

**SECOND AMENDED EXCEPTION 207**  
BellSouth Georgia OSS Testing



Date: July 15, 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 Process<sup>1</sup> 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 Process<sup>2</sup>.

**BellSouth Response:**

Due to the time frame in which BellSouth had to implement the Change Management measures, the decision was made to conduct sufficient testing prior to implementation to obtain a reasonable level of confidence that the measures were being calculated correctly. At the same time, full test cases would commence and would continue as the measures were placed into production. These full test cases

---

<sup>1</sup> Change Management Process, Interim Solutions, Version 1.2, December 6, 2002

<sup>2</sup> Ibid

## SECOND AMENDED EXCEPTION 207

BellSouth Georgia OSS Testing



accompany this response and illustrate that despite the time constraints that prohibited full testing prior to initial implementation, the testing process was completed satisfactorily.

### **Amendment:**

BearingPoint attempted to review additional change requests to ensure that full testing had occurred for other change requests. As a result, BearingPoint requested that BellSouth provide copies of test cases for nine additional change requests. BearingPoint's review of the additional change requests again found that the required testing had not been performed.

### **BellSouth Response:**

BellSouth has relied upon a combination of Regression Testing and Post-Production Validation of PARIS statistical results and remedy payments. Consequently, there are no formal test cases of functional testing to provide for the RQ's and defects identified by BearingPoint.

In conjunction with PARIS Release 2.03.03 (March data), functional testing of PARIS will be added to the release cycle.

### **Second Amendment:**

Based on the BellSouth response to Amended Exception 207, BearingPoint issued a data request for information on change requests implemented in PARIS Release 2.3.03 (March 2003 data month) and the corresponding functional test cases. BearingPoint's review of the requested data identified three problems with BellSouth functional testing:

1. BellSouth did not conduct functional testing for each change request implemented in PARIS Release 2.03.03 as required by the BellSouth Software Configuration Management Process.
2. BellSouth stated in response to the BearingPoint data request that changes that affect only "reports" fall outside of the normal scope of functional testing. This statement is inconsistent with the BellSouth Software Configuration Management Process<sup>3</sup> for either PARIS or Interim Solutions<sup>4</sup>.
3. BellSouth stated in response to the BearingPoint data request that "system only" changes fall outside of the normal scope of functional testing. This statement is inconsistent with the BellSouth Software Configuration Management Process<sup>5</sup> for either PARIS or Interim Solutions<sup>6</sup>.

<sup>3</sup> PMAP Production Life Cycle and Change Management Process: Introduction, Version 1.5, September 26, 2002

<sup>4</sup> Change Management Process, Interim Solutions, Version 1.2, December 6, 2002

<sup>5</sup> PMAP Production Life Cycle and Change Management Process: Introduction, Version 1.5, September 26, 2002

<sup>6</sup> Change Management Process, Interim Solutions, Version 1.2, December 6, 2002

**SECOND AMENDED EXCEPTION 207**  
BellSouth Georgia OSS Testing



**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.