ONGOING CHANGE MANAGEMENT PLAN

AT&T Ongoing Change Management:

AT&T's Change Management process will ensure that changes which will impact DIR or its customers are communicated to DIR at least ten (10) days prior to execution. AT&T will ensure that RFC procedures are followed and that the required information is included in each request. AT&T will exercise reasonable efforts to provide DIR the notice of completion of any change or maintenance activity electronically within 4 hours of each closed event.

AT&T Change/Release Management Reports:

AT&T will provide a Change/Release Management Report on a monthly basis as required. This report will include a forward schedule of changes and maintain a history of changes that were proposed, scheduled, and completed or abandoned with a description of results.

AT&T Coordination of Change Activities:

AT&T will be responsible for coordinating the activities of all Changes with DIR and other Vendors as necessary to ensure that appropriate resources are available for monitoring, testing, and implementation.

AT&T After Action Report (AAR):

AT&T will provide an AAR including root cause analyses and corrective actions following any unsuccessful change or any change which results in an unexpected negative impact to DIR or Customers. This report will be provided within three (3) business days of the change incident. If root cause cannot be determined within three (3) business days, then AT&T will notify DIR of its timeframe to identify root cause and provide a complete AAR.

Change Deferral/Denial:

AT&T understands that the DIR Change Management Board (CMB) will have the authority to authorize the change, postpone the change, or deny the change for the following reasons:

A. Risk is too high
B. Change does not make business sense
C. Resources are not available
D. Not enough information was provided to support the change
E. Scheduling conflicts

AT&T Emergency Changes:

In the event that an emergency change affecting DIR or its Customers is made without proper notice to DIR prior to the change, AT&T will provide DIR with an AAR (even if the change was successful). In addition, AT&T will provide a follow up RFC and document the change in the Change/Release Management report.

AT&T Change Priorities:

AT&T Change Management priority definitions include Exceptional/Emergency, High, Medium, and Low. These definitions are complemented with equivalent mapping to DIR systems as stated below.

A. **Exceptional/Emergency (same day)** Causing loss of service or severe usability problems to a large number of users, a mission-critical system, or some equally serious problem. Immediate action required.
B. **High (next window):** Severely affecting some users or having an impact upon a large number of users. To be given priority for change building, testing and implementation resources on the immediate next scheduled Change window.
C. **Medium (future window):** No severe impact, but remediation of the incident must be addressed during a Change window in the near future.
D. **Low (routine):** A Change is justified and necessary, but can wait until resources can be allocated and scheduled accordingly.

AT&T Change Categories:

The AT&T change management process includes change categories dependent on the network element involved. The network element type and the scope of the planned activity define the potential impact (i.e., switch upgrade, or cable splice). AT&T is committed to working with DIR and implementing improvements to the CM process.

A. **Major:** Involves potential impact on the highest percentage of users. The Change may be new technology or a configuration Change that will likely cause Downtime of the network or a Service. These changes shall be kept to a minimum.
B. **Significant:** Affects a high percentage of users. The Change is a nonstandard Change that may involve Downtime of the network or a Service.
C. **Minor:** Affects a smaller percentage of users and risk is less because of the organization's experience level with the proposed Change. It differs from a routine Change in that although the risk is low, the Change may not have been performed before or is rarely performed.
D. **Routine:** Affects the smallest percentage with minimal or no impact/risk to users and has a set release process where tasks are well-known and proven.

AT&T understands that DIR may request changes outside of standard change windows. AT&T will work with DIR CMB and review these change requests on an individual case basis (ICB).