

## Proposed – CMP CR Work Flow for OSS Interfaces

Work	Flow Step	Description	Status Phase	Milestone
1	CLEC Request (CR Submitted)	<ul style="list-style-type: none"> <li>CLEC e-mails completed CR Form to Qwest’s CMP Manager</li> <li>Qwest’s CMP Manager reviews CR for completeness, assigns a CR Number and inputs CR into CMP Database.</li> <li>Qwest CMP Manager forwards CR to CMP Group Manager.</li> </ul>	Submission	CR Received
1A	Qwest Originated Change Request	<ul style="list-style-type: none"> <li>On CLEC impacting system changes, Qwest will initiate an internal CR.</li> <li>Qwest initiated CRs will be presented at the Monthly CMP (Go to 3 Presentation of Candidate CR).</li> </ul>	Presentation	Monthly CMP Meeting
2	Qwest Determines Acceptance of CR	<ul style="list-style-type: none"> <li>On a monthly basis, Qwest’s IT Stakeholders review the recently received CLEC CRs and evaluate whether Qwest can implement the CR.</li> <li>If the CR cannot be implemented by Qwest, Qwest will respond to the CLEC and present reasons at the Monthly CMP (Go to 2A Not Accepted by Qwest).</li> <li>If the CR can be implemented by Qwest, Qwest will evaluate the CR and provide the following               <ol style="list-style-type: none"> <li>Determine how the CR can be implemented and identify options,</li> <li>Identify the preliminary Level of Effort (S, M, L, XL) required to implement the CR, and</li> <li>Present the position at the next Monthly CMP</li> </ol> </li> <li>As required, Qwest will conduct an Alignment/Clarification meeting with the submitting CLEC to clarify and understand CR requirements.</li> </ul>	Clarification	Preliminary Assessment Meeting
2A	Not Accepted by Qwest	<ul style="list-style-type: none"> <li>After review of the CR by Qwest, Qwest may determine that it cannot implement the CR.</li> <li>If the CLECs do not accept Qwest’s response, they can elect to escalate the CR in accordance with agreed Escalation Procedures.</li> <li>CLECs may not accept Qwest’s response, but do not intend to escalate at the present time and would like to defer any action on the CR for a period of time.</li> </ul>	Declined	Monthly CMP Meeting
2B	CR Dispute	<ul style="list-style-type: none"> <li>Refer to current procedure on the WEB URL <a href="http://www.qwest.com/wholesale/cmp/whatiscmp.html">http://www.qwest.com/wholesale/cmp/whatiscmp.html</a></li> </ul>	Escalated	
2C	CR Dispute Resolved	<ul style="list-style-type: none"> <li>Refer to current procedure on the WEB URL <a href="http://www.qwest.com/wholesale/cmp/whatiscmp.html">http://www.qwest.com/wholesale/cmp/whatiscmp.html</a></li> </ul>	Clarification or Declined	Resolved
3	Presentation of Candidate CRs	<ul style="list-style-type: none"> <li>CLECs will provide an overview of their respective CRs and Qwest will present its Position on the CRs.</li> <li>Qwest will provide an overview of the Qwest originated CRs.</li> <li>CRs that Qwest has Declined will be handled in accordance with 2A.</li> <li>CRs will be placed on the list of CRs to be prioritized at the Quarterly CMP Meeting.</li> <li>On a Quarterly basis, Qwest will provide a twelve (12) month view of Qwest’s systems’ development plan.</li> </ul>	Presentation	Monthly CMP Meeting
4	CLECs to Vote on CR Prioritization	<ul style="list-style-type: none"> <li>Accepted CLEC CRs and Qwest originated CRs will be prioritized by participating in accordance with the agreed Prioritization Guideline per major release.</li> <li>The list of Candidate CRs to be prioritized will be reviewed at the associated CMP Meeting.</li> <li>Qwest will develop a voting form for the CLECs to prioritize each CR.</li> </ul>	Prioritization	Quarterly Prioritization

		<ul style="list-style-type: none"> <li>CLECs will e-mail their response to Qwest's CMP Manager for ranking all CLEC prioritization.</li> <li>Qwest's CMP Manager will rank all CLEC prioritization and provide a consolidated spreadsheet to be reviewed by the CLEC community at an adhoc meeting.</li> </ul>		
5	Assessment of CR Priority List "cut-off"	<ul style="list-style-type: none"> <li>Based on the prioritization ranking, Qwest will evaluate the list of CRs and determine based on the preliminary Level of Effort for each CR and Qwest's resources, the list of CRs that could be worked into the next major System Release (Baseline Candidate).</li> <li>Qwest will identify potential packaging options and present to the CLEC community at the next CMP Meeting, or at an adhoc meeting.</li> <li>CLEC's will be provided the opportunity to adjust the list of Baseline Candidates based on the various packaging options provided by Qwest. Voting/Reprioritization process to be determined.</li> <li>On CLEC originated CRs, CLECs may elect to defer or withdraw CRs from the selected CR Baseline Candidates.</li> </ul>	Prioritization	Resource Loaded Evaluation
6	CR List Identified for Next Release	<ul style="list-style-type: none"> <li>Based on the outcome of the final Voting/Reprioritization of the Baseline Candidates, the List of CR Baseline Candidates will be developed and submitted to Qwest's IT Department for project implementation.</li> </ul>	Prioritization	Selected CR Baseline Candidates
6A	Unselected CRs	<ul style="list-style-type: none"> <li>CRs that did not make the list of CR Baseline Candidates will be returned to the pool of CRs that are available for prioritization on the next System Release.</li> </ul>	Prioritization	Quarterly Prioritization
7	Requirements & Design	<ul style="list-style-type: none"> <li>Qwest will begin development of a business case, systems requirements and develop a more detailed level of effort for each of the CR Baseline Candidates.</li> <li>Based on Qwest's business case development and Level of Effort, Qwest will identify the CR Baseline Candidates that can be committed to the development of the System Release.</li> </ul>	Development	Final CR Commitment List
7A	Uncommitted CRs	<ul style="list-style-type: none"> <li>Qwest will notify the CLECs of the CR Baseline Candidates that were not able to be committed to the System Release.</li> <li>CRs that could not be committed to the Systems Release will be on the list of CR Baseline Candidates for the next System Release.</li> </ul>	Development	Final CR Commitment List
8	Programming	<ul style="list-style-type: none"> <li>Qwest will implement all programming requirements for implementation of the System Release.</li> <li>Requisite notifications per CMP Procedures (under development with Redesign). <ul style="list-style-type: none"> <li>This will include the Stand Alone Test Environment for EDI Interface releases.</li> </ul> </li> </ul>	Development	
9	System Release for Production	<ul style="list-style-type: none"> <li>When Qwest has completed development of the System Release in accordance with CMP Procedures (under development with redesign), Qwest will release the System Release into production for use by the CLECs.</li> </ul>	CLEC Test	Implementation
10	CLEC Evaluation	<ul style="list-style-type: none"> <li>For a period of time after Qwest's release of the System Release into production, CLECs will be allowed to provide feedback on the System's Release functionality to meet the requirements of the applicable CRs.</li> <li>Qwest's standard development guidelines covering modifications after System Release will be followed.</li> <li>As required, dot releases will be initiated and/or minor modifications to the System Release will be made.</li> </ul>	CLEC Test	
11	CLEC Acceptance of Change	<ul style="list-style-type: none"> <li>If the System Release meets the functionality requirements of the CRs and a reasonable evaluation period has occurred, then, with concurrence of the CLEC Community, the CR(s) can be closed.</li> </ul>	Completion	CR Closed

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