

23.7 Exit Criteria

Table 23.7.1 Exit Criteria

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

24. Qwest CLEC Support Processes and Procedures Review

24.1 Description

These tests are designed to evaluate the systems, processes and documentation provided by Qwest for the establishment and maintenance of business relationships with the CLECs. Areas to be evaluated include a determination of whether Qwest is adequately assisting CLECs to understand how to implement and use all of the OSS functions available to them.

24.2 Objectives

The processes and procedures review includes evaluation of the following areas of support provided by Qwest to CLECs in the establishment and on-going maintenance of their wholesale services business relationship:

- Account Establishment & Management
- CLEC Forecasting
- CLEC Training
- Interface Development
- OSS Interface (IMA) Help Desk Support
- Interconnect Service Center Support
- Account Maintenance Support Center (M&R)
- Network Surveillance and Outage Notification

24.3 Account Establishment & Management Review

24.3.1 Description

This test evaluates Qwest's methods and procedures, processes and practices for establishing and managing CLEC account relationships.

24.3.2 Objectives

The objectives of this test are to determine the adequacy, completeness, and compliance with procedures for developing, publicizing, conducting, and monitoring account management.

24.3.3 Entrance Criteria

Table 24.3.3.1 Entrance Criteria

Criteria	Responsible Party
No legally effective orders or injunctions preventing the test exist	ROC, Qwest
Pass/retest criteria have been identified	ROC, KPMG Consulting
Process evaluation checklist developed	KPMG Consulting
Interview guides developed	KPMG Consulting
Provision of relevant historical data	Qwest
Access to CLEC account management calls	CLEC

24.3.4 Test Scope

Table 24.3.4.1 Account Establishment & Management Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Establishing an Account Relationship	Staffing	Appropriate roles and responsibilities	Inspection Document review	Qualitative
		Capacity, coverage, and account allocation	Inspection Document review	Qualitative
Maintaining an Account Relationship	Customer contact	Adequacy and completeness of procedures for responding to customer requests	Interviews Logging Report Review	Quantitative
	Escalation	Adequacy and completeness of escalation procedures	Inspection Document review Interviews	Qualitative
	Routine and urgent customer communications	Adequacy and completeness of communication and notification procedures	Inspection Document review Interviews	Qualitative
	Customer documentation	Adequacy and completeness of procedures for developing, distributing, and maintaining customer documentation	Inspection Document review Interviews	Qualitative

24.3.5 Scenarios

This test does not rely on scenarios.

24.3.6 Test Approach

24.3.6.1 Inputs

1. Qwest account management procedural documentation

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2. Qwest instructions to CLECs for interacting with account managers
3. Other procedural, technical, and customer documentation
4. Evaluation checklists
5. Interview guides
6. CLEC data

24.3.6.2 Activities

1. Gather documentation and other relevant data
2. Perform interviews and documentation reviews
3. Complete evaluation checklists and interview summaries
4. Develop and document findings

24.3.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Observation and Exception reports
3. Final report

24.3.7 Exit Criteria

Table 24.3.7.1 Exit Criteria

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

24.4 CLEC Forecasting Review

24.4.1 Description

This test evaluates Qwest’s methods and procedures, processes and practices for requesting and managing CLEC facility and service forecasts for wholesale services.

24.4.2 Objective

The objective of this test is to determine the adequacy, completeness, and compliance with procedures for requesting, receiving, refining and utilizing forecasts from CLECs. The utilization portion of this test will include an assessment of Qwest’s capacity management process for scaling the growth of its systems and staff based on projected demand.

24.4.3 Entrance Criteria

Table 24.4.3.1 Entrance Criteria

<i>Criteria</i>	<i>Responsible Party</i>
<i>No legally effective orders or injunctions preventing</i>	<i>ROC, Qwest</i>

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<i>Criteria</i>	<i>Responsible Party</i>
<i>the test exist</i>	
<i>Pass/retest criteria have been identified</i>	<i>ROC, KPMG Consulting</i>
<i>Forecast process evaluation checklist developed</i>	<i>KPMG Consulting</i>
<i>Interview guides developed</i>	<i>KPMG Consulting</i>
<i>Provision of relevant historical data</i>	<i>Qwest</i>
<i>Access to CLEC account management calls</i>	<i>CLEC</i>

24.4.4 Test Scope

Table 24.4.4.1 Forecasting Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Forecast Procedures	Request process	Existence Completeness	Inspection	Existence Qualitative
	Receipt and Refinement	Existence Completeness	Inspection	Existence Qualitative
Forecast Utilization	Process Documentation	Existence Completeness	Inspection	Existence Qualitative
	Compliance	Timeliness Accuracy	Inspection	Qualitative

24.4.5 Scenarios

This test does not rely on scenarios.

24.4.6 Test Approach

24.4.6.1 Inputs

1. Qwest forecasting procedural documentation
2. Qwest instructions to CLECs for providing forecasts
3. Other procedural, technical, and customer documentation
4. Evaluation checklists
5. Interview guides
6. CLEC forecast data

24.4.6.2 Activities

1. Gather information
2. Perform interviews and documentation review
3. Complete evaluation checklists and interview summaries
4. Develop and document findings

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24.4.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Observation and Exception reports
3. Final report

24.4.7 Exit Criteria**Table 24.4.7.1 Exit Criteria**

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

24.5 CLEC Training**24.5.1 Description**

This test evaluates Qwest's training documentation and practices for CLEC representatives engaged in the establishment and maintenance of the Qwest-CLEC business relationship.

24.5.2 Objective

The objective of this test is to determine the existence and adequacy of procedures for developing, announcing, conducting, and monitoring Qwest training for CLECs.

24.5.3 Entrance Criteria**Table 24.5.3.1 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>Pass/retest criteria have been identified</i>	<i>ROC, KPMG Consulting</i>
<i>Process evaluation checklist developed</i>	<i>KPMG Consulting</i>
<i>Interview guides developed</i>	<i>KPMG Consulting</i>

24.5.4 Test Scope

Table 24.5.4.1 CLEC Training Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Training Program Development	Develop curriculum	Completeness of training curriculum and forums	Document review Inspection	Qualitative
		Adequacy of procedures to respond to information about training quality and utilization	Document review Inspection	Qualitative
	Publicize training opportunities	Adequacy of procedures to accept CLEC input regarding training curriculum	Document review Inspection	Qualitative
		Availability of information about training opportunities	Document review Inspection	Qualitative
Training Program Quality Assurance	Attendance/ utilization tracking	Adequacy of process to track utilization and attendance of various training tools and forums	Document review Inspection	Qualitative
	Session effectiveness tracking	Adequacy of process to survey training recipients on effectiveness of training	Document review Inspection	Qualitative
	Instructor oversight	Adequacy of procedures to monitor instructor performance	Document review Inspection	Qualitative
Process Management	Performance measurement process	Controllability, efficiency and reliability of process	Inspection Document review	Qualitative
	Process improvement	Completeness of process improvement practices	Inspection Document review	Qualitative

24.5.5 Scenarios

This test does not rely on scenarios.

24.5.6 Test Approach

24.5.6.1 Inputs

1. Qwest training procedural documentation
2. Qwest instructions to CLECs for participating in training
3. Training material – manuals and handouts
4. Evaluation checklists
5. Interview guides

24.5.6.2 Activities

1. Gather information

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2. Perform interviews and documentation review
3. Complete evaluation checklists and interview summaries
4. Develop and document findings

24.5.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Observation and Exception reports
3. Final report

24.5.7 Exit Criteria

Table 24.5.7.1 Exit Criteria

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

24.6 OSS Interface Development Review

24.6.1 Description

This test evaluates Qwest's documentation, specifications and support provided to CLECs in developing, providing, and maintaining OSS interfaces for pre-ordering, ordering, billing and maintenance & repair. This test also includes an assessment of Qwest's capacity management and growth planning processes.

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24.6.2 Objective

The objective of this test is to determine the adequacy, consistency and completeness of Qwest's specifications, documentation and technical assistance provided to the CLECs for developing, testing and operating OSS interfaces for pre-ordering, ordering, billing and maintenance and repair.

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24.6.3 Entrance Criteria

Table 24.6.3.1 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>Pass/retest criteria have been identified</i>	<i>ROC, KPMG Consulting</i>
<i>Process evaluation checklist developed</i>	<i>KPMG Consulting</i>
<i>Interview guides developed</i>	<i>KPMG Consulting</i>

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24.6.4 Test Scope

Table 24.6.4.1 OSS Interface Development Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Developing Interfaces	Interface development methodology	Adequacy and completeness of interface development methodology	Inspection Document review Report review	Qualitative
Enabling and Testing Interfaces	Provision of interface specifications and related documentation	Adequacy and completeness of interface documentation distribution procedures	Inspection Document review Report review	Qualitative
	Interface enabling and testing methodology	Adequacy and completeness of carrier-to-carrier interface enabling and testing procedures	Inspection Document review Report review	Qualitative
	Availability of test environments and technical support to CLECs	Availability and adequacy of functioning test environments, testing protocols, production cutover protocols and technical support for all supported interfaces	Inspection Document review Report review	Qualitative
	Interface enabling and testing support	Adequacy and completeness of interface enabling and testing procedural documentation	Inspection Document review Report review	Qualitative
Maintaining Interfaces	Release management	Adequacy and completeness of interface enhancement software release management and regression testing protocols	Inspection Document review Report review	Qualitative
	Capacity management	Adequacy and completeness of capacity and growth planning process	Inspection Document review	Qualitative

24.6.5 Scenarios

This test does not rely on scenarios.

24.6.6 Test Approach

24.6.6.1 Inputs

1. Procedural and technical documentation
2. Qwest instructions to CLECs for enabling, testing, and maintaining compatibility with interfaces

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- 3. Evaluation checklists
- 4. Interview guides
- 5. CLEC data

24.6.6.2 Activities

- 1. Gather information
- 2. Perform interviews and documentation reviews
- 3. Complete evaluation checklists and interview summaries
- 4. Develop and document findings

24.6.6.3 Outputs

- 1. Completed evaluation checklists and interview summaries
- 2. HP comments on its interface development process
- 3. Observation and Exception reports
- 4. Final report

24.6.7 Exit Criteria

Table 24.6.7.1 Exit Criteria

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

24.7 Wholesale Systems Help Desk Review

24.7.1 Description

This review is an evaluation of Qwest’s IMA help desk functions that provide technical support for its OSS interfaces.

24.7.2 Objectives

The objectives of this review are to:

- Determine adequacy, completeness and consistency of IMA help desk processes
- Ensure IMA help desk functions have effective management oversight
- Determine whether IMA help desk escalation procedures are correctly maintained, documented and published
- Determine the existence and functionality of procedures for measuring, tracking, projecting and maintaining IMA help desk performance
- Ensure existence of reasonable security measures to ensure integrity of IMA help desk data and the ability to restrict access to parties with specific access permissions

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- Determine whether IMA help desk procedures are followed as a matter of routine by Qwest personnel
- Determine whether IMA help desk procedures are subject to periodic review and amendment to assure currency and consistency with product and service deployments and changes in the IMA capabilities

24.7.3 Entrance Criteria

Table 24.7.3.1 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>Pass/retest criteria have been identified</i>	<i>ROC, KPMG Consulting</i>
<i>Process evaluation checklist developed</i>	<i>KPMG Consulting</i>
<i>Interview guides developed</i>	<i>KPMG Consulting</i>

24.7.4 Test Scope

Figure 24.7.4.1 Wholesale Systems Help Desk Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Process IMA Help Desk Call	Resolution of user question, problem or issue	Completeness and consistency of process	Inspection Document review	Qualitative
Close IMA Help Desk Call	Closure posting	Completeness and consistency of process	Inspection Document review	Qualitative
Status Tracking and Reporting	Status tracking and reporting	Completeness and consistency of reporting process	Inspection Document review	Qualitative
Problem Escalation	User and Qwest initiated escalation	Completeness and consistency of process	Inspection Document review	Qualitative
Capacity Management	Capacity planning process	Completeness and consistency of and adherence to process	Inspection Document review	Qualitative
Security and Integrity	Data access controls	Security of process	Inspection Document review	Qualitative
Process Management	General management practices	Completeness and consistency of operating management practices	Inspection Document review	Qualitative
	Performance measurement process	Controllability, efficiency and reliability of process	Inspection Document review	Qualitative
	Process improvement	Completeness of process improvement practices	Inspection Document review	Qualitative

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Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Capacity Management	Capacity management processes and procedures	Adequacy and completeness of and adherence to capacity management process	Inspection Document Review Interview	Qualitative

24.7.5 Scenarios

This test does not rely on scenarios.

24.7.6 Test Approach

24.7.6.1 Inputs

1. Procedural documentation such as internal help desk procedure manuals
2. Qwest instructions to CLECs for interacting with help desk functions
3. Evaluation checklists
4. Interview guides
5. CLEC data

24.7.6.2 Activities

1. Gather information
2. Perform walk-throughs, observations and documentation reviews
3. Complete evaluation checklists
4. Develop and document findings

24.7.6.3 Outputs

1. Completed evaluation checklists and interview summaries
2. Observation and Exception reports
3. Final report

24.7.7 Exit Criteria

Table 24.7.7.1 Exit Criteria

Criteria	Responsible Party
Global exit criteria satisfied	See Section 7

24.8 Interconnect Service Center (ISC) Support Review

24.8.1 Description

The Interconnect Service Center (ISC) Support Review is a comprehensive operational analysis of the service center processes developed by Qwest to support Resellers and CLECs with OSS questions, escalations, problems, and issues related to pre-ordering, ordering and provisioning of

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its wholesale services. Basic functionality, performance and escalation procedures will be evaluated.

24.8.2 Objectives

The objectives of this review are to:

- Determine completeness and consistency of ISC processes and responses
- Determine whether the escalation procedure is documented and known to ISC representatives and management
- Determine the accuracy and completeness of procedures for measuring ISC performance

24.8.3 Entrance Criteria

Table 24.8.3.1 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>Pass/retest criteria have been identified</i>	<i>ROC, KPMG Consulting</i>
<i>Process evaluation checklist developed</i>	<i>KPMG Consulting</i>
<i>CLEC problem feedback survey completed</i>	<i>KPMG Consulting</i>
<i>ISC problem response standard survey completed</i>	<i>KPMG Consulting</i>

24.8.4 Test Scope

Table 24.8.4.1 ISC Support Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Respond to ISC Call	Answer call	Completeness and consistency of process Timeliness of answer	Inspection Performance	Qualitative Quantitative
	Interface with user	Availability of user interface	Inspection	Qualitative
Process ISC Call	Response to call	Completeness and accuracy of response	Inspection	Qualitative
	Log call	Completeness of logged information Log is kept in appropriate media for appropriate interval	Document Review Inspection	Qualitative
Close ISC Call	Access to systems to observe user problems	Ability to access user records and transactions	Inspection	Qualitative
	Resolve user question, problem or issue	Completeness and consistency of process	Documentation Review	Qualitative
	Log closure information	Completeness, consistency, and timeliness of process	Inspection	Qualitative

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Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Monitor Status	Track status	Accuracy and completeness of status tracking capability Availability of jeopardy notification	Inspection Document Review	Qualitative
	Report status	Completeness and consistency of reporting process Accessibility of status report	Inspection Document Review	Qualitative
Request Escalation	Manage escalations	Consistency and completeness of procedure	Document Review Inspection	Qualitative
Manage the ISC Process	Provide management oversight	Completeness and consistency of operating management practices	Inspection	Qualitative
Capacity Management	Workforce capacity management processes and procedures	Adequacy and completeness of and adherence to workforce capacity management procedures	Inspection	Qualitative
			Document review Interview	

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24.8.5 Scenarios

This test does not rely on scenarios.

24.8.6 Test Approach

24.8.6.1 Inputs

1. ISC Evaluation Checklist
2. ISC procedural documentation

24.8.6.2 Activities

1. Gather information
2. Perform ISC walk-throughs, observations and documentation reviews
3. Complete evaluation checklists
4. Develop and document findings

24.8.6.3 Outputs

1. Completed ISC evaluation checklists and interview summaries
2. Observation and Exception reports
3. Final report

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24.8.7 Exit Criteria

Table 24.8.7.1 Exit Criteria

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

24.9 Network Surveillance & Outage Support Review

24.9.1 Description

The network surveillance and outage support evaluation is a review of the processes, procedures, and other operational elements associated with Qwest's network surveillance as it relates to wholesale and retail operations. Additionally, this evaluation will review Qwest's network outage notification processes and procedures as they relate to wholesale operations.

24.9.2 Objectives

The objective of this test is to assess the functionality of Qwest's network surveillance activities and its application to the wholesale and retail customers they support. Test targets for the evaluation include the network surveillance systems and processes employed by the following Qwest operations centers: 1) Network Management Center (NMC), and 2) Network Operations Center (NOC). In addition, a review of the network blockage and outage notification procedures used by Qwest to alert affected wholesale customers of alarms and outage events will be conducted.

24.9.3 Entrance Criteria

Table 24.9.3.1 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>Pass/retest criteria have been identified</i>	<i>ROC, KPMG Consulting</i>
<i>Network surveillance and outage evaluation checklist developed</i>	<i>KPMG Consulting</i>
<i>NMC/NOC interview guide developed</i>	<i>KPMG Consulting</i>

24.9.4 Test Scope

Table 24.9.4 Network Surveillance & Outage Support Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Network Surveillance	Inter Office Facility (IOF) Surveillance	Existence Completeness	Interview Inspection Document Review	Existence Qualitative
	Advanced Intelligent Network (AIN) Interconnect Surveillance	Existence Completeness	Interview Inspection Document Review	Existence Qualitative
Outage Notification	Process Documentation	Accuracy Completeness	Interview Inspection Document Review	Existence Qualitative
	Notification Procedures	Timeliness Accuracy Completeness	Interview Inspection Document Review	Existence Qualitative
	Notification Observations	Accuracy Completeness	Interview Inspection Document Review	Existence Qualitative

24.9.5 Scenarios

This test does not rely on scenarios.

24.9.6 Test Approach

24.9.6.1 Inputs

1. Network surveillance operational analysis plan and task checklist
2. Network outage operational analysis plan and task checklist
3. Evaluation guides
4. Interview Guides
5. Documentation of all network surveillance for wholesale and retail operations
6. Documentation of outage notification procedures for wholesale operations
7. Designated NMC/NOC personnel for interviews
8. Observation schedule

24.9.6.2 Activities

1. Using the operational analysis plan, conduct process analysis at the NMC and NOC
2. Conduct documentation review

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- 3. Conduct procedure interviews
- 4. Conduct notification observations
- 5. Develop and document findings

24.9.6.3 Outputs

- 1. Completed network surveillance and outage evaluation checklists and interview/observation summaries
- 2. Observation and Exception reports
- 3. Final report

24.9.7 Exit Criteria

Table 24.9.7.1 Exit Criteria

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

24.10 Test 24.10: ISC/Billing and Collection Center Support Review

24.10.1 Description

The ISC/Billing and Collection Center Support Review is an operational analysis of the processes and documentation developed by Qwest to provide support to Resellers and CLECs with usage and/or billing related claims, questions, problems and issues. Basic functionality, performance, escalation procedures, and security will be evaluated.

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24.10.2 Objectives

The objectives of this evaluation are to:

- Determine completeness of the Billing Center processes, documentation and responses.
- Determine whether the escalation procedure is documented, maintained, published and followed.
- Determine the completeness, and functionality of procedures for measuring and tracking the Billing Center performance.
- Determine the existence and functionality of procedures for projecting resource needs.
- Determine the existence of reasonable security measures to ensure integrity of the Reseller and CLEC data and the ability to restrict access to parties with specific access permissions.
- Determine the level of management oversight to ensure adequacy of performance results.

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24.10.3 Entrance Criteria

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Criteria	Responsible Party
No legally effective orders or injunctions preventing the test exist	ROC, Qwest
Pass/retest criteria have been identified	ROC, KPMG Consulting
Process evaluation checklist developed	KPMG Consulting

24.10.4 Test Scope

Table 24.10.4.1: ISC/Billing and Collection Center Review

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Respond to Billing Center Call	Interface with user	Availability of user interface	Inspection	Qualitative
	Log call	Existence of call logs to track call statistics such as call volume, average handling time, speed of answer.	Document Review Inspection	Existence
Process Billing Center Calls	Accessibility of information	Ability to access Reseller and CLEC records and transactions	Inspection	Qualitative
Claims	Resolve user question, problem or issue	Completeness and consistency of process	Inspection	Qualitative
	Resolve claim	Completeness and consistency of process	Document Review	Qualitative
Monitor Status	Track Status	Existence of status tracking capability	Inspection Document Review	Existence
	Report Status	Consistency and accessibility of status reporting	Inspection Document Review	Qualitative
Manage the Billing Center Process	Provide management oversight	Consistency of operating management practices.	Inspection	Qualitative
	Provide security measures to ensure integrity of the Reseller and CLEC data	Existence of security measures to restrict access to Reseller and CLEC data	Inspection	Existence
Capacity Management	Work Force Planning	Existence of work force staffing model	Inspection Document Review Interview	Qualitative

24.10.5 Scenarios

Scenarios are not applicable to this test.

24.10.6 Test Approach

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24.10.6.1 Inputs

- 1. Evaluation Checklist
- 2. Applicable documentation
- 3. Interview guides
- 4. Data from Test 20 (this data will be the source for the Billing Center calls)

24.10.6.2 Activities

- 1. Gather information
- 2. Perform walk-through, observations and documentation reviews
- 3. Place and log Billing Center calls
- 4. Complete evaluation checklists and interview summaries
- 5. Develop and document findings

24.10.6.3 Outputs

- 1. Completed evaluation checklists and interview summaries
- 2. Summary report

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24.10.7 Exit Criteria

<i>All Global Exit Criteria satisfied</i>	<i>See Section 7</i>
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25. Interim and Final Reports

25.1 Interim Report

KPMG Consulting will develop and submit to the ROC at least one interim report at approximately the mid-point of the test process, and possibly others. This report(s) will describe the test for each major test. Draft interim report(s) will be provided to the TAG for review. The resulting comments will be taken into consideration by KPMG Consulting, HP and ROC in preparing final versions of the report(s).

25.2 Final Report

KPMG Consulting will develop and submit to the ROC a final report at the completion of testing. The final report will be released in draft form to the TAG for review and comment. Changes recommended by the TAG will be reviewed by KPMG Consulting and the ROC Steering Committee prior to submittal of a final report to the ROC Executive Committee.

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