

**14.7 Provisioning Process Parity Evaluation**

The evaluation measures for the provisioning processes are consistency and repeatability as compared to retail. The provisioning processes will be inspected and compared to retail.

**14.7.1 Description**

The Provisioning Process Parity Evaluation is a review of the processes, systems and interfaces that provide provisioning for CLEC and Reseller orders compared to the equivalent Qwest retail processes. The review will focus on these areas:

- Order interfaces
- Workflow definitions
- Workforce scheduling
- Memory administration
- Service activation
- Test and acceptance
- Exception handling
- Completion notices
- Jeopardy notifications
- Capacity management

The focus of the evaluation will be “downstream” interfaces from manual processing and the gateway systems that serves as the interface to all order processing.

As appropriate, provisioning processes for different products and services will be evaluated separately. This will be required in those cases where the process and/or systems used for provisioning are different by product.

**14.7.2 Objective**

The objective of this evaluation is to determine the degree to which the provisioning environment supporting CLEC orders is at parity with internal Qwest provisioning for its own retail customers.

**14.7.3 Entrance Criteria**

**Table 14.7.3.1 Provisioning Process Parity Evaluation Entrance Criteria**

<i>Criteria</i>	<i>Responsible Party</i>
<i>All Section 12 entrance criteria satisfied</i>	<i>See Section 12.3</i>
<i>Detailed Provisioning Process Parity Evaluation Checklist developed</i>	<i>KPMG Consulting</i>
<i>Required system documentation available</i>	<i>Qwest</i>

Criteria	Responsible Party
Provisioning process documentation available	Qwest
Interview guide/questionnaire developed	KPMG Consulting
Interviewees identified and schedule developed	Qwest, KPMG Consulting

**14.7.4 Test Scope**

The table below outlines the processes and sub-processes involved in evaluating the level of parity provided by the Qwest provisioning systems and processes to the CLECs.

**Table 14.7.4.1 Provisioning Process Parity**

Process Area	Sub-Process	Evaluation Measure	Evaluation Technique	Criteria Type
Provisioning Process Parity	Workflow management	Consistency and repeatability as compared to Retail	Inspection	Parity
	Workforce management	Consistency and repeatability as compared to Retail	Inspection	Parity
	Jeopardy notification	Consistency and repeatability as compared to Retail	Inspection	Parity
	Service activation process	Consistency and repeatability as compared to Retail	Inspection	Parity
	Service design process	Consistency and repeatability as compared to Retail	Inspection	Parity
	Assignment process	Consistency and repeatability as compared to Retail	Inspection	Parity
	Capacity management	Consistency and repeatability as compared to Retail	Inspection	Parity

**14.7.5 Test Scenarios**

Not applicable.

**14.7.6 Test Approach**

**14.7.6.1 Inputs**

1. Product and Service Process Flow Understanding (provides for understanding of complex versus simple services but does not conflict with traditional Qwest definition of products and services)
2. Applicable Qwest provisioning process documentation
3. Interview guide/questionnaire
4. Interviewees (per process area)

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- Provisioning process owners
  - Provisioning process staff
  - User requirements project leader
5. Interview schedule
  6. Detailed Provisioning Process Parity Evaluation Checklist
  7. Appropriate System Documentation
  8. Appropriate Methods and Procedures (determined via interviews)

#### 14.7.6.2 Activities

1. Identify all process documentation needed for review
2. Identify relevant systems and interfaces
3. Identify all system documentation available for review
4. Conduct structured review of documentation using Provisioning Process Parity Evaluation Checklist
5. Conduct interviews using the interview guides and questionnaires
6. Inspect physical systems and communications environments
7. Document findings

#### 14.7.6.3 Outputs

1. Completed Provisioning Process Parity Evaluation Checklist
2. Completed interview questionnaires
3. Interview Summaries
4. Summary Findings, Conclusions

### 14.8 Provisioning Coordination Process

#### 14.8.1 Description

The POP Provisioning Coordination Process Evaluation is a review of the procedures, processes and operational environment used to support coordinated provisioning with CLECs.

The evaluation will address products and situations that require coordinated provisioning to minimize customer disruption. The requirement for coordination may come from either Qwest policy or a CLEC request. An operational analysis test approach supplemented by case studies will be used to evaluate Qwest's Provisioning Coordination Processes.

#### 14.8.2 Objectives

The objectives of this evaluation are to:

- Determine completeness and consistency of provisioning coordination processes
- Determine whether the provisioning coordination processes are correctly documented, maintained and published