

## NPAC SMS Change Management Process

<b>Step</b>	<b>Description</b>
0, 1, 2. Change Request	<ul style="list-style-type: none"> <li>• Change request i.e. an add, modify or removal (sunset) of NPAC/SMS functionality and or clarification of functionality that is document only.</li> <li>• Change requests can be originated in the LLC, in the LNPA Working Group, by a vendor, or by others who refer change requests to either the LLC or the Working Group. All requests must be forwarded to the Change Management Administrator (CMA) and LNPA WG Tri-Chairs.</li> </ul>
3. Document and Publish Change Request	<ul style="list-style-type: none"> <li>• The CMA will accept all change requests and will track these requests for the LNPA WG.</li> </ul>
4. Document and Publish Change Orders	<ul style="list-style-type: none"> <li>• The CMA will document all Change Requests as change orders in a standard format. Change Orders will be published under 'NANC Change Orders' in the LNPA Working Group section of the LNPA vendor web site.</li> </ul>
5. Technical/Business Discussions	<ul style="list-style-type: none"> <li>• The LNPA WG will host meetings and conference calls to discuss all change orders submitted to the CMA. These meetings provide an open forum for all interested Service Providers and vendors.</li> <li>• Change Orders will be classified in one of the following categories: <ul style="list-style-type: none"> <li>*Open</li> <li>*Accepted</li> <li>*Cancel Pending</li> <li>*Current Release</li> <li>*Maintenance Release (MR)</li> </ul> </li> <li>• Open change orders will subsequently progress to either 'accepted' or 'cancel pending' following discussion and consensus vote by service providers.</li> </ul> <p>The CMA will maintain a register of all Change Orders.</p>
6. Feasible?	<ul style="list-style-type: none"> <li>• The LNPA WG will determine the technical feasibility of each 'accepted' Change Order. Where change orders are determined not to be feasible, alternative solutions will be explored and the results communicated to the originator of the Change Request.</li> </ul>

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	<ul style="list-style-type: none"> <li>• The LNPA WG will only develop requirements for 'accepted' Change Orders.</li> <li>• The CMA will update the Change Order Summary with the results of these discussions.</li> </ul>
7. Develop Requirements	<ul style="list-style-type: none"> <li>• The LNPA WG will obtain NPAC Vendor and Local System Vendor development Levels of Effort (LOEs) for each accepted Change Order.</li> <li>• If the accepted Change Order involves a sunset item, the LNPA WG will obtain industry usage data for the functionality under consideration for sunset. Whenever possible, specific NPAC Users that utilize functionality under consideration for sunset will be identified by the NPAC vendor.</li> <li>• The LNPA WG will prioritize the candidate pool of accepted Change Orders (using consensus voting method) and recommend a set of Change Orders. For sunset Change Orders, the LNPA WG will discuss and consider relevant LOEs, industry usage, and industry impact in deciding which sunset Change Orders will move forward. For those that will move forward, identified NPAC Users that utilize functionality to be sunset will be notified by the NPAC vendor of the specific functionality that will be sunset and the date for the sunset.</li> <li>• The LNPA WG and CMA will develop and submit the delta FRS for the release package to the vendor for development of the system or interface requirements documentation (delta IIS/EFD, delta XIS, delta ASN.1, delta GDMO, delta test cases).</li> </ul>

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8. Document and Publish Requirements	<ul style="list-style-type: none"> <li>• The LNPA WG will develop clarifications to previously submitted requirements in response to questions from vendors and Service Providers.</li> <li>• The vendor will develop system or interface requirements (IIS/EFD, XIS, FRS, ASN.1, GDMO, test cases and M&amp;Ps) and assess the full impact for each Change Order and will review with the LNPA WG before publishing.</li> </ul>
9. Develop Release Recommendation and/or Requirements Clarifications	<ul style="list-style-type: none"> <li>• A Change Order for the purpose of clarifying documentation (documentation only) progresses from 'open' to 'accepted'. The updates are then included in the next revision of the documentation.</li> <li>• The LNPA WG will review the prioritized Change Order requirements and recommend a Release Package (using consensus voting method). The CMA will produce the Release Package* for review by the LNPA WG. When approved, the LNPA WG will submit the Release Package with a suggested general availability date to the LLC using the Change Order Summary template which includes business purpose for each Change Order.</li> </ul> <p>*A Release Package will include a Change Order Description Summary, the Change Order package level FRS, IIS, and XIS (including the IIS and XIS flows, Section 1-5, and ASN.1 and GDMO).</p> <ul style="list-style-type: none"> <li>• The LLC will be asked to return a response to identify whether they have accepted this request. A Release Package Response will be used to indicate the disposition of this release package</li> <li>• The LNPA WG will develop clarifications to previously submitted requirements in response to questions from vendors and Service Providers. These clarifications will be submitted to the LLC with a request to send them to the vendor.</li> </ul>

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9a. Document and Publish Maintenance Release of FRS/IIS/XIS/ASN.1/GDMO/Test Cases	<ul style="list-style-type: none"> <li>• The CMA will document and periodically publish a maintenance version of the FRS/IIS/XIS/ASN.1/GDMO/Test Cases, as needed. These will include ‘documentation only’ changes agreed to during LNPA WG discussions.</li> <li>• Document version numbering will identify maintenance releases (e.g. 2.0.1 where the .1 indicates the maintenance release of the document).</li> </ul>
10. LLC Agree?	<ul style="list-style-type: none"> <li>• The LLC will receive the Release Package from the LNPA WG 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 LNPA WG for further Technical discussions (Step 5), using the Release Package Response.</li> </ul>
11. Prepare Request for Statement of Work (SOW) and Notify LNPA WG	<ul style="list-style-type: none"> <li>• If the LLC agrees with the contents of the package, it will prepare a request for a Statement of Work from the vendor, and will respond to the Release Package Response to the LNPA WG reflecting this status.</li> </ul>
12. Vendor Analysis and SOW Preparation	<ul style="list-style-type: none"> <li>• The vendor will analyze the requirements and prepare a Statement of Work which will include prices and an implementation schedule. This SOW will be sent to the LLC.</li> </ul>

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<b>Step</b>	<b>Description</b>
13. Successful Negotiation?	<ul style="list-style-type: none"> <li>• The LLC will negotiate the Statement of Work with the vendor. [If the negotiation is not successful, or the schedule is later than originally recommended by the LNPA WG, the LLC will send the package back to the LNPA WG with any impacts or suggested changes, via the Release Package Response to then be reintroduced for Technical discussion (Step 5). When the schedule is later than originally recommended, the LNPA WG may take the opportunity to modify the Release Package at that time.]</li> <li>• If clarifying assumptions have been included within the SOW, the LLC will ask the LNPA WG, via the Release Package Response, to review them and to take any appropriate action regarding the requirements.</li> </ul>
14. Negotiated Release Package/Schedule Sent to LNPA WG	<ul style="list-style-type: none"> <li>• If the prioritized release package and schedule are successfully negotiated with the vendor, the LLC will formally transmit that status to the LNPA WG, via the Release Package Response, so that document integration (preparation of the baseline documents for the Release Package) can be completed.</li> </ul>
15. Develop Integrated FRS/IIS/XIS/ASN.1/GDMO/Test Cases Documents for the Negotiated Release Package	<ul style="list-style-type: none"> <li>• The CMA/vendor will prepare the integrated FRS, IIS, XIS, ASN.1, GDMO, and Test Cases for the final Release Package and submit to the LNPA WG for review.</li> </ul>
16. Review and Baseline the Integrated Documents	<ul style="list-style-type: none"> <li>• The LNPA WG will review the integrated documents, and if approved, will <i>baseline</i> the Release Package documentation.</li> </ul>
17. Publish Baseline FRS/IIS/XIS/ASN.1/GDMO/Test Cases for the Release Package	<ul style="list-style-type: none"> <li>• The CMA/vendor will publish the baseline documentation for the Release Package.</li> </ul>

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<b>Step</b>	<b>Description</b>
18. Request for Requirements Clarifications	<ul style="list-style-type: none"><li>• The NPAC vendor, SOA/LSMS vendors and Service Providers may seek clarifications to the requirements once the development process begins. Where these questions result in modifications to requirements previously submitted to the LLC, a new Change Order will be prepared. If the change is for documentation purposes only, the changes will be included in the next scheduled document release. If the change results in modifications to the requirements, the Change Order may be forwarded to the LLC for negotiation. The LLC follows the same process with the vendor as was done for the original Release Package negotiation, on an expedited basis so as not to affect the scheduled delivery of the release.</li></ul>