

# LNPA Transition Oversight Manager (TOM)

## Report to NANC



### March 16, 2018



The TOM continued to advance the objectives of the LNPA transition since our last report to the NANC on December 7, 2017. See below for a list of notable accomplishments since our last report. The results reported below are as of March 9, 2018.




- **Recent Outreach Events**

- Conducted Transition Outreach and Education Plan (TOEP) events including:
  - Twenty-third TOEP webcast on December 12, 2017; attended by 216 participants
  - NANC LNPA Transition Oversight Subcommittee meetings on January 9-10, 2018
  - Fifth Contingency Rollback Industry Working Session on January 16, 2018; attended by 193 participants
  - Twenty-fourth TOEP webcast on January 17, 2018; attended by 224 participants
  - Twenty-fifth TOEP webcast on February 14, 2018; attended by 231 participants
  - NANC LNPA Transition Oversight Subcommittee meetings on March 6-7, 2018

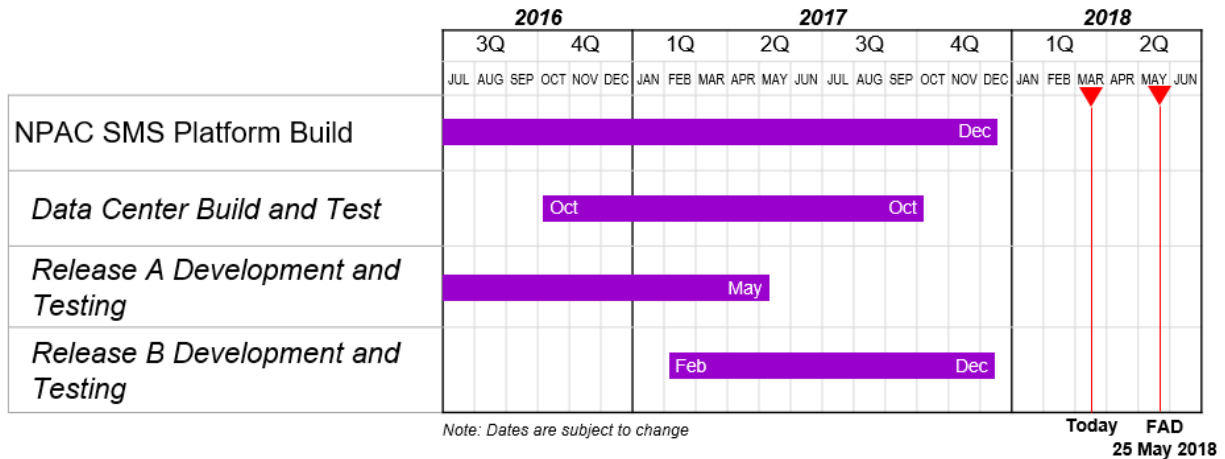
- **Overall Transition Status Update** *(See subsequent pages for additional details for each work stream)*

<b>NPAC SMS Platform Build</b>		<ul style="list-style-type: none"> <li>• Data center construction is complete</li> <li>• Release A and B development is complete</li> <li>• NPAC Solution Readiness was achieved on February 28, 2018</li> </ul>
<b>Outreach and Onboarding</b>		<ul style="list-style-type: none"> <li>• 99% of SP/SB/PTRS SPIDs are engaged in on-boarding, 93% are complete</li> <li>• After the March 4<sup>th</sup> Ancillary Services launch, new WDNC and ELEP/IVR users continue to be on-boarded as needed</li> </ul>

<p><b>Industry Testing</b></p>		<ul style="list-style-type: none"> <li>• All mandatory industry testing is complete</li> <li>• Voluntary Ad-Hoc, Partner, and Group &amp; Round Robin industry testing progress includes: <ul style="list-style-type: none"> <li>○ All 37 Partner test cases successfully executed at least four times</li> <li>○ 3 issues raised as PIMs to LNPA TOSC</li> </ul> </li> <li>• All 12 Acceptance Test Plans (ATPs) have been approved, successfully executed, and validated</li> </ul>
<p><b>Data Migration and Go-Live</b></p>		<ul style="list-style-type: none"> <li>• WDNC and ELEP/IVR service successfully launched on March 4, 2018</li> <li>• A few mechanized users are behind schedule for establishing and verifying connectivity to the iconectiv NPAC</li> <li>• Vendor software patches must be applied prior to cutover to ensure local systems reflect certification loads</li> <li>• Agreement has been reached on a fallback approach</li> <li>• NAPM has made a proposal for enhanced testing to support industry-led rollback</li> <li>• Final preparations are underway for Southeast regional migration on April 8, 2018</li> </ul>

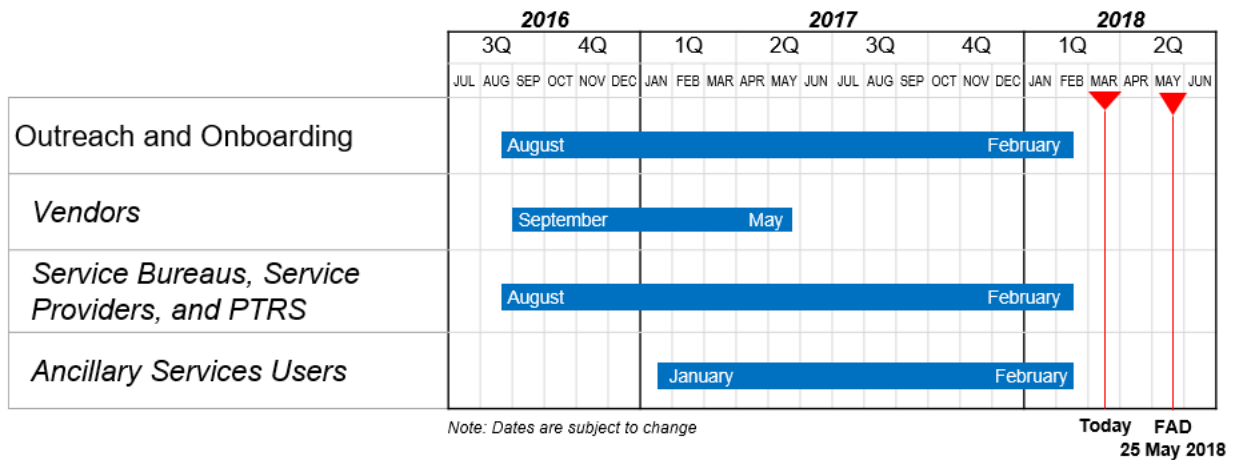
On Track  At Risk  Critical 

## 1. NPAC SMS Platform Build



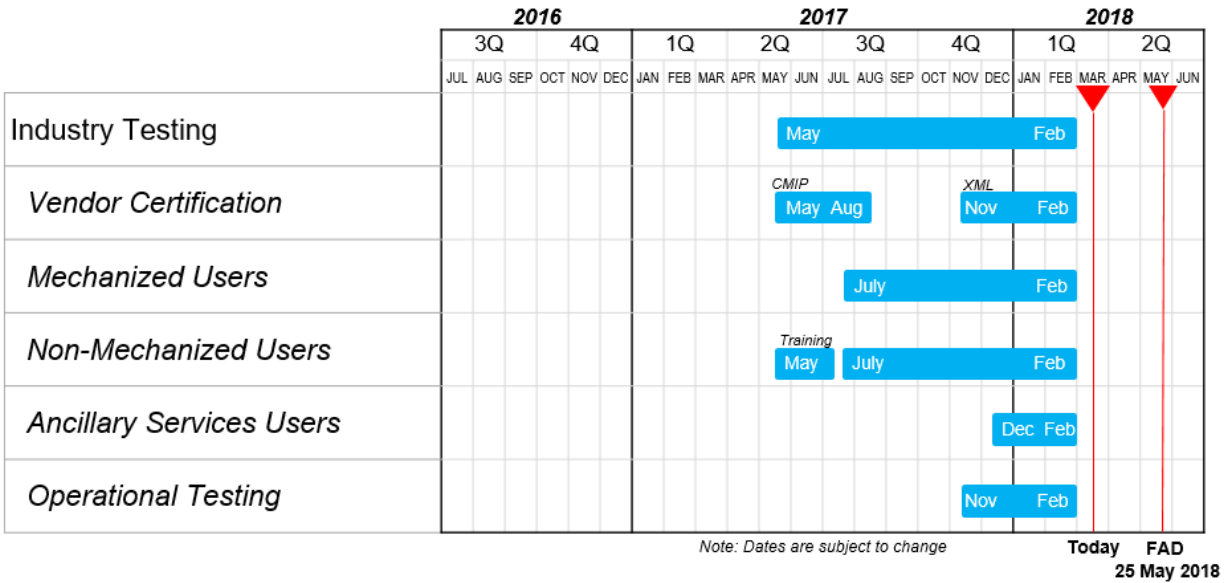
- Construction and configuration of the primary and secondary data centers is complete
- All NPAC software has completed internal testing and independent quality assurance
- NPAC Solution Readiness was confirmed by the NAPM LLC on February 28, 2018

## 2. Outreach and Onboarding



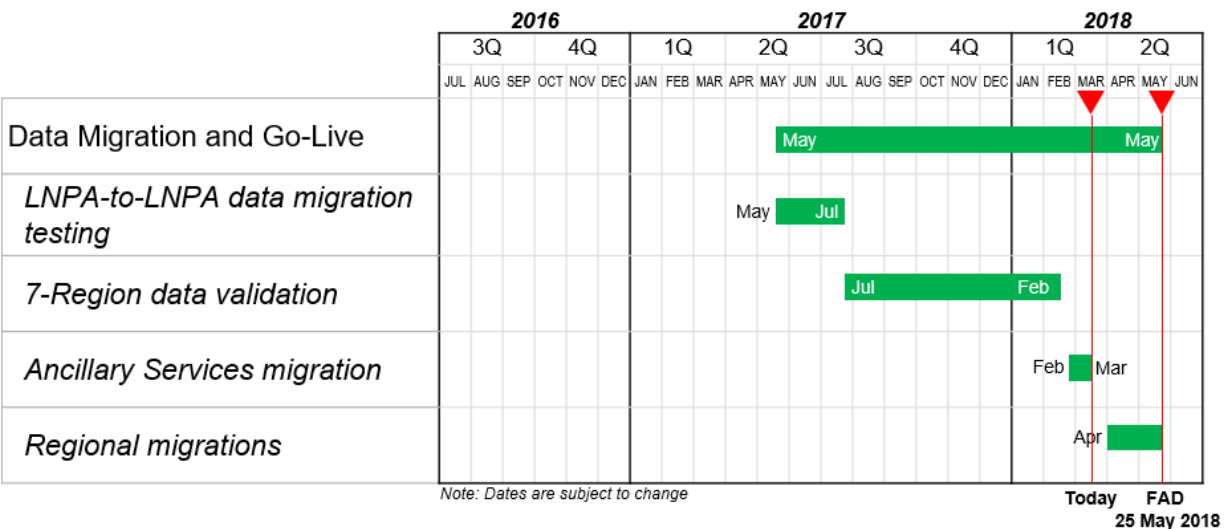
- 1,481 Service Providers, Service Bureaus, and PTRS NPAC users have completed registration
- All mechanized NPAC users have completed registration
- Registration for IVR non-service providers has been launched in 50 states; 1,755 have completed registration
- The ELEP and WDNC services were launched on March 4, 2018, and users of these services continue to be on-boarded as needed

### 3. Industry Testing



- All CMIP and XML vendor certification testing is complete
- All mechanized SP testing is complete
- All Acceptance Tests were successfully completed
- Voluntary partner and group testing is underway among 17 companies
- By March 28, iconectiv will communicate known potential operational impacts/differences as well as recommended mitigations via cross-regional email bulletin

### 4. Data Migration and Go-Live



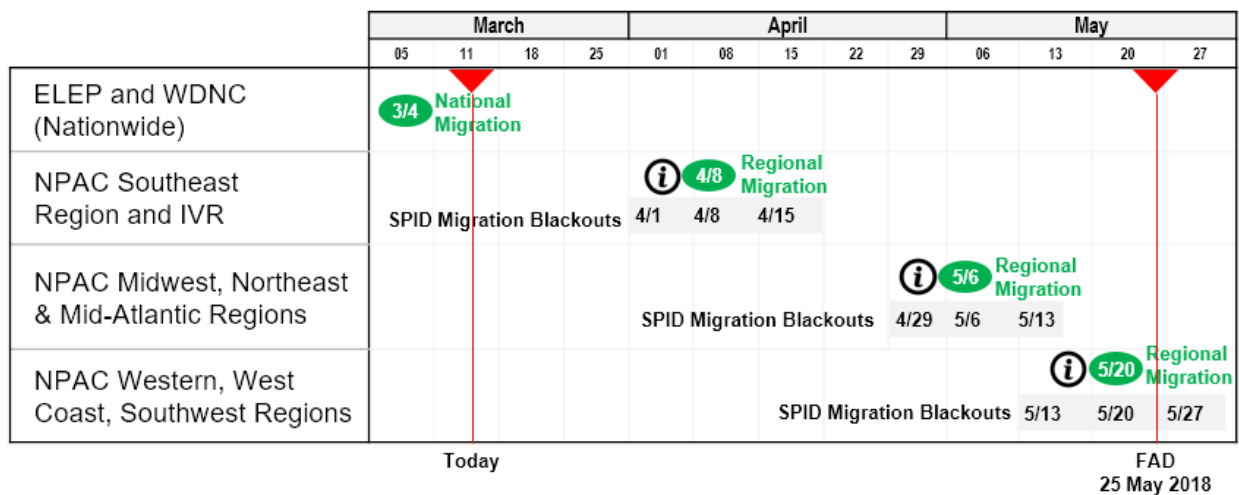
- iconectiv successfully launched WDNC and ELEP/IVR Services on March 4, 2018
- All 24 mechanized users have installed physical circuits to both NPAC data centers; 2 users have not confirmed dates for conducting Connectivity Verification Testing
- Five waves of mechanized user Connectivity Verification Testing have been completed
- Full-scale Region 1 data migration dry run will be conducted on March 4-18, 2018

## 5. Additional Accomplishments and Transition Support

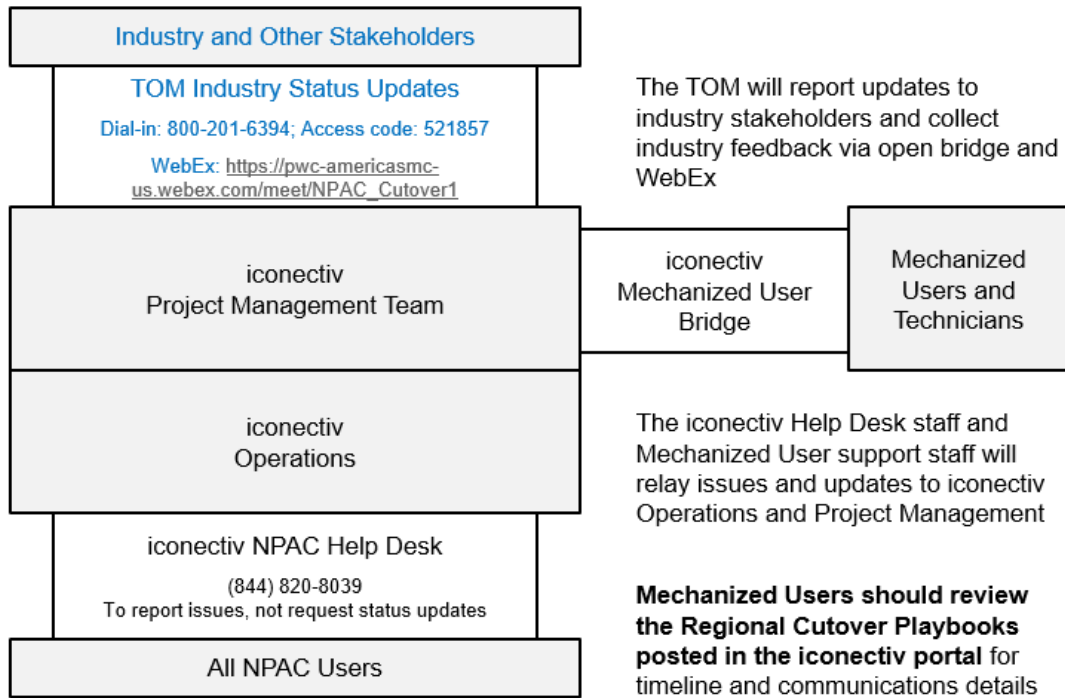
- Monitored vendor and mechanized user testing by attending daily testing calls and facilitated reviews of test results and exceptions
- Updated Frequently Asked Questions list and publication-authorized questions log, and posted additional materials to transition website
- Conducted weekly meetings with the NAPM LLC, iconectiv, and Neustar to coordinate activities and communication across the parties and to address ad hoc issues
- Prepared contributions for the NAPM LLC’s monthly reports on the LNPA transition
- Facilitated weekly stakeholder discussions to refine the contingency rollback plan and align on key technical topics, including plans for rollback testing
- Conducted a BSS/OSS readiness review with iconectiv’s operations team leads
- Conducted onsite review of iconectiv facilities including their NOC and SOC
- Validated successful execution of Acceptance Test Plans by conducting onsite review of testing artifacts and final reports

## 6. LNPA Regional Migrations and Migration Communications

- Key cutover dates and migration groups:



- Transition Oversight Manager Regional Migration Communications Approach:



- Transition Communications Dashboard:
  - The TOM will communicate to the industry using a Teleconference Bridge and status dashboard displayed via WebEx. The following is an illustrative example WebEx dashboard

**TRANSITION NEWS FEED**

Transition Status: **On-Track**

- 4:45AM CT: 1<sup>st</sup> Mechanized User successfully pinged iconectiv NPAC
- 3:15AM CT: Data Migration Completed
- 2:45 AM CT: Verification of Data Migration
- 12:45 AM CT: Final System Readiness Review
- ...

This news feed will show live updates, events, and announcements

**TRANSITION STATUS DASHBOARD**

Transition Activities	Planned Time (CT)
Pre-Transition checklist complete	10:00 PM
This dashboard will show completion along pre-established checkpoints during cutover	12:00 AM
	2:00 AM
	4:00 AM
Final system-readiness review complete	7:00 AM
First LSMS system connected to NPAC	8:00 AM
First SOA system connected to NPAC	10:00 AM
NPAC maintenance window ended	10:00 AM

**HOURLY BRIDGE REPORTING**

- Dial-in: 800-201-6394; Access code: 521857
- Next Bridge Status Update at **3:00 am CT**
- WebEx Chat feature is available to ask any questions about transition status to the TOM

- Transition Communications Timeline:

<b>Friday, April 6, 2018</b> 1:00PM CT	Checkpoint: Customer Readiness and Operational Readiness
<b>Saturday, April 7, 2018</b> 9:30PM CT	The TOM <b>e-mails</b> industry that Southeast cutover will commence at midnight.
<b>Sunday, April 8, 2018</b> 12:00AM CT	Industry bridge and WebEx Dashboard are opened for status updates <b>Bridge updates to be provided at the top of every hour until 9:00AM CT</b> WebEx Dashboard updates will be provided in real time
6:30AM CT	Checkpoint: Review open Data Migration issues and issues reported to Help Desk
9:30AM CT	Checkpoint: Review list of successfully connected Mechanized Users, review results of system monitoring and any open issues reported to Help Desk
10:00AM CT	The TOM <b>emails</b> industry that the Service Provider Maintenance Window is ending. From 9:00AM – 6:59PM CT <b>bridge updates will be provided at the top of every third hour (e.g., at Noon, 3 PM, and 6 PM CT)</b>
7:00PM CT	Industry teleconference bridge and WebEx are closed

- If a contingency plan is determined to be required, such as a maintenance window extension, fallback, or rollback, the TOM will send an industry-wide email, post the update to the WebEx Dashboard, and announce it verbally on the teleconference bridge

## 7. LNPA Transition Next Steps

- Immediate next steps include:
  - Continue to monitor the overall NPAC testing and cutover activities and report summary results
  - Manage and measure the progress of LNPA transition project plan
  - Continue to communicate transition status and progress to all stakeholders

## 8. Upcoming TOM Outreach Events

- March 14 TOEP Webcast
- April 18: TOEP Webcast
- April 24-25: April LNPA TOSC Meeting (Overland Park, KS)
- May 9: TOEP Webcast
- June 5-6: June LNPA TOSC Meeting (Location TBD)
- June 13: TOEP Webcast

## **9. Contact Information**

- Transition Oversight Manager Communications:  
[https://www.napmlc.org/pages/npacrfp/npacRFP\\_Comments.aspx](https://www.napmlc.org/pages/npacrfp/npacRFP_Comments.aspx)
- LNPA Transition Website: [https://www.napmlc.org/pages/npacrfp/npac\\_rfp.aspx](https://www.napmlc.org/pages/npacrfp/npac_rfp.aspx)