A.   Pre-Ordering, Ordering and Provisioning (PO&P)

This section provides a summary of the Pre-Ordering, Ordering and Provisioning (PO&P) domain testing activities. For more information on planned testing, refer to *The BellSouth Georgia OSS Evaluation Supplementary Test Plan, Section V: Pre-Ordering, Ordering and Provisioning Test.* For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section IV: *Pre-Ordering, Ordering and Provisioning Test* in this document.

11.0 PO&P-11: EDI and TAG Resale Functional Evaluation

This section provides a summary of the EDI and TAG Resale Functional Evaluation.

11.1 Objective

The objective of this test was to evaluate the functionality of BellSouth's pre-ordering and ordering systems for Resale services in processing pre-order queries via the Telecommunications Access Gateway (TAG) interface, and Local Service Requests (LSRs) submitted via TAG or Electronic Data Interchange (EDI).

11.2 Evaluation Methods

The EDI and TAG Resale Functional Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth-GA OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the EDI and TAG Resale Functional Evaluation.

11.3 Analysis Methods

The data collected from the EDI and TAG Resale Functional Test were analyzed, and the results were assessed employing test-specific evaluation.

11.4 Summary Results

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

Table III-A.11: PO&P-11: EDI and TAG Resale Functional Evaluation – Summary Results

Evaluation Criteria – Satisfied	
PO&P-11-1-1	TAG and EDI order transaction capability is consistently available during scheduled hours of operation.
PO&P-11-2-1	The TAG and EDI interface provides expected system responses.
PO&P-11-2-2	BLS systems and representatives provide required Pre-order functionality for Resale-specific inquiries.
PO&P-11-2-3	BLS systems and representatives provide required Resale order functionality.

PO&P-11-3-1a	BLS's EDI interface provides timely Functional Acknowledgements (FAs).
PO&P-11-3-1b	BLS's TAG interface provides timely Functional Acknowledgements (FAs).
PO&P-11-3-2b	BLS's TAG interface provides timely Fully Mechanized (FM) order errors (ERRs)/ clarifications (CLRs).
PO&P-11-3-3a	BLS's EDI interface provides timely Partially Mechanized (PM) order clarifications (CLRs).
PO&P-11-3-4a	BLS's EDI interface provides timely Flow-Through (FT) Firm Order Confirmations (FOCs).
PO&P-11-3-4b	BLS's TAG interface provides timely Flow Through (FT) Firm Order Confirmations (FOCs).
PO&P-11-3-5a	BLS's EDI interface provides timely Non-Flow Through (NFT) Firm Order Confirmations (FOCs).
PO&P-11-3-5b	BLS's TAG interface provides timely Non-Flow Through (NFT) Firm Order Confirmations (FOCs).
PO&P-11-4-1	BLS systems and representatives provide clear, accurate, and complete pre-order responses.
PO&P-11-4-2	BLS systems and representatives provide clear, accurate, and complete pre-order error messages.
PO&P-11-4-6	BLS systems and representatives provide clear, accurate, and complete Completion Notifications (CNs).
PO&P-11-4-7	BLS service orders tracking systems (CSOTS) provide accurate LSR status.
Evaluation Criteria – Not Satisfied	
PO&P-11-3-2a	BLS's EDI interface provides timely Fully Mechanized (FM) order errors (ERRs)/ clarifications (CLRs).
PO&P-11-3-3b	BLS's TAG interface provides timely Partially Mechanized (PM) order clarifications (CLRs).
PO&P-11-4-3	BLS systems and representatives provide clear, accurate, and complete Firm Order Confirmations (FOCs).
PO&P-11-4-4	BLS systems and representatives provide clear, accurate and complete order errors (ERRs)/clarifications (CLRs).
Evaluation Criteria – No Result Determination Made	
PO&P-11-3-6a	BLS's EDI interface provides timely Completion Notifications (CNs).
PO&P-11-3-6b	BLS's TAG interface provides timely Completion Notifications (CNs).
PO&P-11-3-7	BLS's TAG and EDI interface provides timely Jeopardy Notifications.
PO&P-11-3-8	BLS's TAG and EDI interface provides Missed Appointment (MA) notifications within agreed upon standard intervals.
PO&P-11-4-5	Service order provisioning due dates identified within BLS's order confirmation (FOC) delivered through TAG and EDI are consistent with the CLEC's valid due date (DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date (CDD) pre-order query).

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12.0 PO&P12: xDSL Functional Evaluation

This section provides a summary of the xDSL Functional Evaluation.

12.1 Objective

The objective of this test was to evaluate the functionality of BellSouth's pre-ordering and ordering systems for Digital Subscriber Line (xDSL) services in processing queries and orders submitted via two manual interfaces; e-mail and facsimile. This test focused on the pre-ordering and ordering processes. The provisioning of xDSL capable loops was tested in xDSL Provisioning Verification Evaluation (PO&P13).

12.2 Evaluation Methods

The xDSL Functional Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BLS-GA OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the xDSL Functional Test.

12.3 Analysis Methods

The data collected from the xDSL Functional Evaluation was analyzed, and the results were assessed employing test-specific evaluation criteria.

12.4 Summary Results

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

Table III-A.12: PO&P-12: xDSL Results Comparison – Summary Results

Evaluation Criteria – Satisfied	
PO&P-12-1-1	Facsimile/e-mail access is consistently available during scheduled hours of operation.
PO&P-12-2-2	BLS's Representative provides required pre-order functionality for xDSL Loops.
PO&P-12-2-3	BLS's Representative provides required order functionality for xDSL product.
PO&P-12-3-1	BLS's Representative provides pre-order rejections/clarifications (CLRs) within agreed upon standard intervals.
PO&P-12-3-2	BLS's Representative provides Loop Make Up Service Inquiry Information (LMU-SI) within agreed upon intervals.
PO&P-12-3-3	BLS's Representative provides Acknowledgements for Service Requests (LSR/SIs) within agreed upon standard intervals.
PO&P-12-3-4	BLS's Representative provides order rejections/clarifications (CLRs) within agreed upon standard intervals.
PO&P-12-3-5	BLS's Representative provides Firm Order Confirmations (FOCs) within agreed upon standard intervals.

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PO&P-12-3-8	BLS's Representative provides Order status updates within agreed upon standard intervals.
PO&P-12-4-1	BLS systems and representatives provide clear, accurate, and complete LMU-SI/LSR responses.
PO&P-12-4-2	BLS systems and representatives provides clear, accurate, and complete LMU-SI rejections/clarifications (CLR).
PO&P-12-4-3	BLS's Representative provides clear, accurate, and complete Firm Order Confirmations (FOCs).
PO&P-12-4-4	BLS's Representative provides clear, accurate and complete order LSR-SI rejections / clarifications.
PO&P-12-4-6	BLS provides status on order completion.
Evaluation Criteria – Not Satisfied	
PO&P-12-2-1	BLS's Representative provides expected responses.
Evaluation Criteria – No Result Determination Made	
PO&P-12-3-6	BLS's Representative provides Jeopardy Notifications within agreed upon standard intervals.
PO&P-12-3-7	BLS's Representative provides Missed Appointment (MA) notifications within agreed upon standard intervals.
PO&P-12-4-5	Service order provisioning due dates identified within BLS's firm order confirmation (FOC) delivered through manual processes are consistent with the CLEC's valid due date (DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date [CDD] pre-order query).
PO&P-12-4-7	BLS's Representative returns clear, accurate, and complete Jeopardy Notifications.
PO&P-12-4-8	BLS's Representative provides clear, accurate, and complete Missed Appointment notifications.

13.0 PO&P-13: Provisioning Verification Evaluation – Resale & xDSL

This section provides a summary of the Resale & ADSL – Provisioning Verification Evaluation.

13.1 Objective

The objective of the Provisioning Verification Evaluation Test was to measure BellSouth's ability to meet the agreed-upon functionality and measures of service in the provisioning of Resale services and Digital Subscriber Loops (xDSL).

13.2 Evaluation Methods

The Provisioning Verification Evaluation – Resale & xDSL included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - GA OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the xDSL Functional Test.

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KCI verified the provisioning accuracy for selected test instances from PO&P11 to complete its Resale provisioning evaluation.

KCI executed the xDSL validation by collecting a series of observations: (1) Accompanying outside plant technicians to the customer premise and (2) Accompanying UNE-C technicians as they worked with the OST technicians and the CLEC to test that the loop met the physical characteristics required to support xDSL service.

13.3 Analysis Methods

The data collected from the Resale & ADSL – Provisioning Verification Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

13.4 Summary Results

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

Table III-A.13: PO&P-13: Provisioning Verification Evaluation – Resale & xDSL – Summary Results

Evaluation Criteria – Satisfied	
PO&P-13-1-1	The ADSL completion dates accurately reflect the completion due date contained in the order confirmation.
PO&P-13-1-2	ADSL coordinated provisioning procedures are conducted in accordance with stated timing intervals.
PO&P-13-2-1	ADSL coordination provisioning procedures are conducted in adherence with methodologies prescribed in internal Method and Procedure documentation.
PO&P-13-3-1	A complete (e.g. beginning-to-end) description of the ADSL Jeopardy Notification process is defined.
PO&P-13-4-1	Provisioning activity occurs on the date confirmed to the CLEC.
PO&P-13-4-4	Provisioning was completed accurately for orders placed in PO&P11 EDI & TAG Resale Functional Evaluation–Customer Service Record (CSR) Validation.
Evaluation Criteria – No Result Determination Made	
PO&P-13-3-2	ADSL provisioning Jeopardy Notifications are returned in adherence to stated timing intervals.
PO&P-13-3-3	ADSL provisioning Jeopardy Notifications are returned with accurate field entries.
Evaluation Criteria – Not Satisfied	
PO&P-13-4-2	Provisioning was completed accurately for orders placed on PO&P-11 EDI & TAG Functional Evaluation - Directory Listings.
PO&P-13-4-3	Provisioning was completed accurately for orders placed in PO&P-11 EDI & TAG Resale Functional Evaluation– Switch Translations Verification.

14.0 *PO&P-14: Resale and xDSL Documentation Evaluation*

This section provides a summary of the Resale and xDSL Documentation Evaluation.

14.1 *Objective*

The Resale and xDSL Documentation Evaluation was an operational review of the documentation developed by BellSouth to provide support to Competitive Local Exchange Carriers (CLECs) with Operations Support Systems (OSS) questions, problems, and issues related to carrying out the business processes of pre-ordering and ordering.

14.2 *Evaluation Methods*

The Resale and xDSL Documentation Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth-GA OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the xDSL Functional Test.

14.3 *Analysis Method*

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

14.4 *Summary Results*

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

Table III-A.14: PO&P-14: Resale and xDSL Documentation Evaluation – Summary Results

Evaluation Criteria – Satisfied	
PO&P-14-1-1	BLS documentation is readily available via the BLS Web site or in hard copy.
PO&P-14-1-2	BLS makes updates to documents readily available to the CLECs.
PO&P-14-1-3	Training is available for use of documentation.
PO&P-14-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.
PO&P-14-1-5	Responsibilities and procedures for distributing documentation are clearly defined.
PO&P-14-2-1	Document version is indicated clearly within and throughout each document.
PO&P-14-2-2	BLS document organization is consistent with its intended use.
PO&P-14-2-3	BLS documents contain information that is relevant to its intended audience.
PO&P-14-2-4	BLS documents contain table of contents.
PO&P-14-2-5	BLS documents are logically organized with clear page numbering and section labeling.
PO&P-14-2-6	BLS documents contain contact/help desk numbers.

PO&P-14-2-7	BLS documents clearly indicate purpose and scope.
PO&P-14-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.
PO&P-14-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.
PO&P-14-3-1	BLS documents provide description of all error messages and potential steps for resolution.
PO&P-14-3-2	BLS documents clearly identify inputs/outputs of the specific processes.
PO&P-14-3-3	BLS documents include expected results of process and cycle times.
PO&P-14-4-1	BLS documents correctly define data fields.
PO&P-14-4-2	BLS documents accurately define acceptable formats for data fields.
PO&P-14-4-3	BLS documents clearly identify required and optional fields.
PO&P-14-4-4	BLS documents clearly describe expected system responses/outputs.
PO&P-14-4-5	BLS documents contain methods and procedures to correctly execute processes.

15.0 PO&P-15: Work Center Capacity Management Evaluation - xDSL

This section provides a summary of the Work Center Capacity Management Evaluation.

15.1 Objective

The objective of this test was to assess the scalability of BellSouth's manual processes for xDSL pre-order and order processing. This evaluation included a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the capacity of the manual processes and associated workforce.

15.2 Evaluation Methods

The evaluation of Capacity Management for the manual processes began with a review of the work center procedural documentation and interviews with center personnel to collect information about the processing of xDSL orders. Structured center walk-throughs and direct observation of personnel performing their daily work supplemented the planned test interviews and document reviews. Business transaction volume and forecast data were gathered in order to assess current and future workload. Process models were developed to assess the capacity and scalability of the manual processes. Work force planning procedures and staffing plans were evaluated through additional interviews and documentation reviews.

15.3 Analysis Methods

The Work Center Capacity Management Evaluation - xDSL included a checklist of evaluation measures developed by KCI during the preparation of test activities for the BellSouth - Georgia OSS Evaluation. These evaluation measures, provided the framework of norms, standards and guidelines for the Work Center Capacity Management Evaluation - xDSL.

15.4 Summary Results

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

Table III-A.15: PO&P15: Work Center Capacity Management Evaluation - xDSL – Summary Results

Evaluation Criteria – Satisfied	
PO&P-15-1-1	There is an established process for capturing business and transaction volumes.
PO&P-15-1-2	There is an established process for capturing resource utilization and performance.
PO&P-15-1-3	Managers monitor resource utilization and performance through the use of defined instrumentation and other documented tools.
PO&P-15-1-4	There is an established process for forecasting and trend analysis of business volumes and transactions.
PO&P-15-1-5	There is an established process for forecasting and trend analysis of resource utilization.
PO&P-15-1-6	There are defined methods and procedures for supervisors and managers to follow to evaluate workforce performance and to establish performance metrics and goals.
PO&P-15-1-7	Capacity Management procedures are defined and documented.
PO&P-15-1-8	Workforce performance and existing capacity are considered in the planning process for capacity management.
PO&P-15-1-9	Capacity Management procedures define performance metrics which trigger staff augmentation, staff redeployment/redistribution, or staff training.
PO&P-15-1-10	Contingency and disaster recovery plans exist in the event of a significant increase in volume or significant loss of BLS resources.

16.0 PO&P-16: xDSL Process Parity Evaluation

This section provides a summary for the PO&P16: xDSL Process Parity Evaluation.

16.1 Objective

The objective of this test was to review the processes and systems that provide pre-order, order, and provisioning for CLEC and Reseller xDSL orders. The review focused on the following areas:

- Pre-Order, Ordering, and Provisioning Systems

- Workflow definitions

- Workforce scheduling

- Facility administration

- Service activation

- Test and acceptance

- Exception handling

- Completion notices

16.2 Evaluation Methods

The evaluation of xDSL Process Parity began with a review of xDSL Pre-order, Order, and Provisioning process documentation. All relevant systems and interfaces were identified and interviews with center personnel, including process owners and staff were conducted. Structured center walk-throughs and direct observation of personnel performing their daily work supplemented the planned test interviews and document reviews. Physical systems and communication environments were inspected and process models were developed to assess the parity between wholesale and retail pre-order, order, and provisioning processes.

16.3 Analysis Methods

The xDSL Process Parity Evaluation included a checklist of evaluation measures developed by KCI during the preparation of supplemental test activities for the BellSouth - Georgia OSS Evaluation. These evaluation measures, detailed in the Supplemental Test Plan, provided the framework of norms, standards and guidelines for the xDSL Process Parity Evaluation.

16.4 Summary Results

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

Table III-A.16: PO&P-16: xDSL Process Parity Evaluation – Summary Results

Evaluation Criteria – Satisfied	
PO&P-16-1-1	Documented procedures for xDSL Pre-Order Service Inquiry process are consistent, repeatable, and comparable between retail and wholesale.
PO&P-16-1-2	Documented procedures for xDSL Pre-Order Loop Qualification processes are consistent, repeatable, and comparable between retail and wholesale.
PO&P-16-1-3	Documented procedures for xDSL Order Submission are consistent, repeatable, and comparable between retail and wholesale.
PO&P-16-1-4	Documented procedures for xDSL Order Entry are consistent, repeatable, and comparable between retail and wholesale.
PO&P-16-1-5	Documented procedures for xDSL Facility Assignment are consistent, repeatable, and comparable between retail and wholesale.
PO&P-16-1-6	Documented procedures for xDSL Service Activation are consistent, repeatable, and comparable between retail and wholesale.

PO&P-16-1-7	Systems in the Pre-Order Service Inquiry process are comparable between retail and wholesale.
PO&P-16-1-8	Systems in the Pre-Order Loop Qualification process are comparable between retail and wholesale.
PO&P-16-1-9	Systems in the Order submission processes are comparable between retail and wholesale.
PO&P-16-1-10	Systems in the Order Entry process are comparable between retail and wholesale.
PO&P-16-1-11	Systems in the Facility assignment process are comparable between retail and wholesale.
PO&P-16-1-12	Systems in the Service Activation process are consistent between retail and wholesale.
PO&P-16-1-13	Service Inquiry transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.
PO&P-16-1-14	Loop Qualification transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.
PO&P-16-1-15	Order Submission transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.
PO&P-16-1-16	Order Entry transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.
PO&P-16-1-17	Facility Assignment transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.
PO&P-16-1-18	Service Activation transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.