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END-TO-END

PROCESS FLOW

DRAFT

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VERSION C.IANGE HISTORY

This section list changes made to the baseline "End-to-End Process Flow" document since the last issue. New versions of this document may be obtained from the Release Manager. This is a living document--as process improvements are identified and agreed upon, this document will be updated to reflect the updated process. This document will be owned by BellSouth (BST) to ensure the document is maintained and shared with all interfacing groups.

Version	Issue Date	Section Revised	Reason for Revision
0.1	3/18/01		Initial draft.
0.2	3/27/01		Comments from Vickie, Lee and Bill incorporated into the document. New Process Flow Diagrams imbedded into the document.
0.3	3/30/01		Incorporated changes based on 3/29/01 walk through with Meena, Vickie, Lee and Bill. Updated Process Flow Diagrams imbedded into the document.
0.4	4/23/01		Incorporated changes based on the 4/4/01 walk through with Valerie Cottingham and the Change Control Team.
0.5	4/30/01		Incorporated changes based on the 4/11/01 walk through with Tiffany Ray and Ranae Stewart.
0.6	5/1/01		Incorporated changes based on input provided by the "Process Team" consisting of members from Network Services Customer Systems, BTG, Accenture and Telcordia.
0.7	5/10/01		Incorporated the production support input from Gloria Burr.
1.0	5/11/01		Changed Version Control to version 1.0. Incorporated a change control statement.
1.1	12/18/01		Table 4-1 "Perform Release Packaging Activities" Flow, Step 2 was updated to reflect the changes for submitting as scope request to BTG.

1.2	1/9/02		Figure 4-1 "The Release Packaging Process", page 33 was updated to reflect the changes made on 12/18/01.
2.0	5/17/02		Global changes:

Global changes:

- Encore replaced by BST
- CMVC replaced with Harvest
- ITEP Process references replaced as appropriate with CCP Process.
- CLEC impacting replaced with CLEC affecting.
- Account Team replaced with CLEC Care Team

Section 2.1 revised to reflect CCP Process and flow for all types of requests.

Figure 2-1 totally revamped to reflect flow for all types.

Information from and reference to CCP Process Document added.

CCP Change Request Types definitions updated.

Sections 2.2 – 2.4 removed, functional descriptions edited into Section 2.1

Footnotes added to sections 3.0, 4.0, and 5.0 to reflect they are under review and will change in the future.

Section 6.0 Production Support removed.

Sections renumbered as needed.

Additional Roles and Responsibilities added and Acronyms and Abbreviations updated.

2.1	6/3/02	2,3,4,5,6,7,8	DRAFT of changes reflecting the BellSouth proposal to CCP for Release Management.

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END-TO-END PROCESS FLOW

1.0 Introduction

The following process flow was created to document the activities that take place within Network Services from managing work requests flowing into the organization through release. The process focuses on four major business functions to represent the end-to-end process flow within the organization – work entry, prioritization, release packaging, and release management. The documented process is a framework that bridges the Network Services districts together into a integrated process. The supporting sections of this document describe the detailed activities needed to manage work requests entering the organization, prioritize those requests, develop integrated release packages based on priorities, and manage ongoing release activities. This document can be used as a reference for understanding the steps, the accountable individuals, the tasks, and the inputs and outputs of each sub-process.
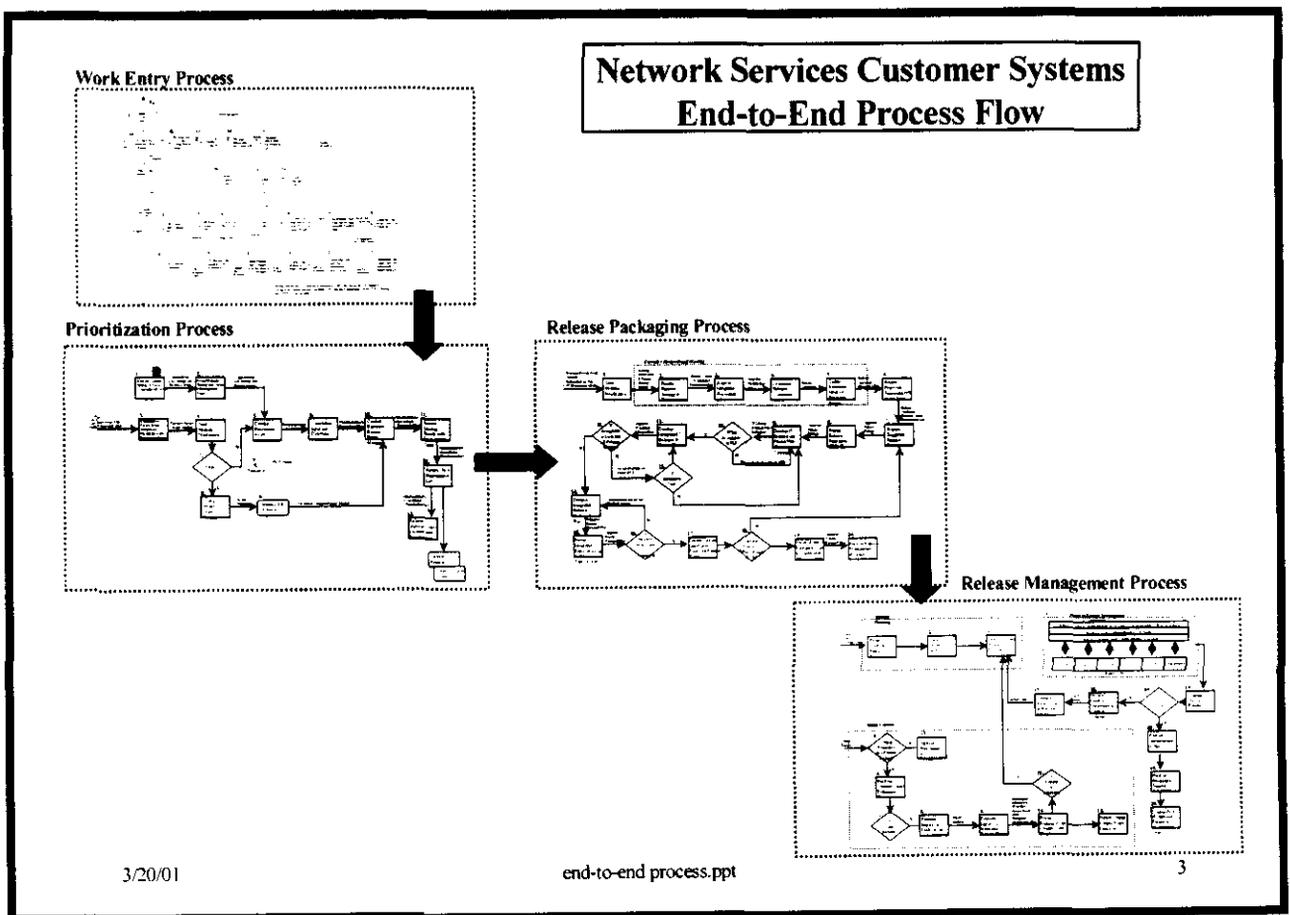
Figure 1-1 End-to-End Process Flow

Following is a summary of the main activities represented within *Figure 1-1 End-to-End Process Flow*.

The Work Entry Process documents the logical flow for CLEC and BellSouth initiated change requests within the Network Services arena. The detailed Work Entry Flow varies slightly, depending on the originator of the request and the request type.

The Prioritization Process focuses on developing prioritization list that represents the business strategy and drivers at a specific point in time. The Integrated Prioritization List represents the combined interests of each customer area, including LCSC, Regulatory, and Third Party Testing Team, where as the CCP Prioritization list represents the CLEC's priorities.

The Prioritization Process occurs independent of the Release Packaging activities associated with planning a release cycle. The Prioritization Process outputs are used as input for establishing the Release Package and for making Release Management decisions on how to use the capacity available during a release cycle. The established "BST Release Cycles" determine the schedule for performing prioritization and release packaging activities.

The Release Management Process focuses on the planning and release management activities associated with developing application software. The following sections of this document describe the detailed process activities.

Application of this Document

The flows described in this document apply to the same groupings and interfaces as described in the CCP Process document: all three groupings of the components of "interfaces" as described by the FCC. These include (1) a point of interface (or gateway); (2) any electronic or manual processing links (transmission links) between the interface and BellSouth's internal operations systems (including all necessary back office systems and personnel); and (3) all of the internal operations support systems (or "legacy systems") that BellSouth uses in providing network elements and resale services to competing carriers.

2.0 Work Entry Process

The Work Entry Process documents the entry, evaluation, and review activities that a change request must go through before it is accepted as a valid change request within the BellSouth arena. The Work Entry process utilizes slightly different variations on a basic process flow depending upon the originator of the request and the type of change request being submitted. The request types referenced in the flow are specified in the CCP Process Document version 3.0, May 1, 2002. The following bullets list the request types as described in the CCP Process document:

- Type 1- System Outage
- Type 2- Regulatory Change
- Type 3- Industry Standard Change
- Type 4- BellSouth Initiated Change
- Type 5- CLEC Initiated Change
- Type 6- CLEC Affecting Defect.

Refer to the *CCP Process Document version 3.0, May 1, 2002* for more detailed descriptions of the request types and the cycle times that apply.

Definition of CLEC Affecting

The following definition of CLEC Affecting is found in the CCP Process document:

"Any change that potentially may cause a CLEC to modify the way it operates in conducting wholesale business transactions with BellSouth. Modifications to the way CLECs operate in conducting wholesale business transactions with BellSouth include, but are not limited to: (1) changes to CLEC system code; (2) changes in CLECs employee training; (3) changes to CLEC business methods and procedures at the transaction, clarification, or escalation levels (4) changes to the work assignments of CLEC personnel. Internal BellSouth process changes (either software or procedural) unique to the CLEC wholesale environment are CLEC affecting."

2.1 Work Entry Change Request Flow

The process flow "Work Entry Process for Request Types 2 – 5 per CCP Process" illustrates the entry, evaluation, and review activities that type 2, 3, 4, and 5 change requests must follow in the BST arena to be accepted as valid change requests.
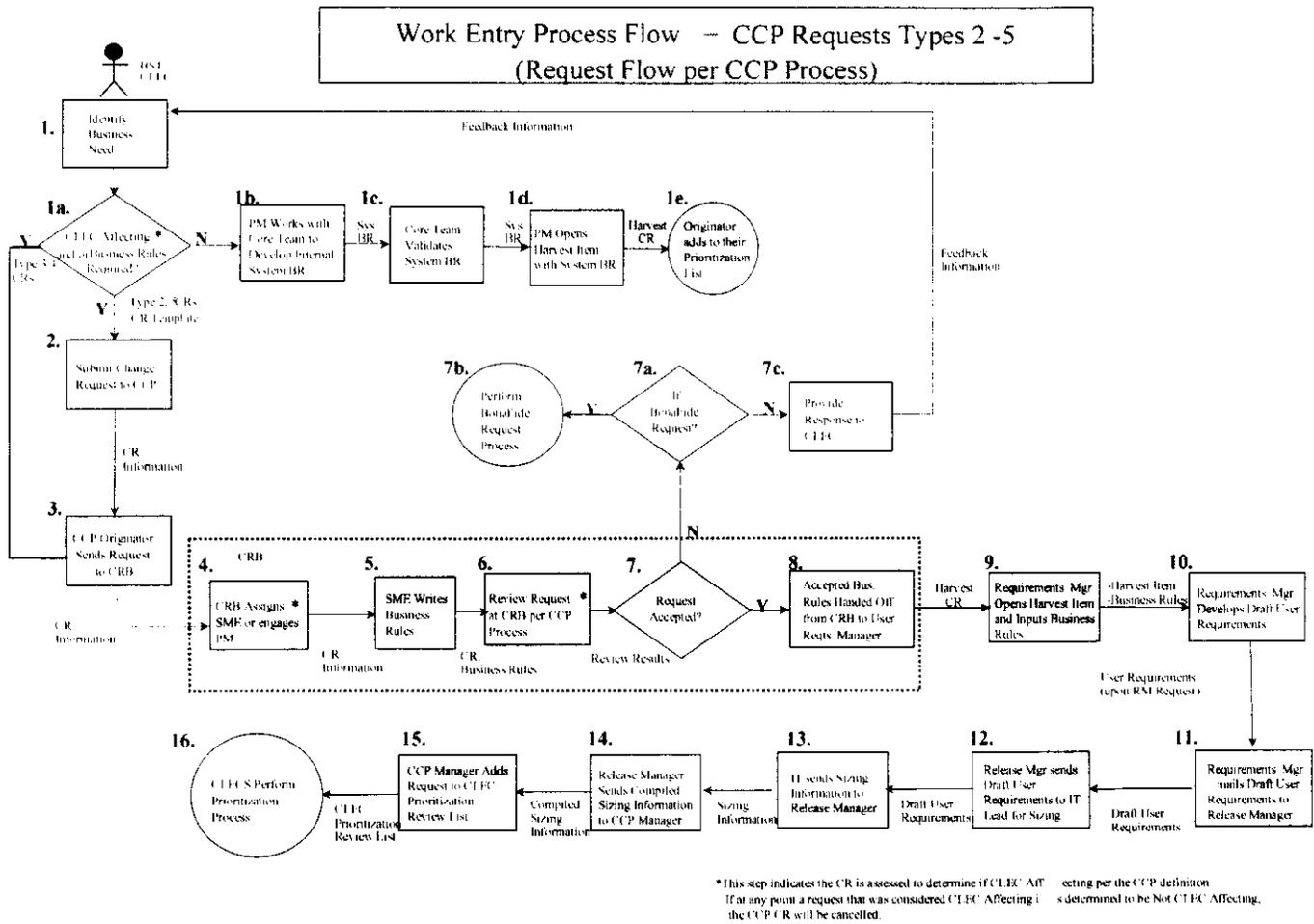

Figure 2-1 CLEC Change Request Flow via CCP Process

The Table below details the steps, accountable individuals, tasks, and the inputs/outputs of each sub-process in the process flow Figure 2.1

Table 2-1 CLEC Change Request (Type 2 - 5) Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs
1	CLEC (CCP) BST	**IDENTIFY BUSINESS NEED:** CLEC or BST representatives identify and document a system need per their internal processes.	**Input:** • Business Need **Output:** • N/A
1a.	Originator (BST)	**CLEC AFFECTING?**[*] [Types 2, 3, & 4 Only:] Determine if CLEC Affecting Per CCP Process, and/or if System Only change requiring Business Rules. - If Yes and Type 3 or 4, or System Only requiring Business Rules, proceed to step 3. - If Yes and Type 2 or 5, proceed to step 2 - If No, proceed to step 1b.	**INPUTS:** • Business Need **OUTPUTS:** • Change Request
1b.	Project Manager Project Team	**PM AND CORE TEAM DEVELOP INTERNAL SYSTEM BUSINESS RULES** If the request is not CLEC Affecting, the Project Manager for the affected system and their core team will develop system business rules for the change.	**INPUTS:** • Non-CLEC Affecting Change Request **OUTPUTS:** • System Business Rules
1c.	Project Manager Project Team	**CORE TEAM VALIDATES SYSTEM BUSINESS RULES** The Core Team will validate the system business rules.	**INPUTS:** • System Business Rules **INPUTS:** • Validated System Business Rules
1d.	Project Manager	**PM OPENS HARVEST CR WITH SYSTEM BUSINESS RULES** The PM will open a Harvest item for the CR and input the business rules.	**INPUTS:** • Validated System Business Rules **OUTPUTS:** • Harvest CR

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[*] This step indicates the CR is assessed to determine if CLEC Affecting per the definition in the CCP Process. This can occur in any number of points in this process. When it does, the CR is submitted as in Step 2. If at any point a request that was considered CLEC Affecting is determined to be Not CLEC Affecting, the CCP CR will be cancelled. It may continue as appropriate through steps 1a.-1e. of the process.

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Step	Accountability	Sub-processes Activities	Inputs and Outputs
1e.	Originator	**ORIGINATOR ADDS REQUEST TO PRIORITIZATION LIST** The Originator will add the Non-CLEC Affecting request to their prioritization list.	INPUTS: • Harvest CR OUTPUTS: • Prioritization List
2	CLEC CCP Team	**SUBMIT CHANGE REQUEST TO CCP:** The CLEC will follow the guidelines set in the Change Control Process (CCP Process) Document to submit a Type 2 or Type 5 change request to CCP. The request will be documented using the approved CCP template. All requests will be sent to the designated CCP mailbox. Receipt of requests will be acknowledged.	INPUTS: • CCP Change Request Template • CLEC Initiated Change Request OUTPUTS: • CCP Change Request
3	CCP Team Originator CRB Assistant Moderator	**CCP/ORIGINATOR SENDS CLEC REQUEST TO CRB:** The CCP Team reviews and validates the CLEC request. After the request is validated, the designated CCP Team Member sends a copy of the request to the CRB mailbox. If Type 3 or 4, the originator or PM will send the request to the CRB.	INPUTS: • CCP Change Request OUTPUTS: • CCP Change Request
4	CRB Moderator SME	**CRB ASSIGNS SME:** The CRB Assistant Moderator will review the request and manage the request as it flows through the CRB Process. The CRB Moderator determines if the request is system specific. If it is system specific, the request is forwarded to the System Project Manager for review. (Step 1a.) If it is not system specific, a SME is assigned to review the CLEC-initiated request. The SME will work with the CCP Team Member to ensure that the request is understood. The SME and/or System Project Managers will review the request with their core team.	INPUTS: • CCP Change Request • Available SMEs OUTPUTS: • SME Assignment and/or PM Review
5	SME	**SME DEVELOPS BUSINESS RULES:** The SME develops the Business Rules for the request and submits them for CRB review.	INPUTS: • CCP Change Request OUTPUTS: • Business Rules

Step	Accountability	Sub-processes Activities	Inputs and Outputs
6	Originator CCP Team Member SME Regulatory LCSC Third Party Test System Project Managers	**REVIEW REQUEST AT CRB:** The SME presents the change request information and the Business Rules to the CRB meeting. The CCP Team will be available to assist the SME if additional information or clarification is needed from the CLEC. The CRB participants evaluate the request based on the published guidelines in the Change Control Process (CCP Process) Document (this document includes the definition of CLEC Affecting). Note: This step may be iterative.	**INPUTS:** • CCP Change Request • Business Rules **OUTPUTS:** • CRB Results • CCP Change Request
7	**CRB Moderator** CRB Participants CCP Team	**REQUEST ACCEPTED?** Based on the results of the CRB review, the CRB Moderator will either accept the request and move it to "pending" status (Step 8) or return it to the originator with the appropriate response (Step 7b). Responses are outlined in the CCP Process Document. Note: This step may be iterative.	**INPUTS:** • CRB Results • Change Request **OUTPUTS:** • Change Request • Feedback Information
7a	**CCP Team**	**BONAFIDE REQUEST?** The Bonafide Request (BFR) process is used to provide custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process. If the request is a Bonafide Request, a CCP Team Member notifies the CLEC to contact their appropriate CLEC Care Team.	**INPUTS:** • CCP Change Request • CRB Results **OUTPUTS:** • Contact BellSouth CLEC Care Team
7b	**CRB Moderator** Originator	**REQUEST NOT ACCEPTED, RESPONSE SENT TO CLEC** If the request is not accepted and is not a BFR, the CRB Moderator will follow the guidelines established in the Change Control Process Document to provide responses to the Originator.	**INPUTS:** • CCP Change Request • CRB Results **OUTPUTS:** • Response to Originator
8	**SME** **Requirements Team** **User Requirements**	**ACCEPTED BUSINESS RULES HANDED OFF TO REQUIREMENTS TEAM:** When the change request is reviewed and accepted by the CRB, the Business Rules are handed off to the User Requirements Team. Note: This step can be iterative.	**INPUTS:** • CCP Change Request • Business Rules **OUTPUTS:** • Accepted Business Rules handed Off to UR Manager

Step	Accountability	Sub-processes Activities	Inputs and Outputs
	Manager		Manager
9	BST Requirements Manager	**REQUIREMENTS MANAGER OPENS HARVEST ITEM AND INPUTS BUSINESS RULES:** The BST Requirements Manager will open a change request in Harvest and input the accepted Business Rules.	INPUTS: • Accepted Business Rules OUTPUTS: • Harvest Item with Business Rules
10	Requirements Manager	**DRAFT USER REQUIREMENTS DEVELOPMENT:** The Requirements Manager will develop Draft User Requirements based on the accepted Business Rules.	INPUTS: • Harvest Item • Business Rules OUTPUTS: • Draft User Requirements
11	Requirements Manager Release Manager	**DRAFT USER REQUIREMENTS HANDOFF TO RELEASE MANAGER:** The Requirements Manager will e-mail the Release Manager the Draft User Requirements and CCP CR number upon request	INPUTS: • Draft UR with CCP CR # OUTPUTS: • E-mail to Release Manager
12	Release Manager IT	**RELEASE MANAGER SENDS DRAFT REQUIREMENTS TO INFORMATION TECHNOLOGY GROUP (IT) FOR SIZING:** The Release Manager will send e-mail notification to the IT lead that User Requirements are available, with their location.	INPUTS: • Posted Draft User Requirements OUTPUTS: • E-Mail to IT
13	IT Release Manager	**IT SENDS SIZING INFORMATION TO RELEASE MANAGER:** The IT Manager will send sizing information based on draft User Requirements to the Release Manager.	INPUTS: • Draft User Requirements and Sizing Review OUTPUTS: • Sizing Results sent to Release Manager
14	Release Manager CCP Manager	**RELEASE MANAGER SENDS COMPILED SIZING INFORMATION TO CCP MANAGER:** The Release Manager will compile sizing information received from IT and send it to CCP Manager.	INPUTS: • Sizing Results from IT OUTPUTS: • Compiled Sizing Data from IT

Step	Accountability	Sub-processes Activities	Inputs and Outputs
15	CCP Manager	**CCP MANAGER ADDS REQUEST TO CLEC PRIORITIZATION REVIEW LIST:** The CCP Manager will add the request with any pertinent data as required by the CCP Process to the CLEC Prioritization Review List for prioritization by CLECS.	**INPUTS:** • CCP CR data **OUTPUTS:** • CLEC Prioritization Review List
16	CLEC	**CLECS PERFORM PRIORITIZATION PROCESS** The CLECS conduct Prioritization Review.	**INPUTS:** • CLEC Prioritization Review List **OUTPUTS:** • Prioritized Change Requests

3.0 Prioritization Process

Coordinating the development of BST customers' prioritization lists is key to the successful start for the release packaging and release management activities. While the BST Integrated Prioritization List and the CCP Prioritization list are inputs into the release management cycle, the prioritization process can be executed independent of a release. The BellSouth and CLEC Production Release Cycles will drive the scheduling of process activities. The BST and CLEC prioritization lists will be used by BST to understand the priorities of both BST internal customers and the CLEC community. The following flow represents the detailed process steps:
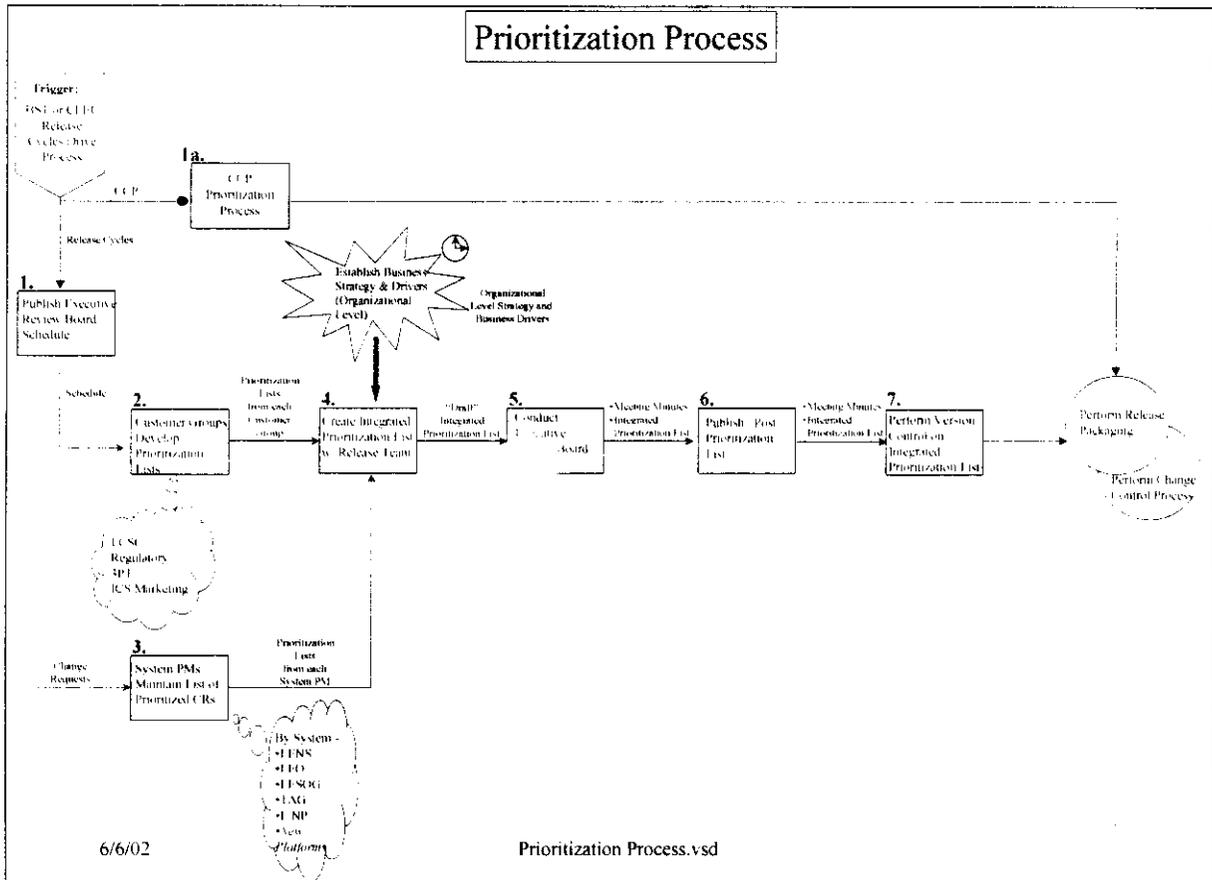
Figure 3-1 Prioritization Process

The process flow represents the activities needed in developing an integrated prioritization list – referred to as the BST Integrated List. The Release Manager will define the schedule for developing and updating the BellSouth internal customer prioritization list. The CCP Management Team will coordinate the development of the schedule for the CCP Prioritization list in accordance with CCP guidelines.

The Table below details the steps, accountable individuals, tasks, and the inputs/outputs for each sub-process in the process flow *Figure 3.1 Prioritization Process.*

Table 3-1 "Prioritization Process"

Step	Accountability	Sub-processes Activities	Inputs and Outputs
1	Release Manager	**PUBLISH EXECUTIVE REVIEW BOARD SCHEDULE** The Release Manager will work with the BellSouth Change Control Manager (BCCM) and the Network Services management team to establish a schedule for creating a new integrated prioritization list. The schedule will take into consideration the time needed by each team to prepare for the release team meeting and the Executive Review Board. The list will be referred to as the "BST Integrated List". Note: The Release Cycles will be the main driver for establishing the prioritization and release packaging activities within Network Services.	**INPUTS:** • Release Cycles **OUTPUTS:** • Executive Review Board Schedule
1a	CCP Management Team	**CCP DEVELOPS PRIORITIZATION LIST:** Based on the steps documented in the CCP Process, CLEC will prioritize types (4,5)	**INPUTS:** • Refer to the current CCP Process Document **OUTPUTS:** • Refer to the current CCP Process Document
2	LCSC Regulatory System Project Managers Third Party Test ICS Marketing	**BST INTERNAL CUSTOMER GROUPS DEVELOP PRIORITIZATION LIST:** Each customer group will meet and develop a prioritization list based on the current business drivers within their organization. BST internal customers will prioritize type (2,3,4) (Note: Only change requests entered into Harvest should be considered as input for the prioritization list).	**BST Prioritization INPUTS:** • Harvest Request • Business Drivers **OUTPUTS:** • Prioritization List

Step	Accountability	Sub-processes	Inputs and
		Activities	Outputs
3	BST Release Manager Customer Groups Representatives	**CREATE BST INTEGRATED PRIORITIZATION LIST WITH BST INTERNAL CUSTOMER PRIORITIZATION TEAM:** The BST Release Manager will coordinate a meeting with the BST Internal Customer prioritization Team and representatives from each Customer Group to develop a "draft" BST Integrated List. This list will be used as input for the Executive Review Board Meeting.	**INPUTS:** • Prioritization Lists for each Customer Group • Prioritization Lists for each System **OUTPUTS:** • "Draft" BST Integrated List
4	BST Director NS-CS Directors (OAVPs) LCSC Regulatory Third Party Test ICS Marketing System Program Managers	**CONDUCT EXECUTIVE REVIEW BOARD:** The Executive Review Board will meet based on the published schedule to finalize the BST Integrated List. The purpose of the meeting will be to gain consensus among all Customer Groups on the priorities for performing application systems work. The list is an integrated prioritization list that takes into consideration each of the customer groups and OAVP district. The BST OAVP will chair the meeting. The BST Release Manager will attend the Executive Review Board to answer questions about the "draft" BST Integrated List and take minutes, as needed. . The NS-CS General Manager will handle escalations and "tie breakers".	**INPUTS:** • "Draft" BST Integrated List **OUTPUTS:** • BST Integrated List • Meeting Minutes
5	BST Release Manager	**PUBLISH / POST PRIORITIZATION LIST:** The BST Release Manager will publish the BST Integrated List, so that, all stakeholders are aware of the agreed upon list. The BST Release Manager will review the Executive Review Board Meeting results at the following Release Team Meeting.	**INPUTS:** • BST Integrated List **OUTPUTS:** • BST Integrated List • E-mail to stakeholders
6	BST Release Manager	**PERFORM VERSION CONTROL ON INTEGRATED PRIORITIZATION LIST:** The BST Release Manager will perform version control activities on the previous work products associated with the BST Integrated List, so that, previous versions of the list and artifacts can be retrieved, if needed.	**INPUTS:** • BST Integrated List • Meeting Minutes **OUTPUTS:** • Version Controlled -BST Integrated List & Meeting Minutes

4.0 Release Scheduling

The BST Release Manager will construct the CCP Release schedule based on the BTG Rolling Release Plan. BTG will provide the BST Release Manager with estimated capacity for each Release. Capacity is provided in Units, where 1 Unit = 100 RCH (Release Cycle Hours). CLEC and BST Production Releases will have equal capacity in a given CCP Release schedule. The CCP Release schedule may be based on the following:

Table 4-1 CCP Release

X – Some number of Production Releases as per the Rolling Release Plan

CCP Release Schedule Options	CLEC Production Releases	BST Production Releases	Maintenance Releases	Industry Releases
	Types 2,5,6 (Type 4s are optional)	Types 2,6,4 (Type 5s are optional); Network Infrastructure	Defects (includes Type 6s)	Type 3 (i.e., ELMS6)
A	X	X	TBD	0
B	X	X	TBD	1

Table 4-2 CCP Release Schedule Deliverables and Milestones Schedule Options

Activity	CLEC Production Release	BST Production Release	Maintenance Release	Industry
Release Package Meeting	42-36 Weeks before Production	42-36 Weeks before Production		60-70 Weeks before Production
Draft Requirements provided to CLECs	1 Week after the Release Package Meeting	1 Week after the Release Package Meeting		2 Week after the Release Package Meeting
CCP Final User Requirements provided to CLECs	15 Weeks before Production	15 Weeks before Production		15 Weeks before Production

Activity	CLEC Production Release	BST Production Release	Maintenance Release	Industry
Carrier Letter for the date of the update of the BBR	30 days before the BBR is published	30 days before the BBR is published		30 days before the BBR is published
Carrier Letter for CAVE Release Deployment (If applicable)	*30 days before the CAVE Pre-Soak Test Window*	*30 days before the CAVE Pre-Soak Test Window*		*30 days before the CAVE Pre-Soak Test Window*
Carrier Letter for Production Release Deployment	30 days before Production	30 days before Production	30 days before Production	30 days before Production
Publish the BBR and LEO IG	15 Weeks before Production	15 Weeks before Production		19 Weeks before Production
Publish the Coding Matrix	15 Weeks before Production	15 Weeks before Production		19 Weeks before Production
Publish TAG Reference Guide and TAG API Version 0	15 Weeks before Production	15 Weeks before Production		19 Weeks before Production
Publish TAG Reference Guide and TAG API Version 1	1 Day before Production	1 Day before Production		1 Day before Production
Publish EDI Specification	15 Weeks before Production	15 Weeks before Production		19 Weeks before Production
Pre Soak CAVE	45 Business Days before Production	45 Business Days before Production		60 Business Days before Production
Post Soak CAVE	Until the next Release is loaded into CAVE in preparation for the next CAVE Soak window	Until the next Release is loaded into CAVE in preparation for the next CAVE Soak window	N/A	Until the next Release is loaded into CAVE in preparation for the next CAVE Soak window

5.0 Release Packaging Process

The first step in the planning and release scoping process is the development of the release package associated with managing an application software release. The CCP Prioritization list is used exclusively when packaging a CLEC Production Release. The BST Integrated List is used exclusively when packaging BST Production Releases. Additional criteria and guidelines used for CLEC and BST Production Release packaging is listed below:

A. Type 6

- ❑ Planned for Maintenance Releases

- ❑ Only packaged in Production Releases if interval dictates

- ❑ High Impact –implemented in 10 Business Days

- ❑ Medium Impact –implemented in 90 Business Days

- ❑ Low Impact –implemented in 120 Business Days

B. Type 2

- ❑ Mandates

- ❑ Flow Through Change requests

- ❑ Type 4 or 5 change requests previously targeted in a Release may be removed from the release if mandated change requests dictate

C. Type 4

- ❑ BST Initiated Change requests

D. Type 5

- ❑ CLEC Initiated Change requests

E. Type 3

- ❑ Discretion of CCP Membership

- ❑ Is a "Stand-alone" release from Type 2s, 4s, 5s

F. Type 4 and Type 5 Change Requests are implemented in 60 weeks from prioritization subject to available capacity.

G. Maintenance or Infrastructure Upgrades are not explicitly stated as a priority but it is understood that changes are required to maintain stability and improve performance.

The following flow represents the detailed process steps for packaging a BST Production Release:
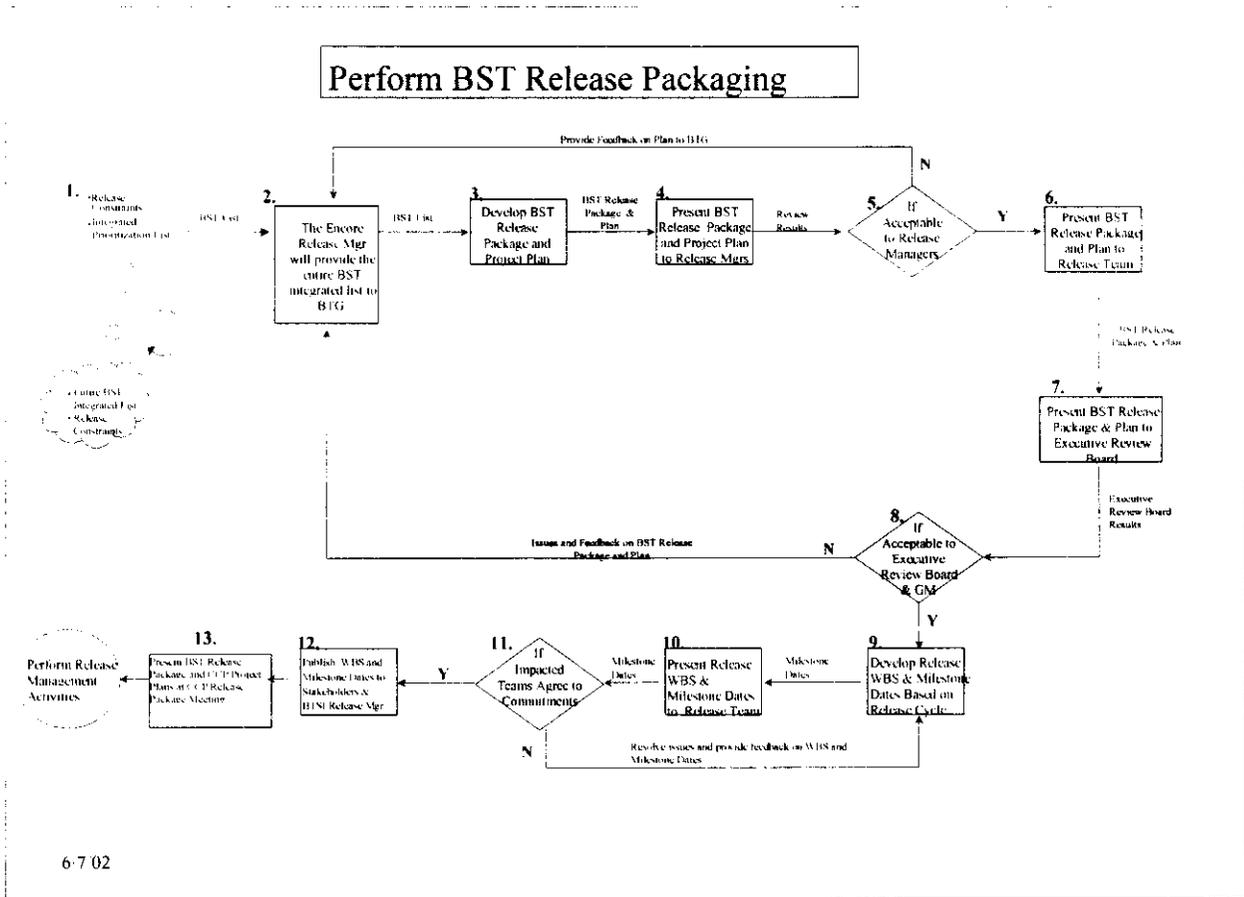
5.1 BST Release Packaging Process

Figure 5-1 BST Production Release Packaging Process

The process flow represents the activities needed in developing a release package. The Release Manager will oversee these activities to ensure that the package is approved and all affected groups have agreed to deliver their piece of the solution.

The table below details the steps, accountable individuals, tasks, and the inputs/outputs for each sub-process in the process flow *Figure 5-1 Perform BST Release Packaging Activities.*

Table 5-1 "Perform Release Packaging Activities" Flow for BST Production Releases

Step	Accountability	Sub-processes Activities	Inputs and Outputs
1	Release Manager	**PREPARE REQUESTED SCOPE:** The BST Integrated List and release constraints will used to document the requested scope for the release packaging activities.	**INPUTS:** • BST Integrated List • Release Constraints **OUTPUTS:** • Requested Scope • Timeframes in accordance with the CCP Release plan and the Rolling Release Plan
2	Release Manager	**PRESENT REQUESTED SCOPE TO BTG RELEASE MANAGER:** The BST Release Manager will provide the entire BST Integrated List to BTG, BellSouth's IT liaison. BTG will analyze the entire list beginning with 1 and ending with N, where N is the last feature on the list and not to exceed 100. Up to the first 100 features will be considered for release scope due to the complexity in providing in-depth sizing information on each feature. In the case where features are low priority, yet are candidates for integration into the forthcoming release due to logical match, and do not jeopardize the higher priority features and includes minimal work effort, BTG will recommend these items as additions for upcoming releases. This document will be the driving force around developing the Release Package and Project Plan for the release being scoped. The BST Release Manager will communicate the timeframes that are expected for BTG to provide the response consisting of the Release Package and Plan. *Note: The "Requested Scope" document will be baselined when presented to BTG. Any changes to this document will be captured in a change control log within the document and BTG will quantify and report impacts, if any, when changes are made to the document while release packaging activities are being performed.*	**INPUTS:** • Requested Scope • Timeframes in accordance with the CCP Release plan and the Rolling Release Plan **OUTPUTS:** • Requested Scope • Timeframes in accordance with the CCP Release plan and the Rolling Release Plan

Step	Accountability	Sub-processes Activities	Inputs and Outputs
3	BTG Release Manager	**DEVELOP BST RELEASE PACKAGE AND PROJECT PLAN:** The BTG Release Manager will work with his/her IT Counterparts to develop the BST Release Package and Project Plan. During this process, the BST Release Manager will be available to answer questions or provide clarifications, as needed.	**INPUTS:** • Requested Scope • Timeframes **OUTPUTS:** • BST Release Package • Project Plan
4	BTG Release Manager	**PRESENT BST RELEASE PACKAGE AND PROJECT PLAN TO RELEASE MANAGERS:** The BTG Release Manager will present the BST Release Package and Project Plan to the Release Managers. The Release Managers will determine during this meeting if the release package and plan is acceptable.	**INPUTS:** • BST Release Package • Project Plan **OUTPUTS:** • Feedback on BST Release Package and Project Plan
5	Release Managers	**IF ACCEPTABLE TO RELEASE MANAGERS:** If the release package and plan is acceptable, the BTG Release Manager will present the plan to the Release Team. If the release package and plan is not acceptable, the Release Managers will provide specific recommendations to BTG and the process will be repeated starting at step 3.	**INPUTS:** • Release Managers Feedback on BST Release Package and Project Plan **OUTPUTS:** • Decision to Accept • Feedback on BST Release Package and Project Plan
6	BTG Release Manager	**PRESENT BST RELEASE PACKAGE AND PLAN TO RELEASE TEAM:** The BTG Release Manager will present the BST Release Package and Project Plan to the Release Team. In the event that there are multiple alternatives, the Release Team will work with BTG to determine what information will be presented at the Executive Review Board Meeting.	**INPUTS:** • BST Release Package(s) • Project Plan **OUTPUTS:** • BST Release Package • Project Plan
7	BST Director (OAVP) BST Release Manager	**PRESENT BST RELEASE PACKAGE AND PLAN TO EXECUTIVE REVIEW BOARD:** The BST Director will present the BST Release Package and Plan to the Executive Review Board. The BST Release Manager will be available to answer any questions related to the BST Release Package and Plan. The Executive Review Board will determine during the meeting whether to accept, modify or reject the BST Release Package and Plan. The BST Release Manager will capture the meeting results and publish minutes from the meeting.	**INPUTS:** • BST Release Package • Project Plan **OUTPUTS:** • Executive Review Board Results • Meeting Minutes

Step	Accountability	Sub-processes Activities	Inputs and Outputs
8	**Executive Review Board** BST Release Manager	**IF ACCEPTABLE TO EXECUTIVE REVIEW BOARD:** If the BST Release Package and Plan is acceptable to the Executive Review Board, the process will continue forward with the Release Manager developing the WBS and milestone dates. If the BST Release Package and Plan is unacceptable to the Executive Review Board, detailed feedback will be provided to BTG and the process will begin in step 2. It will be the BST Release Managers job to provide the feedback to the BTG Release Manager.	**INPUTS:** • Executive Review Board Results • Meeting Minutes **OUTPUTS:** • Approved BST Release Package and Project Plan or • Issues & Feedback on BST Release Package and Plan
9	**BST Release Manager** Release Managers	**DEVELOP RELEASE WBS & MILESTONE DATES BASED ON RELEASE CYCLE:** The Release Managers will develop the initial integrated work breakdown structure (WBS) and milestone dates based on the release cycle.	**INPUTS:** • Approved BST Release Package and Project Plan • Release Cycles **OUTPUTS:** • WBS • Milestone Dates
10	**BST Release Manager**	**PRESENT RELEASE WBS & MILESTONE DATES TO RELEASE TEAM:** The integrated WBS and milestone dates will be presented to the Release Team. The Release Team will review the milestones and tasks that impact their team and agree to their commitments or raise any issues, as needed.	**INPUTS:** • WBS • Milestone Dates **OUTPUTS:** • WBS • Milestone Dates
11	**Release Team**	**IF IMPACTED TEAMS AGREE TO COMMITMENTS:** If all teams agree to their commitments then the BST Release Manager will publish the WBS and milestone dates. If the Release Team raises any issues, the Release Managers will resolve the issues and adjust the plan, as needed.	**INPUTS:** • WBS • Milestone Dates **OUTPUTS:** • Agreement on Commitments or • Issues and Feedback on WBS and Milestone Dates
12	**BST Release Manager**	**PUBLISH WBS AND MILESTONE DATES TO STAKEHOLDERS & BTG RELEASE MANAGER:** The BST Release Manager will publish the integrated WBS and milestone dates to all stakeholders, so that, everyone understands their commitments.	**INPUTS:** • WBS • Milestone Dates **OUTPUTS:** • WBS • Milestone Dates

Step	Accountability	Sub-processes Activities	Inputs and Outputs
		The BST Release Manager will be responsible for presenting the release package to the CCP CLEC Meeting.	
13	**BST Release Manager** **CCP Management Team**	**PRESENT BST RELEASE PACKAGE AND CCP PROJECT PLAN TO CCP:** Based on the CCP Process Document, the BST Release Manager will deliver the CLEC Release package and CCP Project Plan at the CCP Release Package Meeting.	**INPUTS:** • CCP Process Document **OUTPUTS:** • CLEC Release Package • CCP Project Plan

5.2 CLEC Release Packaging Process

The following flow represents the detailed process steps for the CLEC Production Release Packaging Process:

Perform CLEC Release Packaging Activities

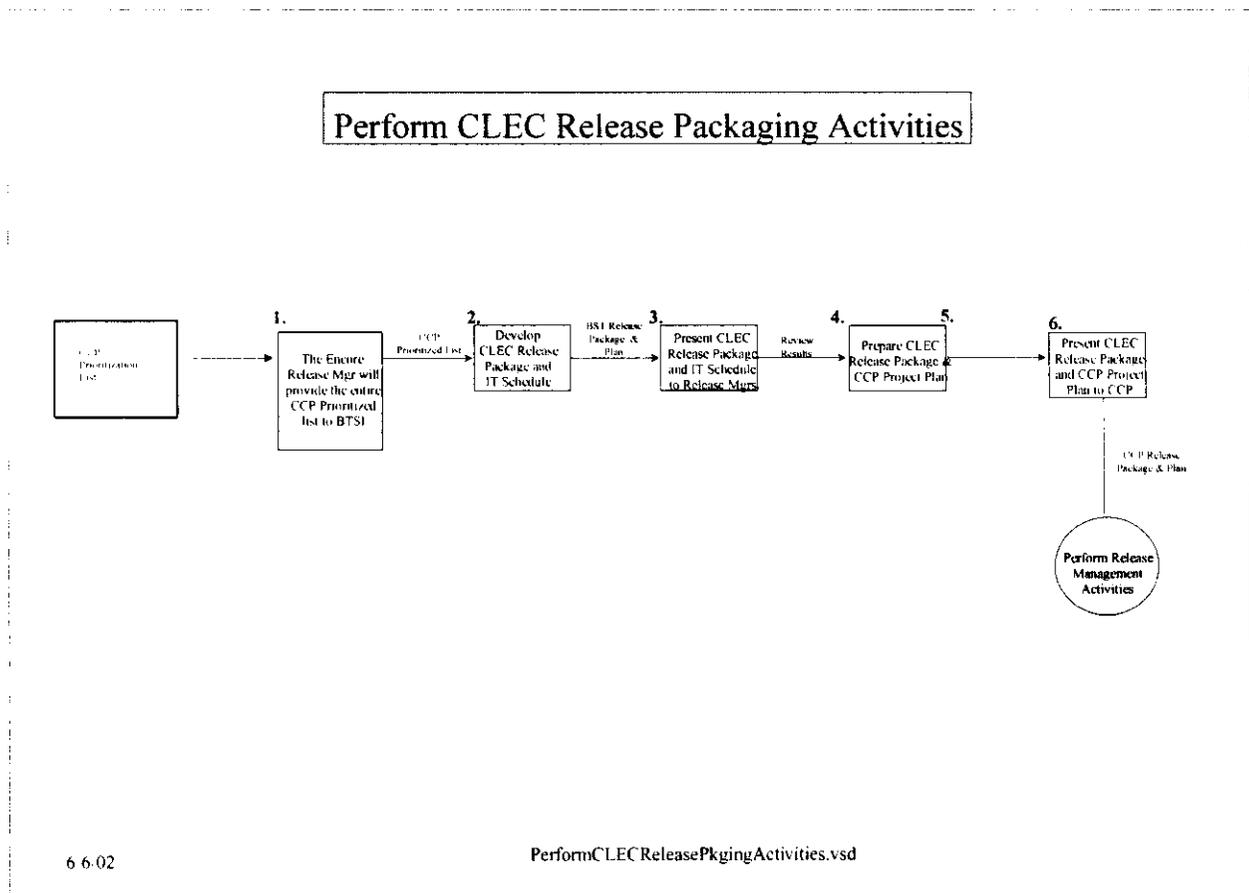6 6-02   PerformCLECReleasePkgingActivities.vsd

Figure 5-2 CLEC Production Release Packaging Process

This process flow represents the activities needed in developing the CLEC Release package. The Release Manager will oversee these activities to ensure that the package is approved and all affected groups have agreed to deliver their piece of the solution.

The table below details the steps, accountable individuals, tasks, AND the inputs/outputs for each sub-process in the process flow *Figure 5-2 Perform CCP Release Packaging Activities.*

Table 5-2 Perform CCP Release Packaging Activities Flow for CLEC Production Releases

Step	Accountability	Sub-processes Activities	Inputs and Outputs
1	Release Manager	**PRESENT REQUESTED SCOPE TO BTG RELEASE MANAGER:** The BST Release Manager will provide the entire CCP Priority List to BTG, BellSouth's IT liaison. BTG will analyze the entire list beginning with 1 and ending with N, where N is the last feature on the list and not to exceed 100. Up to the first 100 features will be considered for release scope due to the complexity in providing in-depth sizing information on each feature. This document will be the driving force around developing the CLEC Release Package and the supporting IT schedule for the CLEC Production release being scoped. The BST Release Manager will communicate the timeframes that are expected for BTG to provide the response consisting of the CLEC Release Package and IT schedule.	**INPUTS:** • CLEC Priority List • Draft Requirements for the features listed on the CLEC Priority Lists • Timeframes in accordance with the CCP Release plan and the Rolling Release Plan **OUTPUTS:** • CLEC Release Package
2	BTG Release Manager	**DEVELOP CLEC RELEASE PACKAGE:** The BTG Release Manager will work with his/her IT Counterparts to develop the CLEC Release Package and IT schedule to support the CLEC Production Release.	**INPUTS:** • Requested Scope • Timeframes **OUTPUTS:** • CLEC Release Package • IT schedule for the CLEC Release
3	BTG Release Manager	**PRESENT CLEC RELEASE PACKAGE AND IT SCHEDULE TO BST RELEASE MANAGERS:** The BTG Release Manager will present the CLEC Release package and IT schedule to the BST Release Manager.	**INPUTS:** • CLEC Release Package • IT schedule for the CLEC Release **OUTPUTS:**

Step	Accountability	Sub-processes Activities	Inputs and Outputs
			• Feedback on IT schedule
4	**BST Release Managers**	**PREPARE THE CLEC RELEASE PACKAGE AND CCP PROJECT PLAN:** The BST Release Manager prepares the CCP Project plan based on the IT schedule that supports the CLEC Production Release.	**INPUTS:** • CLEC Release Package • IT schedule for the CLEC Release **OUTPUTS:** • CLEC Release Package • CCP Project Plan
5	**BST Release Manager** **CCP Management Team**	**PRESENT CLEC RELEASE PACKAGE AND CCP PROJECT PLAN TO CCP:** Based on the CCP Process Document, the BST Release Manager will deliver the CLEC Release package and CCP Project Plan at the CCP Release Package Meeting.	**INPUTS:** • CCP Process Document **OUTPUTS:** • CLEC Release Package • CCP Project Plan

6.0 Release Management Process

The Release Management activities focus on providing the project planning, tracking and oversight needed to keep a release in control. The BST Release Manager and System Project Managers both play a key role in this process. The Release Manager's primary focus is on ensuring that the integrated plan is established for the overall project. This plan will be used for high level reporting and tracking activities for the project. The System Project Managers will manage the detailed project planning and coordination activities to ensure that their application's core team provides all the agreed upon deliverables needed for the successful delivery of the solution. The System Project Managers will provide periodic updates to the BST Release Manager for tracking and oversight purposes.
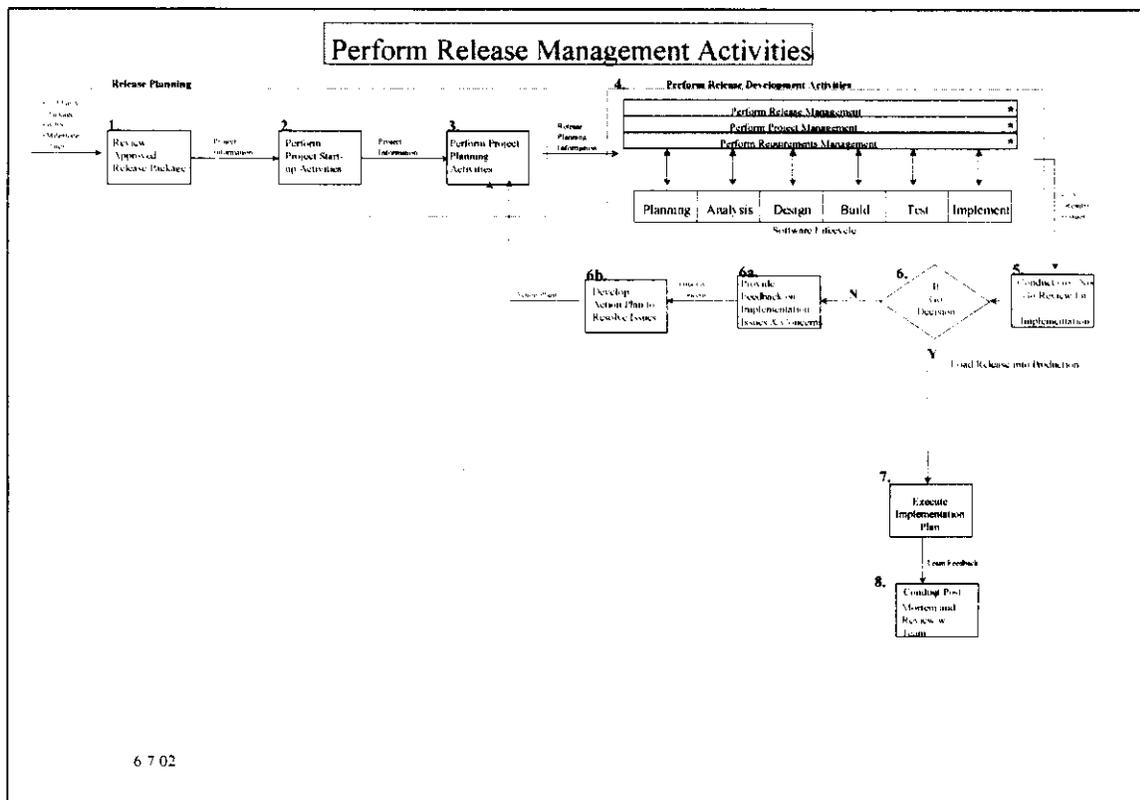
Figure 6-1 Release Management Process.

The process flow represents the activities associated with Release Management. The Release Managers will oversee the high-level project activities to ensure that the product is delivered in a timely manner. The table below details the steps, accountable individuals, tasks, and the inputs/outputs for each sub-process in the process flow *Figure 6-1 Execute Release Management Activities.*

Table 6-1 "Execute Release Management Activities" Flow for BST and CLEC Production Releases

Step	Accountability	Sub-processes Activities	Inputs and Outputs
1-3	Release Planning Activities -		
1	Release Manager	**REVIEW RELEASE PACKAGE:** The Release Manager will review the approved release package and plan with the System Project Managers. (The System Project Manager will present the information to their individual core teams).	**INPUTS:** • Release Package • WBS • Milestone Dates **OUTPUTS:** • None
2	Release Managers System Project Managers	**PERFORM PROJECT STARTUP ACTIVITIES:** The Release Managers will be responsible for coordinating the initial startup activities. Project Start-up activities ensure that all System Project Managers understand what their core team will be responsible for delivering based on the integrated project plan. Project infrastructure items will be created during this process. Items created will include: project summary, project charter, communications plan, contact lists and any other work product identified as needed in the project workbook.	**INPUTS:** • Project Information **OUTPUTS:** • Project Workbook Shell • Project Plan
3	Release Managers System Project Managers	**PERFORM PROJECT PLANNING ACTIVITIES:** The Release Managers will work with the Release Team to establish the integrated project plan for the project. The release cycle and standard WBS will be the primary driver in developing the integrated WBS. The System Project Managers will be responsible for developing detailed WBSs to support the overall plan. To ensure that the plan is integrated with all affected areas, planning participants typically would include: • Release Managers • System Project Managers • Requirements Managers • Test Managers • Customer Group Representatives • BTG • IT Program Managers	**INPUTS:** • Project Workbook Shell • Project Plan • Approved BST Release Package and Project Plan • WBS • Milestone Dates **OUTPUTS:** • Integrated Release Plan & WBS • Detailed Project Plans to Support the Integrated Release Plan • Updated Project Workbook

Step	Accountability	Sub-processes Activities	Inputs and Outputs
4		<u>PERFORM RELEASE DEVELOPMENT ACTVITIES:</u> **(Continued)** The Project Managers will be responsible for managing the detailed activities within their application area. The Project Manager will: • Develop detailed project plan to support the integrated project plan. • Coordinate the core team to accomplish the goals, milestones and deliverables for the project. • Monitor/Update the detailed plan • Provide status reports to the release manager • Create/Update the project workbook for application area • Escalate issues and risks that cannot be resolved to the Release Manager.	
5	**BST1 Release Manager** **BST Release Manager**	<u>CONDUCT GO/NO GO REVIEW FOR IMPLEMENTATION:</u> The BTG Release Manager will conduct the Go/No Go Review for implementation. Results from UAT, issues, defects, workarounds, CLEC impacts and center impacts will all be taken into consideration before making this decision. In the event that there are major impacts to the Center or CLEC Community, the OAVPs and GM will be consulted in the decision process.	**INPUTS:** • UAT Results • Outstanding Issues • Defects / Workarounds • CLEC Impacts • Center Impacts **OUTPUTS:** • Implementation Decision
6	**BTG Release Manager** **BST Release Manager**	<u>IF GO DECISION:</u> Based on the Go / No Go Review, - If there is a "Go" then the IT Implementation Plan will be executed. Release is loaded Production. -If there is a decision to "No Go" then appropriate feedback will be provided to the impacted groups.	**INPUTS:** • Implementation Decision **OUTPUTS:** • Approval to Proceed with Implementation Plan or • Documented Implementation Issues & Concerns
6a	**BST Release Manager**	<u>PROVIDE FEEDBACK ON IMPLEMENTATION ISSUES & CONCERNS:</u> The BST Release Manager will provide appropriate	**INPUTS:** • Documented Implementation Issues & Concerns

Step	Accountability	Sub-processes / Activities	Inputs and / Outputs
		feedback to all impacted groups. The Release Managers, Project System Managers and BTG will all be informed of the issues and concerns that kept the project from moving forward with implementation.	**OUTPUTS:** • Documented Implementation Issues & Concerns
6b	**BST Release Manager** **BTG**	**DEVELOP ACTION PLAN TO RESOLVE ISSUES:** The BST Release Manager with the support of the Release Team will work with BTG to develop an action plan to resolve any issues and develop project plan updates needed to manage the project towards a successful implementation.	**INPUTS:** • Documented Implementation Issues & Concerns **OUTPUTS:** • Action Plan • Changes for Project Plan
7	**BTG** **BST Release Manager**	**EXECUTE IMPLEMENTATION PLAN:** BTG will oversee their IT Counterpart in executing the IT Implementation Plan. The BTG Release Manager will prove updates to the BST Release Manager based on agreed upon timeframes. The BST Release Manager will be responsible for keeping the Release Team updated with the implementation status.	**INPUTS:** • IT Implementation Plan **OUTPUTS:** • Implementation Status
8	**Release Team**	**CONDUCT POST MORTEM AND REVIEW WITH TEAM:** The System Project Managers should solicit input from their core team for the release post mortem. Focus should be placed on items that worked well and items that need to be improved. The information generated by the core teams will be shared during the Release Team Meeting.	**INPUTS:** • Team Feedback • Notes for Release **OUTPUTS:** • Release Post Mortem Readout Information

7.0 Roles and Responsibilities

BST Release Manager

The Release Manager will be responsible for managing the BST Internal prioritization, communicating the CCP Prioritization, release packaging and release management activities. The Release Manager will be responsible for getting the initial release package approved and coordinating the teams during project start-up activities. The Release manager will monitor and update the integrated release plan, perform scope control, provide release level reporting and provide management oversight of the release. .

Requirements Manager

The Requirements Manager is responsible for the efforts associated with developing and baselining of User Requirements. The Requirements manager will provide management and oversight of the requirements development effort, and monitor change requests for consistency and content..

System Project Manager

The Project Manager is responsible for supporting the entire application product life cycle. The Project Manager will:

- Develop detailed project plan to support the integrated project plan.
- Coordinate the core team to accomplish the goals, milestones and deliverables for the project.
- Monitor/Update the detailed plan
- Provide status reports to the release manager
- Create/Update the project workbook for application area

- Escalate issues and risks that cannot be resolved to the Release Manager

- Participate in the DERT Process to schedule fixes for application defects
- Be aware of production outages and help coordinate activities, as needed
- Review production outages and coordinate root-cause analysis sessions with the core team.
- Participate in the System Outage Action Process (SOAP) to address issues that need to be coordinated among multiple teams.

For detailed information on System Project Management please refer to the *System Project Management Guide.*

BTG Release Manager

The BTG Release Manager will work with the IT Vendor to develop the IT Solution and Project Plans for a release. The BTG Release Manager will also be responsible for overseeing the execution of the IT Implementation Plan.

CCP Management Team

The change control process team manages the external change control activities with the CLEC community.

CRB Team

The CRB is composed of representatives from Operations, Regulatory, Third Party Test and Network Services. The purpose of the team is to review change requests that require business rules from a business perspective. The CRB Team is responsible to review and accept or reject Business rules for CLEC documentation and Business rules for Electronic Ordering. In addition, they are responsible to ensure the CLEC Business Rules adhere to standards set by the documentation staff, and to represent local staff at CCP meetings pertaining to business rules.

The goal of the CRB team is to move issues that arise in the course of CRB request review forward in a fair, equitable, and efficient manner. CRB Participants are prepared and knowledgeable for discussion, examination, and acceptance of issues brought before the committee.

The CRB moderator and assistant moderator preside at each CRB meeting, and have the responsibility to facilitate adherence to the CRB principles and procedures as documented in the CRB Guidelines.

CRB Assistant Moderator

The CRB Assistant Moderator will review and manage the request as it flows through the CRB Process, and will assign a SME during the CRB review process.

CRB Moderator

Once the CRB request review is complete, the CRB Moderator will either accept the request and move it to "pending" status or return it to the originator with the appropriate response.

SME

The SME will be responsible for developing business rules and presenting information about assigned change requests at the CRB Meeting. The SME will also be available

during the development of User Requirements to ensure that the business rules are accurately represented in the requirements document.

Release Team

The Release Team functions as an integrated team to manage, track and review release activities.

IT Program Manager

The IT Program Manager will provide project status information to the Release Managers, so that, tracking and control activities can be performed on the integrated plan.

IT

The Information Technology team reviews User Requirements to ensure there is enough information to develop system requirements and code, and to determine the size of the effort needed to implement the requested change. The IT team works with the BTG Release Manager and IT Vendor to develop the IT solution and Project Plans for a release.

8.0 Acronyms and Abbreviations

3PT	Third Party Test
BFR	Bonafide Request
BTG	BellSouth Technology Group.
BFR	**Bonafide Request** - The Bonafide Request (BFR) process is used to provide provide custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process. When a Bonafide Request is encountered, a CCP Team member will notify the CLEC to contact their appropriate CLEC Care Team.
CCP	Change Control Process
CLEC	Competitive Local Exchange Carriers
Harvest	Configuration Management version control tool used by BST
CRB	Change Review Board
DDTS	Design Development Tool System
ERB	Executive Review Board

L/NP	Local Number Portability / Number Pooling