

B. Test Results: Pre-Ordering Performance Measures Evaluation (PRE-2)

1.0 Description

The Pre-Ordering Performance Measures Evaluation (PRE-2) involved Calculation and Reporting Validation for the pre-order Service Quality Measurements (SQMs) produced by BellSouth. Unlike the performance measures in other categories, neither of the measures in the pre-order category were defined in a manner such that BellSouth would produce data, or report SQM values, at the individual Competitive Local Exchange Carrier (CLEC) level. Therefore, Data Comparison was not part of the evaluation for the pre-order category. The activities undertaken to execute Performance Measures Evaluation are described in Section III-F, "Performance Measures Evaluation Overview."

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

The process description for metrics data processing and reporting at BellSouth is contained in Section III-F, "Performance Measures Evaluation Overview."

2.2 Scenarios

Scenarios were not applicable to this test.

2.3 Test Targets & Measures

The test target for Calculation and Reporting Validation is the set of values reported by BellSouth for pre-ordering Service Quality Measurements (SQMs). 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 IV-2.1: Test Target Cross-Reference

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Average OSS Response Time and Response Interval ¹	RSAG – Address RSAG – TN ATLAS COFFI DSAP HAL P/SIMS OASIS	BLS reports are correctly disaggregated and complete.	PRE-2-1-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	PRE-2-1-2
OSS Interface Availability ¹	Not disaggregated	BLS reports are correctly disaggregated and complete.	PRE-2-2-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	PRE-2-2-2

2.4 Data Sources

The data collected for the Pre-Ordering Performance Measures Evaluation are summarized in the table below.

Table IV-2.2: Data Sources for Pre-Ordering Performance Measures Evaluation

Document	File Name	Location in Work Papers	Source
Response Raw Data by month (October 1999), Data Dictionary, Server Listing, System Listing – BLS and CLEC Proprietary	Response data for October 1999.xls	PRE-2-A-3	BLS – Interconnection Operations – CLEC Performance Measurements
Response Raw Data by month (December 1999), Data Dictionary, Server Listing, System Listing – BLS and CLEC Proprietary	Pre-Ord OSS Response Intvl.xls	PRE-2-A-3	BLS – Interconnection Operations – CLEC Performance Measurements
October 1999 OSS Response Time report – BLS and CLEC	OSS_Response_Time_Interval_101999.xls	PRE-2-A-1	BLS – Interconnection Operations – CLEC

¹ This SQM is reported only for the CLEC aggregate and is not specific to the KCI test CLEC.

Document	File Name	Location in Work Papers	Source
Proprietary			Performance Measurements
December 1999 OSS Response Time report – BLS and CLEC Proprietary	DECOSSRESP.xls	PRE-2-A-1	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 OSS Interface Availability raw data – BLS and CLEC Proprietary	KPMG1_18.xls	PRE-2-A-10	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 OSS Interface Availability report – BLS and CLEC Proprietary	OSS Interface Availability SQM.txt	PRE-2-A-8	BLS (PMAP Web site)
Memorandum of November 2, 1999 – Audit Data for KCI – BLS and CLEC Proprietary	AUDITK~1.DOC	PRE-2-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
Mapping of Components to Applications – BLS and CLEC Proprietary	AVRP1099.xls	PRE-2-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
Mapping of Components to Applications – BLS and CLEC Proprietary	AVRP109R.xls	PRE-2-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
10/22/99 Georgia SQM documentation – BLS and CLEC Proprietary	No Electronic copy	PMR-A-9	BLS (PMAP Web site)
May 2000 Georgia SQM documentation – BLS and CLEC Proprietary	No Electronic copy	PMR-A-11	BLS (PMAP Web site)
KCI – Pre-ordering - Evaluation and Results Table – Performance Measures Evaluation – BLS and CLEC Proprietary	Table IV-2.3.doc	PRE-2-A-15	KCI
KCI – Pre-ordering - Evaluation and Results Table – Performance Measures Evaluation - References – BLS and CLEC Proprietary	Table IV-2.3wp.doc	PRE-2-A-16	KCI

2.4.1 Data Generation/Volumes

The data for this test are the pre-order-related SQM values reported by BellSouth for the CLEC aggregate.

2.5 Evaluation Methods

The Evaluation Methods for the Performance Measures Evaluation tests are described in Section III-F, "Performance Measures Evaluation Overview."

2.6 Analysis Methods

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

The data collected 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 table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

Table IV-2.3: PRE-2 Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Average OSS Response Time and Response Interval</i>			
PRE-2-1-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation in the May 2000 Georgia SQM documentation.
PRE-2-1-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, the KCI-calculated SQM values did not agree with BLS-reported values for the DSAP system/TAG server. After it was discovered that BLS had reported these values in error on the SQM report,

Test Cross-Reference	Evaluation Criteria	Result	Comments
			BLS provided KCI with an updated SQM report for which KCI matched all reported values, including those for the DSAP system/TAG server. KCI was also provided with an additional month of data and reports. For this month (December 1999), the SQM value calculated by KCI at each level of disaggregation matched the corresponding value reported by BLS. See Exception 45 for additional information on this issue. Exception 45 is closed.
<i>OSS Interface Availability</i>			
PRE-2-2-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation in the May 2000 Georgia SQM documentation. No disaggregation is required by the SQM guidelines, but BLS disaggregates SQM values by application.
PRE-2-2-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	<p>The SQM value calculated by KCI at each level of disaggregation matched the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.</p> <p>Initially, the KCI-calculated SQM values did not agree with BLS-reported values for CLEC TAG and LEO Mainframe. Exception 46 was issued. However, BLS clarified the computation instructions for the CLEC TAG application, and provided a new mapping of components to the LEO Mainframe application. KCI then determined that the updated KCI-calculated SQM values agreed with the BLS-reported SQM values exactly. See Exception 46 for additional information on this issue. Exception 46 is closed.</p>