

FINAL MEETING NOTES

Wednesday, July 11 CLEC-Qwest Change Management Process Re-design Kickoff

1801 California Street, 23rd Floor Executive Conference Room, Denver, CO

Bridgeline: 1-877-847-0638, passcode 780-4338# (confirmation: 4349718)

INTRODUCTION

Today Qwest kicked off the CLEC-Qwest effort to re-design the Change Management Process for the Qwest 14-state region. The kick-off was well attended by CLEC representatives, Service Providers (3rd Party Vendors) and a representative from the Colorado PUC via conference line or in person. Judy Schultz, Qwest Director-Change Management, welcomed the participants—refer to Attachment 1: Attendance Record.

Judy Schultz reviewed the agenda with the participants. Please refer to Attachment 2 for more details. In addition, Ms. Schultz introduced the team to Judy Lee. Ms. Lee is an outside consultant who will facilitate the ‘drafting core team’ working sessions.

Here are the highlights from today’s kick-off meeting including discussions, decisions, issues and action items for each agenda item (see Attachment 3: Issues and Action Items Log).

RULES OF ORDER FOR THE RE-DESIGN WORKING SESSIONS

The participants agreed on the following **Meeting Ground Rules**: (see Attachment 4)

- Be respectful of other members
- One meeting—One voice
- Silence is concurrence
- Board it, leave it and move on
- Raise a problem, then propose solution
- Silent electronic devices
- No recording of conversations

Participants discussed the following proposed **Guiding Principles** for the working sessions: (refer to Attachment 5 for revised version)

Proposed Guidelines

- Collaborative work effort between CLECs and Qwest
- Operational level working sessions, not regulatory or legal
- Face-to-face work effort
- Participation open to Qwest’s CLEC community
- Each CLEC may assign a representative, but not to exceed three per CLEC entity to allow more CLECs to participate at a ‘manageable’ working session
- CLECs may assign another CLEC entity to represent their interests
- “Team” provides a proposal to the CLEC community for review and acceptance
- “Team” provides status to the CLEC community at the monthly CICMP meetings until a final proposal is ready for review
- One vote per Corporate Entity with majority rules

Discussion: Nightfire asked if the core team membership only consists of CLECs and Qwest representatives. Can a 3rd Party Vendor participate in the drafting effort? Nightfire expressed that 3rd Party Vendors represent many CLEC-clients and have more technical knowledge of the OSS interface changes. Rhythms asked if 3rd Party Vendors have ‘voting’ rights on behalf of their CLEC-clients, or just a ‘voice’ to re-design the process. Sprint stated that it was a good idea to include 3rd Party Vendors as a ‘voice’ in creating the re-designed process, however, Sprint wants to be able to ‘vote’ on its own behalf. Scindo Networks expressed concern that a 3rd Party Vendor is ‘voting’ on behalf of a CLEC. Scindo Networks stated that the Change Management Process is for the CLEC community, not the Vendor community, doing business with Qwest. Scindo Networks also agreed that a 3rd Party Vendor have a ‘voice’ but not a ‘vote’ on the process. SBC Telecom shared that other ILEC regions allow 3rd Party Vendors to ‘vote’ on behalf of CLEC-clients if a Letter of Authorization (LOA) is in place between the vendor and CLEC-client. Eschelon expressed that the knowledge of the 3rd Party Vendors is valuable and vendors should be welcomed as a ‘voice’ in creating the process, but ‘voting’ should be limited to the CLECs.

- **DECISION:** Participants asked that this discussion be deferred until the July 19th working session so that participants can discuss this issue within their organizations.
- **DECISION:** 3rd Party Vendors are welcomed to join the July 19th session via conference line
- **ISSUE:**
 - **What role do 3rd Party Vendors play in this re-design effort?**
 - **A) 3rd Party Vendors are part of the core team to re-design the process, however, no ‘voting’ rights on behalf of themselves or the CLEC-client (Process=Yes, Vote=No)**
 - **B) 3rd Party Vendors are allowed to ‘voice’ and ‘vote’ as any CLEC (Process and Vote=Yes)**
 - **C) 3rd Party Vendors are excluded from the core team (Process and Vote=No)**
- **ACTION: On July 19th we will conclude this discussion and decide on one of the above scenarios.**

Discussion: Participants were concerned with the ‘face-to-face’ requirements for the working sessions. All participants wanted to attend the working sessions, but expressed concerns about limited resources and traveling costs. Rhythms supported face-to-face sessions and asked CLECs if other CLECs can represent them in this effort. All participants understood the effectiveness of face-to-face sessions, but would like Qwest to consider conference line capabilities for those who can’t attend in person.

- **DECISION:** Qwest will make available a conference line for those who want to participate in the working sessions, but can’t attend in person. Core team members (or their backup representative) will make every effort to attend in person.

Proposed Structure

- Working sessions are in 3-day intervals with 7 working days off for both parties to work issues and action items.
- Working sessions to be scheduled before or after Qwest's monthly CICMP meetings to mitigate additional travel needs, wherever possible
- Qwest hosts working sessions
- Qwest facilitates working sessions and captures outcome of discussions and decisions to be shared with the CLEC community at the CICMP meetings
- Qwest handles all logistics including packaging of Change Management Process framework (document)

Discussion: Participants were concerned about the 3-day intervals for the working sessions due to limited resources. Eschelon asked if CLECs could host some of the working sessions.

- **DECISION:** Working sessions are in 2-day intervals and twice a month. One working session should be scheduled around the monthly CICMP meeting to cut travel costs.
- **DECISION:** CLECs are welcome to host working sessions in the September timeframe. (Note: Travel arrangements need to be made for July and August sessions quickly to take advantage of discount fares and hotel room availability. Therefore, Qwest will host the July and August sessions in Denver, Colorado.)
- **ACTION:** *The Core Team will decide on the location for September working sessions at a later date.*

Proposed Outcomes

- Agreement on Guiding Principles and Working Session Structure
- Agree on membership of 'team'
- Timeline to draft proposal and review/discuss with entire CLEC community to finalize Change Management framework

Discussion: Participants wanted to know what the communications process will be to keep the CLEC community informed about discussions and decisions from the working sessions.

- **DECISION:** Qwest will set up a link on the web site (tentatively called CICMP Re-design) which will include a write-up of notes, issues and action items from each working session and an agenda for the next set of working sessions.

OBJECTIVES OF THE RE-DESIGN PROCESS

Judy Schultz reiterated the objectives of the "drafting core team" as part of the Change Management working sessions. Participants provided comments and agreed to the objectives stated below.

Objectives:

Collaboratively develop a detailed revised Change Management Process and an implementation schedule for the revised process. The revised process will include the following key elements:

OSS Interfaces

- The Process shall address proposals for and notification of changes to OSS interfaces.
 - A 12-month Development View will be shared on a quarterly basis with the CLECs
 - The View will include all proposals that impact the CLECs
 - CLECs will have an opportunity to provide input to the View
- The application-to-application process will be improved to meet the intervals proposed at the Ordering and Billing Forum (OBF) with Issue 2233
- Qwest will conduct walk-throughs of initial (draft) requirements to provide an early understanding of the requirements and provide an opportunity for the CLECs to provide input before Qwest issues the final requirements.
- A process to introduce or retire interfaces will be developed.

Product/Process and Technical Publication

- The Process shall address product/process and technical publication changes to insure timely and high-quality notification. Walk-throughs will be conducted if deemed necessary by Qwest and the CLECs. CLECs will have an opportunity to provide input on the changes before the final notice is issued.

Exception Process

- An Exception process to allow changes to be implemented outside of the regular implementation intervals will be developed.

Escalation Process and Dispute Resolution Process

- The Escalation process will be revised to include a dispute resolution process.

Discussion: As suggested by CLECs, the “drafting core team” will use the OBF Issue 2233 version 2 framework as the baseline to develop a revised Change Management Process proposal for the Qwest region. Once a proposal is created, the Team will present the proposal to the entire CLEC community for review and acceptance.

- **DECISION:** The Core Team will use the OBF Issue 2233 version 2 proposal (refer to the last attachment as reference) as the baseline to develop a revised Change Management Process for Qwest.

WorldCom suggested that a helpful tool for the ‘drafting core team’ would be a single document that inserts CLEC comments on areas of improvement to Qwest’s Change Management Process into the appropriate sections of the OBF Issue 2233 framework.

- **ACTION: Qwest will create the single document for the July 19 session.**

SCHEDULED WORKING SESSIONS

Dates/Time	Location
Thursday, July 19 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617)	1801 California Street 21 st Floor, Arkansas Conference Room Denver, CO (check in on 21 st Floor)
Tuesday, August 7 and Wednesday, August 8 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617)	1801 California Street 21 st Floor, Arkansas Conference Room Denver, CO (check in on 21 st Floor)
Tuesday, August 14 and Thursday, August 16 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617)	1801 California Street 21 st Floor, Arkansas Conference Room Denver, CO (check in on 21 st Floor)
Wednesday, Sep 5 and Thursday, Sep 6 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617)	1801 California Street 21 st Floor, Arkansas Conference Room Denver, CO (check in on 21 st Floor)
Tuesday, Sep 18 and Thursday, Sep 20 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617)	1801 California Street 21 st Floor, Arkansas Conference Room Denver, CO (check in on 21 st Floor)

CLOSING REMARKS

Judy Schultz expressed appreciation to participants for their input. She informed the participants that Qwest will write up the notes from today’s meeting. The draft notes will be sent via e-mail to participants by noon on Friday, July 13 for review. Participants were asked to provide Qwest with corrections, if any, via e-mail by noon on Tuesday, July 17th. Final notes will be shared with the entire CLEC community at the Wednesday, July 18 CICMP meetings and a separate mailing will also occur on the same day to the entire CLEC community.

The meeting concluded at 10:30 am Mountain Time

ATTACHMENTS

- Attachment 1: Attendance Record
- Attachment 2: Agenda
- Attachment 3: Core Team Issues and Action Items Log
- Attachment 4: Meeting Ground Rules (final)
- Attachment 5: Guiding Principles (revised proposal)

ATTENDANCE RECORD

Terry Wicks	Allegiance Telecom
Terry Bahner	AT&T
Donna Osborne-Miller	AT&T
Esther Scherer	AT&T
Ann Adkisson	AT&T
Mitch Menezes	AT&T
Letty Friesen	AT&T
Becky Quintana	Colorado PUC
Kim Tryggestad	Covad Communications
Gregory Johnston	Covad Communications
Lynne Powers	Eschelon Telecom (ATI)
Karen Clauson	Eschelon Telecom (ATI)
Kathy Stichter	Eschelon Telecom (ATI)
Bill Littler	Integra Telecom
Sam Yeung	KPMG Consulting
Rhonda Cheaney	Level 3
Jason Smith	Level 3
Michelle Hatcher	Level 3
Ron Weathers	McLeodUSA
Manuel Lozano	NightFire Software Inc.
Bob Carias	NightFire Software Inc.
Scott Simon	Premier Communications
Jean John	Quintessent Communications
Teresa Jacobs	Qwest
Debra Erickson	Qwest
Stephanie Greenhalgh	Qwest
Judith Schultz	Qwest
Matt Rossi	Qwest
Mark Routh	Qwest
Joe Ayala	Rhythms Links Inc.
Marcia Lees	SBC Telecom
Vince DeGarlais	Scindo Networks
Sandy Evans	Sprint
Liz Balvin	WorldCom
Anthony Mott	XO Communications
Marianne Good	XO Communications
Judy Lee	XTel Solutions Inc.

ATTACHMENT 2

Wednesday, July 11 CLEC-Qwest CMP Kickoff
 1801 California Street, 23rd Floor Executive Conference Room, Denver, CO
 Bridgeline: 1-877-847-0638, passcode 780-4338# (confirmation: 4349718)

Agenda

<ul style="list-style-type: none"> • Introduction • Review Agenda • Introduce Facilitator (Judy Lee) 	Judy Schultz
<ul style="list-style-type: none"> • Establish the rules of order for the re-design working sessions <ul style="list-style-type: none"> • Meeting Ground Rules • Guiding Principles for Working Sessions 	Judy Lee
<ul style="list-style-type: none"> • Establish the objectives of the re-design process • Discuss the feedback from the CLEC Community for Qwest’s re-designed Change Management Process to include specific elements 	Judy Schultz
<ul style="list-style-type: none"> • Determine how to proceed with re-design effort <ul style="list-style-type: none"> • Prioritize working sessions by those elements above, or • Use the OBF Issue 2233 version 2 framework 	Judy Lee
<ul style="list-style-type: none"> • Establish the schedule and agenda for future working sessions <ul style="list-style-type: none"> • Based on Guiding Principles and feedback from CLECs 	Judy Lee
<ul style="list-style-type: none"> • Preview the elements for the first full day working session 	Judy Lee
<ul style="list-style-type: none"> • Identify Team membership 	Judy Lee
<ul style="list-style-type: none"> • Closing Remarks • Next Steps <ul style="list-style-type: none"> • Qwest to write up notes from today’s conference call and distribute to participants for review via email • All participants to review and provide Qwest with corrections, if any, via email • Final notes will be shared with CICMP forum participants (Wednesday, July 18) • Qwest will send final notes to entire CLEC community (by Wednesday, July 18 5pm MT) • Adjourn 	Judy Schultz

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1	Issue	July 11 Meeting	3 rd Party Vendor	<p>What role do 3rd Party Vendors play in this re-design effort?</p> <p>a) 3rd Party Vendors are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No]</p> <p>b) 3rd Party Vendors are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes]</p> <p>c) 3rd Party Vendors are excluded from the core team [Process and Vote=No]</p>	Core Team	July 19	
1A	Action	July 11 Meeting	3 rd Party Vendor	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	July 19	
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	July 19	A tool for the working session
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	July 19	

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
4	Action	July 11 Meeting	Agenda Items	Decide the location for September working sessions	Core Team	August 8	
5	Action	July 11 Meeting	CICMP Redesign Web Site	Enhance the CICMP web site to include the CICMP Redesign information	Qwest— Mark Routh	July 19	
6	Action	July 11 Meeting	CLEC Comments	CLEC requested that Qwest posts all CLEC comments on the CICMP Redesign web site.	Qwest— Mark Routh	July 19	
6A	Action	July 11 Meeting	CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CICMP Redesign web site.	Qwest— Mark Routh	July 13	

MEETING GROUND RULES

- Be respectful of other members
- One meeting - one voice
- Silence is concurrence
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Guiding Principles for Working Sessions

REVISED PROPOSAL

Guidelines for the CLEC-Qwest team to develop a mutually agreed upon Change Management Process in Qwest's ILEC region

- Collaborative work effort between CLECs and Qwest
- Operational level working sessions, not regulatory or legal
- Face-to-face work effort (with conference bridge capabilities for any other CLEC participants)
- Participation open to Qwest's CLEC community
- Each CLEC may assign a representative, but not to exceed three per CLEC entity to allow more CLECs to participate at a 'manageable' working session
- CLECs may assign another CLEC entity to represent their interests
- 'Team' provides a proposal to the CLEC community for review and acceptance
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- One vote per Corporate Entity with majority rules

Structure

- Working sessions are in 2-day intervals, twice a month
- Working sessions to be scheduled before or after Qwest's monthly CICMP meetings to mitigate additional travel needs, wherever possible
- Qwest hosts working sessions (unless another Core Team member wishes to host the sessions in September)
- Qwest facilitates working sessions and captures outcome of discussions and decisions to be shared with the CLEC community at the CICMP meetings
- Qwest handles all logistics including packaging of Change Management Process framework (document)

Outcomes

- Agreement on Guiding Principles and Working Session Structure
- Agree on membership of 'team'
- Timeline to draft proposal and review/discuss with entire CLEC community to finalize Change Management framework
- Qwest will provide a web site link (called CICMP Re-design) to include working session notes, Issues and Action Items Log, Agenda and materials for next work session.