

## kpmg Consulting

<b>Exception Report</b>	<b>47</b>	<b>Version</b>	<b>1</b>	<b>Owner</b>	<b>KPMG Consulting</b>
<b>Issued</b>	<b>February 27, 2002</b>	<b>Test</b>	<b>PMR1</b>	<b>Role</b>	<b>Test Manager</b>
<b>Applicability</b>	<b>Michigan, Illinois, Indiana, Ohio, Wisconsin</b>				

Several Ameritech Performance Measurement reporting systems lack the controls and edits to ensure that data is received and successfully loaded into these Performance Measurement reporting systems.

### Issue

As part of the PMR1 (Data Collection and Storage) test, KPMG Consulting has identified a number of systems that have inadequate edits and controls in place to ensure that records used in the calculation of performance metrics are transferred error free. Error detection procedures are required to ensure that data transfers from operational systems into the systems used to calculate performance metrics are error free.

Below is a list of the Performance Measurement Reporting Systems that have inadequate edits and controls and the performance measurements that are impacted.

<b>System Name</b>	<b>Performance Measure #(s)</b>	<b>Edits and Controls</b>	<b>Comments</b>
104.1 Database	104.1	No	There are no documented procedures for verifying that all data has been correctly imported and accounted for.
114_115 Database	114, 115	Limited	KPMG Consulting has been informed that calls are held once per week with the Local Operations Center to discuss necessary corrections. However, there are no formal procedures for verifying the validity of data or that all records are transferred into this database.
LOOPS	14,15	Limited	A query is run to identify all of the rate mismatches between CABS data and the "control rate" table maintained by the Financial Assurance group. However, there are no checks in place to ensure that the entire CABS files (857OCC and 714EOM) are loaded into the LOOPS database.
PRS_PRsplus	- all measures-	Limited	During the loading procedures, there is a check to ensure that all of the files (which are expected) are received and loaded. However, there are no controls in place to verify the data is loaded completely and without error.
RRS	27, 28, 29, 30, 31, 32,33, 35, 37, 38, 39, 40, 41, 42, 43, 44,	Limited	Error checking is limited to checking for error messages associated with the loading process. The individual loading the data determines if the load finished successfully by locating error messages. If

*This exception report is for discussion purposes only and is subject to change without notice.*

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System Name	Performance Measure #(s)	Edits and Controls	Comments
	45, 46, 47, 48, 49, 50, 51, 51.1, 52, 53, 54, 55, 55.1, 55.2, 55.3, 56, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 73, 74, 75, 76, 78, 92, 96, 97, 98, 100, 101, CLEC WI 11, CLEC WI 5, MI 1, MI 2, WI 1, WI 2, WI 9		<p>the load is unsuccessful, unloadable records are identified and either fixed or deleted and the data reloaded. If all of the records load without error then the data is assumed to be correct.</p> <p>Some manual checks are performed to see if the number of loaded records is deemed 'reasonable,' but no comparisons are performed between source systems and RRS.</p>

**Assessment**

Without adequate internal controls, confidence in the ability of Ameritech to identify and correct errors as data moves between systems is reduced. Data transferred into performance measurement reporting systems may be incorrect due to a lack of edits and controls. As a result, posted performance measurement results may also be incorrect.

**Ameritech OSS Test  
Open Exceptions Status Report**

10/29/2002

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47	2/27/02 Michigan, Illinois, Indiana, Ohio, Wisconsin	2	KPMG Consulting PMRI	Several Ameritech Performance Measurement reporting systems lack the controls and edits to ensure that data is received and successfully loaded into these Performance Measurement reporting systems.	Deferred until 11/12	<p><b>March 19:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they received an Exception Response from Ameritech on March 12, and are analyzing it. Discussion of this Exception Report is deferred until the March 26 Status Call while KPMG Consulting reviews Ameritech's Exception Response.</li> </ul> <p><b>March 26:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they sent additional questions to Ameritech on March 22. Ameritech stated that they will release a response on March 28. Discussion of this Exception Report is deferred until the April 2 Status Call while Ameritech releases their written response.</li> </ul> <p><b>April 2:</b></p> <ul style="list-style-type: none"> <li>■ Ameritech stated that they will forward their response by April 5. Discussion of this Exception Report is deferred until the April 9 Status Call while Ameritech forwards this response.</li> </ul> <p><b>April 9:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they received Ameritech's response to additional questions on April 5, and are reviewing it.</li> </ul> <p><b>April 16:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that they sent additional questions to Ameritech on April 16. Ameritech confirmed that they received these questions, and will forward answers as soon as possible.</li> </ul> <p><b>April 23:</b></p> <ul style="list-style-type: none"> <li>■ Ameritech deferred discussion of this Exception Report until the April 30 Status Call.</li> </ul> <p><b>April 30:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that they received Ameritech's response on April 25, and deferred discussion of this Exception Report until the May 7 Status Call to review this response.</li> </ul> <p><b>May 7:</b></p> <ul style="list-style-type: none"> <li>■ Ameritech reported that they provided updated documentation for the 114_115 database on May 5. KPMG Consulting submitted a data request for a copy of Ameritech's updated PRS/PRS plus documentation on the "double check" process for manual update procedures for PRS/PRS plus on May 7. Ameritech stated that the "double check" process was reviewed in St. Louis, with</li> </ul>	

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						<p>documentation. KPMG Consulting stated that the documentation involved was not an official process, but a description. Ameritech will review this document request.</p> <p><b>May 14:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting confirmed that the received related documentation for Observation Reports 219 and 261. KPMG Consulting stated that they are looking for other documentation. Ameritech stated that they sent 114_115 documentation, and will forward PRS and RRS documentation.</li> </ul> <p><b>May 21:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that they received Ameritech's response on May 15. KPMG Consulting deferred discussion of this Exception Report until the May 29 Status Call while they review this response.</li> </ul> <p><b>May 29:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they have reviewed Ameritech's May 15 response, and the procedures in place in for RRS appear to adequate. KPMG Consulting stated that they cannot verify these procedures at this time as they will not be implemented until the June reporting cycle. KPMG Consulting also stated that the manual and automated load procedures and error checks for PRS are unclear. KPMG Consulting and Ameritech will set up an interview to review these procedures with the current documentation. KPMG Consulting deferred discussion of this Observation Report until the July 2 Status Call in order to hold these meetings and observe the June reporting cycle changes.</li> </ul> <p><b>July 2:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that they are reviewing Ameritech's July 1 response to version 2 of this Exception Report. KPMG Consulting also stated that they conducted an interview on July 2, and they are reviewing the information gathered in this interview.</li> </ul> <p><b>July 9:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that they are reviewing Ameritech's July 1 Exception Response to Version 2 of this Exception Report. KPMG Consulting also stated that they conducted an interview on PRS load procedures on July 2 and received additional information regarding RRS on July 1. KPMG Consulting stated that they are</li> </ul>	

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						<p>evaluating all of this additional information, and deferred discussion of this Exception Report until the July 23 Status Call.</p> <p><b>July 23:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that they are finalizing their analysis, and deferred discussion of this Exception Report until the July 30 Status Call.</li> </ul> <p><b>July 30:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that data used in the calculation of several RRS and MorTel Performance Measures were truncated according to Ameritech's website news. KPMG Consulting stated that Ameritech has provided ER numbers and information on restatements, and KPMG Consulting will investigate this further.</li> </ul> <p><b>August 6:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they continue to retest this Exception Report. KPMG Consulting also stated that this Exception Report will be discussed at the weekly RRS meeting.</li> </ul> <p><b>August 13:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that it appears that the error detection procedures for RRS did not work, as LASR/LSOG5 data was not loaded into RRS. KPMG Consulting stated that this appears to be a combination of change management and error detection procedures problems.</li> <li>■ KPMG Consulting stated that they plan to continue observing Ameritech performance measures and any planned changes for another reporting cycle and restatement.</li> <li>■ Ameritech stated that KPMG Consulting may be misinterpreting this issue, and that they would like to see a response in writing. KPMG Consulting will forward additional information to Ameritech.</li> </ul> <p><b>August 20:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they forwarded additional information to Ameritech on August 16. Ameritech stated that they are reviewing this document in conjunction with KPMG Consulting's additional information for Exception Report 41.</li> </ul> <p><b>August 27:</b></p> <ul style="list-style-type: none"> <li>■ Ameritech deferred discussion of this Exception Report until the September 4 Status Call, and will respond in writing.</li> </ul>	

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						<p><b>September 4:</b></p> <ul style="list-style-type: none"> <li>■ Ameritech deferred discussion of this Exception Report until the September 10 Status Call, and will respond in writing by September 6.</li> </ul> <p><b>September 10:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they are reviewing Ameritech's September 6 response, and stated that they would respond by September 13.</li> </ul> <p><b>September 17:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they sent additional information for this Exception Report on September 16. Ameritech stated that they are reviewing this additional information.</li> </ul> <p><b>September 24:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they are reviewing Ameritech's September 19 response, and deferred discussion of this Exception Report until the October 1 Status Call.</li> </ul> <p><b>October 1:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting deferred discussion of this Exception Report until the October 8 Status Call.</li> </ul> <p><b>October 8:</b></p> <ul style="list-style-type: none"> <li>■ BearingPoint deferred discussion of this Exception Report until the October 15 Status Call.</li> </ul> <p><b>October 22:</b></p> <ul style="list-style-type: none"> <li>■ BearingPoint deferred discussion of this Exception Report until the October 29 Status Call.</li> <li>■ Ameritech stated that a response they sent addressed LASR and LSOG5 issues, and asked if BearingPoint has reviewed this response. BearingPoint stated that they have reviewed it, and that they will provide a formal response to Ameritech.</li> </ul> <p><b>October 29:</b></p> <ul style="list-style-type: none"> <li>■ BearingPoint deferred discussion of this Exception Report until the November 12 Status Call.</li> </ul>	
48	3/13/02 Michigan	1	KPMG Consulting TVV1	Ameritech EDI systems returned late Non-Mechanized Reject responses for orders.	Deferred until 11/5	<p><b>March 19:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting reported that they received Ameritech's Exception Response on March 18 and are currently analyzing it.</li> </ul> <p><b>March 26:</b></p> <ul style="list-style-type: none"> <li>■ KPMG Consulting stated that they are reviewing Ameritech's</li> </ul>	