

## **H. Test Results: Trouble Analysis Facilitation Interface (TAFI) Documentation Evaluation (M&R-8)**

### **1.0 Description**

The objective of the Trouble Analysis Facilitation Interface (TAFI) Documentation Evaluation was to assess whether documentation provided by BellSouth adequately assists Competitive Local Exchange Carriers (CLECs) in understanding how to utilize the TAFI functions available to them.

KCI reviewed and analyzed BellSouth-provided documentation that CLECs use to interface and interact with the TAFI system for maintenance and repair activities. This evaluation assessed the structure, accuracy, completeness, availability, and ease-of-use of BellSouth's TAFI-related maintenance and repair documentation using a variety of operational analysis techniques. The test utilized records of observations from the M&R-1: TAFI Functional Test, TAFI documentation, and information collected during interviews with various CLEC and BellSouth users.

### **2.0 Methodology**

This section summarizes the test methodology.

#### *2.1 Business Process Description*

The TAFI application is a rules-based system that provides automated trouble receipt and screening functionality to both CLEC and BellSouth repair center users. TAFI serves as an interface to the various BellSouth maintenance and repair downstream systems (see Section VII, "M&R Overview" for a complete description of the downstream systems accessed by TAFI). The TAFI documentation evaluated in this test encompasses end-user training, reference, setup, and ongoing maintenance information.

Specific documents evaluated during KCI's initial review include the *CLEC TAFI End-User Training and User Guide*, which was used as an initial training guide as well as a reference tool, and the TAFI On-Line Help feature, which provides reference information to be used as a job aid.

During KCI's evaluation, BellSouth issued two new documents to replace the *CLEC TAFI End-User Training and User Guide*, (Issue 6, September 1998). These two documents are the *CLEC TAFI User Guide* ("User Guide"), (Issue 1, March 2000) and the *CLEC TAFI End-User Training Manual* ("Training Manual"), (Issue 1, March 2000). While the *User Guide* serves as both an initial training guide and as a reference tool, the *Training Manual* is a collection of training exercises intended for use in conjunction with the *User Guide* to provide new CLEC TAFI users with

practical training. Following the March release, BellSouth published three updated versions of the *User Guide* (Issue 2, April 2000, Issue 3, May 2000 and Issue 4, June 2000).

The test also evaluated the *Facility Based Activation Requirements Guide* (TAFI-related sections) that includes basic information regarding necessary hardware and software for TAFI's use.

## 2.2 Scenarios

Scenarios were not applicable to this test.

## 2.3 Test Targets & Measures

The test target was the documentation available to CLECs that is used to establish connectivity with, and exercise the functionality of, the TAFI system.

Sub-processes, functions, and evaluation criteria are summarized in the following table. The last column "Test Cross-Reference" indicates where the particular measures are addressed in section 3.1 "Results & Analysis."

**Table VII-8.1: Test Target Cross-Reference**

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
M&R Documentation	Document Structure and Format	Existence of structural elements Completeness of data	M&R-8-1-1 to M&R-8-1-5 M&R-8-2-1 to M&R-8-2-3 M&R-8-3-1 to M&R-8-3-2
	Document Content	Clarity of Information Completeness of data	M&R-8-1-6 to M&R-8-1-16 M&R-8-2-4 to M&R-8-2-6 M&R-8-3-3 to M&R-8-3-5
	Release Management	Existence and adequacy of the update process Availability of documentation Accuracy of documentation	M&R-8-1-34 to M&R-8-1-36 M&R-8-2-7 M&R-8-3-6
TAFI Interface	Trouble Reporting	Accuracy of documentation	M&R 8-1-1-17 to M&R 8-1-1-25
	Access to Test Capability	Accuracy of documentation	M&R 8-1-1-26
	Access to Downstream System Reports	Accuracy of documentation	M&R 8-1-1-27 to M&R 8-1-1-31
	Error Reports	Accuracy of documentation	M&R 8-1-1-32

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Trouble History	Accuracy of documentation	M&R 8-1-1-33

#### 2.4 Data Sources

The data collected for the test are summarized in the table below.

**Table VII-8.2: Data Sources for TAFI Documentation Evaluation**

Document	File Name	Location in Work Papers	Source
<i>CLEC TAFI End User Training and User Guide (Issue 6)</i>	No Electronic Copy	M&R-8-B	BLS
TAFI On-Line Help	No Electronic Copy	M&R-8-A-2	BLS
Carrier Notifications (TAFI related)	No Electronic Copy	M&R-8-A-3	BLS
<i>Facility Based Activation Requirements Guide</i>	No Electronic Copy	PMO-1-1	BLS
Evaluation Checklists	No Electronic Copy	M&R-8-A-5	KCI
Interview Summary of BLS Customer Service Associate	No Electronic Copy	M&R-8-A-6	KCI/BLS
Interview Summary of BLS Customer Service Associate	No Electronic Copy	M&R-8-A-7	KCI/BLS
Interview Summary of BLS Maintenance Administrator	No Electronic Copy	M&R-8-A-8	KCI/BLS
Interview Summary of BLS Maintenance Administrator	No Electronic Copy	M&R-8-A-9	KCI/BLS
Interview Summary of BLS Coach	No Electronic Copy	M&R-8-A-10	KCI/BLS
Interview Summary of BLS Manager	No Electronic Copy	M&R-8-A-11	KCI/BLS
Interview Summary of CLEC	No Electronic Copy	M&R-8-A-12	KCI
Interview Summary of CLEC	No Electronic Copy	M&R-8-A-13	KCI
Call Stats for On-Line Help	No Electronic Copy	M&R-8-A-14	KCI
Incident Report (Access Database)	No Electronic Copy	M&R-8-A-15	KCI
<i>CLEC TAFI User Guide (Issue 1)</i>	Clec101g.pdf	M&R-8-A-16	BLS
<i>CLEC TAFI User Guide (Issue 2)</i>	Clec_trn.pdf	M&R-8-A-16	BLS
<i>CLEC TAFI User Guide (Issue 3)</i>	Gtaff001.pdf	M&R-8-A-16	BLS
<i>CLEC TAFI End-User Training Manual (Issue 1)</i>	Manual.pdf	M&R-8-A-16	BLS

### *2.4.1 Data Generation/Volumes*

This test did not rely on data generation or volume testing.

### *2.5 Evaluation Methods*

KCI collected online and hard copies of the documents defined above, as available. Each of these documents was reviewed by KCI and tested against the evaluation criteria shown in Tables VII-8.3 – 8.5. Document reviews were performed with the aid of evaluation guides in order to identify and record any deficiencies. Similarly, relevant M&R documentation management processes were assessed against defined criteria. The content evaluation was based on information obtained during the M&R-1: TAFI Functional Test.

In addition to the TAFI documentation review, KCI conducted interviews with CLEC and BellSouth subject matter experts in order to provide additional input for this test.

### *2.6 Analysis Methods*

The TAFI Documentation Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth-Georgia OSS Evaluation. These evaluation criteria provide the framework of norms, standards, and guidelines for the TAFI Documentation Evaluation.

The data collected from the documentation reviews, CLEC and BellSouth interviews, and the M&R-1: TAFI Functional Test, were analyzed employing the evaluation criteria referenced above.

## **3.0 Results Summary**

This section identifies the evaluation criteria and test results.

### *3.1 Results & Analysis*

The results of this test are presented in the three tables below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

**Table VII-8.3: Evaluation Criteria and Results – CLEC TAFI User Guide and CLEC TAFI End-User Training Manual <sup>1</sup>**

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Document Structure and Format</i>			
M&R-8-1-1	The document version is indicated within each document and is clear throughout the document.	Satisfied	In both the <i>User Guide</i> and the <i>Training Manual</i> , the version number is noted on the cover page, as well as in the footer of each page.
M&R-8-1-2	The document provides cross-references and annotations within the document.	Satisfied	<p>Cross-references and annotations are contained throughout the <i>User Guide</i>. Examples can be seen on pages 56, 60, 87, 88, 101, 104, 107, 109, and 117. While these cross-references and annotations are present, four instances exist where references are made to information that will be covered "later" within the document. These references do not, however, provide the location of this information. Examples of this can be found on pages 85, 87, 98 and 100 of the <i>User Guide</i>. This deficiency does not significantly impede use of the document.</p> <p>The <i>Training Manual</i> provides cross-references to relevant sections of the <i>User Guide</i> as well as the On-Line Help.</p>
M&R-8-1-3	The document indicates document scope and purpose.	Satisfied	<p>A statement of purpose is located in the Introduction of both the <i>User Guide</i> and the <i>Training Manual</i> on page 2, Section 2.1.</p> <p>The scope for both documents is defined on page 2, Section 2.3 as covering "only the mechanics" of the TAFI application.</p>

<sup>1</sup> The analysis presented in Table VII-8.3: Evaluation Criteria and Results - *CLEC TAFI User Guide* and *CLEC TAFI End-User Training Manual* is based upon versions EP- Issue 3 May 2000 and EP-Issue 1 March 2000 respectively.

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-8-1-4	The document is logically organized (e.g., clear page numbering and section labeling, table of contents, glossary of terms, explanation of acronyms, etc.) and contains a statement of organization.	Satisfied	<p>The <i>User Guide</i> and the <i>Training Manual</i> each include a table of contents and a statement of organization. The <i>User Guide</i> also includes a glossary of terms and an explanation of acronyms. While the <i>User Guide</i> and the <i>Training Manual</i> both contain clearly labeled pages and sections, the <i>Training Manual</i> has inconsistent page numbering and header information. Neither document contains an index.</p> <p>The organization of the <i>User Guide</i> makes it difficult, in some circumstances, to locate all relevant information pertaining to particular functions in TAFI. For example, information for taking trouble reports is scattered throughout the manual. This deficiency does not significantly impede use of the document.</p>
M&R-8-1-5	The organization of the document is consistent with its intended use.	Satisfied	<p>The organization of both the <i>User Guide</i> and the <i>Training Manual</i> is consistent with their intended purposes.</p> <p>The <i>User Guide</i> is a support tool for end-user training and a reference guide for day-to-day operations. It contains screen prints, explanations, and examples as training support.</p> <p>The document contains a statement of organization, instructions on how to use it, a table of figures, and defined assumptions. However, the guide could contain elements, such as an index, that would assist the user in finding specific answers to questions. Although the document does not contain an index, the table of contents is sufficiently descriptive to facilitate end-user operation.</p> <p>The <i>Training Manual</i> is the "primary training vehicle to acquaint the CLEC user" with TAFI, and is "used in conjunction with the <i>User Guide</i> to assist in performing 'hands on' exercises using the training database." It contains a variety of exercises and</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			explanations that are organized in a manner that corresponds with the <i>User Guide</i> . It also contains sections that describe how to read it, how it is organized, and what assumptions are made.
<i>Document Content</i>			
M&R-8-1-6	The document describes user access of TAFI system(s).	Satisfied	<p>High-level instructions for accessing TAFI using LAN-to-LAN or Dial-Up connections are provided in Section 4, pages 22-27 of the <i>User Guide</i>. Detailed access instructions from the point where TAFI prompts the user for their UserID and password are provided in the same section.</p> <p>While this access information is described, detailed Dial-Up connectivity path information is not provided in the document. However, a process flowchart on page 207 describes the process for establishing initial CLEC TAFI access.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-8-1-7	The document has clear and accurate citations directing readers to relevant sources of additional information.	Satisfied	<p>Section 3.3, <i>Support Contacts</i>, of the <i>User Guide</i> contains toll-free contact numbers for the various BLS centers. Contact numbers are provided for the BellSouth Resale Maintenance Center (BRMC), the Digital Communications Service Center (DCSC), and the Unbundled Network Element (UNE) Center. The <i>User Guide</i> includes descriptive information and screen shots of the reference information provided in the TAFI On-Line Help. Additionally, the <i>User Guide</i> references the Call Guide pages in the BLS directory, which can be used as an additional resource for information on the feature usage.</p> <p>The <i>User Guide</i> does not, however, provide the phone number for the TAFI Help Desk.</p> <p>The <i>Training Manual</i> does include the toll free number for the BellSouth Resale Maintenance Center (BRMC) on page V. However, this document is not intended to be used after initial training.</p>
M&R-8-1-8	The <i>CLEC TAFI User Guide</i> clearly defines how to navigate the system(s).	Satisfied	<p>The <i>User Guide</i> provides sufficient information to assist user navigation of the TAFI application. Instructions are provided for the use of the following navigational tools: "more information" symbols, keystrokes needed to view the additional information, and function keys. Additionally, a chart of the function keys and their respective uses is provided.</p> <p>The <i>User Guide</i> provides an explanation of the different window types a user will encounter in the TAFI application, and the availability of hot keys and keyboard methods for selecting trouble categories.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-8-1-9	The <i>CLEC TAFI User Guide</i> defines data entry fields for creating, checking status of, modifying, managing, canceling, and closing trouble reports.	Satisfied	The <i>User Guide</i> contains information on creating, checking status of, managing, canceling and closing reports. Modifying a trouble report is covered only at a cursory level and is embedded within other segments. Screen prints are provided.
M&R-8-1-10	The <i>CLEC TAFI User Guide</i> explains acceptable formats for data fields.	Satisfied	The <i>User Guide</i> explains acceptable formats for most data fields. For example, the TN field format is defined on page 32, the New Commitment field format is defined on page 85, and the MTR field format is defined on page 90. Screen prints are provided for illustrative purposes.
M&R-8-1-11	The <i>CLEC TAFI User Guide</i> distinguishes between required and optional fields.	Satisfied	The <i>User Guide</i> defines those fields that are required on a screen-by-screen basis. Fields that are not indicated as required within the document are implied to be optional.
M&R-8-1-12	The <i>CLEC TAFI User Guide</i> defines possible options after data entry (i.e., save, send, cancel).	Satisfied	The <i>User Guide</i> describes possible options after data entry, including sending, canceling, backing up, and closing. No options were discussed for “save,” as this is not an available function in TAFI.
M&R-8-1-13	The <i>CLEC TAFI User Guide</i> describes expected system responses/outputs and response times.	Satisfied	The <i>User Guide</i> provides data on expected system responses/outputs via narrative, illustrative examples and screen prints. Appropriate system response times are provided, at an approximate level, only for diagnostic testing and for the processing of trouble reports.

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-8-1-14	The <i>CLEC TAFI User Guide</i> provides descriptions of error messages and possible steps for resolution.	Satisfied	A list of error and status messages is provided on pages 173-174 of the <i>User Guide</i> . For the error/status messages that are listed in the manual, definitions and steps for resolution are provided, with one exception (“No LMOS”). While the list is not comprehensive, it is extensive and contains the most commonly viewed messages. In addition, the text contained in most error messages provided by TAFI is sufficiently descriptive to allow for processing of trouble reports.
M&R-8-1-15	The <i>CLEC TAFI User Guide</i> describes the escalation process and provides contact information for out of the ordinary occurrences.	Satisfied	<p>The <i>User Guide</i> contains information describing the trouble ticket escalation procedure in TAFI.</p> <p>The <i>User Guide</i> also provides a variety of options for out of the ordinary occurrences. For example, a message on page 147 instructs the user to contact a subject matter expert (SME) to initiate a report to BLS for BOCRIS CSR data discrepancies. Pages 18 and 168 provide specific instructions for using TAFI to report troubles that are outside the scope of TAFI's capabilities. Page 195 describes an escalation sub-menu. Additionally, throughout the document, the user is reminded that the option exists to contact BLS to manually report troubles that are unable to be entered via TAFI.</p> <p>Users are provided with the description of the process for reporting system troubles in an attachment in Section 14.5 of the document.</p> <p>The <i>User Guide</i> does not, however, describe the handling of the trouble report once it has been "escalated." In addition, the document consistently advises TAFI users to call their SMEs (CLEC personnel who have attended one two-day training session) for all TAFI-related questions.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-8-1-16	The document contains information that is relevant to its intended audience.	Satisfied	The information contained in both the <i>User Guide</i> and the <i>Training Manual</i> is directed toward a CLEC audience, as indicated in Section 2.2, “Intended Audience.” Both documents address the CLEC in the explanations throughout. Additionally, the content in both documents is relevant to a CLEC with a few exceptions. The <i>User Guide</i> , in some places, contains descriptions of options that are used only by BLS TAFI users. These instructions are then followed by text boxes that provide corrections or clarifications intended for the CLEC user. In these cases, a description of the non-relevant options is provided in order to ensure completeness of the document. For example, page 92 of the document describes an employee- originated report. Following this description, a text box appears stating that this option is not relevant to a CLEC. While this information may be inconvenient for CLEC users, it does not impede their ability to properly execute the functions described in TAFI.
<i>Document Accuracy</i>			
M&R-8-1-17	<i>The CLEC TAFI User Guide</i> accurately explains how to create a trouble report using TAFI.	Satisfied	Accurate information pertaining to creating a trouble report is available, however, it is disseminated throughout the manual. For example, when the user searches the document table of contents for instructions on creating a trouble report, the listing that appears appropriate is "Taking Trouble Reports" starting on page 60. Initial instructions for this activity are instead found in the section titled “The TAFI Screen” on page 30, which is not an intuitive location. In addition, the document does not provide easy start-to-finish steps for taking trouble reports. The discussion of the Initial Trouble Entry window is

Test Cross-Reference	Evaluation Criteria	Result	Comments
			separated from the discussion of the Access and Commitments (A/C) window by 50 pages. The location of this information, however, does not impede the TAFI user's ability to accurately enter a trouble report.
M&R-8-1-18	<i>The CLEC TAFI User Guide</i> accurately explains how to modify a trouble report using TAFI.	Satisfied	Because "modify" is not a discrete function available in TAFI, formal instructions for modifying a trouble report are not clearly stated in a separate section. However, accurate instructions can be found in the Subsequent Report section of the <i>User Guide</i> . To modify a trouble report, a user needs to re-enter the TN into TAFI, thereby creating a subsequent report to incorporate any modifications. Edit rules used for modifying a trouble report in TAFI, however, differ from field to field and are not consistently described.
M&R-8-1-19	<i>The CLEC TAFI User Guide</i> accurately explains how to create a repeat trouble report using TAFI.	Satisfied	The <i>User Guide</i> implies, but does not specifically state, that TAFI creates a repeat trouble report by default if a trouble ticket is entered for a TN for which a trouble report has been created and closed in the last 30 days. A user is able to adequately infer this information.
M&R-8-1-20	<i>The CLEC TAFI User Guide</i> accurately explains how to create a subsequent trouble report using TAFI.	Satisfied	The <i>User Guide</i> states that TAFI creates a subsequent trouble report by default when a TAFI user enters a TN for which a pending trouble ticket exists. The <i>User Guide</i> contains accurate screen prints and instructions on how to process a subsequent report.
M&R-8-1-21	<i>The CLEC TAFI User Guide</i> accurately explains how to enter multiple trouble reports (MTR)s.	Satisfied	The information contained in the document accurately explains how to enter an MTR. However, the instructions provided are disorganized and lack complete, explicit, start-to-finish steps. Instead, the document begins with a broad description of the MTR steps and then simply lists a series of "Rules." It is from this list that a user can infer that when creating a

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>Parent, the link field should contain the Parent TN. A summary of the key points is provided at the end, and it is from this summary that a user will actually learn for the first time that the Parent TN should occupy the Link field in the initial trouble report screen for all associated trouble reports.</p> <p>While the instructions are less than adequate, and read independently, the prompts and informational messages provided by the TAFI application enrich the instructions and enable the user to enter the MTR appropriately.</p>
M&R-8-1-22	<p><i>The CLEC TAFI User Guide</i> accurately explains how to enter and retrieve trouble reports from the queue in TAFI.</p>	Satisfied	<p>Accurate instructions for entering and retrieving trouble reports from the queue exist in Section 8 of the <i>User Guide</i>. Automatic and manual placement methods, as well as the steps required for retrieving reports from the queue, are described.</p>
M&R-8-1-23	<p><i>The CLEC TAFI User Guide</i> accurately explains how to execute supervisor functions within TAFI.</p>	Satisfied	<p>Accurate step-by-step instructions to execute supervisor functions are provided in Section 13 of the <i>User Guide</i>. These include reviewing the queue and reassigning queued reports.</p> <p>The “finding orphans” and “reset user” supervisor sub-functions are, according to BLS, no longer applicable sub-functions in TAFI. They are, however, both still present within the TAFI queued reports display window. An explanation for each of these sub-functions, and why each is no longer relevant, is provided in the <i>User Guide</i> on page 201.</p>
M&R-8-1-24	<p><i>The CLEC TAFI User Guide</i> accurately explains how to close a trouble report using TAFI.</p>	Satisfied	<p>The <i>User Guide</i> gives step-by-step instructions for closing a trouble report using the Front-End Close Out (FECO) option, as well as the override option. It also states that because TAFI is a logic-driven system, TAFI will often automatically give a close recommendation, in response to which a user simply presses “enter” to accept.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-8-1-25	<i>The CLEC TAFI User Guide</i> accurately explains how to cancel a trouble report using TAFI.	Satisfied	The <i>User Guide</i> gives step-by-step instructions for canceling a trouble report using the override option. It also provides examples to illustrate each of the cancel reasons listed.
M&R-8-1-26	<i>The CLEC TAFI User Guide</i> accurately explains how to view port and loop-port test (MLT) results using TAFI.	Satisfied	The <i>User Guide</i> provides clear, accurate instructions on obtaining the MLT test results. In addition, it provides navigational aid and an example of a response.
M&R-8-1-27	<i>The CLEC TAFI User Guide</i> accurately explains how to retrieve a LMOS recent status report using TAFI.	Satisfied	The <i>User Guide</i> provides clear, accurate instructions for checking the status of a trouble and provides a written explanation of the response.
M&R-8-1-28	<i>The CLEC TAFI User Guide</i> accurately explains how to obtain BOCRIS customer line record information using TAFI.	Satisfied	The <i>User Guide</i> provides clear, accurate instructions for obtaining customer line information, and provides an example of a response.
M&R-8-1-29	<i>The CLEC TAFI User Guide</i> accurately explains how to obtain Predictor results using TAFI.	Satisfied	The <i>User Guide</i> provides clear, accurate instructions for obtaining Predictor results and provides an example of a response.
M&R-8-1-30	<i>The CLEC TAFI User Guide</i> accurately explains how to view Display Line Record (DLR) information using TAFI.	Satisfied	The <i>User Guide</i> provides clear, accurate instructions for obtaining the DLR information and provides an example of a response.
M&R-8-1-31	<i>The CLEC TAFI User Guide</i> accurately explains how to view Service Order Communications System (SOCS) pending order information using TAFI.	Satisfied	The method for retrieving SOCS pending order information is the same as that for retrieving any report located in the "additional data" window. This method, while not specifically detailed for retrieving SOCS pending order information, is clearly described in the <i>User Guide</i> for other features located in this section.  A detailed explanation regarding the circumstances under which a pending order can be viewed, however, is not

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>provided in the SOCS pending order section. Instead, limited information pertaining to this is provided in Section 4.2.4, <i>User Validation</i>, although no cross-reference is provided.</p> <p>Thus, while the <i>User Guide</i> does not specifically provide clear instructions for obtaining the SOCS pending order information, the user can deduce how to obtain the information.</p>
M&R-8-1-32	<p>The <i>CLEC TAFI User Guide</i> accurately explains how to view and re-send transactions that incurred host request errors using TAFI.</p>	Satisfied	<p>Pages 155-156 of the <i>User Guide</i> provide accurate instructions for viewing and re-sending transactions that incurred host request errors.</p> <p>During initial testing, while re-sending the transactions according to the directions in the prior <i>User Guides</i> (page 238 of Issue 6 and page 150 of Issue 1), a message appeared stating that the host could not be reset. KCI was returned to the trouble report screen with no evidence that a transaction had occurred. In all cases, KCI was able to press the 'enter' key and the reports were processed. It was unclear as to whether this was a functionality issue or a documentation issue. As a result, KCI issued Exception 11.</p> <p>BLS responded that, "If the error was due to some transient communications problem, the user may see a failure to re-send and then TAFI operates properly on the next attempt." Evaluation of this explanation in comparison to the test results showed that this description is consistent with KCI's experience.</p> <p>Retest activities showed that a more complete explanation surrounding host request errors is now provided in Issue 3 of the <i>User Guide</i>. In addition to an explanation regarding the potential for unusual results, options are provided to users should they continue to receive host request errors.</p> <p>See Exception 11 for additional</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			information on this issue. This exception is closed.
M&R-8-1-33	<i>The CLEC TAFI User Guide</i> accurately explains how to retrieve trouble history using TAFI.	Satisfied	The <i>User Guide</i> provides clear, accurate instructions for retrieving trouble history and provides an example of a response.
<i>Release Management</i>			
M&R-8-1-34	Procedures exist for the distribution of TAFI, the <i>CLEC TAFI User Guide</i> , and the <i>CLEC TAFI End-User Training Manual</i> .	Satisfied	Both documents are to be provided to CLECs at the time that they attend TAFI training. They are also posted on the interconnection Web site at <a href="http://www.interconnection.bellsouth.com/guides/guides_p.html">http://www.interconnection.bellsouth.com/guides/guides_p.html</a> , which can be accessed by all CLECs.
M&R-8-1-35	Procedures exist for the distribution of updates for the <i>CLEC TAFI User Guide</i> and the <i>CLEC TAFI End-User Training Manual</i> .	Satisfied	<p>Adequate procedures exist for the distribution of updates for the <i>User Guide</i> and the <i>Training Manual</i>. Additionally, formal procedures exist to distribute TAFI software release documentation updates to CLECs.</p> <p>KCI's initial review of the procedures for distributing updates revealed that a difference existed in the availability of TAFI software release documentation updates for CLECs, as compared to those provided for BLS's own retail operations.</p> <p>TAFI software release change packets, describing modifications in functionality, were made available for internal BLS use only. These same updates did not appear in the <i>CLEC TAFI End-User Training and User Guide</i> (Issue 6). As a result of this, KCI issued Exception 6.</p> <p>Exception resolution discussions with BLS have resulted in a commitment stating that for all future major TAFI releases, an updated version of the <i>User Guide</i> will be provided on the interconnection Web site. A Carrier Notification will precede the new release by 30 days, outlining the software changes that are CLEC</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>impacting. In addition, all release changes will be detailed in the TAFI On-Line Help. For minor release changes, details will be provided to CLECs via Carrier Notifications as well as within the On-Line Help.</p> <p>Re-testing activities have shown that:</p> <ul style="list-style-type: none"> <li>• A carrier notification was posted on 3/13/00 describing the system changes being made to TAFI R2000.2 and announcing the release date of R2000.2 as 3/26/00. In the future, BLS has stated that there will be a 30-day notification as detailed in the change control process. In addition, user notes describing the changes made to TAFI for all versions from R99.1 - R2000.2.0.1 were included within the TAFI application (R2000.2) in the TAFI On-Line Help (User Note section).</li> <li>• The <i>CLEC TAFI User Guide</i> (Issue 1, March 2000 and Issue 2, April 2000) has been updated to reflect the functions and features of TAFI software version R2000.1. The function or feature changes between R2000.1 (March) and R2000.2 (April) that would require specific editing of the <i>CLEC TAFI User Guide</i> are few and quite minor (three additional sub-menu options that have been added). These changes are detailed in the User Notes section available in the On-Line Help. Thus, the information contained in the <i>CLEC TAFI User Guide</i> (Issue 2, April 2000), supplemented by the User Notes, is appropriate.</li> </ul> <p>A second issue involves the consistency of the <i>User Guide</i> across media formats as updates are made. During initial testing KCI found that although both</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>the CLEC <i>TAFI End-User Training and User Guide</i> and the guide available online were marked as Issue Six, September 1998, discrepancies existed between the two documents. Specifically, formatting changes had been made throughout the online version, including differences in section numbering, the "Setting Up Dials" section has been removed, and typographical errors had been introduced into the online version. BLS responded that they would ensure that " page references, page formats, section numbering, revision history, etc. are consistent between the on-line and hard copy documents." Further discussions with BLS revealed that in the past, the <i>User Guide</i> was provided to the Webmaster in Microsoft Word for publication. Edits were made to the document by the Webmaster, resulting in the inconsistencies noted above. Retest activities have shown that BLS has published a new user guide titled <i>CLEC TAFI User Guide</i> (Issue 3, May 2000). This user guide was published using a PDF format provided to the Webmaster by the <i>User Guide</i> creator. BLS has stated that PDF files will be the standard over Word from this point forward. See Exception 6 for additional information on this issue. Exception 6 is closed.</p>
M&R-8-1-36	Responsibilities and procedures for developing, updating, and correcting the <i>CLEC TAFI User Guide</i> are clearly defined.	Satisfied	A formal, documented process has been defined for the maintenance of the <i>CLEC TAFI User Guide</i> . This process includes a series of steps such as an internal update by the SME, a comparison of the document against a detailed quality control checklist, and a review by an external SME (the instructors of the CLEC TAFI training course). The external SME is scheduled to review the documentation for errors

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>and general feedback prior to its posting on the Web site.</p> <p>BLS has also stated that the Release Notes (which are now provided in the On-Line TAFI Help section) will be the primary source for documentation updates. These Release Notes will serve as the detail for all minor TAFI releases while for all future major TAFI releases, an updated <i>User Guide</i> will be provided. Additionally, screen prints within the manual will be updated only if new user information is provided on the given screen (other than changes in the release level label).</p>

**Table VII-8.4: Evaluation Criteria and Results – TAFI On-line Help**

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Document Structure and Format</i>			
M&R-8-2-1	TAFI On-Line Help is logically and consistently organized.	Satisfied	<p>Most lists contained in the Phone List and Features sections of the On-Line Help are organized alphabetically, geographically, and/or numerically.</p> <p>The Maintenance Plan section is organized alphabetically. However, within the maintenance plans, the information provided is unclear and difficult to follow.</p> <p>The section labeled ‘TAFI Help’ does not provide help with the use of the TAFI application. It contains a collection of miscellaneous information. These qualifications do not significantly impede the use of TAFI Help.</p>
M&R-8-2-2	The organization of the TAFI On-Line Help is consistent with its intended use as described by the CLEC <i>TAFI End-User Training and User Guide</i> .	Satisfied	<p>The TAFI On-Line Help is intended to be used as a reference tool.</p> <p>Adequate reference information under specific titles such as phone lists, feature aids, and maintenance plans is provided. However, while the TAFI Help section does contain job aid</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			information, the data listed under this heading is not logically mapped to the title.
M&R-8-2-3	TAFI On-Line Help text is presented in a clearly understandable manner.	Satisfied	Typographical and grammatical errors were found throughout the On-Line Help. In two sections, the text extends beyond the boundaries of the window and cannot be read in its entirety. These issues do not, however, substantively impede a CLEC TAFI user's ability to operate the tool.
<i>Document Content</i>			
M&R-8-2-4	TAFI On-Line Help provides the information required to navigate/utilize the TAFI interface.	Satisfied	A navigational aid for the TAFI application is provided within the On-Line Help section.
M&R-8-2-5	The content of the TAFI On-Line Help is consistent with its intended use as described by the <i>CLEC TAFI End-User Training and User Guide</i> .	Satisfied	<p>The TAFI On-Line Help is intended to be used as a reference tool. However, while this document is described in detail in the <i>CLEC TAFI End-User Training and User Guide</i>, the content has not been developed with CLEC users in mind.</p> <p>The information provided under the Phone List heading contains additional reference information for a customer service representative.</p> <p>The information provided under the Features heading contains reference information.</p> <p>The Application Overview contains a description of the application but no job aid information.</p> <p>The Maintenance Plans section contains plan information, labor charges, and relevant technical definitions.</p> <p>The TAFI Help section contains miscellaneous job aids. Some information contained in this section is BLS-specific but is not labeled as such. Specifically, the Backtalk Section is relevant only to BLS employees. It is a</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			mechanized "load scrubbing" system that draws only BLS customer trouble tickets. These issues do not significantly impede the use of TAFI Help.
M&R-8-2-6	The components of the TAFI On-Line Help contain accurate information.	Satisfied	<p>There are five components of TAFI On-Line Help: Phone Lists, TAFI Overview, Maintenance Plans, Features, and TAFI Help. Upon initial examination, KCI identified a number of issues across these components.</p> <p>Phone Lists: 143 numbers contained in these lists were examined. Of the 143, 27% were incorrect. While many of the phone numbers contained in the On-Line Help are incorrect, this does not negatively affect the CLEC community, as the majority of the listings are for internal BLS use and are thus rarely used by CLECs.</p> <p>TAFI Overview: This information is accurate.</p> <p>Features: This information is accurate.</p> <p>TAFI Help:</p> <ul style="list-style-type: none"> <li>• Backtalk- This information is from 1995 and is BLS-specific as it deals with the internal call routing process to Customer Service Associates (CSAs) and to an automated response system.</li> <li>• Password- This section outlines the process for changing the password in three different LMOS systems (to which a CLEC has no access), in IMS Security, and in TAFI. While this process is accurate for BLS employees, CLECs' passwords are only changed in TAFI production and backup.</li> </ul> <p>KCI identified these deficiencies to BLS. BLS responded that all of the TAFI Help text files were to be reviewed for errors and corrected in Release 2000.4.</p> <p>KCI reviewed Release 2000.4 and</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>determined that the significant issues have been addressed by BLS, including:</p> <ul style="list-style-type: none"> <li>Each of BLS's reference telephone number providers has reviewed its current contribution and provided updated information in order to rectify the inaccurate information. BLS also removed the 900 Number Lookup Table from TAFI On-Line Help since, after consultation, it was discovered that it is no longer required by the CLEC community.</li> <li>TAFI Help Backtalk and Password language additions make the documents more clear to CLECs.</li> </ul>
<i>Release Management</i>			
M&R-8-2-7	Responsibilities and procedures for developing, updating, and correcting the TAFI On-Line Help are clearly defined.	Satisfied	Ownership of the On-Line Help is formally assigned to the Network Systems Support organization, which is responsible for correcting and updating existing files as well as evaluating and maintaining all future submissions for format and content. Additionally, for each major TAFI release, this group will audit existing On-Line Help content for relevance and accuracy and delete or update as appropriate.

**Table VII-8.5: Evaluation Criteria and Results – Facility Based Activation Requirements**

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Document Structure and Format</i>			
M&R-8-3-1	The <i>Facility Based Activation Requirements Guide</i> is logically organized (e.g., clear page numbering and section labeling, table of contents, glossary of terms, explanation of acronyms, etc.) and	Satisfied	The document is logically organized with clear page numbering and section labeling, a table of contents, a glossary of terms and an explanation of acronyms. It does not contain an index or a statement of organization.

Test Cross-Reference	Evaluation Criteria	Result	Comments
	contains a statement of organization.		
M&R-8-3-2	<i>The Facility Based Activation Requirements Guide</i> clearly describes document purpose.	Satisfied	The document purpose is stated on page xiii.

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Document Content</i>			
M&R-8-3-3	The <i>Facility Based Activation Requirements Guide</i> has clear and accurate citations directing readers to relevant sources of additional information.	Satisfied	The numbers provided in the Resources and Contact Information Section are accurate. Numbers are provided for the BLS CLEC Line, BLS CLEC Registration Office, LCSC, DCSC, RMC, and for Provisioning and Maintenance in Birmingham and Atlanta.
M&R-8-3-4	The TAFI information contained within the <i>Facility Based Activation Requirements Guide</i> is correct.	Satisfied	The <i>Facility Based Activation Requirements Guide</i> contains basic hardware and software requirements for TAFI activation. KCI compared this information, provided on pages 26 and 30, against the hardware and software used by KCI to establish connectivity to TAFI, and verified it to be accurate.
M&R-8-3-5	The TAFI information contained within the <i>Facility Based Activation Requirements Guide</i> is in line with the document purpose.	Satisfied	The purpose of the <i>Facility Based Activation Requirements Guide</i> is to "provide potential or new Competitive Local Exchange Carriers (CLECs) a comprehensive tour of the requirements involved for activation with BLS as a CLEC."  This document provides the basic hardware and software requirements for TAFI activation, which is in line with the above stated purpose.
<i>Document Availability</i>			
M&R-8-3-6	The <i>Facility Based Activation Requirements Guide</i> is made readily available.	Satisfied	This document is available online at the BLS interconnection site at <a href="http://www.interconnection.bellsouth.com/guides/guides_p.html">http://www.interconnection.bellsouth.com/guides/guides_p.html</a> .