



Qwest Communications International, Inc.

Process Specification

**Qwest & Competitive Local Exchange Carrier
(CLEC) Escalation of Technical Issues**

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Prepared by: Qwest Information Technologies, Inc.

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Document Information

Version	Date	Description
1.00	3/8/02 (implementation)	CMP approval on 2/21/02. This version is the result of six drafts, with inputs from the process team, preliminary comments from AT&T, and inputs from the CMP Redesign team. Drafts were created on 12/17/01, 1/2/02, 1/7/02, 1/16/02, 1/17/02, and 2/6/02.

Document Contact: For questions regarding this document, please send email to itdocs@qwest.com.

Summary

Purpose

This process defines how technical issues may be escalated by representatives from Qwest or the CLECs. It provides for assignment of escalated issues to designated Escalation Management Contacts.

Scope

This process addresses escalations of technical issues associated with Wholesale Systems business functionality. Representatives of Qwest or the CLECs may request escalations. The process covers activities beginning with an escalation request and ending with escalation termination.

Inputs and Entry Conditions

Inputs

- Technical issue
- Escalation request
- Lists of Escalation Management Contacts

Entry Conditions

- A Qwest or CLEC representative needs to request escalation of an existing issue.
- Escalation Management Contacts have been identified.
- Lists of Escalation Management Contacts are up-to-date.

Deliverables/Outputs and Exit Conditions

Deliverables/Outputs

- An updated trouble ticket, documenting an escalation's details and lifecycle
- An assigned Escalation Management Contact
- Escalation actions by the Escalation Management Contact

Exit Conditions

- Details and lifecycle of a technical escalation have been documented within a trouble ticket.
- An escalation has been terminated.

Roles and Responsibilities

Role/Resource	Responsibilities
Escalation Requestor	<ul style="list-style-type: none">• Make escalation requests• Obtain authorization from an Escalation Management Contact prior to making an escalation request• Request escalation termination

Role/Resource	Responsibilities
Escalation Management Contact	<ul style="list-style-type: none"> • Authorize Escalation Requestors to make escalation requests • Authorize Escalation Requestors to make requests for escalation terminations • Make initial contact with Escalation Requestors within 15 minutes • Confirm to the IT Wholesale Systems Help Desk that initial contact has been made with Escalation Requestors • Provide increased managerial visibility for escalated issues • Take actions as necessary to resolve escalation issues • Provide daily status to Escalation Requestors • Provide daily escalation status to senior management • The CLEC contacts would be identified in the CLEC questionnaire. Qwest will post the Qwest and CLEC contact lists on the Qwest Wholesale web site and keep the list current.
IT Wholesale Systems Help Desk representative	<ul style="list-style-type: none"> • Perform automatic escalations • Single point of contact for escalation requests • Record escalation requests • Maintain escalation records • Provide feedback regarding escalation requests to Escalation Requestors • Identify and contact Escalation Management Contacts • Notify Escalation Requestors or Escalation Management Contacts of automatic escalation terminations

Definition of Terms

Term	Definition
Technical issue	Any issue logged at the IT Wholesale Systems Help Desk regarding the improper working of a system, and not forwarded to another Help Desk for resolution.
Escalation	An upgrade in the level or breadth of management involvement with some aspect of an existing issue.
Escalation Management Contacts	Designated Managers, Directors, and Vice Presidents (and their respective backups) who represent Qwest and each CLEC as escalation points of contact.

Tasks/Steps/Activities

- 1 A representative from Qwest or a CLEC makes a request by phone to escalate an existing technical issue.
 - 1.1 The escalation request is made to a single point of contact, the IT Wholesale Systems Help Desk.
 - 1.2 The request should have been authorized by an Escalation Management Contact from the same company as the person making the request. Qwest and CLEC Escalation Management Contacts (and their backups) are listed on the Wholesale website.
 - 1.3 The request should be made in accordance with the following table:

	Reasons/criteria for escalation requests or automatic escalations	Desired outcomes	Initial escalation levels
a	An IT Wholesale Systems Help Desk representative is unable to make initial contact with an Escalation Management Contact within 15 minutes of an escalation request. <i>Note: This is an automatic escalation performed by the IT Wholesale Systems Help Desk.</i>	Initial contact made by the IT Wholesale Systems Help Desk with an Escalation Management Contact	Next highest level of escalation
b	Disagreement with the severity level assigned to an issue	Upgrade in severity	Manager
c	Additional managerial visibility or attention is desired for a severity 1 or 2 issue, even though progress toward a solution is on track (i.e., d, e, and f below do not apply)	<ul style="list-style-type: none"> • If the issue has not been previously escalated, an Escalation Management Contact (or backup) is assigned to the issue • If the issue has been escalated previously, escalation to the next higher level 	<ul style="list-style-type: none"> • Manager, for an initial escalation • Next higher level for a subsequent escalation
d	Progress toward resolution of an issue is moving too slowly	<ul style="list-style-type: none"> • Reallocation of resources • Changes in priority • Intensification of work to resolve the issue 	Manager
e	A proposed or in progress technical solution is inadequate	Technical review	Manager
f	Required status or other information has not been received on time, or is incomplete	<ul style="list-style-type: none"> • Receive missing status or information • Ensure timely reception of status or other information in the future 	Manager

g	Manual work around is not satisfactory	<ul style="list-style-type: none"> • Business involvement to devise appropriate work around. 	Referral to non IT business process specialist
h	Other technical issues	<ul style="list-style-type: none"> • As applicable 	As applicable

- 2 The IT Wholesale Systems Help Desk representative records the escalation request within the existing trouble ticket, including the following:
 - Reason(s) for the escalation request.
 - Associated trouble ticket number
 - Name, title, and phone number of the Escalation Requestor.
 - Company of the requestor.
 - Date and time of the request.
 - Name of the person taking the request.

- 3 The IT Wholesale Systems Help Desk representative provides feedback to the Escalation Requestor at the time of the escalation request.
 - 3.1 The requestor is provided with the level and name of the assigned Escalation Management Contact.
 - 3.2 The requestor is advised to expect initial contact from the Escalation Management Contact within 15 minutes.

- 4 The IT Wholesale Systems Help Desk representative contacts the appropriate Escalation Management Contact (or backup, if necessary) with escalation information.
 - 4.1 The IT Wholesale Systems Help Desk representative refers to a list of Escalation Management Contacts and identifies the appropriate person.
 - 4.2 The Escalation Management Contact is provided with the following information:
 - A description of the original issue.
 - Reason why the issue was escalated and time the escalation commenced.
 - Any workaround suggestions related to the escalation situation, if applicable.
 - Name, title, and phone number of the Escalation Requestor.
 - Time limit (15 minutes from escalation acceptance by the IT Wholesale Systems Help Desk) by which initial contact should be made with the requestor.
 - 4.3 If the Escalation Management Contact (or backup) is unavailable or does not confirm that initial contact has been made within the 15 minute timeframe (see Section 5, second bullet), the issue is automatically escalated to the next higher level. In this case, a IT Wholesale Systems Help Desk representative contacts the Escalation Requestor regarding the Escalation Management Contact assignment change.
 - 4.4 The IT Wholesale Systems Help Desk representative adds the name of the Escalation Management Contact to the escalation record within the trouble ticket.

- 5 The assigned Escalation Management Contact takes the following actions:
 - Makes initial contact with the Escalation Requestor within the 15 minute timeframe beginning with the initial contact with the IT Wholesale Systems Help Desk.
 - Immediately contacts the IT Wholesale Systems Help Desk to confirm that initial contact has been made with the Escalation Requestor.
 - Provides increased managerial visibility of the issue through his or her own participation, and by providing escalation status on a daily basis to at least the Senior Director (or equivalent level) within his or her company.
 - Provides work around suggestions related to the escalation situation, if applicable.
 - Requests or organizes reallocation of resources or changes in priority, as appropriate.
 - Requests or organizes reviews, “swat” teams, etc., as appropriate.
 - Provides status to the Escalation Requestor at least once per day until the escalation is terminated. Status can be via email or phone messages, but the Escalation Management Contact should make himself or herself available to be contacted directly by the requestor.

- 6 The escalation is terminated by request or by closure of its associated technical issue.
 - 6.1 When the original issue has been resolved and closed, all associated escalations are automatically terminated.
 - 6.1.1 An IT Wholesale Systems Help Desk representative notifies the original Escalation Requestor or an Escalation Management Contact from the same company as the requestor that the escalation has been terminated due to issue resolution and closure.
 - 6.1.2 An IT Wholesale Systems Help Desk representative documents the automatic escalation termination in the associated trouble ticket.
 - 6.2 The original Escalation Requestor or an Escalation Management Contact from the same company may request termination of an escalation even though the associated issue remains unresolved. An example is the situation where an issue is escalated due to disagreement about an issue’s severity level – once all parties agree on an appropriate level of severity, there is no further need for escalation activities even though the associated technical issue remains open.
 - 6.2.1 The request for termination is made to the Escalation Management Contact who is assigned to the issue.
 - 6.2.2 The request should be authorized by an Escalation Management Contact from the same company as the original Escalation Requestor – the requestor provides the name of their Escalation Management Contact who authorized the request for termination.
 - 6.2.3 The assigned Escalation Management Contact notifies the IT Wholesale Systems Help Desk of the request for escalation termination, providing the following information:
 - Identity of the associated technical issue (e.g., ticket number or other identifying information).
 - Name, title, and phone number of the person making the termination request.
 - Reason for the termination request.
 - Date and time of the termination request.

- 6.2.4 The IT Wholesale Systems Help Desk representative logs the termination information in the associated trouble ticket
- 6.2.5 The escalation is terminated when the request has been communicated to the IT Wholesale Systems Help Desk and the trouble ticket has been updated with termination information.