

VIII. Change Management (CM) Domain Results and Analysis Section

1.0 Description

The purpose of this section is to present the specific tests, results, and analysis from our evaluation of the processes and other operational elements associated with BellSouth's Change Management practices. The Change Management Practices Review (CM) evaluated overall policies and practices for managing changes to the procedures and Operational Support Systems (OSS) necessary for establishing and maintaining effective operations between BellSouth and Competitive Local Exchange Carriers (CLECs). This test also focused on the reasonableness of change intervals and tracking mechanisms.

2.0 Methodology

The scope of the CM Test in Georgia included the evaluation of the processes and procedures of BellSouth's Change Control Process. BellSouth's change event notifications and documentation were reviewed. Interviews were conducted with BellSouth personnel and change control meetings were observed.

2.1 Business Process Description

BellSouth's change management process is currently in a transitional state. The *Electronic Interface Change Control Process* (EICCP), implemented by BellSouth in April 1998, is being replaced by a revised process. This shift to a new change control process remains under discussion between BellSouth and the CLEC community. The existing BellSouth change control process requires CLEC consensus and adoption for finalization and implementation of the revised interim process. The interim process establishes the procedures to manage and communicate changes to selected interfaces, associated manual processes, and supporting documentation between BellSouth and CLECs.

2.2 Scenarios

Scenarios were not applicable to this test.

2.3 Test Bed

Test beds were not applicable to this test.