
The Regional Oversight Committee (ROC) 3rd Party Test

Qwest
OSS Evaluation Project
Master Test Plan

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Submitted by:

 **KPMG Consulting**

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EXHIBIT B

12.8 POP Manual Order Processing Evaluation

12.8.1 Description

The POP Manual Order Processing Evaluation is a comprehensive review of the methods and procedures used to handle orders that have been manually submitted or require manual intervention by Qwest during order processing. Operational analysis techniques will be used to conduct this test. This test will include a review of the procedures in place to plan for and manage projected growth in order processing.

12.8.2 Objective

The objective of this test is to validate the processes and procedures used to support manual submission of orders for service and to ensure that these procedures are being uniformly followed by Qwest's personnel across the three regions.

12.8.3 Entrance Criteria

Table 12.8.3.1 Manual Order Process Entrance Criteria

<i>Criteria</i>	<i>Responsible Party</i>
<i>No legally effective orders or injunctions preventing the test exist.</i>	<i>ROC, Qwest</i>
<i>The ROC has verified measurements to be used in the test</i>	<i>ROC, Liberty Consulting</i>
<i>HP is operationally ready</i>	<i>HP</i>
<i>Pass/retest criteria have been identified</i>	<i>ROC, KPMG Consulting</i>
<i>Manual orders procedures and documentation are available</i>	<i>Qwest</i>
<i>Interview guide, questionnaire and process review checklist developed</i>	<i>KPMG Consulting</i>
<i>Interviewees identified and schedule developed.</i>	<i>Qwest, KPMG Consulting</i>

12.8.4 Test Scope

Table 12.8.4.1 Manual Order Processes

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Receive Orders for Manual Processing	Order Receipt and Logging	Completeness and consistency of process	Inspection Document review	Qualitative
Process Orders Manually	Entry of Order into SOP	Completeness and consistency of process	Inspection	Qualitative
Send Order Response	Delivery of error messages and queries	Completeness and consistency of reporting process	Inspection Document Review	Qualitative

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Table 12.8.4.1 Manual Order Processes

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Status Tracking and Reporting	Delivery of confirmations, completions and acknowledgements.	Completeness and consistency of reporting process	Inspection Document Review	Qualitative
	Status tracking and reporting	Completeness and consistency of reporting process	Inspection Document review	Qualitative
Problem Escalation	User-initiated escalation	Completeness and consistency of process	Inspection Document review	Qualitative
Process Management	General management practices	Adequacy and completeness of processing management practices	Inspection Document review	Qualitative
	Performance measurement process	Adequacy and completeness of and adherence to manual order processing performance management practices	Inspection	Qualitative
Capacity Management	Capacity management processes and procedures	Adequacy and completeness of capacity management process	Inspection Document review Interview	Qualitative

12.8.5 Inputs

1. Order handling procedures
2. System technical documentation
3. Interview checklist
4. Process review checklist
5. Personnel to conduct interviews

12.8.6 Activities

1. Review procedure documents
2. Interview Qwest personnel
3. Complete process reviews
4. Perform adequacy study of manual order processing performance measures
5. Create evaluation summary

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12.8.7 Outputs

1. Completed process review checklists
2. Completed interview checklists
3. Evaluation summary

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4. White paper regarding manual order processing performance measures

12.9 Exit Criteria

Table 12.9.1 Exit Criteria

<i>Criteria</i>	<i>Responsible Party</i>
<i>Global exit criteria satisfied</i>	<i>See Section 7</i>

13. Order Flow Through Evaluation

13.1 Description

The Order Flow Through Evaluation tests the Qwest systems capability to flow orders through from the CLEC through the application-to-application interface into the backend Qwest service ordering processing systems without any human intervention. Orders that qualify as flow through, i.e., orders not needing manual action, will be tested to determine compliance with eligibility to flow through with actual results.

Qwest will update the list of flow through ordering scenarios and USOC flow through indicators eligible during the testing period if changes in the Qwest business rules or systems warrant. Changes to the list will be incorporated into the test and will be noticed to the industry through the Co-Provider Interface Change Management Process ("CICMP").

Flow through orders will be submitted through both the GUI and the computer-to-computer interfaces. Any supplements and cancels that are considered to be flow through will also be submitted. The order transactions will be monitored to verify that they do not "fall out" for manual handling in the Qwest Interconnect Service Center (ISC) and are accepted by Qwest's Service Order Processor (SOP) without manual intervention.

This test will be conducted as a part of the POP functional testing (See Section 12).

13.2 Objective

The objective of the Order Flow Through Test is to verify the ability of Qwest to flow through their front end systems, without manual intervention, all order types that at the time the transactions are to be submitted are designated by Qwest to be flow through. This test will also assess that the flow through capabilities of Qwest's systems are uniform across the three regions.