OSS-84

Exhibit to the Rebuttal Testimony of Ron Pate
Public Service Commission of Kentucky
Case No. 2001-105
JULY 30, 2001

⊕ BELLSOUTH

February 21, 2001

CCP Process Improvement Meeting
MEETING MINUTES

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
CP PROCESS IMPROVEMENT 3ellSouth Center	iteve Hancock – Change Control Team	02/22/01

Participants/Attendees

PARTICIPANT	COMPANY	PARTICIPANT	COMPANY
Terrie Hudson	BST – NCS/CS	Rick Woodhouse	KPMG Consulting
Valerie Cottingham	BST – CCP	Graham Watkins	KPMG Consulting
Cheryl Storey	BST – CCP	Brian Rutter	KPMG Consulting
Steve Hancock	BST – CCP	Roxanne Perrywhite	Details Comm.
Brenda Files	BST - CCP	Donna Graham	Mantiss
Marva Goff	BST – Regulatory	Jane Hunter	Sprint
		Rae Dupraw	Mpower
Torrey Sanford	BST – NCS/CS	Sheriann Lively	NuVox
Meena Masih	BST – NCS/CS	Amanda Hill	Worldcom
Shamone Stapler	ITC/Deltacom	John Duffey	FL PSC
Tammy Swanson	Andersen Consulting	Anthony Zerillo	Birch Telecom
Mary Conquest	ITC/Deltacom	Kim Gillette-Hoskins	Quintessent
Stephanie Smith	dset	Rich Bobik	AT&T
Jay Bradbury	AT&T	Bill Grant	Telcordia
Marcia Lees	SBC Telecom	Colette Davis	Covad
Gloria Melvin	NuVox		

Meeting Information History

DATE	START TIME	END TIME
02/21/01	9:30 AM EST	4:00 PM EST

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

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MEETING PURPOSE

To continue discussion of CR0171 – Recommended Changes to the CCP document and to address outstanding action items.

Agenda Items	Discussion
. Opening & Welcome	BellSouth conducted introductions. Valerie Cottingham (BST) explained the role of the CCP Team to the participants. She emphasized that although CCP coordinates meetings and issues, our main purpose is to be the champion/advocate for the CLECs as it relates to CCP issues.
	Valerie also asked the CLECs how they would want to accept "changes to the process". Jay Bradbury (AT&T) requested that BellSouth continue with the process that was utilized in the recent balloting exercise because it provides an opportunity for all CLECs to comment. As a result of other CLEC comments, the CLEC consensus was to continue using the balloting process.
	BellSouth committed to the CLECs to have a ballot prepared and distributed to the CLECs within one (1) week of this meeting. Mary Conquest (ITC/Deltacom) volunteered to represent the CLEC community in assisting in the preparation and review of the ballot.
2. Proposed Release Management Packaging Process	Terrie Hudson (BST) presented the "draft" Internal Release Packaging Process.
	Mary Conquest (ITC/Deltacom) expressed concern that it appeared that the structure of the Executive Review Board would risk systems not being in sync due to separate organizations having input into developing the prioritization of work requests. Terrie Hudson (BST) explained that it is BellSouth's plan to keep all systems in sync and all system groups will be represented on this Board.
	Terrie also reiterated that this is a "draft" process and will be reviewed internally for concurrence and will be presented to BellSouth's IT vendors as what the CLECs are asking for.

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	Meena Masih (BST Release Manager) presented the "proposed" Release Cycles. A document was distributed to the participants outlining BellSouth's proposal for the different release types, including timelines and intervals. (Please reference attached "draft" proposal). This proposal has not been agreed upon internally. It's a proposed framework for handling release management going forward. Internal vendors are reviewing the proposed schedules. BellSouth requested input from the CLEC community.
	Meena explained that the proposed Industry Change Release Schedule is based on a 55-week cycle. The CLEC testbed is included in this cycle. A new TCIF is an example of an Industry change.
	Colette Davis (Covad) asked that clarification be provided to reflect that the objective would be to have a consensus between BellSouth and the CLECs by the end of the 8th week for the completion of business rule assessment.
	Terrie Hudson explained that for Industry changes, BellSouth wants to be able to "freeze" the scope at the 36th week for new functionality/features, and would ask the CLECs to provide a "buy-in" to help achieve this goal.
	Mary Conquest (ITC/Deltacom) pointed out that this cycle is based on 55 weeks, which is 3 weeks beyond a year. OBF typically puts out a new TCIF map yearly which would obviously impact this cycle. Terrie Hudson agreed and explained to the CLECs that ELMS 6 would be available on 09/2002. Because of the current timeframe surrounding ELMS 5, Terrie asked the CLECs to consider combing the two, similar to OSS'99.
	Bill Grant (Telcordia) asked that two columns be added to the "proposed" Release Schedule tables to reflect the number of weeks prior to production and the number of weeks prior to test date.
– BellSouth will add additional columns to the "Proposed Release Schedule" tables to reflect the number of weeks prior to production and the number of weeks prior to test date.	
	Bill Grant (Telcordia) asked that a bullet be added to the Major Release Schedule table to reflect the 30th week point to reflect "BellSouth User Acceptance Testing" begins. Also, where there is "UAT Testing" reflected – this will be changed to "BellSouth UAT Testing".
	Meena Masih (BST) stated that based on the definition of "minor" releases in the CCP document and the current timelines that are being proposed, the CLECs should indicate to BellSouth whether they want the test bed loaded for minor releases.

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	NEW ACTION ITEM (BELLSOUTH) - BellSouth will add "downtime" notification and general CLEC notification steps to the proposed "Maintenance Release Schedule".
	Comments were made by the CLECs that this presentation was very helpful in providing a better view of the "internal" Release Packaging process and requested that BellSouth also provide a similar presentation for the Step 3 process in a future meeting.
	A concern was raised with the proposed intervals regarding the number of releases that could be implemented in a year, what could be worked in parallel. Terrie asked the CLEC community to think about these proposed intervals and provide feedback through Change Control.
	NEW ACTION ITEM (BELLSOUTH) - BellSouth to document and provide a presentation of the Step 3 Internal Change Review Board process.
	Torrie Sanford (BST) addressed two CLEC test bed action items from the 01/17 and 01/18 user requirement meetings.
	Issue 0131-01 - Action Item: Address the exclusion of LENS and RoboTAG being supported by the CLEC Test bed.
	Status: Since both interfaces are developed through BST internal software development process, BellSouth will not test both LENS and RoboTAG in the Test Bed.
	Issue 0131-04 - Action Item: Provide clarification on what certification must be completed before use of the CLEC test bed. Also provide information on when BellSouth quality assurance testing is complete before moving to the test bed environment.
	Status: Certification is referencing "CLEC interface testing". This testing includes: a) Connectivity, b) Connectivity Application, c) Application, d) Syntax, and e) Validity.
	Torrie also distributed the Test bed implementation timeline which included CLEC Beta Testing (2 week period) beginning 04/07 – 04/20 (firm). The General Availability period will be 04/23 (Rel. 9.2 firm). Release 9.4 to be installed into the Test bed environment is tentatively scheduled for 6/30/01.
1. Review of CR0171	
	CCP Document Changes – Discussion and associated Action Items
	Consensus Items will appear on the attached ballot.

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	During the meeting, BellSouth explained to the CLECs that the Cycle Time for posting Type 1 System Outages would be modified to state that BellSouth would be posting an outage on the CCP website if the outage had not been corrected within 15 minutes. Currently the document reflects 20 minutes.
	This "language" has since been clarified and should now reflect the following:
	<u>CORRECTION</u>
	If System Outage is not resolved within 20 minutes, a notification will be sent to CLECs via email and posted to the web within 15 minutes of BellSouth's verification that an outage has taken place.
	Note: Currently the published document reflects that the posting will occur within 1 hour.
	<u>Release Management – step 4</u>
	The CLECs expressed their request for programming hours associated with each pending change request to better assist them in making a decision for prioritization.
	Meena Masih explained that this is proprietary information, however a metric will be created to assist in the sizing effort.
NEW ACTION ITEM (BELLSOUTH) – BellSouth will created a "proposed" metric to assist the sizing effort to better define Large, Medium & Small work efforts.	
NEW ACTION ITEM (BELLSOUTH) – BellSouth to revisit Step 7 – Types 2-5 providing a "target release date" for every prioritized change request.	
	Colette Davis (Covad) asked that the words, "best effort" be removed from the implementation cycle time for defects in Section 5.0. BellSouth explained that it's desire is to fix all defects as soon as possible, however there may be instances that are beyond BellSouth's control that substantiate the use of the words "best effort".

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	Discussion took place regarding Change Requests possibly not being implemented in priority order due to complexity, relationship between other change requests and other factors. Bill Grant requested that supporting documentation be provided if this occurs, also provide change request relationship dependencies. Collette Davis expressed concern and requested that the following sentences be removed from the proposed text, "Implementation decisions will remain within BellSouth's discretion, consistent with applicable law and regulatory authority and resource constraints. BellSouth will consider the prioritization in exercising this discretion."
	NEW ACTION ITEM (BELLSOUTH) – BellSouth will address "removing the last two sentences" from the last paragraph in Section 6 Part 4 – Developing and Approving Release Packages.
	BellSouth will send out "proposed language" for Section 9.0 – Change to the Process to the CLECs for review prior to it being included in the "official" voting ballot. The CLECs agreed.
	Valerie Cottingham suggested that since we've had five (5) Process Improvement meetings and made many changes to the process, we will continue to address outstanding issues at the end of our Monthly Status Meetings during the "Open Form".
	BellSouth agreed to maintain the "color-coded" working document to assure the CLECs that we will continue to address "open" items.
I. SUMMARY OF NEW ACTION ITEMS	• *BellSouth will add additional columns to the "Proposed Release Schedule" table to reflect the number of weeks prior to production and number of weeks prior to test date.*
	• *BellSouth will add "downtime" notification and general CLEC notification steps to the proposed "Maintenance Release Schedule".*
	• *BellSouth to document and provide a presentation of the Step 3 Internal Change Review Board process.*
	• *BellSouth will create a "proposed" metric to assist the sizing effort to better define Large, Medium & Small work efforts.*
	• *BellSouth will address "removing the last two sentences" from the last paragraph in Section 6 Part 4 – Developing and Approving Release Packages.*

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Agenda Items	Discussion
5. Status of Outstanding Actions Items rom 11-01, 12-07 and 01-10 Process mprovement Meetings	**ACTION ITEM**: (BELLSOUTH) Update on the evaluation of documentation needs for provisioning vs. requirements (coding). Investigate an electronic solution for documentation, preferably in a "matrix" format. Telcordia provided a "martrix" example to be considered as a guide. Status: OPEN. Sub-team meeting was held on 2/1/01 to address improvements to the BBR-LO. An update will be provided at the 2/28 Monthly Status Meeting.
	ACTION ITEM: (BELLSOUTH) Provide "draft" requirements 90 days in advance for minor enhancements to existing versions, and 180 days in advance for major release changes. Status: OPEN - BellSouth proposed a new Release Management Packaging Process that is under review for concurrence that includes this issue.
	ACTION ITEM: (BELLSOUTH) Communicate the time intervals that will need to occur for CLEC Test Environment requirements to be received by the CLECs in a timely manner. Status: CLOSED – Meetings held on 01-17 and 18 to review the CLEC Test Environment User Requirements.
	ACTION ITEM: (BELLSOUTH) Propose a process on how they would collectively evaluate a non-OBF standard request. Status: Meeting Consensus was obtained on recommended language and will be included on ballot.
	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. Status: OPEN – BellSouth proposed a new Release Management Packaging Process that is under review for concurrence that includes this issue.
	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". Status: OPEN - BellSouth proposed a new Release Management Packaging Process that is under review for concurrence that includes this issue.

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	ACTION ITEM: (BELLSOUTH) Investigate providing final user requirements for implementing a new TCIF map 120 days. Notification would be provided 240 days and draft requirements, 180 days. At 120 days, EDI and TAG specs will be provided. Status: OPEN - BellSouth proposed a new Release Management Packaging Process that is under review for concurrence that includes this issue.
	ACTION ITEM: (BELLSOUTH) Investigate adding "sub-team" guidelines – roles/responsibilities and the interaction with Change Control and the CLEC community. Status: CLOSED – BellSouth presented sub-team guidelines at the 02-21 meeting.
	ACTION ITEM: (BELLSOUTH) Add "language" to address all documentation changes, both non-system and system impacting, being provided at least 30 days prior to the CLEC test date with BST. Status: OPEN - BellSouth proposed a new Release Management Packaging Process that is under review for concurrence that includes this issue.
	ACTION ITEM: (BELLSOUTH) Investigate who will initiate the dispute resolution process when CLECs reach consensus and BellSouth objects to a change. Status: CLOSED – The CLECs will initiate the dispute resolution process.
	ACTION ITEM: (BELLSOUTH) Distribute ballots one (1) week from 1/10/01. Status: CLOSED – Ballots were distributed on 1/17/01.
	ACTION ITEM: (BELLSOUTH) Present overview of the CCP Internal Process. Status: CLOSED – Internal Release Packaging process was presented at the 02/21 meeting.
	ACTION ITEM: (BELLSOUTH) Page 42 – Investigate the note regarding "CLEC notification of documentation updates (non-system changes) will be posted five (5) business days in advance of documentation posting date" and determine if this statement needs to remain in this section. Status: CLOSED – This statement has been removed from the Defect section.

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	ACTION ITEM: (BELLSOUTH) Page 46 – Investigate what type of status information can be provided to original CLEC on High Impact Defects within a 24 hour timeframe.
	Status: CLOSED – BellSouth is committed to provide any validation details that are available within the 24 hour interval.
	ACTION ITEM: (BELLSOUTH) Provide additional information regarding the Internal Process (CRB) in Step 3 of Types 2-5 process flow.
	Status: OPEN – To be provided in the March Change Review meeting.
	ACTION ITEM: (BELLSOUTH) Page 41 – Determine when User Requirements can be presented to CLECs for expedited features.
	Status: CLOSED – This will be on a case-by-case basis due to the item being expedited.
	ACTION ITEM: (BELLSOUTH) Investigate if scenarios can be shared with CLECs for multiple releases.
	Status: OPEN - BellSouth proposed a new Release Management Packaging Process that is under review for concurrence which includes this issue.
	ACTION ITEM: (BELLSOUTH) Consider providing the scope for multiple releases for large items that are not scheduled for the next release.
	Status: OPEN – BellSouth proposed a new Release Management Packaging Process that is under review for concurrence which includes this issue.
	ACTION ITEM: (BELLSOUTH) Investigate Step 7 cycle time for Types 2-5, can it be changed to six (6) months prior to release date.
	Status: OPEN – BellSouth proposed a new Release Management Packaging Process that is under review for concurrence which includes this issue.
	ACTION ITEM: (BELLSOUTH) Replace "NLT" with "at least" throughout the document for clarification.
	Status: CLOSED – BellSouth replaced all "NLTs" throughout the document.
	ACTION ITEM: (BELLSOUTH) Section 6 – Part 3 (Prioritizing Change Requests) – Revisit – CLECs may choose to vote "no" on Change Requests that may negatively impact its business. If the majority of CLECs vote "no" on any certain Change Request, that request will not be prioritized.
	Status: CLOSED – Language has been added to document and will be balloted.

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	ACTION ITEM: (BELLSOUTH) Prepare language regarding the appeal process for the retirement of versions.
	Status: CLOSED – This issue was previously balloted.
	ACTION ITEM: (BELLSOUTH) Page 58 – Revisit escalation process – Type 6 High Impact Issues – Time and Turn around)
	Status: CLOSED – Language has been added to document and will be balloted.
	ACTION ITEM: (BELLSOUTH) Reclassified defects, bullet 3, determine if "BST" should remain in sentence.
	Status: CLOSED – BellSouth will remain in the sentence.
	ACTION ITEM: (BELLSOUTH) Address providing potential release package combinations prior to prioritization.
	Status: OPEN - BellSouth proposed a new Release Management Packaging Process that is under review for concurrence which includes this issue.
	ACTION ITEM: (BELLSOUTH) Section 9 – Changes to CCP – Revisit proposed changes.
	Status: OPEN – BellSouth will provide "language" to the CLECs for review prior to including on the voting ballot.
	ACTION ITEM: (BELLSOUTH) Investigate if Defect Steps 3 & 4 are worked in parallel or serial.
	Status: CLOSED – These are worked in parallel for determining the need for a workaround. Addt'l time may be needed for the development of a new workaround.
	ACTION ITEM: (BELLSOUTH) CCP to distribute notification regarding a meeting and conference bridge to be held on 2/1/01 to address improvements to the BBR-LO. A CLEC sub-team will meet in the PM to discuss with BellSouth.
	Status: CLOSED – Meeting notice distributed to sub-team on 1/16/01.
Next Meeting – February 28, 2001	Monthly Status Call – 10:30 AM – 12 Noon Eastern
	Conference Bridge will be provided in separate Email.

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