

**VERIZON RESPONSE TO
VA SCC KPMG EXCEPTION**

Exception #: 3

Component: **The process established by Verizon to notify outside parties of metrics changes is not documented.**

Domain: Metrics

Date Uncovered by KPMG: 9/27/01

Date VERIZON Received: 9/27/01

Date VERIZON Responded: 10/4/01

KPMG Summary Statement and **The VA SCC and CLECs cannot properly interpret and independently verify the results contained in Verizon’s Carrier-to-Carrier reports unless they are notified of all metrics changes. The lack of a documented notification process could impair Verizon’s ability to ensure consistent and accurate reporting.**

VERIZON Response: **10/04/01 Response to Exception**

Attached is the documented Verizon “Metric Issues Log Process”. This document outlines the procedures to communicate metric changes and clarifications to State Commissions & CLECs.

Method & Procedure Release



Verizon Wholesale Metric Quality Assurance

DOC. NO: 2001- 0003-WPMT

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Metric Issues Log Process

Purpose This document outlines the procedures to communicate metric changes and clarifications to State Commissions & CLECs.

Personnel Affected The following groups are affected by this method:

- Wholesale Metrics Team (Report Production)
- Wholesale Metric Development Team (Change Control Management)
- Regulatory (271 Regulatory Group)

This document is informational for Regulatory Support.

States Affected This procedure is in effect in NJ, VA, PA.

Contact Any questions pertaining to this document should be directed to:

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Overview

Background The goal of the Wholesale Metrics Team is to produce accurate, timely and complete metric performance reports.

A metrics issues log has been developed to keep State Commissions and CLECs apprised of metric changes and clarifications.

Issues Log Notification Process The monthly Metrics Issues Log is maintained, updated, and distributed in conjunction with the Carrier to Carrier (C2C) report. The Wholesale Metrics Team produces, maintains and updates the Issues Log. They distribute the Issues Log to the appropriate Regulatory Group personnel for distribution to the State Commissions & CLECs via a filing or electronically as required.

Issues Log Template The Issues Log Template is an excel file. *See Attachment A.* The procedures to be followed for documenting metric issues are described in this document.

Issues Log Header When preparing an Issues Log the following information must be populated in the Header area:

- The State where the issues are being recorded
- Calendar Month when report is issued
- The Report Data Month

Change Control Review A review of all approved Change Control Records (CCRs) is conducted to identify the appropriate state change control records for categorization and documentation on the state issues log.

Continued on the next page

Documenting Metric Issues

Documenting Issues on the Issues Log An explanation of how to fill out each column in the log is described in the information below:

Column Name	Description of Information to be Documented
Change Control Number	Specify the tracking number of the Metrics Change Control Record.
Status	Specify one of four statuses, as follows: <ul style="list-style-type: none"> • Issued: A metrics change control is assigned the status of “Issued” when the Change Control Request is approved by senior management. • Rescheduled: A metrics change control is assigned a status of “Rescheduled” when the implementation date of the Change Control Record is changed to a new date. • Production: A metrics change control is assigned a status of “Production” when the Change Control Record is complete. • Retracted: A metrics change control is assigned a status of “Retracted” when the change control should not be implemented in its current format.
Status Date	The Status Date is determined by the Status of the Change Control, as follows: <p style="text-align: center;">Status – Status Date</p> <ul style="list-style-type: none"> • Issued – The date the Change Control Record was approved. • Rescheduled – The date the Change Control Record was rescheduled. • Production – The date the Change Control Record was completed. • Retracted – The date the Change Control was retracted.

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Documenting Metric Issues, Continued

Column Name	Description of Information to be Documented
Report Affected	Specify the type of report the CCR impacts. Indicate CLEC Specific, CLEC Aggregate or both types of reports.
Products Affected	Specify the product(s) affected e.g. <i>xDSL, Specials, POTS, etc.</i>
Required Delivery Month	Specify the month & year the metric is required to be implemented. Use month abbreviation and 2 digit year format to indicate the delivery month. e.g. Nov-01
Actual Delivery Month	Specify the first data month & year the metric is implemented. Use month abbreviation and 2 digit year format to indicate the actual delivery month. e.g. Nov-01
Previous Months Affected	Specify the month(s) affected. Use month abbreviation and 2 digit year format to indicate the months affected by this change. e.g. Nov-00 – Feb-01
Domain	Specify one of the eight domains shown on the Carrier to Carrier (C2C) report, they are: <ul style="list-style-type: none"> ▪ Pre-ordering ▪ Ordering ▪ Provisioning ▪ Maintenance ▪ Billing ▪ Operator Services and databases ▪ Network Performance ▪ General
Metric	Specify the metric number(s) being impacted by the change.
Date Opened	Specify the date the Change Control was approved.
Date Closed	Specify the date the Change Control goes into production. If CCR is retracted specify “N/A” (not applicable).

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Documenting Metric Issues, Continued

Column Name	Description of Information to be Documented
Category	<p>Specify the category according, as follows:</p> <ol style="list-style-type: none"> 1. For a Metrics Change Control Request use one of the following five categories: <ol style="list-style-type: none"> A) Regulatory Orders These changes implement a new metric or a change that may generate new Metric families and product disaggregations. CLECs have input to these changes through various state collaborative groups and commission proceedings. B) Process Improvement Changes This type of change usually implements changes in Verizon operational support systems that affect metrics feeds. While they improve upon an existing process, they do not affect results, or Verizon's compliance with metric guidelines. C) New products and services D) Administrative Changes, e.g., file name changes E) Template Changes. 2. Data Clarification A Data Calculation Clarification clarifies the definition/methodology of calculating a metric and provides interpretation of product definitions and guidelines; e.g., confirming holiday exclusions, or at what decimal point place value rounding occurs. 3. Data Correction A Data Calculation Correction corrects a deficiency in the calculation or the completeness of a metric. These corrections ensure that Verizon's Carrier to Carrier Metrics adhere to the spirit and the letter of the commission ordered guidelines; e.g., a missing Class of Service entry, causing Complex orders to be incorrectly classified as POTS in the application that supports Ordering Metrics.
Description	Specify all relevant information from the change control business reason.
Comments	Specify any updates to the status of the issue. E.g., IT Initiative required, Commission Order required, Reason for Retraction.
