FairPoint Proposed Acceptance Criteria
Systems and Business Readiness

Table of Contents

Acceptance Criteria - Overview

- Goal:
  - To establish a collaboratively developed set of criteria upon which the determination will be made to cutover

- Objectives:
  - Focus on core fundamentals of IT System Readiness
    - Code maturity (both functional and operational) and Data Quality
  - Focus on core fundamentals of Business Readiness
    - Training, Staffing, and Processes
  - For these core categories, define the measurements and success targets
  - Identify critical milestones and dependencies enabling each effort and closely monitor progress

System Acceptance Criteria

- **System Quality**
  - System Testing
  - CLEC Testing
  - User Acceptance Testing
  - Performance Testing

- **Data Quality**
  - Data Conversion Status

System Acceptance Criteria - Defect Severity Classification

- **Beginning 06.02.08,** severity classification for ALL outstanding defects will be reviewed and severity agreed upon collaboratively between FRP and Capgemini
- **M/W/F updates** will provided on progress against targeted defects
- **All** new defects will be reviewed for appropriate severity classification
- **Final review** of all open defects will be conducted prior to authoring Preliminary Notice of Readiness
  - Assigned target fix dates
  - Define manual workaround
  - Prioritized assigned by:
    - Business Impact
    - Frequency
- **"Open"** defect status includes:
  - New, Open, Reopen
  - Fixed, Work in Progress, and Retest

Severity	Description
1 - Critical	System Inoperable - No work can be performed or processed capacity is so limited that the probability of a serious operational backlog is imminent. This also includes instances which stop the business from performing critical detail work and a manual workaround is not feasible. Typically, Severity 1 Defects require an emergency fix. Examples of this includes: - OM Environment is down - Unable to create new order in Siebel - Unable to schedule an install appointment - Unable to perform service eligibility check
2 - High	Module/Feature is Inoperable / Data Corrupted - Either processing capability is limited and the defect has significant adverse impact on end customer or data is being corrupted and work must be stopped to avoid further corruption / loss of data. Typically, Severity 2 Defects require an emergency fix. Examples of this includes: - Unable to post check payment via the Self Care client - Unable to book appointment greater than 3 weeks out - Unable to perform service eligibility check for DSL speeds greater than 1.5M
3 - Moderate	Module/Feature Not Working as Documented - This includes program defects that affects system users but do not stop end customers from performing daily business or for which there is a reasonable workaround. After fixes for higher rated defects are placed into production. Typically, Severity 3 Defects should be considered for inclusion in the next available release. Examples of this includes: - Clear button does not function properly - Customer suffix is not being sent in Create Billing Acct message
4 - Low	Operational Question / Cosmetic Issue - Defects / questions with day-to-day operational issues, cosmetic defects with user interface, problem in or issue with documentation. These defects should be resolved after more serious defects have been fixed and scheduled for release accordingly. Examples of this includes: - Shortcut / Hot Keys not functional - Tab order is incorrect
5 - Enhancement	Any additional enhancements that can be made to a system.

System Acceptance Criteria - Defect Severity Classification

FairPoint and Capgemini will use the following process to classify defect severity:

- **Testing team will provide a description of the defect that should address:**
  - Which system is directly impacted
  - How is the system impacted
  - Which system(s) are indirectly impacted (if any)
  - How are the system(s) indirectly impacted
  - Which processes and subsequent organizations are impacted
  - How are the processes and subsequent organizations impacted
  - What is the corrective action
  - What is the timing of the corrective action
- **FairPoint and Capgemini will review and discuss the above items and assign a severity level as inidicated on the previous slide**
- **It is expected that the review process will take place on a daily basis beginning on 6/2.**

System Acceptance Criteria – System Test

Key Milestones and Dependencies	Start Date	End Date	Duration
M: System Test Cases Complete	-	5/2	-
M: Acceptable Workarounds by Functional Area Defined	-	6/20	-
M: System Test Execution	5/5	6/9	5
M: Regression Test Execution Complete	3/14	5/23	11
D: Network Element Access	5/1	5/31	4

Key Inputs

- Completion of Interface specifications, system interaction diagrams, business processes documentation
- Completion of successful Product & Integration Test
- Completion of Product Catalog deployment in systems prior to Integrated UAT
  - FRP regulatory personnel have conducted a full review and approval of the Product Catalog
  - FRP product development group review and approval of Product Catalog

Approach

- System test scenarios to cover end to end tests, as well as a regression of product and integration test cases
- System test cases to encompass all User Acceptance Tests
- All System test cases to be used in UAT will be completed prior to UAT
- Set expectation that executed tests exceed a 95% pass rate

Acceptance Criteria

- 100% of tests executed
- No open severity 1 defects and no open severity 2 defects without acceptable business workaround
- Cumulative effect across all testing (Systems, CLEC Certification, User Acceptance) resulting in necessary workarounds must be quantified and not to exceed 50 incremental headcount
- All open defects have been assigned target fix dates
- Required workarounds are subsequently tracked under M&P development

System Acceptance Criteria – CLEC Testing

Key Milestones and Dependencies	Start Date	End Date	Duration
M: CLEC Phase 1 - Internal Testing	2/1	5/23	16
M: CLEC Phase 2 - CLEC Integration Testing	3/31	5/23	8
M: CLEC Phase 3 - CLEC E-bonding Certification Testing	5/26	7/3	6
D: CLEC Environment Built	-	3/14	-

Key Inputs

- Completion of CLEC test requirements, CLEC test data specifications
- Validation of CLECs that wish to participate in e-bonding and subsequent e-bonding certification

Approach

- All CLEC certification tests are tested internally in Phase 1 of CLEC testing
- In Phase 2, FRP and a small # of CLEC's work collaboratively to define and execute integration tests with FRP systems
- Phase 3 is the actual certification phase in which all e-Bonded CLEC's will participate
- Provide CLECs with an opportunity to participate in the CLEC GUI UAT
- Set expectation that executed tests exceed a 95% pass rate

Acceptance Criteria

- 100% of tests executed
- No open severity 1 defects and no open severity 2 defects without acceptable business workaround
- Cumulative effect across all testing (Systems, CLEC Certification, User Acceptance) resulting in necessary workarounds, for FairPoint operations, must be quantified and not to exceed 50 incremental headcount
- All open defects have been assigned target fix dates
- Required workarounds are subsequently tracked under M&P development

System Acceptance Criteria – User Acceptance Testing

Key Milestones and Dependencies	Start Date	End Date	Duration
M: User Acceptance Testing - Silo	4/14	5/2	3
M: User Acceptance Testing - Integrated Scripted	5/12	6/6	4
M: Business Readiness Testing Approach and Plans Complete	-	5/16	-
M: Business Readiness Testing	6/9	6/27	2

Key Inputs

- Completion of Business process flows & System Interaction diagrams
- Operational Processes reviewed and approved by FairPoint IT Organization
- Completion of Product Catalog deployment in systems prior to Integrated UAT
  - FRP regulatory personnel have conducted a full review and approval of the Product Catalog
  - FRP product development group review and approval of Product Catalog

Approach

- UAT scenarios based on business process flows, business simulation and system test cases
- Manual procedures will be validated as part of larger end to end processes simulating business processes
  - i.e. - complex orders that fallout by design

Acceptance Criteria

- 100% of tests executed
- No open severity 1 defects and no open severity 2 defects without acceptable business workaround
- Cumulative effect across all testing (Systems, CLEC Certification, User Acceptance) resulting in necessary workarounds, for FairPoint operations, must be quantified and not to exceed 50 incremental headcount
- All open defects have been assigned target fix dates
- Required workarounds are subsequently tracked under M&P development

System Acceptance Criteria – Performance Testing

Key Milestones and Dependencies	Start Date	End Date	Duration
M: Application Performance Test (APT)	2/1	4/25	12
M: Integrated Performance Test (IPT)	3/17	7/11	17
M: Performance Model Releases	3/14	6/20	14
ISSUE 1.0	2/11	3/14	5
ISSUE 2.0	3/17	4/18	5
ISSUE 3.0	4/21	5/23	5
ISSUE 4.0	5/26	6/20	4
D: Performance Environment Available	-	3/14	-

Key Inputs

- Performance Model

Approach

- Develop and refine a model effectively capturing the performance characteristics of the integrated system
- Model maps business processes to system transaction and drives APT expected results
- Validate the model based upon performance test results
- Demonstrate capability to support average, peak, peak + 25%, and longevity scenarios
- Review results in conjunction with the model with FRP over 4 iterative drafts
- Set expectation that executed tests exceed a 95% pass rate

Acceptance Criteria

- 100% of tests executed
- No open severity 1 defects and no open severity 2 defects without acceptable business workaround to address the system performance issue
- All open defects have been assigned target fix dates

System Acceptance Criteria – Data Conversion

Key Milestones and Dependencies	Start Date	End Date	Duration
M: MOCK 7 Data Conversion Testing	4/7	5/9	4
M: MOCK 8 Data Conversion Testing	5/16	6/20	5
M: Target Metric Definition	-	6/6	-
Critical extracts and entities identified	-	6/6	-
Target entity expected row counts finalized	-	6/6	-

Key Inputs

- 2nd Data Extracts
- Target Platform finalized
- Draft approach for converting any pending service orders, work orders, engineering jobs, etc. at cutover. This includes the approach for reducing the pending activities prior to cutover.

Approach

- Account for all VZ source data extracts including source extracts which are not loaded to targets (and signed off)
- Enable target data models with required VZ extract data
- Account for the need to merge account data that is found in multiple source systems
- Account for the need to isolate Verizon system specific data which has no use in our systems
- Account for the need to override Verizon system specific data in order for it work within in our systems
- Perform field level and row level validations
- Relevant cross section of accounts will be validated at the entity level across systems
- Data conversion output feeds the system test environment with only converted data.
- Establish Pass rate for target entities (e.g., Customer Accounts, Services, etc.)

Acceptance Criteria

- 100% of tests executed
- No open severity 1 or severity 2 defects without acceptable automated or manual data correction tasks defined
- Required manual data correction tasks are subsequently tracked under M&P development
- Target systems capacity not to exceed 70% as measured after loading converted data

Business Acceptance Criteria – Training

Key Milestones and Dependencies	Start Date	End Date	Duration
M: Conduct Train-the-Trainer Sessions	2/25	4/11	7
M: Conduct End User Training	6/30	9/26	14

Key Inputs

- Completion of Training Plan
- Completion of Training Courses & Materials
- Completion of Program Schedule
- Secured Training Facilities including PCs, network connectivity, instructor tools

Approach

- Identify the level of training preparation and development that must take place prior to notice of readiness.
- Identify the level of acceptable retraining, refresher or follow up needs
- Validate that resources, facilities, trainers and end-user training plan can meet training objectives
- Facilitate training classes early in the schedule to validate the effectiveness of the training curriculum and approach

Acceptance Criteria

- 100% of train-the-trainer courses executed and approved
- Final Version of training documentation delivered, reviewed and approved
- Planned training courses completed with 90% of students demonstrating proficiency
- Remaining training courses have time allotted to absorb additional training if needed

Business Acceptance Criteria – Staffing

Key Milestones and Dependencies	Start Date	End Date	Duration
M: May Staffing Level Report	-	5/9	-
M: Identify Key Positions		6/2	
M: June Staffing Level Report	-	6/6	-
M: July Staffing Level Report	-	7/11	-

Key Inputs

- As Current Staffing Plans
- Documented Job Descriptions
- Defined Work Loads
- Established Service Quality Indexes

Approach

- Identify key positions that must be in place by notice of readiness
- Validate Service Quality levels are being met and that staffing levels are not causing them to be missed
- Validate that staffing plans account for manual processes that might be in place

Acceptance Criteria

- 100% of key positions filled

Business Acceptance Criteria – Processes

Key Milestones and Dependencies	Start Date	End Date	Duration
M: Identify Sr. Management (or designee) Approvers		6/2	
M: User Acceptance Testing - Integrated Unscripted	6/9	6/27	3

Key Inputs

- Current BPI/BPP Tracking Spreadsheets
- Completed and Approved Process Flows, Policy Documents, Process Documents, Scripts and Methods and Procedures

Approach

- Identify policies, processes, scripts and M&Ps utilizing eTOM, TSA and staff experience.
- Identify and document processes, scripts and M&Ps that will be in affect when systems are not available.
- Classify and document KEY policies, processes, scripts and M&Ps utilizing eTOM, TSA and staff experience.
- All KEY policies, processes, scripts and M&Ps will be reviewed and approved by Sr. Management.
- Processes that interact with systems will be validated during system test activities.

Acceptance Criteria

- 100% of key policies, processes, scripts and M&Ps documented, reviewed and approved by Sr. Management or their designee.