

July 20, 2001

OBSERVATION REPORT #23

KPMG Consulting observed that Verizon did not schedule a final status call during the June 2001 New Release Testing as per Verizon's documented process.

Issue

During the June 2001 new release testing, KPMG Consulting observed that Verizon deviated from the documented new release testing process.¹ As stated in the documented process, "On the last Monday of the CLEC new release-testing period, a special status call will be held to identify any outstanding issues that must be fixed prior to release implementation." This call is the forum for CLECs to discuss all outstanding 'New Release Testing' issues, which may or may not impact Verizon's planned release date.

However, Verizon failed to schedule a special status call on the last Monday of the CLEC new release testing period, which would have been June 11, 2001.

Assessment

If CLECs are not given an opportunity to address and resolve all outstanding issues that affect their systems before a new release is put into the production environment, installing the code in production could have a negative impact on the CLECs' ability to do business.

¹ CLEC/Resale Handbook Series, Volume II: Electronic Interface Guide, Section 4.5 Application-to-Application Interface Testing, dated March 2001