

Maintenance Ticketing Gateway
**MTG Testing – Customer
Job Aid**

How to test in the MTG testing environment

December 16, 2014

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Document Information

We welcome your feedback on this document; please send your comments to eis.team@centurylink.com.

You can obtain the latest version of this document at <http://www.centurylink.com/wholesale/systems/mtg.html>.

Version Notice

All releases of this document are listed in chronological order.

Document Release	Date	Description
1.0	December 16, 2014 January 16, 2015	Release date. The document will be published on the MTG Application page at http://www.centurylink.com/wholesale/systems/mtg.html effective on this date.

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1 Introduction

1.1 About this MTG Testing Job Aid

This document is to explain the process of Maintenance Ticketing Gateway (MTG) testing in a test environment. This also serves as a Service level agreement (SLA) for MTG testing procedure.

1.2 Audience

The audience for this job aid is CenturyLink Wholesale customers who utilize MTG.

MTG is available for use by Wholesale customers in the legacy Qwest former 14-state region.

1.3 Further Information

The document will be published on the MTG Application page at <http://www.centurylink.com/wholesale/systems/mtg.html>.

Further information about MTG may be found in the MTG Interface Technical Specifications, in the MTG Implementation Process documentation or the MTG Question Log on the URL listed above.

2 MTG Testing Requirements

2.1 MTG Testing Process

Establish a process to provide MTG testing. This approach will be used to identify the current MTG testing capability.

2.1.1 Timing

Available upon request with appropriate scheduling.

2.1.2 Additional information

- No additional data requirements.
- There may be an Open Bridge upon request during the duration of scheduled customer testing.
- CenturyLink support is provided during testing, if requested.

2.1.3 Cost

Any additional cost will be evaluated depending on special testing requests or additional data requirements.

3 CenturyLink MTG Test Process

3.1 Prior to MTG Testing

- A customer wishing to request an MTG testing window sends an email to the CenturyLink EIS.team@centurylink.com mailbox by 10 AM MT at least five business days prior to the requested MTG test date. The Subject line of the email should be **MTG TESTING REQUESTED**. Within each MTG testing request, the customer will need to identify whether an Open Bridge for testing is required and provide the name and contact information of the customer Point of Contact for the testing window.
- The CenturyLink Electronic Interface Services - Implementation Coordinator (EIS-IC) will acknowledge the customer request within 24 hours of receipt.
- The EIS-IC will internally process the request for the MTG test window in the shared CenturyLink testing environment to confirm that adequate resources are available to appropriately support the testing request. Within 48 hours of receipt of the customer MTG testing request, the EIS-IC will communicate the status of the customer testing window. If the requested test window is not available for some reason (e.g., unplanned OSS scheduled maintenance in the testing environment), the EIS-IC will propose an alternative timeframe to the requesting customer.
- If multiple customers want to utilize the same MTG test window, they will be able to test in the MTG shared test environment at the same time.
 - If an Open Bridge is requested by both or multiple parties, additional options will be considered.
 - If multiple customers are testing in the MTG testing window at the same time, CenturyLink testing support may be diminished.

3.2 On the scheduled MTG test date:

- A customer performs connectivity testing and it is successfully completed.
- A customer begins functionality/regression testing.
- The CenturyLink EIS-IC provides manual response(s) to customer tickets simulating repair technician responses.
- CenturyLink communication of customer test results occurs via email or conference call. (No CenturyLink repair technicians participate in the test.)
- Once required functionality/regression testing is completed, a customer signs off on successful testing.
- The MTG shared test environment is freed up.

3.3 Testing Environment Assumptions

- The MTG test environment will be for customer software changes (i.e., regression testing).
- The volume of test transactions will be relatively small (approximately up to 10 tickets per requested test window).

- A customer would contact CenturyLink five business days prior to needing to utilize the test environment.
- If a customer or CenturyLink needs to cancel or reschedule a testing window, a courtesy 24 hour cancellation is requested.
- The CenturyLink support team will continue to provide manual responses.
- For certain MTG functionality testing, CenturyLink may need to provide additional test data.
- If a customer tests in the MTG testing environment outside of the requested test window and/or without prior coordination with CenturyLink, neither the MTG testing environment nor CenturyLink support is guaranteed.
- CenturyLink will track history going forward of customer usage of the MTG testing environment.
- This Job Aid will serve as the Service Level Agreement (SLA) to document the customer MTG Testing environment procedure.