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I.INTRODUCTION

PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

A. My name is Jerome Holland. My business address is 545 E. John Carpenter Fwy., Irving, Texas 75062.

HAVE YOU FILED PHASE A DIRECT TESTIMONY IN THIS CASE.

A. Yes, I filed phase A direct testimony on May 19, 2000.

II.PURPOSE AND ORGANIZATION OF RESPONSIVE DIRECT TESTIMONY

ON WHOSE BEHALF ARE YOU PRESENTING TESTIMONY IN THIS PROCEEDING?

I am presenting testimony on behalf of Verizon Northwest Inc., which was formerly known as GTE Northwest Incorporated. The company recently changed its name after the closure of the merger between its parent company, GTE Corporation, and Bell Atlantic Corporation. The merged company name is Verizon Communications.

1 **IN YOUR TESTIMONY HOW DO YOU USE THE TERMS "VERIZON NW" AND**
2 **"GTE"?**

3 My fellow witnesses and I use "Verizon NW" to refer to Verizon Northwest Inc., the
4 company that is a party to this proceeding and on whose behalf we are
5 testifying. I use "GTE" to refer to the former GTE companies, which are now
6 part of the Verizon Communications companies along with the former Bell
7 Atlantic companies. This will make clear that we are talking about cost studies
8 and inputs that have been developed by and for the GTE telephone operating
9 companies and about those companies' operations, practices and procedures.

10

11 **WHAT IS THE PURPOSE OF YOUR PHASE A RESPONSIVE DIRECT TESTIMONY?**

12 In my phase A responsive direct testimony, I will discuss the OSS projects associated with the
13 Company's implementation of line sharing. First, I will describe the process Verizon
14 NW utilized to identify the OSS enhancements required for line sharing. Second, I will
15 describe the OSS modifications that Verizon NW is in the process of implementing for
16 line sharing.

17

18

III.PROCESS FOR UPDATING OSS

19

20 Q. PLEASE DESCRIBE THE PROCESS VERIZON NW UTILIZED TO IDENTIFY

1 THE OSS ENHANCEMENTS REQUIRED TO IMPLEMENT LINE SHARING
2 FOR CLECS.?

3 A. The process that Verizon NW follows to update OSS consists of the following
4 steps: 1) identification of business requirements, 2) systems review, 3) and
5 planned production. Verizon NW follows this process in order to ensure that
6 enhancements to its OSS are properly designed and implemented so as to
7 achieve the desired functionality without adversely impacting other Verizon NW
8 systems and processes.

9

10 **Q. WHAT IS THE PURPOSE OF THE BUSINESS REQUIREMENTS STEP?**

11 A. The purpose of this initial step is to develop the basic business requirements. These
12 requirements are developed by a cross-functional team comprised of subject matter
13 experts from the departments affected by the enhancements, and are based on industry
14 or regulatory requirements. The purpose of assembling this cross-functional team is to
15 provide the system developers with all the business requirements and constraints for any
16 particular system enhancement, so that they can effectively plan their system changes,
17 taking all needs into account. Depending on the complexity of the business
18 requirements, this process can last as long as ten weeks. For less complex projects,
19 where the system changes can be implemented in a straightforward manner, conclusion
20 of this business requirements process may result in a planned production date for the

1 OSS enhancements.

2

3 **Q. WHAT IS THE PURPOSE OF THE SYSTEMS REVIEW STEP?**

4 A. Once the business requirements are completed, the high level systems review process
5 begins. Here, based on the business requirements established in the initial step, system
6 developers and programmers develop the high level architecture and system requirements
7 needed to satisfy the business needs. Usually, a planned production date for final
8 enhancements in more complex projects will emerge at the completion of this process.

9

10 Once the high level design is completed, the developers complete a detailed
11 design of the system enhancements, followed by actual coding and testing of
12 the enhancements. All system interfaces are further tested to ensure that the
13 enhancements themselves do not adversely impact other Verizon NW systems
14 and processes. The timeframe for completion of the systems review and testing
15 phases is usually on the order of months, with considerable variation depending
16 on the magnitude and complexity of the changes required.

17

18 **WHAT IS THE PURPOSE OF THE PLANNED PRODUCTION STEP?**

19 Once testing is completed, the enhancements are implemented in the production
20 environment.

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IV.OSS MODIFICATIONS FOR LINE SHARING

Q. QWEST'S (FORMERLY KNOWN AS U S WEST) WITNESS, BARBARA BROHL, FILED SUPPLEMENTAL TESTIMONY OUTLINING THE OSS MODIFICATIONS IT MUST MAKE TO ITS PRE-ORDERING, ORDERING, PROVISIONING, REPAIR, AND BILLING SYSTEMS TO PERMIT CLECS TO USE LINE SHARING. WILL VERIZON NW HAVE TO MAKE SIMILAR ENHANCEMENTS?

Yes. An interim modification to add an identifier for Line Sharing was made to the provisioning system (“AAIS”). This modification provides the capability to view the assignment record and determine whether the line is shared with a CLEC. A long-term modification is currently being developed to create a new unique assignment record for Line Sharing in AAIS. This modification will provide the capability to view both the voice band service information and the CLEC Line Sharing information on one record. It also will provide the ability for automated provisioning.

Verizon NW is also in the process of: 1) mechanizing the flow-through of line sharing orders from the wholesale gateway (“WISE”) to the ordering system (“NOCV”) and 2) mechanizing the order flow for the disconnect process and customer notification.

1 Business requirements for both of these OSS modifications were completed on June 16,
2 2000. A systems review is currently underway.

3

4 **Q. WHAT IS THE PLANNED PRODUCTION DATE FOR THESE OSS**
5 **ENHANCEMENTS?**

6 A. The interim AAIS enhancement went into production on June 6, 2000 and the long-
7 term AAIS solution is currently scheduled for 2nd quarter 2001.

8

9 Because of the variability inherent in the systems design process, particularly for changes
10 of the magnitude at issue, there is some uncertainty at present concerning the planned
11 production dates for the remaining OSS Line Sharing enhancements described above.

12 Verizon NW expects to be in a better position to estimate realistic production dates by
13 early September 2000.

14

15 **Q. WILL THE COMPLETION OF THESE PROJECTS BENEFIT CLECS AND**
16 **THEIR CUSTOMERS?**

17 Yes. The system created by the completion of these projects will significantly improve order
18 handling time and reduce the possibility of human errors. These enhancements will
19 improve the entire process used by the CLECs to provide service to their customers and
20 decrease the length of time required to provision service.

1

2 **Q. WILL OTHER VERIZON NW CUSTOMERS BENEFIT FROM THESE LINE**
3 **SHARING OSS ENHANCEMENTS?**

4 A. No. Verizon NW's retail operations does not perform any of the functions noted
5 above that are targeted for mechanization. These modifications are being done solely
6 to support CLEC Line Sharing.

7

8 **Q. WILL VERIZON NW SEEK RECOVERY OF THE COSTS ASSOCIATED**
9 **WITH THESE LINE SHARING ENHANCEMENTS.**

10 A. Yes. As indicated in Verizon NW Witness Robert Tanimura's phase A responsive direct
11 testimony, the Company will seek recovery of additional OSS costs once they have been
12 identified.

13

14 **Q. DOES THIS CONCLUDE YOUR PHASE A RESPONSIVE DIRECT**
15 **TESTIMONY?**

16 A. Yes, it does.

17

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

IN THE MATTER OF THE CONTINUED)	
COSTING AND PRICING PROCEEDING)	
FOR INTERCONNECTION, UNBUNDLED)	DOCKET NO. UT- 003013
ELEMENTS, TRANSPORT AND)	PHASE A
TERMINATION, AND RESALE)	

PHASE A RESPONSIVE DIRECT TESTIMONY OF

JEROME HOLLAND

DIRECTOR – SERVICE FULFILLMENT

ON BEHALF OF

VERIZON NORTHWEST INC.

Formerly Known as GTE Northwest Incorporated

SUBJECT: OSS PROJECTS FOR LINE SHARING

JULY 21, 2000

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