



**August 15, 2018**

**Systems CMP Team Meeting**

**Distribution Package**

# Product & Process / Systems Change Management Process (CMP) Monthly Meeting

9:00 a.m. – 10:00 a.m. (MT)

Wednesday, August 15, 2018

August Meeting will be held via conference call

Conference Bridge – 1-866-789-8819, Passcode 6273158#

## Facilitator

Mark Coyne – Project Manager, Change Management

## Agenda

**All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.**

<i><b>Time</b></i>	<i><b>Topic</b></i>	<i><b>Presenter/Facilitator</b></i>
9:00 – 9:05	Introductions / Roll Call	Mark Coyne
9:05 – 9:05	<b>Product Process Attachments:</b> <ul style="list-style-type: none"><li>❖ Announcements</li><li>❖ See Attachment A – Previous Monthly Meeting Minutes</li></ul>	Mark Coyne
9:05 – 9:05	Review Global Action Items <ul style="list-style-type: none"><li>❖ See Attachment B – Global Action Items</li></ul>	AI Owners / SMEs
9:05 – 9:05	Review “Active” CLEC Originated Change Requests <ul style="list-style-type: none"><li>❖ See Attachment C – CLEC CRs</li></ul>	CR Owners / SMEs
9:05 – 9:10	Review “Active” CenturyLink Originated Change Requests <ul style="list-style-type: none"><li>❖ See Attachment D – CenturyLink CRs</li></ul>	CR Owners / SMEs
9:10 – 9:10	Discussion of CMP Operations and Proposed Modifications to CMP Framework <ul style="list-style-type: none"><li>❖ See Attachment E</li></ul>	Mark Coyne
9:10 – 9:15	Walk On Items <ul style="list-style-type: none"><li>❖ See Attachment F</li></ul>	Requestor

<b>Agenda – Continued</b> <b>All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.</b>		
<i><b>Time</b></i>	<i><b>Topic</b></i>	<i><b>Presenter/Facilitator</b></i>
9:15 – 9:15	<b>Systems Attachments</b> ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:15 – 9:15	Review New Change Requests ❖ See Attachment B – New CRs Initiated by CLECs ❖ See Attachment C – New CRs Initiated by CenturyLink ❖ See Attachment D – New Regulatory & Industry Guideline CRs ❖ See Attachment E – New Cross Over CRs ❖ See Attachment F – New “Walk On” CRs	CR Originator
9:15 – 9:15	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
9:15 – 9:15	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
9:15 – 9:15	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
9:15 – 9:20	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
9:20 – 9:25	Production Support Tickets ❖ See Attachment L – Production Support Tickets	Mark Coyne
9:25 – 9:25	OSS Interface Release Calendar ❖ See Attachment M	Mark Coyne
9:25 – 9:25	Walk-On Items ❖ See Attachment N	Mark Coyne

## Announcements

- September Monthly Meeting – September 19, 2018 Time: 9:00 – 10:00 AM MT  
CR Submission Deadline: September 5, 2018
- During the CMP meeting, please follow these conference call guidelines:
  - All attendees, whether in person or by phone, must identify themselves and the company they represent.
  - The facilitator will mute all lines on the conference bridge once the call begins.
  - Push \*6 to go on and off mute
  - Please do not put your phone on hold if you have music hold.
  - Check the positioning of your mouthpiece if you are using a headset.
  - Don't say or do things you don't want others to hear during the call.
  - If you're speaking with others in your office, mute your phone by pushing \*6.
  - If you are unable to hear the conversation in the room, please interrupt to let the facilitator know.
  - For those in the room:
    - Please hold side conversations outside the conference room.
    - Position the microphone in front of you when speaking.
- The CenturyLink OSS Interface Release Calendar can be found at <http://www.centurylink.com/wholesale/cmp/teammeetings.html>
- Interactive Reports for all CMP Change Requests can be found at <http://www.centurylink.com/wholesale/cmp/changerequest.html>
- The CenturyLink Wholesale Change Management Process Document can be found at <http://www.centurylink.com/wholesale/cmp/index.html>
- The CenturyLink CMP Points of Contact can be found at <http://www.centurylink.com/wholesale/cmp/index.html>

## **Attachment A – Previous Monthly Meeting Minutes**

## CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes

### **FINAL Meeting Minutes**

#### **CMP Monthly Systems Meeting Wednesday, July 18, 2018**

##### **INTRODUCTIONS AND ANNOUNCEMENTS**

Mark Coyne – CenturyLink began by asking if there were any additional participants that had joined the call.

##### **PRIOR MONTHLY MEETING MINUTES (ATTACHMENT A)**

Mark Coyne – CenturyLink asked if there were any comments on the Prior Monthly Meeting Minutes. There were none.

##### **NEW CRS INITIATED BY CLECs (ATTACHMENT B)**

There were no new CRs initiated by CLECs for the July Systems CMP Meeting.

##### **NEW CRS INITIATED BY CENTURYLINK (ATTACHMENT C)**

There were no new CRs initiated by CenturyLink for the July Systems CMP Meeting.

##### **REGULATORY AND INDUSTRY GUIDELINE CRS (ATTACHMENT D)**

There were no new Regulatory or Industry Guideline CRs for the July Systems CMP Meeting.

##### **NEW CROSS OVER CRS (ATTACHMENT E)**

There were no Cross Over CRs for the July Systems CMP Meeting.

##### **WALK ON CHANGE REQUESTS (ATTACHMENT F)**

There were no Walk On CRs for the July Systems CMP Meeting.

##### **CRS TO CONSIDER FOR CLOSURE (ATTACHMENT G)**

There were no CRs to consider for closure for the July Systems CMP Meeting.

##### **REVIEW GLOBAL ACTION ITEMS (ATTACHMENT H)**

There were no Global Action Items for the July Systems CMP Meeting.

## **CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes**

### **REVIEW ACTION ITEMS AND ASSOCIATED CRS (ATTACHMENT I)**

There were no Action Items and Associated CRS for the July Systems CMP Meeting.

### **OUTSTANDING SYSTEMS CMP CHANGE REQUESTS (ATTACHMENT J)**

#### **SCR060618-1IG ASOG 57 Industry Standard implementation in EASE**

Mark Coyne – CenturyLink said this is the CR where there will be a system walkthrough following the monthly call today. The CR was presented in the June 2018 monthly meeting. The initial System Release notice for the EASE ASR Release 5.0 draft technical specifications was distributed July 6, 2018 which is when the comment cycle started. The comment cycle goes through July 24, 2018. The final technical specifications system notice is due August 3, 2018. The testing will begin August 18, 2018 for a planned effective date of September 17, 2018. Mark asked if there were any questions. There were none.

### **DEPLOYING CHANGE REQUESTS (ATTACHMENT K)**

There were no deploying Change Requests for the July Systems CMP Meeting.

### **PRODUCTION SUPPORT TICKETS (ATTACHMENT L)**

Mark Coyne – CenturyLink stated there are 9 tickets on the list this month. The current status is reflected on the report. Mark said that the last four Event notifications are due to the rehosting of several CMP related applications, including the Wholesale Calendar, the Customer Notification Letter Archive (CNLA), the Event notification Status Tool, and the USOC FID Finder. Mark said IT is working to get the tools transitioned. Mark asked if there were any questions. There were none.

### **OSS INTERFACE RELEASE CALENDAR (ATTACHMENT M)**

Mark Coyne – CenturyLink relayed that there was an updated OSS Interface Release Calendar in the package that included removing the EASE Release 4.1 and adding the CMP system dates for ASOG 58 associated with EASE Release 6.0 which will be effective March 18, 2019.

### **WALK ON ITEMS (ATTACHMENT N)**

Mark Coyne – CenturyLink said the next monthly meeting will be August 15, 2018 with a CMP CR submission deadline of August 1, 2018. Mark relayed there is likely going to be a change to the CenturyLink conference bridge for CMP in September.

Susan Lorence – CenturyLink provided an overview of an issue that had come up associated with an IMA digital certificate deployment that was to occur after hours on July 7, 2018. A system notification was sent on June 8, 2018 to communicate the update to customers. CenturyLink also issued an Event Notification that same day to communicate with system personnel. Over that July implementation weekend, a customer question came in to the Wholesale System Help Desk (WSHD) during the off hours but the On-call person did not have the needed information. Susan said the problem was resolved early the following workday. CenturyLink received a follow-up email to the CMP CR and EIS mailbox to request the situation be addressed. Susan said we have met with both the EIS and the WSHD personnel to resolve this situation going forward by insuring the same information is included on

## **CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes**

both the system notification as well as the Event notification. She said we also now have a more defined process in place if there is after hours work to occur. Susan asked if there were any questions.

Kim Isaacs - Allstream said thank you for the update. She said there were Allstream and CenturyLink system personnel up during the night to try to resolve the miscommunication issue.

Susan Lorence – CenturyLink said she also thought there were some new people on both sides that also played into it but that we have a good plan for going forward.

Mark Coyne – CenturyLink asked if there were any questions or comments on either package. There were none.

The July monthly CMP meeting adjourned at 9:25 AM MT.

**NOTE:** The EASE ASR System Release 5.0 walkthrough began immediately following the monthly CMP meeting.



**Maintain Meeting Details**

<b>Meeting Name:</b>	July 2018 CMP Monthly Meeting	<b>Type</b>	Monthly
<b>Meeting Date</b>	07/18/2018	<b>Area</b>	Wholesale

<b>Attendee</b>	<b>Company</b>	<b>Attendance Type</b>
Albritton, Trey	CenturyLink	On Phone
Arnoldy, Emily	Midcontinent Communications	On Phone
Brummett , Lee	CenturyLink	On Phone
Byland, Rebekah	POPP Communications	On Phone
Coyne, Mark	CenturyLink	On Phone
Halabrin , Kellie	CenturyLink	On Phone
Holland, Victoria	Granite Telecommunications	On Phone
Hyacinthe, Kristi	Granite Telecommunications	On Phone
Isaacs, Kim	Allstream	On Phone
Johnson, Bonnie	MN DOC	On Phone
Kronewitter, Jonathan	Granite Telecommunications	On Phone
Lorence, Susan	CenturyLink	On Phone
Martinez, Denise	CenturyLink	On Phone
Oliveira, Joyce	Granite Telecommunications	On Phone
Smith, Andrea	Comcast	On Phone
Taylor, Nancy	Allstream	On Phone
Urevig, Rita	CenturyLink	On Phone
Walker, Letty	CenturyLink	On Phone

## **Attachment B – New CRs Initiated By CLECs**

(There are no new CRs initiated by CLECs  
for the August Systems CMP Meeting.)

## **Attachment C – New CRs Initiated By CenturyLink**

(There are no new CRs initiated by CenturyLink  
for the August Systems CMP Meeting.)

## **Attachment D – Regulatory & Industry Guideline CRs**

(There are no new Regulatory or Industry Guideline CRs  
for the August Systems CMP Meeting.)

## **Attachment E – Cross Over CRs**

(There are no Cross Over CRs  
for the August Systems CMP Meeting.)

## **Attachment F – New “Walk On” CRs**

(There are no new Walk On CRs  
for the August Systems CMP Meeting.)

## **Attachment G – CRs to Consider for Closure**

(There are no CRs to be considered for closure  
for the August Systems CMP Meeting.)

## **Attachment H – Global Action Items**

(There are no Global Action Items for the  
August Systems CMP Meeting.)



## **Attachment I – Action Items and Associated CRs**

(There are Action items  
for the August Systems CMP Meeting.)

## **Attachment J – All Outstanding Systems CMP Change Requests**

# Summary of Outstanding System CMP Change Requests

Report Line Number	Interfaces Impacted	CR No	Title	Company	Status	Owner	Director
1	Other	SCR011413-2	Enable late Ebonding for POTS TNs in the MTG platform	AT&T	Deferred	Martinez, Denise	
2	Other	SCR011413-3	Enable electronic escalations for POTS (TNs) services in the MTG platform	AT&T	Deferred	Martinez, Denise	
3	Other	SCR020718-1	Retire the CenturyLink file transfer protocol CenturyLink Protected Internet Delivery (CPID) previously known as Qwest Protected Internet Delivery (QPID).	CenturyLink	Development	Bunnell, Mark	
4	Other	SCR020718-2	Introduce additional industry standard file transfer protocols for more flexible options and improved security as CPID/QPID is retired.	CenturyLink	Development	Bunnell, Mark	
5	EASE	SCR060618-1IG	ASOG 57 – Industry Standard implementation in EASE	CenturyLink	Development	Walker, Letty	
6	IMA Common	SCR101217-1	IMA updates for Local Services Consolidation Interim Phase impacting Retail Consumer accounts only	CenturyLink	Development	Norton, Mike	
7	Wholesale Billing Interfaces	SCR110415-1	Implement Ensemble to provide a single application to bill Wholesale customers for their Local Service Requests (LSR)	CenturyLink	Deferred	Strombotne, Tracy	
8	IMA Common	SCR110415-2	Implement EASE to provide a centralized platform for LSR processing	CenturyLink	Deferred	Strombotne, Tracy	
9	Wholesale Billing Interfaces	SCR110415-3	Retire CRIS for Wholesale billing	CenturyLink	Deferred	Strombotne, Tracy	
10	IMA Common	SCR110415-4	Retire the IMA GUI and XML application for processing LSRs.	CenturyLink	Deferred	Strombotne, Tracy	

## **Attachment K – Deploying Change Requests**

**Release Update List: CRs To Be Implemented Before Next CMP Meeting - Summary**

<b>Report Line Number</b>	<b>Interfaces Impacted</b>	<b>CR No</b>	<b>Title</b>	<b>Est Implemented Date</b>	<b>Company</b>	<b>Status</b>	<b>CenturyLink Owner</b>	<b>Presenter</b>
1	EASE	SCR060618-1IG	ASOG 57 – Industry Standard implementation in EASE	09/17/2018	CenturyLink	Development	Walker, Letty	Walker, Letty

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR060618-11G	ASOG 57 – Industry Standard implementation in EASE	07/02/2018 Development	Wholesale System	Ordering	ATIS – OBF-ASO

**Originator** Walker, Letty**Owner** Walker, Letty**CRPM** Lorence, Susan**Originating Company:** CenturyLink**Description of Change**

CenturyLink will modify the EASE UOM/Ordering system to support the ASOG (Access Service Ordering Guideline) version 57. This will include acknowledgement of the industry work associated to the following issues:

- Issue 3602: ASOG: Provider Test Acceptance Notification
- Issue 3604: ASOG: Field modification based on RTR update within ASOG 56.
- Issue 3605: ASOG: SR field modification for new values
- Issue 3606: ASOG: Modify the SALI form to add Latitude and Longitude
- Issue 3609: ASOG: Modify PTA practice to support new fields (ASR NO, PTA VER, VC NUM ...) and clarify existing assumptions
- Issue 3610: ASOG: Update fields on Trunking Form to support minimal disconnect principals.

CenturyLink will implement the proposed changes for version 57 to be effective on September 17, 2018.

**Status History**

Date	Action	Description
08/03/2018	Communicator Issued	See notification number SYST.EASE.08.03.18.F.16836.EASE_ASR_R5_FNLTechSpecs.
07/18/2018	General Meeting Held	EASE ASR Release 5.0 System Walkthrough conducted. See meeting minutes for details.
07/18/2018	Discussed at Monthly CMP Meeting	Discussed in the July Systems CMP Meeting - See Attachment J in the Distribution Package.
07/06/2018	Communicator Issued	See notification number SYST.EASE.07.06.18.F.16785.EASE_ASR_R5_DrftTechSpecs.
06/25/2018	Status Changed	Status changed to Development.
06/20/2018	Status Changed	Status changed to Presented.
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Systems CMP Meeting - See Attachment D in the Distribution Package.
06/08/2018	CR Acknowledged	CR acknowledged.
06/06/2018	CR Submitted	CR submitted.

**CenturyLink Response**

None

**Project Meetings**

EASE Release 5.0/ASOG 57 System Walkthrough - Meeting Minutes  
 Wednesday, July 18, 2018  
 Approximately 9:25 AM MTN

**Attendees**

Kim Isaacs – Allstream  
 Nancy Taylor – Allstream  
 Andrea Smith – Comcast  
 Victoria Holland – Granite  
 Kristi Hyacinthe – Granite  
 Jonathan Kronewitter – Granite  
 Joyce Oliveira – Granite  
 Emily Arnoldy – Midcontinent Communications  
 Bonnie Johnson – Minnesota Dept of Commerce  
 Rebecca Byland – Popp Communications  
 Letty Walker – CenturyLink  
 Rita Urevig – CenturyLink  
 Mark Coyne – CenturyLink  
 Kellie Halabrin – CenturyLink  
 Susan Lorence – CenturyLink

The EASE Walkthrough began immediately following the monthly CMP meeting for July 2018. NOTE: With the exception of the CenturyLink attendees, the assumption was that customer and PUC attendees were the same as those that attended the monthly CMP meeting.

The walkthrough material that was reviewed is posted on the CenturyLink Document review site at <http://www.centurylink.com/wholesale/cmp/review.html> associated with System notification number SYST.EASE.07.06.18.F.16785.EASE\_ASR\_R5\_DrftTechSpecs.

Letty Walker - CenturyLink conducted the walk-through of the ASOG 57 User Impact Statement associated with the EASE ASR Release 5.0. Letty said the ASOG 57 implementation effective date will be September 15, 2018. Ordering access will go down at 5:00 PM ET on Friday, September 14, 2018. Ordering access will be back up at 7:00 AM ET on Monday morning, September 17, 2018. Letty reviewed the presentation document going through each OBF Issue. She then reviewed each entry of the table with the headings ASR Form, Field, and ASR 57 Modification as listed in the ASOG 57 User Impact Statement.

Kim Isaacs - Allstream asked if CenturyLink will implement the PTA notice.

Letty Walker - CenturyLink said no. Centurylink, nor any other provider, will be supporting PTA with the ASOG 57 release. Letty said, for CenturyLink, there was not enough time to link the information in the backend systems. Letty said PTA may be implemented with ASOG 58.

Letty Walker - CenturyLink stated that CenturyLink will also not support Latitude and Longitude changes with ASOG 57 but will likely support it with the ASOG 58 release in March 2019.

Kim Isaacs - Allstream asked on the RECCKT field associated with error CTLV0219 if the customer could submit thru that error.

Letty Walker - CenturyLink said yes, no sup is required. If there a problem, then the Center will send back a CNR.

Letty Walker -CenturyLink said she is including the 2018/2019 holidays which are observed with CenturyLink as a whole.

Kim Isaacs – Allstream asked about good Friday and stated that this is not a holiday in the ICA.

Susan Lorence - CenturyLink said we will take that as a followup. She said she thought the systems are available.

Letty Walker - CenturyLink advised that the customer can submit an ASR but backend systems will be down and they won't load until the next work day. This has been the same process for the last two years.

Susan Lorence - CenturyLink she did not think that had been communicated. She said CenturyLink will likely send an event notice prior to the holiday but more investigation will occur.

Letty Walker - CenturyLink asked if there were any questions. There were none.

The EASE Release 5.0 system walkthrough concluded at 9:45 AM MT.

#### 7/18/18 System CMP Meeting

Mark Coyne – CenturyLink said this is the CR where there will be a system walkthrough following the monthly call today. The CR was presented in the June 2018 monthly meeting. The initial System Release notice for the EASE ASR Release 5.0 draft technical specifications was distributed July 6, 2018 which is when the comment cycle started. The comment cycle goes through July 24, 2018. The final technical specifications system notice is due August 3, 2018. The testing will begin August 18, 2018 for a planned effective date of September 17, 2018. Mark asked if there were any questions. There were none.

#### 6/20/18 System CMP Meeting

Letty Walker – CenturyLink presented the new CenturyLink Industry Guideline CR associated with the EASE ASR application release for ASOG V57. Letty said the industry release will be implemented in September 17, 2018. Letty briefly reviewed each of the OBF industry issues as included in the CR. She said more information about each of the changes will be presented with the system notification and will be discussed during the Customer Walkthrough. Letty asked if there were any questions. There were none.

Mark Coyne – CenturyLink said the initial System Release notice is scheduled to be distributed July 6, 2018. The comment cycle is from July 6, 2018 through July 24, 2018. The final tech specifications notice is due August 3, 2018. The testing will begin August 18, 2018 for a planned effective date of September 17, 2018.

## **Attachment L – Production Support Tickets**



**PRODUCTION SUPPORT TICKETS**  
**As of August 10, 2018**

	<b>Trouble Ticket Number</b>	<b>Create Date</b>	<b>System</b>	<b>Version / Release</b>	<b>Summary</b>	<b>Severity</b>	<b>Current Status is Under Investigation unless noted otherwise (Expected Resolution Date)</b>
1	9709673	8/17/17	IMA-GUI; IMA-XML	40.0	The Batch Hot Cut (BHC) status tool is not working correctly. If the BHC process is utilized, the BHC status tool which normally provides BHC order information for a specific central office on an individual line by line basis cannot be used to track these requests.	3	TBD
2	9717599	8/31/17	Bulk Loop Qualification		The CenturyLink Broadband Bulk Loop Qualification process may not be returning the correct qualification codes under certain circumstances.	3	TBD
3	10191861	4/13/18	URL for Fiber Line		The Fiber Line Inventory (FLI) URL is not working.	4	TBD
4	10195706	4/16/18	Secure File Transfer		Notification that CTL will be enforcing existing security policy beginning July 9, 2018 and completed by August 1, 2018	3	August 2018
5	10323941	8/9/19	RUF		About 1400 circuits for various customers are not having the appropriate RUF – Relative Use Factor – applied to the applicable USOCs	3	TBD
6	10342401	7/2/18	USOC FID Finder		Due to a delay in the rehosting of this CenturyLink web application, the CenturyLink USOC/FID Finder is temporarily unavailable. This USOC/FID Finder tool is located at <a href="http://usocfidfind.centurylinkapps.com/">http://usocfidfind.centurylinkapps.com/</a> .	3	TBD
7	10342420	7/2/18	Customer Notification Letter Archive (CNLA)		Due to a delay in the rehosting of this CenturyLink web application, the Customer Notification Letter Archive (CNLA) at URL <a href="http://wholesale.centurylinkapps.com/cnla">http://wholesale.centurylinkapps.com/cnla</a> is temporarily unavailable.	3	TBD
8	10342434	7/2/18	Event Notification Status Tool		Due to a delay in the rehosting of this CenturyLink web application, the Event Notifications status tool at url <a href="https://www.centurylink.com/wholesale/systems/productionsupport.html">https://www.centurylink.com/wholesale/systems/productionsupport.html</a> is temporarily unavailable	3	TBD
9	10342453	7/2/18	Wholesale Calendar		Due to a delay in the rehosting of this CenturyLink web application, the Wholesale Calendar at URL <a href="http://www.centurylink.com/wholesale/cmp/teammeetings.html">http://www.centurylink.com/wholesale/cmp/teammeetings.html</a> is temporarily unavailable.	3	TBD
10	10383074	7/24/18	Web Access - CSIE Link		The online tool to submit a Customer Service Inquiry and Education (CSIE) ticket is temporarily unavailable.	3	TBD

## **Attachment M – OSS Interface Release Calendar**

(There are no changes to the OSS Interface Release Calendar  
for the August Systems CMP Meeting.)

## **Attachment N – Walk On Items**

### **September Monthly CMP Meeting**

- September 19, 2018
- Time: 9:00 AM – 10:00 AM MT
- CMP CR Submission Deadline – September 5, 2018

**NOTE:** Effective with the September 2018 Monthly CMP Meeting, the conference bridge is being changed. NEW CALL-IN TO BE PROVIDED.