

# Change Control Process Review Meeting

October 27, 2000

## Attendees:

Anthony Zerillo, Birch Telecom  
Valerie Cottingham, BellSouth  
Cheryl Story, BellSouth  
Tyra Hush, WorldCom  
Christin Hudson, XO Communications  
Rae Dupraw, Empower  
Sherian Lively, Trivergent  
Jill Williamson, AT&T  
Jay Bradbury, AT&T  
Steve Murray, Rhythms  
Tammi Swinson, Anderson Consulting  
Sandy Evans, Sprint  
Peggy Rehm, Nightfire  
Bill Grant, Telcordia  
Kate Cooper, EFTI A  
Mary Conquest, ITC Deltacom

Jill began the meeting by grouping the changes in the redlined document into 8 major categories:

1. Defect/Expedite
2. Prioritization
3. New Interfaces / Retirements
4. Escalation
5. Dispute Resolution
6. Changing the Process
7. Testing Environment
8. Milestones and Notifications

### **1. Defects/Expedites**

The present definition is:

**Defect.** Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

The CLEC's agreed that that this definition does not adequately cover the scope of a defect. An interface can be working per baseline business requirements and in accord with published documentation and still not provide the CLEC with a usable process. Tyra (WorldCom) suggested some additional language to be incorporated into the current

definition - - or where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data. (insert on page 34)

The CLECs indicated they were in agreement with all of the other changes proposed related to D/E on pages 29-41.

The number in the Develop Workaround box on page 36 for the L interval, should be 4 days, not 3.

Valerie (BellSouth) expressed a concern about the Step 3 item on page 31 "If request is valid, update Change Request status to 'V' for Validated Exception/Expedite and indicate the appropriate Impact Level." The team agreed to drop "and indicate the appropriate Impact Level" as this does not apply in our proposed process - impact levels will only apply to defects.

Valerie also requested clarification on page 38 (in Step 3) about the strike of "If training issue, refer to CSM or Account Team." The agreed upon change was "If there is a CLEC training issue, refer the request to CSM or Account Team."

On page 39 (in Step 3) the CLECs suggested an additional Sub-process Activity bullet:

- If a change request is reclassified from feature change to defect (either initially, or after having been reclassified from defect to feature change) it will enter the process at Step 4 and be subject to the interval guidelines stated there.

## **2. Prioritization**

The CLECs indicated they were in agreement with AT&T's proposed changes on pages 42-44, and 25-27. In addition the CLECs suggested that BellSouth could provide more valuable information in advance of the Change Review Meetings that would enhance the CLEC's prioritization voting. These items included:

- Order of magnitude sizing estimates
- Remaining capacity available in future releases, etc.

These would appear as additional bullets on page 43 and on page 25 (step 4 & 5).

## **3. New interfaces / Retirements**

There was discussion of voting/not-voting on new interfaces when submitted as type 4 (BLS) or type 5 (CLEC) - there will be no voting on a type 4 and there will be voting on the introduction of new interfaces for Type 5 requests. If a CLEC wants to avoid voting on a Type 5, it should submit the request through its Account Team or as a BFR. It was agreed BLS could make new interface introductions at any monthly status meeting.

Regarding retirements, BellSouth agreed to submit them as Type 4 changes.

The CLECs agreed to add a paragraph on the retirement of a "version" of an interface/software. The purpose would be to provide intervals and parameters for the submission and implementation of a new software version.

#### **4. Escalation**

The CLECs agreed with the proposed changes in the revised CCP document.

BellSouth wanted a reversion to the original language for the last bullet on page 46 – CLECs agreed.

#### **5. Dispute Resolution**

The CLECs indicated agreement with the proposed changes.

#### **6. Changing the Process**

The CLECs indicated agreement with the proposed changes.

#### **7. Testing Environment**

The CLECs indicated agreement with the proposed changes.

#### **8. Milestones and Notifications**

The milestones and notification language was changed to distinguish between documentation changes, changes to existing functionality and upgrade of software versions.

#### **Other**

On Page 7, training material examples – Class on how to file an LSR / Web TAFI / Web LENS / Training vs. M&Ps / (BellSouth manages training separately from M&P development)

Add a Testing Processes bullet on page 8; BellSouth to clarify their Testing Support bullet

Change order of bullets 2,1,3 on page 22 – show 45 days for Final Software requirements & specifications (change to 45 days on page 28 also)

The CLECs accepted BellSouth's request for a two-week notice to have SMEs at Monthly Status Meetings (page 24)