

EXCEPTION 207
BellSouth Georgia OSS Testing



Date: March 25, 2003

EXCEPTION REPORT

An exception has been identified as a result of testing activities associated with the Remedy Change Management Review (PMR7.3).

Exception:

BellSouth failed to complete testing of Interim Solutions Change Requests prior to implementation.

Background:

Self-Effectuating Enforcement Mechanism (SEEM) reports are created to illustrate BellSouth's Operational Support System enforcement mechanism. Each month, as mandated by the Georgia Public Service Commission, BellSouth publishes SEEM reports of remedy values for the Georgia Public Service Commission and for Competitive Local Exchange Carriers (CLECs) engaged in business activity with BellSouth in the State of Georgia.

Issue:

The BellSouth Interim Solutions Change Management Process¹ states that each change request is tested before implementation in production. This process includes functional testing, stress testing, boundary testing, regression testing, and any additional testing necessary for a specific change. BearingPoint's review found that BellSouth does not always adhere to this necessary testing procedure.

BearingPoint reviewed TestDirector change requests 72, 75, and 76. The description of each change request stated the following: "The stored procedure code for this requirement has been 'minimally' adhoc tested/ verified at this time. This was due to a production implementation schedule that would not allow completion of formal testing on this measure. MAIN FUNCTIONALITY APPEARS TO BE FUNCTIONING PROPERLY." This statement illustrates BellSouth's failure to follow the important testing guidelines documented in the Interim Solutions Change Management Process².

Impact:

Testing change requests prior to implementation is essential to ensure that new or updated code produces the correct result and does not adversely affect the calculation of other measures. BellSouth's failure to completely test change requests as outlined in the TestDirector Change Management Process may result in the introduction of defects in the Interim Solutions' Production Environment. Introduction of such defects may cause inaccurate remedy results and payments.

¹ Change Management Process, Interim Solutions, Version 1.2, December 6, 2002

² Ibid