

NPAC SMS Change Management Process

| Step | Description |
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| 1 0 , 1 and 2. Change Request | <ul style="list-style-type: none"> Change requests can be originated by the LLC, by the vendor or in the LNPAWG or by others who refer change requests to an LLC or the LNPAWG. All requests may be forwarded to the Change Management Administrator (CMA) at CHGREQ@TELCOMSE.COM or call 303-770-3003. The CMA will document all Change Orders received in a standard format. |
| 3. Document and Publish Change Request | <ul style="list-style-type: none"> The CMA will accept all change requests and will track requests for the LNPAWG. |
| 4. Document and Publish Change Orders | <ul style="list-style-type: none"> The CMA will document all change requests as change orders in a standard format. Change orders will be published under documents section of the NPAC.com web site. |
| 5. Business/Technical Discussions | <ul style="list-style-type: none"> The LNPAWG will host monthly meetings and conference calls as needed to discuss change orders submitted to the CMA. The meetings provide an open forum for all interested Service Providers and vendors. Each change order will be discussed and placed in one of the following categories: <ul style="list-style-type: none"> Open Accepted Cancelled Pending Current Release Maintenance Release (MR) An open change order passes to accepted or cancelled pending. The LNPAWG will evaluate each change order to determine if it satisfies the following definitions of Core and Optional requirements <ul style="list-style-type: none"> A core requirement is one that is necessary for all regions to implement in order to maintain uniform NPAC interfaces and operation. An optional requirement is one that is not a core requirement and requirements will not be developed by the LNPAWG. |
| 6. Technically Feasible? | <ul style="list-style-type: none"> The LNPAWG members will determine the |

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| 7. Develop Requirements | <p>technical feasibility of each Accepted change orders. Where change orders are determined to be unfeasible, alternative solutions will be explored and the results communicated to the originator of the change request.</p> <ul style="list-style-type: none">• Requirements will only be developed for Accepted change orders.• The CMA updates the change order summary with the results of these discussions.• The CMA will provide the proposed requirements language for each change order.• The LNPAWG will develop system or interface requirements at a level appropriate for LLC and vendor consideration. |
| 8. Document and Publish Requirements | <ul style="list-style-type: none">• The CMA will document the requirements for each change order and will review the requirements with the LNPAWG. |

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| <p>9. Develop Release Recommendation and Requirements Clarifications</p> <ul style="list-style-type: none"> • • • | <ul style="list-style-type: none"> • A change order for purposes of clarifying documentation progresses from open to accepted. The updates are then included in the next revision of the documentation • The LNPAWG will prioritize the change orders and will recommend and submit a set of change orders and a general availability date to all LLC chairpersons and project executives. • The LNPAWG will develop clarifications to previously submitted requirements in response to questions from vendors and Service Providers. These clarifications will be submitted to all LLC chairpersons and project executives. • A response to the LNPAWG co-chairs will be requested from the LLCs within 45 days. |
| <p>9a, Document & Publish MR version of FRS/IIS</p> <p>10. LLC Agree?</p> <p>11. Prepare Request for Statement of Work</p> <ul style="list-style-type: none"> • <p>12. Analysis and Statement of Work</p> | <ul style="list-style-type: none"> • Document & publish the maintenance version of IIS FRS. These are document changes only. • Documents will be designated by the appropriate suffix. • The LLCs will receive requirements from the LNPAWG and will determine if they agree with the contents, prioritization and schedule of the package. If they do not, comments/suggested changes will be sent back to the LNPAWG for further Technical discussions (Step 5). • If the LLC agrees with the contents of the package, it will prepare a request for a Statement of Work from the vendor, to include costs and potential development schedules. • The vendor will analyze the requirements and prepare a Statement of Work which will include costs and a development/implementation schedule. The Statement of Work will be sent to the LLC chairperson with a copy to the LLC project executive. |
| <ul style="list-style-type: none"> • <p>13. Successful Negotiation?</p> | <ul style="list-style-type: none"> • The LLC will negotiate the Statement of Work |

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| | <p>with the vendor and if the negotiation is not successful, or the schedule is later than originally recommended by the LNPAWG, the LLC will send the requirements back to the LNPAWG with any impacts/suggested changes, to then be reintroduced for Technical discussion (Step 5). If the schedule is later than originally recommended, the LNPAWG may take the opportunity to add additional requirements which may be ready at that time.</p> |
| 14. Negotiated Prioritized Package/Schedule of Core and Optional Requirements Sent to LNPAWG | <ul style="list-style-type: none"> If the prioritized package/schedule of core and optional requirements are successfully negotiated with the vendor, the LLC chairperson will formally transmit that status to the LNPAWG co-chairs for specification development. The LLC will also schedule a group of requirements into a release and send that to the CMA for documentation and publication. |
| 15. Sanctioned Requirement? | <ul style="list-style-type: none"> The LNPAWG will determine if the requirements are sanctioned. Sanctioned requirements would be developed, documented and published as changes to the IIS/FRS specifications. |
| 16. End | <ul style="list-style-type: none"> If the LNPAWG determines that the requirements are not sanctioned, then no specification work is required of the LNPAWG or the CMA. |
| 17. Maintain Reference List of Non-Sanctioned Requirements | <ul style="list-style-type: none"> The LLC may decide to implement non-sanctioned requirements at their discretion. A reference list will be maintained by the CMA of these requirements and where they were implemented. |
| 18. Develop IIS/FRS Specifications | <ul style="list-style-type: none"> The LNPAWG will develop IIS and/or FRS Specifications for each Sanctioned Core and Optional requirement. |
| 19. Document and Publish IIS/FRS Specification | <ul style="list-style-type: none"> The CMA will document the IIS and FRS Specifications for each Sanctioned Core and Optional requirement. |
| 20. Document and Publish Release | <ul style="list-style-type: none"> Based on the negotiated prioritized |

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| | <p>package/schedule of requirements sent by the LLC, the CMA will combine and publish the change orders contained in each scheduled release.</p> |
| 21. Request for Requirements Clarifications | <ul style="list-style-type: none">• NPAC vendors, SOA/LSMS vendors and Service Providers may seek clarifications to the requirements once they begin the development process. Where these questions result in modifications to requirements previously submitted to the LLC, a new change order will be forwarded to the LLC along with the updated documentation. The LLC follows the same process with the vendor as normal release recommendations. |