

PERF

1. Originator Information

Name: _____ Extension: _____
Organization: Bill Cycle Submission Date: _____

PERF Type

- | | |
|--|---|
| <input type="checkbox"/> New process | <input type="checkbox"/> New template |
| <input type="checkbox"/> Documentation of existing process | <input type="checkbox"/> Modifying format / content of template |
| <input type="checkbox"/> Modification of existing process | <input type="checkbox"/> Communication / training required |
| <input type="checkbox"/> Enhancement of existing process documentation | |

Requested Priority: High Medium Low

Impacted Process and Sub-Process Areas

- | | |
|---|---|
| <input type="checkbox"/> Development | <input type="checkbox"/> IT Project Management |
| <input type="checkbox"/> Billing / AR | <input type="checkbox"/> Development Project Management |
| <input type="checkbox"/> Bill Formatter | <input type="checkbox"/> Defect Management |
| <input type="checkbox"/> EMS | <input type="checkbox"/> Implementation Management |
| <input type="checkbox"/> Fraud | <input type="checkbox"/> Release Management |
| <input type="checkbox"/> IBP | <input type="checkbox"/> Tables |
| <input type="checkbox"/> MAF | <input type="checkbox"/> Testing |
| <input type="checkbox"/> MPS | <input type="checkbox"/> Automation |
| <input type="checkbox"/> Switch | <input type="checkbox"/> DST |
| <input type="checkbox"/> CSM: Online / PIC / UNIX | <input type="checkbox"/> SIT |
| <input type="checkbox"/> SCM | <input type="checkbox"/> Training & Process Management |
| <input type="checkbox"/> Configuration Control (CC) | <input type="checkbox"/> UA |
| <input type="checkbox"/> Infrastructure | <input type="checkbox"/> Bill Cycle |
| <input type="checkbox"/> Version Management | |

2. PMG Use Only

Acknowledgment Sent: Date: _____

PERF

PMG Liaison: _____

Sponsor: _____ Priority: High

Additional notes (initial email, conversation): _____

Document File Path: N:\Process Management\PERFs\Template\PERF Template.doc

3. Description Section:

PERF Title: _____

Brief Summary: _____

Detailed Description: _____

Process Enhancement Request Form (PERF)

Instructions and Definitions:

Once Template is open, please remember to "save as" a different file name to avoid disturbing the original template. Please leave the document protected.

1. Originator Section - Basic information required to log, categorize and submit for prioritization

PERF Type: indicate the nature of the request; more than one type can be selected if appropriate

- | | |
|---|--|
| New Process | - A process requiring development and documentation where none currently exists. |
| Documentation of existing process | - Process exists, but needs to be documented. |
| Modification of existing process | - Current process requires modification. |
| Enhancement of existing process documentation | - Process documentation requires enhancement (greater detail) |
| New template | - Requires creation of new template that can be utilized repeatedly |
| Modifying format / template | - Requires modifications to an existing template to improve repeatability and effectiveness. |
| Communications / training required | - Requires change in behavior or knowledge via communications or Training. |

Process and Sub-Process Areas: indicate the areas impacted by this request (in your judgement)

- Development
 - Billing / AR
 - Bill Formatter
 - EMS
 - Fraud
 - IBP
 - MAF
 - MPS
 - Switch
 - CMS: Online / PIC / UNIX
- SCM
 - Configuration Control (CC)
 - Infrastructure
 - Version Management
- IT Project Management
 - Development Project Management
 - Defect Management
 - Implementation Management
 - Release Management
- Tables
- Testing
 - Automation
 - DST
 - SIT
- Training & Process Management
- UA
 - Bill Cycle

Requested Priority: indicate when a "delivered solution" is required (not necessarily rolled out)

- | | |
|--------|--|
| High | - needs immediate attention. Solution needs to be delivered within 30 days. |
| Medium | - important, but not time sensitive. Solution needs to be delivered within 60 days. |
| Low | - get to it when resources are available. Solution needs to be delivered within 90 days. |

2. PMG Section - Information assigned after review and validation by PMG and Sponsor.

PMG Liaison: This individual is responsible for facilitating the development of a solution for the submitted PERF; moving the PERF through the process in an efficient manner; and serving as the cross-functional

coordinator. It should be noted that the ultimate sponsorship of the PERF and the solution will reside with the Process Sponsor (end user).

Sponsor: This individual is the Technical Director (or agreed upon contact) responsible for assessing proposed improvements; justifying why changes will or won't be pursued; providing and/or recommending appropriate resources for addressing the PERF; rolling out and training direct reports on the new /revised processes; and serving as the focal point for the status and progress of the PERF. The sponsor 'owns' the PERF from the 'Assigned' status through 'Implemented' status.

Status:

Identified	- opportunity identified
Assigned	- PMG liaison and sponsor assigned
Deferred	- action will be taken at a later date when resources/time are available
Canceled	- no further action will be taken on suggestion
In-Development	- resolution in-development
Delivered	- solution presented to and agreed by affected parties
In-Roll Out	- training and communication of process
Implemented	- training and roll out complete

Additional notes (initial email, conversation): Include additional information provided with submission of PERF. This includes comments from the initial e-mail or conversations before the PERF is assigned.

3. Description Section - descriptive information related to the PERF

PERF Title: A descriptive title containing eight words or less (will serve as identifier for search purposes)

Brief Summary: Executive summary of the PERF providing high level description

Detailed Description: Detailed description fully describing nature and attributes of PERF

4. Submission Instructions

Completed PERFs should be forwarded via e-mail to "TELD.PERF." Expect acknowledgment from the PMG within 2 days of submission. Please ensure all fields are completed prior to submission.