

# Prioritization Process

November 17, 2000

# Prioritization Process

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**The Prioritization Process has been enhanced to provide the following:**

- q* Improve communication with CLECs (end to end)
- q* Improve quality of information gathered up-front for new Change Requests
- q* Increase efficiency of the monthly Prioritization Working Group meetings

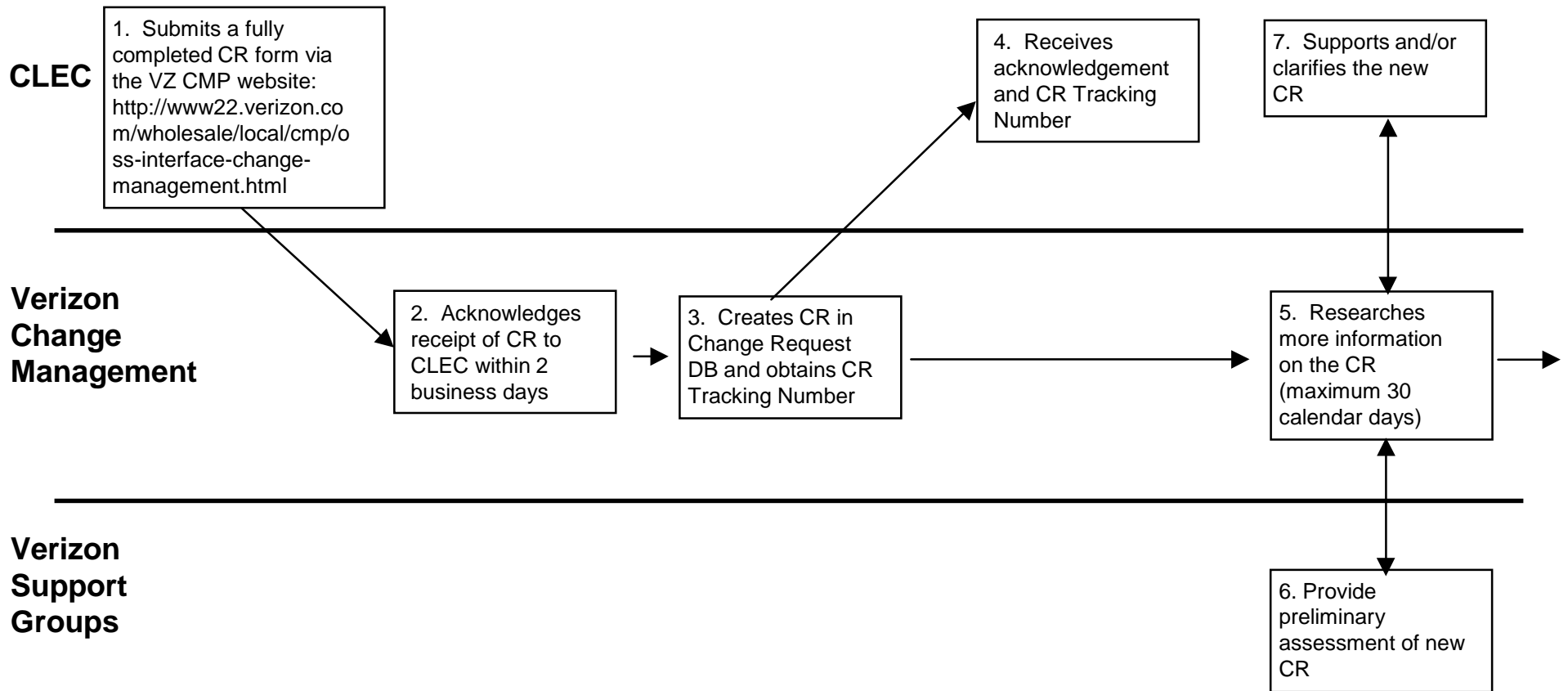
## Process Highlights

- q* New Change Request Template to capture vital information
- q* Change Request acknowledgment will be sent within two business days of receiving a CLEC initiated Change Request; CR tracking number will be provided within seven calendar days
- q* Verizon will research additional information on all new CLEC initiated Change Requests prior to the next Prioritization Working Group meeting (providing CR is received two weeks prior to the meeting)

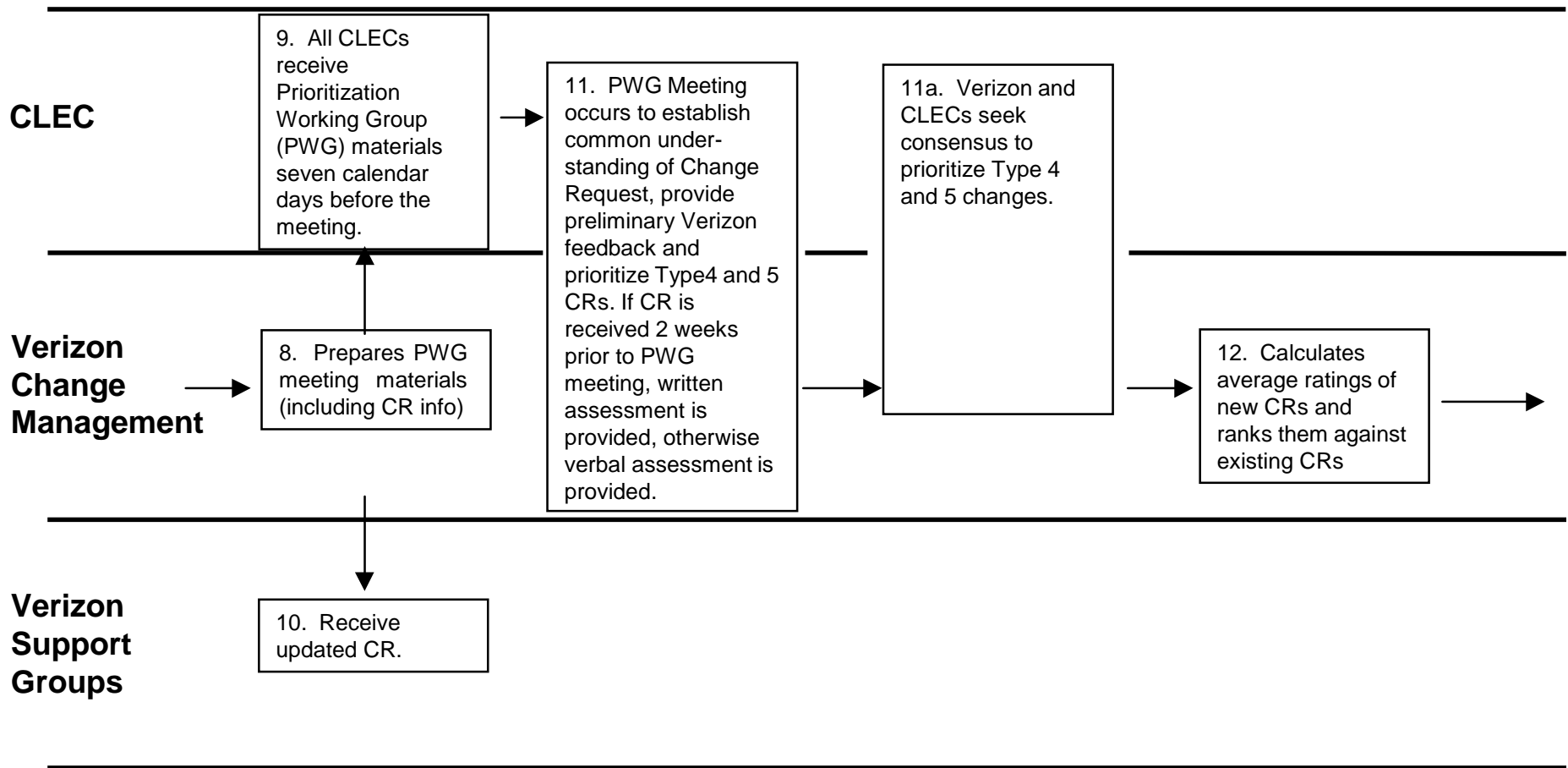
## Process Highlights

- q* Prioritization Working Group meeting materials will include Verizon's assessment of each new CLEC initiated Change Request
- q* Verizon will work with CLECs to draft Change Request Requirements
- q* Verizon will review requirements with CLECs again prior to beginning the design phase

# Type 5 Change Request Process



# Type 5 Change Request Process



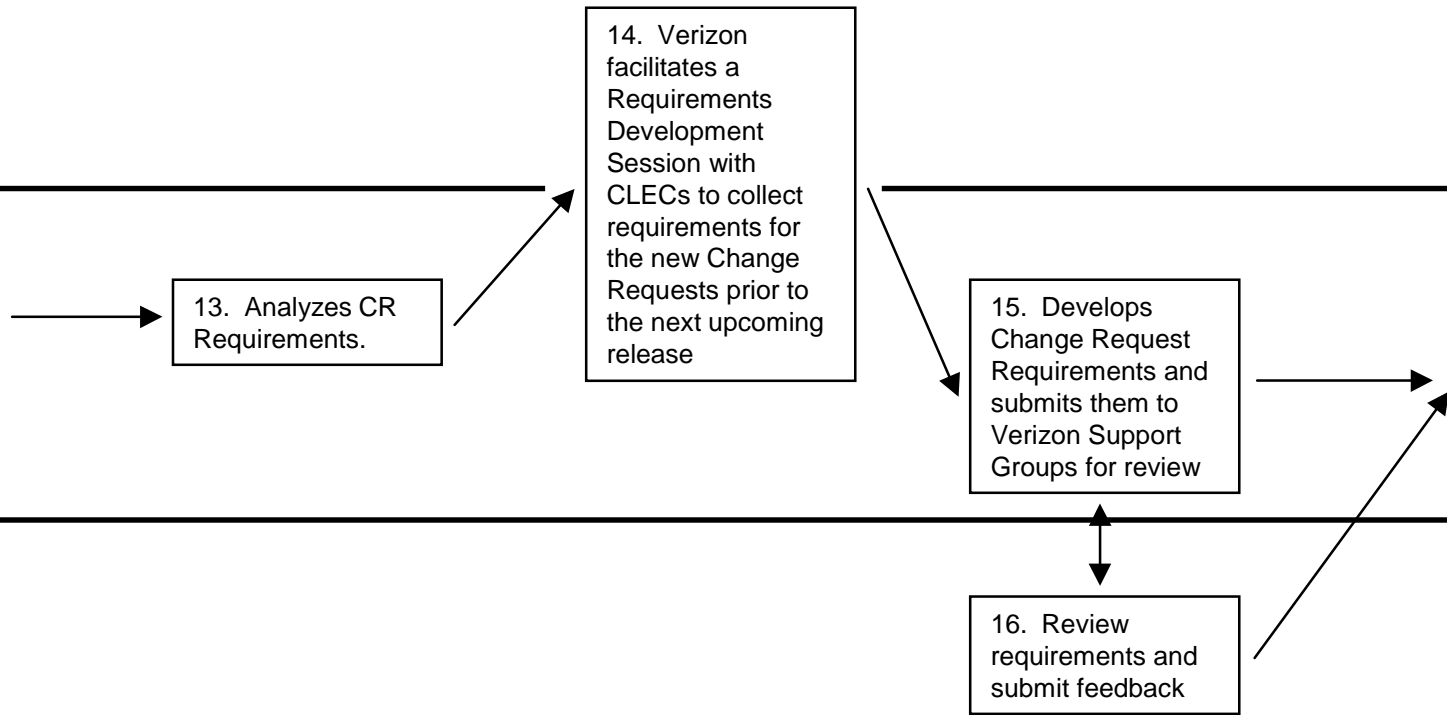
# Type 5 Change Request Process

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CLEC

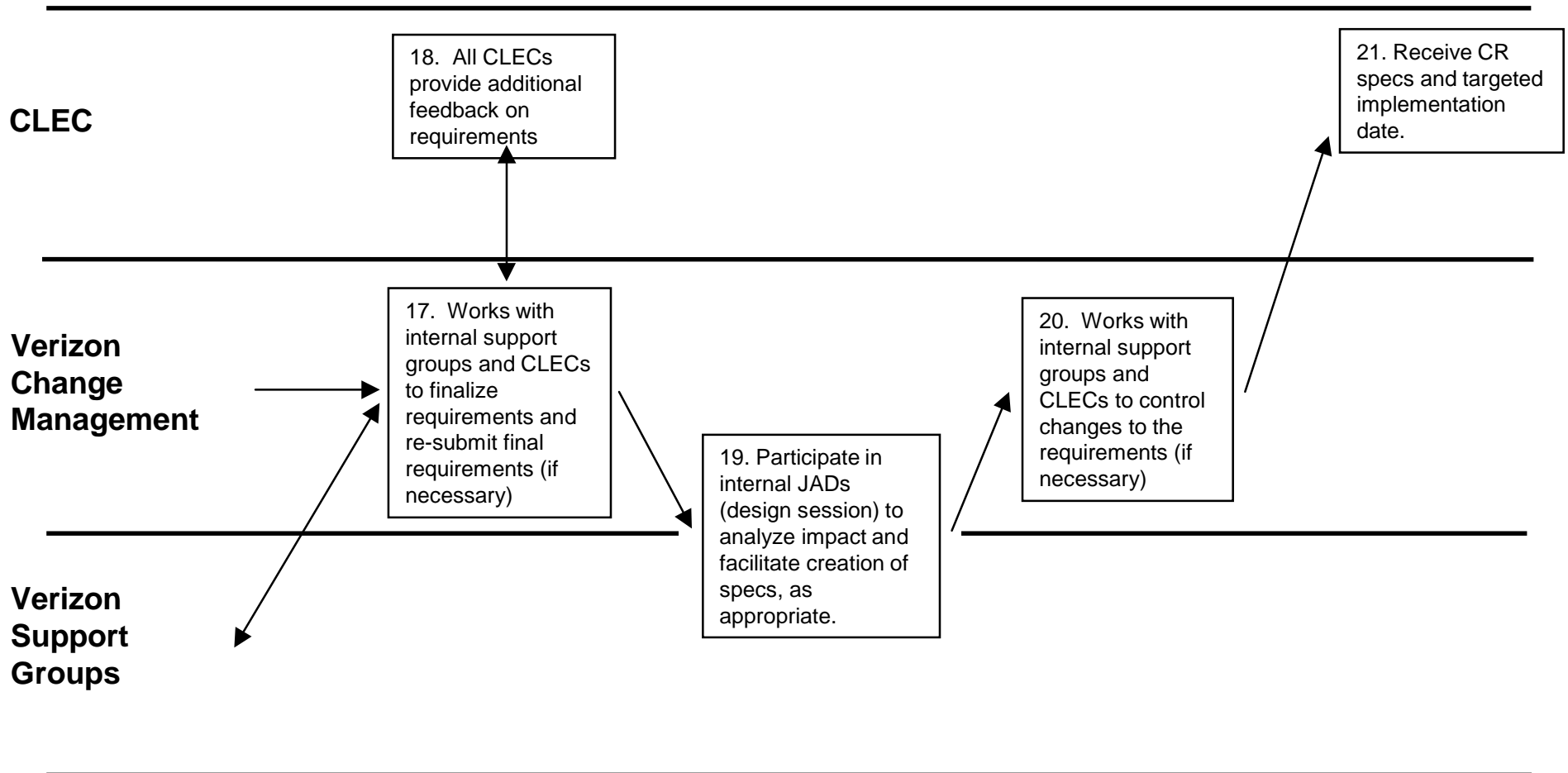
Verizon  
Change  
Management

Verizon  
Support  
Groups





# Type 5 Change Request Process



# Process Expectations

## CLEC

- q* Initiates Type 5 requests for CLEC benefiting, interface impacting changes
- q* Submits Change Request using the Change Request template
- q* Provides contact information with each Change Request
- q* Works with Verizon to provide additional information on a Change Request
- q* Reviews new Change Request details internally prior to attending the Prioritization Working Group meeting
- q* Provides input as to the importance of the change request

## Verizon

- q* Acknowledge receipt of new change request within two business days and return CR tracking number within seven business days of receipt of Change Request.
- q* Research information on the Change Request and provide written information prior to the next PWG meeting if the CR is received within two weeks before the meeting, otherwise verbal information is provided
- q* Prioritization Working Group Meeting materials will include:
  - Prioritized spreadsheet of unrated and rated CRs
  - New CRs and Verizon assessment on each new CR
  - Diagram of release milestones
  - Minutes from last PWG meeting
  - Change Control items for releases

# Process Expectations

## CLEC

- q* Rates Type 4 and 5 Change Requests based on the following criteria:
  - Interface Usability
  - Benefit to CLECs
  - Productivity Impact
  - Cost/Expense to Develop and Operate and explanation to support
  - LSOG Conformity
- q* Attend Requirements Development sessions and provide input on Change Request requirements
- q* Attend Requirements Review sessions prior to each release and provide feedback on Change Request requirements

## Verizon

- q* Collect all feedback gathered during the Prioritization Working Group Meetings and incorporate into the materials of the following PWG meeting
- q* Calculate average ratings for newly rated Type 4 and 5 CRs and rank on spreadsheet
- q* Analyze Change Request requirements and provide alternate options (where necessary) prior to the Requirements Development session
- q* Develop Draft Requirements prior to the Requirements Review session
- q* Obtain CLEC sign-off prior to submitting requirements for design and development
- q* Provide Change Request status throughout the implementation cycle for each CLEC initiated Change Request

# Prioritization Working Group - Rules

- 1.0 Initiating CLEC must participate at Prioritization Working Group meetings to review new Change Request(s).
  - 1.1 New Change Request(s) will not be reviewed at PWG meetings until the initiating CLEC participates
  - 1.2 If initiating CLEC is not represented at two consecutive PWG meetings and the CR is not championed by another CLEC, the request will be cancelled and removed from the Not Rated list.
- 2.0 Each company is allowed one vote and should have one representative responsible for providing a rating. The representative may be a vendor voting on behalf of a CLEC.
- 3.0 A rating can only be assigned to a Change Request at the PWG meeting by each participating CLEC. A rating will not be accepted outside of the Prioritization Working Group Meeting (i.e., via e-mail) so all CLECs rating the project can benefit from the discussion.
  - 3.1 CLECs may only provide a rating at the Prioritization Working Group meeting where the new Change Request is introduced. CLECs that were not present at that meeting may not submit ratings at subsequent meetings
  - 3.2 CLECs will rate Verizon initiated - Type 4 and CLEC initiated - Type 5 Change Requests. Verizon will not participate in rating change requests.

# Prioritization Working Group - Rules

## 4.0 CLECs can defer/pass on voting

4.1 A rating of defer or pass will not be averaged in the overall rating

4.2 If a rating is received the subsequent meeting after a deferral is requested, the average rating will be adjusted accordingly.

## 5.0 CLECs can submit a formal re-rate request to Verizon Change Control no later than 2 weeks prior to the next Prioritization Working Group. The re-rate request must provide a reason for requesting the re-rate.

5.1 Re-rate requests will be accepted from those CLECs that initially rated the Change Request.

5.2 Re-rate requests will not be accepted from CLECs that did not participate in the initial rating.

5.3 Re-rate requests will be accepted when circumstances change, on duplicate requests, or when old requests become a higher priority.

5.4 Once a re-rate is requested, all CLECs participating at the subsequent PWG meeting can submit a rating.

## Prioritization Working Group - Rules

- 5.5 CLECs that fail to attend a PWG meeting when a re-rate occurs will not have an opportunity to re-rate the Change Request. Prior ratings assigned will remain with the Change Request if the CLEC fails to attend the PWG meeting.
- 5.6 Verizon will provide the CLEC re-rate request and the initial Change Request for the next Prioritization Working Group meeting.
- 6.0 CLECs can request an addendum or modification to a new Change Request, if agreed to by the originating CLEC
  - 6.1 The originating CLEC must re-submit the Change Request, if an addendum or modification is agreed upon. CLECs will be allowed to rate the new Change Request prior to the addendum or modification, providing the addendum or modification is clearly conveyed at the Prioritization Working Group meeting.
  - 6.2 Co-sponsors to a Change Request are allowed.
- 7.0 Change requests may not be implemented in priority order due to the complexity of the change request, its synergy with the implementation of other change requests, and other factors.

# Prioritization Working Group - Rules

8.0 Each participating CLEC ranks each Change Request by providing a rank from 1 (low) to 5 (high) based on the following criteria:

**Interface Usability**

To what extent will the Change Request improve the usability of the interface?

**Benefit to CLECs**

How will CLECs benefit from the implementation of the Change Request?

**Productivity Impact**

To what extent will the Change Request streamline CLEC processes and increase CLEC productivity?

**Cost/Expense to Develop and Operate**

What is the cost/time to develop and operate the Change Request relative to other Change Requests (Verizon and CLECs)? High, Medium, or Low will be provided with a supporting explanation.

Note: High costs may jeopardize schedule of lower cost, high impact Change Requests

**LSOG Conformity**

Does the Change Request aim to satisfy LSOG industry standards that are not being satisfied?

9.0 Average rating calculations are based on the rating provided by all CLECs that participate in the rating process.

# Change Classifications and Examples

- Type 1 Change - Emergency Maintenance
  - Definition: A Type 1 change corrects problems in production versions of an application interface.
  - Examples: Remove edit on an LSR field requiring field for Platform and should be for loops only
- Type 2 Change - Regulatory
  - Definition: A Type 2 change changes the interfaces between the TC's and Verizon's operational support systems required in order to comply with state or federal law, orders, or specific directives by regulatory authorities, state, or federal court orders, or required to meet standards or other obligations imposed by, or under agreement with, the FCC or state commissions.
  - Examples: Implementation of merger discount, availability of UNE Remand products, Flow Through
- Type 3 Change - Industry Standard
  - Definition: A Type 3 change changes the interfaces between the TC's and Verizon's operational support systems requested to bring these interfaces in line with agreed upon telecommunications industry guidelines.
  - Example: LSOG Version 4
- Type 4 Change - Verizon Originated
  - Definition: A Type 4 change affects the interfaces between the TC's and Verizon's operational support systems and is initiated by Verizon.
  - Examples: Infrastructure changes, i.e. LiveWire implementation in the north; decommissioning of Non-LSRs; mechanization of ASR DBSI form
- Type 5 Change - CLEC Originated
  - Definition - A Type 5 change affects the interfaces between the TC's and Verizon's operational support systems and is initiated by the TCs.

Note: Detailed definitions are documented in the Change Management Process

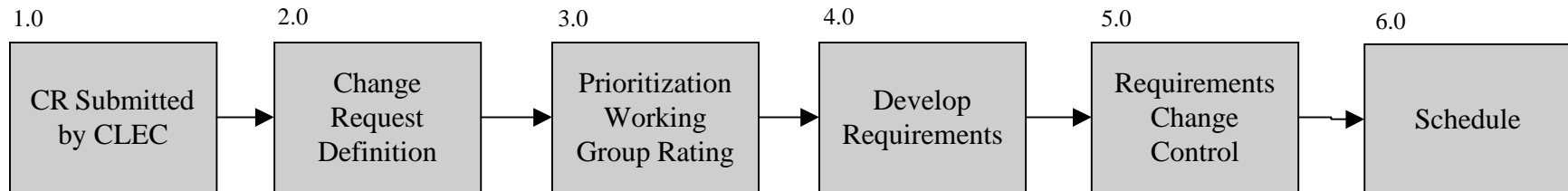


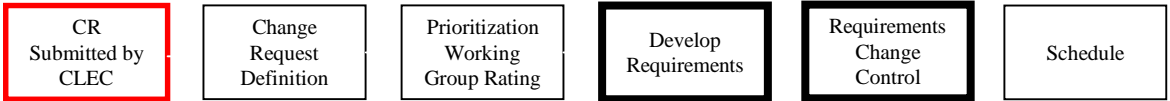
# Notification Timelines

- Type 1 Change - Emergency Maintenance
  - Determined on an individual case basis based on the severity of the problem
- Type 2 Change - Regulatory
  - Determined based on applicable law/regulatory rules
- Type 3 Change - Industry Standard
  - Based on mutual agreement in conjunction with the rollout of national standards subject to any overriding regulatory obligations
- Type 4 Change - Verizon Originated and Type 5 Change - CLEC Originated
  - Generally, notification of the scheduled implementation of type 4 and type 5 changes will occur 73 calendar days prior to implementation through the publication of the appropriate business rules in draft form
  - Draft technical specs will be provided 66 calendar days prior to implementation
  - CLECs have 15 business days from the initial publication of documentation to provide comments on the documentation
  - Change confirmation will occur 45 days prior to implementation through the publication of final business rules, technical specifications, and error documentation
  - In some instances, more or less notification may be provided based upon the severity of the impact of the change

Note: Detailed notification timelines are documented in the Change Management Process

## Type 5 Change Request Lifecycle





**1.0: Change Request Submitted By CLEC**

CLEC

1.1

CLEC initiates Change Request by sending CR Template to Change Control

CLEC may be asked to provide more information on CR Template

Change Control

1.2

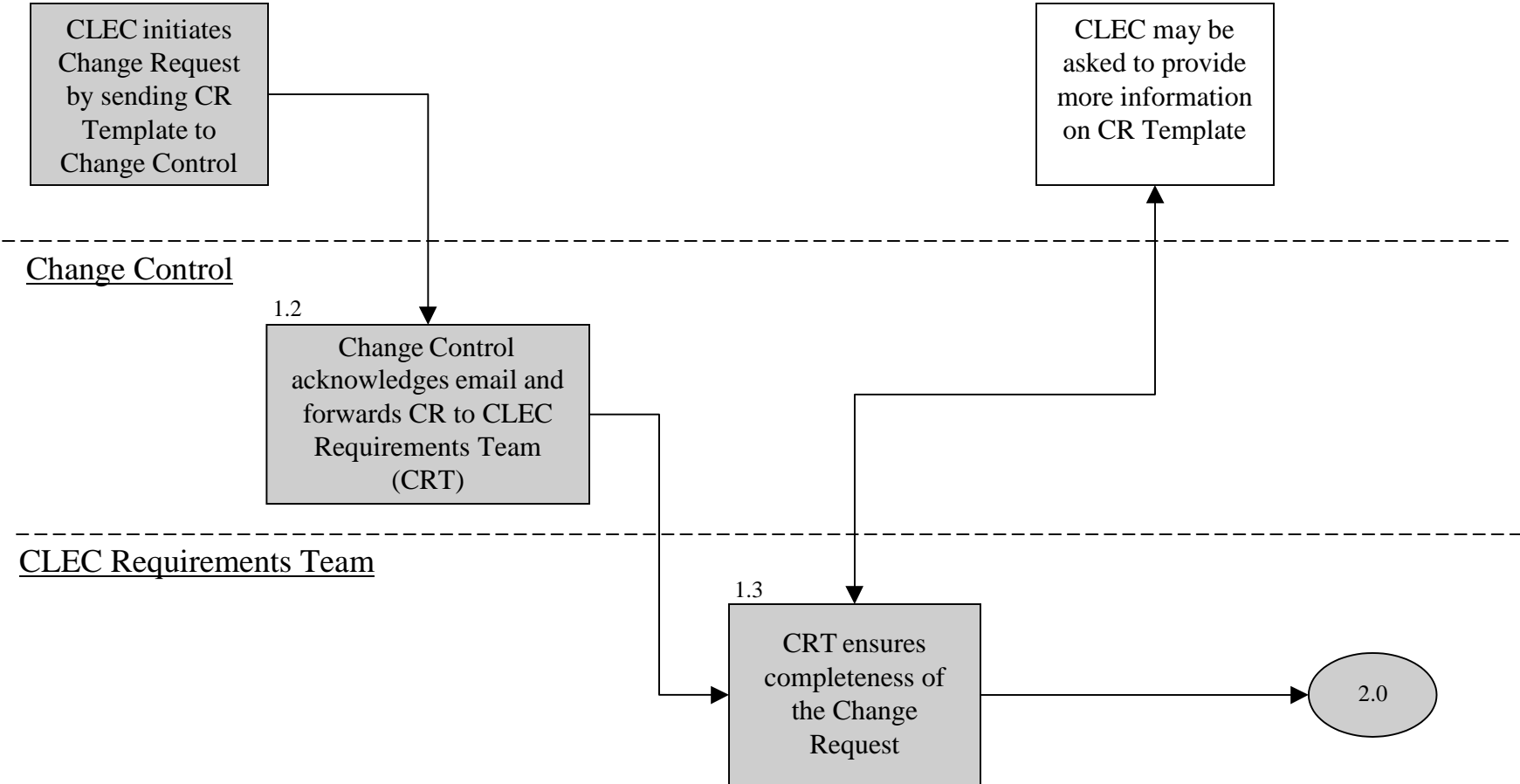
Change Control acknowledges email and forwards CR to CLEC Requirements Team (CRT)

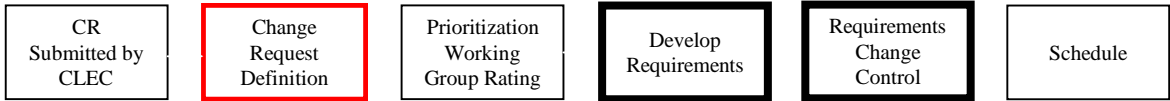
CLEC Requirements Team

1.3

CRT ensures completeness of the Change Request

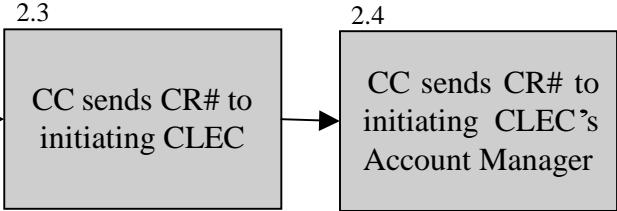
2.0



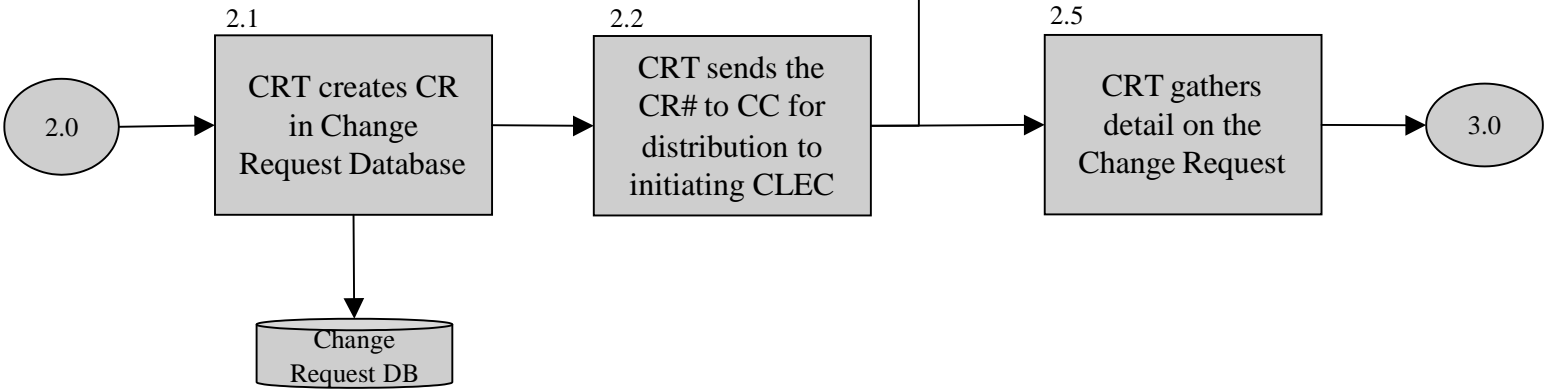


**2.0: Change Request Definition**

Change Control



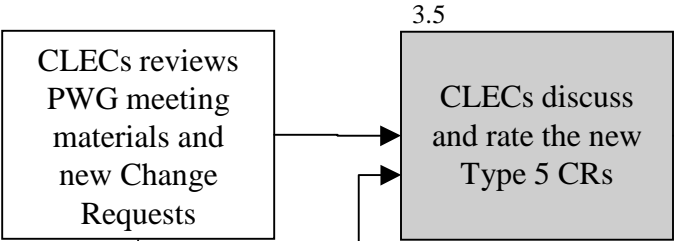
CLEC Requirements Team



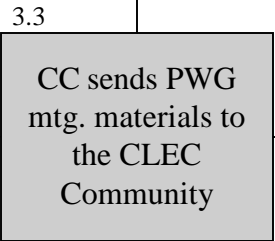


### 3.0: Prioritization Working Group Rating

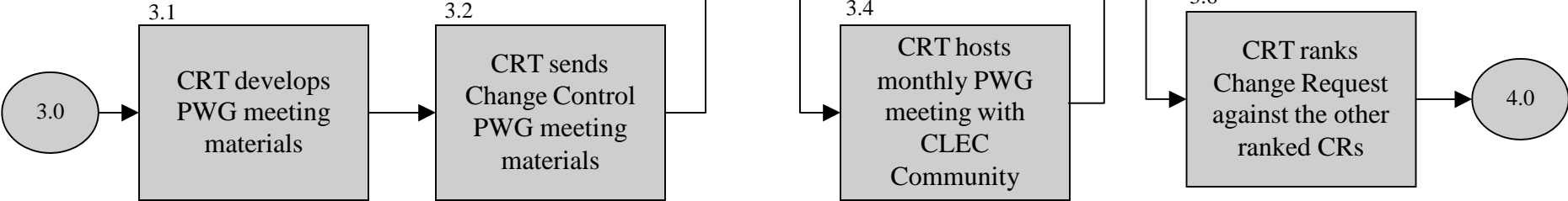
CLEC

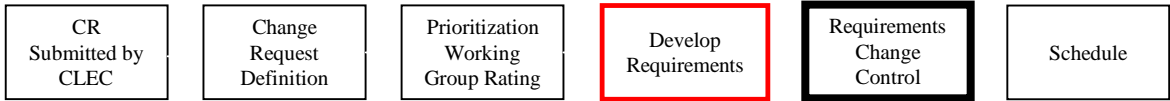


Change Control



CLEC Requirements Team

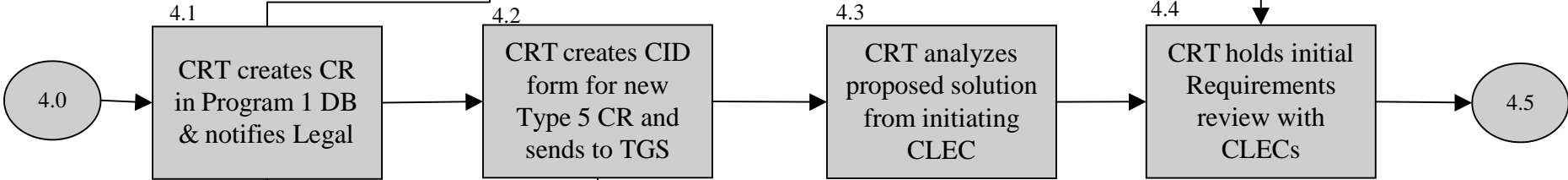
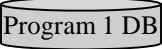




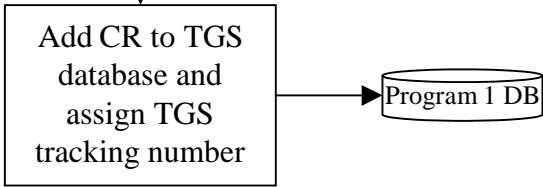
**4.0: Develop Requirements**

CLEC

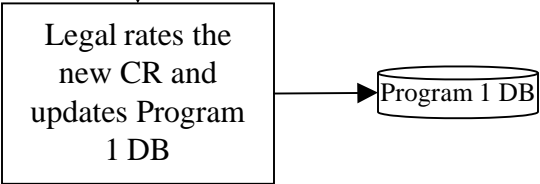
CLEC Requirements Team

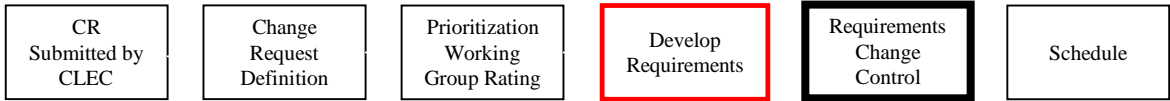


TGS



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**4.0: Develop Requirements**

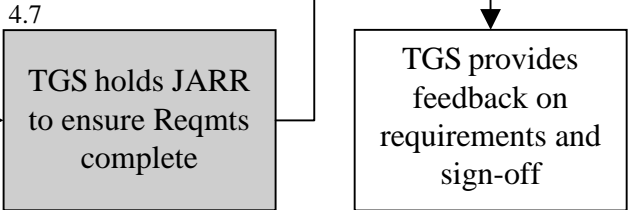
CLEC

CLECs provide feedback on requirements and sign-off within two weeks after JARR. Only initiating CLEC will sign-off.

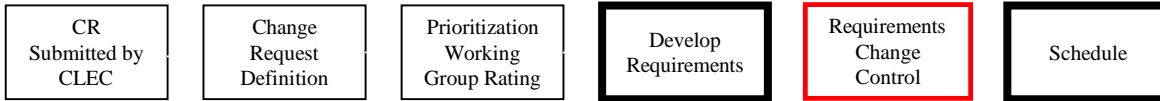
CLEC Requirements Team



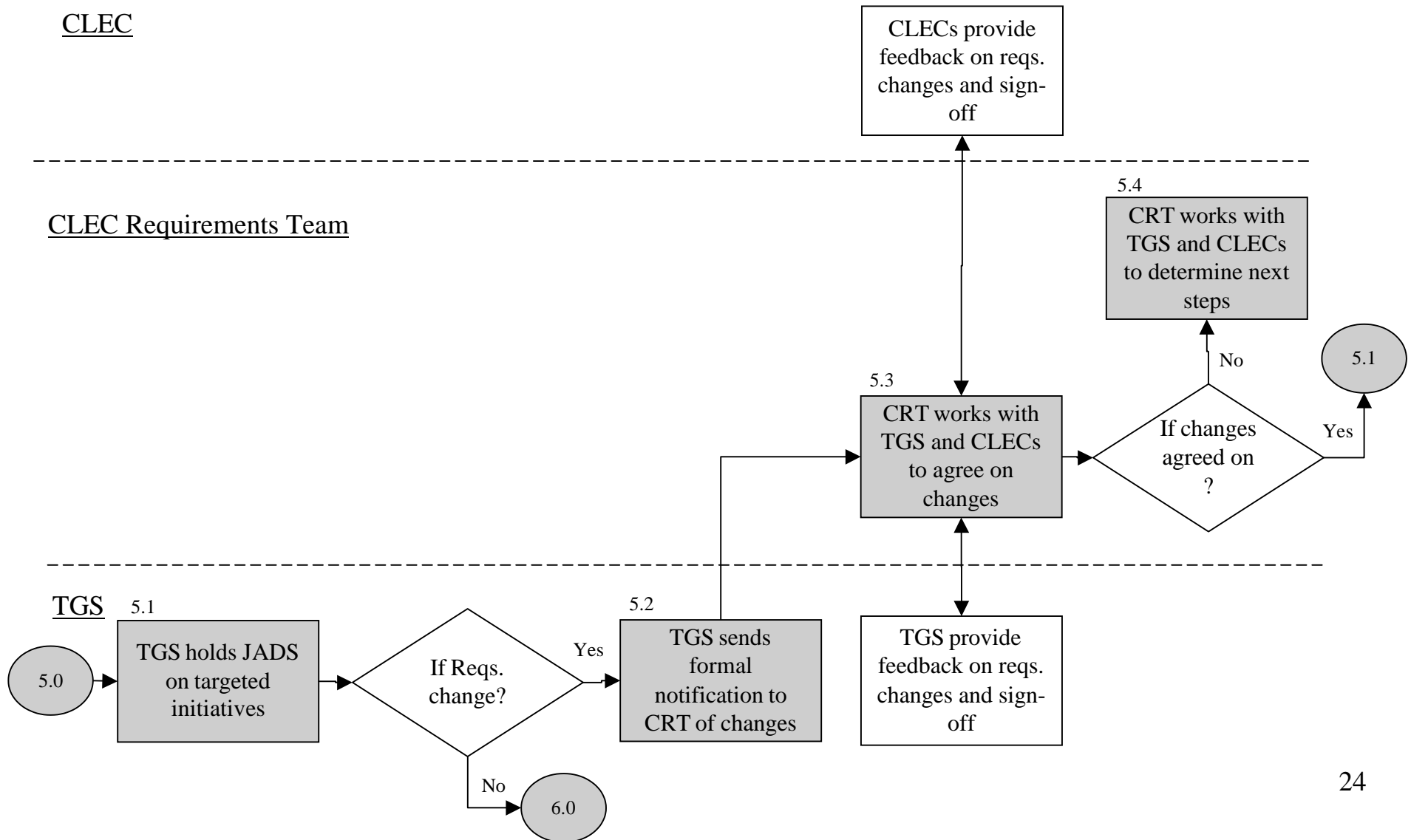
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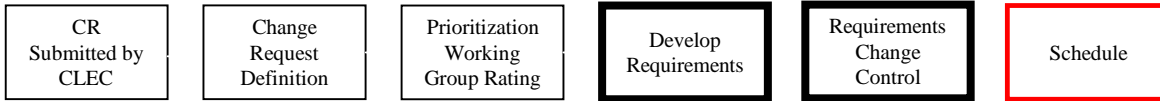
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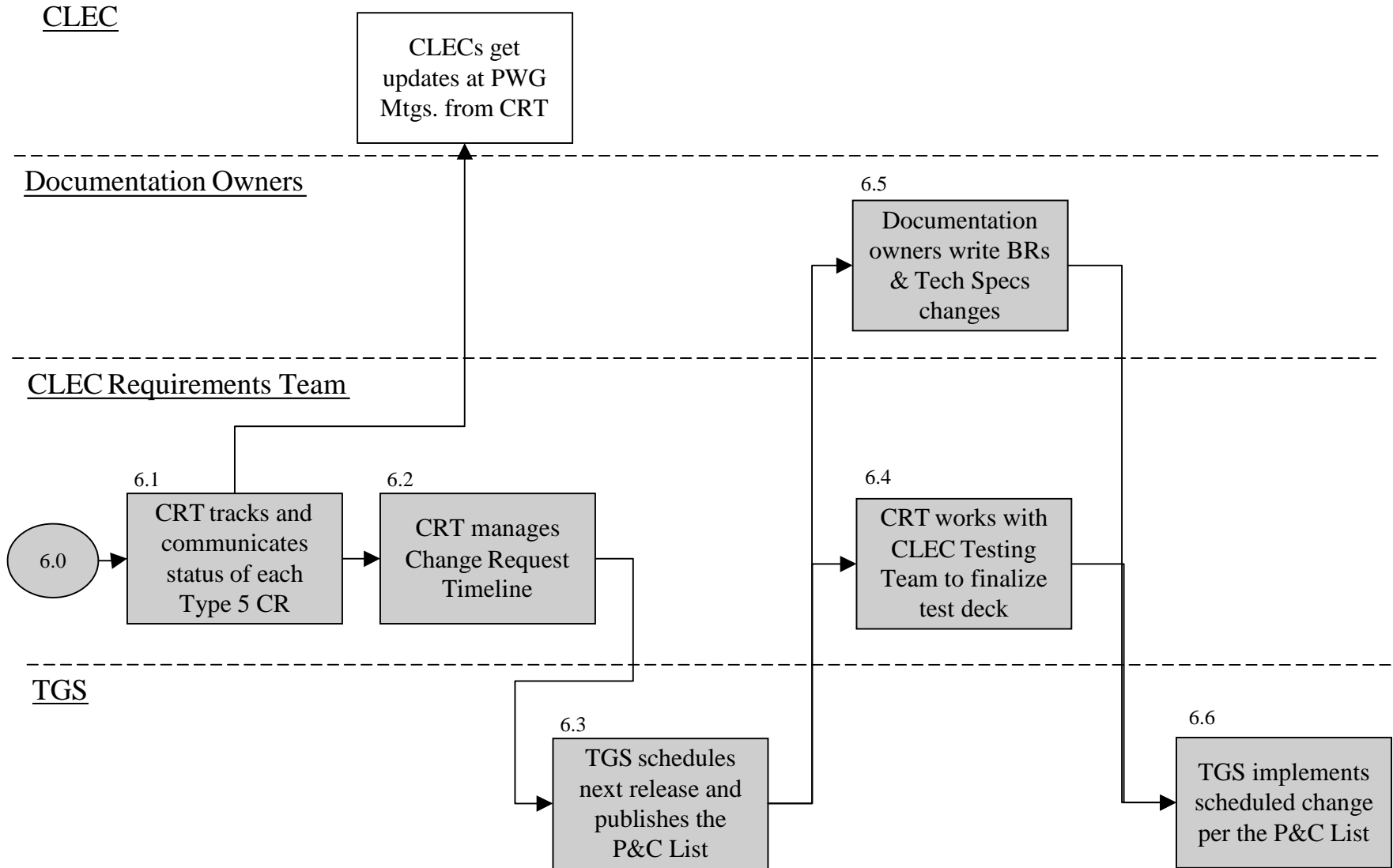
## 5.0: Requirements Change Control



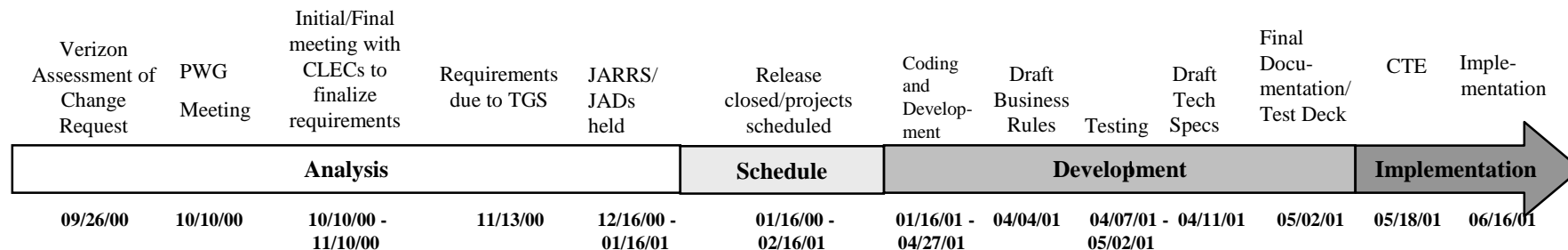




## 6.0: Scheduling



# High-level Timeline for Type 5 initiatives (Pictorial View)



**Analysis** - Finalization of the Change and determination of the impact to systems.

**Schedule** - Verizon determines the Implementation Date for the Change.

**Development** - Verizon systems are modified for the Change.

**Implementation** - Verizon system changes are deployed.



## High-level Timeline for Typical Type 5 initiatives (Tabular View)

Description of Milestone	Timeframe	Sample
New Type 5 must be into VZ Change Control to be considered for release	9 months	09/26/00
Prioritization Working Group meeting to rate and rank Type 5 initiatives	8 months	10/10/00
Initial and final meeting with the CLEC Community to finalize Requirements and get sign-off	7 – 8 months	10/10 – 11/10/00
Requirements due to TGS	6 – 7 months	11/13/00
Design sessions (JARR/JAD) initiated within VZ to discuss design of initiative targeted for release	5 – 6 months	12/16 - 01/16/01
Release is closed and final list of initiatives scheduled for release is made available	4 – 5 months	01/16 – 02/16/01
Coding and development	2 – 5 months	01/16 – 04/27/01
Draft Business Rules are sent to the CLEC Community through VZCC	73 days	04/04/01
Testing	1 – 2 months	04/07 – 05/02/01
Draft Technical Specifications are sent to the CLEC Community through VZCC	66 days	04/11/01
Final Business Rules and Technical Specifications are sent to the CLEC Community through VZCC	45 days	05/02/01
Deliver Test Deck to CLECs	45 days	05/02/01
Release available in CTE	30 days	05/18/01
Implementation of scheduled initiatives		06/16/01





Change Request Number:  
Title:

Inquirer	
Telephone Number	
E-mail	
Inquirer Company	
Date requested in Change Center	
Identify the issues that are affected by this change	
Identify the products that are affected by this change	
Identify the resources that are affected by this change	
Identify the connections that are affected by this change	
Identify the interfaces that are affected by this change	
Identify the SOG versions that are affected by this change	
Describe the Change <i>Describe the functionality that you would like to enhance</i> <i>Note: Describe what your Change Request is. Do not specify how to implement it.</i>	

Refer Questions to:



Change Request Number:  
Title:

Provide an example that justifies the change <i>Include attachments if available</i>	
How will your company benefit from completing the Change Request?	
Describe the proposed solution to the change <i>How do you propose the Change Request can be implemented?</i>	
What is the expected output resulting from the proposed solution?	
Interface Usability	
Benefit to <del>CLICS</del>	
Productivity Impact	
Cost/Time/Expensation	
SOG Compatibility	
Remarks	

Refer Questions to:

## Explanation of Acronyms

<u>Acronym</u>	<u>Explanation</u>
VZCC	Verizon Change Control
BR	Business Rules
CC	Change Control
CID	Conceptual Initiative Design
CR	Change Request
CRT	CLEC Requirements Team
DB	Database
JAD	Joint Application Development
JARR	Joint Application Requirements Review
LSOG	Local Service Ordering Guidelines
P&C	Package and Close
PWG	Prioritization Working Group
TC	Telecommunications Carrier
TGS	Telecom Group Systems