BEFORE THE ARIZONA CORPORATION COMM

CARL J. KUNASEK
Chairman
JAMES M. IRVIN
Commissioner
WILLIAM A. MUNDELL
Commissioner

IN THE MATTER OF U S WEST COMMUNICATIONS, INC.'S COMPLIANCE WITH § 271 OF THE TELECOMMUNICATIONS ACT OF 1996	Docket No. T-00000B-97-0238 **AT&T AND TCG'S NOTICE OF SUPPLEMENTAL FILING**

NOTICE IS HEREBY GIVEN that Exhibit A to AT&T and TCG's Comments on Proposed Master Plan ("NY Master Test Plan") is hereby filed with the Arizona Corporation Commission on this date in the above-titled action.

RESPECTFULLY SUBMITTED this 20th day of September, 1999.

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I hereby certify that the original and 10 copies of AT&T and TCG's Notice of Supplemental Filing were filed this 20th day of September, 1999, with:

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State of New York
Department of Public Service

Bell Atlantic
OSS Evaluation Project
Master Test Plan

FINAL

VERSION 2.0

Submitted by:

KPMG Peat Marwick LLP

July 31, 1998

Doc. No. 22260103.doc

Contents

I. Document Control

A. Distribution

Table I-1: Distribution List For Document

Person	Department	Date Sent
Timothy S. Carey	NYS Consumer Protection Board	
Charlie Donaldson	NYS Department of Law	
Dan Gonzalez	Nextlink Communications, Inc.	
Andrew M. Klein	NYS Department of Public Service	
Benjamin Lipscitz	City of NY Dept. Of Information Technology & Telecommunications	
John Rubino	NYS Department of Public Service	
Richard Schwartz	NYS Department of Law	
Maureen Bedarski	BA-NY	
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Cliff Williams	AT&T	
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David Ellen	Cablevision Lightpath, Inc.	
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Mike Weeks	KPMG	

B. Approved By

Table I-2: Approval List For Document

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Table I-3: Version Control

Version	Date	Reason
1.0	June 26, 1998	Initial draft release
2.0	July 31, 1998	Final release

II. Introduction

A. Background

The Telecommunications Act of 1996 (the Act) requires Bell Atlantic-New York (BA-NY) to:

- Provide nondiscriminatory access to its operations support systems (OSS) on appropriate terms and conditions;
- Provide the documentation and support necessary for competitive local exchange carriers (CLECs) to access and use these systems; and
- Demonstrate that BA-NY's systems are operationally ready and provide an appropriate level of performance.

Compliance with these requirements will allow competitors to obtain pre-ordering information, submit service orders for resold services and unbundled network elements (UNEs), submit trouble reports, and obtain billing information at a level deemed to be non-discriminatory when compared with BA-NY's retail operations.

BA-NY offers various systems, including both application-to-application interfaces and terminal-type/Web-based systems, which CLECs can use to access BA-NY's OSS in order to perform these tasks. The New York Public Service Commission (PSC) has been considering the matter of BA-NY's compliance with the requirements of Section 271 of the Act in the context of Case 97-C-0271. To this end, the PSC has retained KPMG Peat Marwick LLP to assist it with assessing whether BA-NY is meeting these requirements.

B. Scope

This document describes the plan to evaluate BA-NY's OSS systems, interfaces, and processes that enable CLECs to compete with BA-NY for customers' local telephone service. In determining the breadth and depth of the test, all stages of the CLEC-ILEC relationship were considered. These include the following:

- Establishing the relationship
- Performing daily operations
- Maintaining the relationship

Further, each of the service delivery methods – resale, unbundled network elements (UNE), unbundled network elements-platform (UNE-P), and combinations – were included in the scope of the test.

The plan has been divided into four domains to organize and facilitate testing:

- Pre-Ordering, Ordering, and Provisioning (POP)
- Maintenance and Repair (M&R)
- Billing (BLG)
- Relationship Management and Infrastructure (RM&I)

Within each of the domains, the methods and processes to be applied to measure BA-NY's performance within that domain are described along with the specific points in the systems and processes where BA-NY performance will be evaluated. The results of the test will be compared against measures and criteria identified by the PSC such as the Interim Guidelines for Carrier-to-Carrier Service Standards Proceeding (Case 94-C-0139) and other measures and criteria as deemed appropriate by the PSC.

This plan also describes the development and application of base scenarios to be used in evaluating BA-NY's OSS and related support services. A scenario may be specific to a particular domain or it may span domains providing an end-to-end test of BA-NY's systems and processes. These were developed to simulate real-world production to ensure adequate coverage for the test. These base scenarios will be used to develop test cases intended to introduce additional variables such as errors and supplements to further simulate real world transactions. These scenarios were developed with input from the PSC, BA-NY, and the CLECs.

C. Objective

This overall objective of this document is to provide a description of a comprehensive plan to test Bell Atlantic's OSS systems, interfaces, and processes. This master test plan shall be the basis by which individual tests can be developed and executed to help the PSC in determining whether BA-NY's provision of access to OSS functionality enables and supports CLEC entry in the local market. In meeting those objectives, KPMG developed a test plan that is intended to provide adequate breadth and depth to evaluate the entire CLEC/ILEC relationship under real world conditions.

D. Audience

The audience for this document falls into two main categories:

1. Readers who will utilize this document during the testing process
2. Interested parties who have some stake in the result of the BA-NY OSS evaluation and wish to have insight into the evaluation effort

The primary users of this document are the Phase 2 Test Manager and the vendor for the CLEC Test Transaction Generator. Other audiences are the PSC, BA-NY, the CLECs, and the Department of Justice (DOJ).

1.0 Phase 2 Test Manager

The Phase 2 Test Manager has overall responsibility for the management of the testing process described in this document. This document will be used by the Phase 2 Test Manager to guide the various parties involved in this testing effort.

2.0 CLEC Test Transaction Generator Vendor

At the direction of the Phase 2 Test Manager, the CLEC Test Transaction Generator will be responsible for the input and measurement of a series of data-driven tests.

3.0 New York Public Service Commission

The New York Public Service Commission is responsible for providing input on additional tests, measures, or criteria that should be considered. The Phase 2 Test Manager will provide results and preliminary evaluation of the results to the PSC. The PSC is responsible for the final evaluation of the test results.

4.0 Bell Atlantic-New York

BA-NY will use this document to understand the testing framework in order to prepare its test bed. This document describes the requirements BA-NY must satisfy to prepare for and execute the tests.

5.0 CLEC(s)

The CLECs will use this document to understand the breadth and depth of the test. In addition, this document describes the elements required of the CLECs to prepare for their role in the tests.

6.0 Department of Justice

The Department of Justice will observe the process of developing, conducting, and evaluating the tests.

E. Assumptions

This section describes the assumptions made in the development of this Test Plan.

- The Web GUI interface is the only interface that will be evaluated for Maintenance and Repair.
- BA-NY and the CLECs will provide suitable resources in sufficient numbers to assist the Phase 2 Test Manager and CLEC Test Transaction Generator with the evaluation effort and on-going work center support.
- BA-NY will provide access to appropriate documentation.
- BA-NY will provide the necessary resources, facilities, and support to set up the Test Transaction Generator and the test bed required to execute the tests (e.g., office space; equipment; IDs; security access; customer accounts and addresses; and RSIDs.)
- BA-NY will process test transactions as part of normal processing including the provisioning of some scenarios/test cases.
- BA-NY and the CLECs will provide the facilities required to execute the live scenarios.
- BA-NY and the CLECs will allow the Phase 2 Test Manager to observe retail and wholesale processes on-site during the evaluation effort.
- BA-NY and the CLECs will give the Phase 2 Test Manager access to historical data and current operational reports, as needed, to complete the evaluation.
- BA-NY will allow the Phase 2 Test Manager to inspect algorithms that may have a bearing on parity access, such as the algorithm used to manage trouble reports.
- BA-NY will maintain a stable environment for the duration of the evaluation.
- The vendor for the CLEC Test Transaction Generator will provide the Phase 2 Test Manager access to, or a copy of, the results database maintained by the Test Transaction Generator.
- The vendor for the CLEC Test Transaction Generator is responsible for evaluating the documentation, integration support, and

interfaces that BA-NY provides CLECs trying to develop and access its OSS.

- All stakeholders identified in the preceding section agree with and commit to supporting efforts as outlined in the responsibilities matrix found in Table VIII-4 of Section VIII, Phase 2 Overview.
- Regulatory, legal, and confidentiality issues or concerns can be resolved without significant impact to either the intent of the tests, the ability to execute the tests, or the schedules for their execution.

F. Limitations

The purpose of this section is to describe the limitations of the testing effort. These limitations will be described in terms of what is to be tested and what conclusions can be drawn from the results.

- In some cases, certain order types, troubles, and processes may not be practically tested in a test environment. Examples include orders with very long interval periods, high volumes of test provisioning transactions or the Network Design Review (NDR) process. Accordingly, the test may take the form of an interview, inspection, live orders review, review of historical performance or operational reports, or some other method that will capture the performance of BA-NY with respect to the order types and processes in question. The Domain Test Plans will identify the tests that can be executed live and those that must be executed by other means. Long interval tests that prove to have no alternative test methods that foreshorten the test will be referred, with a recommendation for disposition, to the PSC. The PSC will make the final decision regarding the disposition of such tests.
- Operational, time and resource constraints make it impossible to construct a feasible, exhaustive test suite. Significant effort has been expended to clearly portray the scope of the proposed suite, and it is believed this suite does provide both extensive and sufficient coverage. Provision has been made in the Phase 2 plan to amend or extend the test coverage if, in the judgment of the PSC, an amendment or extension is deemed justified.
- It is not practical or desirable to execute certain live tests that would disrupt service to BA-NY or CLEC customers. An example would be an M&R test that requires an equipment failure. BA-NY performance for these test cases will be evaluated by other means.

The Domain Test Plans will identify the tests that can be executed live and those that must be executed by other means.

G. Document Structure

This section describes the structure of the document. It includes a table that lists each major section number along with a brief description.

Table II-1 Document Overview

Sect. No.	Section	Content
I	Document Control	Identifies document distribution and necessary approvals.
II	Introduction to the Document	Documents project background, scope, and objectives, assumptions, and limitations. Includes who should read the document, and how it is structured.
III	Test Plan Framework	Describes the methodologies for testing Bell Atlantic's systems, interfaces and processes. Includes how testing is segmented and organized, testing components, entrance and exit criteria, data acquistion, and traceability.
IV	Pre-Ordering, Ordering, and Provisioning Domain Test Section	Describes the methodologies to be applied directly to the pre-ordering, ordering, and provisioning domain.
V	Maintenance and Repair Domain Test Section	Describes the methodologies to be applied directly to the maintenance and repair domain.
VI	Billing Domain Test Section	Describes the methodologies to be applied directly to billing domain.
VII	Relationship Management and Infrastructure Domain Test Section	Describes the methodologies to be applied to evaluating activities and processes in the relationship management and infrastructure test domain.
VIII	Phase 2 Overview	Describes the roles and responsibilities, testing deliverables, and testing controls of Phase 2.
Appendix A	Test Scenarios	Describes the scenarios for use in Phase 2 testing.
Appendix B	Traceability and Coverage Matrices	Contains coverage matrix that cross-references test target with types of measures applied. Also has matrices that cross reference test scenarios with test processes, product family, delivery method, and order type.
Appendix C	Normal and Peak Volumes Test Section	Describes the volumes to be used in testing.
Appendix D	Statistical Approach	Describes the statistical methods and tests used to determine whether parity exists.
Appendix E	Metrics Criteria	Lists metrics for process areas gathered from sources such as the Interim Guidelines.
Appendix F	References / Documents	References used in developing this document.
Appendix G	Domain Test Timeline	Describes timelines for POP, M&R, RM&I, and Billing domains.
Appendix H	Glossary	Testing terms and definitions used in this document.

III. Test Plan Framework

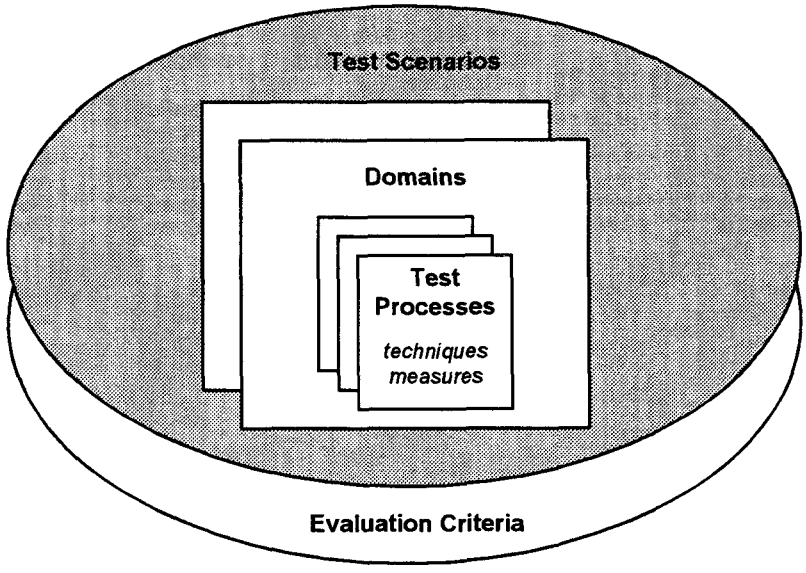
The overall test of BA-NY's OSS is designed to be multi-faceted and provide end-to-end coverage of the systems, interfaces, and processes that fall within the scope of the testing effort. In constructing a master test plan, many factors were considered, including the systems and processes to be tested, the measurement points and respective evaluation criteria, and the necessary conditions required in order to stage a successful, efficient, and objective test.

In order to develop a comprehensive, complete, and thorough test of BA-NY's OSS systems, interfaces, and processes, the master test plan framework was defined along four key dimensions:

- Test Scenarios
- Test Domains
- Test Processes
- Evaluation Criteria

The relationship between these four key dimensions are illustrated below.

Figure III-1: Key Test Plan Framework Dimensions



The test scenarios and the test domains define **what is to be tested.** *Test scenarios* provide the contextual basis for testing by defining the transactions, products,

volumes, data elements, and other variables that must be considered and included during testing. The *test domains* organize and define the systems and processes to be tested.

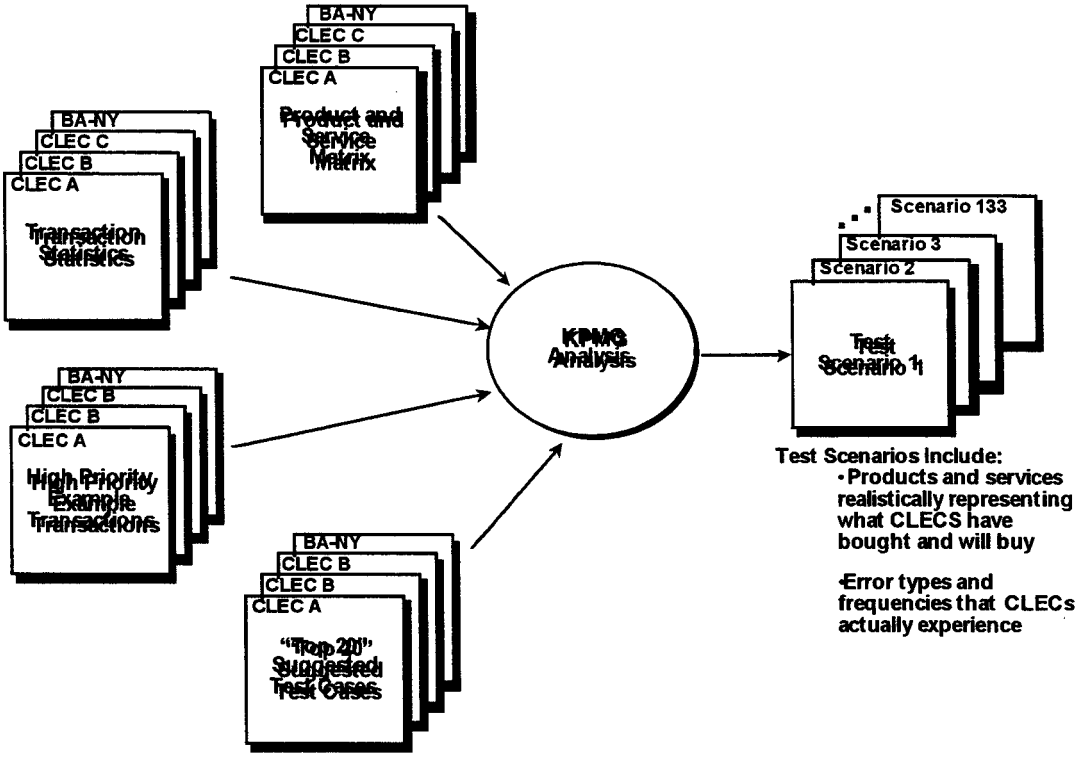
Test processes and evaluation criteria define **how testing will be conducted.** *Test processes* define the techniques, measures, inputs, activities, and outputs of each component test. *Evaluation criteria* serve as the basis for evaluation by defining the norms against which test results are compared.

These concepts are discussed in more detail in the following sections.

A. Test Scenarios

KPMG worked with the CLECs and BA-NY to develop 133 base test scenarios.

Figure III-2: Scenario Development



The test scenarios describe realistic situations in which CLECs purchase wholesale services and network elements from BA-NY to be resold or repackaged to the CLEC's end-user customer on a retail basis. The key principles applied in generating the base scenarios included: (1) emulating real world

coverage, mix, and types of transactions while (2) balancing the requirement for practical and reasonably executable transactions which would not unduly disrupt normal production or negatively affect customer service. In general, each test scenario describes a real-world situation which will be used to create test cases.

1.0 Scenario Purpose

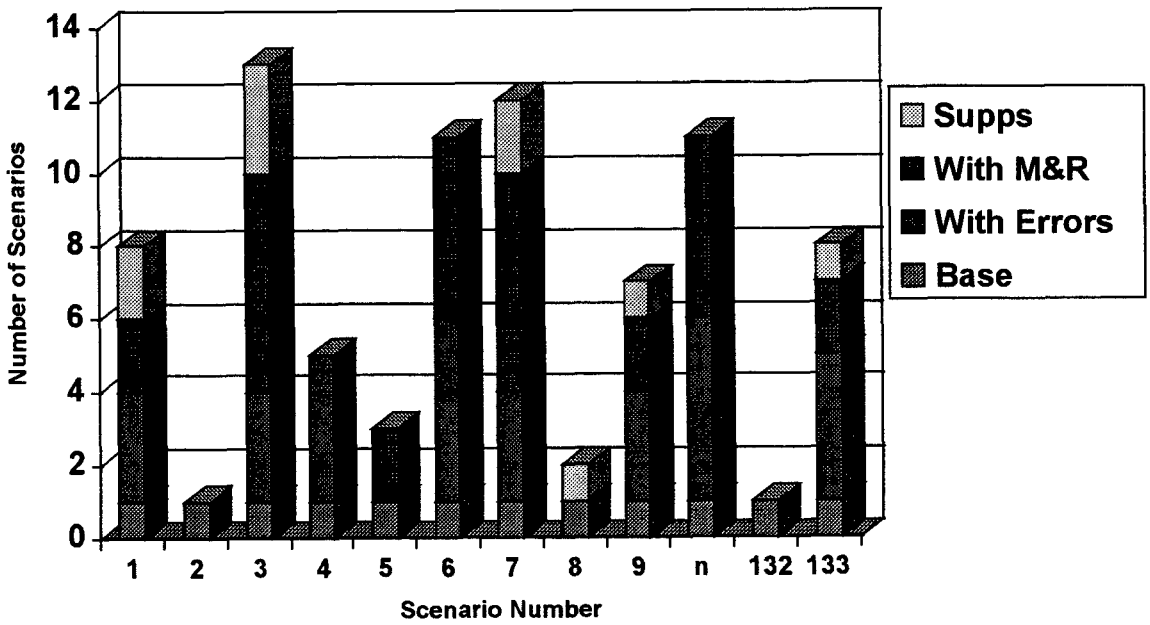
Scenarios serve several key purposes. Scenarios help define the products, services, and transactions that should be included for testing. In this regard, test scenarios provide the guidance for developing "real world" test cases to simulate live production in a controlled test environment. These scenarios will be used to test functionality, performance, and other attributes associated with the ability of CLECs to access information from BA-NY business processes and associated systems. Scenarios provide a way to bridge across test domains, thereby facilitating both point-specific and end-to-end testing of various systems and processes and providing the breadth and depth of coverage of products and services to be tested.

2.0 Scenario Use

Variables will be introduced into the base scenarios to create a number of test situations. Types of variables include errors (e.g., invalid USOCs), supplements (e.g., changes to an order), and Maintenance and Repair test situations. Tests situations may also vary by the type of features that are requested. For example, the base scenario may specify call waiting as a feature but the test situtation may use caller ID instead of call waiting. The test situations may also vary the timing and sequence of the transactions.

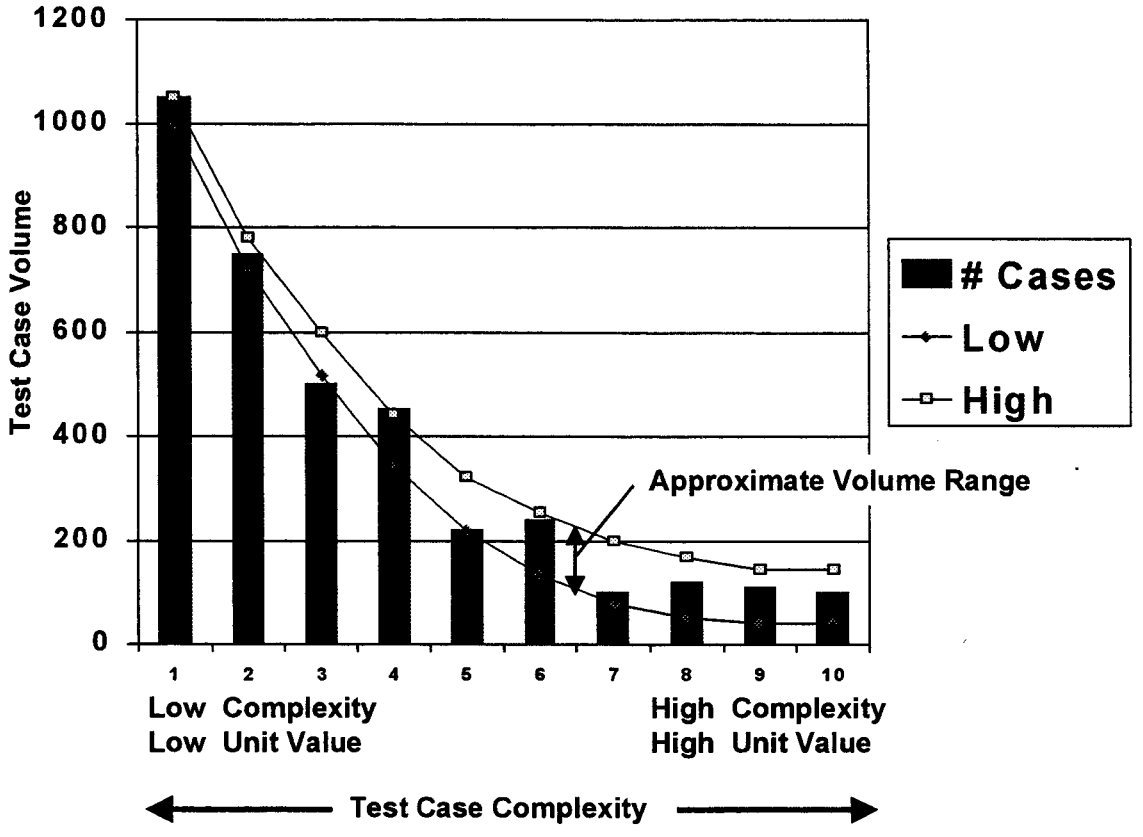
The following chart depicts several possible variations of test situations for each scenario. In this example, the variables include supplements, M&R, and errors.

Figure III-3: Base Scenarios and Test Situations



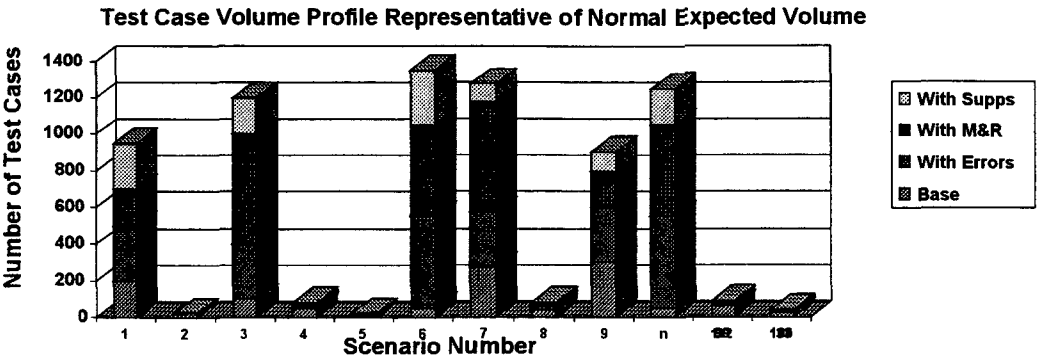
Detailed test cases will be generated from these test situations. Volumes must be assigned to each of the test cases based on complexity and expected real world production. While more complex scenarios are expected to occur with less frequency, test case generation must ensure that the more complex and high value cases do occur to obtain adequate coverage. The following chart depicts the methodology in determining the appropriate distribution of transactions with simpler transactions occuring more frequently than complex transactions.

Figure III-4: Volume Distribution by Complexity



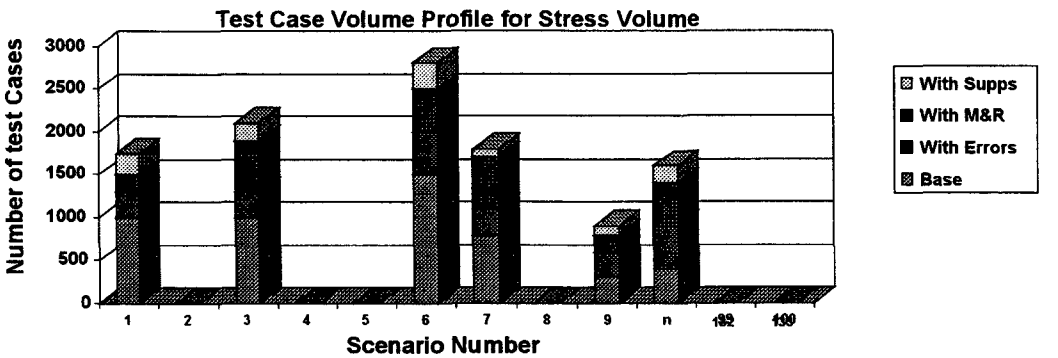
After determining the appropriate distribution, normal expected volumes will then be assigned to each of the test situations based on complexity and expected real world production in the July to December 1999 timeframe. Individual test cases that match the situations will be generated based on the volume that has been assigned. These projected test case volumes will be used to measure BA-NY's ability to meet agreed upon functionality and measures of service (e.g., response times, intervals) in this timeframe.

Figure III-5: Normal Expected Volumes



In addition, a stress volume test will be conducted to test the capacity and identify potential choke points of the interfaces. Stress volumes will be assigned to a subset of the test case types based on some multiplier of the normal expected volumes.

Figure III-6: Stress Volumes



These test cases will be utilized for *transaction-driven system analysis* test processes which are further discussed below.

A copy of the base scenarios is provided in Appendix A. These are the base scenarios to be used to generate specific test situations which drive the definition of detailed test cases for various components of the total test.

B. Test Domains

The areas subject to testing have been organized into four domains:

- Pre-Ordering, Ordering, and Provisioning
- Maintenance and Repair
- Billing
- Relationship Management and Infrastructure

These four domains correspond to the four respective business functions that comprise the BA-NY/CLEC relationship. The domains are useful in organizing the areas to be tested and the specific tests to be conducted.

Within each of these test domains, specific targets have been identified for testing. Examples of test targets include application systems (e.g., RETAS), business processes (e.g., daily usage feeds), management practices (e.g., change management), and documents (e.g., CLEC Handbook). Additionally, for each of the test targets, the processes, sub-processes, and attributes which are to be included for testing within each target are specified.

C. Test Processes

Within each of the four domains, specific test processes to be executed have been defined.

In general, two kinds of tests have been developed:

- Transaction-Driven System Analysis
- Operational Analysis

1.0 Transaction-Driven System Analysis

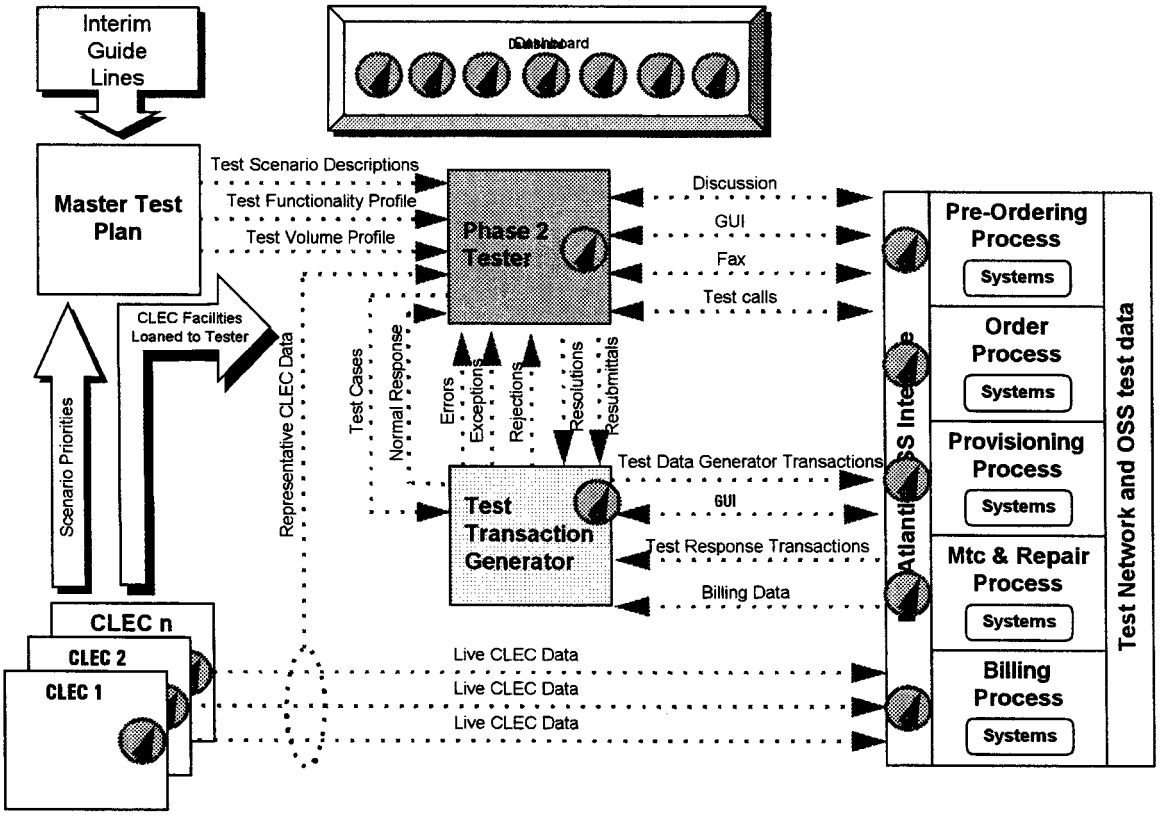
Tests which utilize transaction-driven system analysis rely on initiation of transactions, tracking of transaction progress, and analysis of transaction completion results to evaluate a system under test. Transaction-driven system analysis requires defining several key facets of testing, including the data sources (e.g., CLEC live data, BA-NY historical data), the system components under test (e.g., application-to-application interfaces, graphical user interfaces), and volumes (e.g., normal, stress).

Transaction-driven system analysis is to be utilized extensively in the following three domains:

- Pre-Ordering, Ordering, and Provisioning
- Maintenance and Repair
- Billing

The transactions to be used in each transaction-driven system analysis test will be derived from higher level sets of one or more transactions called test cases, which in turn have been developed from base test scenarios. See Scenario section above for additional discussion. Many transaction-driven tests utilize a Test Transaction Generator (TTG) to facilitate testing. The overall conceptual framework for transaction-driven system analysis is illustrated in the chart below.

Figure III-7: Transaction-Driven Systems Analysis Framework



As indicated above, transaction-driven tests will be performed utilizing a Test Transaction Generator (TTG), CLEC live test cases, and CLEC live production.

1.1 Test Transaction Generator

The TTG provides the capability to generate the full suite of real world test cases by submitting transactions via BA-NY's EDI and GUI interfaces and collecting information about the response times, intervals, and other compliance measures.

The TTG will generate and supplement the required number of transactions to test normal expected and stress volumes, ensure the processing of the full breadth of transactions during the test period, and repeat test cases in the required volumes in a controlled test environment. A work center will be assembled to provide for interactive processing, such as handling errors, exceptions, and resubmittals. This work center will also submit manual transactions to BA-NY and await responses. The work center will require participation from both the CLECs and BA-NY to facilitate a real world simulation of a CLEC interfacing with BA-NY.

Further, the TTG will be required to document its ability to build, test, and place in operation the functionality required to successfully process transactions utilizing BA-NY's documentation, account management, help desk, and training support.

1.2 CLEC Live Test Cases

CLEC live test cases provide an alternative test method for transactions which may not be practical to provide in a test environment and further facilitate a more realistic depiction of real world production. CLEC participation will be solicited to provide real test cases during the test period.

The CLEC test allows for an element of blind testing and tracking performance in a "real-world" environment. This will require extensive participation by the Phase 2 Test Manager to observe the execution in order to measure, audit, inspect and monitor progress and report results. The Phase 2 Test Manager will be responsible for monitoring both the CLEC and BA-NY sides of the transaction.

1.3 CLEC Live Production

CLEC live production will be continuously monitored during the test period to assess performance and service levels that are experienced during the test. These overall measures will be compared to the results from the test and be included in the final report. Further, there are scenarios where in-progress live transactions cannot be obtained or are not practical to execute in a test environment. These will be evaluated utilizing historical information. Historical transactions will be applied in those cases where the process has been stable for a sufficient length of time.

2.0 Operational Analysis

Tests utilizing operational analysis focus on the form, structure, and content of the business process under study. This test method will be used to evaluate day-to-day operations and operational management practices, including policy development, procedural development, and procedural change management. Operational analysis validates and verifies the results of a process to determine that the process functioned correctly and according to documentation and expectations. Operational analysis also tests compliance by reviewing management practices and operating procedures against legal, statutory, and other requirements.

D. Evaluation Criteria

Measures and their corresponding evaluation criteria provide the basis for conducting tests. Evaluation criteria are the norms, benchmarks, standards, and guidelines used to evaluate measures identified for testing. Evaluation criteria provide a framework for the scope of tests, the types of measures that must be taken during testing, and the approach necessary for analyzing results.

Evaluation criteria are defined by four types, as described below.

Table III-1: Evaluation Criteria

Evaluation Criteria Type	Description	Example
Quantitative	These criteria set a threshold for performance where a numerical range of values is possible, such as response time.	System response time is four seconds or less.
Qualitative	These criteria set a threshold for performance where a range of quality values is possible, such as level of customer satisfaction.	Documentation defining daily usage feeds is adequate.
Parity	These are criteria that require two measurements to be developed and compared, such as whether external response time is at least as good as internal response time.	CLEC transaction time no greater than BA-NY Retail transaction time.
Existence	These are criteria where only two possible test results can exist (e.g., true/false, presence/absence), such as whether a document exists or not.	Documentation defining daily usage feeds exists.

The evaluation criteria to be applied in the overall test effort are based largely on the legal and regulatory requirements for functionality and performance applicable to BA-NY's OSS. In some cases, evaluation criteria were drawn from the PSC's Carrier-to-Carrier Working Group. Overall, evaluation criteria are derived from three types of sources, as shown below.

Table III-2: Sources of Evaluation Criteria

Evaluation Criteria Source	Description
Legal and Regulatory Requirements	Requirements specified by statute and regulation, such as FCC orders, court orders, PSC regulations, federal and state statutes, and other binding requirements resulting from judicial or governmental proceedings.
Consensus Requirements	Norms, benchmarks and standards developed by formal consensus proceedings, such as the PSC's Carrier-to-Carrier Working Group.
Good Management Practices (GMP)	Widely recognized standards and guidelines promulgated by sanctioned industry and governmental organizations and other bodies (e.g., Telecommunications and Industry Forum); also includes benchmarks, performance goals, and guidelines derived from industry and topic area experts, BA-NY and CLEC performance targets, publications, academic journals and other sources.

The specific evaluation criteria to be utilized for the overall test effort are provided in Appendix E.

E. Test Process Elements

For every test defined within each domain, the process includes a description of the test, its objectives, the targets and scope of the test, the measures to be used, the test scenarios which apply to the test, the test's inputs, activities, and outputs, as well as entrance and exit criteria. Several key test process elements are described in the following sections. Each test process specifies the evaluation techniques used to capture and analyze information developed during testing and the evaluation measures used to conduct testing.

1.0 Entrance Criteria

Entrance criteria are those requirements that must be met before individual tests can commence. Global entrance criteria, which apply to every individual test (except where noted otherwise) include the following:

1. **The Test Plan has been approved.**

   The Test Plan must be approved by the PSC.

2. **All legal dependencies have been resolved.**

   Any pending legal and regulatory proceedings that impact the ability to perform the test must be concluded in a manner which allow testing to proceed. Any necessary legal or regulatory approvals must be secured.

3. **The PSC has verified relevant measurements to be used in the test.**

Measurements specified in the Interim Guidelines must be fully functional, tested, and operationally ready. Fully functional BA-NY measurements are required to support collection of test results and to ensure a method exists to monitor on-going compliance. With assistance from the Phase 2 Test Manager, the PSC will assess the operational readiness of all required BA-NY measurements and verify that all requirements have been met.

4. **All required BA-NY interface capabilities must be operationally ready.**

Electronic interfaces to all OSS access functions of Pre-Ordering, Ordering, Provisioning, Maintenance and Repair, and Billing must be fully tested and operational. EDI-8 and EDI-9 (Pre-Ordering) must be tested and operational. All GUI interface capabilities must be operational.

5. **The Test Transaction Generator Vendor must be operationally ready.**

The TTG is to be developed by a vendor based upon specifications and documentation provided by BA-NY. Several test methods are dependent upon the use of the TTG. Furthermore, successful operation of the TTG will demonstrate the feasibility of developing, testing, and operating the CLEC side of the OSS interface based upon documentation supplied by BA-NY.

6. **CLEC facilities and personnel are available to support the CLEC elements of the Test Plan.**

CLECs will use the Test Plan to prepare their organization for the relevant tests. This could include the designation of appropriate on-site working space and equipment for the testers, the training or hiring of necessary personnel, and any other appropriate measures in order to facilitate test implementation.

In addition to these global entrance criteria, test-specific entrance criteria, where applicable, are defined within each test.

Table III-3 Global Entrance Criteria

Criteria	Responsible Party
The Test Plan has been approved.	PSC
All legal dependencies have been resolved.	BA-NY
Resolutions to legal dependencies approved.	PSC
The PSC has verified relevant measurements to be	PSC

used in the test.	
All required BA-NY interface capabilities must be operationally ready.	BA-NY
Test Transaction Generator Vendor must be operationally ready.	TTG
CLEC facilities and personnel are available to support the CLEC elements of the Test Plan.	CLEC

2.0 Exit Criteria

Exit criteria are the requirements that must be met before the tests defined in the Test Plan can be concluded.

1. **All required test activities must be completed.**

   For each test, all fact finding and analysis activities must be completed. All results and test methodologies have been documented.

2. **All change control, verification, and confirmation steps have been completed.**

   The results of test activities must be documented and reviewed for accuracy. Any results that require clarification or follow-up are confirmed.

In addition to these global exit criteria, test-specific exit criteria, where applicable, are defined within each test.

Table III-4 Exit Criteria

Criteria	Responsible Party
All required test activities must be completed.	Ph 2 Test Mgr.
All change control, verification, and confirmation steps have been completed.	Ph 2 Test Mgr.

3.0 Evaluation Techniques

Each test relies on one or more techniques to collect and record measurements and analyze the results. The five types of techniques defined for this test are described in the chart below.

Table III-5: Evaluation Techniques

Technique	Description
Transaction Generation	Transaction generation is the use of live, historical, and/or generated data which is executed through the system under review. The results of this test are evaluated for quality.

Report Review	Review and analysis of historical data, reports, metrics, and other information in order to assess the effectiveness of a particular system or business function. This includes performance measurement reports and other management reports.
Inspection	Physical review of process activities and products, including site visits, walk-throughs, read-throughs, and work center observations.
Logging	Monitoring activities and collecting information by logging process events and products as they happen. Logging can be mechanized or manual.
Document Review	Compilation and review of books, manuals, and other publications related to the process and system under study.

F. Comprehensive Test Coverage and Traceability

In order to ensure the tests are fair, comprehensive, and trace back to the requirements, we have included a series of compliance matrices and cross-references in Appendix B. These matrices illustrate the breadth and depth of testing and describe how various test elements are traced from the compliance requirements through the test process.

1.0 Compliance Requirements Traceability

Compliance Requirements coverage is demonstrated by the evaluation criteria table provided in Appendix E. This table specifies the domain(s) in which various requirements specified in relevant FCC, New York Public Service Commission, BA-NY Compliance Filings and Agreements, and consensus agreements are addressed.

2.0 Test Target / Test Measure Cross-Reference

A coverage matrix is provided in Appendix B of this report to demonstrate the types of measures being applied across all test targets defined within the overall test plan.

3.0 Test Scenario Cross-References

Several cross references are provided to illustrate the applicability and coverage of various test scenarios. These include the following exhibits and are included in Appendix B:

- Test Scenario/Test Process Cross-Reference
- Test Scenario/BA-NY Product Family Cross-Reference
- Test Scenario/Delivery Method Cross-Reference
- Test Scenario/Order Type Cross-Reference

IV. Pre-Ordering, Ordering, and Provisioning Domain Test Section

A. Purpose

The purpose of this section is to define the specific tests to be undertaken in evaluating the systems, processes, and other operational elements associated with BA-NY's support for Pre-Ordering, Ordering, and Provisioning activities for Wholesale. The purpose of the specified tests is to evaluate functionality, to evaluate compliance with measurement agreements, and to provide a basis for comparing this operational area to parallel systems and processes supporting BA-NY's Retail Operations.

B. Organization

The Pre-Ordering, Ordering, and Provisioning Domain (POP) is comprised of 10 primary Test Target Areas. These Test Target Areas include:

1. Pre-Ordering
2. Order Processing
3. Provisioning
4. Order "Flow Through"
5. BA-NY POP Metrics
6. POP Documentation
7. Work Center/Help Desk Support
8. Provisioning Process Parity
9. Provisioning Coordination Process
10. Scalability Review

Each Test Target Area is further broken down in the "Scope" section that follows into a number of increasingly discrete Process and Sub Process Areas that serve to identify the particular area of interest to be tested and the types of measures that apply.

In the POP Domain there is not a one-to-one correspondence between the Test Target Areas and the Test Processes. One or more tests have been developed to

evaluate each Test Target Area dependent on the scope of the testing required in each area. Each specific test is described in Section D – Test Processes.

In an effort to simulate the end-to-end process, the first three Test Target Areas (Pre-Ordering, Order Processing, and Provisioning) will be components of the following Test Processes:

- POP1: EDI – Functional Evaluation
- POP2: GUI – Functional Evaluation
- POP3: "Live CLEC" – Functional Evaluation
- POP4: Manual Order – Process Evaluation
- POP5: "Normal Volume" Performance Test
- POP6: "Stress Volume" Performance Test

In addition to those listed above, Test Processes will also be defined for the following:

- POP7: Order "Flow Through" Evaluation
- POP8: BA-NY POP Metrics Evaluation
- POP9: POP Documentation Review
- POP10: Work Center/Help Desk Support Evaluation
- POP11: Provisioning Parity Process Evaluation
- POP12: Provisioning Coordination Process Evaluation
- POP13: Scalability Review

C. Scope

The purpose of this section is to identify the system, process, and document areas that will be tested within the Pre-Ordering, Ordering, and Provisioning Domain Test Processes.

The POP domain will be tested using end-to-end test cases. Pre-Ordering and Ordering transactions will be interspersed. The GUI and the EDI interfaces will be tested. Orders will be issued using both the ASR and LSR format. The GUI will be tested from multiple terminals at the same time. Orders that can be

submitted either through the GUI or through EDI will not be submitted manually (e.g., paper, FAX) as a part of the testing process. If a scenario calls for an order type that can not be submitted electronically, the request will be faxed as a part of the test activities. The manual order procedures for all order types, however, will be evaluated using operational analysis techniques.

The EIF application-to-application interface will not be tested, since this unique interface is being discontinued.

The following order types will be tested:

- Migrate "as is"
- Migrate "as is" with changes
- Migrate "as specified"
- New
- Change
- Suspend/Restore
- Disconnect
- Inside Move
- Outside Move
- Change to New Local Service Provider
- UNE Loop Cut Over

The following delivery methods will be tested:

- Resale
- UNE Platform
- Unbundled Loop
- Interconnect
- Other Unbundled Network Elements
- Combinations of Unbundled Network Elements

In addition to service activities, directory listing activities will also be tested.

All ordering activities and/or products identified as "flow through" conditions in Appendix 2 of the Pre-Filing Agreement will be tested to ensure that they do not require manual handling. While the activities and/or products in Appendix

3 of the Pre-Filing Agreement will also be tested, they are not required to satisfy "flow through" criteria.

Transactions will be submitted with known error conditions. Supplements and Cancels will also be tested. Transactions will be submitted during normal CLEC/reseller interface operational hours, as documented by BA-NY.

Multiple products and features will be tested. The tests will cover a broad range of the options available to CLECs and resellers. A cross reference of scenarios to product family (high level grouping of service type) is available in Appendix B.

More than one end-office and more than one city will be tested. Service locations supported by different BA-NY ordering, provisioning, and CO switching and transmission configurations will be tested.

Only a portion of the test cases will be physically provisioned. Some orders will be future dated, allowing them to be canceled prior to work scheduling and provisioning. In addition to test orders, the CLECs will be solicited for "live" orders to assist in the testing of complex services and services with long lead times.

Both the EDI and the GUI interface will be tested during the "normal volume" test. It is anticipated that the primary interface for the larger CLECs for pre-order, ordering, and provisioning activities will be the EDI interface. Only the EDI interface will be stress tested. The GUI interface will not be stress tested.

The EDI format that will be used for testing will be based upon LSOG 2 - EDI 8 for ordering and provisioning transactions, and LSOG 3 - EDI 9 for pre-ordering transactions. In addition, any agreed upon interface business rules and formats negotiated between BA-NY and the CLECs/resellers will be included in the test transaction formats.

Documentation affecting the POP domain given to the CLECs and the resellers - including the CLEC Handbook, the Reseller Handbook, GUI training and other appropriate documentation - will be reviewed.

The work center/help desk will be evaluated for basic functionality, performance, escalation procedures, and security.

Ten Test Target Areas have been defined within the Pre-Ordering, Ordering, and Provisioning Domain. The following charts contain the processes and measures associated with each Test Target Area:

1.0 Pre-Ordering

The table below outlines the processes and sub-processes involved in evaluating BA-NY's Pre-Ordering functionality and performance.

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Validate Address	Create Address Validation request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
		Accessibility of interface	Transaction Generation	Quantitative
	Send address request using BTN (AN)	Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send address validation request using other account number (AN) format	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send address validation request using WTN	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send address validation request using address	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive "match" response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive "near match" response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
	Receive "no match" response	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit address inquiry	Accessibility of interface	Transaction Generation	Quantitative
	Verify response received	Accuracy and completeness of response	Logging	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Determine status of inquiry	Accuracy and completeness of capability	Transaction Generation	Quantitative
	Create copy of information usable for subsequent processing	Accuracy and completeness of information provided	Inspection, Transaction Generation	Quantitative
		Usability of information	Inspection	Qualitative
		Consistency with retail capability	Inspection	Parity
Retrieve CIR	Determine type of inquiry to send (CSIQ or CTIQ)	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
	Create CIR request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send CIR request using BTN (AN)	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send CIR request using WTN	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Send CIR request using circuit number	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send request for directory information only	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive "match" response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
	Receive "no match" response	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit CIR inquiry	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of inquiry	Availability of capability	Transaction Generation	Quantitative
	Create copy of information usable for subsequent processing	Accuracy and completeness of information provided	Inspection, Transaction Generation	Quantitative
		Usability of information	Inspection	Qualitative
		Consistency with retail capability	Inspection	Parity
Request Available Telephone Number(s)	Create Available Telephone Number request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send TN request for a specific number(s)	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Send TN request for a random number(s)	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send TN request for a range of specific numbers	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send TN request for a range of random numbers	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive available numbers response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit available telephone number request	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of request	Accuracy and completeness of capability	Transaction Generation	Quantitative
	Create copy of information usable for subsequent processing	Accuracy and completeness of information provided	Inspection, Transaction Generation	Quantitative
		Usability of information	Inspection	Qualitative
		Consistency with retail capability	Inspection	Parity
Reserve TN(s)	Create Telephone Number Reservation transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Send reservation request for a single TN	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send reservation request for a block of TNs	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive confirmation response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Resubmit TN reservation request	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of request	Accuracy and completeness of capability	Transaction Generation	Quantitative
Cancel TN Reservation	Create Telephone Number Reservation Cancellation transaction	Clarity, accuracy, and completeness of documentation Accessibility of GUI	Document Review, Transaction Generation Transaction Generation	Qualitative Quantitative Quantitative
	Send cancel reservation request for a single TN	Accessibility of interface Accuracy and completeness of functionality	Transaction Generation Transaction Generation	Quantitative Quantitative
	Send cancel reservation request for a block of TNs	Accessibility of interface Accuracy and completeness of functionality	Transaction Generation Transaction Generation	Quantitative Quantitative
	Receive confirmation response	Timeliness of response Accuracy and completeness of response	Logging Transaction Generation, Inspection	Quantitative Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit cancel TN reservation request	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of request	Accuracy and completeness of capability	Transaction Generation	Quantitative
Request Available DID Number Block(s)	See sub-processes identified for "Request Available Telephone Number(s)" listed above			

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Reserve DID Number Block(s)	See sub-processes identified for "Reserve TN(s)" listed above			
Cancel DID Number Block Reservation	See sub-processes identified for "Cancel TN Reservation" listed above			
Determine Switched Service Availability	Create Service Availability request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send service availability request	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive availability response	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
		Consistency with retail capability	Inspection	Parity

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit Service Availability inquiry	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of inquiry	Accuracy and completeness of capability	Transaction Generation	Quantitative
Determine Facility Availability	See sub-processes identified for "Determine Switched Service Availability" listed above			

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Determine PIC/LPIC Availability	Create PIC/LPIC availability request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send request for PIC	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Send request for LPIC	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive valid response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative
				Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit available PIC/LPIC inquiry	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of inquiry	Accuracy and completeness of capability	Transaction Generation	Quantitative
Determine Product / Service Availability	Create Product / Service Availability request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send request	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive valid response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative

9.4 Test Scope

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Joint Meet Procedures	Process Documentation	Clarity Accuracy Completeness	Interviews Document Review	Qualitative
	Notification Procedures	Timeliness Accuracy	Interviews	Qualitative
Coordinated Testing	Process Documentation	Clarity Accuracy Completeness	Interviews Document Review	Qualitative
	Notification Procedures	Timeliness Accuracy	Interviews	Qualitative
Other (TBD)				

9.5 Scenarios

This test does not rely on scenarios.

9.6 Test Approach

This test uses operational analysis techniques to evaluate M&R coordination activities. Any aspects of the coordination techniques that require CLEC notification or CLEC involvement of any kind will be tested. It will involve thorough documentation review and interviews of personnel directly responsible for M&R coordination.

9.6.1 Inputs

1. Process documentation for joint meet procedures and coordinated testing
2. Notification procedures for joint meet procedures and coordinated testing
3. Bell Atlantic interviewees
4. Interviewer personnel

9.6.2 Activities

1. Review all relevant information and documentation.
2. Conduct Bell Atlantic interviews.
3. Document the results of the findings.

9.6.3 Outputs

1. Completed observation reports

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative
				Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit available product/service inquiry	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of inquiry	Accuracy and completeness of capability	Transaction Generation	Quantitative
Determine Due Date / Appointment Availability	Create Due Date / Appointment Availability request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Send request	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive valid response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Consistency with retail capability	Inspection	Parity
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
				Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit available due date request	Accessibility of interface	Transaction generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of inquiry	Accuracy and completeness of capability	Transaction Generation	Quantitative
Reserve Due Date / Appointment	Create Due Date / Appointment reservation request transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send request	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive valid response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Consistency with retail capability	Inspection	Parity
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit due date / appointment reservation request	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of inquiry	Accuracy and completeness of capability	Transaction Generation	Quantitative
Cancel Due Date / Appointment	Create Due Date / Appointment reservation cancellation transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send request	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of functionality	Transaction Generation	Quantitative
	Receive valid response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Consistency with retail capability	Inspection	Parity

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive error response	Timeliness of response	Logging	Quantitative
		Accuracy and completeness of response	Transaction Generation, Inspection	Quantitative
		Clarity and accuracy of error message	Inspection, Document Review	Quantitative Qualitative
	Match response to validation request	Accuracy of response	Transaction Generation	Quantitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Resubmit due date / appointment cancel reservation request	Accessibility of interface	Transaction generation	Quantitative
	Verify response received	Accuracy and completeness of response	Inspection	Quantitative
	Determine status of inquiry	Accuracy and completeness of capability	Transaction Generation	Quantitative
Follow Up on Delayed Pre-Order Activities	Contact pre-ordering work center help desk	Timeliness of answer	Logging	Quantitative
		Availability of support	Logging	Quantitative

Table IV-1 Test Target: Pre-Ordering

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Request status of response	Accuracy of response	Inspection	Quantitative
		Completeness of response	Inspection	Quantitative Qualitative
		Timeliness of response	Logging	Quantitative
	Escalate request for information	Accuracy and completeness of procedures	Inspection	Quantitative Qualitative
		Compliance to procedures	Logging	Quantitative
Request Pre-Order Transaction Population Support	Contact appropriate work center or help desk	Timeliness of answer	Logging	Quantitative
		Availability of support	Logging	Quantitative
	Ask question	Accuracy of response	Inspection	Quantitative Qualitative
		Completeness of response	Inspection	Quantitative Qualitative
		Timeliness of response	Logging	Quantitative
Request Pre-Order Error Correction Support	Contact appropriate work center or help desk	Timeliness of answer	Logging	Quantitative
		Availability of support	Logging	Quantitative
	Ask question	Accuracy of response	Inspection	Quantitative Qualitative
		Completeness of response	Inspection	Quantitative
		Timeliness of response	Logging	Quantitative

2.0 Order Processing

The table below outlines the processes and sub-processes involved in evaluating BA-NY's Ordering functionality and performance.

Table IV-2 Test Target: Order Processing

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Submit an Order	Determine type of order to create	Clarity and accuracy of documentation	Document Review, Transaction Generation	Qualitative Quantitative
	Create order transaction(s)	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative and Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send order in LSR format	Accessibility of Interface	Transaction Generation	Quantitative
	Send order in ASR format	Accessibility of Interface	Transaction Generation	Quantitative
	Receive acknowledgment of valid request (ASR)	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
	Receive confirmation of request (LSR)	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
	Match response to transaction	Accuracy of response	Transaction Generation	Quantitative

Table IV-2 Test Target: Order Processing

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive error/reject notification	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
		Accuracy and completeness of error message	Inspection, Document Review	Quantitative Qualitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Re-submit order	Accessibility of Interface	Transaction Generation	Quantitative
	Verify response received	Accuracy and completeness of response	Transaction Generation	Quantitative
	Determine status of transaction response	Accuracy and completeness of capability	Transaction Generation	Quantitative
Supplement an Order	Create Supplement transaction (s)	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send Supplement	Accessibility of Interface	Transaction Generation	Quantitative
	Receive confirmation of receipt	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative

Table IV-2 Test Target: Order Processing

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Match response to transaction	Accuracy of response	Transaction Generation	Quantitative
	Receive error/reject notification	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
		Accuracy and completeness of error message	Inspection, Document Review	Quantitative Qualitative
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Re-submit Supplement	Accessibility of Interface	Transaction Generation	Quantitative
	Determine status of transaction response	Accuracy and completeness of capability	Transaction Generation	Quantitative
	Verify response received	Accuracy and completeness of response	Transaction Generation	Quantitative
	Determine status of transaction response	Accuracy and completeness of capability	Transaction Generation	Quantitative
Cancel an Order	Create Cancel transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Send Cancel	Accessibility of Interface	Transaction Generation	Quantitative

Table IV-2 Test Target: Order Processing

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive confirmation	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
	Match response to transaction	Accuracy of response	Transaction Generation	Quantitative
	Receive error/reject notification	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
		Accuracy and completeness of error message	Inspection, Document Review	Quantitative Qualitative
	Verify response received	Accuracy and completeness of response	Transaction Generation	Quantitative
	Determine status of transaction response	Accuracy and completeness of capability	Transaction Generation	Quantitative
Expedite an Order	Request expedited due date	Clarity, accuracy, and completeness of documentation		
		Accessibility of GUI	Document Review, Transaction Generation	Qualitative Quantitative
			Transaction Generation	Quantitative
	Receive acceptance of expedited due date	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection, Logging	Quantitative Qualitative

Table IV-2 Test Target: Order Processing

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive rejection of expedited due date request	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
Request Order Status	Create Order Status transaction	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Qualitative Quantitative
		Accessibility of GUI	Transaction Generation	Quantitative
	Submit order status transaction	Accessibility of interface	Transaction Generation	Quantitative
		Accuracy and completeness of capability	Transaction Generation	Quantitative
	Receive current status	Accuracy of information	Transaction Generation	Quantitative
		Timeliness of response	Logging	Quantitative
View Completed Order Information	Inquire on completed order	Accuracy and completeness of functionality	Transaction Generation	Quantitative
		Consistency with retail capability	Inspection	Parity
Follow Up on Delayed Order Activities	Contact ordering work center help desk	Timeliness of answer	Logging	Quantitative
		Availability of support	Logging	Quantitative
	Request status of response	Accuracy of response	Inspection	Quantitative
		Completeness of response	Inspection	Quantitative
		Timeliness of response	Logging	Quantitative

Table IV-2 Test Target: Order Processing

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Escalate request for information	Accuracy and completeness of procedures	Inspection	Quantitative
		Compliance to procedures	Logging	Quantitative
	Monitor closure of request	Completeness and accuracy of follow-up	Inspection, Logging	Quantitative
		Timeliness of answer	Logging	Quantitative
Request Order Population Support	Contact appropriate work center or help desk	Availability of support	Logging	Quantitative
	Ask question	Accuracy of response	Inspection	Quantitative
		Completeness of response	Inspection	Quantitative
		Timeliness of response	Logging	Quantitative
Request Order Error Correction Support	Contact appropriate work center or help desk	Timeliness of answer	Logging	Quantitative
		Availability of support	Logging	Quantitative
	Ask question	Accuracy of response	Inspection	Quantitative
		Completeness of response	Inspection	Quantitative
		Timeliness of response	Logging	Quantitative

3.0 Provisioning

The table below outlines the processes and sub-processes involved in evaluating BA-NY's provisioning interface functionality and performance.

Table IV-3 Test Target: Provisioning

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Receive Order Confirmation	Receive LSR Service Request Confirmation	Timeliness of response	Logging	Quantitative
		Timeliness of dates	Logging, Transaction Generation	Quantitative
		Accuracy of data	Inspection, Transaction Generation	Quantitative
	Receive ASR Firm Order Commitment	Timeliness of response	Logging	Quantitative
		Timeliness of dates	Logging, Transaction Generation	Quantitative
		Accuracy of data	Inspection, Transaction Generation	Quantitative
	Match response to transaction	Accuracy of response	Transaction Generation	Quantitative
	Receive error/reject notification after original confirmation	Timeliness of response	Logging	Quantitative
		Accuracy of response	Transaction Generation, Inspection	Quantitative
		Accuracy and completeness of error message	Inspection, Document Review	Qualitative
		Applicability of order flow-through	Transaction Generation, Inspection	Quantitative

Table IV-3 Test Target: Provisioning

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Correct errors	Clarity, accuracy, and completeness of documentation	Document Review, Transaction Generation	Quantitative Qualitative
		Accuracy and completeness of help desk information	Logging, Transaction Generation, Inspection	Quantitative Qualitative
	Re-submit order	Accessibility of Interface	Transaction Generation	Quantitative
	Verify response received	Accuracy and completeness of response	Transaction Generation	Quantitative
	Determine status of transaction response	Accuracy and completeness of capability	Transaction Generation	Quantitative
Receive Design Documents	Receive Circuit Layout (CLR)	Timeliness of response	Logging	Quantitative
		Timeliness of dates	Logging, Transaction Generation	Quantitative
		Accuracy of data	Inspection, Transaction Generation	Quantitative
	Receive Design Layout (DLR)	Timeliness of response	Logging	Quantitative
		Timeliness of dates	Logging, Transaction Generation	Quantitative
		Accuracy of data	Inspection, Transaction Generation	Quantitative
	Match response to transaction	Accuracy of response	Transaction Generation	Quantitative
	Verify response received	Accuracy and completeness of response	Transaction Generation	Quantitative, Existence

Table IV-3 Test Target: Provisioning

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Determine status of transaction response	Accuracy and completeness of capability	Transaction Generation	Quantitative
Provision Jointly Provided Service	Appear on established provisioning date and time	Accuracy of dates	Logging	Quantitative
		Availability of personnel	Logging	Quantitative
	Perform joint provisioning activities	Accuracy of preparation	Logging	Quantitative
		Accuracy of work	Logging	Quantitative
Test Jointly Provided Service	Prepare for test on established date(s) and time(s)	Accuracy of dates	Logging	Quantitative
		Availability of personnel	Logging	Quantitative
	Perform joint testing activities	Accuracy and completion of preparation	Inspection	Quantitative
		Accuracy of work	Inspection	Quantitative
Receive Completion Notification	Receive Completion Notification Transaction	Timeliness of response	Logging	Quantitative
		Timeliness of dates	Logging, Transaction Generation	Quantitative
		Accuracy of data	Inspection, Transaction Generation	Quantitative
	Match response to transaction	Accuracy of response	Transaction Generation	Quantitative
	Verify response received	Accuracy and completeness of response	Transaction Generation	Quantitative
	Determine status of transaction response	Accuracy and completeness of capability	Transaction Generation	Quantitative
	Test service	Accuracy of provisioning	Transaction Generation, Logging	Quantitative

Table IV-3 Test Target: Provisioning

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Receive Jeopardy Notification	Receive Jeopardy notification	Timeliness of notification	Logging	Quantitative
		Timeliness of dates	Logging, Transaction Generation	Quantitative
		Accuracy of data	Inspection, Transaction Generation	Quantitative
		Frequency of notification	Logging	Quantitative
	Identify reason for jeopardy	Accuracy of response	Transaction Generation	Quantitative
	Monitor follow-up activities	Timeliness of closure	Logging, Transaction Generation	Quantitative
		Compliance with procedures	Logging	Quantitative
Receive Delay Notification	Receive Delay Notification Transaction	Timeliness of response	Logging	Quantitative
		Timeliness of dates	Logging, Transaction Generation	Quantitative
		Accuracy of data	Inspection, Transaction Generation	Quantitative
		Frequency of delay	Transaction Generation	Quantitative

Table IV-3 Test Target: Provisioning

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Match response to transaction	Accuracy of response	Transaction Generation	Quantitative
	Identify reason for delay	Accuracy of response	Transaction Generation	Quantitative
Follow Up on Delayed Provisioning Activities	Contact provisioning work center help desk	Timeliness of answer	Logging	Quantitative
		Availability of support	Logging	Quantitative
	Request status of response or delay	Accuracy of response	Inspection	Quantitative
		Completeness of response	Inspection	Quantitative
		Timeliness of response	Logging	Quantitative
	Escalate request for information	Accuracy and completeness of procedures	Inspection	Quantitative
		Compliance to procedures	Logging	Qualitative
	Escalate request for provisioning	Accuracy and completeness of procedures	Inspection	Quantitative
		Compliance to procedures	Logging	Qualitative
	Monitor to closure	Timeliness of closure	Logging	Quantitative
		Compliance to procedures	Inspection	Qualitative

4.0 Order "Flow Through"

The table below outlines the processes and sub-processes involved in evaluating the ability of orders to "flow through" BA-NY's front end system without manual intervention.

Table IV-4 Test Target: Order "Flow Through"

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Submit "Flow Through" Orders	Determine if order should "flow through"	Applicability as "flow through" in pre-filing agreement	Inspection	Quantitative
		Applicability as "flow through" in existing system	Inspection	Qualitative
	Submit "flow through" order through GUI	Accessibility of interface	Transaction Generation	Quantitative
	Submit "flow through" order through EDI	Accessibility of interface	Transaction Generation	Quantitative
Monitor "Flow Through" Order	Identify orders that did "flow through"	Compliance with "flow through" standards	Transaction Generation, Inspection, Logging	Quantitative
	Identify orders that did not "flow through"	Clarity of manual steps	Transaction Generation, Inspection, Logging	Quantitative
	Verify all orders were processes	Completeness of order processing	Logging	Quantitative

5.0 BA-NY POP Metrics

The table below outlines the processes and sub-processes involved in evaluating the completeness, applicability, and security of pre-ordering, ordering, and provisioning metrics captured by BA-NY.

Table IV-5 Test Target: BA-NY POP Metrics

Process Area	Sub Process	Evaluation Measure	Evaluation Technique	Criteria Type
Validate Metrics Information Gathering Process	Identify control points where measurements are taken	Applicability and measurability of control points	Inspection	Quantitative
	Identify data sources for each reported metric	Applicability and completeness of data sources	Inspection	Quantitative
	Identify each tool used by BA to collect data	Applicability and reliability of tools	Inspection	Quantitative
Evaluate Quality of Metric Reported	Evaluate calculations	Accuracy and applicability of calculations	Inspection	Quantitative
	Evaluate tools	Accuracy, security and controllability of data housed in tools	Inspection Checklists	Quantitative
Evaluate Reports	Evaluate report format	Consistency of reporting results with data collected	Inspection	Qualitative
	Evaluate report content	Accuracy of metrics reporting	Inspection	Quantitative
		Completeness and applicability of measures	Inspection	Quantitative

6.0 POP Documentation

The table below outlines the processes and sub-processes involved in evaluating the organization, usability, and accuracy of POP documentation produced by BA-NY.

Table IV-6 Test Target: POP Documentation

Process Area	Sub Process	Evaluation Measure	Evaluation Technique	Criteria Type
Acquire Documentation	Receive current documentation	Availability of up-to-date documentation	Documentation Review	Qualitative Quantitative

Process Area	Sub Process	Evaluation Measure	Evaluation Technique	Criteria Type
Evaluate Documentation	Evaluate documentation format	Organization of documentation	Documentation Review	Qualitative
	Evaluate documentation content	Usability of documentation	Documentation Review	Qualitative
		Comprehensive-ness of documentation	Documentation Review	Quantitative
		Accuracy of documentation	Documentation Review	Quantitative
Evaluate EDI Interface Documentation	Evaluate EDI interface population documentation	Compliance to standards	Documentation Review	Quantitative

7.0 POP Work Center/Help Desk Support

The table below outlines the processes and sub-processes involved in evaluating the timeliness, consistency, and accuracy of handling work center and help desk activities related to pre-ordering, ordering, and provisioning performed by BA-NY.

Table IV-7 Test Target: POP Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Respond to Help Desk Call	Answer call	Timeliness of call	Inspection	Quantitative
	Interface with user	Usability of user interface	Inspection	Qualitative
		Availability of user interface	Inspection	Quantitative
	Log call	Accuracy and completeness of call logging	Document Review	Quantitative
		Accuracy of call logging	Inspection	Qualitative
	Record severity code	Compliance of call logging - severity coding	Inspection	Qualitative

Table IV-7 Test Target: POP Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Process Help Desk Call	Resolve user question, problem or issue	Completeness and consistency of process	Documentation Review,	Quantitative
		Accuracy of response	Inspection	Quantitative
			Inspection	
	Record follow-up is required	Accuracy and constancy of process	Inspection	Quantitative
	Follow-up on commitments	Measurability of adherence to response time	Inspection	Quantitative
		Complete and accurate follow-up	Inspection	Qualitative
Close Help Desk Call	Post closure information	Completeness, consistency, and timeliness of process	Inspection	Quantitative
		Accuracy of posting	Inspection	Quantitative
Monitor Status	Track status	Accuracy and completeness of status tracking capability	Inspection	Existence
		Consistency and frequency of follow-up activities	Document Review	Qualitative
		Availability of jeopardy notification	Document Review	Quantitative

Table IV-7 Test Target: POP Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Send jeopardy notification	Timeliness of jeopardy notification	Logging, Inspection,	Quantitative
		Completeness of the procedures	Document Review	Qualitative
		Consistency of and adherence to the process	Inspection	Qualitative
	Report status	Completeness and consistency of reporting process	Inspection	Qualitative
		Accuracy and timeliness of report	Inspection	Quantitative
		Accessibility of status report	Inspection	Quantitative
Request Escalation	Identify escalation procedure	Accuracy and completeness of procedure	Document Review	Existence
	Evaluate escalation procedure	Completeness of the procedure	Document Review	Qualitative
		Consistency of the process	Inspection	Qualitative
Manage Workforce Capacity	Identify work force planning procedures	Accuracy and completeness of procedure	Document Review	Existence
	Evaluate work force planning procedures	Completeness of procedure	Document Review	Qualitative
	Review staffing plans	Scalability of staff volume	Inspection	Qualitative

Table IV-7 Test Target: POP Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Provide Security and Integrity	Provide secured access	Completeness and applicability of security procedures, profiles, and restrictions	Document Review, Inspection	Qualitative
		Controllability of intra-company access	Document Review, Inspection	Qualitative
Manage the Help Desk Process	Provide management oversight	Completeness and consistency of operating management practices	Inspection	Qualitative
		Controllability, efficiency and reliability of process	Inspection	Qualitative
		Completeness of process improvement practices	Inspection	Qualitative

8.0 Provisioning Process Parity

The table below outlines the processes and sub-processes involved in evaluating the level of parity provided by the BA-NY provisioning systems and processes to the CLECs and resellers.

Table IV-8 Test Target: Provisioning Process Parity

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Provisioning Process Parity	Evaluate Order entry system (BA-NY internal)	Consistency and repeatability as compared to Retail	Inspection	Parity

Table IV-8 Test Target: Provisioning Process Parity

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Evaluate workflow management	Consistency and repeatability as compared to Retail	Inspection	Parity
	Evaluate workforce scheduling	Consistency and repeatability as compared to Retail	Inspection	Parity
	Evaluate CO wiring process	Consistency and repeatability as compared to Retail	Inspection	Parity
	Evaluate switch memory administration process	Consistency and repeatability as compared to Retail	Inspection	Parity
	Evaluate outside plant wiring process	Consistency and repeatability as compared to Retail	Inspection	Parity
	Evaluate special construction process	Consistency and repeatability as compared to Retail	Inspection	Parity
	Evaluate other provisioning process areas	Consistency and repeatability as compared to Retail	Inspection	Parity

9.0 Provisioning Coordination Process

The table below outlines the tests to evaluate the procedures and processes in place to support for joint provisioning of services by the CLEC and BA-NY.

Table IV-9 Test Target: Provisioning Coordination Process

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Support Provisioning Coordination Process	Identify orders requiring coordination	Availability of procedures and methods	Document Review	Existence
		Completeness and consistency of processes	Document Review, Inspection	Qualitative
		Consistency and repeatability compared to Retail	Inspection	Parity
	Request coordination with order	Completeness and consistency of processes	Document Review, Inspection	Quantitative
	Receive notification of provisioning schedule	Completeness and consistency of processes	Document Review, Inspection	Qualitative
		Timeliness of notification	Document Review, Inspection	Quantitative
	Manage coordinated provisioning cases	Completeness and consistency of operating management practice	Inspection	Qualitative
		Controllability, efficiency and reliability of process	Inspection	Qualitative
		Completeness of process improvement practices	Inspection	Qualitative

10.0 Scalability Review

The table below outlines the processes and sub-processes involved in evaluating the scalability of the interfaces provided by BA-NY to support the pre-ordering, ordering, and provisioning processes.

Table IV-10 Test Target: Scalability Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
POP Scalability	Evaluate mechanized interfaces	Capacity of the interface to support volumes	Inspection	Qualitative
		Scalability of the interface	Inspection	Qualitative
	Evaluate manual processes	Capacity of the manual processes to support volumes	Inspection	Qualitative
		Scalability of the manual processes	Inspection	Qualitative
	Evaluate systems	Capacity of the systems to support volumes	Inspection	Qualitative
		Scalability of the systems	Inspection	Qualitative
Manage Capacity Planning	Identify capacity planning procedures	Availability of procedure	Document Review	Existence
	Evaluate capacity planning procedures	Completeness of procedure	Document Review, Inspection	Qualitative
		Applicability and reliability of tools	Inspection	Qualitative
	Review staffing plans	Scalability of staff volume	Inspection	Qualitative

D. Test Processes

This section contains the specific evaluations/tests to be performed in the analysis of BA-NY's support of Wholesale Pre-Ordering, Ordering, and Provisioning operations. The following test processes are will be conducted:

- POP1: EDI – Functional Evaluation
- POP2: GUI – Functional Evaluation
- POP3: "Live CLEC" – Functional Evaluation
- POP4: Manual Order – Process Evaluation

- POP5: "Normal Volume" Performance Test
- POP6: "Stress Volume" Performance Test
- POP7: Order "Flow Through" Evaluation
- POP8: BA-NY POP Metrics Evaluation
- POP9: POP Documentation Review
- POP10: Work Center/Help Desk Support Evaluation
- POP11: Provisioning Parity Process Evaluation
- POP12: Provisioning Coordination Process Evaluation
- POP13: Scalability Review

1.0 POP1: EDI - Functional Evaluation

1.1 Description

The EDI Functional Evaluation is a comprehensive review of all of the functional elements of Pre-Ordering, Ordering, and Provisioning as delivered through the EDI interface, the achievement of the agreed upon measures, and an analysis of performance via the interface in comparison to BA-NY's Retail system.

EDI will be tested through transactions generated via the test transaction generator (TTG). The TTG vendor will also be responsible for recording the information required to produce the output reports.

The EDI-Functional Evaluation will look at an end-to-end view of the service negotiation through provisioning process. It will include a mix of stand-alone pre-ordering and ordering transactions, along with pre-order transactions followed by orders, supplements, and cancels. The TTG will monitor for appropriate response transactions, including provisioning transactions. Both ASR and LSR orders will be tested. Erred as well as error free transactions will be tested.

Not all orders will go through the physical provisioning process. Some will be future dated, and others will be canceled before provisioning activities commence. This will be particularly true for volume and stress testing orders.

The EDI Functional Evaluation test will be conducted in two steps. The initial step will include a small number of test transactions covering a variety of conditions. It will be used to ensure that the base functionality and interface are working. The second step will be to test the functionality in conjunction with other interface methods using normal expected volumes. The second step will be

executed as a part of "POP5: Normal Volume Performance Testing". The activities listed apply to both steps of the test.

In addition, the EDI interface will be subjected to stress testing as defined in "POP6: 'Stress Volume" Performance Test' which is defined below.

1.2 Objective

The objective of this test is to validate the existence, functionality, and behavior of the EDI interface to BA-NY for pre-ordering, ordering, and provisioning transaction requests and responses.

1.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
The Test Transaction Generator Vendor must be operationally ready	Ph 2 TTG
BA-NY EDI interface tested and up to the standards levels required for the test	BA-NY
Initial BA-NY measurement evaluation completed (POP8: BA-NY POP Metrics Evaluation)	Ph 2 Test Mgr., PSC
BA-NY measurements available at the CLEC level	BA-NY
Interface facilities between "Pseudo CLEC" and BA-NY in place and tested	BA-NY, Ph 2 TTG
Test bed data bases and facilities in place	BA-NY
Test Scenarios selected	Ph 2 Test Mgr.
Specific Test Cases and expected results developed	Ph 2 Test Mgr.
"POP9: POP Documentation Review" completed	Ph 2 Test Mgr.
Specific Evaluation techniques developed	Ph 2 Test Mgr.
Evaluation Criteria defined and approved	Ph 2 Test Mgr., PSC
Detailed "Go/No Go" checklist created	Ph 2 Test Mgr.
Help Desk log and contact checklists created	Ph 2 Test Mgr.
Provisioning log and activity checklists created	Ph 2 Test Mgr.
Manual jeopardy/delay notification log created	Ph 2 Test Mgr.

1.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

1. Pre-Ordering
1. Order Processing
1. Provisioning

1.5 Scenarios

The specific scenarios to be used in this test can be found in Appendix B.

1.6 Test Approach

1.6.1 Inputs

1. Test cases and expected results
2. Test case execution schedule
3. TTG Software
4. Documentation (CLEC Handbook, Reseller Handbook, etc.)
5. Trained personnel to execute test cases
6. Test "Go/No Go" checklist
7. Help Desk log and contact checklists
8. Provisioning log and activity checklists
9. Manual jeopardy/delay notification log

1.6.2 Activities

1. Use test cases to develop transactions and transaction content based upon instructions provided in the appropriate handbook(s).
2. Submit transactions via the TTG. Submittal date and time and appropriate transaction information logged by TTG.
3. Receive transaction responses via the TTG. Receipt date, time, response transaction type, and response condition (valid vs. reject) logged by TTG.
4. Match transaction response to original transaction via TTG. TTG verifies matching transaction can be found and records mismatches.

5. TTG verifies transaction response contains expected data and flags non-expected errors.
6. Manually review unexpected errors. Identify error source (TTG or BA-NY). Identify and log reason for the error. Determine if test should be discontinued.
7. Contact help desk for support as indicated in test cases and for unexpected errors following the appropriate resolution procedures. Log response time, availability, and other behavior of functions as identified on the help desk checklist.
8. Correct expected errors via manual input for generation through TTG. Re-submittal date, time, and appropriate information logged by the TTG.
9. Identify transactions for which responses have not been received. Where multiple responses are expected for the same request, the receipt of each response will be monitored. Record missing responses.
10. Review status of pending orders. Verify and record accuracy of response.
11. Jeopardy and delay notifications are recognized and logged via the TTG. Any jeopardy or delay notifications not received electronically are logged using the jeopardy/delay notification log.
12. Perform joint provisioning. Record results using appropriate provisioning log and activity checklist.
13. Perform testing on jointly provisioned services. Record results using appropriate provisioning log and activity checklist.
14. Test completion on a sampling of the orders that have been provisioned. Record results in appropriate provisioning log and activity checklist.
15. Generate "Pseudo CLEC" reports.
16. Generate BA-NY Carrier to Carrier report for test date range.
17. Compare "Pseudo CLEC" metrics to BA-NY retail metrics.

1.6.3 Outputs

1. BA-NY Carrier to Carrier Report
2. Reports that provide the metrics to support the standards of performance defined in various arbitrated agreements
3. Variance between actual performance and the standards of performance defined in various arbitrated agreements
4. Report of expected results versus actual test case results
5. Non-expected error count by type and percentage of total
6. Report of non-expected errors as the result of documentation problems
7. Rejects received after confirmation notification and percentage of total
8. Transaction counts, error ratio, response time, etc., by transaction type, product family, and delivery method
9. Minimum, maximum, mean, average, and aggregate response time/interval per transaction set
10. Transaction counts per response time/interval range per transaction set
11. Orders erred after initial confirmation
12. "Flow through" orders by order type, product family, etc.
13. Completed help desk logs and checklists
14. Completed provisioning logs and checklists
15. Completed jeopardy/delay notification logs
16. Help desk accuracy and timeliness report
17. Provisioning accuracy and timeliness report
18. "Pseudo CLEC" to other CLEC comparison
19. TTG measurement reports
20. Measure of parity performance between retail and wholesale

1.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

2.0 *POP2: GUI Functional Evaluation*

2.1 Description

The GUI Functional Evaluation is a comprehensive review of all of the functional elements of Pre-Ordering, Ordering, and Provisioning as delivered through the GUI interface, the achievement of the agreed upon measures, and an analysis of performance via the interface in comparison to BA-NY's Retail system.

The GUI will be tested through transactions either entered manually or generated through animated screen capability developed by the test transaction generator (TTG) vendor. Where possible the TTG will also be responsible for recording the information required to produce the output reports.

The GUI-Functional Evaluation will look at an end-to-end view of the service negotiation through the provisioning process. It will include a mix of stand-alone pre-ordering and ordering transactions, along with pre-order transactions followed by orders, supplements, and cancels. Either the work center testers or the TTG will monitor for appropriate response transactions, including provisioning transactions. Erred as well as error-free transactions will be tested.

Not all orders will go through the physical provisioning process. Some will be future dated, and others will be canceled before provisioning activities commence.

The GUI Functional Evaluation test will be conducted in two steps. The initial step will include a small number of test transactions covering a variety of conditions. It will be used to ensure that the base functionality is working. The second step will be to test the functionality in conjunction with other access methods using normal expected volumes. The second step will be executed as a part of "POP5: Normal Volume Performance Testing". The activities listed apply to both steps of "POP1: EDI Functional Evaluation" and "POP5: Normal Volume Performance Testing".

Stress testing will not apply to GUI.

2.2 Objective

The objective of this test is to validate the accuracy, completeness, and behavior of the GUI interface to BA-NY for pre-ordering, ordering, and provisioning transaction requests and responses.

2.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table II-3
Identification of GUI data entry/response tracking techniques to be used by the TTG vendor	Ph 2 , Ph 2 Test Mgr. TTG
The Test Transaction Generator Vendor must be operationally ready to support GUI	Ph 2 TTG
BA-NY GUI interface tested and up to the standards required for the test	BA-NY
GUI interface facilities between "Pseudo CLEC" and BA-NY in place and tested	BA-NY, Ph 2 TTG
GUI security and IDs established for work center personnel	BA-NY, Ph 2 Test Mgr.
Multiple GUI workstations in place	Ph 2 Test Mgr., Ph 2 TTG
Initial BA-NY measurement evaluation completed (POP8: BA-NY POP Metrics Evaluation)	Ph 2 Test Mgr., PSC
BA-NY measurements available at the CLEC level	BA-NY
Test bed data bases and facilities in place	BA-NY
Test Scenarios selected	Ph 2 Test Mgr.
Specific Test Cases and expected results developed	Ph 2 Test Mgr.
Detailed "Go/No Go" checklist created	Ph 2 Test Mgr.
Specific Evaluation techniques developed	Ph 2 Test Mgr.
Evaluation Criteria defined and approved	Ph 2 Test Mgr., PSC
Help Desk log and contact checklist	Ph 2 Test Mgr.
Provisioning log and activity checklist	Ph 2 Test Mgr.
Manual jeopardy/delay notification log	Ph 2 Test Mgr.

2.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

1. Pre-Ordering

2. Order Processing
3. Provisioning

2.5 Scenarios

The specific scenarios to be used in this test can be found in Appendix B.

2.6 Test Approach

2.6.1 Inputs

1. Test cases and expected results
2. Test case execution schedule
3. TTG Software
4. Documentation (CLEC Handbook, Reseller Handbook, etc.)
5. Trained personnel to execute test cases
6. Test "Go/No Go" checklist
7. Help Desk log and contact checklists
8. Provisioning log and activity checklists
9. Manual jeopardy/delay notification log

2.6.2 Activities

1. Use test cases to develop transactions and transaction content based upon instructions provided in the appropriate handbook(s).
2. Submit transactions via the TTG. Submittal date, time and appropriate transaction information logged by TTG.
3. Receive transaction responses via the TTG. Receipt date, time, response transaction type, and response condition (valid vs. reject) logged by TTG.
4. Match transaction response to original transaction via TTG. TTG verifies matching transaction can be found and records mismatches.
5. TTG verifies transaction response contains expected data and flags non-expected errors.
6. Manually review non-expected errors. Identify error source (TTG or BA-NY). Identify and log reason for the error. Determine if test should be discontinued.

7. Contact help desk for support as indicated in test cases and for unexpected errors following the appropriate resolution procedures. Log response time, availability, and other behavior of functions as identified on the help desk checklist.
8. Correct expected errors via manual input for generation through TTG. Re-submittal date, time, and appropriate information logged by the TTG.
9. Identify transactions for which responses have not been received. Where multiple responses are expected for the same request, the receipt of each response will be monitored. Record missing responses.
10. Review status of pending orders. Verify and record accuracy of response.
11. Jeopardy and delay notifications are recognized and logged via the TTG. Any jeopardy or delay notifications not received electronically are logged using the jeopardy/delay notification log.
12. Perform joint testing. Record results using appropriate provisioning log and activity checklist.
13. Perform joint provisioning. Record results using appropriate provisioning log and activity checklist.
14. Test completion on a sampling of the orders that have been provisioned. Record results in appropriate provisioning log and activity checklist.
15. Generate "Pseudo CLEC" reports.
16. Generate BA-NY Carrier to Carrier report for test date range.
17. Compare "Pseudo CLEC" metrics to BA-NY retail metrics.

2.6.3 Outputs

1. BA-NY Carrier to Carrier Report
2. Reports that provide the metrics to support the standards of performance defined in various arbitrated agreements

3. Variance between actual performance and the standards of performance defined in various arbitrated agreements
4. Report of expected results versus actual test case results
5. Non-expected error count by type and percentage of total
6. Report of non-expected errors as the result of documentation problems
7. Rejects received after confirmation notification and percentage of total
8. Transaction counts, error ratio, response time, etc. by transaction type, product family and delivery method
9. Minimum, maximum, mean, average, and aggregate response time/interval per transaction set
10. Transaction counts per response time/interval range per transaction set
11. Orders erred after initial confirmation
12. Number of orders that "flowed through" orders by order type, product family, etc.
13. Completed help desk logs and checklists
14. Completed provisioning logs and checklists
15. Completed jeopardy/delay notification logs
16. Help desk accuracy and timeliness report
17. Provisioning accuracy and timeliness report
18. "Pseudo CLEC" to other CLEC comparison
19. TTG measurement reports
20. Measure of parity performance between retail and wholesale
21. Summary report

2.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

3.0 POP3: "Live CLEC" Functional Evaluation

3.1 Description

The "Live CLEC" Functional Evaluation test process provides an alternate test method through the use of live CLEC orders for those ordering and provisioning processes that require long elapsed times or facilities that are not practical to provide in a test bed environment. This test allows for an element of blind testing and tracking performance in a "real world" environment.

The CLECs will be solicited for live orders to support a selection of test cases. Gauges will be put in place at the CLEC location to accurately monitor the test case. Tests will also be monitored within the BA-NY operation. The monitoring will be done by the Phase 2 Test Manager.

Where in-progress live orders can not be obtained, historical information may be used for those complex ordering and provisioning processes that have been in place and stable for a sufficient length of time. Use of historical information instead of live or test orders will be limited to ASR ordering and provisioning functions.

It is anticipated that the "Live CLEC" Functional Evaluation test can be started early in Phase 2. It will start during the preparation period for the other tests and continue through the "Normal Volume" performance testing cycle.

3.2 Objective

The objective of this test is to validate the capability and behavior of BA-NY for pre-ordering, ordering, and provisioning transaction requests and responses for those ordering and provisioning processes that require long elapsed times or facilities that are not practical to provide in a test bed environment.

3.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table II-3
CLEC gauges identified	Ph 2 Test Mgr. , CLEC
Potential "Live CLEC" test cases selected and expected results defined	Ph 2 Test Mgr., CLEC
"Live CLEC" monitoring checklists developed	Ph 2 Test Mgr.
CLEC volunteers identified	Ph 2 Test Mgr., CLEC
Specific Evaluation techniques developed	Ph 2 Test Mgr.
Evaluation Criteria defined and approved	Ph 2 Test Mgr., PSC
Help Desk Log and Checklists created	Ph 2 Test Mgr.

Criteria	Responsible Party
Ordering and Provisioning Checklists created	Ph 2 Test Mgr.
Jeopardy/Delay notification logs created	Ph 2 Test Mgr.

3.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

1. Pre-Ordering
2. Order Processing
3. Provisioning

3.5 Scenarios

The specific scenarios that have the potential to be forwarded to the CLECs for live input can be found in Appendix B.

3.6 Test Approach

3.6.1 Inputs

1. Test Cases and expected results
2. "Live CLEC" orders
3. CLEC gauges
4. "Live CLEC" monitoring checklists
5. Trained personnel to monitor test cases
6. Help Desk log and contact checklists
7. Ordering and Provisioning checklists
8. Jeopardy/Delay notification log
9. Historical BA-NY and CLEC information

3.6.2 Activities

1. Solicit CLECs for live orders to support a selection of test cases.
2. Record CLEC submissions for testing.
3. Verify accuracy of CLEC gauges.
4. Match submissions to selected test scenarios and test cases.

5. Select submissions that will be included in the live test.
6. Identify scenarios and test cases for which live CLEC input was not received. Identify and record how those scenarios and test cases will be tested.
7. Establish monitoring schedule for "Live CLEC" orders.
8. Monitor submission of live orders.
9. Monitor transaction responses. Receipt date, time, response transaction type, and response condition (valid vs. reject) logged.
10. Verify transaction responses contain expected data. Record errors.
11. Manually review errors. Identify error source (CLEC or BA-NY). Identify and log reason for the error.
12. Monitor contacts to the help desk for support as needed for errors and non-error related assistance. Log response time, availability, and other behavior of functions as identified on the help desk checklist. Log resubmission of transactions after errors have been corrected.
13. Identify transactions for which responses have not been received. Record missing responses.
14. Log any jeopardy or delay notifications.
15. Monitor order stages and provisioning activities. Complete provisioning checklist.
16. Generate "Live CLEC" reports.
17. Compare CLEC metrics to BA-NY metrics for the test case.

3.6.3 Outputs

1. Individual test case metrics
2. Reports for each CLEC and summary of all CLECs:
   - Error count by type, and percentage of total
   - Rejects received after confirmation notification and percentage of total

- Transaction counts, error ratio, response time, etc. by transaction type, product family, and delivery
- Minimum, maximum, mean, average, and aggregate response time/interval per transaction set
- Transaction counts per response time/interval range per transaction set
- Reports that provide the metrics to support the standards of performance defined in various arbitrated agreements
- Help desk accuracy and timeliness report
- Provisioning accuracy and timeliness report
- Variance between actual performance and the standards of performance defined in various arbitrated agreements

3. Completed help desk checklists
4. Completed provisioning checklists
5. Completed jeopardy/delay notification log
6. Report of expected versus actual test case results

3.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

4.0 POP4: Manual Order Process Evaluation

4.1 Description

The Manual Order Process Evaluation Test is a comprehensive review of the processes used to handle orders that have been manually submitted to BA-NY. Manual orders are usually submitted via fax. Test orders will not be submitted manually by the Phase 2 Test Manager unless a scenario calls for an order type that can not be submitted electronically. These manual orders will be tested as a part of the "POP5: "Normal Volume" Performance Test".

Operational analysis techniques will be used to conduct this test. It will rely on the development of various checklists to facilitate a structured walk through of the manual order handling process.

4.2 Objective

The objective of this test is to validate process and procedure used to support manual submission of orders for service.

4.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
Manual Orders Procedures	Ph 2 Test Mgr.
Interview checklist	Ph 2 Test Mgr.
Process review checklist	Ph 2 Test Mgr.
List of people to interview	BA-NY, Ph 2 Test Mgr.

4.4 Test Scope

The scope of this test is to verify the procedures used to perform the processes and sub-processes associated to the Test Target Areas when data is submitted manually (examples: paper or fax).

1. Pre-Ordering
2. Order Processing
3. Provisioning

4.5 Scenarios

Not Applicable

4.6 Test Approach

4.6.1 Inputs

1. Manual Order Procedures
2. Interview checklist
3. Process review checklist
4. Personnel to conduct interviews

4.6.2 Activities

1. Review procedure documents.
2. Interview BA-NY personnel.
3. Monitor/walk through process.
4. Complete interview checklists.
5. Complete process review checklist.

6. Create evaluation summary.

4.6.3 Outputs

1. Completed process review checklists
2. Completed interview checklists
3. Evaluation summary

4.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

5.0 POP5: "Normal Volume" Performance Test

5.1 Description

The "Normal Volume" Performance Test is a comprehensive review of the capabilities, response times, intervals, and other compliance measures for all of the elements of the POP domain using projected transaction volumes for the July/December 1999 time frame.

The "Normal Volume" Performance Test will look at an end-to-end view of the service negotiation through provisioning process. It will include a mix of stand-alone pre-ordering and ordering transactions, along with pre-order transactions followed by orders, supplements, and cancels.

Transactions will be submitted using both the EDI and the GUI interface. If a scenario calls for an order type that can not be submitted electronically the request will be faxed as a part of the test activities. "Live CLEC" test orders that happen to be in the pipeline at the time of the test will continue to be monitored.

Not all orders will go through the physical provisioning process. Some will be future dated, and others will be canceled before provisioning activities commence.

In order to test products with longer provisioning intervals it is anticipated that this test will span approximately two weeks. While transactions will be submitted throughout the entire two week period, it is anticipated that only three days during that period will include the projected daily volumes.

This is the second follow-on to both "POP1: EDI Functional Evaluation" and "POP2: GUI Functional Evaluation." All of the attributes and activities that apply to those tests also apply to this test.

5.2 Objective

The objective of the "Normal Volume" Performance Test is to measure BA-NY's capability to meet agreed upon functionality and measures of service for projected July/December 1999 Pre-ordering, Ordering, and Provisioning transaction volumes.

5.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
All POP1, POP2 entrance criteria	See above
Successful completion of "POP1: EDI - Functional Evaluation"	BA-NY, Ph 2 Test Mgr., PSC, TTG
Successful completion of "POP2: GUI - Functional Evaluation"	BA-NY, Ph 2 Test Mgr., PSC, TTG
Agreement on "normal volumes" and distribution by scenario and entry mode	Ph 2 Test Mgr., PSC
Test Scenarios selected	Ph 2 Test Mgr.
Specific Test Cases developed	Ph 2 Test Mgr.
Test Case execution schedule developed	Ph 2 Test Mgr.

5.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

1. Pre-Ordering
2. Order Processing
3. Provisioning
4. Order "Flow Through"

5.5 Scenarios

The specific scenarios to be used in this test can be found in Appendix B.

5.6 Test Approach

5.6.1 Inputs

1. Test cases (15,000 - 20,000) and expected results
2. Test case execution schedule

3. Documentation (CLEC Handbook, Reseller Handbook, etc.)
4. Personnel to execute test cases
5. Test "Go/No Go" checklist
6. Help Desk log and contact checklists
7. Provisioning log and activity checklists
8. Manual jeopardy/delay notification log

5.6.2 Activities

1. Use test cases to develop transactions and transaction content based upon instructions provided in the appropriate handbook(s).
2. Submit EDI and GUI transactions. Submittal date, time and appropriate transaction information are logged.
3. Receive transaction responses via EDI, GUI. Receipt date, time, response transaction type, and response condition (valid vs. reject) are logged.
4. Submit and monitor manual orders if required. Submittal date, time and appropriate transaction information are logged. Receipt date, time, response transaction type, and response condition (valid vs. reject) are logged.
5. Match transaction response to original transaction. Verify matching transaction can be found and record mismatches.
6. Verify transaction response contains expected data and flag non-expected errors.
7. Manually review non-expected errors. Identify error source (TTG or BA-NY). Identify and log reason for the error. Determine if test should be discontinued.
8. Contact help desk for support as indicated in test cases and for unexpected errors following the appropriate resolution procedures. Log response time, availability, and other behavior of functions as identified on the help desk checklist.
9. Correct expected errors. Re-submittal date, time, and appropriate information are logged.

10. Identify transactions for which responses have not been received. Where multiple responses are expected for the same request, the receipt of each response will be monitored. Record missing responses.
11. Review status of pending orders. Verify and record accuracy of response.
12. Jeopardy and delay notifications are recognized and logged. Any jeopardy or delay notifications not received electronically are logged using the jeopardy/delay notification log.
13. Perform joint testing. Record results using appropriate provisioning log and activity checklist.
14. Perform joint provisioning. Record results using appropriate provisioning log and activity checklist.
15. Test completion on a sampling of the orders that have been provisioned. Record results in appropriate provisioning log and activity checklist.
16. Generate "Pseudo CLEC" reports.
17. Generate BA-NY Carrier to Carrier report for test date range.
18. Compare "Pseudo CLEC" metrics to BA-NY retail metrics. Review "Pseudo CLEC" BA-NY measures.
19. Compare "Pseudo CLEC" to aggregate. Identify variance in service levels between "Pseudo CLEC" and live CLEC support.

5.6.3 Outputs

1. BA-NY Carrier to Carrier Report
2. Reports that provide the metrics to support the standards of performance defined in various arbitrated agreements
3. Variance between actual performance and the standards of performance defined in various arbitrated agreements
4. Report of expected results versus actual results
5. Non-expected error count by type and percentage of total

6. Rejects received after confirmation notification and percentage of total
7. Report of non-expected errors as the result of documentation problems
8. Transaction counts, error ratio, response time, etc. by transaction type, product family and delivery method
9. Minimum, maximum, mean, average, and aggregate response time/interval per transaction set
10. Transaction counts per response time/interval range per transaction set
11. Orders erred after initial confirmation
12. "Flow through" orders by order type, product family, etc.
13. Completed help desk logs and checklists
14. Completed provisioning logs and checklists
15. Completed jeopardy / delay notification logs
16. Help desk accuracy and timeliness report
17. Provisioning accuracy and timeliness report
18. "Pseudo CLEC" to other CLEC comparison
19. TTG measurement reports
20. Measure of parity performance between retail and wholesale
21. Summary Report

5.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

6.0 POP6: "Stress Volume" Performance Testing

6.1 Description

The "Stress Volume" Performance Test will identify the capacity and potential choke point of the EDI interface put in place to access pre-ordering information from and submit orders to BA-NY through the use of higher than normal volumes of transactions. The GUI interface will not be stress tested.

Unlike the other tests in this domain, the "Stress Volume" Performance Test will not look at an end-to-end view of the service negotiation process. A subset of the

test case types created for the "POP5: "Normal Volume" Performance Test" will be submitted. Orders will not go through the physical provisioning process. Orders will, however, go through the confirmation process. It will include a mix of stand-alone pre-ordering and ordering transactions, along with pre-order transactions followed by orders, supplements, and cancels. Errors will also be tested.

Transactions will be limited to those that should "flow through" the system without human intervention. The "flow through" criteria in this case apply to supplements, cancels, and errors as well as initial order and pre-ordering transactions. While unexpected errors and orders that fall out for human intervention will be tracked, they will not be corrected or manually submitted into the system. Volumes of different transactions will be generated concurrently from multiple users.

All transactions will be submitted by the TTG via the EDI interface.

This test will be conducted in one day during an off-peak time period in order to limit the impact of the test on live production activities. Transactions volumes will be increased over time until the maximum volumes identified for stress testing have been achieved.

6.2 Objective

The objective of the "Stress Volume" Performance Test is to test the capacity and identify the potential choke point of the EDI interface and "flow through" system put in place to access pre-ordering information from and submit orders to BA-NY.

6.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
Successful completion of "POP5: "Normal Volume" Performance Test"	Ph 2 Test Mgr., PSC
Successful completion of "POP7: Order "Flow Through" Evaluation"	Ph 2 Test Mgr., PSC
Agreed upon stress test volumes and scenario distribution	Ph 2 Test Mgr., PSC
Test Scenarios selected	Ph 2 Test Mgr.
Specific Test Cases developed	Ph 2 Test Mgr.
Test Case execution schedule developed	Ph 2 Test Mgr.

6.4 Test Scope

The scope for this test includes elements of the following Test Target Area processes and sub-processes:

1. Pre-Ordering
2. Order Processing
3. Provisioning
4. Order "Flow Through"

6.5 Scenarios

The specific scenarios to be used in this test can be found in Appendix B.

6.6 Test Approach

6.6.1 Inputs

1. Test cases and volume
2. Test case execution schedule
3. Personnel to execute test cases
4. Test "Go/No Go" checklist

6.6.2 Activities

1. Submit transactions with increasingly larger volumes via the TTG. Submittal date, time and appropriate transaction information logged by TTG.
2. Receive transaction responses via the TTG. Receipt date, time, response transaction type, and response condition (valid vs. reject) logged by TTG.
3. Match transaction response to original transaction via TTG. TTG verifies matching transaction can be found and records mismatches.
4. TTG verifies transaction response contains expected data and flags non-expected errors.
5. Manually review non-expected errors. Identify error source (Pseudo CLEC, TTG, or BA-NY). Identify and log reason for the error. Errors will not be corrected.
6. Identify transactions for which responses were expected in the time frame, but have not been received. Record missing responses.

7. Record system resources usage.
8. Match response times and system resource usage to identify actual or potential choke points.
9. Generate "Pseudo CLEC" reports.

6.6.3 Outputs

1. Reports that provide the metrics to support the response time interval standards that apply to sub-set of transactions tested
2. Variance between actual performance and the standards of performance defined in various arbitrated agreements
3. Non-expected error count by type and percentage of total
4. Transactions missing responses by transaction type, product family, and size of transaction
5. Transaction counts, error ratio, response time, etc. by transaction type, product family, and delivery method
6. Minimum, maximum, mean, average, and aggregate response time/interval per transaction set
7. Transaction counts per response time/interval range per transaction set
8. Response time / interval / non-response trend as transactions increased
9. Orders erred after initial confirmation
10. TTG measurement reports
11. Summary report

6.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

7.0 POP7: Order "Flow Through" Evaluation

7.1 Description

The Order "Flow Through" Evaluation tests the ability of orders to flow through from the CLEC through the interface into the BA-NY ordering system without

any human intervention. Only orders that qualify as "flow through" because they are specifically identified as flow through in the Pre-Filing Agreement or are currently considered to be "flow through" will be tested.

"Flow through" orders will be submitted through both the GUI and the EDI interfaces. Supplements and cancels that are considered to be "flow through" will also be submitted. The order transactions will be monitored to verify that they do not "fall out" for manual handling in the BA-NY work center.

The only errors that will be introduced as a part of this test are those that should result in an automatic error/reject transaction without any human intervention. Planned errors will not be corrected and re-submitted for purposes of this test.

This test could be conducted as a stand alone test or included as a part of the EDI and GUI functional and normal volume testing (POP1, POP2, POP5)

7.2 Objective

The objective of the Order "Flow Through" Test is to verify the ability of BA-NY to flow all order types agreed to in the pre-filing agreement from the CLEC through their front end system without manual intervention.

7.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
Successful completion of "POP1: EDI Functional Test"	Ph 2 Test Mgr., PSC
Successful completion of "POP2: GUI Functional Test"	Ph 2 Test Mgr., PSC
Test Scenarios selected	Ph 2 Test Mgr.
Specific Test Cases developed	Ph 2 Test Mgr.
Test Case execution schedule developed	Ph 2 Test Mgr.
BA-NY manual order handling measures in place	BA-NY, Ph 2 Test Mgr.
Evaluation Criteria defined and approved	Ph 2 Test Mgr., PSC

7.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

4. Order "Flow Through"

7.5 Scenarios

The specific scenarios to be used in this test can be found in Appendix B

7.6 Test Approach

7.6.1 Inputs

1. Test Cases and expected results
2. Test case execution schedule
3. TTG Software
4. Trained personnel to execute test cases
5. Test "Go/No Go" checklist

7.6.2 Activities

1. Submit order transactions via EDI and the GUI. Submittal date, time and appropriate transaction information logged.
2. Receive transaction responses. Receipt date, time, response transaction type, and response condition (valid vs. reject) logged by TTG.
3. TTG verifies transaction response contains expected data and flags non-expected errors.
4. Identify orders that had manual handling. Identify reason for manual handling. Record for manual handling and order attributes.
5. If there was an error that caused the order not to flow through, identify error source (Pseudo CLEC, TTG, or BA-NY). Identify and log reason for the error. BA-NY errors will not be corrected.
6. Correct any Pseudo CLEC or TTG errors and re-submit. Verify orders now flow through.
7. Verify that all orders submitted are accounted for. Log any orders that are submitted but do not appear as processed or erred by BA-NY.
8. Generate BA-NY manual handling report.
9. Generate "Pseudo CLEC" reports.

7.6.3 Outputs

1. Percentage and number of orders that flowed through by order type, product family, etc.
2. Percentage and number of orders that did not flow through by order type, product family, etc.
3. Orders that did not flow through by reason code
4. Variance between actual performance and the standards of performance defined in various arbitrated agreements
5. Report of expected results versus actual results
6. Report of orders not processed
7. BA-NY manual handling report
8. Summary Report

7.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

8.0 POP8: BA-NY POP Metrics Evaluation

8.1 Description

The POP Process Metrics Evaluation is a comprehensive end-to-end operational analysis of the processes and systems used to capture BA-NY Wholesale pre-ordering, ordering, and provisioning metrics.

This test will use operational analysis techniques. It will rely on the development of various evaluation checklists to facilitate a structured walk through of the metric gathering and reporting processes.

In addition, as one of the activities in the "POP5 - "Normal Volume" Performance Test" there will be a comparison of the BA-NY metrics to those produced as the result of transaction based test data.

8.2 Objective

The objective of this test is to evaluate the capture, tracking, and reporting of pre-ordering, ordering, and provisioning metrics required by regulatory bodies.

8.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3

Criteria	Responsible Party
Interview guide/questionnaire developed for process evaluation	Ph 2 Test Mgr.
Process evaluation checklists completed	Ph 2 Test Mgr.
Report Validation checklist completed and approved	Ph 2 Test Mgr., PSC
BA-NY POP Process and System specialists available for interviews	BA-NY, Ph 2 Test Mgr.

8.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

5. BA-NY POP Metrics

8.5 Scenarios

Not Applicable

8.6 Test Approach

8.6.1 Inputs

1. Detailed Operational Test Plan and task checklist
2. BA-NY Metrics Report
3. Interview guide/questionnaire
4. Process evaluation checklists
5. Report Validation checklist
6. Personnel to review procedures and systems and conduct interviews

8.6.2 Activities

1. Review metric reports using report validation checklist.
2. Conduct process evaluation using the process evaluation checklists.
3. Conduct interviews using interview guide/questionnaire.
4. Review historical metrics reports.
5. Complete checklist values.

6. Review POPs 1, 2, and 5 and compare to BA-NY metrics.

8.6.3 Outputs

1. A report that shows, for each legally required metric, an evaluation of metric input gathering, calculations, and tracking and reporting
2. Completed report validation checklist
3. Completed process evaluation checklists
4. Completed interview questionnaire

8.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

9.0 POP 9: POP Documentation Review

9.1 Description

The POP Documentation Evaluation is a comprehensive operational analysis of the pre-ordering, ordering, and provisioning documentation used by CLECs to carry out business processes. This is a high level review intended to make sure documentation prepared and distributed by BA-NY is subject to good management practice.

Operational analysis techniques will be used to evaluate BA-NY's compliance to standards and internal documentation. It will rely on the development of various evaluation checklists to facilitate a structured review of the documentation proper as well as its application in a business environment.

In addition, the documented interface specifications will be reviewed to assess their compliance with industry standards.

The accuracy of the documentation at the functional level, including how to populate EDI transactions, will be verified as a part of the set up and on-going activities required to execute the functional and performance tests listed below:

POP1 - EDI Functional Evaluation

POP2 - GUI Functional Evaluation

POP5 - "Normal Volume" Performance Test

9.2 Objectives

The objective of this evaluation is to determine the accuracy, currency, availability, and usability of the POP documentation, and the compliance to industry standards of the relevant POP transactions.

9.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
Documentation Evaluation Checklist created to measure the general documentation attributes	Ph 2 Test Mgr.
Standards Compliance Checklist created to measure compliance to standards	Ph 2 Test Mgr.

9.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

6. POP Documentation

9.5 Scenarios

Not applicable

9.6 Test Approach

9.6.1 Inputs

1. Detailed Operational Test Plan and task checklist
2. EDI-8 Standard
3. LSOG 2 Ordering and Provisioning standards
4. LSOG 3 Pre-Ordering standards
5. Documented CLEC/reseller interface agreements
6. CLEC Handbook
7. Re-Sale Handbook
8. GUI training material
9. Other appropriate documentation
10. EDI transaction population instructions
11. Documentation Evaluation Checklist
12. Standards Compliance Evaluation Checklist

9.6.2 Activities

1. Conduct documentation evaluation of each document using the documentation evaluation checklist.
2. Conduct compliance to standards evaluation for the EDI interface using standards evaluation checklist.
3. Compile results and create summary reports.

9.6.3 Outputs

1. Completed documentation evaluation checklist for each document reviewed
2. Completed standards compliance checklist for the EDI interface
3. Report showing level of BA-NY's compliance to industry standards
4. Summary documentation evaluation report

9.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

10.0 POP 10: Work Center/Help Desk Support Evaluation

10.1 Description

The POP Work Center/Help Desk Support Evaluation is a comprehensive operational analysis of the work center/help desk processes developed by BA-NY to provide support to Resellers and CLECs with OSS questions, escalations, problems, and issues related to pre-ordering, ordering, and provisioning. Basic functionality, performance, escalation procedures, and security will be evaluated.

Operational analysis techniques will be used to evaluate BA-NY's work center/help desk support. It will rely on the development of various evaluation checklists to facilitate a structured walk-through of the major work center/help desk processes with BA-NY representatives and to review process documentation.

This test will also involve two types of surveys:

- An evaluation of BA-NY's handling of a recent sample of problems

- An initiation of a series of calls to obtain answers to a standard set of questions

In the first survey, CLECs will be asked to provide recent inquiries from which a sample will be selected to solicit feedback; and in the second, CLECs will be asked to provide a set of questions from which the Phase 2 Test Manager will select a standard set. CLECs will be involved in initiating calls for the second survey.

In addition, the help desk will be accessed and support documented as a part of the following functional and performance tests:

POP1 - EDI Functional Evaluation

POP2 - GUI Functional Evaluation

POP5 - "Normal Volume" Performance Test

10.2 Objectives

The objectives of this evaluation are to:

- determine completeness and consistency of work center/help desk processes and responses
- determine whether the escalation procedure is correctly documented, maintained, published and followed
- determine the accuracy, completeness, and functionality of procedures for measuring, tracking, projecting, and maintaining work center/help desk performance
- ensure accuracy and completeness of reasonable security measures to ensure integrity of work center/help desk data and the ability to restrict access to parties with specific access permissions
- ensure the work center/help desk effort has effective management oversight
- ensure responsibilities for performance improvement are defined and assigned

10.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
Work Center/Help Desk Evaluation Checklist completed	Ph 2 Test Mgr.

Criteria	Responsible Party
CLEC Problem Feedback Survey completed	Ph 2 Test Mgr.
POP Problem Response Survey with standard questions completed	Ph 2 Test Mgr.
Escalation Procedure Checklist completed	Ph 2 Test Mgr.

10.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

7. POP Work Center / Help Desk Support

10.5 Scenarios

Not applicable

10.6 Test Approach

10.6.1 Inputs

1. Work Center/Help Desk Evaluation Checklist
2. Escalation Procedures Checklist
3. Help Desk Questions/Answers
4. CLEC Problem Feedback Survey
5. POP Problem Response Survey

10.6.2 Activities

1. Conduct work center/help desk evaluation using the Work Center/Help Desk Support Checklist.
2. Conduct escalation procedure review using Escalation Procedure Checklist.
3. Identify sample set of current problems on which to issue feedback surveys.
4. Send CLEC Problem Feedback Surveys to CLECs.
5. Receive and compile CLEC Problem Feedback Surveys.
6. Initiate calls to work center to ask questions listed on the POP Problem Response Survey.
7. Record answers on the POP Problem Response Survey.

8. Compile survey results for both surveys.

10.6.3 Outputs

1. Completed Work Center/Help Desk Evaluation Checklist
2. Completed Escalation Procedure Checklist
3. Report summarizing results of CLEC Problem Feedback Surveys
4. Report showing number of times standard questions received valid answers on the POP Problem Response Survey
5. Summary Report

10.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

11.0 POP11: Provisioning Process Parity Evaluation

11.1 Description

The Provisioning Process Parity Evaluation is a review of the processes, systems, and interfaces that provide provisioning for CLEC and Reseller orders. The review will focus on these areas:

- Order interfaces
- Workflow definitions
- Workforce scheduling
- Memory administration
- Service activation
- Test and acceptance
- Exception handling
- Completion notices

The focus of the evaluation will be "downstream" interfaces from manual processing and the DCAS system that serves as the gateway for all order processing.

As appropriate, provisioning processes for different products and services will be evaluated separately. This will be required in those cases where the process and/or systems used for provisioning are different by product.

An operational analysis technique will be used to evaluate BA-NY's systems and processes for parity with corresponding Retail functions. It will consist of targeted interviews of key development and process-owner personnel along with structured reviews of processes, systems, and interfaces documentation.

11.2 Objective

The objective of this evaluation is to determine the degree to which the provisioning environment supporting CLEC and Reseller orders is on parity with internal BA provisioning.

11.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
Detailed Provisioning Process Parity Evaluation Checklist developed	Ph 2 Test Mgr.
DCAS system documentation available	BA-NY
Provisioning process documentation available	BA-NY
Technical platforms specifications available	BA-NY
Databases specifications available	BA-NY
Data communications and interfaces specifications available	BA-NY
Interview guide/questionnaire developed	Ph 2 Test Mgr.
Interviewees identified and schedule developed	BA-NY, Ph 2 Test Mgr.

11.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

8. Provisioning Process Parity

11.5 Scenarios

Not Applicable

11.6 Test Approach

11.6.1 Inputs

1. Products and services list
2. BA-NY provisioning process documentation
3. Interview guide/questionnaire
4. Interviewees (per process area)
   - Provisioning process owners
   - Provisioning process staff
   - User requirements project leader
   - Technical architect
   - Data architect
   - Data communications architect
5. Interview schedule
6. Detailed Provisioning Process Parity Evaluation Checklist
7. DCAS system documentation
8. Provisioning process documentation
9. Technical platforms specifications
10. Databases specifications
11. Data communications and interfaces specifications

11.6.2 Activities

1. Identify all process documentation needed for review.
2. Identify relevant systems and interfaces.
3. Identify all system documentation available for review.
4. Conduct structured review of documentation using Provisioning Process Parity Evaluation Checklist.
5. Conduct interviews using the interview guides and questionnaires.
6. Inspect physical systems and communications environments.
7. Document findings.

11.6.3 Outputs

1. Completed Provisioning Process Parity Evaluation Checklist
2. Completed interview questionnaires
3. Interview Summaries
4. Summary Findings, Conclusions

11.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

12.0 POP12: Provisioning Coordination Process Evaluation

12.1 Description

The POP Provisioning Coordination Process Evaluation is a review of the procedures, processes, and operational environment used to support coordinated provisioning with CLECs.

The evaluation will address products and situations that require coordinated provisioning to minimize customer disruption. The requirement for coordination may come from either BA-NY policy or a CLEC request.

An operational analysis test approach will be used to evaluate BA-NY's Provisioning Coordination Processes. It will consist of targeted interviews of key development personnel along with structured reviews of process documentation facilitated by an evaluation checklist. Case studies of actual coordination processes will be created or selected from live situations. The CLECs will be solicited by the test team for live coordination efforts to make up the case studies. Case studies will be selected and tracked in practice to determine process operation.

12.2 Objective

The objectives of this evaluation are to:

- determine completeness and consistency of provisioning coordination processes
- determine whether the provisioning coordination processes are correctly documented, maintained, and published
- determine the accuracy, completeness, and functionality of procedures for measuring, tracking, projecting, and maintaining provisioning coordination processes performance

- ensure the provisioning coordination processes have effective management oversight
- ensure responsibilities for provisioning coordination processes performance improvement are defined and assigned

12.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
CLEC Case Study Request completed	Ph 2 Test Mgr.
CLEC Case Study Monitoring Form completed	Ph 2 Test Mgr.
Detailed Provisioning Coordination Process Checklist developed	Ph 2 Test Mgr.
Interview Guide/Questionnaire developed	Ph 2 Test Mgr.

12.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

9. Provisioning Coordination Process

12.5 Test Approach

12.5.1 Inputs

1. CLEC Case Study Request
2. CLEC Case Study Monitoring Form
3. Provisioning Coordination Process Checklist
4. Interview Guide/Questionnaire

12.5.2 Activities

1. Send CLEC Case Study Requests to CLECs.
2. Receive and compile CLEC case study input suggestions.
3. Select and record case studies to monitor.
4. Monitor case studies and record results on monitoring form.
5. Conduct structured review of documentation using Provisioning Coordination Process Checklist.

6. Conduct interviews with key process personnel using interview guide and questionnaire.
7. Review coordinated provisioning case studies.
8. Document findings.

12.5.3 Outputs

1. CLEC Case Study submission and selection matrix
2. Completed CLEC Case Study Monitoring Forms
3. Completed Provisioning Coordination Process Checklist
4. Completed Interview Questionnaires
5. Interview Summaries
6. Summary Findings, Conclusions

12.6 Exit Criteria

Criteria	Responsible Party
All global exit criteria satisfied	See Table III-4

13.0 POP13: Scalability Review

13.1 Description

The POP Scalability Evaluation is a review of the architecture and operational environment supporting the functions of pre-ordering, ordering, and provisioning. The review focuses on the following elements that contribute to scalability:

- Modularity
- Database design
- Technology platform
- Interface design
- Interface technology
- Manual processes
- Technology Architecture
- Data Architecture
- Application Architecture.

The environment reviewed will encompass GUI, manual (paper/FAX) and electronic (EDI) interfaces for the POP functions. In addition to these interfaces, the focus of the review will be the DCAS system that serves as the gateway for all processing, as well as its interfaces to "downstream" and supporting systems.

An operational analysis technique will be used to evaluate BA-NY's systems and processes capacity. This evaluation will be conducted by experienced IT professionals. It will consist of targeted interviews of key development personnel along with structured reviews of system documentation. The findings from the "POP6: 'Stress Volume' Performance Test" will be used as input into the scalability evaluation.

The following personnel will be interviewed for the sub-process areas:

- User requirements project leader
- Technical Architect
- Capacity planner
- Development Project Leader
- Data Architect
- Database Designer
- Application developers
- Web GUI Designer
- Data Communications Architect

13.2 Objective

The objective of this evaluation is to determine the degree to which the POP environment can be scaled to accommodate order of magnitude increases in transaction volumes and users.

13.3 Entrance Criteria

Criteria	Responsible Party
All global entrance criteria	See Table III-3
Availability of documentation identified as input	BA-NY
Interview Guide/Questionnaire developed	Ph 2 Test Mgr.
Interviewees identified and scheduled	BA-NY, Ph 2 Test Mgr.
Detailed evaluation checklists developed	Ph 2 Test Mgr.

Criteria	Responsible Party
POP6: "Stress Volume" Performance Test completed	Ph 2 Test Mgr., Ph 2 TTG

13.4 Test Scope

The scope for this test includes the following Test Target Area processes and sub-processes:

10. Scalability Review

13.5 Test Approach

13.5.1 Inputs

1. DCAS System Documentation
2. EDI System Specification
3. GUI System Specification
4. Subsystem Designs available
5. Program Structure Specifications
6. Technical Platform Specifications
7. Database Specifications
8. Data Communication Specifications
9. POP6: "Stress Volume" Performance Test results
10. Other (TBD)
11. Interview Guide/Questionnaire
12. Interviewees (see list in description)
13. Interview schedule
14. Scalability Evaluation Checklists

13.5.2 Activities

1. Identify interface, process, and system objects for evaluation.
2. Identify all evaluation objects system documentation available for review.
3. Conduct interviews with key development and support personnel using interview guides and questionnaires.

4. Review evaluation objects, capacity planning methods, tools and reports using the appropriate scalability evaluation checklist.
5. Inspect physical systems and communications environments using the appropriate scalability evaluation checklist.
6. Evaluate/review findings in light of "POP6: 'Stress Volume' Performance Test" measurements to draw or confirm conclusions.
7. Summarize findings.
8. Create report.

13.5.3 Output

1. Completed Scalability Evaluation Checklists
2. Completed interview questionnaires
3. Interview Summaries
4. Summary Findings, Conclusions

13.6 Exit Criteria

Criteria	Responsible Party
All global exit criteria	See Table III-4

V. Maintenance and Repair Domain Test Section

A. Purpose

The purpose of this section is to define the specific tests to be undertaken in evaluating the systems, processes, and other operational elements associated with Bell Atlantic's support for Wholesale Maintenance and Repair activities. The goal of these tests is to provide a basis for comparing this operational area to parallel systems and processes supporting Bell Atlantic's Retail Operations.

B. Organization

The Maintenance and Repair domain is organized into seven primary Test Target Areas, which represent the key focus areas for testing in this domain.

The Test Target Areas are:

- Repair Trouble Administration System (RETAS)
- M&R process performance measurements
- The wholesale M&R process
- M&R process and systems documentation
- Wholesale M&R work center support (includes resale and unbundled services support centers, RSSC and RCCC)
- Network surveillance support
- M&R coordination

One or more tests have been developed to evaluate each Test Target Area dependent on the scope of testing required in each area. The Test Target Areas, and associated processes, sub-processes, and/or operational elements to be evaluated are documented in Section C. – Scope. Each specific test is described in Section D. – Test Processes below.

C. Scope

The purpose of this section is to identify the system, process, and related operational areas that will be evaluated within the Maintenance and Repair domain and to identify any related areas which are out of scope.

1.0 In Scope

The testing to be performed in each Test Target Areas varies based on the nature of the specific target. In general, the areas which focus on operational support systems dedicated to wholesale support will require testing to evaluate basic functional capabilities, comparative functionality to retail, performance under projected normal transaction volumes, and stress/load testing. Process performance measures will be reviewed to determine their validity and accuracy. End-to-end process testing will evaluate wholesale performance metrics relative to retail. Functions within the process will also be evaluated to identify inconsistencies between wholesale and retail and potential bottleneck areas.

Applicable published documentation will be reviewed for accuracy, completeness, and effectiveness in use. Work Center operations and procedures will be tested to determine timeliness, accuracy, and effectiveness. Additional ancillary operations and procedures will also be reviewed.

2.0 Out of Scope

Capacity of the end-to-end M&R process will not be directly tested, as this would require the addition of trained personnel to existing work groups. It would also result in a large number of erroneous dispatch requests, causing substantial disruption to normal repair activities and adversely impacting customer service. As the M&R process for wholesale services is fully integrated with Retail operations once the trouble report has been entered, it is reasonable to assume that Bell Atlantic will be able to accommodate incremental growth in troubles as a function of an expanded service and facility base due to competition.

3.0 Test Target Areas in the M&R Domain

For each Test Target Area the charts below depict the major process areas, sub-processes, and dimensions to be measured, as well as the evaluation measures, techniques, and criteria types to be applied. Measurement details are listed in Appendix D.

3.1 Repair Trouble Administration System (RETAS)

Table V-1 depicts processes and sub-process elements of RETAS to be evaluated.

Table V-1 Test Target: RETAS

Business Area	Business Process	Business Rules	Test Indicator	Test Measure
Trouble Reporting	Create/Enter Trouble Reports (TR)	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
	Modify TRs	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
	Close/Cancel TRs	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
	Retrieve TR Status	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
Trouble History Access	Retrieve Trouble History	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
Access To Test Capability	Initiate MLT Test	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
	Receive MLT Test Results	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
	Initiate SARTS Test	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity
	Receive SARTS Test Results	Functionality exists as documented Timeliness of Response	Inspection Inspection	Existence Qualitative Parity

Table V-1 Test Target: RETAS

Performance	Projected Normal Loads	Timeliness of Response Operability	Inspection Transaction Logging	Qualitative Quantitative
	Stress/Load	Timeliness of Response Operability Capacity	Inspection Transaction Logging	Quantitative Qualitative
	System Availability	Availability	Inspection Case Study	Parity
Function-ability	Functional Equivalence to STARREP/SIMS	Existence of Specific Function	Inspection	Parity Qualitative
Scalability		Scalability	Inspection	Qualitative Quantitative

RETAS functionality will be reviewed within the context of specific documentation addressing its use and in comparison to its retail analog STARREP/SIMS. Its performance will be evaluated under normal projected loads and in a stress/load test mode. In addition, its scalability will be assessed. As RETAS is a subsystem of DCAS, performance testing and the scalability evaluation will be integrated with those elements of DCAS.

3.2 M&R Process Performance Measurements

Table V-2 depicts the processes and sub-processes to be evaluated in this Test Target Area.

Table V-2:Test Target: M&R Process Performance Measurements

Retail Metrics Processes	Network Trouble Report Rate Measurement Process	Accuracy	Inspection	Qualitative
	Percentage of Subsequent Reports Measurement Process	Accuracy	Inspection	Qualitative

Table V-2:Test Target: M&R Process Performance Measurements

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
	Missed Appointments Measurement Process	Accuracy	Inspection	Qualitative
	Repair Interval Measurement Process	Accuracy	Inspection	Qualitative
Wholesale Metrics Processes	Network Trouble Report Rate Measurement Process	Accuracy Equivalence to Retail	Inspection	Qualitative
	Percentage of Subsequent Reports Measurement Process	Accuracy Equivalence to Retail	Inspection	Qualitative Parity
	Missed Appointments Measurement Process	Accuracy Equivalence to Retail	Inspection	Qualitative Parity
	Repair Interval Measurement Process	Accuracy Equivalence to Retail	Inspection	Qualitative Parity
RETAS	Response Time Measures	Accuracy	Inspection	Qualitative Quantitative
	System Availability Measures	Accuracy Equivalence to Retail	Inspection	Quantitative

In the M&R process performance measurements Test Target Area, the processes for calculating the relevant metrics will be reviewed to evaluate the accuracy and validity of the metrics and to determine the equivalence of wholesale metrics to their retail analogs where they exist. RETAS response time and availability performance measures will be also be evaluated.

3.3 Wholesale M&R Process

Table V-3 depicts the specific functions to be evaluated in the wholesale maintenance and repair process Test Target Area.

Table V-3 Test Target: Wholesale M&R Process

Evaluation Areas	Evaluation Points	Evaluation Criteria	Evaluation Techniques	Evaluation Type
Trouble Report Processing - Resale	Test Trouble (CLEC via RETAS)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Determine Dispatch Requirement (CLEC)	Accuracy of Test Information	Inspection	Qualitative
	Enter Trouble Report (CLEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Receive Response (CLEC)	Timeliness	Inspection	Quantitative
	Receive Error Notification (CLEC)	Timeliness Accuracy Completeness	Inspection	Quantitative Qualitative
	Correct Trouble Report (CLEC)	Accuracy	Inspection	Qualitative
	Dispatch Trouble (ILEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Clear/Close Trouble Report (ILEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Issue IDC/MSC	Accuracy	Inspection	Qualitative
	Issue OQS Reports	Timeliness Accuracy	Inspection	Quantitative Qualitative
Trouble Report Processing - UNE/UNE-P	Test Trouble (CLEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Determine Dispatch Requirement (CLEC)	Accuracy of Test Information	Inspection	Qualitative
	Enter Trouble Report (CLEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Receive Response	Timeliness	Inspection	Quantitative
	Receive Error Notification	Timeliness Accuracy Completeness	Inspection	Quantitative Qualitative
	Correct Trouble Report	Accuracy	Inspection	Qualitative
	Dispatch Trouble (ILEC)	Accuracy Timeliness	Inspection	Quantitative Qualitative
	Clear/Close Trouble Report (ILEC)	Accuracy Timeliness	Inspection	Quantitative Qualitative
	Issue IDC/MSC	Accuracy	Inspection	Qualitative
End to End Process – Resale	Measurements	Comparison With Retail	Inspection	Quantitative

Table V-3 Test Target: Wholesale M&R Process

Process Area	Sub-Process	Evaluation Criteria	Evaluation Techniques	Criterion Type
End to End Process – Resale	Process Flows	Comparison with Retail	Inspection	Qualitative
End to End Process – UNE/UNE-P	Measurements	Comparison With Retail	Inspection	Quantitative
End to End Process – UNE/UNE-P	Process Flows	Comparison with Retail	Inspection	Qualitative
Manual Handling – Resale		Accuracy Timeliness	Observation Logging Interviews	Qualitative
Manual Handling – UNE/UNE-P		Accuracy Timeliness	Observation Logging Interviews	Qualitative

Both resale and UNE/UNE-P operations will be reviewed by using CLEC test cases and following them through the M&R process. The functional equivalence of M&R processing of wholesale and retail trouble reports will be evaluated by using the existing set of M&R metrics being reported by Bell Atlantic. Process flow documentation will be reviewed, if available, and manual handling requirements will be captured and analyzed.

3.4 M&R Process and Systems Documentation

M&R documentation will be reviewed both in a standalone mode and within the context of its use, correctness, and completeness in performing trouble activities as part of RETAS and M&R process testing/evaluations.

Table V-4 Test Target: M&R Process and Systems Documentation

Process Area	Sub-Process	Evaluation Criteria	Evaluation Techniques	Criterion Type
M&R Documentation	CLEC Handbook (M&R Sections)	Clarity Accuracy Completeness	Inspection Document Review	Qualitative
	Resale Handbook (M&R Sections)	Clarity Accuracy Completeness	Inspection Document Review	Qualitative
	RETAS CLEC Student Training Guide	Clarity Accuracy Completeness	Inspection Document Review	Qualitative
	RETAS Resale Student Training Guide	Clarity Accuracy Completeness	Inspection Document Review	Qualitative

Table V-4 Test Target: M&R Process and Systems Documentation

Process Area	Sub-Process	Test Evaluation Criteria	Evaluation Techniques	Data Source Type
	CLEC Training Guide (M&R Sections)	Clarity Accuracy Completeness	Inspection Document Review	Qualitative
	RETAS Online Help	Clarity Accuracy Completeness	Inspection	Qualitative
	Other (TBD)	Clarity Accuracy Completeness	Inspection	Qualitative

3.5 Wholesale M&R Work Center Support

Wholesale M&R support centers will be targeted for analysis per the following Test Target Area matrix in addition to the manual handling analysis referred to under the M&R process Test Target Area:

Table V-5 Test Target: Wholesale M&R Work Center Support

Process Area	Sub-Process	Test Evaluation Criteria	Evaluation Techniques	Data Source Type
Call Processing	Call Answer	Speed of Answer	Inspections Logging Interviews	Qualitative
	Call Logging	Accuracy	Inspections Logging Interviews	Qualitative
	Prioritization	Existence Accuracy	Inspections Logging Interviews	Qualitative
Problem Tracking and Resolution	Documentation	Clarity Accuracy	Document Review Interviews	Qualitative
	Identify and Resolve	Timeliness Accuracy	Inspections Logging Interviews	Qualitative
	Track Problem	Existence	Inspections Logging Interviews	Qualitative
	Log Status and Close	Accuracy	Inspections Logging Interviews	Qualitative
	Notify Customer	Timeliness	Inspections Logging Interviews	Qualitative
Expedite/ Escalation Procedures	Documentation	Clarity Accuracy	Document Review Interviews	Qualitative

Table V-5 Test Target: Wholesale M&R Work Center Support

Process Area	Sub-Process	Test Evaluation Criteria	Test Evaluation Techniques	Qualitative / Quantitative
	Call Answer	Accessability Speed of Answer	Inspections Logging Interviews	Qualitative
	Escalation Logging	Accuracy	Inspections Logging Interviews	Qualitative
	Identify and Resolve	Timeliness	Inspections Logging Interviews	Qualitative
	Log Status and Close	Accuracy	Inspections Logging Interviews	Qualitative
	Notify Customer	Timeliness	Inspections Logging Interviews	Qualitative
Work Center Procedures		Clarity Accuracy Completeness	Inspections Logging Interviews	Qualitative

3.6 Network Surveillance Support

The table below depicts the process areas and sub-processes to be evaluated in the Test Target Area. The evaluation is focused on the existence and effectiveness of processes and documented procedures to address CLEC/ILEC interactions.

Table V-6 Test Target: Network Surveillance Support

Process Area	Sub-Process	Test Evaluation Criteria	Test Evaluation Techniques	Qualitative / Quantitative
Network Surveillance	IOF Surveillance	Existence	Interviews Procedure Review	Quantitative Qualitative
	AIN/SS7 Interconnect Surveillance	Existence	Interviews Procedure Review	Quantitative Qualitative
Outage Notification	Process Documentation	Clarity Accuracy Completeness	Interviews Document Review	Qualitative
	Notification Procedures	Timeliness Accuracy	Interviews Document Review	Qualitative

3.7 M&R Coordination

The table below depicts the process areas and sub-processes to be evaluated in the Test Target Area. The evaluation is focused on the existence and

effectiveness of processes and documented procedures to address CLEC/ILEC interactions.

Table V-7 Test Target: M&R Coordination

Evaluation Area	Evaluation Focus	Evaluation Measures	Evaluation Techniques	Criterion Type
Joint Meet Procedures	Process Documentation	Clarity Accuracy Completeness	Interviews Document Review	Qualitative
	Notification Procedures	Timeliness Accuracy	Interviews	Qualitative
Coordinated Testing	Process Documentation	Clarity Accuracy Completeness	Interviews Document Review	Qualitative
	Notification Procedures	Timeliness Accuracy	Interviews	Qualitative
Other (TBD)				

D. Test Processes

This section describes the specific evaluations/tests to be performed in the analysis of Bell Atlantic's support of Wholesale Maintenance and Repair operations. Testing in this domain has been broken down into nine separate evaluations:

- M&R1: RETAS Functional Evaluation
- M&R2: RETAS Performance Evaluation
- M&R3: RETAS Scalability Evaluation
- M&R4: M&R Process Performance Measurements Evaluation
- M&R5: M&R Process Evaluation
- M&R6: M&R Documentation Review
- M&R7: M&R Work Center(s) Support Evaluation
- M&R8: Network Surveillance Support Evaluation
- M&R9: M&R Coordination Evaluation

Following are detailed descriptions of each test:

1.0 M&R1: RETAS Functional Evaluation

1.1 Description

The RETAS Functional Evaluation is a comprehensive review of all of the functional elements of the RETAS System, their conformance to documented

specifications, and an analysis of its functionality in comparison to Bell Atlantic's Retail system analog, STARREP/SIMS. The test has two major phases, Phase 1 — a basic functional evaluation, and Phase 2 — a comparative functional evaluation.

1.2 Objective

The objective of this test is to validate the existence and behavior of RETAS functional elements as documented in CLEC and RETAS Training Guides and other applicable documents, and to evaluate the equivalence of RETAS functionality to STARREP/SIMS.

1.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria have been satisfied	See Table III-3
Detailed Test Plan completed	Ph 2 Test Mgr.
Test Scenarios selected	Ph 2 Test Mgr.
Specific Test Cases and Transaction Sets developed	Ph 2 Test Mgr.
Basic documentation review completed	Ph 2 Test Mgr.
Detailed Functional Checklist created	Ph 2 Test Mgr.
Test bed of working services selected and/or established	BA-NY
Specific Evaluation techniques developed	Ph 2 Test Mgr.
Physical access to Bell Atlantic Web site established	BA-NY
Security access to RETAS established	BA-NY
Evaluation Criteria defined and approved	PSC
Checklists and Interview Guides created	Ph 2 Test Mgr.

1.4 Test Scope

Table V-8 Test Target: M&R RETAS Functional Evaluation

Process Area	Sub-Process	Evaluation Criteria	Evaluation Technique	Comparison Type
Trouble Reporting	Create/Enter Trouble Report (TR)	Functionality exists as documented Timeliness	Inspection	Existence Qualitative Parity
	Modify TR	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity

Table V-8 Test Target: M&R RETAS Functional Evaluation

	Close/Cancel TR	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity
	Retrieve TR Status	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity
Trouble History Access	Retrieve Trouble History	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity
Access To Test Capability	Initiate MLT Test	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity
	Receive MLT Test Results	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity
	Initiate SARTS Test	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity
	Receive SARTS Test Results	Functionality exists as documented Usability Timeliness	Inspection	Existence Qualitative Parity
Functionality	Functional Equivalence to STARREP/SIMS	Existence of Specific Function	Inspection Interviews	Parity Qualitative

1.5 Scenarios

The specific scenarios to be used in this test are identified in Appendix B.

1.6 Test Approach

This test is broken down into two phases:

- Phase 1 involves the use of GUI test cases created for this test to evaluate RETAS functionality and to determine if the system behaves as documented. General usability and timeliness of the basic functions will also be assessed.
- Phase 2 involves observation and interviews of Retail customer service attendants (CSA) processing trouble calls and entering

trouble reports into STARREP and SIMS (Retail analogs to RETAS) to assess functionality in comparison to RETAS.

1.6.1 Inputs

1. Test cases (10 to 20)
2. Documentation (RETAS Student Guide, etc.)
3. Functionality checklists
4. Interview guide
5. Personnel to execute test cases
6. Personnel to interview retail and observe their use of STARREP and SIMS

1.6.2 Activities - Phase 1

1. Use GUI test cases created for this test and appropriate Bell Atlantic documentation to perform each of the functions listed on the checklist provided via the RETAS GUI interface.
2. Verify that each system function behaves as documented.
3. Note any anomalies in the space provided on the checklist.
4. Note any discrepancies between RETAS documentation and behavior.
5. Ensure that all trouble reports entered in RETAS have been canceled.

1.6.3 Activities - Phase 2

1. Use the checklist and interview guide to conduct interviews with several (5 to 10) CSAs selected at random from the Residence and Business M&R work centers.
2. Observe CSA trouble report activities as identified on the checklist provided.
3. Note the presence and behavior of functions identified on the checklist.
4. Identify any anomalies relative to the functions being observed.

5. Note any additional relevant information from the CSA interview (e.g., additional capabilities, performance, etc.).
6. Determine and document any M&R functions that can be performed from a STARREP or SIMS Workstation that are not available in RETAS.
7. Perform a detailed evaluation of relative functionality and capabilities between RETAS and STARREP/SIMS.

1.6.5 Activities - Common

1. Document the results and findings from the activities conducted in Phases 1 and 2.

1.6.6 Outputs

1. Completed checklists from Phases 1 and 2 activities
2. Completed interview summaries
3. Summary reports of findings from each phase, including a discussion of anomalies and relevant observations relating to usability and timeliness of each system interface
4. A Summary report comparing relative functionality in RETAS and STARREP highlighting differences and contrasting ease of use of the two systems in performing the functions observed

1.7 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4
All activities completed	Ph 2 Test Mgr.
Checklists and reports completed by personnel participating in the test.	Ph 2 Test Mgr.

2.0 M&R2: RETAS Performance Evaluation

2.1 Description

The RETAS performance evaluation is a transaction driven test designed to evaluate the behavior of the RETAS system and its interfaces under load conditions. This test will be conducted twice. The first execution will use transaction sets established to simulate projected volumes for peak busy hour

and peak busy day operation EOY 1999. The second execution will use a multiple of the volumes used in the first execution. As RETAS is a sub-system of the DCAS system, this test must be executed at the same time as the DCAS performance test.

2.2 Objective

The objective of this test is to evaluate the behavior of RETAS under load conditions, to determine system performance in terms of response time and operability, and to identify future performance bottlenecks.

2.3 Entrance Criteria

Criteria	Responsible Party
Global entrance criteria have been satisfied	See Table III-3
Test transaction generator has been fully tested and is operational for the submission of GUI test cases	Ph 2 TTG
Test transaction sets have been built and validated	Ph 2 Test Mgr.
System test bed has been established	BA-NY
RETAS/DCAS test coordination details have been worked out	Ph 2 Test Mgr.

2.4 Test Scope

Table V-9 Test Target: M&R RETAS Performance Evaluation

Process Area	Sub-Process	Test Objectives	Validation Techniques	Criteria Type
Performance	Projected Normal Loads	Timeliness Operability	Inspection Transaction Generation	Qualitative Quantitative
	Stress/Load	Timeliness Operability Capacity	Inspection Transaction Generation	Qualitative Quantitative

2.5 Scenarios

The specific scenarios to be used in this test are identified in Appendix B.

2.6 Test Approach

This test uses the TTG to submit RETAS GUI test transactions to RETAS. The transaction sets are structured to provide a transaction mix consistent with current system usage, projected normal volumes, and stress/load volumes. Submission rates should mirror peak busy hour and peak busy day behaviors.

2.6.1 Inputs

1. Test cases and transaction sets
2. Personnel to operate test transaction generator
3. Personnel to supervise and observe test execution
4. DCAS/RETAS systems and associated test beds
5. Test transaction generator

2.6.2 Activities

1. Feed transaction sets to DCAS/RETAS using the test transaction generator.
2. Periodically exercise RETAS functionality manually during test execution.
3. Observe and capture observations from (2) above in terms of performance and operability.
4. Capture transaction performance statistics via data test generator (automatic).
5. Capture transaction performance statistics via DCAS/RETAS (automatic).
6. Monitor DCAS/RETAS system interfaces to identify any bottleneck conditions (Bell Atlantic system personnel).
7. Ensure that all generated trouble reports have been canceled/closed.
8. Reset test bed for next test (if required) or clean up production databases (Bell Atlantic).
9. Execute test once with normal projected transaction volumes and once with stress/load volumes.
10. Analyze performance reports.
11. Review execution and observation reports.
12. Document results and generate summary report.

2.6.3 Outputs

1. Test execution and observation reports
2. Test transaction generator performance reports
3. DCAS/RETAS performance reports
4. Summary report

2.7 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4

3.0 M&R3: RETAS Scalability Evaluation

3.1 Description

The RETAS scalability evaluation is a detailed review of the architecture and development environment of the RETAS application, focusing on modularity, database design, technology platform, interface design, development methodologies and practices, and other technology architecture, data architecture, and application architecture elements to determine its scalability. Use of standard development methodologies and conformance to IT industry standards and guidelines will also be assessed.

As RETAS is a subsystem of DCAS, this evaluation will be done as a part of the DCAS scalability evaluation.

3.2 Objective

The objective of this evaluation is to determine the degree to which the RETAS application can be scaled to accommodate order of magnitude increases in transaction volumes and users.

3.3 Entrance Criteria

Criteria	Responsible Party
Global entrance criteria satisfied	See Table III-3
RETAS system documentation available	BA-NY
– system specification	BA-NY
– subsystem design	BA-NY
– program structure specification	BA-NY
– technical platform specification	BA-NY
– database specifications	BA-NY
– data communication specifications	BA-NY
– other (TBD)	BA-NY
Scalability evaluation matrix developed	Ph 2 Test Mgr.
Interview guide/questionnaire developed	Ph 2 Test Mgr.
Development personnel available for interview	BA-NY

3.4 Test Scope

Table V-10 Test Target: M&R RETAS Scalability Evaluation

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
RETAS Scalability		Scalability	Inspection Interviews	Qualitative

3.5 Scenarios

Scenarios are not used in this test.

3.6 Test Approach

This evaluation will be conducted by experienced IT professionals and will consist of targeted interviews of key development personnel along with structured reviews of system documentation.

The following personnel will be interviewed:

- User requirements project leader
- User requirements developer
- Technical architect
- Development project leader
- Data architect
- Database designer
- Data administrator
- Application developers
- Testing administrator
- Web GUI designer
- Data communications architect

3.6.1 Inputs

1. Scalability evaluation matrix
2. Scalability evaluation interview guides
3. Personnel to perform evaluation

3.6.2 Activities

1. Identify all system documentation available for review.
2. Conduct structured review of documentation.
3. Conduct interviews with key development and support personnel.
4. Document findings.

3.6.3 Outputs

1. Completed scalability evaluation matrix
2. Interview summaries
3. Summary findings and conclusions

3.7 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4
Documentation reviews completed.	Ph 2 Test Mgr.
Interviews completed.	Ph 2 Test Mgr.
Products (outputs) documented above completed.	Ph 2 Test Mgr.

4.0 M&R4: M&R Process Performance Measurements Evaluation

4.1 Description

The M&R process performance measurements evaluation is a thorough operational analysis of the processes and systems used to capture Bell Atlantic wholesale Maintenance and Repair metrics and their retail analogs, where they exist. It is an evaluation of the statistical validity of the measures, themselves, and a determination of the equivalence between retail and wholesale metrics.

4.2 Objective

The objective of this test is to evaluate the accuracy of Bell Atlantic performance measures of its Maintenance and Repair process as established in the interim guidelines for carrier-to-carrier performance standards and reports. The purpose is to determine their applicability/usability in testing the parity of Bell Atlantic's wholesale and retail Maintenance and Repair processes. The intent is to utilize existing metrics along with sampled CLEC trouble cases in evaluating the equivalence of Bell Atlantic's wholesale and retail Maintenance and Repair operations in a subsequent test (see M&R5 below).

4.3 Entrance Criteria

Criteria	Responsible Party

Criteria	Responsible Party
Global entrance criteria satisfied	See Table III-3
Detailed operational analysis plan developed	Ph 2 Test Mgr.
Task checklist developed.	Ph 2 Test Mgr.
Metrics analysis matrix developed	Ph 2 Test Mgr.
Bell Atlantic M&R metrics process and systems experts available for interview	BA-NY
Interview guide/questionnaire developed	Ph 2 Test Mgr.
All applicable carrier-to-carrier performance measures in place	BA-NY

4.4 Test Scope

Table V-11 Test Target: M&R Process Performance Measurements Evaluation

Retail Metrics Processes	Network Trouble Report Rate Measurement	Accuracy	Inspection Interview	Qualitative
	Percentage of Subsequent Reports Measurement Process	Accuracy	Inspection Interview	Qualitative
	Missed Appointments Measurement Process	Accuracy	Inspection Interview	Qualitative
	Repair Interval Measurement Process	Accuracy	Inspection Interview	Qualitative
Wholesale Metrics Processes	Network Trouble Report Rate Measurement	Accuracy Equivalence to Retail	Inspection Interview	Qualitative Parity
	Percentage of Subsequent Reports Measurement Process	Accuracy Equivalence to Retail	Inspection Interview	Qualitative Parity
	Missed Appointments Measurement Process	Accuracy Equivalence to Retail	Inspection Interview	Qualitative Parity

Table V-11 Test Target: M&R Process Performance Measurements Evaluation

Process Step	Sub-Process	Measurement Objective	Measurement Technique	Measure Type
	Repair Interval Measurement Process	Accuracy Equivalence to Retail	Inspection Interview	Qualitative Parity
	Percentage Cleared within 24 Hours - Specials	Accuracy Equivalence to Retail	Inspection Interview	Qualitative Parity
RETAS	Response Time Measures	Accuracy	Inspection Interview	Qualitative Quantitative

4.5 Scenarios

Scenarios are not utilized in this test.

4.6 Test Approach

This test utilizes operational analysis techniques, structured interviews with Bell Atlantic subject matter experts, and reviews of involved metrics data capture and reporting procedures and systems (e.g. NAMS, NORD) to evaluate the accuracy/validity of wholesale M&R process metrics. It also assesses the equivalence of the methodology used in the production of wholesale and retail metrics. It involves the inspection of system functions and process flows in the calculation of each metric coupled with interviews with systems and metrics process subject matter experts.

4.6.1 Inputs

1. Operational analysis plan and task checklist
2. Interview guides
3. Metrics analysis matrix
4. Personnel to review procedures and systems and conduct interviews

4.6.2 Activities

1. Conduct procedure reviews.
2. Conduct system reviews.
3. Conduct interviews.
4. Document the results of above.

4.6.3 Outputs

1. Operational review report

4.7 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4
All operational analysis tasks/activities completed	Ph 2 Test Mgr.
Operational review report completed	Ph 2 Test Mgr.

5.0 M&R5: M&R Process Evaluation

5.1 Description

This evaluation is comprised of three major elements. The first (Sub-Test 1) is a review of historical metrics reports produced by Bell Atlantic (validated in M&R Test 4 above) to assess the parity of Bell Atlantic's retail and wholesale Maintenance and Repair operations. This sub-test also includes a review of process flow documentation. This "black box" approach is predicated on the successful validation of the metrics established in the Interim Guidelines for Carrier-to-Carrier Performance Standards and Reports to measure Bell Atlantic's M&R performance and demonstrate retail/wholesale Parity.

The second element (Sub-Test 2) is comprised of sampling CLEC trouble reports and their results and calculating the relevant metrics to determine wholesale M&R process parity performance. This element will be performed in addition to the historical metrics analysis described above and as an alternative approach in the event that M&R4 identifies one or more of the Wholesale metrics invalid.

Along with the two test elements, the third element is an evaluation of trouble report fallouts for manual handling. The purpose of this evaluation is to identify causative factors and to determine whether manual handling requirements imposed on the wholesale maintenance and repair process introduce unnecessary overhead not included in metrics calculations used to evaluate retail/wholesale process equivalence. This evaluation will be performed in conjunction with the M&R work center support evaluation (M&R7) and will be documented there.

5.2 Objective

The objective of this test is to evaluate the equivalence of Bell Atlantic's end-to-end processes for trouble reporting and repair of retail and wholesale services.

5.3 Test Scope

Table V-12 Test Target: M&R Process Evaluation

Business Area	Sub-Process	Evaluation Criteria	Evaluation Techniques	Measures
Trouble Report Processing - Resale	Test Trouble (CLEC via RETAS)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Determine Dispatch Requirement (CLEC)	Accuracy of Test Information	Inspection	Qualitative
	Enter Trouble Report (CLEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Receive Response	Timeliness	Inspection	Quantitative
	Receive Error Notification	Timeliness Accuracy Completeness	Inspection	Quantitative Qualitative
	Correct Trouble Report	Accuracy	Inspection	Qualitative
	Dispatch Trouble (ILEC)	Accuracy Timeliness	Inspection	Quantitative Qualitative
Trouble Report Processing - Resale	Clear/Close Trouble Report (ILEC)	Accuracy Timeliness	Inspection	Quantitative Qualitative
	Issue OQS Reports	Accuracy Timeliness	Inspection	Quantitative Qualitative
Trouble Report Processing - UNE/UNE-P	Test Trouble (CLEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Determine Dispatch Requirement (CLEC)	Accuracy of Test Information	Inspection	Qualitative
	Enter Trouble Report (CLEC)	Timeliness Accuracy	Inspection	Quantitative Qualitative
	Receive Response	Timeliness	Inspection	Quantitative
	Receive Error Notification	Timeliness Accuracy Completeness	Inspection	Quantitative Qualitative
	Correct Trouble Report	Accuracy	Inspection	Qualitative
	Dispatch Trouble (ILEC)	Accuracy Timeliness	Inspection	Quantitative Qualitative
	Clear/Close Trouble Report (ILEC)	Accuracy Timeliness	Inspection	Quantitative Qualitative
	Issue IDC/MSC	Accuracy	Inspection	Qualitative
End to End Process – Resale	Measurements	Comparison With Retail	Inspection	Quantitative

Table V-12 Test Target: M&R Process Evaluation

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
End to End Process - Resale	Process Flow Documentation	Comparison with Retail	Inspection	Qualitative
End to End Process - UNE/UNE-P	Measurements	Comparison With Retail	Inspection	Quantitative
End to End Process – UNE/UNE-P	Process Flow Documentation	Comparison with Retail	Inspection	Qualitative
Manual Handling – Resale		Accuracy Timeliness	Inspection	Qualitative
Manual Handling – UNE/UNE-P		Accuracy Timeliness	Inspection	Qualitative

5.4 Scenarios

Scenarios for Sub-Test 2 are documented in Appendix B. The intent is to utilize CLEC test cases for this test that match or resemble the specified scenarios. If minimum sample sizes cannot be achieved and/or scenario requirements cannot be met, additional troubles will be entered using GUI test cases and the test bed to supplement CLEC test cases.

5.4.1 Sub-Test 1 – Metrics and Process Flow Review

5.4.1.1 Entrance Criteria

Criteria	Responsible Party
Global entrance criteria have been satisfied	See Table III-3
M&R metrics for the six most recent months are available	BA-NY
M&R performance measurements evaluation completed	Ph 2 Test Mgr.
M&R metrics have been found to be accurate	Ph 2 Test Mgr.
Retail and wholesale process flow documentation available	BA-NY

5.4.1.2 Test Approach

This sub-test involves the inspection and analysis of historical metrics data and process flow documentation. Historical

metrics for Bell Atlantic's retail and wholesale M&R processes will be compared and variances between metrics will be identified and analyzed for significance. Metrics will also be graphed to determine if any trends are developing. Wholesale and retail Process Flow documentation will also be reviewed and differences will be noted. Where possible, effects of the identified differences will be assessed.

5.4.1.2.1 Inputs

1. Retail and wholesale M&R metrics for the six most recent months
2. Retail and wholesale process flow documentation
3. Personnel to review the above

5.4.1.2.2 Activities

1. Review and graph individual metrics.
2. Identify and calculate variances for each metric.
3. Determine the significance of the variances.
4. Identify and document potential trends if they exist.
5. Summarize results of the above analysis.
6. Review and compare wholesale and retail process flows.
7. Identify differences between the two processes.
8. Assess the potential impact of each difference if possible.
9. Document process flow analysis results.

5.4.1.2.3 Outputs

1. M&R metrics analysis report
2. Process flow analysis report

5.4.1.3 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4
M&R metrics analysis report completed	Ph 2 Test Mgr.
Process flow analysis report completed	Ph 2 Test Mgr.

5.4.2 Sub-Test 2 – CLEC Trouble Report Analysis

5.4.2.1 Entrance Criteria

Criteria	Responsible Party
Global entrance criteria have been satisfied	See Table III-3
CLEC trouble report monitoring set up	Ph 2 Test Mgr.
Sample size determined and validated	Ph 2 Test Mgr.
Sampling period established	Ph 2 Test Mgr.
Specific data capture requirements and methodology developed	Ph 2 Test Mgr.
CLEC agreement to participate in data capture	CLEC

5.4.2.2 Test Approach

This sub-test involves the tracking of selected resale and UNE/UNE-P trouble reports (CLEC test cases) through the M&R process and the capture of event times, errors, problems, anomalies, manual handling requirements, and other significant events in the life of each trouble. Applicable metrics will be calculated using the sample population and observations will be documented.

5.4.2.2.1 Inputs

1. Data capture matrices
2. Personnel to monitor trouble report processes for selected troubles
3. Personnel to observe and review the above operation

5.4.2.2.2 Activities

1. Select resale trouble reports to track.
2. Log test request time.
3. Note test results and time.
4. Note dispatch decision and rationale.
5. Log trouble report submission time.
6. Periodically monitor trouble report throughout its life using TR status transactions in both RETAS and LMOS.
7. Note significant events in its life cycle (error occurrences, corrections, dispatch time, time cleared, CLEC notification, etc.).

8. Repeat the above steps until resale sample size has been met.
9. Repeat the above steps for UNE/UNE-P trouble reports.
10. Calculate significant metrics.
11. Document observations.

5.4.2.2.3 Outputs

1. M&R metrics report calculated from sample
2. Summary report of observations

5.4.2.3 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4
Manual handling analysis report completed	Ph 2 Test Mgr.
Process flow analysis report completed	Ph 2 Test Mgr.
M&R metrics report completed	Ph 2 Test Mgr.
Final test report completed	Ph 2 Test Mgr.

6.0 M&R6: M&R Documentation Review

6.1 Description

The M&R documentation review is a comprehensive analysis of the documentation used by CLECs to interact with Bell Atlantic in conducting Maintenance and Repair activities. This test is a high level review intended to evaluate the quality and completeness of the Maintenance and Repair documentation prepared by Bell Atlantic. This test is not designed to determine whether system functionality matches functionality described in the documentation. That analysis is being done in conjunction with M&R1: RETAS functionality evaluation.

6.2 Objectives:

The objective of this evaluation is to assess the overall quality of documentation produced by Bell Atlantic to assist CLECS in the Maintenance and Repair domain.

6.3 Entrance Criteria

Criteria	Responsible Party
Global entrance criteria have been satisfied	See Table III-3

Criteria	Responsible Party
System documentation available	BA-NY
RETAS system available	BA-NY
Documentation evaluation checklist created to measure general documentation quality	Ph 2 Test Mgr.
Bell Atlantic documentation specialists are available for interviews	BA-NY

6.4 Test Scope

Table V-13 Test Target: M&R Documentation Review

Evaluation Area	Test Purpose	Test Evaluation Criteria	Test Techniques	Test Type
M&R Documentation	CLEC Handbook (M&R Sections)	Clarity Accuracy Completeness	GUI Test Cases Interviews Document Review	Qualitative
	Resale Handbook (M&R Sections)	Clarity Accuracy Completeness	GUI Test Cases Interviews Document Review	Qualitative
	RETAS CLEC Student (Training) Guide	Clarity Accuracy Completeness	GUI Test Cases Interviews Document Review	Qualitative
	CLEC Training Guide (M&R Sections)	Clarity Accuracy Completeness	GUI Test Cases Interviews Document Review	Qualitative
	RETAS Online Help	Clarity Accuracy Completeness	GUI Test Cases Interviews Document Review	Qualitative
	Other (TBD)	Clarity Accuracy Completeness	GUI Test Cases Interviews Document Review	Qualitative

Note: GUI Test Cases referenced above are used in M&R1: RETAS Functionality Evaluation

6.5 Scenarios

This test does not rely on scenarios.

6.6 Test Approach

This test uses a combination of operational analysis techniques in evaluating Bell Atlantic wholesale M&R documentation. It also involves targeted interviews and the use of their results as part of the overall evaluation.

6.6.1 Inputs

1. Detailed operational test plan and task checklist
2. M&R documentation to include: CLEC Handbook, Resale Handbook, RETAS Student Guides, RETAS On-line Help Facility
3. Other related M&R documentation not mentioned above (if applicable)
4. Documentation evaluation checklist
5. Bell Atlantic documentation specialists
6. CLEC documentation users, if possible

6.6.2 Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BA documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Compile results.

6.6.3 Outputs

1. Completed checklists
2. Documented interview results
3. Summary documentation evaluation report

6.7 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4

7.0 M&R7: M&R Work Center Support Evaluation

7.1 Description

The M&R work center support evaluation is a comprehensive operational analysis of the work center/help desk processes developed by Bell Atlantic to provide support to CLECs with questions, problems, and issues related to wholesale trouble reporting and repair operations.

7.2 Objective

The objective of this test is to evaluate the effectiveness of M&R work center support operations and adherence to common support center/help desk procedures. An additional objective is to analyze the nature and frequency of problems referred to the work center to determine if they indicate potential problems in other M&R Domain areas (e.g. RETAS).

Specifically, this evaluation is designed to:

- Determine completeness and consistency of work center/help desk processes and procedures
- Determine whether expedite and escalation procedures are correctly documented and work effectively
- Ensure existence of reasonable security measures to ensure integrity of work center/help desk data and the ability to restrict access to parties with specific access permissions
- Determine the timeliness and accuracy in identifying and resolving problems
- Determine the existence and functionality of procedures for measuring, tracking, projecting and maintaining work center/help desk performance

7.3 Entrance Criteria

Criteria	Responsible Party
Detailed test plan completed and approved	Ph 2 Test Mgr.
Techniques and instrumentation developed and approved	Ph 2 Test Mgr. and BA-NY
Test criteria identified and approved	Ph 2 Test Mgr.
Data and documentation request completed	Ph 2 Test Mgr.
Required data and documentation provided	BA-NY
Schedule for test defined	Ph 2 Test Mgr.

Criteria	Responsible Party
Work center/help desk evaluation checklist completed	Ph 2 Test Mgr.
CLEC problem feedback survey completed	Ph 2 Test Mgr.
M&R problem response survey with standard questions completed	Ph 2 Test Mgr.

7.4 Test Scope

Table V-14 Test Target: Work Center Support Evaluation

Process Area	Sub-Process	Test Evaluation Measures	Test Evaluation Techniques	Evaluation Type
Call Processing	Call Answer	Timeliness	Inspections Logging Interviews	Qualitative
	Call Logging	Accuracy	Inspections Logging Interviews	Qualitative
	Prioritization	Existence Accuracy	Inspections Logging Interviews	Qualitative
Problem Tracking and Resolution	Documentation	Clarity Accuracy	Document Review Interviews	Qualitative
	Identify and Resolve	Timeliness Accuracy	Inspections Logging Interviews	Qualitative
	Track Problem	Existence	Inspections Logging Interviews	Qualitative
	Log Status and Close	Accuracy	Inspections Logging Interviews	Qualitative
	Notify Customer	Timeliness	Inspections Logging Interviews	Qualitative
Expedite/Escalation Procedures	Documentation	Clarity Accuracy	Document Review Interviews	Qualitative
	Call Answer	Accessability Timeliness	Inspections Logging Interviews	Qualitative
	Escalation Logging	Accuracy	Inspections Logging Interviews	Qualitative
	Identify and Resolve	Timeliness	Inspections Logging Interviews	Qualitative
	Log Status and Close	Accuracy	Inspections Logging Interviews	Qualitative

Table V-14 Test Target: Work Center Support Evaluation

	Notify Customer	Timeliness	Inspections Logging Interviews	Qualitative
Work Center Procedures		Clarity Accuracy Completeness	Inspections Logging Interviews	Qualitative
Manual Handling – Resale		Accuracy Timeliness	Observation Logging Interviews	Qualitative
Manual Handling – UNE/UNE-P		Accuracy Timeliness	Observation Logging Interviews	Qualitative

7.5 Scenarios

This test does not rely on scenarios.

7.6 Test Approach

The test approach involves the use of pre-test CLEC surveys to assist in determining customer perception of M&R work center support and to focus operational reviews of the involved Bell Atlantic work centers (RSSC and RCCC).

Following the surveys, an operational analysis of each center will be performed. These rely on the use of evaluation checklists to facilitate a structured walk-through of the major work center/help desk processes with Bell Atlantic representatives and to review process documentation.

In addition, work center/CLEC interactions will be captured and analyzed for a target period (one month). They will be analyzed for root cause and accuracy/timeliness of resolution.

7.6.1 Inputs

1. CLEC feedback survey
2. Work center/help desk evaluation checklists
3. CLEC/work center contact logs
4. CLEC process and procedure documentation

7.6.2 Pre-Test Activities

1. Develop CLEC survey.

2. Conduct CLEC survey.
3. Analyze and document survey results.

7.6.3 Test Activities

1. Conduct work center/help desk support evaluations using work center/help desk support checklists.
2. Set up work center contact logs.
3. Capture CLEC/work center contact information for one month.
4. Analyze and collate contacts by type and root cause.
5. Summarize results of the work center evaluations.
6. Summarize contact analysis results.

7.6.4 Outputs

1. Completed checklists from the work center/help desk evaluations
2. Report summarizing results of the work center/help desk evaluations
3. Contact analysis results report

7.7 Exit Criteria

Criteria	Responsible Party
Global exit criteria have been satisfied	See Table III-4

8.0 M&R8: Network Surveillance Support Evaluation

8.1 Description

The network surveillance support evaluation is a review of the processes and other operational elements associated with Bell Atlantic's network surveillance and network outage notification processes and procedures as they relate to wholesale operations. It is composed of an analysis of network surveillance processes related to surveillable network elements that are also Wholesale products. It also involves a review of the procedures followed by the NSAC which reference or are related to CLEC operations.

8.2 Objective

The objective of this test is to determine the functionality of network surveillance and network outage notification procedures and to assess the performance capabilities of network outage notification procedures for wholesale operations.

8.3 Entrance Criteria

Criteria	Responsible Party
Global entrance criteria have been met	See Table III-3

8.4 Test Scope

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Network Surveillance	IOF Surveillance	Existence Reliability	Inspection	Existence Qualitative
	AIN/SS7 Interconnect Surveillance	Existence Reliability	Inspection	Existence Qualitative
Outage Notification	Process Documentation	Clarity Accuracy Completeness	Inspection	Qualitative
	Notification Procedures	Timeliness Accuracy Completeness	Inspection	Qualitative

8.5 Scenarios

This test does not rely on scenarios.

8.6 Test Approach

This test uses operational techniques to evaluate Bell Atlantic's Network Services Assurance Center (NSAC) operations associated with network surveillance for wholesale operations. Any aspects of the NSAC which relate to CLEC facilities and/or require CLEC notification or CLEC involvement of any kind will be evaluated. It will assess the performance of NSAC's CLEC notification procedures in the event of a network outage as well as normal communication and surveillance procedures.

8.6.1 Inputs

1. NSAC operational analysis plan and task checklist
2. Analysis plan and task checklist
3. Interview guides
4. Documentation of all notification and network surveillance procedures for wholesale

5. Designated NSAC personnel for interviews (likely three to five people)

8.6.2 Activities

1. Using the operational analysis plan, conduct process analysis at NSAC.
2. Conduct documentation review.
3. Conduct procedure interviews with 3-5 people at the NSAC.
4. Document the results of above.

8.6.3 Outputs

1. Completed checklists
2. Operations review report
3. Procedures review report

8.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria have been satisfied	See Table III-4

9.0 M&R9: M&R Coordination Process Evaluation

9.1 Description

The Maintenance and Repair coordination process evaluation is a test of the systems, processes, procedures, and other operational elements associated with M&R coordination activities between Bell Atlantic and CLEC operations organizations.

9.2 Objective

The objective of this test is to determine the adequacy of M&R coordination processes and systems as they relate to joint CLEC/Bell Atlantic activities in the Maintenance and Repair domain.

9.3 Entrance Criteria

Criteria	Responsible Party
Global entrance criteria have been met	See Table III-3

2. Summary report

9.7 Exit Criteria

Criteria	Responsible Party
All global exit criteria have been satisfied	See Table III-4

VI. Billing Domain Test Section

A. Purpose

The purpose of this section is to describe the specific tests to be undertaken in evaluating the systems, processes and other operational elements associated with BA-NY's support for Wholesale Billing. The tests are designed to evaluate BA-NY's compliance to measurement agreements and to ensure adherence to good management practices.

B. Organization

This section provides a high level outline of what will be tested within the Billing Test Domain and how it will be tested. Subsequent sections describe the scope in the context of the primary Test Target Areas, and test descriptions or evaluations that are planned.

The Billing Domain will address the seven primary Test Target Areas listed below:

- Billing Process Metrics
- Billing Documentation
- Billing Work Center/Help Desk Support
- Resale Bill Certification Process
- Usage Rejects
- Daily Usage Feed
- Carrier Bills (relevant CABS and CRIS bills)

Within the 'Scope' section, each Test Target is further broken out into a number of increasingly discrete Process and Sub Process Areas that will be the subjects of Billing Domain testing. These process areas serve to identify the particular area of interest to be tested and the types of measurements that apply.

In the last section of the document, Test Processes, each Billing Test will be described along with its specific objectives, scope, entrance and exit criteria, and testing approach.

One or more tests have been designed to evaluate each Test Target Area depending on the scope of the testing required in each area. The Test Target Areas, and associated processes, sub-processes, and/or operational elements to be evaluated are documented in Section C. - Scope.

In order to test the seven Billing test targets, seven distinct tests have been designed. Each specific test is described in Section D – Test Processes. These tests are titled as follows:

- BLG1: Billing Process Metrics Evaluation
- BLG2: Billing Documentation Evaluation
- BLG3: Billing Work Center/Help Desk Support Evaluation
- BLG4: Resale Bill Certification Process Evaluation
- BLG5: Usage Reject Process Evaluation
- BLG6: Functional Usage Evaluation
- BLG7: Functional Bill Cycle Evaluation

The first four planned tests match their respective targets one for one and can be addressed earlier in the testing process.

The last three tests focus on subsets or multiple aspects of the last three target areas. They involve the accuracy and completeness of the appropriate usage and/or billing charges flowing through the billing process and onto the carrier's daily usage feed (DUF) and/or bill (for Resale or UNE products). Both CABS and CRIS bills will be examined depending on the ordered service. The last two test processes will involve the inclusion of a set of test calls and Pre-Ordering, Ordering, and Provisioning scenarios.

C. Scope

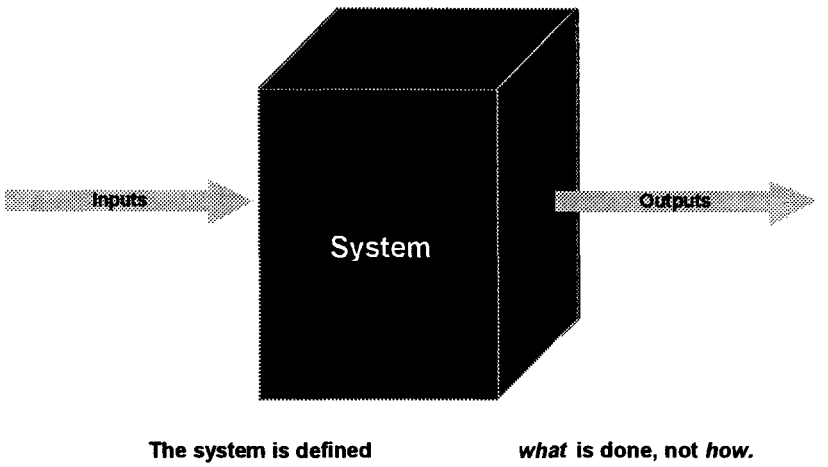
This purpose of this section is to identify the systems, processes, and document areas that will be the subject of Billing Test Processes.

The testing of billing components will be limited to the seven Test Target Areas:

- Billing Process Metrics
- Billing Documentation
- Billing Work Center/Help Desk Support
- Resale Bill Certification Process
- Usage Rejects
- Daily Usage Feed
- Carrier Bills (relevant CABS and CRIS bills)

Billing will be evaluated using a black box or input/output-driven testing approach (see Figure VI-1 below). Within this context, the tester is not concerned with the behavior or structure of the internal components but is focused on the presence and accuracy of input information appearing accurately on the final outputs (e.g., daily usage feed and bills).

Figure VI-1: Billing as a 'Black Box'



To create the test calls for use in testing the input usage stream, the Phase 2 Test Manager will create a test call matrix which includes all call types, product mixes and usage from multiple switches and multiple cities.

Two test strategies being employed in the other test domains include comparison to retail and performance testing. Since there are no related outputs for BA-NY Retail, running parallel Retail and Wholesale processes to evaluate equivalence is not required. However, bills from Retail and Wholesale will be examined for impacts due to class of service changes. Also, since performance is not an issue in the production of daily usage feeds and Wholesale Bills, there are no planned stress or load tests in the Billing Domain.

The Billing Domain has the following general requirements for BA-NY (more details are listed with each test in the Test Process subsection below):

- Generation of test calls per the revised test call matrix
- Loading of a set of test customers into the test bed for billing purposes
- Processing of POP test cases into the test bed from more than one end office and city (e.g., new connects/disconnects, changes)

- Running of both CRIS and CABS bill processing, depending on the products ordered and changes in service class

1.0 Test Targets within Billing Domain Scope

For each test target area in the Billing Domain, the charts below identify the major process areas and sub-processes, evaluation measures and techniques, and criteria types. Further information on measurements and applicable evaluation criteria can be found in Appendix E.

1.1 Billing Process Metrics

Table VI-1 below outlines the processes and sub-processes involved in evaluating the completeness, applicability, and security of billing metrics captured and reported by BA-NY.

Table VI-1 Test Target: Billing Metrics

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Validate Metrics Information Gathering Process	Identify control points where measurements are taken	Applicability and measurability of control points	Inspections	Quantitative
	Identify data sources for each reported metric	Applicability and completeness of data sources	Inspections	Quantitative
	Identify each tool used by BA to collect data	Applicability and reliability of tools	Inspections	Quantitative
Evaluate Quality of Metric Reported	Evaluate calculation	Accuracy and applicability of calculations	Inspections	Quantitative
	Evaluate tools	Accuracy, security and controllability of data housed in tools	Inspections	Quantitative
Evaluate Reports	Evaluate report format	Consistency of reporting results with data collected	Inspections	Qualitative
	Evaluate report content	Accuracy of metrics reporting	Inspections	Quantitative

1.2 Billing Documentation

Table VI-2 below outlines the processes and sub-processes involved in evaluating the organization, usability, comprehensiveness, and accuracy of billing documentation produced by BA-NY.

Table VI-2 Test Target: Billing Documentation

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Acquire Documentation	Receive current documentation	Availability of up-to-date documentation	Documentation Review	Qualitative
Evaluate Documentation	Evaluate documentation format	Organization of documentation	Documentation Review	Qualitative
		Ease of Use of documentation	Documentation Review	Qualitative
	Evaluate documentation content	Comprehensiveness of documentation	Documentation Review	Quantitative
		Accuracy of documentation	Documentation Review	Quantitative
Evaluate EDI Interface Documentation	Evaluate EDI interface population documentation	Compliance to standards	Documentation Review	Quantitative

1.3 Billing Work Center/Help Desk Support

Table VI-3 below outlines the processes and sub-processes involved in evaluating the timeliness, consistency, and accuracy of handling work center and help desk activities performed by BA-NY.

Table VI-3 Test Target: Billing Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Receive Help Desk Call	Answer call	Timeliness of call	Inspections	Quantitative

Table VI-3 Test Target: Billing Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Interface with user	Usability of user interface	Inspections	Qualitative
		Availability of user interface	Inspections	Quantitative
	Log call	Existence of call logging	Document Review	Quantitative
		Accuracy of call logging	Inspections	Qualitative
	Record severity code	Compliance of call logging - severity coding	Inspections	Qualitative
Process Help Desk Call	Resolve user question, problem or issue	Completeness and consistency of process	Documentation Review, inspections	Quantitative
		Accuracy of response	Inspections	Quantitative
Receive Claim	File claim	Completeness and consistency of process	Documentation Review, inspections	Qualitative
		Accuracy of response	Inspections	Qualitative
	Process claim	Completeness, consistency, and timeliness of process	Inspections, report review	Qualitative
	Issue adjustment when necessary	Completeness and consistency of process	Documentation review, inspection	Qualitative
	Disposition claim	Accuracy, completeness and reliability of disposition report	Inspections, report review	Quantitative and Qualitative

Table VI-3 Test Target: Billing Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Close Help Desk Call	Post closure information	Completeness, consistency, and timeliness of process	Inspections	Quantitative
		Accuracy of posting	Inspections, report review	Quantitative
Monitor Status	Track Status	Existence of status tracking capability	Inspections	Existence
		Consistency and frequency of follow-up activities	Document Review	Qualitative
		Availability of jeopardy notification	Document Review	Quantitative
	Report Status	Completeness and consistency of reporting process	Inspections, report review	Qualitative
		Accuracy and timeliness of report	Inspections, report review	Quantitative
		Accessibility of status report	Inspections	Quantitative
Request Escalation	Identify escalation procedure	Existence of procedure	Document Review	Existence
	Evaluate escalation procedure	Completeness of the procedure	Document Review	Qualitative
		Consistency of the process	Inspection	Qualitative
Manage Workforce Capacity	Identify work force planning procedures	Existence of procedure	Document Review	Existence

Table VI-3 Test Target: Billing Work Center/Help Desk Support

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Evaluate work force planning procedures	Completeness of procedure	Document Review	Qualitative
	Review staffing plans	Scalability of staff volume	Report review	Qualitative
Provide Security and Integrity	Provide secured access	Completeness and applicability of security procedures, profiles, and restrictions	Document Review, Inspections	Qualitative
		Controllability of intra-company access	Document Review, Inspections	Qualitative
Manage the Help Desk Process	Provide management oversight	Completeness and consistency of operating management practices	Inspections	Qualitative
		Controllability, efficiency and reliability of process	Inspections	Qualitative
		Completeness of process improvement practices	Inspections	Qualitative

1.4 Resale Bill Certification Process

Table VI-4 below outlines the processes and sub-processes involved in evaluating the completeness, applicability, and controllability of the Resale Bill Certification Process established by BA-NY to ensure bill quality.

Table VI-4 Test Target: Resale Bill Certification Process

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Review certification process	Review BA-NY's process documentation	Completeness and applicability of documentation	Documentation review	Quantitative
	Determine planned interval of conducting the process	Applicability of intervals	Inspections	Qualitative
	Determine planned involvement of CLECs in the process	Applicability of CLEC involvement	Inspections	Qualitative
	Validate information gathering	Completeness and controllability of process	Inspections	Qualitative
	Evaluate reports/outputs of bill certification process	Accuracy of reports	Inspections, report review	Qualitative

1.5 Daily Usage Feed

Table VI-5 below outlines the processes and sub-processes involved in evaluating the completeness, accuracy, controllability, and timeliness of providing usage to CLECs on a daily basis.

Table VI-5 Test Target: Daily Usage Feed

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Receipt of Usage by BA	Receive switch records at Data Center	Completeness and accuracy of switch records	Transaction Generation, inspections, report review	Quantitative and Qualitative
Daily Usage Feed	Create usage feed	Completeness and accuracy of usage records	Inspections	Quantitative and Qualitative
	Define balancing and reconciliation procedures	Availability of balancing and reconciliation procedures	Inspections	Qualitative
	Route usage	Controllability of usage	Inspections	Qualitative

Table VI-5 Test Target: Daily Usage Feed

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Deliver Usage to CLEC	Send direct connect	Timeliness of arrival	Inspections, logging	Quantitative
	Send cartridge tape	Timeliness of arrival	Inspections, logging	Quantitative
	Acknowledge arrival	Controllability and reliability of usage transfer	Inspections	Qualitative
Reject Process	CLEC identifies erred usage	Accuracy of reject identification process	Inspections	Quantitative and Qualitative
	CLEC returns erred usage	Accuracy, completeness and reliability of returns	Inspections, logging	Quantitative and Qualitative
	BA sends corrections when necessary	Accuracy, completeness and reliability of corrections	Inspections, logging	Quantitative and Qualitative
	BA provides item disposition for all returned records	Accuracy, completeness and reliability of disposition report	Inspections, report review	Quantitative and Qualitative
Maintain Usage History	Create usage backup	Reliability of repeatable process	Inspections	Existence
	Request Backup data	Availability of data	Inspection	Existence
Status Tracking and Reporting	Track valid usage	Completeness and accuracy of data	Inspections	Quantitative and Qualitative
	Account for no usage	Completeness and accuracy of data	Inspections	Quantitative and Qualitative
	Account for missing usage (gaps)	Completeness and accuracy of data	Inspections	Quantitative and Qualitative

1.6 Carrier bills (relevant CABS and CRIS bills)

Table VI-6 below outlines the processes and sub-processes involved in evaluating the completeness, accuracy, controllability, and timeliness of providing bills to CLECs for resale and UNE products on a monthly basis.

Table VI-6 Test Target: Carrier Bills

Process Area	Sub Process	Evaluation Measure	Evaluation Technique	Criteria Type
Collect Payment	Receive payment	Completeness and accuracy of payments	Inspections, report review	Qualitative
	Track payment	Consistency and controllability of tracking process	Inspections	Quantitative
	Handle mismatches	Controllability of exception processing	Inspections	Quantitative
Maintain Bill Balance	Carry balance forward	Accuracy of bill balance	Inspections	Qualitative
Run Billing	Define billing schedule	Availability of billing schedule rules	Inspections, documentation review	Existence
	Define restart and recovery rules	Availability of restart and recovery procedures	Inspections	Existence
	Initiate the bill cycle	Controllability of cycle components	Inspections	Qualitative
	Select Billing Accounts	Completeness and accuracy of extraction	Inspections, report review	Quantitative
Review Bills	Verify normal recurring charges	Completeness and accuracy of data	Inspections	Qualitative
	Verify one-time charges	Completeness and accuracy of data	Inspections	Qualitative
	Verify prorated recurring charges	Completeness and accuracy of data	Inspections	Qualitative
	Verify Usage Charges	Completeness and accuracy of data	Inspections	Qualitative
	Verify discounts	Completeness and accuracy of data	Inspections	Qualitative

Table VI-6 Test Target: Carrier Bills

Process Area	Sub Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Verify adjustments (debits and credits)	Completeness and accuracy of data	Inspections	Qualitative
	Verify late charges	Completeness and accuracy of data	Inspections	Qualitative
	Verify taxes	Completeness and accuracy of data	Inspections	Qualitative
	Convert to BDT Format	Completeness and accuracy of data	Inspections	Existence
Balance Cycle	Define balancing and reconciliation procedures	Availability of balancing and reconciliation procedures	Inspections	Existence
	Produce Control Reports	Completeness and accuracy in generation of control elements	Report review	Qualitative
	Release cycle	Compliance to balancing and reconciliation procedures	Inspections	Qualitative
Deliver Bill	Conduct Connect Direct	Timeliness of media arrival	Inspections, logging	Qualitative
	Create Magnetic Tape Cartridge	Timeliness of media arrival	Inspections, logging	Qualitative
Maintain Bill History	Maintain billing information	Timeliness and controllability of billing information	Inspections	Existence
	Access billing information	Accessibility and availability of billing information	Inspection	Parity
Request Resend		Timeliness of the delivery	Inspections, logging	Existence

D. Test Processes

This section describes the specific evaluations/tests to be performed in the analysis of BA-NY's support of billing operations. They are listed in the order of suggested execution. Any dependencies on other test processes are identified in the entrance criteria.

1.0 BLG1: Billing Process Metrics Evaluation

1.1 Description:

The Billing Process Metrics Evaluation is an end-to-end operational analysis of the processes and systems used to capture BA-NY Wholesale Billing metrics. It will include the evaluation of the metrics process flow and related documentation.

1.2 Objective:

The objective of this test is to evaluate the capture, tracking, and reporting of billing metrics required by regulatory bodies.

1.3 Entrance Criteria:

Criteria	Responsible Party
All Global Entrance Criteria satisfied	See Table III-3
BA-NY Billing Process and System specialists available for interviews	BA-NY
Metrics Process Evaluation Checklist developed	Ph 2 Test Mgr.

1.4 Test Scope:

The scope of this test includes all processes, sub-processes, and measurements from the Billing Process Metrics test target (refer to Table VI-1 above).

1.5 Scenarios:

Not Applicable.

1.6 Test Approach:

This test will use operational analysis techniques. It will rely on the development of various evaluation checklists to facilitate a structured walk-through of the metric gathering and reporting processes.

1.6.1 Inputs

1. Detailed Operational Test Plan
2. Metrics Process Evaluation Checklist
3. BA-NY personnel to review procedures and systems

1.6.2 Activities

1. Conduct process evaluation.
2. Review metrics data capture methods, instruments and gauges.
3. Review metrics output reports.
4. Complete checklist values.

1.6.3 Outputs

1. End-to-end evaluation report of metric process.
2. Completed checklist values.

1.7 Exit Criteria:

Criteria	Responsible Party
All Global Exit Criteria satisfied	See Table III-4

2.0 BLG2: Billing Documentation Evaluation

2.1 Description:

The Billing Documentation Evaluation is an operational analysis of the billing documentation used by CLECs to read and process the DUF and carrier billing output from BA-NY.

2.2 Objectives:

The objectives of this evaluation are to:

- Determine the accuracy and usability of the billing documentation.
- Determine BA-NY's compliance of relevant billing outputs with the industry standards as stated in Appendix D (for DUF and CABS bills).
- Determine BA-NY's compliance with its CLEC documentation in regards to the technical format of the transmission.

2.3 Entrance Criteria:

Criteria	Responsible Party

Criteria	Responsible Party
All Global Entrance Criteria satisfied	See Table III-3
EDI-9 operational	BA-NY
CLEC Handbook available	BA-NY
Resale Handbook available	BA-NY
CABS Standards available	BA-NY
Billing Training Material available	BA-NY
Other Appropriate Documentation available	BA-NY
EDI transaction population instructions	BA-NY
Standards Evaluation Checklist created to measure compliance to standards	Ph 2 Test Mgr.
Documentation Evaluation Checklist created to measure the general documentation attributes	Ph 2 Test Mgr.
Technical Format Evaluation Checklist created to compare documented format to technical format	Ph 2 Test Mgr.

2.4 Test Scope:

Since the scope of this test is directly related to the Billing Documentation test target, refer to Table VI-2 above.

2.5 Scenarios:

Not applicable.

2.6 Test Approach:

The test approach is to use operational analysis to evaluate BA-NY's compliance with standards. In addition, it will evaluate how closely BA-NY's internal documentation matches the technical formats that they produce and the CLECs must process.

2.6.1 Inputs

1. Detailed Operational Test Plan and task checklist
2. EDI-9 Standard
3. CABS standard
4. Billing Documentation
5. Standards Evaluation Checklist
6. Documentation Evaluation Checklist

7. Technical Format Evaluation Checklist

2.6.2 Activities

1. Conduct Standards Evaluation using Standards Evaluation Checklist.
2. Conduct Documentation Evaluation using Documentation Evaluation Checklist.
3. Conduct Technical Format Evaluation using Technical Format Evaluation Checklist.
4. Compile results.

2.6.3 Outputs

1. Completed checklist values from the Documentation Evaluation
2. Report showing level compliance of outputs to industry standards
3. Report showing compliance of CABS and DUF technical formats to BA-NY's document specifications

2.7 Exit Criteria:

Criteria	Responsible Party
All Global Exit Criteria satisfied	See Table III-4

3.0 BLG3: Billing Work Center/Help Desk Support Evaluation

3.1 Description:

The Billing Work Center/Help Desk Support Evaluation is an operational analysis of the work center/help desk processes developed by BA-NY to provide support to Resellers and CLECs with usage and/or billing related questions, problems and issues. Basic functionality, performance, escalation procedures, and security will be evaluated.

3.2 Objectives:

The objectives of this evaluation are to:

- Determine completeness and consistency of work center/help desk processes and responses.
- Determine whether the escalation procedure is correctly documented, maintained, published and followed.

- Determine the accuracy, completeness, and functionality of procedures for measuring and tracking work center/help desk performance. Determine the accuracy, completeness, and functionality of procedures for projecting resource needs and maintaining work center/help desk performance.
- Ensure accuracy and completeness of reasonable security measures to ensure integrity of work center/help desk data and the ability to restrict access to parties with specific access permissions.
- Ensure the work center/help desk effort has effective management oversight.
- Ensure responsibilities for performance improvement are defined and assigned.

3.3 Entrance Criteria:

Criteria	Responsible Party
All Global Entrance Criteria satisfied	See Table III-3
Detailed Test Plan completed and approved	Ph 2 Test Mgr.
CLEC Problem Feedback Questionnaire developed	Ph 2 Test Mgr.
Billing Problem Response Form with standard questions completed	Ph 2 Test Mgr., CLECs
Escalation Procedures available	BA-NY
Escalation Procedure Evaluation Checklist completed	Ph 2 Test Mgr.
Claims/adjustment Procedure Evaluation Checklist completed	Ph 2 Test Mgr.
Techniques and instrumentation developed and approved	Ph 2 Test Mgr.
Test criteria identified and approved	Ph 2 Test Mgr.
Data and documentation request completed	Ph 2 Test Mgr.
Required data and documentation provided	BA-NY

3.4 Test Scope:

Since the scope of this test is directly related to the Billing Work Center/Help Desk Support test target, refer to Table VI-3 above.

3.5 Scenarios:

Not applicable.

3.6 Test Approach:

The test approach is to use operational analysis to evaluate BA-NY's processes and related documentation. It will rely on the development of various evaluation checklists to facilitate a structured walk-through of the major work center/help desk processes with BA-NY representatives and to review process documentation.

This test will also evaluate BA-NY's handling of a recent sample of problems and initiate a series of calls to obtain answers to a standard set of billing questions.

CLECs will be asked to provide recent inquiries from which a sample will be selected to solicit feedback. CLECs also will be asked to provide sets of questions from which the Phase II Tester will select a standard set. CLECs will be involved in initiating calls under the Phase II Tester's supervision.

3.6.1 Inputs

1. Detailed test plan
2. Techniques and instrumentation
3. Test criteria
4. Data and documentation
5. Claim/Adjustment Procedure Evaluation Checklist
6. Work Center/Help Desk Support Checklist
7. Escalation Procedure Evaluation Checklist
8. Help Desk questions/answers
9. CLEC Problem Feedback Questionaire
10. Billing Problem Response Form

3.6.2 Activities

1. Conduct Work Center/Help Desk Support Evaluation using the Work Center/Help Desk Support Checklist.
2. Conduct escalation procedure review using Escalation Procedure Evaluation Checklist.
3. Conduct claim/adjustment review using Claim/Adjustment Procedure Evaluation Checklist.
4. Identify sample set of current problems on which to issue Feedback Questionaires.
5. Send CLEC Problem Feedback Questionaire to

CLECs.

6. Receive and compile CLEC Problem Feedback Questionaire.
7. Initiate calls to BA-NY work center to ask standard set of questions on the Billing Problem Response Form.
8. Record answers on the Billing Problem Response Form.
9. Compile results.

3.6.3 Outputs

1. Completed Work Center/Help Desk Evaluation Checklist
2. Completed Escalation Procedure Evaluation Checklist
3. Completed Claim/adjustment Procedure Evaluation Checklist
4. Report summarizing results of CLEC Problem Feedback Questionaires
5. Report showing number of times standard questions received valid answers on the Billing Problem Response Forms

3.7 Exit Criteria:

Criteria	Responsible Party
All Global Exit Criteria satisfied	See Table III-4

4.0 BLG4: Resale Bill Certification Process Evaluation

4.1 Description:

The Resale Bill Certification Evaluation is an operational analysis of the bill certification process defined by BA-NY and CLECs to measure bill quality.

4.2 Objectives:

The objectives of this evaluation are to:

- Determine completeness and consistency of the bill certification processes.
- Determine the existence and functionality of procedures for measuring, tracking, and reporting the bill certification process.

- Ensure responsibilities for performance improvement are defined and assigned.
- Verify the integrity of the process.

4.3 Entrance Criteria:

Criteria	Responsible Party
All Global Entrance Criteria	See Table III-3
Detailed test plan completed and approved	Ph 2 Test Mgr.
Techniques and instrumentation developed and approved	Ph 2 Test Mgr.
Test criteria developed and approved	Ph 2 Test Mgr.
Roles and responsibilities of participants defined	Ph 2 Test Mgr.
Data and documentation request completed	Ph 2 Test Mgr.
Required data and documentation provided	BA-NY

4.4 Test Scope:

Since the scope of this test is directly related to the Resale Bill Certification Process test target, refer to Table VI-4 above.

4.5 Scenarios:

Not applicable.

4.6 Test Approach:

The test approach is to use operational analysis to evaluate the completeness and applicability of BA-NY's bill certification process. It will rely on the development of various evaluation checklists to facilitate a structured walk-through of the major bill certification processes with BA-NY representatives and to review process documentation.

4.6.1 Inputs

1. Detailed Operational Test Plan and task checklist
2. Bill Certification Documentation
3. Bill Certification Evaluation Checklist

4.6.2 Activities

1. Conduct Bill Certification Evaluation using the Bill Certification Checklist
2. Compile results

4.6.3 Outputs

1. Completed checklist findings from the evaluation

4.7 Exit Criteria:

Criteria	Responsible Party
All Global Exit Criteria satisfied	See Table III-4

5.0 BLG5: Usage Reject Process Evaluation

5.1 Description:

The Usage Reject Process Evaluation is an operational analysis of the usage reject process and related documentation used by BA-NY to process usage rejects from CLECs.

5.2 Objectives:

The objective of this evaluation is to determine the accuracy, completeness and reliability of reject information.

5.3 Entrance Criteria:

Criteria	Responsible Party
All Global Entrance Criteria satisfied	See Table III-3
Documentation on Reject Process available	BA-NY
CLEC involvement to help identify sample of rejects	CLECs
CLEC request for rejects completed	CLECs
Usage Reject Evaluation Checklist developed	Ph 2 Test Mgr.

5.4 Test Scope:

The scope of this test includes a ***subset*** of processes, sub-processes and measurements from the Daily Usage Feed test target. Those that are relevant are listed in the Table VI-7 below.

Table VI-7 Test Target: Daily Usage Feed

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Reject Process	CLEC identifies erred usage	Accuracy of reject identification process	Inspections	Quantitative and Qualitative

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	CLEC returns erred usage	Accuracy, completeness and reliability of returns	Inspections	Quantitative and Qualitative
	BA sends corrections when necessary	Accuracy, completeness and reliability of corrections	Inspections	Quantitative and Qualitative
	BA provides item disposition for all returned records	Accuracy, completeness and reliability of disposition report	Inspections	Quantitative and Qualitative

5.5 Scenarios:

Not applicable.

5.6 Test Approach:

The test approach is to use operational analysis. It will rely on the development of various evaluation checklists to facilitate a structured walk-through of the reject process with BA-NY representatives and to review process documentation. It will also include soliciting three CLECs to gather relevant data to help with the evaluation. If no rejects are available, then the Phase II Tester, coordinating with BA-NY, should intervene to ensure rejects occur.

5.6.1 Inputs

1. Request to CLECs for rejects
2. Rejects from CLECs
3. Usage Reject Evaluation Checklist
4. Documentation on the Usage Process

5.6.2 Activities

1. Conduct Reject Process Evaluation using Reject Evaluation Checklist.
2. Compile results.

5.6.3 Outputs

1. Completed checklist findings from the Reject Process Evaluation

2. Report showing analysis of CLEC rejects

5.7 Exit Criteria:

Criteria	Responsible Party
All Global Exit Criteria satisfied	See Table III-4

6.0 BLG6: Functional Usage Evaluation

6.1 Description:

The Functional Usage Evaluation is an operational and systems analysis of the ability of usage to flow through usage processes and billing and appear accurately on the Daily Usage Feed (DUF) per schedule.

6.2 Objective:

The objective of this test is to evaluate the following:

- Accuracy of the usage on the DUF
- Timeliness of the DUF delivery

6.3 Entrance Criteria:

Criteria	Responsible Party
All Global Entrance Criteria satisfied	See Table III-3
BA-NY facilities to make test calls	BA-NY
Test Call Matrix developed (showing required mix and volumes of test calls)	Ph 2 Test Mgr.
Successful completion of "BLG1: Billing Process Metrics" Evaluation completed and passed	BA-NY
Detailed Test Plan completed and approved	Ph 2 Test Mgr.
Techniques and instrumentation developed and approved	Ph 2 Test Mgr.
Test criteria developed and approved	Ph 2 Test Mgr.
Historical reports for timeliness of DUF and carrier bill delivery are available for the last 6 months	BA-NY
Availability of BA-NY resources to test and produce DUF	BA-NY
CLEC survey has been developed to capture arrival dates of DUF	Ph 2 Test Mgr.

6.4 Test Scope

Since the scope of this test is directly related to the Daily Usage Feed test target, refer to Table IV-7.

6.5 Scenarios

Not Applicable - will use test calls to generate required data

6.6 Test Approach

This test will use operational and systems analysis to evaluate the completeness and accuracy of calls contained in the DUF as well as the arrival of the DUF at the CLECs.

The test call sample will contain calls generated manually at BA-NY's test bed facilities by the Phase 2 Test Manager over a two-day period. The sample will include calls placed throughout the day, including some before and after midnight. Test calls will include all types of calls from multiple switches, including 411, 611, 911 and casual calls (e.g., ABC).

In addition, historical reports will be reviewed from a sample set of months (TBD) to compare BA-NY versus CLEC arrival dates.

6.6.1 Inputs

1. Detailed Test Plan
2. Test Call Matrix to identify test call mix
3. Expected results defined for DUF

6.6.2 Activities

1. Generate test calls listed on Test Call Matrix per the Test Plan.
2. Run usage processing with test calls.
3. Run process to produce the DUF.
4. Transport DUF to CLEC.
5. Log transport send date per BA-NY.
6. Log receipt date of the DUF at the CLECs.
7. Validate all appropriate calls are on the DUF.
8. Validate accuracy of the usage data for all call types.
9. Collect CLEC data about arrival of DUFs for sample months.

6.6.3 Outputs

1. A report showing BA-NY's DUF delivery dates compared to CLECs' arrival dates. Standards are listed in Appendix E.
2. Report showing actual test results versus predicted test results and discrepancies for DUF content.

6.7 Exit Criteria

Criteria	Responsible Party
All Global Exit Criteria satisfied	See Table III-4
All call results reviewed and documented	Ph 2 Test Mgr.

7.0 BLG7: Functional Bill Cycle Evaluation

7.1 Description:

The Functional Bill Cycle Evaluation is a systems analysis of the ability to accurately bill usage plus monthly recurring and non-recurring charges on the appropriate type of bill. An accurately billed item will contain the correct price and correct supporting information, such as start/end dates, duration, standard amounts, and discount amounts. This test will also evaluate the timeliness of bill delivery to the CLECs.

BA-NY will need to run a bill cycle from the initial test bed prior to any POP tests to use as a baseline set of bills. This will reduce the need to run multiple bill cycles during the test.

Monthly charges will be examined for both Resale and UNE billing on CABS and CRIS bills. The following Table VI-8 reflects a number of key characteristics of Retail and UNE customers' billing information to use in the design of test cases for billing in Phase 2. Information includes the various charge components and their destination bill.

Table VI-8: Key Characteristics Of Billing Information for Resale and UNE Customers,.

	Billing Components	Account Information (source)	Rating System (usage and/or MRC/NRC)	Usage	Bills (output)	Bill Inquiries (output)

Table VI-8: Key Characteristics Of Billing Information for Resale and UNE Customers,.

	Billing Components	Account Information (source)	Rating System (usage and/or MRC/NRC)	Usage	Bills (output)	Bill Inquiries (output)
Resale	Usage	CRIS	MCRIS	DUF	CABS (via BCRIS)	CRIS
	MRC/NRC	BCRIS	BCRIS	N/A	CABS (via BCRIS)	CRIS
UNE-P	UNE-P usage (line port)	CABS	CABS	DUF	CABS (via MCRIS)	CABS
	UNE-P MRC/NRC	CABS	CABS	N/A	CABS	CABS
UNE	UNE-loops usage and MRC/NRC	BCRIS	MCRIS/BCRIS	DUF	CRIS	ICRIS
UNE-Other	UNE-ports, IOF, collocation, SS7	CABS	CABS	DUF	CABS	CABS
	High Cap Loops (D3) MRC/NRC	CABS	CABS	N/A	CABS	CABS
	Main Directory Listings	CABS	CABS	N/A	CABS	CABS
	Additional Directory Listings	CRIS	BCRIS	N/A	CRIS	CRIS
Retail	Non-unbundled Services MRC/NRC (Ancillary services)	CRIS	BCRIS	N/A	CRIS	ICRIS

7.2 Objective:

The objective of this test is to evaluate the timely delivery of the bill and the accurate and timely appearance of charges on the appropriate bill. Appearance of charges will depend on the type of products ordered and/or class of service changes for resale and UNE. Details to be evaluated include:

- Appropriate proration of charges for new and/or disconnected service.
- Customer charges for what they have ordered are accurate (order matches billing).
- New/disconnected products appear (or do not appear) on the bill.
- Bill dates are correct and match appropriate date from provisioning process.
- Payments and adjustments appear on the bill.
- Bills are delivered to CLECs and Resellers in a timely manner.

7.3 Entrance Criteria:

Criteria	Responsible Party
All Global Entrance Criteria satisfied	See Table III-3
BLG6: Functional Usage Evaluation complete	Ph 2 Test Mgr.
All CRIS and CABS baseline bills produced from the initial test bed	BA-NY
Contents verified for each baseline bill.	BA-NY
Calls made during BLG6: Functional Usage Evaluation processed through to the DUF and available for billing.	BA-NY
Availability of BA-NY resources to test and produce CRIS and CABS bills	BA-NY
POP Tests have modified the initial test bed with orders (adds, changes, disconnects, new features)	Ph 2 Test Mgr.
Test Results defined for each test case	Ph 2 Test Mgr.
Test Results defined for each bill cycle	Ph 2 Test Mgr.
Bill Validation Checklist complete for each bill cycle	Ph 2 Test Mgr.
Cycle balancing procedures documented	BA-NY

Criteria	Responsible Party
CLEC Survey developed to gather arrival date information	Ph 2 Test Mgr.

7.4 Test Scope:

Since the scope of this test is directly related to the Carrier Bills test target (both CABS and CRIS bills), refer to Table VI-6.

The Table VI-9 below shows the entire list of bill types for Resale and UNE. Relevant types will be selected for review based upon the product mix and anticipated charges as defined in the expected test results.

Table VI-9: Resale and UNE Bill Types

UNE charge categories	Bill Code	Billing Title	Comment
Other	K02	Billing and Collection Services (MRC/NRC)	Miscellaneous charges
Other	K91	Expanded Interconnection Service	Physical Collocation (cage and associated FCC tariffed charges)
Other	K41	Cage Account for 914 Tariff	
Line Port, Unbundled Loop, and Unbundled Dedicated Transport	M40	Unbundled Facility Access Service (analog) (MRC/NRC)	Inter-Office Facility (IOF), channelized Hi Cap loops, & Network Interface Devices (NID). Transport also includes ISDN PRI, DTS, EEL, DS1 and trunk ports.
Other	M41	Unbundled Facility Access Service (MRC/NRC)	Virtual Collocation
Line Port	U09	Unbundled LIDB (per event usage charges)	Line Information Database dips
Other	U10	Local Number Portability (per event charges)	CSR database dips (on a contract and casual basis)
Other	Y38	CLEC (MRC/NRC, interconnection usage charges)	Facilities Based CLEC (New York only)

Table VI-9: Resale and UNE Bill Types

UNE charge categories	Bill Code	Billing Title	Comment
Line Port, Other	Y40	Unbundled Line Port (MRC/NRC, unbundled usage charges)	TN Level
Unbundled Dedicated Transport	Y41	Unbundled Trunk Port (MRC/NRC, unbundled usage charges)	Facilities-based CLEC and Meet Point A&B Usage, IP charges. (This contains only facilities. Trunk ports are billed on the M40.)
Line Port, Other	Y42	Unbundled Line Port (MRC/NRC, unbundled usage charges)	DS1 Level. Includes ISDN PRI.
Other	Y77	Unbundled Access Loop Service (per event usage charges)	Unbundled SS7-STP Connections (Currently no usage is billed on this account).
Unbundled Loop	CRIS	Unbundled Loop Summary (of SBNs) (MRC/NRC)	2- & 4-wire analog loop and Network Interface Device (NID)
N/A	CRIS	SNB - Retail	Billing of retail product not available as an unbundled wholesale product

7.5 Scenarios:

A preliminary selection of scenarios has been identified for billing purposes (refer to Appendix B). A final set needs to be selected for all products that include, specifically:

- Test cases for 'as-is/conversion' customers (some of which have Supplements)
- Test cases for disconnects
- Test cases for changes to other items (e.g., features)
- Test cases with errors

All migration situations should be adequately represented for customers' transitioning billing from:

- BA-NY to a CLEC
- CLEC to BA-NY
- CLEC to CLEC

7.6 Approach:

This test will use a combination of systems and operational analysis to evaluate the completeness and accuracy of charges that should appear on the bill based on the staged input data (usage information from the BLG6: Functional Usage Evaluation and selected scenarios). Expected results will be defined for each test case and test cycle. In addition, historical reports will be reviewed from a sample set of months to compare BA-NY versus CLEC arrival dates.

Two bill periods will be processed for the same set of customers.

- The first bill period consists of the baseline bills where customers created for this test are billed for the first time directly from the initial test bed. These bills are produced prior to the execution of any POP scenarios.
- The second bill period consists of bills produced after selected scenarios have been executed (see section 7.5 'Scenarios' above). As a result of including these scenarios, this second set of bills will include items such as prorates, disconnects, migrations, and adjustments. Some customers will be created during the POP test execution, and will only receive second period bills.

Carriers' customers will order many products that will be billed through both CABS and CRIS. Therefore, at least two billing cycles will be used - one for CABS bills, and at least one for CRIS bills. Additional bill cycles may be needed to accomplish all test cases. This requirement should be finalized during the detailed test planning process.

This series of processes is required to validate the full range of the charge type life cycle for new and/or disconnected customers or customers making changes.

7.6.1 Inputs

1. Detailed Test Plan
2. Test Cases from the POP Domain
3. Scenarios have been executed. Test bed has data required to bill (e.g., customers, payments and adjustments)
4. Expected results for each test case
5. Expected results for each test cycle
6. BA-NY people and resources available to run bill

cycles

7. CLEC Survey

7.6.2 Activities

1. Run Billing for Cycle 1 – CABS billing.
2. Balance Bill cycle (e.g., usage, MRC/NRC, payments, adj., etc.).
3. Validate test results for each test case (e.g., proration for new/disconnects).
4. Validate test results for billing cycle (e.g., totals for usage, charge types, etc.).
5. Identify discrepancies.
6. Run Billing for Cycle 2 – CRIS billing.
7. Balance Bill cycle (e.g., usage, MRC/NRC, payments, adj., etc.).
8. Validate test results for each test case (e.g., full month of charges).
9. Validate test results for billing cycle (e.g., totals for usage, charge types, etc.).
10. Identify discrepancies.
11. Run additional bill cycles, if necessary. Repeat 6–9.
12. CLECs will log delivery of the CABS bill.
13. Collect CLEC's data about arrival of the bills for sample months.

7.6.3 Outputs

1. A report showing each test case, expected results, and discrepancies.
2. A report showing actual versus predicted cycle balancing and any discrepancies.
3. A report showing BA-NY's CABS bill delivery dates compared to the CLEC's bill delivery dates.

7.7 Exit Criteria:

Criteria	Responsible Party
All Global Exit Criteria satisfied	See Table III-4
All bills reviewed	Ph 2 Test Mgr.

VII. Relationship Management and Infrastructure Domain Test Section

A. Purpose

The purpose of this section is to define the specific tests to be undertaken in evaluating the systems, processes and other operational elements associated with BA-NY's establishment and maintenance of business relationships with the CLECs. Areas to be evaluated include the provision of on-going operational support to CLECs in a manner both adequate to CLEC business needs and comparable to that provided to BA-NY Retail Operations.

B. Organization

The Relationship Management and Infrastructure "Scope" section contains a series of tables that identify the types of tests to be associated with each Target Test Area and are organized based upon test subject matter.

The subsequent section, Relationship Management and Infrastructure "Test Process," provides additional information and tables that further define the testing approach, inputs, outputs, as well as entrance and exit criteria. The tests are grouped to enable an efficient overall test procedure.

C. Scope

The Relationship Management and Infrastructure Domain is comprised of seven Target Test Areas, representing important and generally distinct areas of effort undertaken by BA-NY to establish and subsequently support the CLEC relationship. These Target Test Areas include:

- Change Management
- Interface Development
- Account Establishment & Management
- Network Design, Collocation, and Interconnection Planning
- System Administration Help Desk
- CLEC Training
- Forecasting

Each Target Test Area is further broken down into a number of increasingly discrete Process and Sub Process Areas that serve to identify the particular area of interest under test.

Change Management

Table VII-1 Test Target : Change Management

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Change Management	Developing Change Proposals	Completeness and consistency of change development process	Inspection Document review Report review	Qualitative
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	Inspection Document review Report review	Qualitative
	Implementing Change	Completeness and consistency of change implementation process	Inspection Document review Report review	Qualitative
	Intervals	Reasonableness of change interval	Inspection Document review Report review	Qualitative
	Documentation	Timeliness of documentation updates	Inspection Document review Report review	Qualitative
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	Inspection Document review Report review	Qualitative

Interface Development

Table VII-2 Test Target: Interface Development

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Developing and Maintaining Interfaces	Software development	Adequacy and completeness of software development methodology	Inspection Document review Report review	Qualitative
Develop Interface Documentation	Document development and distribution	Adequacy and completeness of interface document development and distribution procedures	Inspection Document review Report review	Qualitative
	Document structure	Adequacy and completeness of interface document structure	Inspection Document review Report review	Qualitative
Developing and Maintaining Interfaces	Implementation	Compliance with schedule of interface development deliverables (as defined in the TIS Change Management Process document)	Inspection Document review Report review	Qualitative

Account Establishment & Management

Table VII-3 Test Target: Account Establishment & Management

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Establishing an Account Relationship	Staffing	Appropriate roles and responsibilities Capacity, coverage, and account allocation	Inspection Document review Inspection Document review	Qualitative Qualitative
Maintaining an Account Relationship	Respond to account inquiry/ request for assistance	Timeliness of response	Report review Logging	Quantitative
	Escalation	Adequacy and completeness of escalation procedures	Inspection Document review	Qualitative
	Communications	Compliance with pre-filing commitment for industry letters and conferences	Inspection Document review	Qualitative
	Communication	Adequacy and completeness of emergency communication and notifications	Inspection Document review	Qualitative
Documentation - CLEC Handbook(s)	Document development and distribution	Adequacy and completeness of CLEC Handbook(s) development and distribution procedures	Inspection Document review	Qualitative
	Document structure	Adequacy and completeness of CLEC Handbook(s) structure	Inspection Document review	Qualitative

Network Design, Collocation, and Interconnection Planning

Table VII-4 Test Target: Network Design, Collocation, and Interconnection Planning

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
NDR Process	Preparation for NDR meetings	Usability and completeness of NDR forms	Document review Inspection	Qualitative
	NDR Meetings	Adequacy and completeness of process	Program managed process	Qualitative
Collocation	Collocation requirements forecasting	Usability and completeness of collocation forecast forms	Document review Inspection	Qualitative
	Evaluation of collocation requirements process	Adequacy and completeness of process	Program managed process	Qualitative
	Forecast analysis	Availability of results to commission and CLECs	Document review Inspection	Existence
Interconnection Planning	Interconnection planning information requirements	Completeness and usability of instructions for preparing for the Interconnection Planning meeting	Document review Inspection	Qualitative
	Evaluation of Interconnection Planning process	Adequacy and completeness of process	Program managed process	Qualitative

System Administration Help Desk

Table VII-5 Test Target: System Administration Help Desk

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Initiate Help Desk Call Processing	Call answer	Timeliness of call answer	Transaction generation Report review	Quantitative
	User interface	Ease of use of user interface	Inspection Document review	Qualitative
	Call logging	Accuracy and completeness of call logging	Inspection Document review	Qualitative
	Severity coding	Accuracy and completeness of severity coding	Inspection Document review Report review	Qualitative
Process Help Desk Call	Resolution of user question, problem or issue	Completeness and consistency of process	Inspection Document review	Qualitative
	Resolution of user question, problem or issue	Accuracy of response	Transaction generation Report review	Quantitative
Close Help Desk Call	Closure posting	Completeness and consistency of process	Inspection Document review	Qualitative
		Accuracy of posting	Transaction generation Report review	Quantitative
		Timeliness of process	Transaction generation Report review	Quantitative
Status Tracking and Reporting	Status tracking and reporting	Completeness and consistency of reporting process	Inspection Document review	Qualitative

Table VII-5 Test Target: System Administration Help Desk

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Problem Escalation	User initiated escalation	Completeness and consistency of process	Inspection Document review	Qualitative
Capacity Management	Capacity planning process	Completeness and consistency of process	Inspection Document review	Qualitative
Security and Integrity	Data access controls	Safety of process	Inspection Document review	Qualitative
Process Management	General management practices	Completeness and consistency of operating management practices	Inspection Document review	Qualitative
	Performance measurement process	Controllability, efficiency and reliability of process	Inspection Document review	Qualitative
	Process improvement	Completeness of process improvement practices	Inspection Document review	Qualitative

CLEC Training

Table VII-6 Test Target: CLEC Training

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Training Program Development	Develop curriculum	Completeness of training curriculum and forums	Document review Inspection	Qualitative
		Adequacy of procedures to respond to information about training quality and utilization	Document review Inspection	Qualitative
		Adequacy of procedures to accept CLEC input regarding training curriculum	Document review Inspection	Qualitative
	Publicize training opportunities	Availability of information about training opportunities	Document review Inspection	Qualitative
Training Program Quality Assurance	Attendance/ utilization tracking	Adequacy of process to track utilization and attendance of various training tools and forums	Document review Inspection	Qualitative
	Session effectiveness tracking	Adequacy of process to survey training recipients on effectiveness of training	Document review Inspection	Qualitative

Table VII-6 Test Target: CLEC Training

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
	Instructor oversight	Adequacy of procedures to monitor instructor performance	Document review Inspection	Qualitative
Process Management	Performance measurement process	Controllability, efficiency and reliability of process	Inspection Document review	Qualitative
	Process improvement	Completeness of process improvement practices	Inspection Document review	Qualitative

Forecasting

Table VII-7 Test Target: Forecasting

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Forecasting	Forecast development	Compliance with BA-NY documented forecasting procedures	Report review Inspection	Qualitative
	Forecast publication and confirmation	Availability of published forecast summaries	Report review Inspection	Existence

D. Test Process

Ten test processes have been designed to address the seven Test Target areas. The organization of the subject test processes is as follows:

- RMI1 - Change Management Practices Verification and Validation Review
- RMI2 - Interface Development Verification and Validation Review

- RMI3 - Account Establishment & Management Verification and Validation Review
- RMI4 - Account Establishment & Management Performance Data Review
- RMI5 - Network Design Request, Collocation, and Interconnection Planning Verification and Validation Review
- RMI6 - System Administration Help Desk Functional Review
- RMI7 - System Administration Help Desk Performance Data Review
- RMI8 - System Administration Help Desk Verification and Validation Review
- RMI9 - CLEC Training Verification and Validation Review
- RMI10 - Forecasting Verification and Validation Review

1.0 Test RMI1: Change Management Practices Verification and Validation Review

1.1 Description

This test evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective BA-NY/CLEC relationships. This test will rely on checklists and inspections.

1.2 Objectives

The objectives of this test are to determine the adequacy and completeness of procedures for developing, publicizing, conducting, and monitoring change management.

1.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria requirements	See Table III-3
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.

1.4 Test Scope

Table VII-8 Test Target: Change Management Practices Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Change Management	Developing Change Proposals	Completeness and consistency of change development process	Inspection Document review Report review	Qualitative
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	Inspection Document review Report review	Qualitative
	Implementing Change	Completeness and consistency of change implementation process	Inspection Document review Report review	Qualitative
	Intervals	Reasonableness of change interval	Inspection Document review Report review	Qualitative
	Documentation	Timeliness of documentation updates	Inspection Document review Report review	Qualitative
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	Inspection Document review Report review	Qualitative

1.5 Scenarios

This test does not rely on scenarios.

1.6 Test Approach

1.6.1 Inputs

1. Telecom Industry Services Change Management Process documentation
2. Other procedural and technical documentation
3. CLEC Handbook(s)
4. Evaluation checklists
5. Interview guides

1.6.2 Activities

1. Gather documentation.
2. Perform interviews and documentation reviews.
3. Complete evaluation checklists and interview summaries.
4. Develop and document findings.

1.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Summary report

1.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

2.0 Test RMI2: Interface Development Verification and Validation Review

2.1 Description

This test evaluates key policies and practices for developing and maintaining OSS interfaces which enable the BA-NY/CLEC relationship. These policies and practices apply to interfaces such as the Internet GUI interfaces and the application-to-application interfaces. This test will rely on checklists and inspections.

2.2 Objectives

The objectives of this test are to determine the adequacy and completeness of key policies and procedures for developing and maintaining interfaces.

2.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria requirements	See Table III-3

Criteria	Responsible Party
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.

2.4 Test Scope

Table VII-9 Test Target: Interface Development Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Developing and Maintaining Interfaces	Software development	Adequacy and completeness of software development methodology	Inspection Document review Report review	Qualitative
Develop Interface Documentation	Document development and distribution	Adequacy and completeness of interface document development and distribution procedures	Inspection Document review Report review	Qualitative
	Document structure	Adequacy and completeness of interface document structure	Inspection Document review Report review	Qualitative
Developing and Maintaining Interfaces	Implementation	Compliance with schedule of interface development deliverables (as defined in the TIS Change Management Process document)	Inspection Document review Report review	Qualitative

2.5 Scenarios

This test does not rely on scenarios.

2.6 Test Approach

2.6.1 Inputs

1. Telecom Industry Services Change Management Process document
2. Other procedural and technical documentation
3. CLEC Handbook(s)
4. Evaluation checklists
5. Interface development products as a result of change management efforts
6. Interview guides
7. BA-NY System Development Methodology documentation

2.6.2 Activities

1. Gather information
2. Review interface development products to assess whether their successful completion was performed as anticipated by the timelines in the Telecom Industry Services Change Management Process document
3. Perform interviews and documentation reviews
4. Complete evaluation checklists and interview summaries
5. Develop and document findings.

2.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Comparison of actual versus expected results for interface development deliverables (as defined in the TIS Change Management Process)
3. Summary report

2.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

3.0 Test RMI3: Account Establishment & Management Verification and Validation Review

3.1 Description

This test evaluates the overall policies and practices for establishing and managing the account relationship. This test will rely on checklists and inspections.

3.2 Objectives

The objectives of this test are to determine the adequacy and completeness of key procedures for developing, publicizing, conducting, and monitoring account management.

3.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria requirements	See Table III-3
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.

3.4 Test Scope

Table VII-10 Test Target: Account Establishment & Management Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Establishing an Account Relationship	Staffing	Appropriate roles and responsibilities	Inspection Document review	Qualitative
		Capacity, coverage, and account allocation	Inspection Document review	Qualitative
Maintaining an Account Relationship	Escalation	Adequacy and completeness of escalation procedures	Inspection Document review	Qualitative

Table VII-10 Test Target: Account Establishment & Management Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
	Communications	Compliance with pre-filing commitment for industry letters and conferences	Inspection Document review	Qualitative
		Adequacy and completeness of emergency communication and notifications	Inspection Document review	Qualitative
Documentation - CLEC Handbook(s)	Document development and distribution	Adequacy and completeness of CLEC Handbook(s) development and distribution procedures	Inspection Document review	Qualitative
	Document structure	Adequacy and completeness of CLEC Handbook(s) structure	Inspection Document review	Qualitative

3.5 Scenarios

This test does not rely on scenarios.

3.6 Test Approach

3.6.1 Inputs

1. Telecom Industry Services Change Management Process document
2. CLEC Handbook(s)
3. Other procedural and technical documentation
4. Evaluation checklists
5. Interview guides

3.6.2 Activities

1. Gather information
2. Perform interviews and documentation reviews
3. Complete evaluation checklists and interview summaries
4. Develop and document findings

3.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Summary report

3.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

4.0 Test RMI4: Account Establishment and Management Performance Data Review

4.1 Description

This test evaluates the performance of the account management function responsiveness with respect to call return and call escalation norms established by BA-NY. This test will rely on reviews of historical data and measurements, where available. No volume testing is defined for this test.

4.2 Objectives

The objectives of this test are to determine compliance of the account management with response time norms.

4.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria requirements	See Table III-3
Agreement of performance measures and norms	Ph 2 Test Mgr.
Agreement on statistical approach	Ph 2 Test Mgr.
Provision of relevant historical data	BA-NY
Access to CLEC account management calls	CLEC

4.4 Test Scope

Table VII-11 Test Target: Account Establishment and Management Performance Data Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Maintaining an Account Relationship	Respond to account inquiry/ request for assistance	Timeliness of response	Report review Logging	Quantitative

4.5 Scenarios

This test does not rely on scenarios.

4.6 Test Approach

4.6.1 Inputs

1. Procedural documentation
2. CLEC Handbook(s)
3. Statistical approach definition
4. Historical data (if available) on the time it takes the account managers to respond to a CLEC call; data may be from manual logs or other data sources

4.6.2 Activities

1. Gather and verify information.
2. Create log to track live CLEC calls.
3. Determine and verify sample size, measurement, and statistical approach.
4. Calculate time (distribution) between CLEC contact with the account managers and account management response.
5. Compile results.
6. Develop and document findings.

4.6.3 Outputs

1. Report of response times by call type, including distribution, mean, and standard deviation

2. Summary report

4.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

5.0 Test RMI5: Network Design Request, Collocation, and Interconnection Planning Verification and Validation Review

5.1 Description

This test evaluates the key policies and practices for processing the Network Design Request, Collocation (physical and virtual) planning, and Interconnection Planning.

This test will rely on checklists, interviews and inspections.

5.2 Objectives

The objectives of this test are to:

- Determine whether the CLEC has sufficient information to adequately prepare for NDR, Collocation and Interconnection planning.
- Determine whether the NDR planning process is sufficiently well structured and managed to yield the desired results.
- Determine whether the Collocation planning process is sufficiently well structured and managed to yield the desired results.
- Determine whether the Interconnection planning process is sufficiently well structured and managed to yield the desired results.

5.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria requirements	See Table III-3
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.

5.4 Test Scope

Table VII-12 Test Target: Network Design Request, Collocation, and Interconnection Planning Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
NDR Process	Preparation for NDR meetings	Usability and completeness of NDR forms	Document review Inspection	Qualitative
	NDR Meetings	Adequacy and completeness of process	Program managed process	Qualitative
Collocation	Collocation requirements forecasting	Usability and completeness of collocation forecast forms	Document review Inspection	Qualitative
	Evaluation of collocation requirements process	Adequacy and completeness of process	Program managed process	Qualitative
	Forecast analysis	Availability of results to commission and CLECs	Document review Inspection	Existence
Interconnection Planning	Interconnection planning information requirements	Completeness and usability of instructions for preparing for the Interconnection Planning meeting	Document review Inspection	Qualitative
	Evaluation of Interconnection Planning process	Adequacy and completeness of process	Program managed process	Qualitative

5.5 Scenarios

This test does not rely on scenarios.

5.6 Test Approach

5.6.1 Inputs

1. CLEC Handbook(s)

2. Other procedural and technical documentation
3. Evaluation checklists
4. Interview guides

5.6.2 Activities

1. Gather information.
2. Perform interviews and documentation reviews.
3. Complete evaluation checklists and interview summaries.
4. Develop and document findings.

5.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Summary report

5.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

6.0 Test RMI6: System Administration Help Desk Functional Review

6.1 Description

This test is the process-oriented evaluation of the system administration help desk function. This test will rely on checklists, inspections, and walk-throughs.

6.2 Objectives

The objectives of this test are to:

- Determine completeness and consistency of overall system administration help desk process.
- Determine whether the escalation procedure is correctly maintained, documented and published.
- Determine the existence and functionality of procedures for measuring, tracking, projecting and maintaining system administration help desk performance.
- Ensure existence of reasonable security measures to ensure integrity of system administration help desk data and the ability to restrict access to parties with specific access permissions.

- Ensure the overall help desk effort has effective management oversight.
- Ensure responsibilities for performance improvement are defined and assigned.

6.3 Entrance Criteria

Criteria	Responsible Party
Limited to Global Entrance Criteria requirements	See Table III-3
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.

6.4 Test Scope

Table VII-13 Test Target: System Administration Help Desk Functional Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Process Help Desk Call	Resolution of user question, problem or issue	Completeness and consistency of process	Inspection Document review	Qualitative
Close Help Desk Call	Closure posting	Completeness and consistency of process	Inspection Document review	Qualitative
Status Tracking and Reporting	Status tracking and reporting	Completeness and consistency of reporting process	Inspection Document review	Qualitative
Problem Escalation	User initiated escalation	Completeness and consistency of process	Inspection Document review	Qualitative
Capacity Management	Capacity planning process	Completeness and consistency of process	Inspection Document review	Qualitative
Security and Integrity	Data access controls	Safety of process	Inspection Document review	Qualitative
Process Management	General management practices	Completeness and consistency of operating management practices	Inspection Document review	Qualitative

Table VII-13 Test Target: System Administration Help Desk Functional Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
	Performance measurement process	Controllability, efficiency and reliability of process	Inspection Document review	Qualitative
	Process improvement	Completeness of process improvement practices	Inspection Document review	Qualitative

6.5 Scenarios

This test does not rely on scenarios.

6.6 Test Approach

6.6.1 Inputs

1. Procedural documentation (such as internal help desk procedure manual)
2. CLEC Handbook(s)
3. Evaluation checklists
4. Interview guides

6.6.2 Activities

1. Gather information.
2. Perform walk-throughs and documentation reviews.
3. Complete evaluation checklists.
4. Develop and document findings.

6.6.3 Outputs

1. Completed evaluation checklists
2. Summary report

6.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

7.0 Test RMI7: System Administration Help Desk Performance Data Review

7.1 Description

This test gathers together performance tests for the system administration help desk function.

Historical results from CLECs will be examined to measure the initial response and end-to-end response times for help desk calls. Response time distribution statistics, qualified as necessary by severity code, will be tabulated. This test will rely on reviews of historical data and measurements, where available. No volume testing is defined for this test.

7.2 Objectives

The objectives of this test are to:

- determine timeliness of the help desk process from inception to closure
- determine the accuracy of responses and closure postings

7.3 Entrance Criteria

Criteria	Responsible Party
Includes all Global Entrance Criteria requirements	See Table III-3
Agreement on statistical approach	Ph 2 Test Mgr.
Will require NYDPS to determine specific standards of performance for: – minimum acceptable response time(s) for initiation of help desk call processing – minimum acceptable response time(s) from initiation to closure of help desk calls	NY-DPS

7.4 Test Scope

Table VII-14 Test Target: System Administration Help Desk Performance Data Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Initiate Help Desk Call Processing	Call answer	Timeliness of call answer	Transaction generation Report review	Quantitative
Close Help Desk Call	Closure posting	Timeliness of process	Transaction generation Report review	Quantitative

7.5 Scenarios

This test does not rely on scenarios.

7.6 Test Approach

7.6.1 Inputs

1. Procedural documentation (such as internal help desk procedure manual)
2. CLEC Handbook(s)
3. Statistical approach
4. Historical data (if available) on the time it takes the help desk to respond to a user call and to complete and close a help desk call event; data may be automated data from automated call distributor or automated call response systems as deployed or from manual logs

7.6.2 Activities

1. Gather and verify information.
2. If no historical information is available, create log to track live CLEC help desk calls.
3. Determine and verify sample size, measurement, and statistical approach.
4. Calculate time (distribution) between caller connection with the help desk and initiation of

substantive dialog about the problem (with service technician or automated response system).

5. Compile results.
6. Develop and document findings.

7.6.3 Outputs

1. Report of call answer response times and call initiation to closure times, including distribution, mean, and standard deviation
2. Summary report

7.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

8.0 Test RMI8: System Administration Help Desk Verification and Validation Review

8.1 Description

This test gathers together validation tests for the help desk function. A document review will be conducted to ensure that current and adequate instructions on the use of the interface are available to users. The tester will render an opinion as to whether any substantive errors, omissions, or findings of significant impact are present.

This test also will validate that help desk calls are logged at the help desk in accordance with existing rules and procedures. This test will be accomplished by having the tester directly observe the help desk operation.

The tester will examine the available help desk reports to determine whether call logging and severity coding appears appropriate to the description of the problem. Apparent mismatches may be referred to BA-NY personnel for additional explanation. The tester will render an opinion as to whether any findings of significant impact are present.

This test will rely extensively on reviews of checklists and inspections. No volume testing is defined for this test.

8.2 Objectives

The objectives of this test are to validate the:

- usability of user interface
- accuracy and completeness of call logging and severity coding

8.3 Entrance Criteria

Criteria	Responsible Party
Includes all Global Entrance Criteria requirements	See Table III-3
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.
Will require NYDPS to determine specific standards of performance for: – minimum acceptable level(s) of correct help desk responses – minimum acceptable percentage(s) of accurate help desk closure postings	NY-DPS

8.4 Test Scope

Table VII-15 Test Target: System Administration Help Desk Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Initiate Help Desk Call Processing	User interface	Ease of use of user interface	Inspection Document review	Qualitative
	Call logging	Accuracy and completeness of call logging	Inspection Document review	Qualitative
	Severity coding	Accuracy and completeness of severity coding	Inspection Document review Report review	Qualitative
Process Help Desk Call	Resolution of user question, problem or issue	Accuracy of response	Transaction generation Report review	Quantitative
Close Help Desk Call	Closure posting	Accuracy of posting	Transaction generation Report review	Quantitative

8.5 Scenarios

This test does not rely on scenarios.

8.6 Test Approach

Four areas will be examined in this test: user interface, call logging, severity coding, and capacity management.

8.7 Resolution of user question, problem, or issue

8.7.1 Inputs

1. Procedural documentation
2. CLEC Handbook(s)

8.7.2 Activities

1. Gather and verify information.
2. Generate test data cases/scripted dialogs of help desk inquiries and expected results.
3. Conduct help desk inquiries using test cases.
4. Compare help desk responses to expected results.
5. Develop and document findings.

8.7.3 Outputs

1. Summary report showing actual versus expected results

8.8 User interface

8.8.1 Inputs

1. CLEC Handbook(s)
2. Evaluation checklists

8.8.2 Activities

1. Gather information.
2. Perform walk-throughs and documentation reviews of user interfaces.
3. Complete evaluation checklists.

8.8.3 Outputs

1. Completed evaluation checklists regarding currency and adequacy of instructions on contacting and interacting with the system administration help desk

8.9 Call logging, severity coding, and closure posting

8.9.1 Inputs

1. Procedural documentation
2. CLEC Handbook(s)
3. Evaluation checklists

8.9.2 Activities

1. Gather information
2. Generate test data cases/scripted dialogs of help desk inquiries and expected results
3. Conduct help desk inquiries using test cases
4. Compare help desk responses to expected results
5. Perform report reviews of call logs, severity coding, and closure postings
6. Complete evaluation checklists
7. Develop and document findings

8.9.3 Outputs

1. Completed evaluation checklists regarding whether system administration help desk calls are logged in, closed, and classified by severity in accordance with existing rules and procedures
2. Summary report

8.10 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

9.0 Test RMI9: CLEC Training Verification and Validation Review

9.1 Description

This test evaluates key aspects of BA-NY's training program for CLECs. This test will rely on checklists and inspections.

9.2 Objectives

The objectives of this test are to:

- determine the existence and functionality of procedures for developing, publicizing, conducting, and monitoring CLEC training
- ensure the CLEC training effort has effective management oversight

9.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria requirements	See Table III-3
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.

9.4 Test Scope

Table VII-16 Test Target: CLEC Training Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Training Program Development	Develop curriculum	Completeness of training curriculum and forums	Document review Inspection	Qualitative
		Adequacy of procedures to respond to information about training quality and utilization	Document review Inspection	Qualitative
		Adequacy of procedures to accept CLEC input regarding training curriculum	Document review Inspection	Qualitative
	Publicize training opportunities	Availability of information about training opportunities	Document review Inspection	Qualitative
Training Program Quality Assurance	Attendance/ utilization tracking	Adequacy of process to track utilization and attendance of various training tools and forums	Document review Inspection	Qualitative

Table VII-16 Test Target: CLEC Training Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
	Session effectiveness tracking	Adequacy of process to survey training recipients on effectiveness of training	Document review Inspection	Qualitative
	Instructor oversight	Adequacy of procedures to monitor instructor performance	Document review Inspection	Qualitative
Process Management	Performance measurement process	Controllability, efficiency and reliability of process	Inspection Document review	Qualitative
	Process improvement	Completeness of process improvement practices	Inspection Document review	Qualitative

9.5 Scenarios

This test does not rely on scenarios.

9.6 Test Approach

9.6.1 Inputs

1. Procedural documentation (such as training manuals)
2. CLEC Handbook(s)
3. Evaluation checklists
4. Interview guides

9.6.2 Activities

1. Gather information.
2. Perform interviews and documentation reviews.
3. Complete evaluation checklists and interview summaries.
4. Develop and document findings.

9.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Summary report

9.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

10.0 Test RMI10: Forecasting Verification and Validation Review

10.1 Description

This test verifies and validates key aspects of the BA-NY/CLEC forecasting process. This test will rely on checklists and inspections.

10.2 Objectives

The objectives of this test are to:

- determine the existence and functionality of key procedures for developing, publicizing, conducting, and monitoring forecasting efforts
- ensure the overall forecasting effort has effective management oversight

10.3 Entrance Criteria

Criteria	Responsible Party
Global Entrance Criteria requirements	See Table III-3
Process evaluation checklist	Ph 2 Test Mgr.
Interview guides	Ph 2 Test Mgr.

10.4 Test Scope

Table VII-17 Test Target: Forecasting Verification and Validation Review

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
Forecasting	Forecast development	Compliance with BA-NY documented forecasting procedures	Report review Inspection	Qualitative

Process Area	Sub Process/ Attribute	Evaluation Measure	Evaluation Technique	Criteria Type
	Forecast publication and confirmation	Availability of published forecast summaries	Report review Inspection	Existence

10.5 Scenarios

This test does not rely on scenarios.

10.6 Test Approach

10.6.1 Inputs

1. CLEC Handbook(s)
2. Evaluation checklists
3. Interview guides

10.6.2 Activities

1. Gather information.
2. Perform interviews and documentation reviews.
3. Complete evaluation checklists and interview summaries.
4. Develop and document findings.

10.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Summary report

10.7 Exit Criteria

Criteria	Responsible Party
Limited to Global Exit Criteria requirements	See Table III-4

VIII. Phase 2 Overview

The objectives of Phase 2 include the development of executable test plans, providing assistance to all parties in the preparation for these tests, execution of tests, and reporting the test results. These results will be used by the Public Service Commission to evaluate the BA-NY OSS and OSS interface system used for the following business functions:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance and Repair
- Billing

In addition, Phase 2 includes the execution of testing activities designed to evaluate processes associated with both establishing and maintaining the CLEC-BA-NY relationship. The overall scope of the testing effort is shown in the figure below.

Table VIII-1: Test Plan Development Framework

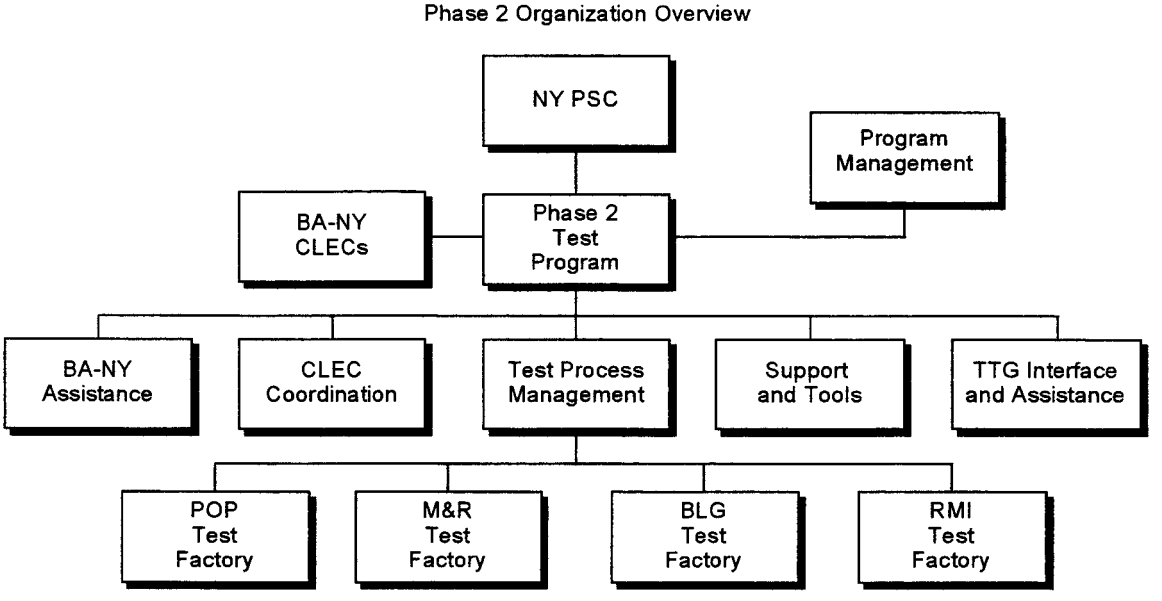
Timing:	Establishing a CLEC/ILEC relationship	Performing daily operations (via systems, interfaces, processes)	Maintaining a CLEC/ILEC relationship
Components	• Start-up documentation • Start-up development support • Training • Creation of the interface • Interconnection support	• Processing of real-world test scenarios from both the BA and CLEC avenues (for resale and UNEs) with parity: -Pre-Ordering -Ordering -Provisioning -Maintenance & Repair -Billing • BA retail Comparable process • Call Center support • Interface alternatives	• Help desks (for technical problems) • Account management Services • Change management -Documentation -Interfaces • Forecasting • Documentation management

Table VIII-1: Test Plan Development Framework

Timing:	Establishing a CLEC/ILEC relationship	Performing daily operations (via systems, interfaces, processes)	Maintaining a CLEC/ILEC relationship
Evaluation components (what to evaluate)	• Compliance to standards • Specification for interface development • Interface formats • Training material and methods • Level of support • Processes	• Required systems, interfaces, systems • Input requirements, business rules, and associated data • Compliance to standards • Equivalent or analogous access • Interface flow-through • Provisioning flow-through • Relevant documentation • Error handling • ILEC reports • Performance • Load/Stress • Daily support of operations	• Compliance to standards • Conformance to documented procedures • Help Desk staffing -Accessibility -Availability -Quality • Document management procedures • Change management procedures
Evaluation measures (how to evaluate)	• Existence and quality of documentation • Ease of use • Accuracy • Completeness • Compliance	• Quality & completion of documentation • Compliance • Functional equivalence • Availability • Reject rates • Response times • Level and quality of work center support • Intervals • Error handling • Root cause analysis	• Time to respond to inquiries • Time to resolve problems • Existence and usability of change management procedures • Existence and usability of documentation procedures

Business processes which fall into these categories include establishing the forecasting process; conducting the Network Design Review; and performing BA-NY Help Desk functions. The organization of the Phase 2 testing effort is shown in the figure below.

Figure VIII-1: Phase 2 Organization



This section contains the following elements:

- Identification of the major stakeholders
- Definition of the major Phase 2 tasks
- Identification of Phase 2 responsibilities
- The Phase 2 schedule
- Description of the Phase 2 deliverables
- Identification of the testing controls

A. Major Stakeholders

Successful completion of Phase 2 testing depends upon the cooperation and contribution of a number of the stakeholders. The roles of the five major stakeholders are described in the table below.

Table VIII-1: Major Stakeholders

Stakeholder	Roles
New York Public Service Commission	The New York Public Service Commission is the owner of the Phase 2 Test Plan with general responsibilities for: • Reviewing the test plans • Observing the overall test process to ensure fairness in test preparation, execution and data collection

Table VIII-1: Major Stakeholders

Stakeholder	Roles
	• Receiving test reports and results
Ph 2 Test Mgr.	The Ph 2 Test Mgr. provides overall management of the tests: • Assisting the other stakeholders in preparing for and conducting the tests • Providing change control throughout the testing cycle • Reporting the results
BA-NY	BA-NY OSS interface systems are the subject of the testing, and BA-NY will: • Establish a CLEC-ILEC relationship with the CLEC Test Transaction Generator • Provide a test bed for data-driven tests • Perform all actions required to prepare and execute the tests
Phase 2 Test Transaction Generator (Ph 2 TTG)	The Phase 2 Test Transaction Generator serves at the direction of the Ph 2 Test Mgr. by: • Establishing the CLEC-ILEC relationship • Injecting test transactions into BA-NYís OSS • Collecting and measuring the results
CLECs	Through discussions with the NY-PSC, the CLECs have agreed to: • Provide historical pre-order, order and maintenance and repair data • Make available for review any in-process transactions, assist in data entry in limited and controlled cases (where appropriate) • Generate local service requests as specified by the Ph 2 Test Mgr. • Provide facilities for specific test cases

B. Major Tasks

This section identifies the major tasks and sub-tasks associated with the Evaluation of BA-NY Operational Support Systems.

The Phase 2 effort involves both test management and test execution. The tasks associated with test management are described in the table below.

Table VIII-2: Phase 2 Test Management Tasks

Task Area	Description
BA-NY OSS and OSS Interface Testing Program Management	• Overall work plan development and maintenance • Plan coordination with stakeholders • Issues management and resolution • Status tracking and reporting

Table VIII-2: Phase 2 Test Management Tasks

Task Area	Description
	• Resource acquisition, allocation, and coordination • Management reporting
Assisting BA-NY	• Maintenance of effective two way communications • Communication and/or resolution of BA-NY concerns • Review of tests and test schedules with BA-NY • Review of test entrance and exit criteria • Review of test results • Establishment of causes of test failures and communication of remedies
Coordinating with the CLECs	• Maintenance of effective two way communications • Communication and/or resolution of CLEC concerns regarding participation • Review of tests and schedules requiring CLEC participation
Set-up and Manage the Testing Process	• Development and maintenance of detailed test schedules • Assignment of committed resources • Tracking, escalation, and resolution of detail test issues • Scheduling and managing entrance and exit conferences • Ensuring the availability of work center facilities • Managing the work center • Identifying and acquiring training resources
Quality Assurance	• Review of test plans, test execution, and test deliverables for conformance to applicable standards and norms • Examination of outcomes of individual tests for unexpected results requiring additional analysis or explanation • Ensuring in cases of failed tests that the test itself was not at fault and reported results reflect actual circumstances • Ensuring appropriate statistical conventions and measures are applied
Reporting the Test Results	• Establishment of standards and formats for reporting results of individual tests • Development of reports summarizing individual test findings at the scenario, domain, or test process level as necessary • Development of the final report and accompanying documentation for PSC
Change Management	• Acceptance of stakeholder requests for changes • Identification of need for test changes based upon findings and recommendation from the individual test processes • Analysis of change requests and requirements and development of disposition recommendations for the PSC • Introducing approved changes into the test cycle • Publishing change details to affected stakeholders • Maintaining logs and history of all changes

Test processes are organized by test domain within the test plan. For each test process, the test execution activities described in the table below will be accomplished.

Table VIII-3: Phase 2 Test Execution Tasks

Task Area	Description
Preparation Phase Activities	• Satisfaction of Entrance Criteria • Development of detailed test plans • Development of the test tree • Development of detailed checklists, questionnaires, interview guidelines • Development of test data specifications • Identification of live data instances • Gathering of test data • Creation of test data, scripts, etc. • Definition of CLEC and Ph 2 TTG gauge requirements • Definition of final reporting requirements
Execution Phase Activities	• Generation of transactions • Submission of transactions • Implementation of CLEC gauges • Implementation of Ph 2 TTG gauges • Collection of transaction responses • Logging of events • Collection of gauge provided information • Conduct reviews, walk-throughs, interviews, surveys • Documentation of reviews, walk- throughs, interviews, surveys • Creation of data summaries and analyses • Reporting test process exceptions
Completion Phase Activities	• Production of reports, findings, conclusions as defined in Test Plan • Reporting on exceptions, other observations, etc. • Satisfaction of Exit Criteria

C. Responsibilities

The following responsibility matrices provide guidance on how the above major Phase 2 tasks will likely be allocated among these stakeholders. This allocation was developed from the perspective of the PSC.

Table VIII-4: Phase 2 Responsibilities

Task	Ph 2 Test Mgr.	Ph 2 TTG	BA-NY	CLEC	NY-PSC
BA-NY OSS Interface Testing	M	P	M	P	P

Table VIII-4: Phase 2 Responsibilities

Task	Ph 2 Test Mgr.	Ph 2 TTG	BA-NY	CLEC	NY-PSC
Program Management					
Assisting BA-NY	P	P		P	
Coordinating with the CLECS	M				Q
Set-up and Manage Testing Process	M	P	P	P	Q
Quality Assurance	M				Q
Reporting the Test Results	M	P	P		
Change Management	M	P	P	P	Q
Test Process	M	P	P	P	P
Legend: Quality Assurance and/or oversight role for the task Management responsibility for the task Participant in the carrying out the task					

Stakeholders not tasked with primary responsibility may wish to establish comparable internal roles to further facilitate cooperation and coordination. It must be noted that the assigned responsibilities, particularly in the Test Process arena, are generalizations that may be overridden based upon the circumstances of any specific tests.

The table below provides further specificity on the roles and responsibilities of the stakeholders during execution of the test processes.

Table VIII-5: Test Execution Responsibilities

Task	Ph 2 Test Mgr.	Ph 2 TTG	BA-NY	CLEC	NY-PSC
Preparation Phase	**M**	**P**	**P**	**P**	**Q**
Satisfy Entrance Criteria	M	P	P		Q
Develop detailed test plans	M	P	P		
Develop the test tree	M	P	P		
Develop detailed checklists, questionnaires, etc.	M				Q
Develop test data specifications	M		P		
Identify live data instances	M		P		
Gather test data	M	P	P	P	
Create test data, scripts	M	P	P	P	Q
Define CLEC and Ph 2 TTG gauge requirements	M		P		
Define final reporting requirements	M				P
Execution Phase	**M**	**P**	**P**	**P**	**P**
Generate transactions	M	P	P	P	

Table VIII-5: Test Execution Responsibilities

Task	Ph 2 Test Mgr.	Ph 2 TTG	BA-NY	CLEC	NY-PSC
Submit transactions	M	P	P	P	
Implement CLEC gauges	M			P	
Implement Ph 2 TTG gauges	M	P			
Collect transaction responses	M	P	P	P	
Log events	M	P	P	P	
College gauge information	M	P	P	P	
Conduct reviews, walk-throughs, interviews, surveys	M		P	P	Q
Document reviews, walk- throughs, interviews, survey	M	P	P		
Create data summaries and analyses	M	P	P	P	Q
Report test process exceptions	M	P	P	P	Q
Completion Phase	**M**		**P**	**P**	**Q**
Produce reports findings, conclusions as defined	M		P	P	Q
Report on exceptions, other observations, etc.	M		P	P	Q
Satisfy Exit Criteria	M		P		Q

Legend:
Quality Assurance and/or oversight role for the task
Management responsibility for the task
Participant in the carrying out the task

D. High Level Phase 2 Project Schedule

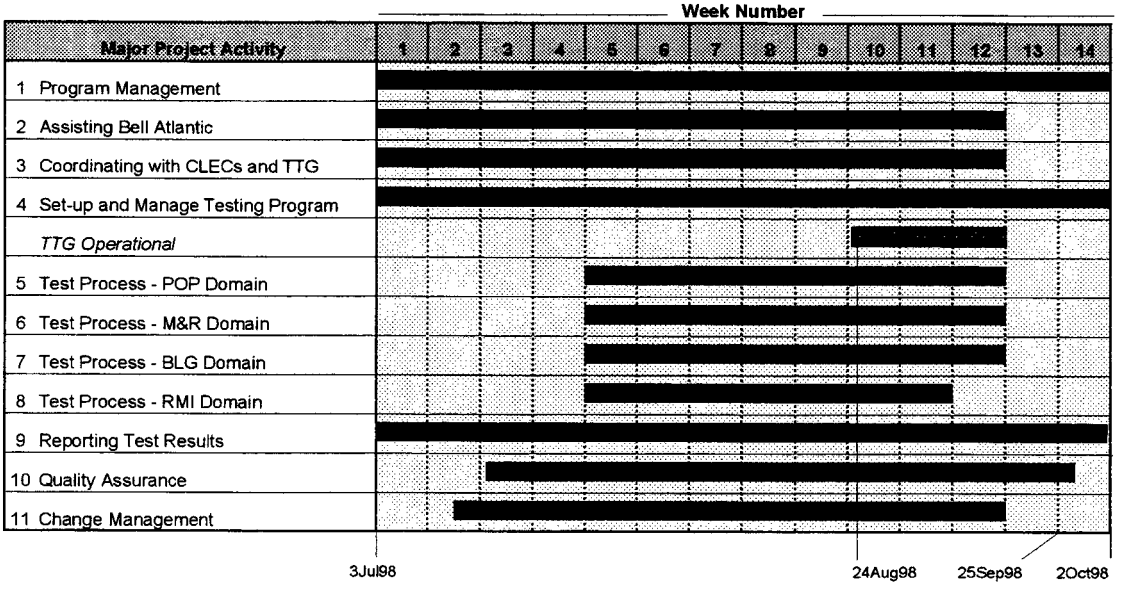
A high level Phase 2 project schedule is presented in the following figure. This schedule was developed to be as expeditious as reasonable in light of the paramount need for thoroughness and excellence in execution. Obviously, time frames may expand or contract depending on a number of variables. Finalization of the Phase 2 schedule will be a first priority for the Phase 2 Test Manager.

The schedule presented indicates a total duration of fourteen weeks based upon an estimate of work content. There may be certain tests, especially in the provisioning area, which by their nature require a longer elapsed time to complete. The Phase 2 Test Manager should develop a recommendation for the PSC regarding treatment of such cases.

The Phase 2 Test Manager should complete the Detailed Test Plans by 1 August, 1998. Testing will begin at that time with mechanized testing scheduled to start on 24 August for a period of three weeks. The Phase 2 Test Manager will issue a draft report for comment on 21 September with the final report scheduled for

release on 2 October. A more detailed view of the Test Processes schedule for each test domain can be found in Appendix G.

Figure VIII-2: Phase 2 - High Level Schedule



Several key milestones and dependencies have been identified in the Phase 2 schedule. While many activities have been identified to run concurrently, there are still potential bottlenecks. Likewise, this schedule is aggressive, and delays in the areas listed in the following table may cause the end date of each subsequent task to slip on a proportional basis.

Table VIII-6: Phase 2 Milestones-Dependencies

Milestone/Dependency	Responsible Party
BA EDI Interface development completed, tested, and operational	BA-NY
Test Bed created as specified and available for use	BA-NY
Test Transaction Generator completed, tested, and operational	Ph 2 TTG
Capability to accurately assemble a high volume of LSRs.	Ph 2 MGR/BA-NY
Active CLEC participation	CLECs

Table VIII-6: Phase 2 Milestones-Dependencies

Milestone/Dependency	Responsible Party
Test cases created, data constructed, and scripts with expected results written	Ph 2 Test Mgr.
Allocation of necessary resources	Ph 2 Test Mgr./ BA-NY/CLECs
Checkpoint restart or equivalent backup process during initial functional testing which allows for quick recovery when errors occur within the Test Transaction Generator.	Ph 2 TTG

E. Testing Deliverables

At the conclusion of each suite of tests, the Phase 2 Test Manager will provide the PSC with a report produced in a standard format describing the following:

- The complete description of the test(s), including the attributes defined in this report
- The record of authorized test changes
- The entrance criteria met
- The exit criteria met
- The test results, as defined for the specific test(s)
- In the event of an uncorrected testing failure, an assessment of the root-cause of this failure and a recommendation for subsequent actions

At the conclusion of the testing, the Phase 2 Test Manager will provide the PSC with a final summary report of Phase 2 activities and findings.

F. Testing Controls

To ensure the integrity and timely completion of the testing, rigorous controls will be necessary.

1.0 Change Control Procedures

During the execution of the tests during Phase 2, situations may arise in which additional tests or modified tests are required in order to meet the objective of the testing process. The Phase 2 Test Manager will be responsible for instituting

and enforcing change control procedures to accommodate these circumstances. In general, these change control procedures will include the following:

- Completing steps required to identify a change in an existing test or to define the requirement for a new test.
- Completing an analysis of the change which includes:
  - The purpose of the change
  - A description of the changed (or new) test case
  - Identification of test domain(s), scenario(s), test process(es) and test case(s) impacted
  - A revised test plan
  - Identification of resources impacted (Phase 2 Test Manager, CLEC Test Transaction Generator, BA-NY, and/or CLECs)
  - Identification of schedule impacts
- Recommendation for disposition.
- Required approvals.
- Updated test plan(s) and test schedule(s).
- Communication of revised plan(s) and schedule(s) to all affected parties.

2.0 Test Execution Oversight

The oversight of the test execution will be the responsibility of the Phase 2 Test Manager under the immediate direction of a dedicated Testing Manger.

3.0 Test Logs

The CLEC Test Transaction Generator and the Phase 2 Test Manager will be responsible for maintaining logs of the tests, detailed test results, and other work products sufficient to reconstruct events and justify content of the test reports.

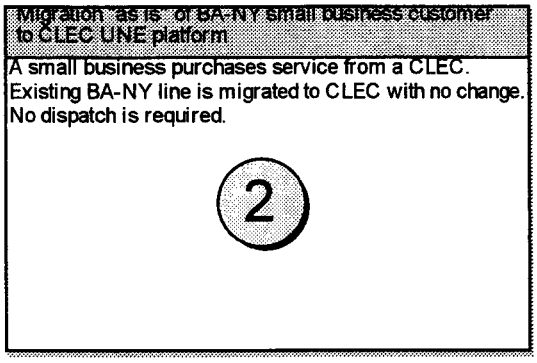
Appendix A: Test Scenarios

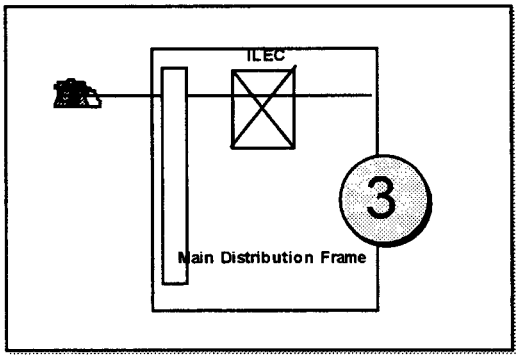
A. Description of a Generic Scenario

As part of this Master Test Plan, 133 test scenarios were developed. The test scenarios describe the ways CLECs interact with ILECs in satisfying end-user (customer) needs. These scenarios include the procurement by the CLEC of wholesale services and network elements from BA-NY; the querying of customer-specific and BA-NY-specific information from BA-NY's OSSs; and the identification and resolution of troubles.

In general, each scenario describes a single range of interactions between the CLEC and BA-NY. These base scenarios are adjusted through the introduction of known errors, supplements, etc. in order to provide a variety of possible interactions between the CLEC and BA-NY. The figure shown below provides an example of a base scenario. The numbered sections, one through five, are described in the section following the figure.

Base Scenario 1: Migration "as is" of BA-NY small business customer to CLEC UNE platform. 1





Business Characteristic	Yes	No
Resale		X
UNE		X
UNE Platform	X	
New Customer		X
Existing BA-NY Customer	X	
Existing CLEC Customer		X
Migration "As is"	X	
INP		X
LNP		X
INP-LNP		X

4

Test Attributes	Yes	No
Evaluates Pre-Order	X	
Evaluates Order Flow-Thru	X	
Evaluates Provisioning	X	
Evaluates Mtc. & Repair		X
Evaluates Daily Usage		
Evaluates Billing	X	
Candidate for Stress Testing	X	
Tests Error Conditions		X
Tests Order Supplement		X

5

Case Test Method	Yes	No
TDG Normal Volume	X	
TDG Stress Volume	X	
GUI Test Case	X	
CLEC Test Case		X
Other Manual Test Case		X

6

Appendix A

The base scenarios are described in the following pages of Appendix A. The layout of each description follows the following schema.

1) Base Scenario Title

The title of each scenario is shown in section one. This title is a brief description of the business transaction between an end user and the CLEC or BA-NY. In the case in which the CLEC is the ultimate end user (such as the procurement of interoffice facilities), then the title describes that transaction.

2) Base Scenario Description

In this section, each base scenario is briefly described in a free-text format. The description states the core business situation facing the CLEC. It is written from the end-user's perspective and typically describes an opportunity for a CLEC to provide some service or information to the end user.

3) Diagram

A diagram showing the physical configuration of the scenario is provided in this section. In general, the end-user is shown on the left, BA-NY facilities employed in providing a particular service are shown in the middle, and the CLEC provided facility is shown on the right. Exceptions include the use of collocated equipment which is shown in the BA-NY CO in the center of the diagram.

4) Business Characteristics

The business characteristics table is a Yes/No checklist that identifies specific characteristics of the transactions between the CLEC and BA-NY. This checklist identifies the service delivery method, initial status of the customer (end-user), whether the migration falls into the "as is" category, and, if applied, the form of number portability.

5) Test Attributes

The test attributes table is a Yes/No checklist that identifies the key processes evaluated by this base scenario. These processes include the following:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance and Repair
- Daily Usage (to review that specific usage appears on the Daily Usage Feed)
- Billing

Appendix A

This table also shows whether a scenario is a candidate for stress testing, whether error conditions are described in the base scenario and whether order supplements are (or will be) included in the family of scenarios generated from this base scenario. In those cases in which specific supplements are not identified, the description may indicate that a variation with a supplemental order may be included.

6) Case Test Method

There are five different methods for executing test cases based on these scenarios. These methods are described in Section III of this document. The five methods shown in these charts are:

- TTG Normal Volume
- TTG Stress Volume
- GUI Test Case
- CLEC Test Case
- Other Manual Test

B. Comments on the Testing of Specific Scenarios *(per NYPSC request)*

Scenarios #39, 40, 47, 48, and 67, which relate to the conversion of an access service to UNEs, were addressed in issue number 137 of the New York State Public Service Commission's UNE Collaborative. As documented in issue 303 of the Collaborative, Bell Atlantic - New York and the CLECs agreed to use Bell Atlantic's project management approach to these provisioning activities until such time as an ASR process is developed. This interim project management approach recognized the complexities involved in the implementation of standardized processes and supporting mechanisms.

The test scenario for the transition of special services to UNEs will involve observation and documentation of the execution of these type of orders if any such requests are received prior to the commencement of the testing, and the CLEC submitting such a request agrees. The Phase 2 Test Manager and/or the Test Transaction Generator and PSC Staff will observe and document the execution of the CLEC request.

Appendix B Test Scenarios

B.1 Test Target/Test Measure Cross Reference

TEST TARGET	Accessibility	Adequacy/Completeness	Availability	Accuracy	Applicability/Flexibility	Capacity	Clarity	Compliance	Completeness	Consistency	Controllability/Security	Ease of Use	Efficiency	Measurability	Reliability	Scalability	Timeliness
Pre-Ordering, Ordering, and Provisioning																	
Pre-Ordering	x	x	x	x			x		x	x		x					x
Order Processing	x	x	x	x			x	x	x	x							x
Provisioning	x	x	x	x			x	x	x			x					x
Order Flow Through	x	x			x		x	x	x								
POP Process Metrics		x		x	x				x	x	x			x	x		
POP Documentation		x	x	x				x	x			x					
POP Work Center/Help Desk Support		x	x	x	x			x	x	x	x	x	x	x	x	x	x
Provisioning Process Parity		x	x						x	x	x		x		x		x
Scalability Review		x	x			x			x							x	
Maintenance and Repair																	
RETAS		x	x	x	x	x			x			x			x	x	x
M&R Process Performance Measurement				x				x	x								
M&R Process		x		x				x	x								x
M&R Documentation		x		x			x		x	x		x					
M&R Work Center Support		x	x	x					x								x
Network Surveillance Support		x	x	x			x		x								x
M&R Coordination		x		x			x		x								x
Billing																	
Billing Process Metrics		x	x	x	x			x	x	x	x	x		x	x		
Billing Documentation		x		x			x		x	x		x					
Billing Work Center/Help Desk Support	x	x	x	x	x			x	x	x	x	x		x		x	x
Resale Bill Certification Process		x		x	x				x		x			x			
Daily Usage Feed		x	x	x					x		x				x		x
Carrier Bills (relevant CABS and CRIS bills)	x	x	x	x				x	x	x	x						x
Relationship Management and Infrastructure																	
Change Management		x					x	x	x								x
Interface Development		x					x	x	x								
Account Establishment and Management		x				x		x	x								x
NDR, Collocation, and Interconnection Planning		x	x						x			x					x
System Admin. Help Desk	x	x	x	x		x		x	x				x		x		x
CLEC Training		x	x		x		x		x	x	x		x				
Forecasting			x					x									

B. 2 Test Scenario / Test Process Cross-Reference

Scenario Number	ScenarioTitle	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
1	Migration "as is" of BA-NY small business customer to CLEC UNE platform.	X	X		X	X	X	X	X		
2	Migration "as is" of BA-NY residential customer to CLEC UNE platform.	X	X		X	X	X	X	X		
3	Partial Migration of BA-NY residential customer's line to CLEC resale/UNE Platform.	X	X		X	X	X	X	X		
4	A new small business customer orders service from a CLEC with dispatch required.	X	X		X				X		
5	A new residential customer orders service from a CLEC with dispatch required.	X	X		X	X	X	X	X	X	
6	Migration with change of a BA-NY small business customer to CLE UNE Platform.	X	X		X	X	X	X	X		
7	A CLEC's existing small business customer moves.	X	X		X			X	X	X	
8	Add a feature to CLEC's small business customer.	X	X		X	X	X		X		
9	Disconnection of CLEC small business customer migrating back to Bell Atlantic.	X	X		X				X		

10	Migrate CLEC resale small business customer to CLEC UNE Platform.	X	X		X			X	X
11	Change PIC.	X	X		X	X	X	X	X

Scenario Number	Scenario Title	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
12	Small business adds 3 lines to existing 3 line hunt group with due date change.	X	X		X				X		
13	Disconnection of CLEC small business customer.	X	X		X	X	X	X	X		
14	Add features to CLEC's residential customer.	X	X		X	X	X		X		
15	Migration "as is" of BA-NY small business customer's ISDN line and business line to CLEC.	X	X		X			X	X		
16	Migration "as specified" of BA-NY residential customer to CLEC UNE Platform.	X	X		X	X	X	X	X		
17	Migration "as specified" of BA-NY small business customer to CLEC UNE Platform.	X	X		X	X	X	X	X		
18	Migration "as specified" of BA-NY small business customer's ISDN line(s) to CLEC UNE Platform.	X	X		X				X	X	X
19	Migration "as is" of BA-NY medium business customer's digital Centrex to CLEC.	X	X		X				X	X	X
20	Add line with features to Scenario 19 customer.	X	X		X			X	X		
21	Second order for Scenario 19 customer -- Five of 11 lines in hunt group.	X	X		X				X		

22	An existing CLEC residential customer moves.	X	X		X			X
23	Order for a residential line with a directory listings.	X	X		X	X	X	X

Scenario Number	ScenarioTitle	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
24	Order for a residential line with a directory listing with an existing telephone number.	X	X		X	X	X	X	X		
25	Seasonal suspension/restoration of service for a CLEC residential customer.	X	X		X				X		
26	Change telephone number of a CLEC residential customer.	X	X		X				X		
27	Change directory listing of a CLEC's residential customer.	X	X		X	X	X		X		
28	Resale of an ISDN basic line to CLEC's residential customer.	X	X		X				X		
29	Move of residence service within the same building.	X	X		X						
30	Change CLEC residential customer's line from POTS to ISDN.	X	X		X				X	X	X
31	Migration "as specified" of BA-NY residential customer to CLEC residential POTS with an unlisted number.	X	X		X	X	X		X		
32	Add hunting to CLEC's small business customer line.	X	X		X				X	X	X
33	Migration "as is" of BA-NY residential customer to CLEC residential POTS with unlisted number.	X	X		X	X	X		X		
34	Migration "as is" of BA-NY residential customer to CLEC	X	X		X	X	X		X		

	residential POTS with an unlisted number.								
35	Migration "as is" of a reseller residential customer to a CLEC.	X	X		X	X	X	X	X

Scenario Number	Scenario Title	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
36	Migration "as is" of BA-NY small business customer to resale.	X	X		X	X	X	X	X		
37	Migration with changes of BA-NY small business customer to resale.	X	X		X	X	X		X	X	X
38	Migration "as specified" of BA-NY small business customer's lines with a change to hunt groups.	X	X		X				X		
39	Migration of CLEC large business customer with a DS1 circuit to CLEC designed services.	X		X	X				X		
40	Migration "as is" of BA-NY large business customer with a DS1/DS3 circuit and 3/1 Multiplexor to UNE Loop and UNE IOF.	X		X	X				X		
41	Convert four BA-NY DS1s to UNE loops cross-connected to CLEC CoLo	X		X	X				X		
42	Migration "as is" of 50 BA-NY Centrex stations for CLEC Centrex resale.	X		X	X			X	X	X	X
43	Migration 2 out of 60 BA-NY Centrex stations for CLEC Centrex resale.	X		X	X			X	X		
44	Add pick-up group to existing re-sold Centrex.	X			X						
45	Migration "as is" of 10 business lines.	X	X		X	X	X	X	X		

46	A small business moves 4 resale lines across the street.	X	X		X		X	X
47	23 Special Access DS1s with 3/1 Mux to DS3 converted to UNE Loop and UNE IOF	X		X				X

Scenario Number	Scenario Title	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
48	16 Special Access DS1s converted to UNE Loop and UNE IOF	X		X					X		
49	DS1 UNE loop MUXd to DS3 UNE IOF.	X		X					X		
50	DS1 UNE loop MUXed to DS3 and cross connected to CoLo.	X		X					X		
51	DS1 loop cross-connected to CoLo, MUXed to DS3, cross-connected in BA-NY SWC to DS3 UNE IOF.	X		X					X		
52	DS1 trunk from CLEC CO to BA-NY Access Tandem			X					X		
53	DS3 UNE IOF from CLEC to BA-NY SWC.	X		X					X		
54	Migrate "as is" 10 DID, 10 DOD, 4 two-way PBX trunks.	X		X				X	X		
55	Add 10 new DOD trunks to support telemarketing campaign to Scenario 54 customer.	X		X				X	X		
56	Arrange 20 DID trunks into 2 pick-up groups.	X		X					X		
57	Convert 75 PBX trunks to UNE loops, cross connect at CLEC CoLo for connection to CLEC Centrex.	X		X					X		
58	Migrate "as is" 4 ISDN lines	X	X		X				X		

59	Convert resale/platform lines to unbundled loops.	X	X		X				X		

Scenario Number	ScenarioTitle	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
60	Convert 8 Ba-NY ISDN lines to 2-wire digital loops for cross connection to CLEC CoLo ADSL modems	X		X					X		
61	A CLEC has a re-sold Centrex Customer, and buys 3-way calling to be added to 40 stations.	X	X	X	X				X		
62	A CLEC buys 8 existing DS1s for transfer and connection to CLEC CoLo as UNE 4W digital loops.	X		X					X		
63	A CLEC buys 20 new Centrex stations connected to the customer via the CLEC colo and CLEC facility.	X		X	X			X	X		
64	Centrex customer orders a new caption listing.	X	X		X						
65	Custome 800 with 2 lines serving each of 10 locations.	X		X	X	X	X	X	X		
66	Customer changes complex caption listing.	X	X		X						
67	Convert BA-NY 4-wire digital loops to UNE loops cross-connected to CLEC CoLO	X		X	X				X		

68	A CLEC orders access from the CLEC CO to BA-NY LIDB.			X					X		
69	A CLEC orders interconnection from 5 CLEC Central Offices to BA-NY "Custom 800" SCP			X					X		
70	A portion of a customer's existing BA-NY service is converted to a CLEC using EEL.	X	X		X				X		
71	A CLEC orders a CoLo mini-cage.			X					X		

Scenario Number	ScenarioTitle	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
72	A CLEC orders a virtual CoLo.			X					X		
73	CLEC orders dedicated DS1 trunk port with dedicated DS1 IOF ordered as a new UNE combination.			X					X		
74	A CLEC orders 10 new DS1s for interconnection trunks from BA-NY CO to CLEC CO.			X					X		
75	A CLEC customer buys 20 existing line ports for cross connection to CLEC facility at CLEC CoLo.	X	X	X	X				X		
76	Obtain Customer Service Record	X	X		X	X			X		

77	TN Inquiry	X	X	X	X
78	TN Reservation	X	X	X	X
79	Feature Availability Inquiry	X	X	X	X
80	Due Date Selection	X	X	X	X
81	Address Validation	X	X	X	X
82	DID Number Block Availability	X	X	X	X
83	DID Trunk Inquiry	X	X	X	X

Scenario Number	ScenarioTitle	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
84	Available PIC Inquiry	X	X		X	X					
85	A business customer's new service is provided by the CLEC using EEL.	X	X		X				X		
86	Resale POTS customer cannot originate or receive calls on CLEC line.									X	X
87	Customer cannot receive or originate calls									X	X
88	Business customer reports failure of one of four 4-wire UNE digital loops									X	X
89	Repeat Dialing ceases to work for customer with Phonesmart package									X	X
90	A large business customer reports outage on DS1 UNE loop MUXed to DS3 UNE IOF									X	X
91	CLEC buys six new 4-wire digital DS1 UNE loops for a medium-sized ISP in NYC	X	X	X	X				X		
92	A CLEC buys 25 new 2-wire analog loops for a branch of a national company.	X	X	X	X	X	X		X		
93	Small business customer migrates to CLEC, served by CLEC	X	X		X	X	X		X	X	X

	switch and 4 UNE loops, keeps 4 TNs - LNP.										
94	Small business customer migrates to CLEC, served by CLEC switch and 4 UNE loops, keeps 4 TNs - INP.	X	X		X	X	X		X	X	X
95	Small business customer converts from Interim Number Portability to Long Term Number Portability	X	X	X	X						

Scenario Number	Scenario Title	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
96	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs - LNP.	X	X		X	X	X		X		
97	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs.	X	X		X	X	X		X		
98	Residential customer converts from Interim Number Portability to Long Term Number Portability	X		X	X						
99	CLEC Resale customer finds that call waiting no longer works.									X	X
100	Small CLEC business customer served by CLEC switch and 4 UNE can not receive calls.									X	X
101	Small business customer served by CLEC via UNE Loops, with LNP, can originate calls but cannot receive calls on one line.									X	X
102	Small business customer disconnects part of their UNE loops.	X	X		X						
103	Customer with 2 lines requests a telephone number change on the auxillary line.	X	X		X				X		
104	Customer with 2 lines requests a telephone number on the BA-NY BTN.	X	X		X				X		

105	Customer with a resold line changes their class-of-service.	X	X		X	X	X	X	X		
106	Business customer reports failure of one of four 4-wire DS1 UNE digital loops									X	X
107	CLEC customer disconnects their Centrex service.	X	X		X			X			

Scenario Number	Scenario Title	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
108	Resale POTS customer reports noisy line and cross-talk to CLEC									X	X
109	Small business customer on CLEC UNE Platform reports NDT on one of his three lines								X	X	X
110	Order completed but feature was not properly activated.									X	X
111	ISDN Customer cannot transfer packet data among his lines.								X	X	X
112	CLEC issues a request for Trouble History on four lines for a small business customer served by UNE-P.									X	
113	CLEC residential customer reports NDT on his two lines.									X	X
114	CLEC ISDN customer reports can't call out on second line.									X	X
115	Business customer reports failure on one of three 4-wire DSO UNE premium loops (simulation only - no fault created).									X	X
116	CLEC purchases and resells digital private line services to one of its existing small business customers.	X	X		X						
117	CLEC adds lines to an existing customer.	X	X		X				X		
118	CLEC customer disconnects some of its POTS lines.	X	X		X	X	X		X		

119	Existing CLEC customer adds POTS lines.	X	X		X	X	X	X	X

Scenario Number	ScenarioTitle	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
120	CLEC customer disconnects all ISDN BRI lines.	X	X		X				X		
121	CLEC customer moves its ISDN BRI line.	X	X		X				X		
122	CLEC customer adds an ISDN BRI line.	X	X		X						
123	Migration "as is" of BA-NY customer ISDN PRI line to CLEC.	X	X		X				X		
124	CLEC customer disconnects an ISDN PRI line.	X	X		X				X		
125	CLEC customer adds a new leg to mulit-point circuit.	X	X		X				X		
126	CLEC customer disconnects a private line circuit.	X	X		X				X		
127	Migration of BA-NY customer's POTS UNE loops - without NP	X	X		X	X	X		X		
128	CLEC customer moves UNE - analog loop	X	X		X				X		
129	CLEC customer adds new digital loops.	X	X		X	X	X		X		
130	Migrate customer to CLEC using EEL.	X	X		X				X		
131	CLEC customer to disconnect service provided via EEL.	X	X		X				X		

Scenario Number	ScenarioTitle	Pop1	Pop2	Pop3	Pop5	Pop6	Pop7	Big6	Big7	MCR1	MCR2
132	Medium CLEC ISP customer disconnects 2 of 8 4-wire digital DS1 UNE loops.	X	X	X		X					
133	CLEC customer experiences trouble on one of his private lines provided in part by an ILEC 4-wire DSO digital loop.									X	X

B. 3 Test Scenario / Bell Atlantic Product Family Cross-Reference

Product Family	Scenario #	Scenario Title
POTS		
	1	Migration "as is" of BA-NY small business customer to CLEC UNE platform.
	2	Migration "as is" of BA-NY residential customer to CLEC UNE platform.
	3	Partial Migration of BA-NY residential customer's line to CLEC resale/UNE Platform.
	4	A new small business customer orders service from a CLEC with dispatch required.
	5	A new residential customer orders service from a CLEC with dispatch required.
	6	Migration with change of a BA-NY small business customer to CLE UNE Platform.
	7	A CLEC's existing small business customer moves.
	8	Add a feature to CLEC's small business customer.
	9	Disconnection of CLEC small business customer migrating back to Bell Atlantic.
	10	Migrate CLEC resale small business customer to CLEC UNE Platform.
	11	Change PIC.
	12	Small business adds 3 lines to existing 3 line hunt group with due date change.
	13	Disconnection of CLEC small business customer.
	14	Add features to CLEC's residential customer.

Product Family	Scenario #	Scenario Title
	16	Migration "as specified" of BA-NY residential customer to CLEC UNE Platform.
	17	Migration "as specified" of BA-NY small business customer to CLEC UNE Platform.
	22	An existing CLEC residential customer moves.
	23	Order for a residential line with a directory listings.
	24	Order for a residential line with a directory listing with an existing telephone number.
	25	Seasonal suspension/restoration of service for a CLEC residential customer.
	26	Change telephone number of a CLEC residential customer.
	27	Change directory listing of a CLEC's residential customer.
	29	Move of residence service within the same building.
	31	Migration "as specified" of BA-NY residential customer to CLEC residential POTS with an unlisted number.
	32	Add hunting to CLEC's small business customer line.
	33	Migration "as is" of BA-NY residential customer to CLEC residential POTS with unlisted number.
	34	Migration "as is" of BA-NY residential customer to CLEC residential POTS with an unlisted number.
	35	Migration "as is" of a reseller residential customer to a CLEC.
	36	Migration "as is" of BA-NY small business customer to resale.
	37	Migration with changes of BA-NY small business customer to resale.

Product Family	Scenario #	Scenario Title
	38	Migration "as specified" of BA-NY small business customer's lines with a change to hunt groups.
	45	Migration "as is" of 10 business lines.
	46	A small business moves 4 resale lines across the street.
	59	Convert resale/platform lines to unbundled loops.
	65	Custom 800 with 2 lines serving each of 10 locations.
	86	Resale POTS customer cannot originate or receive calls on CLEC line.
	87	Customer cannot receive or originate calls
	89	Repeat Dialing ceases to work for customer with Phonesmart package
	99	CLEC Resale customer finds that call waiting no longer works.
	103	Customer with 2 lines requests a telephone number change on the auxillary line.
	104	Customer with 2 lines requests a telephone number on the BA-NY BTN.
	105	Customer with a resold line changes their class-of-service.
	108	Resale POTS customer reports noisy line and cross-talk to CLEC
	109	Small business customer on CLEC UNE Platform reports NDT on one of his three lines
	112	CLEC issues a request for Trouble History on four lines for a small business customer served by UNE-P.
	113	CLEC residential customer reports NDT on his two lines.

Product Family	Scenario #	Scenario Title
	118	CLEC customer disconnects some of its POTS lines.
	119	Existing CLEC customer adds POTS lines.
CENTREX		
	19	Migration "as is" of BA-NY medium business customer's digital Centrex to CLEC.
	20	Add line with features to Scenario 19 customer.
	21	Second order for Scenario 19 customer -- Five of 11 lines in hunt group.
	42	Migration "as is" of 50 BA-NY Centrex stations for CLEC Centrex resale.
	43	Migration 20 out of 60 BA-NY Centrex stations for CLEC Centrex resale.
	44	Add pick-up group to existing re-sold Centrex.
	61	A CLEC has a re-sold Centrex Customer, and buys 3-way calling to be added to 40 stations.
	107	CLEC customer disconnects their Centrex service.
	110	Order completed but feature was not properly activated.
Private Line		
	116	CLEC purchases and resells digital private line services to one of its existing small business customers.
	125	CLEC customer adds a new leg to mulit-point circuit.
	126	CLEC customer disconnects a private line circuit.
PBX Trunks		
	54	Migrate "as is" 10 DID, 10 DOD, 4 two-way PBX trunks.

Product Family	Scenario #	Scenario Title
	55	Add 10 new DOD trunks to support telemarketing campaign to Scenario 54 customer.
	56	Arrange 20 DID trunks into 2 pick-up groups.
ISDN - Basic		
	15	Migration "as is" of BA-NY small business customer's ISDN line and business line to CLEC.
	18	Migration "as specified" of BA-NY small business customer's ISDN line(s) to CLEC UNE Platform.
	28	Resale of an ISDN basic line to CLEC's residential customer.
	30	Change CLEC residential customer's line from POTS to ISDN.
	58	Migrate "as is" 4 ISDN lines
	120	CLEC customer disconnects all ISDN BRI lines.
	121	CLEC customer moves its ISDN BRI line.
	122	CLEC customer adds an ISDN BRI line.
ISDN - Premium		
	111	ISDN Customer cannot transfer packet data among his lines.
UNE - Loop Analog		
	92	A CLEC buys 25 new 2-wire analog loops for a branch of a national company.
	93	Small business customer migrates to CLEC, served by CLEC switch and 4 UNE loops, keeps 4 TNs - LNP.
	94	Small business customer migrates to CLEC, served by CLEC switch and 4 UNE loops, keeps 4 TNs - INP.
	95	Small business customer converts from Interim Number Portability to Long Term Number Portability

Product Family	Scenario #	Scenario Title
	96	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs - LNP.
	97	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs.
	98	Residential customer converts from Interim Number Portability to Long Term Number Portability
	100	Small CLEC business customer served by CLEC switch and 4 UNE can not receive calls.
	101	Small business customer served by CLEC via UNE Loops, with LNP, can originate calls but cannot receive calls on one line.
	102	Small business customer disconnects part of their UNE loops.
	114	CLEC ISDN customer reports can't call out on second line.
	127	Migration of BA-NY customer's POTS UNE loops - without NP
	128	CLEC customer moves UNE - analog loop
UNE - Loop Digital		
	41	Convert four BA-NY DS1s to UNE loops cross-connected to CLEC CoLo
	57	Convert 75 PBX trunks to UNE loops, cross connect at CLEC CoLo for connection to CLEC Centrex.
	60	Convert 8 Ba-NY ISDN lines to 2-wire digital loops for cross connection to CLEC CoLo ADSL modems
	62	A CLEC buys 8 existing DS1s for transfer and connection to CLEC CoLo as UNE 4W digital loops.
	88	Business customer reports failure of one of four 4-wire UNE digital loops
	115	Business customer reports failure on one of three4-wire DSO UNE premium loops (simulation only - no fault created).
	129	CLEC customer adds new digital loops.

Product Family	Scenario #	Scenario Title
UNE - Loop DS1 / DS3		
	39	Migration of CLEC large business customer with a DS1 circuit to CLEC designed services.
	40	Migration "as is" of BA-NY large business customer with a DS1/DS3 circuit and 3/1 Multiplexor to UNE Loop and UNE IOF.
	47	23 Special Access DS1s with 3/1 Mux to DS3 converted to UNE Loop and UNE IOF
	48	16 Special Access DS1s converted to UNE Loop and UNE IOF
	49	DS1 UNE loop MUXd to DS3 UNE IOF.
	50	DS1 UNE loop MUXed to DS3 and cross connected to CoLO.
	51	DS1 loop cross-connected to CoLo, MUXed to DS3,cross-connected in BA-NY SWC to DS3 UNE IOF.
	67	Convert BA-NY 4-wire digital loops to UNE loops cross-connected to CLEC CoLO
	90	A large business customer reports outage on DS1 UNE loop MUXed to DS3 UNE IOF
	91	CLEC buys six new 4-wire digital DS1 UNE loops for a medium-sized ISP in NYC
	106	Business customer reports failure of one of four 4-wire DS1 UNE digital loops
	132	Medium CLEC ISP customer disconnects 2 of 8 4-wire digital DS1 UNE loops.
UNE - Non-Loop		
	63	A CLEC buys 20 new Centrex stations connected to the customer via the CLEC colo and CLEC facility.
	75	A CLEC customer buys 20 existing line ports for cross connection to CLEC facility at CLEC CoLo.
Colo		
	71	A CLEC orders a CoLo mini-cage.

Product Family	Scenario #	Scenario Title
	72	A CLEC orders a virtual CoLo.
EEL		
	70	A portion of a customer's existing BA-NY service is converted to a CLEC using EEL.
	85	A business customer's new service is provided by the CLEC using EEL.
	117	CLEC adds lines to an existing customer.
	130	Migrate customer to CLEC using EEL.
	131	CLEC customer to disconnect service provided via EEL.
Interconnect		
	52	DS1 trunk from CLEC CO to BA-NY Access Tandem
	53	DS3 UNE IOF from CLEC to BA-NY SWC.
	68	A CLEC orders access from the CLEC CO to BA-NY LIDB.
	69	A CLEC orders interconnection from 5 CLEC Central Offices to BA-NY "Custom 800" SCP
	73	CLEC orders dedicated DS1 trunk port with dedicated DS1 IOF ordered as a new UNE combination.
	74	A CLEC orders 10 new DS1s for interconnection trunks from BA-NY CO to CLEC CO.
ISDN - Primary		
	123	Migration "as is" of BA-NY customer ISDN PRI line to CLEC.
	124	CLEC customer disconnects an ISDN PRI line.

Product Family	Scenario #	Scenario Title
	64	Centrex customer orders a new caption listing.
CENTREX & POTS	66	Customer changes complex caption listing.

B. 4 Test Scenario / Delivery Method Cross Reference

Delivery Method	Scenario #	Scenario Title
Resale		
	19	Migration "as is" of BA-NY medium business customer's digital Centrex to CLEC.
	20	Order Supplement: Add line with features in Scenario 19.
	21	Second Supplement to 19--Five of 11 lines in hunt group.
	22	An existing CLEC residential customer moves.
	23	Order for a residential line with a directory listing with a new billing telephone number.
	24	Order for a residential line with a directory listing with an existing telephone number.
	25	Seasonal suspension/restoration of service for a CLEC residential customer.
	26	Change telephone number of a CLEC residential customer.
	28	Resale of an ISDN basic line to CLEC's residential customer.
	30	Change CLEC residential customer's line from POTS to ISDN.
	31	Migration "as specified" of BA-NY residential customer to CLEC residential POTS with an unlisted number.
	32	Add hunting to CLEC's small business customer line.
	33	Migration "as is" of BA-NY residential customer to CLEC residential POTS with unlisted number.

Delivery Method	Scenario #	Scenario Title
	34	Migration "as is" of BA-NY residential customer to CLEC residential POTS with an unlisted number, calling card, and optional maintenance plan.
	35	Migration "as is" of a reseller residential customer to a CLEC.
	36	Migration "as is" of BA-NY small business customer to resale.
	37	Migration with changes of BA-NY small business customer to resale.
	38	Migration "as specified" of BA-NY small business customer's lines with a change to hunt groups.
	42	Migration "as is" of 50 BA-NY Centrex stations for CLEC Centrex resale.
	43	Migration 20 out of 60 BA-NY Centrex stations for CLEC Centrex resale.
	44	Add pick-up group to existing re-sold Centrex.
	45	Migration "as is" of 10 business lines.
	46	A small business moves 4 resale lines across the street.
	54	Migrate "as is" 20 DID, 20 DOD, 10 two-way PBX trunks(resale)
	55	25 new DOD trunks to support telemarketing campaign.
	56	Arrange 20 DID trunks into 2 pick-up groups (new order related to 54 above)
	58	Migrate "as is" 4 ISDN lines
	61	A CLEC has a re-sold Centrex Customer, and buys 3-way calling to be added to 40 stations.

Delivery Method	Scenario #	Scenario Title
	65	Custome 800 with 2 lines serving each of 10 locations.
	86	Resale POTS customer cannot originate or receive calls on CLEC line.
	99	CLEC Resale customer finds that call waiting no longer works.
	103	Customer with 2 lines requests a telephone number change on the auxillary line.
	105	Customer with a resold line changes their class-of-service.
	108	Resale POTS customer reports noisy line and cross-talk to CLEC
	110	Pick-up group order on existing re-sold Centrex did not process correctly.
	111	Customer with 4 ISDN lines reports he is unable to send packet data over the "D" channel between lines.
	113	CLEC residential customer reports NDT on both of his lines.
	116	CLEC purchases and resells digital private line services to one of its existing small business customers.
UNE-Platform		
	1	Migration "as is" of BA-NY small business customer to CLEC UNE platform
	2	Migration "as is" of BA-NY residential customer to CLEC UNE platform
	4	A new small business customer orders service from a CLEC with dispatch required.
	5	A new residential customer orders service from a CLEC with dispatch required.

Delivery Method	Scenario #	Scenario Title
	6	Migration with change of a BA-NY small business customer to CLE UNE Platform.
	7	A CLEC's existing small business customer moves.
	8	Add a feature to CLEC's small business customer.
	9	Disconnection of CLEC small business customer migrating back to Bell Atlantic.
	11	Order Supplement: Change PIC on Scenario 10.
	12	Small business adds 3 lines to existing 3 line hunt group with due date change.
	13	Disconnection of CLEC small business customer.
	14	Add features to CLEC's residential customer.
	15	Migration "as is" of BA-NY small business customer's ISDN line and business line to CLEC.
	16	Migration "as specified" of BA-NY residential customer to CLEC UNE Platform.
	17	Migration "as specified" of BA-NY small business customer to CLEC UNE Platform.
	87	Customer cannot receive or originate calls
	89	Repeat Dialing ceases to work for customer with Phonesmart package
	109	Small business customer on CLEC UNE Platform reports NDT on one of his three lines
	112	CLEC issues a request for Trouble History on all four lines for a small business customer.

Delivery Method	Scenario #	Scenario Title
UNE		
	39	Migration of CLEC large business customer with a D1 circuit to CLEC designed services.
	40	Migration "as is" of BA-NY large business customer with a DS1/DS3 circuit and 3/1 Multiplexor to UNE Loop and UNE IOF.
	41	Convert four BA-NY DS1s to UNE loops cross-connected to CLEC CoLo
	47	23 Special Access DS1s with 3/1 Mux to DS3 converted to UNE Loop and UNE IOF
	48	16 Special Access DS1s converted to UNE Loop and UNE IOF
	49	DS1 UNE loop MUXd to DS3 UNE IOF.
	50	DS1 UNE loop MUXd to DS3 and cross connected to CoLO
	51	DS1 loop cross-connected to CoLo, MUX to DS3, cross-connected in BA-NY SWC to DS3 UNE IOF.
	53	DS3 UNE IOF from CLEC to BA-NY SWC
	57	Convert 75 PBX trunks to UNE loops, cross connect at CLEC
		CoLo for connection to CLEC Centrex (Follows above progression of scenarios)
	60	Convert 8 Ba-NY (was ADSL) ISDN lines to 2-wire digital loops for cross connection to CLEC CoLo ADSL modems
	62	A CLEC buys 8 existing DS1s for transfer and connection to CLEC CoLo as UNE 4W digital loops.
	63	A CLEC buys 20 new Centrex stations connected to the customer via the CLEC colo and CLEC facility.
	67	Convert BA-NY 4-wire digital loops to UNE loops cross-connected to CLEC CoLO

Delivery Method	Scenario #	Scenario Title
	68	A CLEC orders access from the CLEC CO to BA-NY LIDB.
	69	A CLEC orders interconnection from 5 CLEC Central Offices to BA-NY "Custom 800" SCP
	70	A portion of a customer's existing BA-NY service is converted to a CLEC using EEL.
	71	A CLEC orders a CoLo mini-cage.
	72	A CLEC orders a virtual CoLo.
	73	CLEC orders dedicated DS1 trunk port with dedicated DS1 IOF ordered as a new UNE combination.
	74	A CLEC orders 10 new DS1s for interconnection trunks from BA-NY CO to CLEC CO.
	75	A CLEC customer buys 20 existing line ports (UNE Platform) for cross connection to CLEC facility at CLEC CoLo.
	88	Business customer reports failure of one of four 4-wire UNE digital loops
	90	A large business customer reports outage on DS1 UNE loop MUXd to DS3 UNE IOF
	91	CLEC buys six new 4-wire digital DS1 UNE loops for a medium-sized ISP in NYC
	92	A CLEC buys 25 new 2-wire analog loops & house cable for an Albany branch of a national company.
	93	Small business customer migrates to CLEC, served by CLEC switch and 4 UNE loops, keeps 4 TNs.
	94	Small business customer migrates to CLEC, served by CLEC switch and 4 UNE loops, keeps 4 TNs

95	Small business customer converts from Interim Number Portability to Long Term Number Portability

Delivery Method	Scenario #	Scenario Title
	96	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs.
	97	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs.
	98	Residential customer converts from Interim Number Portability to Long Term Number Portability
	100	Small CLEC business customer, served by CLEC switch and 4 UNE cannot originate or receive calls.
	101	Small business customer served by CLEC via UNE Loops, with LNP, can originate calls but cannot receive calls on one line.
	102	Small business customer changes ported telephone number.
	106	Business customer reports failure of one of four 4-wire DS1 UNE digital loops
	107	CLEC buts three new 4-wire digital DS0 loops to provide private line services for an existing CLEC customer
	114	CLEC ISDN customer served by BA-NY line port reports that calls cannot be originated on his second line
	115	Business customer reports high bit-error-rates on three 4-wire DS0 UNE digital loops.
Resale & Platform		
	3	Partial Migration of BA-NY residential customer's line to CLEC resale/UNE Platform
	27	Change directory listing of a CLEC's residential customer.
	29	Move of residence service within the same building.
	64	Centrex customer orders a new caption listing.

Delivery Method	Scenario #	Scenario Title
	66	Customer changes complex caption listing.
	104	Customer with 2 lines requests a telephone number on the BA-NY BTN.
Resale to UNE Platform		
	10	Migrate CLEC resale small business customer to CLEC UNE Platform.
	18	Migration "as specified" of BA-NY small business customer's ISDN line(s) to CLEC UNE Platform.
Resale to UNE		
	59	Convert resale/platform lines to unbundled loops.

B. 5 Test Scenario / Order Type Cross Reference

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
1	Migration "as is" of BA-NY small business customer to CLEC UNE platform.		X						
2	Migration "as is" of BA-NY residential customer to CLEC UNE platform.		X	X					
3	Partial Migration of BA-NY residential customer's line to CLEC resale/UNE Platform.				X				
4	A new small business customer orders service from a CLEC with dispatch required.	X							
5	A new residential customer orders service from a CLEC with dispatch required.	X							
6	Migration with change of a BA-NY small business customer to				X				

CLE UNE Platform.

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
7	A CLEC's existing small business customer moves.						X		
8	Add a feature to CLEC's small business customer.				X				
9	Disconnection of CLEC small business customer migrating back to Bell Atlantic.					X			
10	Migrate CLEC resale small business customer to CLEC UNE Platform.								
11	Change PIC.				X				
12	Small business adds 3 lines to existing 3 line hunt group with due date change.	X		X	X				
13	Disconnection of CLEC small business customer.					X			

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	Mov
14	Add features to CLEC's residential customer.				X				
15	Migration "as is" of BA-NY small business customer's ISDN line and business line to CLEC.		X						
16	Migration "as specified" of BA-NY residential customer to CLEC UNE Platform.			X					
17	Migration "as specified" of BA-NY small business customer to CLEC UNE Platform.			X					
18	Migration "as specified" of BA-NY small business customer's ISDN line(s) to CLEC UNE Platform.			X					
19	Migration "as is" of BA-NY medium business customer's digital Centrex to CLEC.		X						

Scenario#	ScenarioTitle	New	MigAsIsMigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
20	Add line with features to Scenario 19 customer.	X						
21	Second order for Scenario 19 customer -- Five of 11 lines in hunt group.			X				
22	An existing CLEC residential customer moves.					X		
23	Order for a residential line with a directory listings.	X						
24	Order for a residential line with a directory listing with an existing telephone number.		X					
25	Seasonal suspension/restoration of service for a CLEC residential customer.						X	X
26	Change telephone number of a CLEC residential customer.							

Scenario# ScenarioTitle New MigAsIsMigAsIsWChgs MigWChgs Chgs Disconn MoveIn MoveOut

27	Change directory listing of a CLEC's residential customer.				X				
28	Resale of an ISDN basic line to CLEC's residential customer.	X							
29	Move of residence service within the same building.					X			
30	Change CLEC residential customer's line from POTS to ISDN.				X				
31	Migration "as specified" of BA-NY residential customer to CLEC residential POTS with an unlisted number.			X					
32	Add hunting to CLEC's small business customer line.				X				

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
33	Migration "as is" of BA-NY residential customer to CLEC residential POTS with		X						

	unlisted number.								
34	Migration "as is" of BA-NY residential customer to CLEC residential POTS with an unlisted number.		X						
35	Migration "as is" of a reseller residential customer to a CLEC.		X						
36	Migration "as is" of BA-NY small business customer to resale.		X						
37	Migration with changes of BA-NY small business customer to resale.				X				
38	Migration "as specified" of BA-NY small business customer's lines with a change to hunt groups.				X				
39	Migration of CLEC large business customer with a DS1 circuit to CLEC designed services.				X				
Scenario#	**ScenarioTitle**	**New**	**MigAsIs**	**MigAsIsWChgs**		**MigWChgs**	**Chgs**	**Disconn**	**MoveIn**	**MoveOut**
40	Migration "as is" of BA-NY large business customer with a		X							

	DS1/DS3 circuit and 3/1 Multiplexor to UNE Loop								
41	Convert four BA-NY DS1s to UNE loops cross-connected to CLEC CoLo			X					
42	Migration "as is" of 50 BA-NY Centrex stations for CLEC Centrex resale.		X						
43	Migration 20 out of 6 BA-NY Centrex stations for CLEC Centrex resale.		X						
44	Add pick-up group to existing re-sold Centrex.				X				
45	Migration "as is" of 10 business lines.	X							

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
46	A small business moves 4 resale lines across the street.						X		
47	23 Special Access DS1s with 3/1 Mux to DS3 converted to UNE			X					

	Loop and UNE IOF								
48	16 Special Access DS1s converted to UNE Loop and UNE IOF				X				
49	DS1 UNE loop MUXd to DS3 UNE IOF.	X							
50	DS1 UNE loop MUXed to DS3 and cross connected to CoLO.	X							
51	DS1 loop cross-connected to CoLo, MUXed to DS3, cross-connected in BA-NY SWC to DS3	X							
52	DS1 trunk from CLEC CO to BA-NY Access Tandem	X							
Scenario#	**ScenarioTitle**	**New**	**MigAsIs**	**MigAsIsWChgs**	**MigWChgs**	**Chgs**	**Disconn**	**MoveIn**	**MoveOut**
53	DS3 UNE IOF from CLEC to BA-NY SWC.	X							
54	Migrate "as is" 10 DID, 10 DOD, 4 two-way PBX trunks.		X						
55	Add 10 new DOD trunks	X							

	to support telemarketing campaign to Scenario 54 customer.								
56	Arrange 20 DID trunks into 2 pick-up groups.				X				
57	Convert 75 PBX trunks to UNE loops, cross connect at CLEC CoLo for connection to CLEC Centrex.								
58	Migrate "as is" 4 ISDN lines		X						
59	Convert resale/platform lines to unbundled loops.								
60	Convert 8 Ba-NY ISDN lines to 2-wire digital loops for cross connection to CLEC CoLo ADSL modems			X					
61	A CLEC has a re-sold Centrex Customer, and buys 3-way calling to be added to 40 stations.				X				

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut

62	A CLEC buys 8 existing DS1s for transfer and connection to CLEC CoLo as UNE 4W digital loops.	X						
63	A CLEC buys 20 new Centrex stations connected to the customer via the CLEC colo and CLEC facility.	X						
64	Centrex customer orders a new caption listing.			X				
65	Custome 800 with 2 lines serving each of 10 locations.	X						
66	Customer changes complex caption listing.			X				
67	Convert BA-NY 4-wire digital loops to UNE loops cross-connected to CLEC CoLO							
68	A CLEC orders access							

	from the CLEC CO to BA-NY LIDB.		
7	A portion of a customer's existing BA-NY service is converted to a CLEC using EEL.		X
75	A CLEC customer buys 20 existing line ports for cross connection to CLEC facility at CLEC CoLo.	X	
85	A business customer's new service is provided by the CLEC using EEL.	X	

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
91	CLEC buys six new 4-wire digital DS1 UNE loops for a medium-sized ISP in NYC	X							
92	A CLEC buys 25 new 2-wire analog loops for a branch of a national company.	X							
93	Small business customer migrates to CLEC, served by CLEC switch and 4 UNE loops, keeps 4 TNs -			X					
94	Small business customer migrates to CLEC, served by CLEC switch and 4 UNE loops, keeps 4 TNs -			X					
95	Small business customer converts from Interim Number Portability to Long Term Number Portability				X				
96	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs - LNP.			X					

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	Mov
97	Residential customer migrates to CLEC, served by CLEC switch and 2 UNE loops, keeps 2 TNs.			X					
98	Residential customer converts from Interim Number Portability to Long Term Number Portability				X				
102	Small business customer disconnects part of their UNE loops.					X			
103	Customer with 2 lines requests a telephone number change on the auxillary line.								
104	Customer with 2 lines requests a telephone number on the BA-NY BTN.								
105	Customer with a resold line changes their class-of-service.				X				

Scenario#	ScenarioTitle	New	MigAsIsMigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
107	CLEC customer Centrex service.			X				
116	CLEC purchases and resells digital private line services to one of its existing small business customers.	X						
117	CLEC adds lines to an existing customer.	X						
118	CLEC customer disconnects some of its POTS lines.			X				
119	Existing CLEC customer adds POTS lines.	X						
12	CLEC customer disconnects all ISDN BRI lines.			X				
121	CLEC customer moves its ISDN BRI line.					X		

Scenario#	ScenarioTitle	New	MigAsIsMigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
122	CLEC customer adds an ISDN BRI line.	X						

123	Migration "as is" of BA-NY customer ISDN PRI line to CLEC.	X			
124	CLEC customer disconnects an ISDN PRI line.			X	
125	CLEC customer adds a new leg to mulit-point circuit.		X		
126	CLEC customer disconnects a private line circuit.			X	
128	CLEC customer moves UNE - analog loop				X
129	CLEC customer adds new digital loops.	X			

Scenario#	ScenarioTitle	New	MigAsIs	MigAsIsWChgs	MigWChgs	Chgs	Disconn	MoveIn	MoveOut
130	Migrate customer to CLEC using EEL.								
131	CLEC customer to disconnect service provided via EEL.				X				
132	Medium CLEC ISP customer disconnects 2 of 8 4-wire digital DS1 UNE loops.				X				
133	CLEC customer experiences trouble on one of his private lines provided in part by an ILEC 4-wire DSO digital loop.								

Appendix C. Normal and Peak Volume Test Section

A. Purpose

This section defines the volumes required to evaluate the systems, processes and other operational elements associated with Bell Atlantic's support of the competitive market. The purpose of these volume tests is to evaluate Bell Atlantic's ability to process representative future wholesale transaction volumes to support competitors' entry into the market. These tests are performed at both peak and normal volumes. In addition, stress or capacity tests may be performed to test overall system capacity on selected transactions.

B. Organization

Volume data is provided in five generic areas. These areas are:

- Expected Normal and Peak Volumes
- Volumes by Service and Order Type
- Pre-Order by Service and Order Type
- Order Confirmation by Service and Order Type
- Gross Trouble Reports

This volume data will be used as the basis for developing normal and peak volumes for each test case. A final determination of stress load test volumes, if such determination is appropriate, has not been made.

C. Scope

Scope is defined within each appropriate domain section. Statistical analysis of volume data will be performed in accordance with the statistical principles developed during the collaborative process and described in Appendix D of this document.

D. Data Development

Overall normal daily test volumes were developed through a synthesis of information obtained from Bell Atlantic and various CLEC participants. KPMG solicited CLEC forecast data independently. Items reviewed included:

- Bell Atlantic New York Demand Forecasts for 1998 and 1999
- Bell Atlantic In-Service Actuals and Forecasts

- CLEC Service Forecast Data Compiled by Bell Atlantic
- Historic CLEC OSS Usage Data
- Bell Atlantic CLEC Transaction Actuals as of December 1997
- Resale Services Activity Reports
- Case Studies of Market Share Changes in related Markets
- CLEC Provided Forecasts provided to KPMG

Normal Daily Volumes were calculated based on an estimate of market share captured by the CLECs during 1999 and the expected run rate in December, 1999. KPMG estimated that in December, 1999, CLECs would expect to gain lineshare at a 4.5 % annual rate (resulting in over 540,000 lines gained during 1999). The normal volume test will simulate 1.3 million orders processed annually by Bell Atlantic's OSSs. Other underlying assumptions used in the calculation include:

- 1.4 Orders/Net Line Added
- 1.2 Lines/Order
- 30% Order Volume from non-NY, BA - North states
- .6 Change/Disconnect/Move Orders per New Line Added

Peak Volumes are assumed to be 150% of normal volumes.

Orders by service were developed using Bell Atlantic's forecast of competitive lines viewed by service and order type. KPMG developed a proportion for each service and order type based on forecasted net adds during 1999, then extended the normal daily volume figure by that proportion to determine the daily volume by service and order type. The daily order volume of supplements and order changes/disconnects and moves were calculated by applying historic factors to daily volumes by service and order type.

Pre-order information was derived from the March, 1998, Bell Atlantic actuals by pre- order type as a percent of order volume. Daily volume by order/service was extended by the appropriate factor. Order Confirmation data was derived from Bell Atlantic's December, 1997, actuals and calculated using the same methododology as pre-order.

Gross Trouble Report rates were derived from January, 1998, Bell Atlantic actuals. Report rates were applied to the anticipated embedded base in December, 1999, and include initial and subsequent troubles.

The following table represents daily normal volumes for the test. A peak test will be performed at 150% of these volumes.

	Daily Pre-Order Volumes (10,887 per day)				Daily Order Volumes (5,271 per day)		
	Address Validation	Reserve TN	Due Date Validation	CSR	Daily Orders	Daily Supps	Daily Changes
RESALE							
Residence POTS	17	34	2	530	179	20	108
Business POTS	53	115	6	1,655	560	62	336
Centrex	3	7	1	116	36	4	22
BR ISDN	1	2	1	13	4	0	3
PR ISDN	1	1	1	4	1	0	1
Private Line	1	3	1	40	13	1	8
PAL Line	2	4	1	63	21	2	13
Total Resale	**80**	**165**	**14**	**2,421**	**815**	**91**	**491**
UNE							
Analog Loops	7	14	2	222	85	8	35
Analog Loops	2	2	1	26	10	1	4
Digital Loops	2	1	1	19	15	1	6
DS1 Loop	1	3	1	44	15	2	6
DS3 Loop	1	1	1	7	2	0	1
Expanded Extended Loop	45	88	5	1,391	646	52	100
Total UNE	**58**	**110**	**11**	**1,709**	**737**	**64**	**152**
UNE-P							
Residence POTS	33	66	4	1,137	351	39	211
Bus POTS	139	275	15	4,325	1,463	163	879
ISDN - BRI Res	4	8	1	119	40	4	24
ISDN - BRI Bus	6	12	2	172	58	6	35
Total UNE-P	**182**	**361**	**22**	**5,754**	**1,562**	**174**	**1,149**

GROSS TROUBLES REPORTS (Normal Day, Normal Load)	
Initial Daily	878
Subsequent Daily	66
Total	**944**

Appendix D: Statistical Approach

A. Overview

The Phase 2 test will rely on generally accepted statistical methods to conduct analysis and render conclusions about BA-NY performance. Each test will define the data population to be observed, the measurements to be taken, and the statistical tests to be used. Data will be normalized, tabulated, and archived in a way that allows verification of test results and re-analysis of data using additional statistical methods, if appropriate.

B. Measures

The measures (metrics and their associated norms/standards) that will serve as parameters for testing are presented in Appendix E. Many of these measures are defined in detail in the Interim Guidelines for Carrier to Carrier Performance Standards and Reports, Trial Period, January-February 1998. For example, the standard for average response time for Customer Service Records as defined in the Interim Guidelines is "Parity with Retail plus not more than 4 seconds". In cases where a metric and/or a standard does not exist or the Phase 2 Test Manager determines that the standard provides a competitive advantage to either BA-NY or the CLECs, the Phase 2 Test Manager will make recommendations of a new standard to the NY-PSC.

C. Sampling

In instances where sampling is used, sampling will be designed so that samples are sufficiently representative of populations with respect to the measures being studied to ensure that the resulting statistical inferences made about populations are valid. For most tests, simple random sampling will be utilized.

D. Hypothesis Testing

The Phase 2 test will employ a hypothesis testing approach to frame the analysis of test results. Using this approach, statistics will be calculated and analyzed to determine whether or not to reject a null hypothesis. Evidence provided by the calculated statistics must be sufficiently strong to reject a null hypothesis. For example, a null hypothesis can be postulated so that, for a given measure, it is assumed that parity exists between BA-NY's services to itself and to CLECs. In this example, the null hypothesis would be rejected if the differences in the ILEC and CLEC statistics are considered statistically significant.

E. Non-Parity Tests

Some tests are designed to compare a performance parameter to a pre-determined, independent standard (e.g., 4 second response time). In these situations, estimation techniques will be utilized to make inductive inferences. Results will be expressed in terms of a range of values associated with a 95 percent confidence interval. Under valid test conditions, the standard will be considered met if it is equal to or better than the computed range of results.

For example, a test is design to monitor 100 transactions for system response time. The average system response time calculated as a result of testing is 4.12 seconds plus/minus .23 seconds (95% confidence interval). If the system response time standard is 4 seconds, this figure is within range for the test results, and the standard is considered met.

F. Parity Tests

Many of the tests are designed to determine whether parity exists in terms of the services BA-NY provides to itself in comparison to services it provides to CLECs. For these cases, statistics will be calculated to determine whether two samples (i.e., ILEC data points and CLEC data points) can both be regarded as drawn from the same population, thereby showing strong evidence of parity. For those parity tests where sufficiently large samples can be drawn, hypothesis testing will be done by performing a "z-test" to calculate a "z-score." A z-score is a single number which indicates the differences between sample data. A low z-score supports the hypothesis of parity (e.g., both CLEC and ILEC performance are from the same "population" in terms of performance)[1].

G. Other Statistical Tests

There may be instances where estimation techniques or a z-test cannot be utilized (e.g., due to a small sample size). In these situations, other statistical methods will be proposed. For example, for smaller sample sizes, a standard "t-test" or permutation tests may be more appropriate.

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[1] The "Statistical Tests for Local Service Parity" document produced by the Local Competition Users Group includes a discussion of z-tests and z-scores. Unless otherwise specified, 3 will be the critical value used for concluding parity using z-scores; a z-score of 3 or less indicates with 99.7% confidence that two samples came from the same population. In computing z-scores, the larger sample size will be utilized to serve as a predictor of the standard deviation of the parent population; in cases where both sample sizes are the same size, Bell Atlantic data will serve as the estimator of the population standard deviation.

H. Results

Test results will include a summary of the statistics calculated, the hypotheses postulated for the test, and the conclusion(s) drawn based on the statistical results.

Appendix E: Metrics - Quantitative

Note: Interim Guidelines Performance Standards' characterizations take precedent over other sources' descriptions in duplicative cases.

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
Pre-Ordering, Ordering and Provisioning Metrics					
1.	Pre-Ordering	Response Time OSS Interface	Customer Service Record	Parity with BA retail plus not more than 4 seconds	I P
2.	Pre-Ordering	Response Time OSS Interface	Other Pre-Ordering (such as appointment scheduling)	Parity with BA retail plus not more than 4 seconds	I P
3.	Pre-Ordering	Response Time OSS Interface	Due Date Availability	Parity with BA retail plus not more than 4 seconds	I P
4.	Pre-Ordering	Response Time OSS Interface	Address Validation	Parity with BA retail plus not more than 4 seconds	I P
5.	Pre-Ordering	Response Time OSS Interface	Product/Service Availability	Parity with BA retail plus n more than 4 seconds	P
6.	Pre-Ordering	Response Time OSS Interface	Tel. # Availability and Reservation	Parity with BA retail plus not more than 4 seconds	I P
7.	Pre-Ordering	OSS Interface Availability	OSS Interface Availability	No standards presented, phase 2 TBD	I P
8.	Contact Center Availability	Availability of Centers for CLECs (Resale Center and CATC)	Submetric not needed in this case	24 hrs, 7 days a week	I (

[1] Source Abbreviations Key:

IGPS- Interim Guidelines: Carrier to Carrier Performance Standards and Reports, Trial Period, Jan-Dec 1998. These performance standards

have been agreed to by Bell Atlantic - New York in their Pre-filing Statement on April 6, 1998.

SQM- Proposed service quality measures; these measures are listed in Appendix B of the IGPS.

DOJPM- DOJ performance measurements that have been communicated to KPMG.
PMSBC- Performance measurements listed in a letter from DOJ to SBC Communications and determined by KPMG to be relevant to this test.

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
9.	Ordering	Order Confirmation Timeliness	Avg. Order Confirmation Response Time (non-mech < 10 lines)	No standards presented, phase 2 TBD	I (D
10.	Ordering	Order Confirmation Timeliness	% Order Confirmation Response Time within 24 hrs POTS (non-mech < 10 lines)	Within 24 hrs	I (D
11.	Ordering	Order Confirmation Timeliness	% Order Confirmation within 48 hrs Specials (non-mech < 10 lines)	Within 48 hrs	I (D
12.	Ordering	Order Confirmation Timeliness	Avg. Order Confirmation Response Time POTS and Specials (non-mech > 10 lines)	No standards presented, phase 2 TBD	I (D
13.	Ordering	Order Confirmation Timeliness	% Order Confirmation within 72 hrs POTS and Specials (all orders > = 10 lines)	Within 72 hrs	I (D
14.	Ordering	Order Confirmation Timeliness	F. Avg. Order Confirmation Response Time POTS and Specials (mech orders)	No standards presented, phase 2 TBD	I (D
15.	Ordering	Order Confirmation Timeliness	% Order Confirmation within 2 hrs POTS and Specials (mech)	Within 2 hrs	I (D
16.	Ordering	Order Confirmation Timeliness	Avg. Order Confirmation Response Time Interconnection Trunks (all orders)	No standards presented, phase 2 TBD	I (D
17.	Ordering	Order Confirmation Timeliness	% Firm Order Confirmations greater than 10 business days Interconnection Trunks	No standards presented, phase 2 TBD	I (D
18.	Ordering	Order Confirmation Timeliness	Timeliness of Design Layout Record Interconnection Trunks	No standards presented, phase 2 TBD	I (D
19.	Ordering	Order Confirmation Timeliness	Firm Order Confirmation (FOC) Cycle Time	No standards presented, phase 2 TBD	P

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
20.	Ordering	Reject Notice Timeliness	Avg. Reject Response Time POTS and Specials (non-mech > 10 lines)	No standards presented, phase 2 TBD	I D
21.	Ordering	Reject Notice Timeliness	% Rejected within 24 hrs POTS (Non-mech > 10 lines)	90% within 24 hrs	I D
22.	Ordering	Reject Notice Timeliness	Avg. Reject Response Time POTS and Specials (non-mech > 10 lines)	No standards presented, phase 2 TBD	I D
23.	Ordering	Reject Notice Timeliness	% Rejected within 48 hrs (non-mech <10 lines)	90% within 48 hrs	I D
24.	Ordering	Reject Notice Timeliness	Avg. Reject Response Time (mech)	No standards presented, phase 2 TBD	I D
25.	Ordering	Reject Notice Timeliness	% Rejected within 2 hrs POTS and Specials (mech)	90% within 2 hrs	I D
26.	Ordering	Reject Notice Timeliness	% Rejected within 72 hrs POTS and Specials (non-mech > 10 lines)	90% within 72 hrs	I D
27.	Ordering	Reject Notice Timeliness	Avg. Reject Response Time Interconnection Trunks	No standards presented, phase 2 TBD	I D
28.	Ordering	Reject Notice Timeliness	% Rejected greater than 10 business days Interconnection Trunks	No standards presented, phase 2 TBD	I D
29.	Ordering	Reject Notice Timeliness	Rejected Order Cycle Time	No standards presented, phase 2 TBD	P
30.	Ordering	Ordering Quality	% Rejects (all orders)	No standards presented, phase 2 TBD	I D P
31.	Ordering	Ordering OSS Interface Availability	Submetric not needed in this case	No standards presented, phase 2 TBD	I D P
32.	Ordering	Ordering Center Availability	Submetric not needed in this case	No standards presented, phase 2 TBD	I D P
33.	Ordering	Speed of Answer-Ordering Center	Submetric not needed in this case	No standards presented, phase 2 TBD	I D P

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
34.	Ordering	Number of Orders Held Due to Lack of Facilities	Submetric not needed in this case	No standards presented, phase 2 TBD	I D
35.	Ordering	Timeliness of Completion Notification	Avg. Response Time Completion Notification	No standards presented, phase 2 TBD	I
36.	Ordering	Timeliness of Completion Notification	% on Time Completion Notification	95% Next business day by noon or by acceptance at turn-up via serial number	I
37.	Ordering	% Flow Through Orders	% Flow Through	Ordering standards not included in reports: A. Timeliness of positive acknowledgment of valid access service request B. Timeliness of Notice of Jeopardy	I P
38.	Provisioning	Avg. Offered Interval	Avg. Interval Offered- Total-No Dispatch	Parity with BA retail UNE HOT Cuts (with or without INP)	I
39.	Provisioning	Avg. Offered Interval	Avg. Interval Offered- Total-Dispatch	Parity with BA retail	I
40.	Provisioning	Avg. Offered Interval	Avg. Interval Offered (1-5 lines)	Parity with BA retail	I
41.	Provisioning	Avg. Offered Interval	Avg. Interval Offered (6-9 lines)	Parity with BA retail	I
42.	Provisioning	Avg. Offered Interval	Avg. Interval Offered (greater than 10 lines)	Parity with BA retail	I
43.	Provisioning	Avg. Offered Interval	Avg. Interval Offered (DS0)	Parity with BA retail	I
44.	Provisioning	Avg. Offered Interval	Avg. Interval Offered (DS1)	Parity with BA retail	I
45.	Provisioning	Avg. Offered Interval	Avg. Interval Offered (DS3)	Parity with BA retail	I
46.	Provisioning	Avg. Offered Interval	Avg. Interval Offered (total)	Parity with IXC FGD	I
47.	Provisioning	Avg. Completed Interval	Avg. Completed Interval	Parity with BA retail UNE HOT Cuts (with or without INP)	I (P

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
48.	Provisioning	Avg. Completed Interval	% Completed within 1 day	Parity with BA retail UNE HOT Cuts (with or without INP)	I (P
49.	Provisioning	Avg. Completed Interval	% Completed within 2 days	Parity with BA retail UNE HOT Cuts (with or without INP)	I (P
50.	Provisioning	Avg. Completed Interval	% Completed within 3 days	Parity with BA retail	I (P
51.	Provisioning	Avg. Completed Interval	Avg. Interval Completed	Parity with BA retail	I (P
52.	Provisioning	Avg. Completed Interval	% Completed in 1 day	Parity with BA retail	I (P
53.	Provisioning	Avg. Completed Interval	% Completed in 2 days	Parity with BA retail	I (P
54.	Provisioning	Avg. Completed Interval	% Completed in 3 days	Parity with BA retail	I (P
55.	Provisioning	Avg. Completed Interval	Avg. Interval Completed (6-9 lines-dispatch)	Parity with BA retail	I (P
56.	Provisioning	Avg. Completed Interval	Avg. Interval Completed, (more than 10 lines-dispatch)	Parity with BA retail	I (P
57.	Provisioning	Avg. Completed Interval	Avg. Interval Completed-Total Dispatch	Parity with BA retail	I (P
58.	Provisioning	Avg. Completed Interval	Avg. Interval Completed- DS0 (under development)	Parity with BA retail	I (P
59.	Provisioning	Avg. Completed Interval	Avg. Interval Completed- DS1	Parity with BA retail	I (P

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
60.	Provisioning	Avg. Completed Interval	Avg. Interval Completed- DS3	Parity with BA retail	I (P
61.	Provisioning	Avg. Completed Interval	Avg. Interval Completed- total	Parity with IXC FGD	I (P
62.	Provisioning	% Completed within 5 Days	% Completed within 4 days	Parity with BA retail UNE HOT Cuts	I D P
63.	Provisioning	% Completed within 5 days	% Completed within 5 days	Parity with BA retail UNE HOT Cuts	I D P
64.	Provisioning	% Completed within 5 days	% Completed within 6 days	Parity with BA retail UNE HOT Cuts	I D P
65.	Provisioning	% Missed Appointment-Company	% Missed Appointments- BA Total	Resale & UNE, Trunks: Parity IXC FGD	I
66.	Provisioning	% Missed Appointment-Company	Avg. Delay Days- Total	Resale Parity with BA retail, UNE, Trunks: parity IXC FGD	I
67.	Provisioning	% Missed Appointment-Company	% Missed Appointments- Customer	No standards presented, phase 2 TBD	I P
68.	Provisioning	% Missed Appointment-Company	% Missed Appointments- BA Dispatch	Parity with BA retail	I P
69.	Provisioning	% Missed Appointment-Company	% Missed Appointments- BA No Dispatch	Parity with BA retail	I
70.	Provisioning	Missed Appointments- Facilities	Missed Appointments- Facilities	Resale & UNE: Parity with BA retail, Trunks: Parity IXC FGC	I
71.	Provisioning	% Installation Troubles within 30 days	% Installation Troubles within 30 days (POTS)	Resale & UNE: Parity with BA retail, Trunks: Parity IXC FGC	I
72.	Provisioning	% Installation Troubles within 30 days	% Installation Troubles within 7 days (POTS)	Parity with BA retail	I
73.	Provisioning	Completed Service Order Accuracy	Submetric not needed in this case	No standards presented, phase 2 TBD	D P
74.	Provisioning	Avg. Completion Notice Interval	Submetric not needed in this case	No standards presented, phase 2 TBD	P

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
75.	Provisioning	Avg. Delay Days on Orders Held for Facilities	Submetric not needed in this case	No standards presented, phase 2 TBD	D P
Maintenance and Repair Metrics					
76.	Trouble Reporting	Response Time OSS Interface	Create Trouble Ticket	Parity with BA retail plus no more than 4 seconds	I
77.	Trouble Reporting	Contact Center Availability	Submetric not needed in this case	24 hrs x 7 days (advertised norm)	K
78.	Trouble Reporting	OSS Interface Availability	Submetric not needed in this case	No standards presented, phase 2 TBD	K
79.	Trouble Reporting	Response Time OSS Interface	Status Trouble	Parity with BA retail plus no more than 4 seconds	I
80.	Trouble Reporting	Response Time OSS Interface	Modify Trouble	Parity with BA retail plus no more than 4 seconds	I
81.	Trouble Reporting	Response Time OSS Interface	Request Cancellation of Trouble	Parity with BA retail plus no more than 4 seconds	I
82.	Trouble Reporting	Response Time OSS Interface	Trouble Report History	Parity with BA retail plus no more than 4 seconds	I
83.	Trouble Reporting	Response Time OSS Interface	Test (POTS only)	Parity with BA retail plus no more than 4 seconds	
84.	Maintenance	Network Trouble Report Rate	Network Trouble Report Rate	Parity with BA retail Not yet established for UNE	I P
85.	Maintenance	Network Trouble Report Rate	% Subsequent Reports	Parity with BA retail to be assessed in conjunction with missed appointments	I P
86.	Maintenance	Network Trouble Report Rate	Network Trouble Report Rate-Loop	Parity with BA retail	I P
87.	Maintenance	Network Trouble Report Rate	Network Trouble Report Rate-Central Office	Parity with BA retail	I
88.	Maintenance	Network Trouble Report Rate	Number of Subsequent Reports	Parity with BA retail to be assessed in conjunction with missed appointments	I P

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
89.	Maintenance	% Missed Repair Appointments	% Missed Repair Appointments- Dispatched Loop	Parity with BA retail	I P
90.	Maintenance	% Missed Repair Appointments	% Missed repair Appointments- Not Dispatched (CO)	Parity with BA retail	I
91.	Maintenance	% Missed Repair Appointments	% Missed Repair Appointments- Total	Parity with BA retail	I
92.	Maintenance	Maintenance OSS Interface Availability	Submetric not needed in this case	No standards presented, phase 2 TBD	I P
93.	Maintenance	Maintenance Center Speed of Answer	Submetric not needed in this case	No standards presented, phase 2 TBD	D P
94.	Maintenance	Mean Time to Repair	Mean Time to Repair	Parity with BA retail, Note: UNE	I P
95.	Maintenance	Mean Time to Repair	Mean Time to Repair- Loop Trouble	Parity with BA retail	I P
96.	Maintenance	Mean Time to Repair	Mean time to Repair- CO Trouble	Parity with BA retail	I P
97.	Maintenance	% Out of Service Greater than 24 hours	% Out of Service > 2 hrs (blocking)	Parity with BA retail	I P
98.	Maintenance	% Out of Service Greater than 24 hours	% Out of Service > 4 hours	Parity with BA retail	I P
99.	Maintenance	% Out of Service Greater than 24 hours	% Out of Service > 12 hours	Parity with BA retail	I P
100.	Maintenance	% Out of Service Greater than 24 hours	% Out of Service > 24 hours	Parity with BA retail	I P
101.	Maintenance	% Out of Service Greater than 24 hours	% All Troubles Cleared within 24 hours	Parity with BA retail	I P
102.	Maintenance	% Repeat Reports within 30 days	% Repeat Reports within 30 days	Parity with BA retail	I P

No.	Process	Metric	Submetrics	Evaluation Criteria/ Standards/Norms	
103.	Network Performance	% Final Trunk Blockage	Final Trunk Groups Exceeding Blocking Design Standard	Parity with BA retail, interoffice trunks	I P
104.	Network Performance	% Final Trunk Blockage	ILEC End Office to CLEC End Office Trunk Groups	No standards presented, phase 2 TBD	P
105.	Network Performance	% Final Trunk Blockage	ILEC Tandem to CLEC End Office Trunk Groups	No standards presented, phase 2 TBD	P
106.	Network Performance	% Final Trunk Blockage	ILEC Tandem To and From ILEC End Office Trunk Groups	No standards presented, phase 2 TBD	P
Billing Metrics					
107.	Billing	Timeliness of Daily Usage Feed (DUF)	% DUF in 3 business days	Parity with BA retail	I D P
108.	Billing	Timeliness of Daily Usage Feed (DUF)	% DUF in 4 business days	Parity with BA retail	I D
109.	Billing	Timeliness of Daily Usage Feed (DUF)	% DUF in 5 business days	Parity with BA retail	I D
110.	Billing	Timeliness of Daily Usage Feed (DUF)	% DUF in 8 business days	Parity with BA retail	D
111.	Billing	Timeliness of Carrier Bill	Timeliness of Carrier Bill	98% within 10 business days	I
112.	Billing	Bill Completeness	Completeness for Usage	No standards presented, phase 2 TBD	I P
113.	Billing	Bill Completeness	Completeness for Recurring Charges	No standards presented, phase 2 TBD	I P
114.	Billing	Bill Completeness	Completeness for Non-recurring Charges	No standards presented, phase 2 TBD	I P
115.	Billing	Bill Accuracy	Submetric not needed in this case	No standards presented, phase 2 TBD	D P
116.	Other	Operator Services Toll Speed of Answer	Submetric not needed in this case	No standards presented, phase 2 TBD	D P
117.	Other	Directory Assistance Toll Speed of Answer	Submetric not needed in this case	No standards presented, phase 2 TBD	D P
118.	Other	911 Database Update Timeliness and Accuracy	Submetric not needed in this case	No standards presented, phase 2 TBD	D P

Metrics - Qualitative

No.	Process	Metric	Evaluation Criteria/ Standards/Norms
i.	Operations Management	Procedural Integrity and Consistency	Process responsibilities and activities are clearly defined. Scope and objectives of process are clearly defined and documented. A complete (e.g. beginning-to-end) description of the process is docume The process includes procedures for addressing errors and exceptions. Actual procedures are carried out in compliance with documentation.
ii.	Operations Management	Performance Measurement and Reporting	Process performance measures are defined and measured. Responsibilities for tracking performance is assigned.
iii.	Documentation Management	Document Development and Distribution	Responsibilities and procedures for developing, updating, and distribut specified in internal company memoranda or in the document(s). Distribution list for document is specified in internal company me document(s). Distribution procedure allows latest document version to be made ava participants and legitimate interested parties. Document(s) can be accessed by hard copy and electronic means.
iv.	Documentation Management	Document Structure	Scope of document (e.g., table of contents and instructions for use) is cle Document version is indicated within each document. Document provides list of contacts and other references for topics not the document. Document indicates procedure for notifying document author(s) of erro
v.	Change Management	Developing Change Proposals	Procedures are defined for detecting required changes (i.e., regulatory and soliciting proposals for change. The scope and applicability of formal change management procedures a The impacts (i.e., resources and timelines) and objects to be chan procedures, documents) are identified and documented for each change Roles and responsibilities of change "owners" and stakeholders are change proposal.
vi.	Change Management	Evaluating Change Proposals	Rules and procedures are established for determining the priority and change. Stakeholder input and concurrence (as appropriate) is sought and receiv changes are approved. Arbitration and conflict resolution procedures are defined for instance concurrence cannot be achieved.
vii.	Change Management	Implementing Change	Responsibilities for implementing changes are defined and documented Stakeholders are notified of changes to be implemented.

No.	Process	Metric	Evaluation Criteria/ Standards/Norms
viii.	Change Management	Tracking Change Proposals	Responsibilities and procedures for soliciting and tracking proposals for and documented. The status of proposed changes are tracked and reported.
ix.	Project Management	Planning and Execution	Projects are planned and executed according to a structured methodolog A common project information system and/or database is used. Project managers have authority to affect the schedule, cost, scope, and of a project. Risks of a project (schedule, scope, cost, etc.) are estimated and docume
x.	Project Management	Project Scope Management	The scope of a project is defined and documented up front. Scope changes are quantified and tracked. Formal procedures are followed to change the scope of an active project
xi.	Project Management	Project Time Management	The sequence and durations of project activities are developed and docu Variances in planned schedule are tracked and managed. Formal procedures are followed to change the schedule of an active pro
xii.	Project Management	Project Cost Management	The costs of project activities are estimated and documented up front. The costs of project activities are tracked and managed. Formal procedures are followed to change estimated costs of an active p Projects are evaluated using earned value analysis (scope budget/schedule expended) at various stages.
xiii.	Project Management	Project Human Resource Management	Each project participant has defined and documented responsibili A project staffing plan (people, level of effort) is developed and docume Variances in resources and level of effort are tracked and managed.
xiv.	Interface Development	Software Development	A standardized process for developing software specifications is docum The software development methodology addresses requirements definition, design, development, testing, and implementation. Application development methodology provides templates for defining Application development methodology defines how quality is to be ass

Appendix F: Reference Documents

The purpose of this section is to describe the reference documents used in the preparation of this Test Plan. This section will evolve during the course of Phases 1 and 2.

Document Reference

Title	Author/Authoring Group		Date[1]
Affidavit of Adalene Spivy for MCI.	Spivy	MCI	28-Mar-97
Affidavit of Antonia Yanez for BANY	Yanez	Bell Atlantic	04-Nov-97
Affidavit of Carmelo Curbelo for NYNEX	Curbelo	Bell Atlantic	01-Feb-97
Affidavit of Gary Butler for NYNEX	Butler	Bell Atlantic	01-Feb-97
Affidavit of Gary Butler for NYNEX	Butler	Bell Atlantic	14-Feb-97
Affidavit of John White for NYNEX	White	Bell Atlantic	01-Feb-97
Affidavit of Joseph Gansert for BA	Gansert	Bell Atlantic	01-Mar-97
Affidavit of Karen Maguire for BANY	Maguire	Bell Atlantic	06-Jan-98
Affidavit of Maria Marzullo for MCI	Marzullo	MCI	28-Mar-97
Affidavit of Matthew Coffey for NYNEX	Coffey	Bell Atlantic	01-May-98
Affidavit of Patrick Garzillo for BA	Garzillo	Bell Atlantic	01-Feb-97
Affidavit of Roger Wieland for BANY	Wieland	Bell Atlantic	04-Nov-97
Affidavit of Stuart Miller for NYNEX	Miller	Bell Atlantic	01-Mar-97
Affidavit of Stuart Miller for BANY	Miller	Bell Atlantic	06-Nov-97
Affidavit of Timothy Connolly (part of AT&T brief)	Connolly	AT&T	05-Jan-98
Affidavit of Timothy Connolly for AT&T	Connolly	AT&T	19-Nov-97
ANSI Standard T1.228-1995	T1	ANSI	16-Oct-95
ANSI T1.227 Standards for OSS	T1	ANSI	16-Oct-95
BA- Appendix from Pre-filing Statement #309		Bell Atlantic	13-May-98
BA Comments to test scenarios	Tempas	Bell Atlantic	23-Jun-98

[1] May 1, 1998 is the default date. When no creation date could be determined and the document was known to be created recently, the default date was used.

Title	Author/Authoring Group		Date[1]
BA Demand forecast for 1998-1999		Bell Atlantic	01-May-98
BA North Product Guide		Bell Atlantic	01-May-98
BA performance monitoring report definitions		Bell Atlantic	01-May-98
BA resale services preview to operations center tour	Stevens	Bell Atlantic	01-May-98
BA TISOC UNE center	Stevens	Bell Atlantic	09-Jun-98
BANY commitments per pre-filing statement		Bell Atlantic	01-May-98
BANY retail performance measures for 1st quarter 1998	Schulz	Bell Atlantic	19-May-98
BA levels of automation		Bell Atlantic	01-May-98
BA product forecast template	Tempas	Bell Atlantic	19-May-98
CLEC Application: EIF Mech Spec. V. 2.4		Bell Atlantic	01-May-98
CLEC Handbook Vol. 1: Getting Started. May 1998		Bell Atlantic	01-May-98
CLEC Handbook Vol. 2: Technical Specifications. May 1998		Bell Atlantic	01-May-98
CLEC Handbook Vol. 3, Business Rules. May 1998		Bell Atlantic	01-May-98
Collaborative Issues Matrix Vol 1		DPS/PSC	13-May-98
Collaborative Issues Vol 2		DPS/PSC	13-May-98
Collaborative Issues Vol 3		DPS/PSC	01-May-98
Comments on RFP to build OSS interface	Mulcahy	C&L	03-Jun-98
Comments to assist in developing the MTP		Bell Atlantic	01-Jun-98
CSR to LSR conversion for parsing rules	Landry	Bell Atlantic	01-May-98
DCAS CSR file layout example	McDonald	Bell Atlantic	01-May-98
DCAS GUI users guide		Bell Atlantic	01-Feb-97
Diagram of retail and wholesale data stream for billing	Humeston	Bell Atlantic	10-Jun-98
EDI guide for local service requests		Bell Atlantic	01-May-98
EDI implementation guide - wholesale systems		Bell Atlantic	01-May-98
EIF mech. specifications		Bell Atlantic	01-May-98
FCC ruling on merger of BA/NYNEX		FCC	14-Aug-97

Title	Author/Authoring Group		Date[1]
Final "Change Management Process" from OSS collaborative		Collaborative Working Group	22-May-98
Initial brief of NYNEX		Nynex	18-Apr-97
Initial brief from Telecom. Resellers Assoc.		TRA	17-Apr-97
Initial brief of AT&T regarding OSS and testing		AT&T	01-May-98
Initial Brief of BA regarding OSS and Testing		Bell Atlantic	05-Jan-98
Initial Brief of Cable & Telecom. Assoc. of NY		CTTANY	17-Apr-97
Initial Brief of Competitve Telecom. Assoc. (Comptel)		COMPTEL	17-Apr-98
Initial brief of INFONXX, Inc.		INFONXX	16-Apr-97
Initial brief of LCI International	Bingaman	LCI	17-Apr-97
Initial brief of MCI		MCI	17-Apr-98
Initial brief of Sprint		Sprint	17-Apr-98
Initial brief of Teleport Commun. Group		Teleport	17-Apr-97
Initial brief of the City of New York		NYC	17-Apr-97
Initial brief of Worldcom and RCN		Worldcom	17-Apr-97
Initial brief of AT&T	Davidow	Bell Atlantic	17-Apr-97
Interim guidelines		DPS/PSC	01-May-98
Local Competition Users Group service quality measurements		LCUG	26-Oct-97
LSOG 3: Loss notification form preparation guide	Nichols	ATIS	01-May-98
LSOG 3: Pre-order inquiry process transaction guide	Nichols	ATIS	01-May-98
LSR EIF Mech. Specification		Bell Atlantic	01-May-98
MCRIS (message processing) overview diagram, and usage	Humeston	Bell Atlantic	05-Jun-98
Prefiling statement of BANY		Bell Atlantic	06-Apr-98
Reply affidavit of Antonio Yanez for BA	Yanez	Bell Atlantic	16-Jan-98
Reply affidavit of Gary Butler for BA	Butler	Bell Atlantic	15-Jan-98
Reply affidavit of George Dowell for BA	Dowell	Bell Atlantic	16-Jan-98
Reply affidavit of Gerald Mulcahy for BANY	Mulcahy	C&L	16-Jan-98

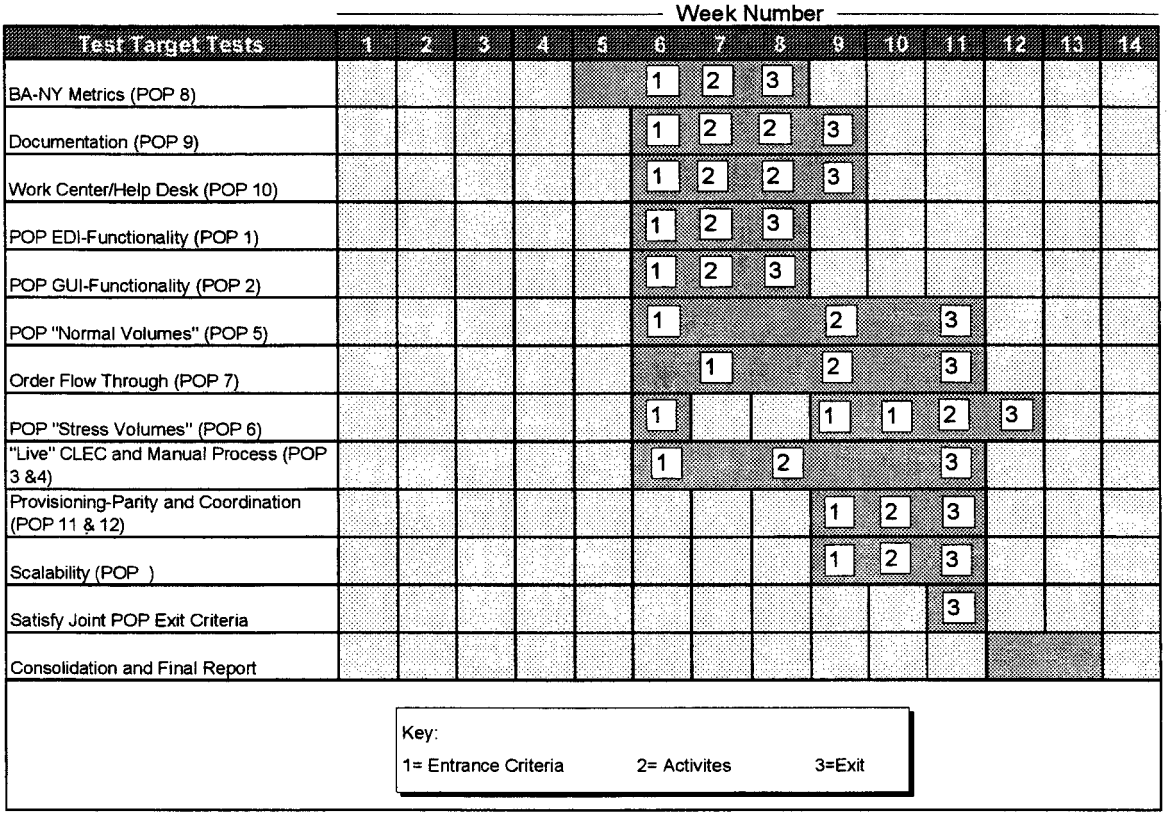
Title	Author/Authoring Group		Date[1]
Reply affidavit of Jacob Goldberg for BA	Goldberg	Bell Atlantic	15-Jan-98
Reply affidavit of John White for BA	White	Bell Atlantic	01-May-98
Reply affidavit of Julie Canny for BA	Canny	Bell Atlantic	15-Jan-98
Reply affidavit of Karen Maguire for BA	Maguire	Bell Atlantic	16-Jan-98
Reply affidavit of Roger Wieland for BA	Wieland	Bell Atlantic	15-Jan-98
Reply affidavit of Stuart Miller for BA	Miller	Bell Atlantic	16-Jan-98
Reply brief of BA-NY	Milch	Bell Atlantic	16-Jan-98
Reply brief of AT&T - OSS and Testing		AT&T	16-Jan-98
Reply brief of AT&T- NY		AT&T	29-Apr-97
Reply of BA regarding OSS and testing		Bell Atlantic	16-Jan-98
Resale Handbook: Vol 2, Electronic Interface Guide		Bell Atlantic	01-Jun-98
Resale Handbook: Vol. 3, Business Rules		Bell Atlantic	01-Jun-98
Resale Handbook: Vol 1, Getting Started		Bell Atlantic	01-Jun-98
Resale products for BA		Bell Atlantic	01-May-98
Resale services training on complex services		Bell Atlantic	01-May-98
Resale training for non-complex product and services		Bell Atlantic	01-May-98
Resale training for RETAS, student guide		Bell Atlantic	01-May-98
RETAS for CLECs		Bell Atlantic	01-May-98
RFP to perform evaluation of OSS by BA-NY		DPS/PSC	06-Mar-98
Sentinel Information	McDonald	Bell Atlantic	01-May-98
Statement of Eileen Halloran for AT&T	Halloran	AT&T	30-Mar-97
Statement of Kevin Curran for AT&T	Curran	AT&T	28-Mar-97
Statement of Michael Hou for AT&T	Hou	AT&T	30-Mar-97
Statement of Vern Kennedy for Community Telephone	Kennedy	CT	01-May-98
Supplemental affidavit of Gary Butler for BA-NY	Butler	Bell Atlantic	04-Nov-97
Supplemental affidavit of George Dowell	Dowell	Bell Atlantic	01-May-98
Understanding Directory Listings		Bell Atlantic	22-May-98
UNE User Guide: DCAS for Telecommunications Carriers		Bell Atlantic	01-May-98

Title	Author/Authoring Group		Date[1]
UniSOP SOP Service Order Flow 1997	Landry	Bell Atlantic	01-May-98
Volumes of BA-North and BA-South for resale, UNE loops, and INP	Netska	Bell Atlantic	15-May-98
Wholesale billing systems overview	Bruder	Bell Atlantic	10-Jun-98
Wholesale performance metrics for BA	Mcdonald	Bell Atlantic	28-Apr-98
Work papers of G. Mulcahy 2 of 2	Mulcahy	C&L	16-Jan-98
Work papers to G. Mulcahy Affidavit 1 of 2	Mulcahy	C&L	16-Jan-98

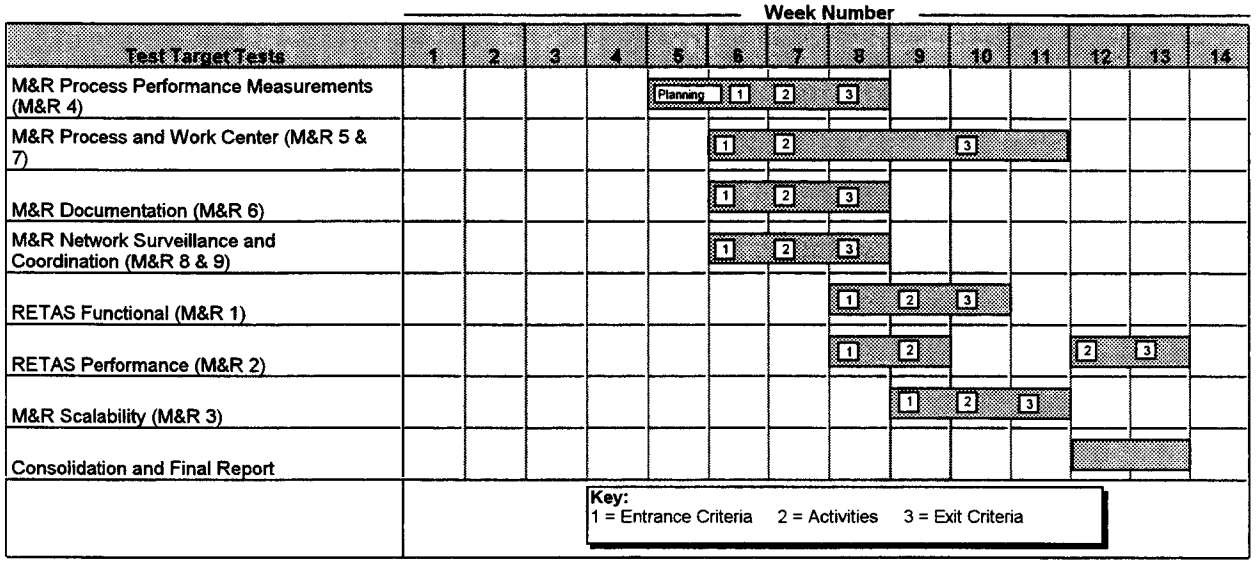
Appendix G: Domain Test Timeline

This section includes preliminary timelines that provide additional detail of the planned schedule for the test processes in each domain.

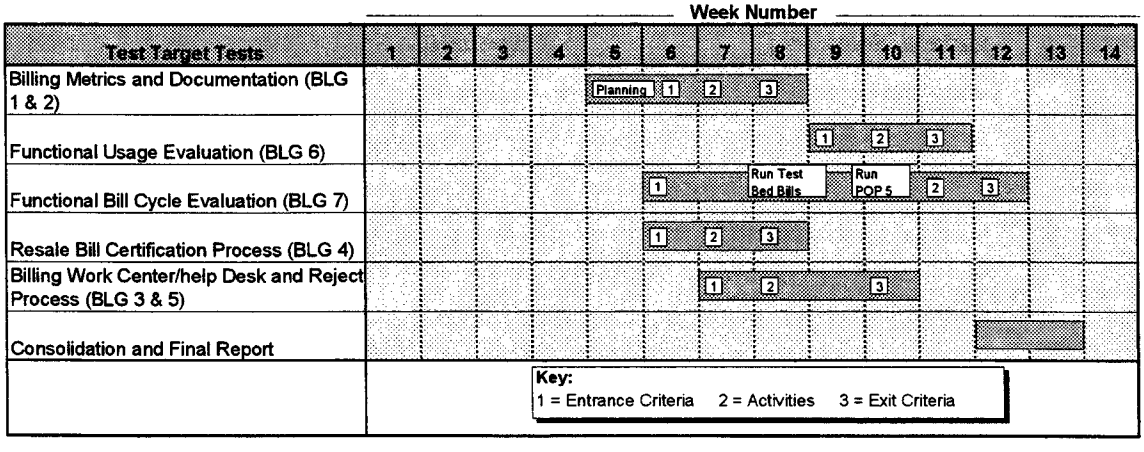
Pre-Ordering, Ordering and Provisioning (POP) Domain Test Timeline



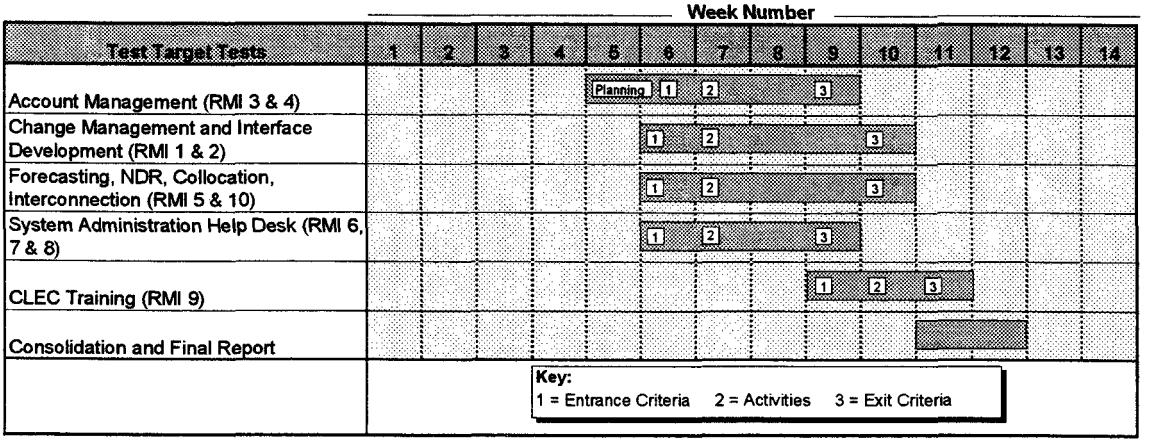
Maintenance and Repair Domain Test Timeline



Billing Domain Test Timeline



Relationship Management and Infrastructure (RMI) Domain Test Timeline



Appendix H: Glossary

Term	Definition
271 Application	An application to offer long distance services from an RBOC to a state or federal regulatory agency. In order to grant this application, the agency must find the applicant is in compliance with the 14 point competitive checklist described in the 1996 Telecommunications Act.
ACNA	Access Carrier Name Abbreviation. A three to four character code used to identify a telecommunications carrier.
AECN	Alternate Exchange Carrier Name. A unique identifier for a CLEC. Bellcore only recognized this term as Exchange Carrier Code (ECC).
AMA	Automatic Message Accounting. A system that records and documents billing information for (long distance) calls made by a (corporate) subscriber.
ASR	Access Service Request. Form used to order interoffice facilities such as dedicated trunk ports.
BDT	Bill Data Tape. Format in which end user account bills are transmitted to the CLEC/Reseller.
Bell Atlantic Pre-Filing Statement	A filing with the State of New York that lists commitments from Bell Atlantic with regards to BA-NY's 271 Application
Bill Certification	Process by which Bell Atlantic demonstrates billing process management to its Reseller customers.
Bill Cycle	The grouping of customers for purposes of billing. An end-user normally belongs to one bill cycle. In Wholesale billing, all end-users belonging to the same bill cycle are aggregated onto a single CLEC bill. Assignments of cycle and period are accomplished by Bell Atlantic. Bill cycles enable even distribution of a large number of customers so as to allow efficient use of computing resources and to mitigate risks associated with computer failures.
Bill Cycle Balancing	The procedure by which the charges associated with the inputs of a billing cycle are reconciled with the charges of the outputs of the billing cycle.
Bill Period	The length of time covered by a customer bill. Each end-user has one bill per bill period. CLECs receive one bill per bill period and bill cycle for all end-users belonging to that period and cycle. Assignments of cycle and period are accomplished by Bell Atlantic.
Billing Domain	Tests related to creation of correct carrier bills.
Black Box	Internal processes within Bell Atlantic's systems that are considered out of scope for the purposes of this test plan. Correct functioning of 'black box' systems can be inferred from input and output interface files.

Term	Definition
BTN	Billing Telephone Number. The number to which charges from a given telephone service are billed.
BTN Accounts	Billing Telephone Number accounts. These accounts represent "dummy" phone numbers which are used to aggregate a Reseller's charges into a consolidated bill. Reseller's have several separate BTN accounts.
CABS	Carrier Access Billing System
CAP	Competitive Access Provider. Facilities-based carrier providing alternative access service.
Carrier Bill Code	Each bill format has its own unique code. Particular charges will cause the production of a specific bill format. The code is related to each product, and determines on which bill the product will appear.
Casual Usage	Usage dialed through a calling card or 10XXXXX.
Central Office (CO)	Facility where subscribers' lines connect to switching equipment.
Change Management	The process by which changes are introduced at Bell Atlantic. Important steps include: 1) Advance notification that a change will occur; 2) CLEC input is considered when making changes; and 3) Smooth roll-out of the change.
CIN	Customer Identification Number. A unique number given to each customer to use as an identifier. Usually a short series of numbers at the end of the BTN.
CLEC	Competitive Local Exchange Carrier
CLEC Handbook	User documentation for CLEC that describes, in 3 volumes, how to establish a CLEC, the technical specifications for interacting with Bell Atlantic, and the business rules CLECs should follow in order to purchase unbundled network elements.
CLEC Live Data	Production data delivered through interfaces that are already operational for real CLEC customers.
Connect/Network Data Mover (NDM)	An electronic method of delivering data files. Available for both mainframes and PCs.
Consensus Requirements Criteria Source	This includes benchmarks and standards developed by formal consensus proceedings, such as the NYPSC's Carrier-to-Carrier Working Group.
CRIS	Customer Record Information System. A database containing customer information used for billing.
CSR	Customer Service Record. Details of a customer's fixed monthly charges billed by the local telephone company.
Customer Account Record Exchange (CARE)	Industry standard for formatting exchange of subscription information.
Daily Usage Feed	A daily download of usage data from the switch which is delivered to Bell Atlantic's message processing system and directly to the CLEC.

Term	Definition
Data-Driven Process	Scenarios tested through the creation of generated transactions, operations data, or live data.
DID number block	Direct Inward Dialing. A block of numbers reserved for a Centrex/PBX. DID allows internal dialing by entering only extensions.
Document review	Compilation and review of books, manuals, and other publications related to the process and system under study.
EDI	Electronic Data Interchange. A process for exchanging information that is subject to industry standards.
EIF	Electronic Interface Format. A standardized file format needed to communicate with DCAS.
EMI / EMR	Exchange Message Interface / Record. Standard format in which usage data is passed to the Reseller, as specified by Bellcore.
Entrance and Exit Criteria	The necessary conditions for starting or completing individual tests described in the Test Plan.
Error/Rejection Notification	Notification generated by Bell Atlantic's systems when a request from a CLEC cannot be filled without additional manual clarification.
Evaluation Measures	Discrete set of measures to be applied to specific test components
Existence Criteria Type	These are criteria where only two possible test results can exist (e.g., true/false, presence/absence), such as whether a document exists or does not exist.
Expected Results Worksheet	A report format that lists the expected results for each test while allowing the tester to record the current results of the test. This allows an easy comparison of numbers.
FID	Field Identifier. A code used when administering usage limits on residence and business end users. Also refers to fields of information used in the service order.
Firm Order Confirmation	A response from the Bell Atlantic Service Order Processor that acknowledges a successful receipt of an order from a CLEC.
Flow-through	An order placed by a CLEC's customer service representative that can be provisioned correctly without manual intervention by BA's service representatives.
Good Management Practice (GMP) Guidelines criteria source	This includes benchmarks, performance goals, and guidelines derived from industry and topic area experts, BA-NY and CLEC performance targets, publications, academic journals and other sources.
GUI	Graphical User Interface. A computer interface that allows users to access programs and enter data.
ILEC	Incumbent Local Exchange Carrier. The local exchange carrier for a particular area as of 1996. Bell Atlantic is the relevant ILEC.
Inspection	Physical reviews of process activities and products, including site visits, walk-throughs, read-throughs, and work center observations.

Term	Definition
Interim Number Portability (INP)	The use of existing and available call routing, forwarding, and addressing capabilities to enable an end user to retain the same telephone number regardless of which local service provider is chosen.
LATA	Local Access and Transport Area. A geographic area established by law within which a Bell Operating Company may provide telecommunications services.
Legal and Regulatory Requirements criteria source	This includes requirements specified by statute and regulation, such as FCC orders, court orders, NYPSC regulations, federal and state statutes, and other binding requirements resulting from judicial/governmental proceedings.
Logging	Monitoring activities and collecting information by logging process events and products as they happen. Logging can be mechanized or manual.
LPIC	Predesignated Intra-LATA Carrier, or Local Primary Interexchange Carrier. Telephone company chosen by the end user as being the default carrier for calls outside the local calling area, but within the same LATA. These are also known as regional toll calls.
LSR	Local Service Request. Form sent to Local Exchange Carrier requesting local telephone services.
LUD	Local Usage Detail. LUD is available for measured and message rate end user in a report that may be requested by the CLEC.
Maintenance and Repair Domain	Tests related to trouble administration.
Master Test Plan	Identifies the overall framework and structure of the test.
MCRIS	Message Customer Record Information System. System used within BA to receive and interpret central office switch usage records.
MDF	Main Distribution Frame. The primary point at which outside plant facilities terminate within a Wire Center for interconnection to other telecommunications facilities within the Wire Center.
NDR	Network Design Review. A comprehensive planning process by which the scope of a network project is established along with the preliminary timeframe in providing service to a CLEC. This is required for any new facilities based CLEC.
OCN	Operating Company Number. A 4 character code to identify any service provider. Specifically used to identify the Reseller on usage detail records.
On-Line Service Provisioning (OLSP)	System which allows for activation and provisioning of service orders on-line.
Operational Analysis	Operational analysis focuses on the form, structure, and content of the business process under study. This method is used to evaluate day-to-day operations and operational management practices.
OSS	Operation Support Systems. Systems used to perform pre-ordering, ordering, provisioning, maintenance and repair, and billing.

Term	Definition
Parity Criteria Type	These are criteria that require two measurements to be developed and compared, such as whether external response time is at least as good as internal response time.
Performance and Capacity	Methods used to evaluate the performance and capacity of selected elements within the four domains. Relates to tests to determine if BA's OSS can handle quantities of orders matching a reasonable forecasted demand.
PIC	Primary Interexchange Carrier. The long distance company to which traffic is automatically routed when an end user dials 1+ in equal access areas.
Port	Point of access into a network.
Pre-Ordering, Ordering, and Provisioning Domain	Tests related to CLEC's acquisition of customer information, placing orders, and ensuring correct and timely provision and notification of order status.
Provisioning	The act of supplying telecommunications service or UNEs.
PSC	Public Service Commission. A state regulatory agency responsible for telecommunications companies.
Qualitative Criteria Type	These criteria set a threshold for performance where a range of quality values is possible, such as level of customer satisfaction.
RBTN	Reseller Billing Telephone Number. This is the master account for a reseller by which all charges are grouped for placement on a single reseller bill.
Recognized Standards Criteria Source	This includes widely recognized standards and guidelines promulgated by sanctioned industry and governmental organizations and other bodies.
Relationship Management and Infrastructure Domain	Tests relating to activities, processes and documents that are focused on the establishment and maintenance of the CLEC/ILEC relationship.
Report Review	Reviews and analysis of historical data, reports, metrics, and other information in order to assess the effectiveness of a particular system or business function. This includes performance measurement reports and other management reports.
Resale Handbook	User documentation for CLEC that describes, in 3 volumes, how to establish a reseller, the technical specifications for interacting with Bell Atlantic, and the business rules resellers should follow in order to resell Bell Atlantic products and services on an unbundled basis.
Resale Service Center	BA personnel providing support services for the submission and processing of service orders and the maintenance of services sold for resale.
Resale Services Support Center	Group within the Resale Service Center that provides support for RETAS/DCAS use and system troubles, and for out of hours provisioning problems.

Term	Definition
Reseller Sub-Accounts	Each converted end user account automatically becomes a reseller sub-account. Each reseller sub-account contains the following identifiers. 1) Original end user BTN + new Customer code, 2) Bill Period, 3) ECC, 4) CIN.
RETAS	Repair Trouble Administration System for wholesale and resale customers. RETAS is accessed via a World Wide Web GUI that serves as a front end.
RSID	Reseller Identification Code. Bell Atlantic's term for exchange carrier code (ECC).
SBN	Special billing number.
SBTN	Sub account Billing Telephone Number. End user telephone number for a reseller account.
Scalability	The degree to which an application can be scaled to accommodate order of magnitude increases in transaction volumes and users
SMARTS	Service Order Management Administrative Report Tracking System. A network system used by BA to administer and track service orders requiring the dispatch of technicians.
STARREP/SIMS	Retail analog to RETAS
Supplements	A change to an order taken after the original order was submitted, but before the order has been executed. Order execution should include all supplements.
Suspend for Non-Payment	Collection Activity including suspension of outgoing calls (one-way), or both outgoing and incoming calls (two-way)
Test Bed	A set of fictitious customers that are designed to assist with testing. The test bed consists of working lines and provisioned products, although the owning customer is fictitious. The test bed is used to test all BA system functions.
Test Call Matrix	A list of call types and the quantity of calls for each type that should be included in a particular test.
Test Transaction Generator (TDG)	This system will be created to support the testing effort. The TTG will simulate CLEC behaviors by sending transactions through BA-NY's OSS. The TTG will record the success or failures of each transaction and create reports.
Test Domain	A specific testing area with defined targets, measures, scenarios, evaluation methods, and test processes.
Test Scenario Coverage Matrices / Traceability Matrices	A list of products or processes that are involved with each scenario. Describes how testing elements are traced from the compliance requirements through the test process.
Test Scenario Index	Master list of scenarios from which specific scenarios will be selected to be used in the testing.
Test Scenario to Metrics Analysis Index Cross Reference	For each scenario, a list of metrics that are examined during the test.

Term	Definition
Test Scenarios	Scenarios describe realistic situations in which CLECs purchase wholesale services and network elements from BA-NY for resale to the CLEC's end-user customer on a retail basis.
Test Target	A discrete set of measures to be applied to specific test components.
TISOC	Telecom Industry Services Operations Center. This center is divided into wholesale and resale operations. This is a single point of contact for processing Reseller service requests.
TN	Telephone number.
Transaction Driven - CLEC Cases	The CLEC case method requires extensive participation by the Phase 2 tester to observe the execution, measure and monitor progress and results, and inspect and audit the execution and results.
Transaction Driven - GUI Cases	The GUI test method is applied to test cases that use the GUI approach in real-world actions.
Transaction Driven - TTG Stress / Load Volume (100 percent automated)	The purpose of this stress and load test method is to test capacity and identify potential choke points in the accessing of information from BA-NY business processes.
Transaction Driven – Test Transaction Generator (TTG) Normal Volume (automated and interactive)	Based upon normally expected transaction volumes, the TDG will derive and store expected results for comparison with actual results.
Transaction-Driven System Analysis	Transaction driven system analysis relies upon initiation of transactions, tracking of transaction progress, and analysis of transaction completion results to evaluate the automated system under test.
Transaction Generation	Transaction generation is the use of live, historical, and/or generated data and data processing capability to evaluate an automated and/or manual system under test.
Unbundled Access	Ability of other LECs to access and use BA network components to fill in gaps where these providers' networks do not have their own facilities.
Unbundled Loop	A transmission channel between an end user location and LEC central office that is not a part of, or connected to, other LEC services.
Unbundled Port	An interface on a local switching system that is not bundled with a loop or transport facility, and provides access to and from the switch and the functionality of the local switching system.
UNE	Unbundled Network Element
UNE-P	AKA Platform. This consists of a loop and port sold in combination to a CLEC. UNE-P service provides all network elements necessary to provide service to the customer without requiring the CLEC to combine the elements themselves through collocation, et al.

Term	Definition
USOC	Universal Service Order Code. A 3-5 character alphanumeric code that represents a product or service.
Verification and Validation	Methods used in the evaluation of activities and processes not amenable to data-driven testing, but which require verification and validation.
VETS	Verification Evaluation and Testing System. System which allows system testing on working and testable lines.
WTN	Working Telephone Number