

## D. Change Management (CM)

This section provides a summary of the Change Management (CM) testing activities. For more information on planned testing, refer to *The BellSouth Georgia – OSS Evaluation Supplemental Test Plan, Section VIII: Change Management Test Section*. For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section VII: *Change Management Test Section* in this document.

### 1.0 CM2: OSS '99 Release Evaluation

This section provides a summary of the CM2: OSS '99 Release Evaluation.

#### 1.1 Objective

The objective of this test was to examine the methods and procedures that BellSouth used to develop and release the OSS '99 applications package and supporting documentation. In this evaluation, KCI assessed 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.

#### 1.2 Evaluation Methods

The OSS '99 Release Evaluation 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.

#### 1.3 Analysis Methods

The data collected from the OSS '99 Release Evaluation 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 are provided in Section II.

**Table III-D.1: CM2: OSS '99 Release Evaluation – Summary Results**

Evaluation Criteria – Satisfied	
CM-2-1-1	The release provided reasonable intervals for considering and notifying customers about proposed changes.
CM-2-1-2	The release process included provisions for allowing and incorporating input from customers.
CM-2-1-3	Initial interface specifications, which defined applicable business rules, data formats and definitions, and transmission protocols, were made available to customers.

CM-2-1-4	Revised interface specifications, following assimilation of customer input, were made available to customers.
CM-2-1-5	Accurate and complete revision summary documentation was provided to customers.
CM-2-1-6	Functioning testing environments were made available to customers for all supported interfaces.
CM-2-1-7	Carrier-to-carrier test environments were stable and segregated from BellSouth production and development environments.
CM-2-1-8	BellSouth provided telephone customer support for interface testing to the CLECs (on-call support was available 24 hours a day, seven days a week for emergencies).
CM-2-1-9	Procedures were defined to log and communicate software “bugs,” errors, and omissions in specifications, as well as other issues discovered during carrier-to-carrier testing.