

## **F. Performance Measures Evaluation**

### **1.0 Description**

The Performance Measures Evaluations have two aspects: Calculation and Reporting Validation and Data Comparison. The Calculation and Reporting Validation aspect related to every service domain identified in this test (pre-ordering, ordering and provisioning, billing, and maintenance and repair) and the Data Comparison aspect related to each service domain except pre-ordering. Pre-ordering was excluded from the Data Comparison aspect of the evaluation because none of the pre-ordering data were specific to KCI test transactions.

The Calculation and Reporting Validation aspect of the Performance Measures Evaluation determined whether BellSouth's calculations of the Competitive Local Exchange Carrier (CLEC) Service Quality Measurements (SQMs) were accurate during the testing period and whether BellSouth reported the calculated SQM values accurately. KCI based all of its evaluations on the raw data provided by BellSouth<sup>1</sup>. For those SQMs that are calculated for individual CLECs, KCI evaluated BellSouth's values for the KCI test CLEC for the months of November 1999 through January 2001. For those SQMs that are calculated for the CLEC aggregate only, KCI evaluated BellSouth's values for the CLEC aggregate for October 1999, November 1999, or December 1999, with values for additional months being evaluated as part of re-testing activities.

The Data Comparison aspect of Performance Measures Evaluation determined whether certain elements of the raw data provided by BellSouth agreed with the corresponding data collected by KCI during the test. This comparison was necessarily limited to the raw data elements that pertained specifically to the KCI test CLEC and had KCI-collected counterparts. Whereas the Calculation and Reporting aspect of the Performance Measures Evaluation was concerned with the accuracy of SQM calculations, the Data Comparison aspect was concerned with the accuracy of the raw data upon which SQM calculations for individual CLECs are based. KCI evaluated BellSouth's raw data for the months of November 1999 through December 2000.

### **2.0 Business Process Description**

On a monthly basis, BellSouth generates and reports performance measurement statistics called SQMs. The SQM documentation for Georgia, which is updated periodically, contains definitions of the SQMs along with business rules, exclusions, calculation descriptions, and levels of disaggregation. SQMs have been established for every service domain and are calculated for both CLECs and BellSouth. Most of the SQMs are calculated for individual CLECs, but some are

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<sup>1</sup> BellSouth uses the term "raw data" to describe the performance measurement data at the stage where it enters into the SQM calculations. KCI uses this nomenclature in this report.

calculated for the CLEC aggregate only, or for the CLEC aggregate and BellSouth combined. Each month, BellSouth extracts and assembles data from various databases in its Operational Support Systems (OSS) to calculate SQM values. BellSouth has developed a comprehensive tool called Performance Measurement Analysis Platform (PMAP) to calculate many of the SQM values. For the remaining SQMs, BellSouth employs a variety of smaller, special-purpose tools. The SQM values are reported each month on BellSouth's PMAP Web site (<https://pmap.bellsouth.com>), including the values not calculated using PMAP. BellSouth enables CLECs to download their own SQM values from the Web site. They can also download the corresponding raw data for those SQMs that were calculated using the PMAP tool. The PMAP Raw Data Users Manual provides detailed calculation instructions for those SQMs. Aggregate CLEC and BellSouth SQM values are presented on the Web site for all to see.

### **3.0 Methodology**

KCI conducted the Calculation and Reporting Validation aspect of the Performance Measures Evaluation in two steps. First, KCI calculated monthly SQMs for the KCI test CLEC using the raw data provided by BellSouth. Second, KCI compared the values it calculated to the SQM values reported by BellSouth. By means of this two-step process, KCI was able to assess the accuracy of the metrics reported by BellSouth.

KCI downloaded each month's SQM reports, as well as the raw data available, from BellSouth's PMAP Web site. KCI also requested and received via e-mail any raw data files that were not available from the PMAP Web site.

For calculation purposes, KCI developed its own computer codes based on the SQM guidelines and other descriptions of calculation procedures (verbal or documented) provided by BellSouth. Upon completing its calculations of the SQMs based on the instructions provided by BellSouth for the months of concern, KCI compared its calculated values to the BellSouth-reported values. When discrepancies arose, KCI discussed them with the appropriate BellSouth personnel. KCI issued an Exception if the discrepancies could not be resolved.

KCI conducted the Data Comparison aspect of the Performance Measures Evaluation by comparing the raw data provided by BellSouth for the KCI test CLEC with the data collected by KCI using its own test management tools or via files furnished by BellSouth. This comparison enabled KCI to determine whether the raw data elements for the SQMs were consistent with the values in the data collected by KCI.

In preparation for Data Comparison, KCI mapped BellSouth's raw data elements to the corresponding KCI data elements. In general, the test data collected by KCI included information recorded directly by KCI as well as information

transmitted by BellSouth to KCI in conjunction with the test. The comparison was meaningful even when the information had been transmitted by BellSouth, because the data being compared had not been extracted from the same BellSouth database.

Based on this mapping, KCI developed computer codes to link each record in the BellSouth raw data to the corresponding record in the KCI test data. KCI used the output files generated from these computer codes to detect any inconsistencies between the BellSouth raw data and the KCI test data.

KCI conducted the Performance Measures Evaluation based only on BellSouth information received through March 15, 2001.