VIII. Performance Metrics Review (PMR) Results and Analysis

1.0 Description

The purpose of this section is to present the specific tests, results, and analysis from KCI's evaluation of the processes and other operational elements associated with BellSouth's production of performance metrics.

The Performance Metrics Review (PMR) includes six components:

- Data Collection and Storage Verification and Validation – the evaluation of key policies and practices for collecting and storing raw data necessary for the creation of performance metrics;

- Metrics Definition Documentation and Implementation Verification and Validation – the evaluation of the overall policies and practices for documenting and implementing metrics definitions, including their completeness, accuracy, and logic;

- Metrics Change Management Verification and Validation – the evaluation of the overall policies and practices for managing changes in BellSouth's production and reporting of metrics;

- Metrics Data Integrity Verification and Validation – the evaluation of the overall practices and policies for processing the data used by BellSouth in the production of the reported performance metrics and standards, focusing on the completeness and accuracy of the data;

- Metrics Calculation and Reporting Verification and Validation – the evaluation of the processes used to calculate performance metrics and retail analogs; and

- Statistical Evaluation of Transactions – Test Metrics – the evaluation of BellSouth's service performance for the KCI test CLEC using statistical methods to make comparisons to parity and benchmark standards specified by the Georgia Public Service Commission (GPSC).

2.0 Methodology

The scope of the PMR tests entailed the following types of activities:

- Review, comparison, and analysis of BellSouth manuals, such as the *Service Quality Measurement* (SQM) manual and the *Raw Data Users Manual*;

- Review of documentation on BellSouth's metrics operations, including the *Issues Management and Change Control Process Guide*, among others;

- Review of BellSouth queries and computer code;

- Extensive interviews of BellSouth personnel (and BellSouth contractors);

- Observation of BellSouth executing its procedures;

- Tours of BellSouth facilities;

- Review of specific data elements;

- Creation of computer code to replicate BellSouth SQM reports;

- Calculation of test statistics; and

- Comparison of KCI data and computations to corresponding values provided and/or calculated by BellSouth, or standards specified by the GPSC.

For all six of the tests described above, when discrepancies between data sources or metrics values arose, or when KCI questioned processes or definitions, KCI conducted additional discussions with BellSouth. KCI issued exceptions if the issues could not be resolved, and re-tested the issues in question after BellSouth addressed them.

2.1   Business Process Description

On a monthly basis, BellSouth generates and reports performance measurement statistics called SQMs.   The SQM plan 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 calculated for the CLEC aggregate only, or for the CLEC aggregate and BellSouth Retail.   Each month, BellSouth extracts and assembles data from various databases in its Operational Support Systems (OSS) to calculate SQM values. BellSouth has developed a 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 validated 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 public access.

2.2   Scenarios

Scenarios were not applicable to this test.

2.3   Test Bed

Test beds were not applicable to this test.