

FINAL MEETING MINUTES

CLEC-Qwest Change Management Process Re-design Tuesday, August 7 and Wednesday, August 8, 2001 Working Sessions

1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Bridgeline: 1-877-847-0304, pass code 7101617#

NOTE: These FINAL meeting minutes were circulated to the CMP Re-design Core Team Members in attendance for their review and comments are noted in *italic* throughout the minutes.

INTRODUCTION

The Core Team (Team) and other participants met August 7th and 8th to continue with the redesign effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working sessions. The attachments to these meeting minutes are as follow-

ATTACHMENTS

- Attachment 1: Attendance Record
- Attachment 2: August 7 and 8th Agenda
- Attachment 3: Guiding Principles (revised)
- Attachment 4: Letter of Authorization (LOA)
- Attachment 5: Core Team Members Expectations/Responsibilities
- Attachment 6: Core Team Voting Tally Form
- Attachment 7: Core Team Issues and Action Items Log
- Attachment 8: Schedule—CMP Re-design Working Sessions
- Attachment 9: Redlined Change Management Process re-design framework (August 8th version)

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and asked for input regarding any changes or modifications to the material. Lee's review of the agenda included the verification that attendees had received the Performance Measure documentation submitted by Liz Balvin-WorldCom. All attendees indicated receipt of the material and there were no questions or modifications to the agenda items to be covered.

Judy Lee began the meeting with a review of the Guiding Principles last revised at the July 19th working session. Lee wanted to make certain that there was a common understanding of one of the items, "One vote per Corporate Entity with majority rules." Sharon VanMeter-ATT questioned why the clarification on the voting was necessary. Lee stated that this principle was meant to allow the CLEC community to vote on items that were to be presented to Qwest so that the CLECs could present a single voice to Qwest whenever possible. Liz Balvin-WorldCom asked why it is not a single vote for all members including Qwest, and that this appeared to make the effort less collaborative. Terry Wicks-Allegiance Telecom stated that votes would work to determine which options the CLEC community wanted Qwest to pursue, and that Qwest would need to determine which proposals could be supported in advance of the CLEC vote. There was discussion regarding the need to have other avenues to resolve impasse issues, including escalation and dispute resolution. Judy Lee stated that the CLEC community could request a caucus at any time during the meetings to clarify their positions without Qwest participation. Judy Schultz-Qwest reiterated the point that Qwest may not be able to implement a certain proposal due to operations, systems, expense considerations/limitations, etc. and that Qwest hoped to be able to negotiate solutions suitable to any proposal submitted. Schultz did say she hoped CLEC caucusing would be limited so that Qwest could remain involved in as many discussions as

possible to make certain Qwest clearly understood the underlying CLEC needs to ensure satisfactory resolution whenever possible. Larry Gindlesberger-Covad and Sandy Evans-Sprint pointed out that in their experiences with other ILECs that caucusing was minimal and there were few times when the ILEC was not involved. Liz Balvin-WorldCom stated change management needed to be a 100% collaborative process and that negotiation was key. She was concerned the vote clarification would require the CLECs to meet or caucus without Qwest. She went on to say that WorldCom needed to demonstrate to Qwest and each CLEC the importance of certain proposals, and that WorldCom had to abide to the vote outcome. Sharon Van Meter-ATT stated it appeared that the vote clarification would result in a CLEC vs Qwest rather than collaborative environment, and that ATT did accept majority rule even if the majority rule did not support ATT's position. Terry Wicks-Allegiance brought up the scenario where there may be four options being considered for a proposal and being voted on, but Qwest could only implement three of the four options. The CMP CLECs could either vote on one of the three options being considered, or determine that the only viable option was the option Qwest could not support. At that point the CLECs could caucus to determine if the proposal was at impasse and initiate escalation/dispute resolution processes. Liz Balvin-WorldCom stated all CLECs also have the option to negotiate directly with Qwest for initiatives critical to their businesses. Discussion then followed regarding how other ILECs manage voting processes. Terry Wicks-Allegiance, Larry Gindlesberger-Covad, and Sandy Evans-Sprint discussed that the vote clarification presented by Judy Lee matched voting procedures implemented in other ILECs they are working Change Management with.

- **DECISION:** The Team decided to clarify voting and add language describing impasse issues (See Attachment 3 – Guiding Principles).
 - **Original language** - “One vote per Corporate Entity with majority rules”.
 - **Revised language** - “One vote per Corporate Entity with majority rules in CLEC community and one vote for Qwest, making every effort to reach consensus”.
 - **New principle** – “Impasse issues will be resolved using the established Escalation and Dispute Resolution Processes”. *[AT&T COMMENT: What are the established Escalation and Dispute Resolution Processes?]*

George Gravalis-Scindo asked if any participant could bring up a proposal at the CMP monthly meeting. It was stated that a proposal could be raised at the meeting, but that it could not be voted on until a subsequent meeting since proposals that are to be voted on are provided to CMP members in advance of the meeting.

Following a break, Judy Schultz reviewed the draft Letter of Authorization (LOA) that Qwest had developed for designating representatives at CMP re-design meetings when the CLEC CMP-redesign members could not be in attendance. The LOA was designed to assign voting privileges on specific issues to ensure clear understanding of the authorized representative's role at that particular meeting. The LOA is required for each working session and is not effective beyond the specified working session. LOAs are to be submitted to Judy Schultz-Qwest. There was no discussion regarding the LOA. (See Attachment 4)

Judy Lee then began discussion of what was meant by quorum for the CMP-re-design meetings. Quorum was defined as 51% of Core Team members, however there were questions regarding how core team membership was determined and how it could change. The discussion centered around how a core team member might be added, or dropped depending on their involvement. Larry Gindlesberger-Covad stated that CLECs should be able to join as core team members during the entire time that CMP-redesign is in effect. Terry Wicks-Allegiance made the point that core team membership did represent a commitment of time, and that it was necessary to clearly define core team membership for determining a quorum. There was no disagreement with the comments regarding commitment. Judy Lee led the development of Core Team Members Expectations/Responsibilities (Attachment 5). This attachment outlines requirements for being a

Core Member, and will be used to determine quorum. If quorum is not established at a working session, voting will be delayed to the next working session.

- **DECISION:** The Team defined Core Team Member and developed a new outline document to describe Expectations/Responsibilities (See Attachment 5 – Re-design Core Team Members Expectations/Responsibilities).

The team then went on to discuss the July 19th Final Meeting minutes. Kathy Stichter-Eschelon pointed out that Attachment 6, “Redlined Change Management Process re-design framework (July 19 version)”, did not contain the agreed to footnote information defining “including”. Judy Lee stated that would be corrected going forward.

Judy Lee then began review of the July 19th Final Meeting Notes - Attachment 4: Core Team Issues and Action Items Log. Mark Routh-Qwest provided a description of the Voting Tally Form that will be posted on the Wholesale CMP web site indicating how each entity voted on proposals. The form is a five column table (Attachment 6) and will be posted to the Wholesale CMP website. A vote was taken at the July 19th meeting (See July 19th Final Meeting Notes), and all attendees, except SBC Telecom, gave approval to post that Vote Tally to the Wholesale CMP website. Qwest will contact SBC Telecom to gain approval for posting the Vote Tally from the July 19th meeting.

- **ACTION ITEM:** See Attachment 7, page 1 - Core Team Issues and Action Items Log-OPEN, Item #1H.

The Team then discussed changing the name of CICMP (Co-Provider Industry Change Management Process) to CMP (Change Management Process). Sandy Evans-Sprint stated that Qwest was the only ILEC using the term CICMP and that all other ILECs were simply using CMP. It was determined that CMP should be recommended at the general meeting on August 15, 2001.

- **ACTION ITEM:** See Attachment 7, page 8 - Core Team Issues and Action Items Log-OPEN, Item #9.

Judy Schultz-Qwest reviewed the request that the Change Management Process (CMP) be expanded to include ASR-ASOG activities. Schultz explained that although there was a local services aspect to ASR-ASOG, it was developed to provide services to interexchange carriers, wireless carriers, and did not have any developed Change Management Process (CMP). Liz Balvin-WorldCom pointed out that CLECs did use ASR-ASOG for ordering interconnection trunks, and CLECs will need Qwest to develop information that will outline what systems are used for local services ordering. Liz Balvin-WorldCom stated that systems such as HEET and EXACT have some functionality that affects local services and that a description of that functionality is needed. George Gavrilis-Scindo asked what systems were used for local services and Liz Balvin-WorldCom read the list from Qwest documentation. Judy Schultz-Qwest explained that Qwest has 400+ systems in use and that Qwest wants to focus on the CLEC functional requirements rather than specific systems to ensure meeting their needs through the CMP.

- **ACTION ITEM:** See Attachment 7, page 3 - Core Team Issues and Action Items Log-OPEN, Item #17B.

Liz Balvin-WorldCom provided an information-only review on Performance Indicator Definitions (PIDS) that had been distributed earlier to the re-design team. These PIDs cover areas such as release notifications, outages and test environments.

Judy Lee began discussion on guidelines for Notification Process, Distribution List, Web Site, and CICMP meeting distribution package. Mark Routh-Qwest reviewed a list of release notification categories that could be used to catalog notifications. Sharon Van Meter-ATT saw value in the categories and recommended they be used as a starting point. Liz Balvin-WorldCom stated she would like to have subcategory descriptions and it was agreed that as the Core Team develops subcategories, descriptions would be beneficial. Judy Schultz-Qwest recommended that as the

Core Team develop naming conventions it is important to keep in mind all the types of notifications moving forward. There continued to be discussion regarding the primary categories and four were identified; Systems, Products, Process, and Network. Kathy Stichter-Eschelon and Leilani Hines-WorldCom emphasized the need to have single source documentation to minimize duplication and ensure accuracy, and that the issue date and effective date were important for tracking. George Gavrilis-Scindo asked what category outage notification fell into. It was stated each of the four categories could have outages as a subcategory. Discussion shifted to notifications on Change Requests (CRs) and Terry Wicks-Allegiance stated Release Notifications should cross-reference the Change Request. Sharon Van Meter-ATT wanted notifications to include the attachments for review as well as the link to the website where the notification was posted. Discussion continued regarding potential naming conventions for documentation and how the notifications and documentation could be named and numbered, including revision information so the most recent information could be accessed. Kathy Stichter-Eschelon recommended that an existing notification be mocked up with recommended naming conventions. Liz Balvin-WorldCom and Sharon Van Meter-ATT stated that the impact to other CLECs was significant and Judy Schultz-Qwest agreed that this item would be brought before the general CMP meeting on August 15th. Discussion then shifted to the management of distribution lists. Many of the CLECs would like Qwest to direct notifications to different contacts based on the category of the notification. Notifications are being migrated to an automated mailout tool and Qwest agreed to explore the options for managing distribution lists. George Gavrilis-Scindo asked if outage notifications could generate a pager message and it was determined that this capability was already in place. Wholesale CMP Web Site design was the next discussion item. George Gavrilis-Scindo requested that the web site design include adequate search tools and easy sub category navigation. He asked Qwest to investigate the use of drop-down menus for category and subcategory navigation. The team recognized that the simultaneous work on naming conventions would have a significant impact on web site design. It was requested that Qwest rename the CRs on the web site to include a title. Matt-Rossi-Qwest and Mark Routh-Qwest agreed to implement that change for the posted CRs. There was also a request from Kathy Stichter-Eschelon to place a calendar of event on the web site. Mark Routh-Qwest agreed to make that available by September 5th. Judy Schultz-Qwest explained that there was significant work being undertaken by Jarby Blackmun-Qwest related to notifications and web site design and operations, and that a follow-up with Jarby would take place to determine what capabilities were being implemented. *[AT&T COMMENT: Please make note that KPMG participated with the discussion around the renaming of the notifications.]*

The assigned action items related to the above items are as follow:

- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13B.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13C.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13D.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13E.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13F.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13G.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #14D.
- **ACTION ITEM:** See Attachment 7, page 9 - Core Team Issues and Action Items Log-CLOSED, Item #14E.

The next day, August 8th, began with an agenda review by Judy Lee. Items to be discussed included an overview of a call Judy Schultz-Qwest had the previous evening with Jarby Blackmun regarding website design and notifications. The group agreed to review the red-lined Change

Management Process Re-design Framework (See Attachment 9) and to set the agendas and times for future re-design working sessions.

Judy Schultz-Qwest then provided an overview of the call that she had the previous evening with Jarby Blackmun-Qwest. Judy explained that the earlier discussion of developing subcategories for the web site would need to be expedited because Blackmun was finalizing changes to the existing design of the web site and it would represent significant work to add changes at a later date. The attendees agreed to that all participants would develop recommendations for subcategories and present them at the working session scheduled for August 14th. Judy Schultz-Qwest also discussed the request from George Gavrilis-Scindo for drop down menus. Schultz stated that drop down menus were hard to update but that Qwest could implement the capability to show all subcategory links for each category. Gavrilis and others agreed that would meet the need. There had been discussion in earlier sessions regarding receiving duplicate information and Schultz-Qwest provided an example of when a duplicate notification could be generated. The example was of the introduction of a new product by Qwest, and how there could be two notices generated within the four categories of Systems, Product, Process, and Network because a new product would include Product and Process notifications. There was discussion about combining Product and Process but the team agreed that they would rather keep Product and Process separate for internal distribution efficiencies and that the duplication did not warrant combining Product and Process into a single category. The four main categories were again reviewed and agreed to. Those categories are Systems, Product, Process, and Network. George Gavrilis-Scindo asked if there were a schedule for the completion of the website and notification process modifications. Judy Schultz-Qwest agreed to get that schedule and provide it at the next working session. Schultz went on to explain that as team members developed subcategories for the web it was important to think through how detailed the subcategories become because of the need to balance ease of navigation within the web site. Attendees received copies of the notifications that are being generated by the automated mailout tool. Jim Maher-Qwest stated there was flexibility with using the suffix in the document number as a tool for further defining the notification content. All attendees were able to see the examples of the naming conventions currently being provided through the automated mailout tool provided by correspondence received by Terry Wicks-Allegiance and Sandy Evans-Sprint. George Gavrilis-Scindo asked for clarification on who was making recommendations on the naming convention subcategories. Judy Schultz-Qwest stated that all parties should bring recommendations to the working session on August 14.

- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13B.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13C.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13F.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #14C.
- **ACTION ITEM:** See Attachment 7, page 3 - Core Team Issues and Action Items Log-OPEN, Item #14D.
- **ACTION ITEM:** See Attachment 7, page 3 - Core Team Issues and Action Items Log-OPEN, Item #14F.
- **ACTION ITEM:** See Attachment 7, page 8 - Core Team Issues and Action Items Log-CLOSED, Item #8.
- **ACTION ITEM:** See Attachment 7, page 8 - Core Team Issues and Action Items Log-CLOSED, Item #13A.
- **ACTION ITEM:** See Attachment 7, page 9 - Core Team Issues and Action Items Log-CLOSED, Item #14B.

Discussion then moved to reviewing the distribution package that is provided at general CMP monthly meetings. Matt Rossi-Qwest asked the attendees if a log of the Change Requests (CRs) was sufficient to avoid providing a copy of each detailed CR to avoid large amounts of paperwork.

Terry Wicks-Allegiance stated that the CR log would be sufficient if it contained enough of the information from the CR so there was no confusion. Terry Wicks went on to ask if the pertinent status information from the CR could be pasted into the CR log. Kathy Stichter-Eschelon stated the individual CRs were not necessary if the log captured CR title, description, history and status. There was no disagreement from the team. Stichter went on to ask if Release Notifications (RNs) could reference the CR that resulted in the RN. Judy Schultz-Qwest stated that Qwest was developing an Access database that could track CRs and provide reports similar to the log. Schultz stated she would bring an example of the report to the August 14th re-design meeting. Sandy Evans-Sprint then questioned why the responses to CRs were not included in the CR document. Evans stated that responses to CRs are posted into a separate column on the Wholesale CMP CR website, which required going to one document to see resolution rather than the CR itself, and it made the work much more cumbersome. Evans recommended that the CRs include responses [*Sprint COMMENT: "and that the responses are sent to the originator via e-mail, not posted on the web site"*]. Terry Wicks-Allegiance supported incorporating the responses into the CR document, so that the CR document became the single source for all activity including status and resolution response. Matt Rossi-Qwest stated that the responses were usually detailed and outlined in a format that could not be provided in the CR form. Rossi explained it would appear as text without some of the formatting available on the separate response document. It was agreed that a single source document had more advantages even with the formatting limitations. Sandy Evans-Sprint agreed to bring in an example of documentation she would like to see implemented. Matt Rossi-Qwest then stated that the log would include CRs that have been closed. Judy Schultz-Qwest stated it was important that the closed items are reviewed and agreed to at the CMP general monthly meetings. Closed CRs will be reviewed at the September 19th general meeting.

- **ACTION ITEM:** See Attachment 7, page 1 - Core Team Issues and Action Items Log-OPEN, Item #11B.
- **ACTION ITEM:** See Attachment 7, page 1 - Core Team Issues and Action Items Log-OPEN, Item #11C.

The next item covered Attachment 9: "Redlined Change Management Process re-design framework." Kathy Stichter-Eschelon presented clarifications and additional language that was discussed, modified and incorporated into the document (See Attachment 9). Key items discussed included defining how long documents are maintained on the Wholesale CMP website as working documents, and how long documents are maintained in the archives. Mark Routh-Qwest said all documentation was archived and could be retrieved even if it is no longer on the web site. Routh went on to say that all documentation posted to the website since its inception is still there. Given that some of the documentation is outdated Routh recommended that all open documentation remain posted, and those closed items be moved to the archive section of the website for 12 months. Terry Wicks-Allegiance asked if the team would consider 18 months for retention in the archive section of the website and everyone agreed. Terry Bahner-ATT asked if the website could incorporate date stamps on the pages and links so the users could see when the last update occurred. Matt Routh-Qwest and Judy Schultz-Qwest agreed to look into the feasibility of date stamping items on the website.

- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13E.
- **ACTION ITEM:** See Attachment 7, page 2 - Core Team Issues and Action Items Log-OPEN, Item #13G.
- **ACTION ITEM:** See Attachment 7, page 8 - Core Team Issues and Action Items Log-CLOSED, Item #11A.

Judy Lee then reviewed the agenda items to be covered at the next re-design working session on August 14 and 16. Agenda items include review of the August 7-8 final meeting minutes, the prioritization process, exception process, and issues/actions. Sandy Evans-Sprint stated the proposed timeline for the Qwest exception process was lengthy, and she would bring an example of an exception process she found more acceptable. Qwest stated that the August 7-8 re-design draft meeting minutes would be available by 12:00 PM MDT, August 10th, with revisions from the

team to Matt Rossi by 12:00 PM MDT, August 13th. Final meeting minutes to be posted on the Wholesale CMP website by August 14th.

- **ACTION ITEM:** See Attachment 7, page 4 - Core Team Issues and Action Items Log-OPEN, Item #29.
- **ACTION ITEM:** See Attachment 7, page 11 - Core Team Issues and Action Items Log-CLOSED, Item #26.

Judy Lee then asked attendees what worked and what didn't work with the following input.

What Worked	What Needed Improvement
<ul style="list-style-type: none"> • Much better conference room • Real time updates on the PC projection screen • Open honest discussion • No impasse • Collaborative • Positive atmosphere • Time slots worked • Proposed framework language changes were written out in advance • Having information on how other ILECs manage CMP 	<ul style="list-style-type: none"> • Speakerphone participants had a difficult time hearing some of the discussion

Judy Lee then reviewed re-design working session schedules going forward. Working sessions are scheduled through September and it was recommended by Sharon Van Meter-ATT and agreed to by the team that additional working session scheduling should be proposed through December and then cancelled if not needed. (See Attachment 8: Schedule—CMP Re-design Working Sessions)

Judy Schultz-Qwest stated there were a number of improvements that Qwest could implement without waiting for the re-design negotiation effort to complete. Schultz proposed bringing these improvements to the CMP general monthly meetings for concurrence on implementation. Sharon Van Meter-ATT requested that any recommendations be identified by source, i.e., Re-design team, individual CLEC, Qwest, etc. so that the CMP general meeting attendees can know where the improvement recommendation came from. Judy Schultz-Qwest agreed with that request.

- **ACTION ITEM:** See Attachment 7, page 11 - Core Team Issues and Action Items Log-CLOSED, Item #25.

CMP Re-Design Team Attendees

August 7 and 8 Working Session

Last Name	First Name	Company	Email	Phone
Team Members				
Bahner	Terry	AT&T	Tbahner@att.com	303-298-6149
Balvin	Liz	WorldCom	liz.balvin@wcom.com	303-217-7305
Evans	Sandy	Sprint	sandra.k.evans@mail.sprint.com	913-433-8499
Gavrilis	George	Scindo Networks	Gtgavrilis@scindonetworks.com	720-528-4193
Gindlesberger	Larry	Covad Communications		
Gunderson	Peder	Electric Light Wave	peder_gunderson@eli.net	360-816-3429
Hines	LeiLani	WorldCom	LeiLani.Jean.Hines@wcom.com	303 217-7340
Maher	Jim	Qwest	Jxmaher@qwest.com	303-896-5637
Rossi	Matt	Qwest	mrossi@uswest.com	303-896-5432
Routh	Mark	Qwest	mrouth@uswest.com	303-896-3781
Schultz	Judy	Qwest	jmschu4@qwest.com	303-965-3725
Stichter	Kathy	Eschelon Telecom	klstichter@eschelon.com	612-436-6022
Thiessen	Jim	Avista	jthiessen@avistacom.net	509-444-4089
Van Meter	Sharon	AT&T	svanmeter@att.com	303-298-6178
Wicks	Terry	Allegiance Telecom	terry.wicks@algx.com	469-259-4438
Facilitator				
Lee	Judy	Xtel Solutions, Inc.	soytofu@pacbell.net	650-743-8597
Others				
Yeung	Sam	KPMG Consulting	shuyeung@kpmg.com	212-954-6351
Nobs	Christian	KPMG Consulting		
LeMon	Lynne	Qwest	Llemon@qwest.com	303-965-6321

Working Session to Negotiate A Modified Change Management Process

Tuesday, August 7 and Wednesday, August 8, 2001
9 am to 5 pm Mountain Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
(You will be greeted at the door)

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

AGENDA—Updated

TOPIC	LEAD
Introduction	Judy Schultz, Qwest Director – CMP Judy Lee, Facilitator
Discussion and Status	All
<ul style="list-style-type: none">• Issues and Action Items:<ul style="list-style-type: none">– Generic Letter of Authorization for re-design working sessions– Define rules for a Quorum when a ‘vote’ is required– Re-name CMP to CICMP• Feedback on July 19 discussed elements:<ul style="list-style-type: none">– Introduction– Scope– Administration– Guiding Principles– Other• Performance Measurements (informational)• Guidelines for Notification Process, Distribution List, Web Site, and CICMP meeting distribution package• Tracking (e.g., CR and RN status definition, naming convention)	Liz Balvin All All
Next Session	All
<ul style="list-style-type: none">• Determine discussion items for the next working session• Determine what supporting material is needed for the next session	
Quick Fix Implementation	Judy Schultz
Closing Remarks	Judy Schultz
Adjourn	

Guiding Principles for Working Sessions **REVISED—August 8, 2001**

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
- Any participant may provide a proposal or counter proposal.
- **One vote per Corporate Entity with majority rules in CLEC community and one vote for Qwest, making every effort to reach consensus.**
- **Impasse issues will be resolved using the established Escalation and Dispute Resolution Processes.**
- CLEC may have a 3rd Party Software Provider vote on the re-designed Process on their behalf if a Letter of Authorization is in effect for the re-design sessions on a specific issue.

Structure

- Working sessions are in 2-day intervals, twice a month
- Working sessions to be scheduled before or after Qwest's monthly CMP 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 the working sessions and captures outcome of discussions and decisions to be shared with the CLEC community at the CMP 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.
- **'Team' provides a proposal to the CLEC community for review and acceptance**
- **'Team' provides status to the CLEC community at the monthly CMP meetings until a final proposal is ready for review**

Letter of Authorization (LOA)

I, _____ [CLEC representative], am an authorized agent of
_____ [CLEC name]. _____ [CLEC name]

[check one of the following]

(a) has a contractual relationship with _____ [3rd Party
Provider] pursuant to which _____ [3rd Party Provider] performs
_____ [describe services] for _____
[CLEC name].

OR

(b) desires to authorize _____ [2d CLEC name] to vote on its
behalf at a CLEC-Qwest Change Management Process Redesign meeting as described below.

On behalf of _____ [CLEC name], I hereby authorize
_____ [3rd Party Provider or 2d CLEC name]'s representative to vote on
behalf of _____ [CLEC name] regarding the following issue at the
CLEC-Qwest Change Management Process Redesign meeting that will be held on
_____ [date], if a vote is taken on this issue at that time [insert detailed
description of issue]:

Date: _____.

Signature

Name

Title

CLEC Name

CLEC-Qwest Change Management Process Re-design

Core Team

(as of August 7, 2001)

Expectations/ Responsibilities

- Dedicated resource to negotiate a new CMP process.
- Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member.
- Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session.
- Core Team Membership will be revoked if 3 consecutive working sessions are missed.
- Core Team member will not be allowed to vote on any issue in which they did not participate.

CLEC-Qwest Change Management Process Re-design

PROPOSAL

The **purpose** of a 'vote' is to obtain consensus among the CLEC Core Team members on a specific issue. This form serves as a collective record of the individual vote. In addition, the results of the tally may be submitted with the working session meeting minutes as an attached document. However, each CLEC who voted may decline permission to publish his/her company voting result (see next page).

Voting Tally Form

CMP Re-design Working Session:	
Date of Vote:	

Issue:	
Scenario A:	
Scenario B:	
Scenario C:	
Scenario D:	

CLEC Company	Core Team Member	Scenario A	Scenario B	Scenario C	Scenario D
Allegiance Telecom	Wicks, Terry				
AT&T	Osborne-Miller, Donna				
Avista	Thiessen, Jim				
Covad Communications	Gindlesberger, Larry				
Electric Light Wave	Gunderson, Peder				
Eschelon Telecom	Powers, Lynne				
Integra Telecom	Little, Bill				
McLeodUSA	Sprague, Michelle				
SBC Telecom	Lees, Marcia				
Scindo Networks	Gavrilis, George				
Sprint	Evans, Sandy				
WorldCom	Balvin, Liz				

Voting Tally Form—continued

CMP Re-design Working Session:	
Date of Vote:	

Participating CLEC

CLEC Company	Participating CLEC	Scenario A	Scenario B	Scenario C	Scenario D

CLEC Consensus:	
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The following CLEC/s do not give Qwest permission to publish his/her company voting result.

CLEC Company	CLEC Name

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--OPEN

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3 rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest— Judy Schultz	August 7 Extended – August 14	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes PENDING: Qwest will follow up with SBC Telecom for permission to publish its voting result.
9	Action	July 19 meeting	Re-name	Do we need to rename CMP to CICMP? Rename co-provider to CLEC?	Core Team	August 15	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest. DECISION (8/7): Name change recommendations will be presented at 8/15 CMP Meeting
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the “report” containing information for CMP meeting.	Qwest— Judy Schultz	August 14	
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision.	Qwest— Judy Schultz	September 5	Proposal to CMP Re-design Core Team for review; target rollout to CLEC community at the 9/19 Monthly CMP meeting.

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--OPEN

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13B	Action	August 7 Meeting	CICMP Web Site	Can Qwest display new naming convention on the CICMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	August 14	Close on proposals for sub-category under the 4 categories (Systems, Product, Process and Network)
13C	Action	August 7 meeting	CICMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	August 14	
13D	Action	August 7 meeting	CICMP Web Site	Add English title to all new and existing CRs posted on the CICMP web site	Qwest – Mark Routh Matt Rossi	September 5	
13E	Action	August 8 meeting	CICMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest—Judy Schultz	August 14	
13F	Action	August 8 meeting	CICMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	August 14	8/14 Re-design working session: Invite Jarby Blackmun to share timeline and screen shots of the web site to re-design team. If possible, Jarby to provide a demo of the web site page/s.
13G	Action	August 8 meeting	CICMP Web Site	Re-visit the redlined CMP framework element, “Qwest Wholesale CMP Web Site” at a later working session.	Core Team	Sep 20	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
14C	Action	Updated August 7 meeting (7/19)	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN titles.	Qwest – Judy Schultz	September 5	

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--OPEN

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
14D	Action	August 7 meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	September 5	
14F	Action	August 8 meeting	Notification Process	Provide proposals for sub-categories (e.g., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest—Judy Schultz	August 14	Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C.
16	Action	July 19 meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	August 14	
17A	Issue	July 19 meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to revisit the Scope at a future session.	Qwest—Judy Schultz	September 20	
17B	Issue	August 7	Scope	Describe Qwest’s position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	September 5	
17C	Action	August 7	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest’s proposal on September 20 th	Qwest – Judy Schultz	September 5	Agenda item for September 5
23	Action	August 7 meeting	Upcoming Event Calendar	Provide an “up coming” events page on the CICMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	September 5	

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--OPEN

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
24	Action	August 8 meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest— Judy Schultz	September 5	Provide team with status on 8/14
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest— Mark Routh, Matt Rossi	August 17	December re-design working session is dependent on this change.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint— Sandy Evans	August 14	Other Core Team members to bring samples too.

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--CLOSED

CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3 rd Party Provider Role	<p>What role do 3rd Party Providers play in this re-design effort?</p> <p>a) 3rd Party Providers 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 Providers are allowed to ‘voice’ and ‘vote’ as any CLEC in this re-design effort [Process and Vote=Yes]</p> <p>c) 3rd Party Providers are excluded from the core team [Process and Vote=No]</p> <p>d) 3rd Party Providers are part of the core team to re-design the process, however no ‘voting’ rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]</p>	Core Team	CLOSED July 19	<p>DECISION:</p> <p>d) 3rd Party Providers are part of the core team to re-design the process; however no ‘voting’ rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.</p>

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--CLOSED

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1B	Action	July 11 Meeting	3 rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19 meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 19	DECISION: Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
1F	Action	July 19 meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
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	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--CLOSED

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CICMP Redesign Web Site	Enhance the CICMP web site to include the CMP Redesign information	Qwest— Mark Routh	CLOSED July 19	COMPLETED. See CICMP web site for “CICMP Redesign”
6	Issue	July 19 meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest— Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CICMP Re-design web site.	Qwest— Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--CLOSED

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CICMP Redesign web site.	Qwest— Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
10	Action	July 19 meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest— Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.
11A	Action	July 19 meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
12	Action	July 19 meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest— Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 meeting	CICMP Web Site	Review CICMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--CLOSED

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
14A	Action	July 19 meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 meeting	Notification Process	Explore functionality and capability of the “mail out” tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: “Mail-outs” are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B)
14E	Issue	August 8 meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information—redundant notices with different category and name on the subject line.
15	Action	July 19 meeting	Notice	Research source and readability of event notifications (software applications)	Qwest— Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a “doc” format.
18	Action	July 19 meeting	PIDs	Liz Balvin/Worldcom will provide the Core Team members with the latest PIDs for Change Management.	Liz Balvin/ Worldcom	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20 th
19	Issue	July 19 meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CICMP Re-design web site	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: All contact information now included on the Re-Design page on the CICMP web site

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--CLOSED

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
20	Action	July 19 meeting	Discussion Items under Issues/Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7	Core Team— Meeting Quorum	Establish Core Team Quorum at the beginning of each working session	Qwest – Judy Schultz	CLOSED August 7	DECISION: Quorum determination will be added to the agenda and be determined by attendance at each working session
22	Issue	August 7 meeting	Core Team— Expectations	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	DECISION: Core Team Expectations/ Responsibilities: <ul style="list-style-type: none"> - Dedicated resource to negotiate a new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log--CLOSED

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
25	Issue	August 8 meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	<p>DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal.</p> <p>“Quick Hit Fix” will be a standing item for the Monthly CMP Meeting agenda.</p>
26	Action	August 8 meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED August 8	<p>DECISION:</p> <ul style="list-style-type: none"> – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)

CLEC-Qwest Change Management Re-design Working Sessions

Schedule of Working Sessions

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1005 – 17 th Street, 1 st Floor, Junior Board Room Denver, CO	<ul style="list-style-type: none"> • Managed Changes—Existing (including Types of Change) • Prioritization • Exception Process (added by Qwest after 7/19 meeting)
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 23 rd Floor, Executive Conference Room Denver, CO	<ul style="list-style-type: none"> • Escalation Process and Dispute Resolution Process • Introduction of OSS • Retirement of OSS • Production Support
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 (to be announced) Denver, CO	<ul style="list-style-type: none"> • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing) • Re-visit Scope • Maintenance of CMP framework

CLEC-Qwest Change Management Re-design Working Sessions

Schedule of Working Sessions

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	TENTATIVE 1801 California Street 23 rd Floor, Executive Conference Room Denver, CO	<ul style="list-style-type: none"> Continue CMP discussion on Systems or begin Product and Process discussions
Tuesday, Oct 16 and Thursday, Oct 18 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	TENTATIVE 1801 California Street 23 rd Floor, Executive Conference Room Denver, CO	<ul style="list-style-type: none"> Continue CMP discussion on Systems or Product and Process
Tuesday, Oct 30 and Wednesday, Oct 31 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	TENTATIVE 1801 California Street 23 rd Floor, Executive Conference Room Denver, CO	<ul style="list-style-type: none"> Continue CMP discussion on Systems or Product and Process
Tuesday, Nov 13 and Thursday, Nov 15 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	TENTATIVE 1801 California Street 23 rd Floor, Executive Conference Room Denver, CO	<ul style="list-style-type: none"> Continue CMP discussion on Systems or Product and Process
Tuesday, Nov 27 and Wednesday, Nov 28 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	TENTATIVE 1801 California Street 23 rd Floor, Executive Conference Room Denver, CO	<ul style="list-style-type: none"> Continue CMP discussion on Systems or Product and Process
Tuesday, Dec 11 and Thursday, Dec 13 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	TENTATIVE 1801 California Street 23 rd Floor, Executive Conference Room Denver, CO	<ul style="list-style-type: none"> Continue CMP discussion on Systems or Product and Process

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PURPOSE AND SCOPE OF THE CHANGE MANAGEMENT PROCESS

~~NEED REFERENCE TO CUSTOMER/PROVIDER NEGOTIATIONS~~

~~OBJECTIVE— TO GAIN CONSENSUS ON A NATIONAL GUIDELINE PROCESS FOR THE FOLLOWING TOPICS~~

~~[Note: Qwest has agreed to change the following terms: Customers to CLEC and Provider to Qwest]~~

**INTRODUCTION ~~[need to re-address at a later date]~~—
Action Item #1817**

The Change Management Process (CMP) is a method used by ~~customers~~ Competitive Local Exchange Carriers (CLECs) and ~~a local service provider~~ Qwest to initiate, communicate, prioritize, schedule, test and implement ~~enhancements~~ changes to ~~provider~~ Qwest Operational Support Systems (OSS), ~~interfaces which directly or indirectly impact a CLEC.~~

The change management process creates a framework for meetings in which changes to the ~~provider~~ Qwest's OSSs and their business rules may be introduced or discussed. The ~~customer's~~ CLEC's Point Of Contact (POC) may request ~~interface~~ changes for future consideration by submitting a Change Request Form to ~~the provider's~~ Qwest's POC.

SCOPE ~~[need to re-address at a later date]~~—Action Item #1817

- ~~OSS (Pre-order, order, provisioning, maintenance/repair, billing)~~
- ~~LSOG~~
- ~~VSOG (ISSUE 2037)~~
- ~~ASOG~~

This document defines the processes for change management of manual ~~processes~~ and electronic ~~interfaces~~ systems relative to ~~pre-order, and pre-order,~~ provisioning, maintenance/repair, and billing functions. ~~Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population.~~ This includes¹ national guideline changes, e.g., ~~LSOG~~, as well as ~~provider~~ Qwest specific ~~interface~~ process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of ~~interfaces~~ processes and systems and maintenance activities affecting production defects. ~~System impacts include changes to field content or format, or changes in the business rules used to govern field population, etc.~~ ~~Desired changes should be submitted to the appropriate ATIS Forum.~~

The ~~scope~~ is includes any ~~pre-order, order~~ business rules, ~~interface system~~ testing and maintenance that impact ongoing and future

¹ Throughout this document, the terms “include(s)” and “including” mean “including, but not limited to.”

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technical and operational processes, and changes that alter the relationship in the manner in which ~~the provider~~Qwest and ~~customer a~~
CLEC do business.

ADMINISTRATION

MANAGING THE CHANGE MANAGEMENT PROCESS

Change Management POC

~~The providerQwest~~ and each ~~customerCLEC~~ will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC. There can be more than one secondary POC for each customerCLEC.

~~CustomersCLECs~~ and ~~providerQwest~~ will exchange POC information including items such as:

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/pPager number

Change Management POC List

Primary and secondary ~~customerCLEC~~ POCs should be included in ~~the providerQwest~~ maintained distribution list. It is the ~~customer'sCLEC's~~ responsibility to notify ~~the providerQwest~~ of any POC changes. The list will be made available to all participating customersCLECs with permission of the POCs.

Preferred Method of Communication

The preferred method of communication is e-mail with supporting information posted to the web site. (deferred to action item)

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MEETINGS

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call, ~~when available~~.

~~The CMP team consists of representatives from the customers (or their authorized agents) and the provider. This team~~ Meetings are held ~~meets~~ to review, prioritize, manage the implementation of scheduled process and system changes releases ~~and make recommendations for~~ address change management requests.

~~The provider~~ Qwest will review the status of all applicable change requests. The meeting may also include discussions of ~~the provider's~~ Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to the provider Qwest at least five (5) business days by noon (MST) in advance of the meeting. ~~The provider~~ Qwest is responsible for distributing the agenda and associated meeting materials at least ~~seven~~ three (3) ~~business calendar~~ days by noon (MST) in advance of the meeting. ~~The provider~~ Qwest will be responsible for preparing, maintaining, and distributing meeting minutes ~~notes~~. Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

~~Emergency or special~~ Additional meetings may be held at the request of ~~the provider~~ Qwest or any qualified ~~customer~~ CLEC (as defined in this document). ~~Emergency~~ Mmeeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least ~~two~~ five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

Meeting Materials (Distribution Package) for Change Management Meeting

Meeting materials should include ~~but are not limited to,~~ the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses

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- New/Active
- Updated
- Log
- Issues, Action ~~Items~~ Log and associated statuses
- Release ~~Notice~~Summary, 12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

~~Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest will provide hard copies of the Distribution Package at the Monthly CMP Meeting. The provider may distribute printed copies of the previously provided meeting materials at the change management meeting. The provider will review the status of all applicable change requests. The meeting may also include discussions of the provider's development view.~~

Meeting ~~Notes~~ Minutes for Change Management Meeting

~~The provider~~Qwest will take ~~notes~~minutes. Meeting ~~notes~~ should include, but are not limited to, the following:

- ~~– Current status of change requests and release notices~~
- ~~– Issues, Action items and statuses~~
- Attendees, Company represented

~~The provider~~Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

~~Notes~~Minutes should be distributed to meeting participants for comments or revisions no later than ~~seven~~five (75) ~~calendar~~business days by noon (MST) after the meeting. ~~Customer~~CLEC comments should be provided within two (2) business days by noon (MST). ~~Updated notes~~Revised minutes, if ~~customer~~CLEC comments are received provided, should be distributed within ~~nine~~eleven (119) ~~calendar~~business days by noon (MST) after the meeting.

Provider Qwest Wholesale CMP Web Site [Need to re-visit—ACTION ITEM #17G]

To facilitate access to CMP documentation, ~~the provider~~Qwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials

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(Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. At a minimum, the web site will ~~should~~ contain include:

- Current version of ~~the provider~~Qwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
- Calendar of release dates
- OSS hours of availability
- Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
- Current CMP escalation process
- CMP prioritization process description and guidelines
- Change Request form and instructions to complete form
- Submitted and open Change Requests and the status of each
- Responses to Change Requests and written responses to CLEC inquiries
- Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- Test case scenarios
- A log of ~~customer~~CLEC and ~~provider~~Qwest change requests and associated statuses
- ~~Issues, Action items logs and associated statuses~~Meeting materials (distribution package)
- Meeting ~~notes~~minutes
- Release announcements and other CLEC notifications and associated requirements
- Directory to CLEC notifications for the month
- Business rules, SATE test case scenarios ~~based on national guidelines and technical specifications, and user guides will be provided via links on the CMP web site.~~provider's specific requirements

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CLEC-Qwest Change Management Process Re-design

- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

(Action Item List item)

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- **ESCALATION PROCESS**
- **RELEASE SCHEDULE**
- **PRIORITIZATION**

MANAGED CHANGES

CHANGE TO EXISTING INTERFACES

CustomerCLEC Originated Change

Changes may include new functionality and/or enhancements to existing interface functionality.

ProviderQwest Originated Change

~~CustomerCLEC~~ impacting changes may include new functionality and/or enhancements to existing interface functionality.

Industry Guideline Change

Changes associated with telecommunications industry guidelines using a national implementation timeline. These may include new functionality and/or enhancements to existing interface functionality. Either ~~the providerQwest~~ or the ~~customerCLEC~~ may initiate the change request. These guidelines are industry defined by the Alliance for Telecommunications Industry Solutions (ATIS).

Regulatory Change

Changes mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisites to comply with newly passed legislation, court rulings or regulatory requirements. These may include new functionality and/or enhancements to existing interface functionality. Either the ~~customerCLEC~~ or ~~the providerQwest~~ may initiate the change request.

Tracking Change Requests

~~The providerQwest~~ will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

- INTRODUCTION OF A NEW INTERFACE
- RETIREMENT OF EXISTING INTERFACES

IMPLEMENTATION OF CHANGE

CHANGE REQUEST INITIATION PROCESS

REQUIREMENTS REVIEW

Draft Interface Release Requirements

Prior to implementing a new interface or a change to an existing interface, ~~the provider~~Qwest will notify ~~customer~~CLECs of the draft release requirements.

Notifications for regulatory changes are based on applicable law and / or regulatory rules. If no time frame for implementation of the mandated change is specified, it shall be subject to the CMP timeline as described below. ~~Customer~~CLECs and ~~provider~~Qwest will, where possible, make every effort to encourage regulators to follow the CMP timeline for mandated changes.

Time lines for industry guidelines related changes are based on ~~customer~~CLEC / ~~provider~~Qwest agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations. (See 2233a3.doc for graphic depiction of the following time lines)

Notification for ~~customer~~CLEC impacting releases, which may include ~~customer~~CLEC initiated requests, ~~provider~~Qwest initiated requests and regulatory changes, will typically occur at least 73 calendar days prior to implementing the release. This notification may include draft business rules. ~~Customer~~CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation.

Technical specifications will be produced and distributed to ~~customer~~CLECs 66 calendar days prior to implementation.

Final business rules and technical specifications for the release will be published at least 45 calendar days prior to implementation.

For ~~customer~~CLEC impacting releases, more or less notification may be provided based on severity and the impact of the changes in the release. For example, ~~the provider~~Qwest can implement the change in less than 45 calendar days with ~~customer~~CLEC concurrence.

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Content of Draft Interface Release Requirements

The notification will contain:

- Written summary of change(s)
- Target time frame for implementation
- Draft business rules or access instructions

Walk Through of Draft Interface Release Requirements

If requested by one or more customerCLECs within fourteen (14) calendar days of receiving the initial release requirements, the providerQwest will sponsor a walk through with the appropriate internal subject matter experts. The providerQwest will hold this walk through no later than fifty-two (52) calendar days prior to the scheduled implementation.

CustomerCLEC's Comments on Draft Interface Release Requirements

Any customerCLEC comments or requests for clarification must be submitted in writing to the providerQwest.

ProviderQwest Response to Comments

The providerQwest will review and respond with written answers to all customerCLEC issues, comments and/or concerns within seven (7) calendar days. The answers will be shared with all customerCLECs, unless the customerCLEC's question(s) is marked proprietary. Any changes that may occur as a result of the responses will be distributed to all customerCLECs in the same notification.

Content of Final Business Rules and Technical Specifications Release Requirements

CustomerCLEC responses to the draft business rules and technical specifications may be incorporated into the final release requirements.

The final release documentation should include the following:

- Summary of changes
- Final complete documents
- Release date

- TRAINING

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TESTING

- **INTERFACE TESTING**

PRODUCTION SUPPORT

POST IMPLEMENTATION MANAGEMENT

Either ~~the providerQwest~~ may detect or the ~~customerCLEC~~ may report a situation involving production interfaces. These problems typically affect the ability to exchange and process transactions between the ~~customerCLECs~~ and ~~the providerQwest~~. Problems are evaluated according to ~~customerCLEC~~ impact in the following manner:

Production Stopped:

Interface Unusable - An interface problem that results in a totally unusable interface requiring emergency action. Transactions cannot be exchanged or processed between ~~customerCLECs~~ and ~~the providerQwest~~ and manual work-arounds are not feasible. The correction of the problem is considered essential to continued operation. The ~~customerCLECs~~ and ~~the providerQwest~~ should dedicate resources to expedite the resolution.

~~ProviderQwest~~ Detected

Initial communication = 1 hour

Status = Every 2 hours until problem corrected

~~CustomerCLEC~~ Reported

Notify provider

Initial communication = 1 hour

Status = Every 2 hours until problem corrected

Production Degraded:

Interface Affecting - An interface problem that requires a work-around(s) on the part of the ~~customerCLEC~~ or ~~the providerQwest~~. The correction of the problem is considered critical to continued operation. It does not stop production, but affects key applications.

~~ProviderQwest~~ Detected

Initial communication = 4 hours

Status = As appropriate, at least weekly until a correction date is established.

~~CustomerCLEC~~ Reported

Notify ~~providerQwest~~

Initial communication = 4 hours

Status = As appropriate, at least weekly until a correction date is established.

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APPENDIX

- **DEFINITION OF TERMS**
- **GLOSSARY OF TERMS**
- **CHANGE REQUEST FORM AND CHECKLIST**
- **CHANGE REQUEST PRIORITIZATION FORM**
- **CMP PRIORITIZATION PROCESS EXAMPLE**