



EICCP Steering Committee Meeting Minutes

DATE: February 29, 2000

MEETING: EICCP Steering Committee

PURPOSE: Review Interim Change Control Process

ATTENDEES

<u>Tyra Colbert, MCI</u>	<u>Brian Rutter, KPMG</u>	<u>Valerie Cottingham, BST</u>
<u>Sandy Evans, Sprint</u>	<u>Jill Williamson, AT&T</u>	<u>Edwardine Marrone - BST</u>
<u>Kevin McAllorum, AT&T</u>	<u>Pat Rand, BST</u>	<u>Mary Conquest – ITC-DeltaComm</u>
<u>Bill Shoemaker, BST</u>	<u>Cassandra Daniels, BST</u>	<u>Cheryl Storey, BST</u>

AGENDA

Agenda This was a follow-up conference call meeting to review BST’s input regarding the recommended changes made to the Change Control Process during the February 16-17 workshop.

SUMMARY OF MEETING

<i>TOPIC</i>	<i>DISCUSSION</i>
<i>Opening</i>	<p>The BCCM opened the meeting and covered the items we were to accomplish on this conference call.</p> <ul style="list-style-type: none"> • The purpose of the meeting was to discuss the updates from BST internal review of the recommended changes made as a result of the 2/16 and 2/17 workshop. • The BCCM provided a summary of the items that were accepted as a result of the internal BST review. • Those items that were not accepted in total were discussed and for most issues, resolution was reached or was documented in the open issues in these minutes. • Quite a bit of discussion surrounded the defect category. As a result, a type 6 was recommended and accepted by the team. • Another issue was the number of releases. BST will plan on having quarterly releases, and when appropriate point releases as needed. • The following notes include the action items from the workshop and the resolutions agreed to in the meeting. • Another conference call will be needed to discuss the forms and the changes to the forms. Agreement on what and where new items need to be placed will be discussed.

Workshop Action Items	DISCUSSION
	<p>The following outstanding items were carried over from the February 16-17 workshop where recommended changes were made to the Change Control Process including an escalation and defect notification process. Most of these items were addressed during this meeting:</p> <ol style="list-style-type: none"> 1. Determine types of calls the ECS Group and CSM take from the CLEC client community. (Closed) 2. Determine handling of System Outages. (Closed) 3. Backup support for CSMs. (Open) 4. Regulatory statements/changes – will BST notify CLEC community if they are not going to comply or if they plan to apply for extension, etc. (Open) 5. Escalation process – determine who will send the acknowledgement to the CLEC (AVP, VP or Change Control Team). (Closed) 6. Transitioning to the new process. (Open) 7. Test environment for CLECs. (Open) 8. More frequent releases. (Closed) 9. When we are making a change to one interface, will BST change all interfaces that would be impacted by that change? (Closed) 10. Retirement of existing interfaces – verify timeframes with OBF. (Open) 11. Proxy voting. (Closed) 12. Amount of time BST needs to develop a workaround for Type 1, Severity 2 defects. (Closed) 13. Provide ECS contact information. (Closed) 14. Web posting of release status and release notification information. (Open) 15. Jill Williamson (AT&T) to submit a change request to revisit EDI/TAG testing guidelines. (Open)

Workshop Changes	
	<p>The following CLEC requests have been incorporated into the <u>Interim Change Control Process</u>:</p> <ul style="list-style-type: none"> • Manual processing requests • Added TAG interface • Eliminated Steering Committee • BCCM is the point of contact for Change Requests Types 2-6 • Multiple change requests • Emergency defects – system outage handling and notification process • Joint Change Request prioritization for Types 4 & 5 • More frequent status meetings (monthly) • Eliminated the need for submitting draft priority list in advance • Improved intervals for accepting Change Request for prioritization • Improved CLEC number of participants • Included Defect Notification & handling process • Included Escalation Process • Detailed contact information for all Change Request types and escalation levels • Clear and defined intervals for notifications • Increased BST FTE to manage Change Control Process • Improved Communications and Notifications

<i>Process Changes/Review</i>	<i>DISCUSSION</i>
	<p>Each section of the Interim Change Control Process was reviewed. Changes agreed upon are reflected in the Action Items.</p> <p>For Type 1 System Outages, BST is working to combine the Electronic Communications Support (ECS) Helpdesk and EDI Helpdesks.</p>
<i>Future Meetings</i>	
	<p>It was agreed that we would schedule monthly status meetings and incorporate prioritization meetings with the status meetings as needed. BST is moving toward a quarterly release schedule and point releases as needed.</p>
<i>CLEC Concerns</i>	
	<p>The following concerns were expressed by the CLECs:</p> <ul style="list-style-type: none"> • E-mail notifications. BST should send a notification via email to indicate that a notification has been posted to the web for Type 1 System Outages. • Escalation to Sales Group versus IT/Operations. • Defect Notification process • Process does not address all areas of severity • Web posting
<i>Summary of Requested Changes</i>	
	<p>The Change Control Team will make the following changes to the Interim Change Control Process document:</p> <ul style="list-style-type: none"> • Include billing under “Objectives” in the Introduction section • Change number of participants for the meetings. Each party may bring the number they feel needed to represent their positions. • Remove the sentence under the CCCM description associated with thirty-three days. • Change the cycle time for Step 3 to 15 days (Types 2-5). • Add Type 6 – CLEC Impacting Defects. Remove “defect resolutions” from Types 4 & 5. • Include verbiage to indicate that escalation applies in all phases of the process flows. • For Defect Notifications, remove the statement “this may be adjusted according to defect complexity” for Step 4 Cycle time. • Define Step 4 for defect notification to include how the workaround will be communicated to the CLEC (i.e., conference call). <p><u>Other Action Items :</u></p> <ul style="list-style-type: none"> • BST is currently looking at incorporating the initial notification for Type 1 System Outages via email to all impacted CLECs. • CSM after hours support to report defects.

	<ul style="list-style-type: none"> • OBF timeframes regarding retirement of interfaces. • Copy of notification templates for next meeting. • Status of pending change requests for AT&T.
--	---

<i>Closure</i>	<i>DISCUSSION</i>
	<p>Our next conference call will be rescheduled due to the Loop Qualification & ADSL/HDSL electronic ordering meeting that will take place on March 21.</p> <p>The rescheduled date for the next Steering Committee conference call is Thursday, March 23, 2000 at 9:00 AM – 12:00 EST. The conference bridge is: 205-969-4212, access code 8719.</p> <p>Implementation of the Interim Change Control Process is targeted for April 2000.</p>