

December 3, 2001

## **OBSERVATION REPORT #60**

KPMG Consulting observed that Verizon did not adhere to established Metrics change control processes.

### **Issue**

As part of PMR4: Metrics Data Filtering and Integrity Verification and Validation Review, KPMG Consulting examined the transformation of raw data into filtered data to be used in the calculation of the NP-1, Percent Final Trunk Group Blockage,<sup>1</sup> metrics for May 2001 using filtering instructions provided by Verizon. In the process of this examination, KPMG Consulting observed that changes had been made to Verizon's filtering instructions, but no change control request had been issued through Verizon's established change control process.<sup>2</sup>

### **Assessment**

Failure to adhere to established change control processes may lead to erroneous calculation and reporting of metric results.

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<sup>1</sup> Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports, dated August 11, 2000.

<sup>2</sup> Verizon's Wholesale Change Control Process, dated November 13, 2001, defines the procedures to be followed by Verizon personnel when changes are made that may affect metrics results.

*This observation report is for discussion purposes only and is subject to change without notice.*