern as an action item.</p> <p>Page 42 - BellSouth recommended changes in the definition of a defect by “splitting” the second bullet into two separate bullets.</p> <p>BellSouth did not agree to support the fifth bullet that was added by the CLECs stating “where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly data”. BellSouth considered this to be covered in the current definition, however after lengthy discussion, BellSouth agreed to add “language” into the definition to cover these situations.</p>
<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate adding “Emergency Change” into the title for Section 5.0 – Defect Process.</i></p>	<p><i>NEW ACTION ITEM (BELLSOUTH) – BellSouth will investigate adding “language” to include the following into the definition of a defect – “functional requirements are incorrect even though business requirements/rules match”.</i></p>
<p><u>SUMMARY OF ACTION ITEMS</u></p>	<ul style="list-style-type: none"> • <i>BellSouth to investigate how “unofficial documentation” and “job aids” will be supported.</i> • <i>BellSouth will investigate the PQT and start up team documentation. Is there a relationship between the two teams.</i> • <i>BellSouth will investigate adding the system outage ticket number with Type 1 email notification.</i> • <i>BellSouth will investigate CLECs not getting a call back from EC Support.</i> • <i>CLECS need the API and Specs at the same time as the final requirements, 45 days prior to external test start date.</i>

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	<ul style="list-style-type: none"> • <i>Investigate if BellSouth can update text for all requirement dates as “before CLEC testing with BellSouth”. Currently it says “...changes/notifications will be provided ___ days before release implementation date.</i>
	<ul style="list-style-type: none"> • <i>BellSouth will investigate getting 120 days notice for final user requirements for implementing a new TCIF map. Notification would be provided 240 days and draft requirements, 180 days. At 120 days, EDI and TAG specs will be provided.</i>
	<ul style="list-style-type: none"> • <i>BellSouth will investigate adding “sub-team” guidelines – roles/responsibilities and the interaction with Change Control and the CLEC community.</i>
	<ul style="list-style-type: none"> • <i>BellSouth to add “language” to address all documentation changes, both non-system and system impacting being provided no later than 30 days prior to a release.</i>
	<ul style="list-style-type: none"> • <i>BellSouth will investigate documenting an “exception process” separately in the CCP process document.</i>
	<ul style="list-style-type: none"> • <i>BellSouth to provide an example of a re-classified defect in the expedited feature section.</i>
	<ul style="list-style-type: none"> • <i>BellSouth will investigate adding “Emergency Change” into the title for Section 5.0 – Defect Process.</i>
	<ul style="list-style-type: none"> • <i>BellSouth will investigate adding “language” to include the following into the definition of a defect – “functional requirements are incorrect even though business requirements/rules match”.</i>
NEXT MEETING – January 10, 2000	<p>Location: BellSouth Conference Center, 1447 NE Expressway, Atlanta, GA. (404-321-8000)</p> <p>9:00 – 4:00 PM EST – Ballroom A – Conference Bridge: 205-969-4211</p> <p style="text-align: right;">Access #: 5539</p>