The Regional Oversight Committee (ROC) 3rd Party Test

Qwest
OSS Evaluation Project
Master Test Plan

Revised Release

Version 5.2

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EXHIBIT B

14.8.6.3 Outputs

1. CLEC Case Study submission and selection matrix
2. Completed CLEC Case Study Monitoring Forms
3. Completed Provisioning Coordination Process Checklist
4. Completed Interview Questionnaires
5. Interview Summaries
6. Summary Findings, Conclusions

14.9 Exit Criteria

Table 14.9.1 Exit Criteria

Criteria	*Responsible Party*
Global exit criteria satisfied	*See Section 7*

15. POP Volume Performance Test

15.1 Description

The Volume Performance Test will identify the capacity and potential choke points, at projected future transaction volumes, of the Qwest GUI and computer-to-computer interfaces and Qwest front end systems made available to HP at the time of the test. The Volume Performance Test will evaluate the processing of pre-ordering queries and flow through orders. The test will consist of three parts: (1) a "normal volume" test using anticipated transaction volumes during the life cycle of the system interfaces tested, (2) a "peak" test using volumes at 150% of the normal volume test, and (3) a "stress" test using volumes at 250% of the normal volume test. (Note: Per the July MTP Design Workshop, the TAG will collaborate to finalize the normal volumes, percentages and time horizons to be used for the volume test. KPMG Consulting will provide different volume projections based on Qwest and CLEC forecasts.)

The Volume Performance Test will examine the performance of Qwest's production pre-ordering and ordering systems and processes from the submission of queries to the creation of internal service orders and the return of an order confirmation. The orders submitted in the Volume Performance Test will not be physically provisioned. Transactions will be sub mitted via both the GUI and computer-to-computer interfaces.

The test will include a mix of stand alone pre-ordering and ordering transactions. The mix will include planned business rule errors and flow through orders. The vast majority of transactions submitted to Qwest as part of this test will be designed to flow through; those that fall out to the workcenter will be identified to KPMG Consulting by Qwest but do not need to be worked by a representative in the workcenter.

Volume testing will be conducted on certain days during the POP Functional Evaluation testing period. Volume testing will be conducted on certain days during the POP Functional Evaluation testing period. There will be one initial normal volume test, one initial peak test and one 4 hour, non-busy, production hours stress test. If test results require it, additional volume tests will be

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conducted. The normal and peak volume tests will be conducted over the course of Qwest's published production hours in a calendar day. The stress test will be run during non-busy, production hours to limit the test's impact on real customers. The attributes and activities that apply to the POP Functional Evaluation (see Section 12) for pre-ordering and ordering also apply to this test. The dates of volume testing will be withheld from CLECs and Qwest to promote blindness. The ROC Project Manager and KPMG Consulting will consider the need for additional volume days if Qwest executes major system software changes during the course of the test.

15.2 Objective

The objective of the Volume Performance Test is to measure Qwest's capability and identify potential choke points of the GUI and computer-to-computer interfaces and systems made available to HP to access pre-ordering information and submit orders to Qwest at projected future volumes. The success criteria for normal volumes will be determined by the appropriate PID.

15.3 Entrance Criteria

Table 15.3.1 Entrance Criteria

Criteria	*Responsible Party*
All Section 12 entrance criteria satisfied	*See Section 12.3*
Agreement on volumes and distribution by scenario and entry mode	*ROC, KPMG Consulting*
Test scenarios selected	*KPMG Consulting*
Specific test cases developed	*KPMG Consulting*
Performance standards for peak/stress tests developed	*TAG*

15.4 Test Scope

The scope of this test includes the processes, sub-processes and measurements listed in the Table 15.4.1 below.

Deleted: The scope for this test includes the following test processes: ¶ <#>Pre-ordering¶ Order processing¶

Table 15.4.1 POP Volume Performance Test

Process	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Submit Pre-order Transactions	Submit Pre-orders via IMA EDI	Accessibility of IMA EDI	Transaction generation	Quantitative
	Submit Pre-orders via IMA GUI	Accessibility of IMA GUI	Transaction generation	Quantitative
	Receive Pre-order Response	Timeliness of response	Transaction generation Logging	Quantitative
	Verify that Pre-orders were Processed	Completeness of responses	Transaction generation Inspection	Qualitative
Submit Order Transactions	Submit Orders through IMA EDI	Accessibility of IMA EDI	Transaction generation	Quantitative
	Submit Orders through IMA GUI	Accessibility of IMA GUI	Transaction generation	Quantitative

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Process	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
	Receive Acknowledgement	Timeliness of response	Transaction generation Logging	Quantitative
	Verify that Orders were Processed	Completeness of responses (FOCs)	Transaction generation Inspection	Qualitative
Submit Error Transactions	Receive Order Error Responses	Timeliness of response	Transaction generation Logging	Quantitative
	Verify that Orders were Processed and Errors were Received	Completeness of response	Transaction generation Inspection	Qualitative

15.5 Test Scenarios

The specific scenarios to be used in this test will be chosen from those found in Appendix D.

15.6 Test Approach

15.6.1 Inputs

1. Test cases
2. Documentation (all ordering documentation, pre-ordering/ordering business rules, etc.)
3. Validated test bed
4. Personnel to execute test cases
5. Certified interfaces

15.6.2 Activities

1. Use test cases to develop transactions and transaction content based upon instructions provided in the appropriate handbook(s).
2. Submit GUI and computer-to-computer transactions. Submittal date, time and appropriate transaction information are logged.
3. Receive transaction responses. Receipt date, time, response transaction type, and response condition (valid vs. reject) are logged.
4. Match transaction response to original transaction. Verify matching transaction can be found and record mismatches.
5. Verify transaction response contains expecteddata and flag unplanned errors.
6. Manually review unplanned errors. Identify error source (HP or Qwest). Identify and log reason for the error. Determine if test should be discontinued.
7. Identify transactions for which responses have not been received. Where multiple responses are expected for the same request, the receipt of each response will be monitored. Record missing responses.
8. Identify transactions for which duplicate or multiple responses were received in error.
9. Review status of pending orders. Verify and record accuracy of response.

10. Generate HP reports.
11. Report CLEC aggregate measures as a data point to check for consistency.

15.6.3 Outputs

1. Reports that provide performance measurements
2. Variance between actual performance and standards of performance
3. Report of expected results versus actual results
4. Unplanned error count by type and percentage of total
5. Report of unplanned errors as the result of documentation problems
6. Transaction counts, error ratio, response time, etc. by transaction type, product family and delivery method
7. Minimum, maximum, mean, average, and aggregate response time/interval per transaction set
8. Transaction counts per response time/interval range per transaction set
9. Observation and Exception reports
10. Final report

15.7 Exit Criteria

Table 15.7.1 Exit Criteria

Criteria	*Responsible Party*
All activities completed	*KPMG Consulting*
Checklists and reports completed	*KPMG Consulting*
Global exit criteria satisfied	*See Section 7*

16. CEMR Functional and Performance Evaluation

16.1 Description

The Customer Electronic Maintenance and Repair (CEMR) functional and performance evaluation is a comprehensive review of the trouble administration functional elements of the IMA GUI, conformance to documented specifications, and an analysis of its functionality in comparison to Qwest's Retail front end systems for trouble management. The test has three major phases, Phase 1 — a basic functional evaluation, Phase 2 — a comparative functional evaluation, Phase 3 — a performance evaluation. The performance evaluation is a transaction driven test designed to evaluate the CEMR system used for M&R under load conditions. Transaction sets will be based on the level of demand projections that are reasonably foreseeable during the life cycle of the system being tested.