E.   Change Management (CM)

This section provides a summary of the Change Management (CM) domain testing activities.   For more information on planned testing, refer to Section VIII: *Change Management Practices Review* in the *Master Test Plan.* For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section VIII: *Change Management Domain Results and Analysis* in this document.

1.0   CM-1: Change Management Practices Review

This section provides a summary of the CM-1: Change Management Practices Review.

1.1   Objective

The objective of this test was to evaluate overall policies and practices for managing changes to the procedures and Operational Support Systems (OSS) necessary for establishing and maintaining effective operations between BellSouth and Competitive Local Exchange Carriers (CLECs).

1.2   Evaluation Methods

This evaluation encompassed a review of BellSouth's *Electronic Interface Change Control Process (EICCP),* relevant change control documents, and established process flows. Interviews were conducted with BellSouth personnel responsible for change management, release management, documentation, Carrier Notifications (CNs), and systems and processes for internal change control.

1.3   Analysis Methods

The data collected from the Change Management Practices Review were analyzed, and the results were assessed employing test-specific evaluation criteria.

1.4   Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-E.1: CM-1: Change Management Practices Review – Summary Results

Evaluation Criteria – Satisfied	
CM-1-1-1	Change management process responsibilities and activities are clearly defined.
CM-1-1-2	Essential elements of the change management process are in place and adequately documented.
CM-1-1-3	The change management process has a framework to evaluate, categorize, and prioritize proposed changes.
CM-1-1-4	The change management process includes procedures for allowing input from all interested parties.

Evaluation Criteria – Satisfied	
CM-1-1-5	The change management process has clearly defined and reasonable intervals for considering and notifying customers about proposed changes.
CM-1-1-6	Documentation regarding proposed changes is distributed on a timely basis.
CM-1-1-7	Procedures and systems are in place to track information such as descriptions of proposed changes, key notification dates, and change status.
CM-1-1-8	Criteria are defined for the prioritization system and for severity coding.