



October 17, 2000

**CCP Process Improvement Meeting
MEETING MINUTES**

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
CCP PROCESS IMPROVEMENT	Steve Hancock – Change Control Team	10-18-00
BellSouth Conference Center		

Participants/Attendees

PARTICIPANT	COMPANY
Terrie Hudson	BST – NCS/CS
Valerie Cottingham	BST – CCP
Cheryl Storey	BST - CCP
Jill Williamson	AT&T
Bill Grant	Telcordia
Mike Young	Telcordia
Brian Rutter	KPMG
Kevin McCall	BST – NCS/CS
Kathy Rainwater	BST – NCS/CS
Bill Shoemaker	BST – NCS/CS
Steve Hancock	BST – CCP
John Duffey	FL – PSC
Woody Roe	Albion-Connect
Selange Roberts	espire
Phyllis Burt	Quintessent

PARTICIPANT	COMPANY
Rick Woodhouse	KPMG
Graham Watkins	KPMG
Shamone Stapler	ITC/Deltacom
Mary Conquest	ITC/Deltacom
Stephanie Smith	dset
Yvette Brown	espire
Rae Dupraw	Mpower
Sandy Evans	Sprint
Tyra Hush	Worldcom
Lorraine Watson	Worldcom
Steve Murray	Rhythms
Kim Gillette-Hoskins	Quintessent
James Hunter	KPMG
Ron Thompson	XO
Peggy Rehm	Nightfire

Meeting Information History

DATE	START TIME	END TIME
10/17/00	9:00 AM EDT	12 NOON EDT

MEETING PURPOSE
To better understand the CLEC's needs with regard to the Change Control Process.

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

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Agenda Items	Discussion
<p>. PROVIDE REVISION HISTORY FOR DOCUMENTATION UPDATES. Carrier Notification Letter needs to provide more details regarding the changes</p>	<p>Jill Williamson – (AT&T) requested that BST provide additional details in Carrier Notification Letters; all Business Rules/documentation changes need to flow through CCP.</p> <p>Valerie Cottingham (BST) explained that CCP has begun to send the revision summary prior to the documentation being posted to the web.</p> <p>Woody Roe – (Albion Connect) reiterated that anything (documentation) that is touched should go through the CCP process. All customer notification letters that announce documentation changes should reference a change request that has been submitted through CCP.</p> <p>Tyra Hush (Worldcom) stated that if customer notification letters have OSS impact, they should be discussed in CCP meetings.</p> <p>Kathy Rainwater – (BST) explained that BellSouth is currently looking at new software that will be used to facilitate documentation changes more easily. BellSouth’s intent is to make these documents more “user friendly”.</p>
	<p>ACTION ITEM (BELLSOUTH) – Revision History should be attached to associated Carrier Notification Letters.</p>
<p>2. Have BST SMEs available at the Monthly Status Meetings to discuss the specifics of the Carrier Notification Letters distributed by Change Control.</p>	<p>Steve Murray (Rhythms) emphasized that BellSouth should have someone at the meetings with the power to make commitments.</p> <p>Valerie Cottingham (BST) explained that CCP had provided SMEs at the last two (2) monthly status meetings as well as the 9-27 Change Review Meeting and would continue to support providing SMEs at meetings. Having the SME’s in attendance greatly helped to expedite discussion and facilitate the meetings. The CLECs need to provide two (2) weeks notification for SME participation.</p> <p>Jill Williamson – (AT&T) stated that it was OK to give advance warning to allow time for SMEs to address an issue at a given meeting.</p> <p>Tyra Hush (Worldcom) agreed that the SMEs especially needed to be available for monthly meetings with regard to OSS and documentation questions/issues.</p> <p>Jill Williamson – (AT&T) discussed that there are times when issues are discussed with Account Teams that should have a change request initiated.</p>

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	<p>ACTION ITEM (BELLSOUTH) – Determine who initiates a change request when identified by a CLEC and Account Team.</p>
<p>3. THE DEFECT / EXPEDITE PROCESS</p>	<p>Jill Williamson (AT&T) explained that her “proposed” changes were provided in the “marked up” version of the CCP Process document she submitted. In summary, she went on to explain that AT&T is asking for improvements in turnarounds and to separate the defects from expedites.</p> <p>Bill Grant (Telcordia) discussed his concern with BellSouth’s definition of a defect and a feature. He emphasized that just because BellSouth determines an issue is “working according to the baselined requirements” does not negate the fact that it is still a “defect” to the CLECs.</p> <p>Terrie Hudson (BST) explained that these definitions are a result of our vendor contracts with our IT suppliers.</p>
	<p>ACTION ITEM (BELLSOUTH) – There needs to be a “common” definition of defects.</p> <p>ACTION ITEM (CLECs/BELLSOUTH) – Separate Defects from Expedites</p> <p>ACTION ITEM (CLECs/BELLSOUTH) – Segment response time based on the “severity” of the defect.</p>
	<p>Woody Roe (Albion-Connect) reemphasized that the CLECs do not want a “fix” several releases and versions later. He stated that he needs the fix to occur on the release that’s impacted or the current API, depending on severity.</p>
	<p>ACTION ITEM (BELLSOUTH) – Need “fixes” to occur on the current API that’s impacted.</p>

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<p>4. RELEASE MANAGEMENT MILESTONES (i.e., documentation, testing)</p>	<p>Woody Roe (Albion-Connect) discussed that there is a big need for standardizing the Release calendar to include the following:</p> <ul style="list-style-type: none"> • Dates of Releases • Rolling Release Schedule • Lifecycles identified for each release • Identify Documentation that is to be associated with each release <p>Terrie went on to explain that Business Rules drive the Requirements. Currently, user requirements are reviewed with the CLECs.</p> <p>Jill Williamson (AT&T) explained that there is a concern that the CLECs are being told to go through their Account Teams regarding requirements questions, and are not receiving the appropriate responses. She went on to clarify that in her opinion, Account Teams should be contacted for interpretation of current Business Rules, but all future enhancements and associated Business Rules should go through CCP.</p> <p>Terrie Hudson (BST) reemphasized that it is BellSouth's goal to provide firm Release milestones which should ensure that documentation is more timely.</p> <p>In addition, final documentation will continue to be posted 30 days prior to a Release.</p> <p>Terrie summarized by saying that BellSouth is working to provide for an improved structure for Release milestones and should communicate any changes as soon as they are discovered.</p>
	<p>ACTION ITEM (BELLSOUTH) – Provide BST Release Milestones and Communicate deliverables slippage.</p>

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<p>5. Change the format of the BellSouth Business Rules for Local Ordering (BBR-LO) guide.</p>	<p>Bill Grant (Telcordia) discussed the need for the implementation of a “matrix” format for the BBR-LO, similar to the way it was presented in an earlier Version 9A. Bill provided an example of this format and will send a “soft” copy to Change Control to provide to CLEC community for review. Bill explained that the current structure is not conducive to programming and coding work because it requires too much manual manipulation and translation.</p> <p>Kathy Rainwater (BST) expressed her concern that the CLECs may be using the Business Rules for coding and that is not what they are designed for. She explained that the Business Rules document should be used for “How to issue an LSR” , not to “code” from.</p> <p>Woody Roe (Albion-Connect) asked if there was a way for BellSouth to get the data elements and “matrix format” into a database for the CLECs to be able to manipulate more freely.</p> <p>Terrie Hudson (BST) asked if any CLECs would like to share or partner in the cost of a database solution for documentation. Woody Roe (Albion-Connect) stated that he thought he could make a serious case for sharing cost since his company would ultimately save money due to the extra work it is causing them to incur to translate the current document structure.</p> <p>Kathy Rainwater (BST) proposed that BellSouth leave the BellSouth Business Rules for Local Ordering (BBR-LO) in its current format, and start providing the User Requirements in the “matrix” format. In addition, Kathy also asked the CLEC’s if she should continue to pursue the change request that was submitted to CCP dealing with splitting up the documents into several documents.</p>
	<p>ACTION ITEM (BELLSOUTH) – Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for the document, preferably in a “matrix” format.</p>
<p>6. CODING CHANGES – 30 days is not sufficient time for CLECs to make coding changes. Need the Business Rules sooner. 30 days is sufficient for M&P changes only.</p>	<p>Terrie Hudson (BST) proposed to the CLECs that with the current Release 9.0, BellSouth will provide user requirements as soon as possible, however going forward, BellSouth will investigate providing “draft” requirements 90 days in advance and “Final” requirements 45 days prior to a Release.</p>
	<p>ACTION ITEM (BELLSOUTH) – BellSouth will investigate the possibility of providing “draft” requirements 90 days in advance and “Final” requirements 45 days prior to a Release.</p>

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<p>! ADDITIONAL TOPICS SUBMITTED BY AT&T.</p>	<ul style="list-style-type: none"> • CR0171 – AT&T’s marked up version of the CCP <p>Terrie Hudson (BST) suggested that the CLECs take this “marked up” version of the Process and come to a consensus and present back to the CCP.</p> <p>Jill Williamson (AT&T) will coordinate a meeting with the CLEC participants of Change Control to discuss the document.</p> <p>Tyra Hush (Worldcom) asked that BellSouth be a participant in this CLEC review meeting of the CCP document changes. Valerie Cottingham agreed that CCP would be represented in the review meeting.</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>
	<ul style="list-style-type: none"> • BellSouth’s use of the Change Control Process <p>Jill Williamson (AT&T) explained that she would like clarification on BellSouth’s view of the CCP process and how can the CLECs be ensured that BellSouth is following the process.</p> <p>Tyra Hush (Worldcom) also agreed with Jill’s concern and would like to ask BellSouth to share with the CLECs their internal processes vs. the external “published” process.</p> <p>Jill Williamson (AT&T) stated that the CLECs also need to understand how BellSouth develops their release schedule and what happens if the CLEC disagrees; how can that be resolved.</p>
	<p>ACTION ITEM (BELLSOUTH) – BellSouth will present its internal vs. external Change Control process at the next CCP Improvement Meeting.</p>
	<ul style="list-style-type: none"> • Process for inclusion of non-OBF standard requests <p>Jill Williamson (AT&T) explained that they need to know what is the procedures in developing the OBF vs. non-OBF standard.</p> <p>Tyra Hush (Worldcom) stated that there are many times when the CLECs do not want to wait till an issue gets OBF approval. There may be instances where an issue should be acted on and may go to OBF later.</p>
	<p>An additional concern was voiced by Quintessent that Terrie Hudson’s organization needs to have a contact to facilitate questions that come up during testing. (i.e, business rules interpretation) Terrie Hudson (BST) will consider ways to improve this process.</p>

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8. OTHER	Terrie Hudson (BST) announced that effective November 1, 2000, the Electronic Interface support group will move under her new organization along with the Testing Group
<u>SUMMARY OF ACTION ITEMS</u>	<ul style="list-style-type: none"> • BellSouth - Revision History should be attached to associated Carrier Notification Letters. • BellSouth - Determine who initiates a change request when identified by a CLEC and Account Team. • BellSouth - There needs to be a "common" definition of defects. • BellSouth/CLECs - Separate Defects from Expedites. • BellSouth/CLECs - Segment response time based on the "severity" of the defect. • BellSouth - Need "fixes" to occur on the current API that's impacted. • BellSouth - Provide BST Release Milestones and Communicate deliverables slippage. • BellSouth - Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for documentation, preferably in a "matrix" format. • BellSouth - Investigate the possibility of providing "draft" requirements 90 days in advance and "Final" requirements 45 days prior to a Release. • BellSouth - BellSouth will present its internal vs. external Change Control process at the next CCP Improvement Meeting. • 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.
NEXT MEETING - November 1, 2000	<p>Location: Crown/Ravinia Hotel, Atlanta Georgia</p> <p>9:00 AM EST - NOON - Room to be announced</p>

