

TI 789
EXCEPTION 3104 – DISPOSITION REPORT
Qwest OSS Evaluation

Initial Release Date: December 26, 2001
First Response Date: January 15, 2002
Disposition Report Date: February 26, 2002

EXCEPTION DISPOSITION REPORT

An exception has been identified as a result of the test activities associated with Provisioning Test 14.

Exception:

Qwest personnel did not adhere to DS1 Enhanced Extended Loop (EEL) circuit provisioning methods and procedures.

Summary of Exception:

KPMG Consulting observed eleven (11) high capacity DS1 EEL orders from November 8, 2001 to December 18, 2001. Qwest's methods and procedures documentation and task compliance rate was calculated to be 87%, which is below KPMG Consulting's applied benchmark of 95%. Qwest provided KPMG Consulting with multiple documents at the time observations were conducted that describe the methods and procedures Qwest personnel undergo to provision DS1 EEL circuits. All observations were analyzed to ascertain whether Qwest personnel adhered to the provisioning tasks as defined in the documentation provided.

Summary of Qwest's Initial and Supplementary Response:

All Qwest Implementors in the Centers were retrained and provided with the most current documentation for provisioning DS1 EEL circuits by January 15, 2002. On January 30, 2001, Qwest provided KPMG Consulting with 15 revised methods and procedures documents. All Central Office and Field Technicians were provided with the revised methods and procedures documentation by February 1, 2002 and the materials were made available on Qwest's internal web site.

KPMG Consulting's Disposition Report (2/26/02):

Summary of KPMG Retest Activities:

KPMG Consulting began retesting activities on 1/15/02 and observed two (2) Test Bed EEL orders. KPMG Consulting requested and reviewed the WFA OSSCN logs for the Test Bed orders observed to determine if Qwest technicians performed the provisioning tasks outlined in Qwest's EEL method and procedure documentation. On January 17, 2002, the TAG agreed to suspend EEL observations due to the low volume of commercial activity.

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Summary of KPMG Consulting's Retest Results:

Only two EEL DS1 Test Bed orders were available for observation during the retest period and this small number does not meet the minimum of 35 required for statistical testing. KPMG Consulting is unable to validate that the issues initially identified have been resolved.

KPMG Consulting recommends closing Exception 3104 as inconclusive. The inconclusive finding is due to insufficient volume of data from which to draw a conclusion.