



Exception Report	188	Version	2	Owner	BearingPoint
Issued	April 1, 2003	Test	PMR1	Role	Test Manager
Applicability	Michigan, Illinois, Indiana, Ohio, Wisconsin				

Certain SBC Ameritech technical documentation does not consistently present an adequate depiction of the flow of data from the source systems to the performance measurement reporting systems for certain performance measurements.

Issue

SBC Ameritech has provided BearingPoint with two types of technical documentation, Data Flow Diagrams and Data Element Maps:

- *Data Flow Diagrams (DFDs)* document the flow of data from the Performance Measurement Reporting System to the source system.
- *Data Element Maps (DEMs)* document the flow of data from the Performance Measurement Reporting System to the source system at the field level.

Exhibit 1 lists by measure group and performance measurements where SBC Ameritech’s flow documentation (DEMs and DFDs) appear inaccurate. Examples of inaccuracies found in the documentation include the absence of certain intermediate systems and unclear sources of data elements.

Exhibit 1 – Inaccurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	104.1 and MI 6
Bonafide Requests	120 and 121
Billing	14 and 19
Coordinated Conversions	115.2
Directory Assistance Database	111 and 113
Facilities Modification	CW 1, CW 6, CW 7, CW 8, and CW 9
Interconnection Trunks	71
Local Number Portability	91, 92, 93, 95, and 99
Miscellaneous Administrative	25
Order	5, 5.2, 6, 7, 7.1, 8, 9, 10, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 13, 13.1, and MI 2
Other	MI 9 and MI 13
Pre-Order	4

For the performance measurements included in Exhibit 1, SBC Ameritech has indicated that it will provide updated technical documentation (DEMs and DFDs) through the ongoing Documentation Content Review process.

Exhibit 2 lists by measure group and performance measurements where BearingPoint has been able to validate that SBC Ameritech’s technical documentation is accurate.

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

Exhibit 2 –Accurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	102, 103, and 104
Billing	16, 18 and 20
Collocation	107, 108, 109, and MI 4
Directory Assistance Database	112
Directory Assistance & Operator Services	79, 80, 81, 82, and 83
Interconnection Trunks	70.1, 70.2, and 77
Miscellaneous Administrative	21.1, 22 and 24.1
NXX	117, 118, and 119
Other	CW 4, IN 1, MI 12 and MI 15
Poles, Conduits & Rights of Way	105, 106, and MI 5
Pre-Order	1.1 and 1.2

For the performance measurements that are not included in Exhibit 1 or 2, BearingPoint is still in the process of validating the accuracy of the updated technical documentation.

Assessment

Accurate documentation, which describes the flow of performance measurement data through SBC Ameritech's systems, is necessary to maintain consistency in the results calculation process and to enable effective management of changes to the data flows.

Version 2: April 1, 2003

BearingPoint has continued to receive and review technical documentation from SBC Ameritech. BearingPoint's findings, as of March 27, 2003, are outlined in Exhibits 3 and 4 below.

Exhibit 3 – Inaccurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
Billing	14, 18, and 19
Coordinated Conversions	115.2
Directory Assistance Database	110, 111, and 113
Facilities Modification	CW 1, CW 6, CW 7, CW 8, and CW 9
Local Number Portability	91, 93, and 95
Maintenance & Repair	37, 37.1, 38, 39, 40, 41, 42, 52, 53, 54, 54.1, 65, 65.1, 66, 67, 68, and 69
Order	5, 5.2, 6, 7, 7.1, 8, 9, 10, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 13, 13.1, and MI 2
Other	MI 9 and MI 13
Provisioning	35, 46, and 59

Exhibit 4 –Accurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	MI 6, MI 7, MI 8, 102, 103, and 104
Bonafide Requests	120 and 121

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Measure Group	Performance Measurement
Billing	15, 16, and 20
Collocation	107, 108, 109, and MI 4
Directory Assistance Database	112
Directory Assistance & Operator Services	79, 80, 81, 82, and 83
Facilities Modification	WI 9
Interconnection Trunks	70, 70.1, 70.2, 71, and 77
Miscellaneous Administrative	21.1, 22, 24.1, and 25
NXX	117, 118, and 119
Other	CW 4, IN 1, MI 11, MI 12, and MI 15
Poles, Conduits & Rights of Way	105, 106, and MI 5
Pre-Order	1.1, 1.2, and 4

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