

CLOSURE REPORT FOR EXCEPTION 155

BellSouth Georgia OSS Testing



Date: December 26, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review. (PMR5)

Exception:

BearingPoint cannot replicate the values in the “Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices” Service Quality Measurement (SQM) report for the CLEC Aggregate (April 2002). BearingPoint found that BellSouth’s instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM. (PMR5)

Background:

SQMs are calculated to illustrate BellSouth’s Operational Support System performance. Each month, as mandated by the Georgia Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Georgia¹. BellSouth provides CLEC Aggregate processed data² (PMAP raw data³) as needed to BearingPoint.

Issue:

BearingPoint discovered that the computation instructions for the “Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices” SQM are insufficient for calculating metrics values.

- BellSouth’s instructions do not provide the fields needed to calculate the denominators (counts).
- BellSouth’s instructions do not make reference to calculations for “% Jeopardy Notice within 48 Hours.”

Without adequate instructions, BearingPoint is unable to replicate metrics values for this SQM.

¹ These reports are posted on the PMAP website.

² The term “processed data” refers to the data used to validate SQM calculations. For certain SQMs, BellSouth uses the term “PMAP raw data.”

³ *The PMAP Raw Data User Manual* includes instructions to calculate SQM values for certain reports. BellSouth publishes the Manual and corresponding processed data to provide to CLECs the ability to calculate their SQM values independently and thus verify the reports. The Manual is posted and updated on the PMAP site. BearingPoint relied on the June 18, 2002 version 4.0.9B Re-Release of the Manual.

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Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. BellSouth's insufficient documentation prevents CLECs from calculating the metrics values for the "Provisioning: % Completions / Attempts without Notice or < 24 Hours Notice" and "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" SQM. Without accurate documentation, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

BellSouth Response:

BellSouth has entered RQ1641 to have the RDUM updated for the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" SQM. This update will be reflected in the July release of the RDUM for June data.

BellSouth Amended Response:

BellSouth has entered RQ1873 to address additional replication issues with Provisioning: Jeopardy Interval and % Jeopardy Non-Mechanized measure. When implemented this change will:

Remove Exclusion 1 (*CMTT_DATE_TIME - ISSUE_DATE_TIME = <48 Hours EXCLUDE (Should only be in "% >=48 Hours sub measure")*) from 271, Raw Data/RDUM and warehouse code for "Average Jeopardy Duration".

Also within the same TD, Exclusion 2 (*CMTT_DATE_TIME = Same day as PF_DATE_TIME then exclude (Should be in both "Average Duration" and "% >=48 Hours")*) would be added to the SQM/WEB Reports for the "Average Jeopardy Duration" and "%Jeop>=48 hours" sub-measures and Exclusion 1 would be added to the "%Jeop>=48 hours" sub-measure. NOTE: the sub-measure "%Jeop" does not have exclusions.

BearingPoint will be notified when this RQ is packaged and what data month to test.

BellSouth 2nd Amended Response:

BellSouth has entered RQ1873 to address additional replication issues with Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices measure. When implemented this change will address two exclusions for the SQM reports.

Exclusion 1 (*CMTT_DATE_TIME - ISSUE_DATE_TIME = <48 Hours EXCLUDE*) is currently being applied to Average Jeopardy Duration and it will be added to the % Jeopardy Notice within 48 Hours sub measure.

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Exclusion 2 (*CMTT_DATE_TIME = Same day as PF_DATE_TIME then exclude*) will be added to both Average Jeopardy Duration and % Jeopardy Notice within 48 Hours sub measure.

These exclusions do not apply to the % of Orders Given Jeopardy Notices.

RQ1873 has been scheduled to be implementation with November 2002 data.

BellSouth 3rd Amended Response:

Beginning with August 2002 data, BellSouth began including Prod_ID 270 in the reported values for Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices measure. Previous to August, Prod_ID 270 was included in the product roll up table, but was never included in the calculations. BearingPoint can retest with August 2002 data.

Summary of BearingPoint Re-Test Activities:

BearingPoint reviewed BellSouth's 3rd Amended response listed above. BellSouth informed BearingPoint that the fix was implemented for the August 2002 data month and BearingPoint could re-test this data with the proper changes implemented.

BearingPoint notes that RQ1873 does not affect the issues addressed in this Exception and therefore, it was not considered in re-testing activities. BellSouth also advised BearingPoint and the GAPSC through clarification email that RQ1873 was not being implemented to address the replication issues discovered by BearingPoint. Based on BellSouth's 3rd Amended Response, BearingPoint was able to test the replication of the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" measure with August 2002 data, with the inclusion of prod_id 270.

In the above BellSouth responses, the 2nd response was simply a clarification of the 1st response.

Summary of BearingPoint Re-Test Results:

BearingPoint has reviewed BellSouth's response listed above and retested the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" SQM using August 2002 data. BearingPoint was able to successfully replicate and match the August 2002 SQM reports for this metric using August 2002 data.

BearingPoint believes that BellSouth has adequately addressed the issues identified in Exception 155.

Based on re-testing activities, BearingPoint, with the concurrence of the Georgia Public Service Commission, closes Exception 155.