



## **FairPoint Communications NNE BiWeekly Dashboard Cover Letter (3/29/10)**

There is continuing improvement in the Repair Metrics as we address the storm damage which occurred earlier in the month.

With regards to the Install Metrics we are focused on several initiatives to improve our performance metrics:

- Late Order clean up – as we continue to analyze and clean up the orders that are late they negatively impact our install commitment met metrics. However we are gaining ground in this initiative and are experiencing some of the lowest late order levels since the first of the year.
- Review of DSL Loop Qualification processes – improve install performance with optimization of loop qualification procedures/processes
- Flow Thru order initiative – deep dive into “fall out” to optimize processes related to orders intended to “flow thru”

This week’s report on the Customer Delivery Improvement Project (CDIP) is related to the CDIP subproject, “Improved Governance and Change Management”.

The Internal Business Solutions (IBS) team has been working on an enhanced change management process to more effectively drive how the business submits and prioritizes new work/change requests to IT, and how IT responds. The enhanced process will:

- Improve the overall quality of change requests being submitted,
- Allow the business to fully define business requirements submitted to IT for analysis when setting the target release date,
- Provide enhanced visibility into the status and tracking of each request as it moves through the process, and
- Prioritize change requests across the business organizations to ensure we optimize the use of our IT resources.

The new process is currently targeted to launch during the first week in April.

Please direct any questions or comments regarding this report to [FairPointInput@FairPoint.com](mailto:FairPointInput@FairPoint.com)