

Event Notifications Project Plans

Activity	Assn'd To	Start Date	End Date	Notes
<b>Event Notifications</b>				
<b>1.0 Event Notification Web Site</b>				
1.1 Change Definition for Web Site Display	Qwest	10/6/03	11/3/03	
1.1.1 Event information stays on URL site until fix officially deploys		10/6/03	11/3/03	
1.2 Create High Level View of Events	Qwest	10/6/03	11/3/03	
1.2.1 Define filtering and sorting capabilities	Qwest	10/6/03	11/3/03	
1.2.2 Define & gain approval of the fields to be displayed	Qwest	10/6/03	11/3/03	**CLECs asked for products affected to be identified...this has been reviewed and is out of scope for this phase
1.2.1 Add Severity Levels	Qwest	10/6/03	11/3/03	
1.2.2 Add Version/Release affected	Qwest	10/6/03	11/3/03	
1.2.3 Define capability for download	Qwest	10/6/03	11/3/03	
1.2.4 Define how CLECs can maintain history	Qwest	10/6/03	11/3/03	** CLEC will download it and do their own analysis
1.3 Ad Hoc Meeting to review proposed changes	Qwest	11/4/03	11/14/03	
1.3.1 AT&T Modify PC022703-9X to new Web Site Definition	AT&T			
<b>2.0 Modify Event Notification</b>				
2.1 Add fields/information to Event Notifications	Qwest	10/14/03	10/14/03	
2.1.1 When using new 14.0 Override functionality - add reject code & description to the Event Notice	Qwest	10/14/03	10/14/03	
2.1.2 If an Event is occurring, include 'Under Investigation' language if root cause is not yet identified	Qwest	10/14/03	10/14/03	
2.1.3 Qwest include both the notice description and the error code value in the event notification				
2.2 Create proposed Event Notification with CLECs changes	Qwest	10/14/03	10/14/03	
2.2.1 Ad Hoc Meeting to review proposed changes	Qwest	11/4/03	11/4/03	
2.2.2 Modify Event Notification with CLEC input (if necessary)	Qwest	11/11/03	11/11/03	
2.3 Qwest to begin using the new Event Notification Template	Qwest	11/17/03	11/17/03	
<b>3.0 Expectations of Event Notification 'completeness'</b>				
3.1 Review current CMP Notification criteria provided in section 12.7	Qwest	10/15/03	11/4/03	
3.1.1 Timelines	Qwest	10/15/03	11/4/03	
3.1.2 Content of initial/status updates/closure notification	Qwest	10/15/03	11/4/03	
3.1.2.1 Initial notification may be high level information	Qwest	10/15/03	11/4/03	
3.1.2.2 Subsequent notifications will have further detail as identified	Qwest	10/15/03	11/4/03	
3.1.2.3 Closure notifications have complete description of trouble, business impact, workaround and detail information in Resolution	Qwest	10/15/03	11/4/03	
3.1.3 Interval for on-going notifications	Qwest	10/15/03	11/4/03	
3.2.4.4 website options (including add the URL to the notice for CLEC to see current status)	Qwest	10/15/03	11/4/03	
3.2.4.5 Close criteria including clear Description of the Trouble, clear business impact, clear work around -- if required, Patch date	Qwest	10/15/03	11/4/03	
3.2 Request all ideas from CLECs be submitted by 11/11/03	Qwest	11/4/03	11/11/03	
3.2.4 Re-Evaluate table of notification intervals	Qwest	11/11/03		
3.3 Propose new language in CMP Guidelines	Qwest			
3.3.1 Ad Hoc Meeting to review proposed changes	Qwest			
3.3.2 Modify CMP Language with CLEC input (if necessary)	Qwest			
3.3.3 Vote for language change	Qwest			
3.4 Implement Change	Qwest			

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<b>4.0 Review Qwest Pre-Approved Workarounds</b>				
4.1 Prepare & distribute the Pre-Approved workarounds in the November CMP packet	Qwest	11/14/03	11/20/03	
4.2 Review in November CMP	Qwest	11/20/03	11/20/03	
4.3 Modify as appropriate based on CLEC input	Qwest	11/21/03	11/24/03	
4.4 Use Pre-Approved workarounds as appropriate	Qwest	11/24/03	11/24/03	
<b>5.0 Fix Lead Time</b>				
5.1 Define process for Qwest/CLEC meeting to review trouble tickets which impact CLEC coding	Qwest	10/14/03	11/4/03	**MCI has submitted proposed language for changing for CMP document sections 12.3 and Definition of Terms
5.1.1 Define CLEC code impacting (either due to Qwest documentation, process or system changes)	Qwest	10/14/03	11/4/03	
5.1.2 Define how meeting can be initiated by either Qwest or CLECs for negotiating lead time for system or documentation changes	Qwest	10/14/03	11/4/03	
5.2. Ad Hoc Meeting to review proposed process	Qwest	11/4/03	11/4/03	
5.2.1 Modify Process based on CLEC input (if necessary)	Qwest	11/4/03	11/11/03	
5.2.2 Issue Product Process notification documenting new process	Qwest			
5.4 Implement new process	Qwest			
				** we could also offer creating a stand-alone document that would be posted on the wholesale web-site...this would allow us to make changes to the document w/out requiring unanimous approval
<b>6.0 Severity Level</b>				
6.1 Review current process with Wholesale System Help Desk	Qwest	10/15/03	11/4/03	
6.2 Develop process changes:	Qwest	10/15/03	11/4/03	
6.2.1 Increase Severity Level can be done with a call to WSHD(does not need technical escalation)	Qwest	10/15/03	11/4/03	
6.2.2 CLEC provide a contact name & number for requests for increase in Severity Levels	CLECs	10/15/03	11/4/03	
6.2.3 CLEC increase in Severity Level should have a reason identified from section 12.5 of the CMP document	CLECs	10/15/03	11/4/03	
6.2.3 Qwest to provide the Severity Level reason on the initial trouble ticket	Qwest	10/15/03	11/4/03	
6.3.1 Ad Hoc Meeting to review proposed process	Qwest	11/4/03	11/4/03	
6.3.2 Modify Process based on CLEC input (if necessary)	Qwest			
6.4 Propose new language in CMP Guidelines in section 12.5	Qwest			
6.4.1 Ad Hoc Meeting to review proposed changes	Qwest			
6.4.2 Modify CMP Language with CLEC input (if necessary)	Qwest			
6.4.3 Vote for language change	Qwest			
6.5 Implement Change	Qwest			
<b>7.0 Determine When to Notify</b>				
7.1 Determine if Error & Reject Messages Category should be notified		10/14/03	11/18/03	
7.1.1 Create list of Error & Reject Messages for CLEC review	Qwest	10/14/03	11/18/03	
7.1.1 Determine & Review the process used by the Help Desk for Error & Reject Trouble Tickets	Qwest	10/14/03	11/18/03	
7.1.2 Determine if the Help Desk uses the External documentation to resolve Error & Reject Issues	Qwest	10/14/03	11/18/03	
7.1.3 Determine if there should be a Qwest process to review the Help Desk findings/closures of Error & Reject Issues	Qwest	10/14/03	11/18/03	
7.3 Determine process if Trouble Ticket is opened at the Wholesale Help Desk(ISC) but it's a systems issue				
7.3.1 Review process in section 12.8.4	Qwest	11/18/03	11/18/03	
7.2 Ad Hoc Meeting to review the Notification Should Have's & Gray Area Trouble Tickets	Qwest	11/18/03	11/18/03	

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7.2.1 Create list of Should Have's & Gray Area Trouble Tickets for August 2003	Qwest	10/15/03	11/4/03	
7.2.2 Review list with CLECs	Qwest	11/18/03	11/18/03	
7.2.3 Determine next steps	Qwest	11/18/03	11/18/03	
7.4 Automatic Notification Rules				
7.4.1 Add the 'If Trouble Ticket results in a workaround automatically notify' to the Notification process				
7.4.2 Determine if there are other clear automatic notification rules				
7.4.3 Create specific notification rules				
7.4.4 Implement new rules				
7.5. Ad Hoc Meeting to review proposed process changes	Qwest			
5.2.1 Modify Process based on CLEC input (if necessary)	Qwest			
5.2.2 Update Event Notification Process Document on Wholesale Website	Qwest			
7.6 Implement Change				

CR Initiation Project Plans

Activity	Assn'd To	Start Date	End Date	Notes
<b>CR Initiation</b>				
<b>1.0 Implement New Process that will include:</b>				
1.1 Appropriate SMEs on the calls (Qwest & CR originating CLEC)	Qwest	10/15/03	10/15/03	
1.2 Review Functional Change vs Product Change in detail	Qwest	10/15/03	10/15/03	
1.3 Review expected deliverables & acceptance criteria for clear definition	Qwest	10/24/03	10/24/03	
1.4 Updates/revisions to the CR will be done by the CR originating company	Qwest/CLEC	10/15/03	10/15/03	
1.5 Qwest response or LOE's will be done after CR updates/revisions are complete	Qwest	10/15/03	10/15/03	

Documentation Project Plans

Activity	Assn'd To	Start Date	End Date	Notes
<b>Documentation</b>				
<b>1.0 Documentation Non-Release</b>				
1.1 Use existing process for identifying issues with existing documentation	CLECs			
1.1.1 For questions or clarification on current documentation submit via <a href="http://www.qwest.com/wholesale/customerService/clecs.html">http://www.qwest.com/wholesale/customerService/clecs.html</a>	CLECs			
1.1.2 For bugs found in systems documentation, open a trouble ticket via the WSHD	CLECs			
1.1.3 For bugs found in PCAT/QLSOG document submit a request using <a href="http://www.qwest.com/wholesale/customerService/clecs.html">http://www.qwest.com/wholesale/customerService/clecs.html</a>	CLECs			
<b>Documentation - Release Specific</b>				
1.0 Define Process for reviewing documentation changes	Qwest	10/14/03	10/14/03	
1.1 Continue to Post Draft Disclosure per the 73 day guideline	Qwest	10/14/03	10/14/03	
1.2 Move the CLEC Walkthrough to 45-40 day time frame and include Release Review and Release changes to QLSOG, PCAT & EDI Disclosure	Qwest	10/14/03	10/14/03	
1.3 Create an Agenda to manage attendance	Qwest	10/14/03	10/14/03	
1.4 Include Process Specialists, IT Analysts and EDI Support	Qwest	10/14/03	10/14/03	
1.0 Obtain CLEC feedback on the Qwest proposed changes	Qwest	11/4/03	11/4/03	
2.0 CLECs create a Product/Process CMP CR to propose new language in CMP Guidelines for s	CLEC			
2.1 Ad Hoc Meeting to review proposed changes	Qwest			
3.2 Modify CMP Language with CLEC & Qwest input (if necessary)	CLEC			
3.3 Vote for language change	Qwest			
3.0 Implement new process				

Testing Project Plans

Activity	Assn'd To	Start Date	End Date	Notes
<b>Testing</b>				
<b>1.0 Testing Proposal</b>				
1.1 Define joint testing	Qwest			
1.1.1 Expand Sunday Window for first look at production to 2 hours	Qwest			
1.1.2 Qwest update IMA override table immediately following 1st look at production	Qwest			
1.2 Ad Hoc Meeting to review proposed process	Qwest	11/4/03	11/4/03	
1.2.1 Modify Process based on CLEC input (if necessary)				
<b>2.0 Change definition of SCR063003-02 (Develop test capability in GUI to allow testing before major and point releases. Currently Qwest offers SATE testing for EDI, Qwest should offer similar testing in the IMA GUI)</b>				
2.1.CLECs to provide Test Scenarios during Candidate definition phase.	Qwest			
2.2 identify number of scenarios to be tested	Qwest			
2.3 Define how Qwest will run CLEC scenarios & communicate results	Qwest			
2.4 Ad Hoc Meeting to review proposed process	Qwest	11/4/03	11/4/03	
2.5 Eschelon update description of change and title for SCR063003-02	Eschelon			
2.5.1 Have Clairificaiton call and follow normal CR Process				