

VII. Change Management (CM) Test Results and Analysis Section

1.0 Description

The purpose of this section is to present the specific test, results, and analysis from KCI's evaluation of the processes and other operational elements associated with BellSouth's release of the OSS '99 applications package. The CM2: OSS '99 Release Evaluation examined the methods and procedures that BellSouth used to develop and release the OSS '99 applications package and supporting documentation. The objective of this evaluation was to assess: 1) the adequacy, accuracy, and timeliness of BellSouth's OSS '99 change management procedures and release documentation; and 2) the availability of interface testing support and functioning test environments during the OSS '99 Release.

2.0 Methodology

The scope of the CM2 test in Georgia entailed documentation reviews and interviews with BellSouth personnel involved with the OSS '99 Release. Documentation collected and reviewed for this evaluation included project plans, team rosters, document change logs, beta testing agreements, test cases, technical specifications, and interface requirements.

2.1 Business Process Description

BellSouth's OSS '99 Release was developed to address multiple interface enhancement requests that BellSouth had received from Competitive Local Exchange Carriers (CLECs) via the *Electronic Interface Change Control Process (EICCP)*, the change control process that was in effect at the time. The OSS '99 Release also sought to incorporate the "best" features of the Telecommunications Industry Forum (TCIF) Electronic Data Interchange (EDI) Guidelines Issues 8, 9, and 10.

In October 1998, BellSouth assembled a core OSS '99 Release project team that included representatives from BellSouth and eight CLECs. This team met weekly from November 1998 through February 2000 to provide status on the resolution of project issues, update the OSS '99 Work Schedule, and review OSS '99 sub-team reports. The OSS '99 Release project included 10 sub-teams, each of which included BellSouth and CLEC representation. Organized by system feature/function (e.g., digital loops, hunting, blocking, selective routing, etc.), these sub-teams developed the business requirements documentation for each of the pre-order and order interfaces impacted by the OSS '99 Release. Pre-ordering interfaces that were affected included the Telecommunications Access Gateway (TAG), Robust TAG (RoboTAG), and the Local Exchange Navigation System (LENS). Ordering interfaces impacted included TAG, RoboTAG, LENS, and Electronic Data Interchange (EDI).

BellSouth reviewed preliminary OSS '99 business requirements with CLECs at a joint meeting in January 1999. The final scope of the OSS '99 Release and a tentative system implementation date were delivered to CLECs in February 1999. In March 1999, BellSouth and CLECs conducted an official review of all OSS '99 business requirements at the BellSouth Executive Learning Center in Atlanta, Georgia. Following this review, in April 1999, BellSouth delivered the final business requirements to the CLECs, and system coding for the OSS '99 Release began.

Prior to the implementation of the OSS '99 Release, BellSouth conducted internal testing; external testing with CLEC participation followed. External testing included EDI and LENS beta testing, which was comprised of syntax, carrier, and service readiness testing. One CLEC participated in the EDI beta testing. Eight CLECs participated in the LENS beta testing.

The OSS '99 Release was implemented in two phases: Non-Local Number Portability (LNP) functionality in December 1999, and LNP functionality in January 2000. Following implementation, the OSS '99 Release core project team disbanded in February 2000.

2.2 Scenarios

Scenarios were not applicable to this test.

2.3 Test Bed

Test beds were not applicable to this test.