

## D. Maintenance & Repair (M&R)

This section provides a summary of the Maintenance & Repair (M&R) domain testing activities. For more information on planned testing, refer to Section VII: *Maintenance and Repair Test* 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 VII: *Maintenance and Repair Domain Results and Analysis* in this document.

### 1.0 M&R-1: TAFI Functional Evaluation

This section provides a summary of the M&R-1: TAFI Functional Evaluation.

#### 1.1 Objective

The objective of this test was to validate the existence of Trouble Administration Facilitation Interface (TAFI) trouble reporting and screening functionality for telephone number-assigned Unbundled Network Elements (UNE) customers in accordance with the Competitive Local Exchange Carrier (CLEC) TAFI End User Training and User Guide.

#### 1.2 Evaluation Methods

This test cycle was executed in BellSouth's production environment by exercising a defined set of TAFI functions associated with trouble management activities against test bed accounts. Scenarios testing these functions were executed both via a LAN-to-LAN connection and via dial-up access in order to evaluate differences in system response times associated with the methods of access.

#### 1.3 Analysis Methods

The data collected from the TAFI Functional Test 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-D.1: M&R-1: TAFI Functional Test – Summary Results**

Evaluation Criteria – Satisfied	
M&R-1-1-1	The user is able to enter a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-2	The user is able to modify a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-3	The user is able to create a repeat report using TAFI and receive a satisfactory response.
M&R-1-1-4	The user is able to create a subsequent report using TAFI and receive a satisfactory response.

M&R-1-1-5	The user is able to enter multiple trouble reports (MTRs) using TAFI and receive a satisfactory response.
M&R-1-1-6	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive a satisfactory response.
M&R-1-1-7	The user is able to execute supervisor functions within TAFI and receive a satisfactory response.
M&R-1-1-8	The user is able to close a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-9	The user is able to cancel a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-10	The user is able to conduct a port and loop-port test (Mechanized Loop Tests [MLT]) using TAFI and receive a satisfactory response.
M&R-1-1-11	The user is able to view port and loop-port test (MLT) results using TAFI and receive a satisfactory response.
M&R-1-1-12	The user is able to retrieve a LMOS recent status report and receive a satisfactory response.
M&R-1-1-13	The user is able to obtain customer line record information (BOCRIS CSR) using TAFI and receive a satisfactory response.
M&R-1-1-14	The user is able to obtain Predictor results using TAFI and receive a satisfactory response.
M&R-1-1-15	The user is able to view Display Line Record (DLR) information using TAFI and receive a satisfactory response.
M&R-1-1-16	The user is able to view SOCS pending order information using TAFI and receive a satisfactory response.
M&R-1-1-17	The user is able to view and resend transactions that incurred host request errors using TAFI and receive a satisfactory response.
M&R-1-1-18	The user is able to retrieve trouble history using TAFI and receive a satisfactory response.
M&R-1-2-1	The user receives timely responses when entering and retrieving trouble reports from the queue in TAFI.
M&R-1-2-2	The user receives timely responses when executing TAFI supervisor functions.
M&R-1-2-3	The user receives timely responses from the MLT test.
M&R-1-2-4	The user receives timely responses when retrieving a LMOS recent status report using TAFI.
M&R-1-2-5	The user receives timely responses when obtaining customer line record information using TAFI.
M&R-1-2-6	The user receives timely responses when obtaining Predictor results using TAFI.
M&R-1-2-7	The user receives timely responses when retrieving DLR information using TAFI.
M&R-1-2-8	The user receives timely responses when retrieving SOCS pending order information using TAFI.
M&R-1-2-9	The user receives timely responses when retrieving trouble history using TAFI.
M&R-1-3-1	TAFI is a user-friendly system for creating trouble reports.
M&R-1-3-2	TAFI is a user-friendly system for modifying trouble reports.

M&R-1-3-3	TAFI is a user-friendly system for creating repeat reports.
M&R-1-3-4	TAFI is a user-friendly system for creating subsequent reports.
M&R-1-3-5	TAFI is a user-friendly system for entering multiple trouble reports (MTR).
M&R-1-3-6	TAFI is a user-friendly system for entering and retrieving trouble reports from the queue.
M&R-1-3-7	TAFI is a user-friendly system for executing supervisor functions.
M&R-1-3-8	TAFI is a user-friendly system for closing trouble reports.
M&R-1-3-9	TAFI is a user-friendly system for canceling trouble reports.
M&R-1-3-10	TAFI is a user-friendly system for initiating port and loop-port tests.
M&R-1-3-11	TAFI is a user-friendly system for viewing port and loop-port test results.
M&R-1-3-12	TAFI is a user-friendly system for retrieving a LMOS recent status report.
M&R-1-3-13	TAFI is a user-friendly system for obtaining customer line record information.
M&R-1-3-14	TAFI is a user-friendly system for obtaining Predictor results.
M&R-1-3-15	TAFI is a user-friendly system for viewing DLR information.
M&R-1-3-16	TAFI is a user-friendly system for viewing SOCS pending order information.
M&R-1-3-17	TAFI is a user-friendly system for viewing and resending trouble reports that incurred host request errors.
M&R-1-3-18	TAFI is a user-friendly system for retrieving trouble history.
M&R-1-3-19	TAFI is a user-friendly system for handling non-designed UNE M&R issues.

## **2.0 M&R-2: ECTA Functional Evaluation**

This section provides a summary for the M&R-2: ECTA Functional Evaluation.

### **2.1 Objective**

The objective of this test was to validate the existence of Electronic Communication Trouble Administration (ECTA) trouble reporting and screening functionality for both telephone number assigned and circuit identified UNE customers in accordance with BellSouth's published specifications.

### **2.2 Evaluation Methods**

In order to accomplish this objective, KCI executed a test cycle by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts. The functional elements targeted by this test included access to test capabilities, trouble report entry, query and receipt of trouble report status information, modification and addition of information to trouble reports, and cancellation/closure of trouble reports. In addition, error conditions were included to assess the ECTA Gateway's response to incorrect information. The ECTA Functional Test was conducted against BellSouth's production environment system.

### 2.3 Analysis Methods

The data collected from the ECTA Functional Test were analyzed, and the results were assessed employing test-specific evaluation criteria.

### 2.4 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-D.2: M&R-2: ECTA Functional Test – Summary Results**

Evaluation Criteria – Satisfied	
M&R-2-1-1	The user is able to enter a trouble report into ECTA and receive a satisfactory response.
M&R-2-1-2	The user is able to request trouble report status from ECTA and receive a satisfactory response.
M&R-2-1-3	The user is able to add trouble information to an ECTA trouble report and receive a satisfactory response.
M&R-2-1-4	The user is able to modify trouble administration information on an ECTA trouble report and receive a satisfactory response.
M&R-2-1-5	The user is able to cancel a trouble report in ECTA and receive a satisfactory response.
M&R-2-1-6	The user is able to respond to trouble repair completion notifications and receive a satisfactory response.
M&R-2-1-7	The user is able to conduct a Mechanized Line Test and receive a satisfactory response.
M&R-2-2-1	The user receives a timely response when entering a trouble report using ECTA.
M&R-2-2-2	The user receives a timely response when requesting trouble report status using ECTA.
M&R-2-2-3	The user receives a timely response when adding trouble information using ECTA.
M&R-2-2-4	The user receives a timely response when modifying trouble report administration information using ECTA.
M&R-2-2-5	The user receives a timely response when canceling a trouble report using ECTA.
M&R-2-2-6	The user receives a timely response when responding to a verify repair completion.
M&R-2-2-7	The user receives a timely response when conducting a Mechanized Line Test using ECTA.

### **3.0 M&R-3: ECTA Normal Volume Performance Evaluation**

This section provides a summary for the M&R-3: ECTA Normal Volume Performance Evaluation.

#### **3.1 Objective**

The objective of this test was to evaluate the current release of BellSouth's Electronic Communication Trouble Administration (ECTA) Gateway for Maintenance and Repair trouble report processing under projected year-end 2001 (YE01) normal load conditions.

#### **3.2 Evaluation Methods**

The test was conducted by submitting the projected volume of ECTA transactions against resale and UNE test bed accounts and analyzing ECTA Gateway responses to these transactions. The test cycle was executed by a test transaction generator capable of submitting large volumes of test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions.

#### **3.3 Analysis Methods**

The data collected from the ECTA Normal Volume Performance Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

#### **3.4 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-D.3: M&R-3: ECTA Normal Volume Performance Test – Summary Results**

<b>Evaluation Criteria – Satisfied</b>	
M&R-3-1-1	The user receives the correct response when entering a trouble ticket into ECTA.
M&R-3-1-2	The user receives the correct response when requesting the status of a trouble ticket using ECTA.
M&R-3-1-3	The user receives the correct response when adding trouble information to a trouble ticket using ECTA.
M&R-3-1-4	The user receives the correct response when modifying trouble administration information using ECTA.
M&R-3-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.
M&R-3-2-1	The response when entering a trouble report using ECTA is within published specifications.
M&R-3-2-2	The response when requesting trouble report status using ECTA is within BLS published specifications.

M&R-3-2-3	The response when adding trouble information using ECTA is within BLS published specifications.
M&R-3-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.
M&R-3-2-5	The user receives the correct response when canceling a trouble ticket using ECTA.

#### **4.0 M&R-4: ECTA Peak Volume Performance Evaluation**

This section provides a summary for the M&R-4: ECTA Peak Volume Performance Evaluation.

##### **4.1 Objective**

The objective of this test was to evaluate the current release of BellSouth's ECTA Gateway for Maintenance and Repair trouble report processing under projected year-end 2001 (YE01) peak load conditions.

##### **4.2 Evaluation Methods**

The test was conducted by submitting the projected volume of ECTA transactions against resale and UNE test bed accounts and analyzing ECTA Gateway responses to these transactions. The test cycle was executed using UNIX test scripts capable of submitting large volumes of test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions.

##### **4.3 Analysis Methods**

The data collected from the ECTA Peak Volume Performance Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

##### **4.4 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-D.4: M&R-4: ECTA Peak Volume Performance Evaluation – Summary Results**

<b>Evaluation Criteria – Satisfied</b>	
M&R-4-1-1	The user receives the correct response when entering a trouble ticket into ECTA.
M&R-4-1-2	The user receives the correct response when requesting the status of a trouble ticket using ECTA.
M&R-4-1-3	The user receives the correct response when adding trouble information to a trouble ticket using ECTA.
M&R-4-1-4	The user receives the correct response when modifying trouble administration information using ECTA.
M&R-4-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.

M&R-4-2-1	The response when entering a trouble report using ECTA is within BLS published specifications.
M&R-4-2-2	The response when requesting trouble report status using ECTA is within BLS published specifications.
M&R-4-2-3	The response when adding trouble information using ECTA is within BLS published specifications.
M&R-4-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.
M&R-4-2-5	The user receives the correct response when canceling a trouble report using ECTA.

## 5.0 M&R5: TAFI Capacity Management Evaluation

This section provides a summary for the M&R-5: TAFI Capacity Management Evaluation.

### 5.1 Objective

The objective of this evaluation was to determine the extent to which procedures to accommodate increases in TAFI system transaction volumes and users are being actively managed.

### 5.2 Evaluation Methods

This evaluation began with a review of systems documentation and process flows for maintenance and repair activities. Interviews were conducted with key system administration personnel responsible for the operation of the TAFI systems. These interviews were supplemented with an analysis of BellSouth's documented capacity management procedures as well as an evaluation of related activities such as periodic capacity management reviews, system reconfiguration/load balancing, and load increase induced upgrades.

### 5.3 Analysis Methods

The data collected from the TAFI Capacity Management Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

### 5.4 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-D.5: M&R-5: TAFI Capacity Management Evaluation – Summary Results**

Evaluation Criteria – Satisfied	
M&R-5-1-1	There is an established process for capturing business and transaction volumes.
M&R-5-1-2	There is an established process for capturing resource utilization.

M&R-5-1-3	Resource utilization is monitored for system components and elements.
M&R-5-1-4	Instrumentation and other tools are used to collect resource utilization data.
M&R-5-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.)
M&R-5-1-6	Instrumentation and other tools are used to monitor performance.
M&R-5-1-7	There is an established process for forecasting business volumes and transactions.
M&R-5-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.
M&R-5-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.
M&R-5-1-10	There is an established process for verification and validation of performance data.
M&R-5-1-11	Performance monitoring results are compared to service level agreements and other metrics.
M&R-5-1-12	Capacity Management process is defined and documented.
M&R-5-1-13	Resource usage and capacity is considered in the planning process for capacity management.
M&R-5-1-14	Performance monitoring results are considered in the planning process for capacity management.
M&R-5-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load rebalancing or system tuning.

## **6.0 M&R-6: ECTA Capacity Management Evaluation**

This section provides a summary for the M&R-6: ECTA Capacity Management Evaluation.

### **6.1 Objective**

The objective of this evaluation was to determine the extent to which procedures to accommodate increases in the ECTA system transaction volumes and users are being actively managed.

### **6.2 Evaluation Methods**

This evaluation began with a review of systems documentation and process flows for maintenance and repair activities. Interviews were conducted with key system administration personnel responsible for the operation of the ECTA system. These interviews were supplemented with an analysis of BellSouth's documented capacity management procedures as well as with collection of evidence of related activities such as periodic capacity management reviews, system reconfiguration/load balancing, and load increase induced upgrades.

### **6.3 Analysis Methods**

The data collected from the ECTA Capacity Management Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.



## 6.4 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-D.6: M&R-6: ECTA Capacity Management Evaluation – Summary Results**

Evaluation Criteria – Satisfied	
M&R-6-1-1	There is an established process for capturing business and transaction volumes.
M&R-6-1-2	There is an established process for capturing resource utilization.
M&R-6-1-3	Resource utilization is monitored for system components and elements.
M&R-6-1-4	Instrumentation and other tools are used to collect resource utilization data.
M&R-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).
M&R-6-1-6	Instrumentation and other tools are used to monitor performance.
M&R-6-1-7	There is an established process for forecasting business volumes and transactions.
M&R-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.
M&R-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.
M&R-6-1-10	There is an established process for verification and validation of performance data.
M&R-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.
M&R-6-1-12	Capacity Management process is defined and documented.
M&R-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.
M&R-6-1-14	Performance monitoring results are considered in the planning process for capacity management.
M&R-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load rebalancing or system tuning.

## 7.0 M&R-7: M&R Performance Measures Evaluation

This section provides a summary for the M&R-7: M&R Performance Measures Evaluation.

### 7.1 Objective

One objective of this test was to assess the accuracy and completeness of the Maintenance & Repair Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The other objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

## 7.2 Evaluation Methods

In order to accomplish this first objective, KCI calculated the SQMs based on calculation instructions provided by BellSouth. KCI used the raw data provided by BellSouth to perform its calculations and then compared its results to the reported SQM values, using the pre-established evaluation criteria. To accomplish the second objective, KCI collected data on its test transactions and compared the values in the collected data to the raw data values, in order to determine whether they agreed according to the evaluation criteria.

## 7.3 Analysis Methods

The data collected from the M&R Performance Measures Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

## 7.4 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-D.7: M&R-7: M&R Performance Measures Evaluation – Summary Results**

Evaluation Criteria – Satisfied	
M&R-7-1-1	BLS reports are correctly disaggregated and complete - Missed Repair Appointments.
M&R-7-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Missed Repair Appointments.
M&R-7-1-3	Test data collected by KCI agrees with BLS raw data - Missed Repair Appointments.
M&R-7-2-1	BLS reports are correctly disaggregated and complete - Customer Trouble Report Rate.
M&R-7-2-2	KCI-calculated SQM values agree with BLS-reported SQM values - Customer Trouble Report Rate.
M&R-7-2-3	Test data collected by KCI agrees with BLS raw data - Customer Trouble Report Rate.
M&R-7-3-1	BLS reports are correctly disaggregated and complete - Maintenance Average Duration.
M&R-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values - Maintenance Average Duration.
M&R-7-3-3	Test data collected by KCI agrees with BLS raw data - Maintenance Average Duration.
M&R-7-4-1	BLS reports are correctly disaggregated and complete - Percent Repeat Troubles within 30 days.
M&R-7-4-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Repeat Troubles within 30 days.
M&R-7-4-3	Test data collected by KCI agrees with BLS raw data - Percent Repeat Troubles within 30 days.
M&R-7-5-1	BLS reports are correctly disaggregated and complete - Out Of Service > 24 hours.
M&R-7-5-2	KCI-calculated SQM values agree with BLS-reported SQM values - Out Of Service > 24 hours.

M&R-7-5-3	Test data collected by KCI agrees with BLS raw data - Out Of Service > 24 hours.
M&R-7-6-1	BLS reports are correctly disaggregated and complete - OSS Interface Availability.
M&R-7-6-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Interface Availability.
M&R-7-7-1	BLS reports are correctly disaggregated and complete - OSS Response Interval and Percentages.
M&R-7-7-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Response Interval and Percentages.
M&R-7-8-1	BLS reports are correctly disaggregated and complete - Average Answer Time - Repair Centers.
M&R-7-8-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Answer Time - Repair Centers.

## **8.0 M&R-8: TAFI Documentation Evaluation**

This section provides a summary for the M&R-8: TAFI Documentation Evaluation.

### **8.1 Objective**

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAFI functions available to them.

### **8.2 Evaluation Methods**

KCI collected online and hard copies of available TAFI documentation. Document reviews were performed in order to identify and record any deficiencies and inadequacies found. Similarly, relevant M&R documentation management processes were assessed. In addition to the documentation review, interviews with CLEC and BellSouth subject matter experts were conducted in order to provide additional input for this test.

### **8.3 Analysis Methods**

The data collected from the TAFI Documentation Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

### **8.4 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-D.8: M&R-8: TAFI Documentation Evaluation – Summary Results**

<b>Evaluation Criteria – Satisfied</b>	
M&R-8-1 -1	The document version is indicated within each document and is clear throughout the document.
M&R-8-1 -2	The document provides cross-references and annotations within the document.
M&R-8-1 -3	The document indicates document scope and purpose.
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.
M&R-8-1 -5	The organization of the document is consistent with its intended use.
M&R-8-1 -6	The document describes user access of TAFI system(s).
M&R-8-1 -7	The document has clear and accurate citations directing readers to relevant sources of additional information.
M&R-8-1 -8	The CLEC <i>TAFI User Guide</i> clearly defines how to navigate the system(s).
M&R-8-1 -9	The CLEC <i>TAFI User Guide</i> defines data entry fields for creating, checking status, modifying, managing, canceling and closing trouble reports.
M&R-8-1 -10	The CLEC <i>TAFI User Guide</i> explains acceptable formats for data fields.
M&R-8-1 -11	The CLEC <i>TAFI User Guide</i> distinguishes between required and optional fields.
M&R-8-1 -12	The CLEC <i>TAFI User Guide</i> defines possible options after data entry (i.e., save, send, cancel.)
M&R-8-1 -13	The CLEC <i>TAFI User Guide</i> describes expected system responses/outputs and response times.
M&R-8-1 -14	CLEC <i>TAFI User Guide</i> provides descriptions of error messages and possible steps for resolution.
M&R-8-1 -15	The CLEC <i>TAFI User Guide</i> describes the escalation process and provides contact information for out of the ordinary occurrences.
M&R-8-1 -16	The document contains information that is relevant to its intended audience.
M&R-8-1 -17	The CLEC <i>TAFI User Guide</i> accurately explains how to create a trouble report using TAFI.
M&R-8-1 -18	The CLEC <i>TAFI User Guide</i> accurately explains how to modify a trouble report using TAFI.
M&R-8-1 -19	The CLEC <i>TAFI User Guide</i> accurately explains how to create a repeat trouble report using TAFI.
M&R-8-1 -20	The CLEC <i>TAFI User Guide</i> accurately explains how to create a subsequent trouble report using TAFI.
M&R-8-1 -21	The CLEC <i>TAFI User Guide</i> accurately explains how to enter multiple trouble reports.
M&R-8-1 -22	The CLEC <i>TAFI User Guide</i> accurately explains how to enter and retrieve trouble reports from the queue in TAFI.
M&R-8-1 -23	The CLEC <i>TAFI User Guide</i> accurately explains how to execute supervisor functions within TAFI.
M&R-8-1 -24	The CLEC <i>TAFI User Guide</i> accurately explains how to close a trouble report using TAFI.

M&R-8-1 -25	The CLEC <i>TAFI User Guide</i> accurately explains how to cancel a trouble report using TAFI.
M&R-8-1 -26	The CLEC <i>TAFI User Guide</i> accurately explains how to view port and loop-port test results using TAFI.
M&R-8-1 -27	The CLEC <i>TAFI User Guide</i> accurately explains how to retrieve a LMOS recent status report using TAFI.
M&R-8-1 -28	The CLEC <i>TAFI User Guide</i> accurately explains how to obtain BOCRIS customer line record information using TAFI.
M&R-8-1 -29	The CLEC <i>TAFI User Guide</i> accurately explains how to obtain Predictor results using TAFI.
M&R-8-1 -30	The CLEC <i>TAFI User Guide</i> accurately explains how to view DLR information using TAFI.
M&R-8-1 -31	The CLEC <i>TAFI User Guide</i> accurately explains how to view Service Order Communications System (SOCS) pending order information using TAFI.
M&R-8-1 -32	The CLEC <i>TAFI User Guide</i> accurately explains how to view and resend transactions that incurred host request errors using TAFI.
M&R-8-1 -33	The CLEC <i>TAFI User Guide</i> accurately explains how to retrieve trouble history using TAFI.
M&R-8-1 -34	Procedures exist for the distribution of TAFI, the CLEC <i>TAFI User Guide</i> , and the CLEC <i>TAFI End-User Training Manual</i> .
M&R-8-1 -35	Procedures exist for the distribution of updates for the CLEC <i>TAFI User Guide</i> and the CLEC <i>TAFI End-User Training Manual</i> .
M&R-8-1 -36	Responsibilities and procedures for developing, updating and correcting the CLEC <i>TAFI User Guide</i> are clearly defined.
M&R-8-2 -1	TAFI On-Line Help is logically and consistently organized.
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> .
M&R-8-2 -3	TAFI On-Line Help text is presented in a clearly understandable manner.
M&R-8-2 -4	TAFI On-Line Help provides the information required to navigate/utilize the TAFI interface.
M&R-8-2 -5	The content 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> .
M&R-8-2 -6	The components of the TAFI On-Line Help contain accurate information.
M&R-8-2 -7	Responsibilities and procedures for developing, updating, and correcting the TAFI On-Line Help are clearly defined.
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 contains a statement of organization.
M&R-8-3 -2	The <i>Facility Based Activation Requirements Guide</i> clearly describes document purpose.
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.
M&R-8-3 -4	The TAFI information contained within the <i>Facility Based Activation Requirements Guide</i> is correct.

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.
M&R-8-3-6	The <i>Facility Based Activation Requirements Guide</i> is made readily available in a timely manner.

## **9.0 M&R-9: ECTA Documentation Evaluation**

This section provides a summary for the M&R-9: ECTA Documentation Evaluation.

### **9.1 Objective**

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the ECTA functions available to them.

### **9.2 Evaluation Methods**

Discussions with the Georgia Public Service Commission determined that the ECTA Documentation Evaluation was not intended to assess the documentation provided by BellSouth to guide a CLECs creation of an OSS interface, but to assess the adequacy of end-user functional documentation. Therefore, KCI tested ECTA documentation for accuracy, conformance to American National Standards Institute (ANSI) requirements, and ease of use by reviewing ECTA Joint Implementation Agreements (JIAs) and observations of ECTA JIAs made during the M&R-2: ECTA Functional Test.

### **9.3 Analysis Methods**

The data collected from the ECTA Documentation Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

### **9.4 Summary Results**

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

**Table III-D.9: M&R-9: ECTA Documentation Evaluation – Summary Results**

<b>Evaluation Criteria – Not Applicable</b>	
M&R-9-1-1	BellSouth ECTA documentation accurately describes the functionality of the ECTA Gateway.
M&R-9-1-2	BellSouth ECTA documentation is easy to use.
M&R-9-1-3	BellSouth ECTA documentation conforms to ANSI documentation requirements.

## **10.0 M&R 10: M&R Process Evaluation**

This section provides a summary for the M&R-10: M&R Process Evaluation.

### **10.1 Objective**

This test was composed of two sub-tests. The objective of Sub-Test 1 was to evaluate the equivalence of BellSouth's end-to-end processes for retail and wholesale trouble reporting and repair. The objective of Sub-Test 2 was to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

### **10.2 Evaluation Methods**

The evaluation was comprised of two major elements. For Sub-Test 1, process flows for wholesale and retail trouble management were reviewed and evaluated along with technician methods and procedures (M&Ps) and job aids for wholesale trouble repair. For Sub-Test 2, faults were inserted into a working test bed of provisioned telephone lines, and BellSouth's performance was observed and measured in relation to the isolation and repair of those faults.

### **10.3 Analysis Methods**

The data collected from the M&R Process Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

### **10.4 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-D.10: M&R-10: M&R Process Evaluation – Summary Results**

<b>Evaluation Criteria – Satisfied</b>	
M&R-10-1-1	Review of BellSouth M&R process flows for completeness.
M&R-10-1-2	Review of BellSouth process flows for accuracy.
M&R-10-1-3	Confirm parity between retail and resale process.
M&R-10-1-4	The M&P's reflect the complete M&R process.
M&R-10-1-5	The M&P's provide for a quality improvement process.
M&R-10-1-6	The M&P's provide for an escalation process.
M&R-10-1-7	The M&P's document roles and responsibilities for the M&R escalation process.
M&R-10-1-8	The M&P's include a procedure for severity coding of trouble tickets.
M&R-10-1-9	The M&R process includes performance monitoring.
M&R-10-1-10	Trouble ticket performance is tracked and reported.

M&R-10-1-11	The M&P's include procedures for documentation of unresolved trouble tickets.
M&R-10-1-12	Problem status of trouble tickets is tracked and is readily accessible.
M&R-10-1-13	BLS accurately closes trouble tickets as defined in M&R test bed circuits.
M&R-10-1-14	BLS meets commitment date and times in BellSouth test bed circuits.
M&R-10-1-15	BLS M&R systems accurately capture and track the relevant data used in performance tracking and the measurement of trouble tickets in the test bed circuits.