

${docTitle}:

<${projectNumber} **- ${projectName}**>

|  |  |
| --- | --- |
| Project Number: | ${projectNumber} |
| Project Name: | ${projectName} |
| Project Type: | ${projectType} |
| OTL code: | ${OTLCode} |
| Target Implementation Date: | ${targetDate} |
| Regions Involved: | ${regionsInvolved} |
|  |  |
| Revision Number: | ${revisionNumber} |
| Revision Date: | ${revisionDate} |
| Original Release Date: | ${originalReleaseDate} |
|  |  |
| Prepared By: | ${author} |
| Department: | ${department} |
| Contributors: | ${contributors} |
| Authorized By Engineering\*: | ${author} |
| Authorized By Operation\*: | ${authorized} |
| Distributed To: | ${distributed} |
| Input Documentation Sources: | ${projectNumber} |

**\* Fill with the approver name.**

|  |
| --- |
| The information in this document is the property of Rogers Communication Partnership. The receiver of this document shall keep the information contained herein confidential and shall protect the same in whole or in part from disclosure and dissemination to third parties. Disclosure and disseminations shall only be made on a strict need to know basis and upon the consent of the author. |

**Table of Contents**

[1 Document Version History 5](#_Toc42509384)

[2 NCT Overview 5](#_Toc42509385)

[2.1 Overview (NCT - Headline) 5](#_Toc42509386)

[2.2 Scope of Work (NCT – Description) 5](#_Toc42509387)

[2.3 NCT submission requirements (OGPA) 5](#_Toc42509388)

[NCT OGPA Classification 5](#_Toc42509389)

[2.4 Success Criteria 5](#_Toc42509390)

[2.5 Functional Area and Responsibilities (NCT – Roles/Resources) 6](#_Toc42509391)

[3 Reference Diagram and Engineering Design Specification 6](#_Toc42509392)

[3.1 Diagram and Service Flows 6](#_Toc42509393)

[4 Production Impact and Risk Assessment 6](#_Toc42509394)

[4.1 Impact Classification 6](#_Toc42509395)

[4.2 Impact Check list 7](#_Toc42509396)

[4.3 Impact Details and Customers (NCT – Impacts) 7](#_Toc42509397)

[4.4 Impacted Network Elements (NCT – Elements) 8](#_Toc42509398)

[4.5 Risk Assessment 8](#_Toc42509399)

[5 Pre-requisites 8](#_Toc42509400)

[6 Detailed Activity Timeline 8](#_Toc42509401)

[6.1 Summary of Overall Timelines 8](#_Toc42509402)

[6.2 Pre-Implementation (Pre-Checks & Preparation Steps) 9](#_Toc42509403)

[6.3 Implementation Steps 9](#_Toc42509404)

[6.4 Final Verification & Validation 10](#_Toc42509405)

[6.5 Troubleshooting 10](#_Toc42509406)

[6.6 Final Commitment Point 11](#_Toc42509407)

[6.7 Roll-Back Steps 11](#_Toc42509408)

[6.8 Post-Implementation (Post Checks) 12](#_Toc42509409)

[7 POST CHANGE FOLLOW-UPS 12](#_Toc42509410)

[8 Appendix – References and related documents 12](#_Toc42509411)

[8.1 Diagram and Figures 12](#_Toc42509412)

[8.2 Cabling MOP (if applicable) 12](#_Toc42509413)

[8.3 Testing (TCM/ATP/IATP) 12](#_Toc42509414)

[8.4 Impact Details Table – Example 12](#_Toc42509415)

[8.5 Troubleshooting Checklist 13](#_Toc42509416)

[8.6 Glossary 13](#_Toc42509417)

**Comprehensive MOP Template Requirement Check list**

Select each checkbox to indicate that the required information is provided for each “Type” of NCT. (Source in [NetworkZone](https://rcirogers.sharepoint.com/teams/TECH-NetworkManagementOperations/networkprocess/Pages/Process-Documentation.aspx)):

|  |  |  |  |
| --- | --- | --- | --- |
| Required Information | Type | | Description |
| Basic | Comprehensive |  |
| Document Revision |  | ${cb1\_2} | Date of issue, author and if applicable, revision number (1) |
| NCT Overview |  | 2\_2} | In this section, provide and overview of the activity and objectives (2.1, 2.2, 2.3 & 2.4) |
| Functional Area & Responsibilities |  | 3\_2} | The following functional network area are required to participate in this MOP (2.5) |
| Reference Diagram and Engineering Design Specification |  | 4\_2} |  |
| Production Impact |  | 5\_2} | Describe overall service and platform impacts of the activity (4.1, 4.2 & 4.3) |
| Prerequisites |  | 6\_2} | Description of work to be completed in advance of implementation window e.g. lab work, notifications, labeling, resource verification, etc (5). |
| Detailed Activity Timeline |  | 7\_2} | Details of all of the steps and co-ordination aspects required to execute the change including start time, duration and responsible group for each step (6). |
| Pre-Implementation |  |  | Specific steps/commands to be used to validate the health and capture the status of relevant network components and services prior to commencing the change (6.2). |
| Implementation & Procedures |  |  | Specific steps/commands to be used in order to successfully implement the change (6.3). |
| Final Verification & Testing |  |  | Specific steps/commands to be used in order to verify that expected results have been achieved (6.4). |
| Troubleshooting |  | 1\_2} | Details of what troubleshooting will be done (if required) and for how long troubleshooting will be done before Back-out plan is initiated (6.5). |
| Roll Back |  |  | Specific steps/commands that will be executed (if required) to restore all relevant network components to their state prior to the implementation of the change (6.7). |
| Post-Implementation |  |  | Specific steps/commands that will be used to validate the health and capture the status of relevant network components and services after completion of the change (6.8). |
| Post-Change Follow Ups |  |  |  |

**Comprehensive MOP Checklist**

Completing the Comprehensive MOP checklist is **MANDATORY.**

| **Questions (1-5)** | **Yes** | **No** | **Comment** |
| --- | --- | --- | --- |
| 1. Has Lab Testing, inclusive of MOP validation, desired outcome of change and back-out plan been performed by Implementer? | X |  |  |
| a. Who performed the testing? (Name of Vendor or Rogers Resource) |  | | |
| b. Date of LAB/MOP Testing (DD-MM-YYYY) |  | | |
| *Note: If the answer is No, please provide comment* | | | |
| *Note: Section 6 - Functional Roles is Mandatory* | | | |
| 2. Does this work impact enterprise customers requiring approvals/awareness from DSC/ESA? |  | X |  |
| *Note: Section 3 - Production Impact is Mandatory* | | | |
| 3. Is Billing Audit and RA engagement required? |  | X |  |
| 4. Will this activity introduce a known bug/deficiency? If yes, please provide the PBM# in the comments and NCT associated ticket section |  | X |  |
| 5. Does the change require IT involvement or awareness? |  | X |  |
| a. Require Notification |  |  |  |
| b. Require Approval |  |  |  |
| c. Require Engagement & Approval for Resources |  |  |  |

# Document Version History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Change reason | Authors |
| ${versionNum} | ${revisionDate} | ${changeReason} | ${author} |
|  |  |  |  |

# NCT Overview

In this section, provide an overview of the activity and the objectives.

## Overview (NCT - Headline)

## ${projectNumber} - ${projectName}

## Scope of Work (NCT – Description)

|  |  |
| --- | --- |
| Questions | Comment |
| What is the purpose of this change? | ${projectNumber} - ${projectName} |
| Why is this change required? (Business Driver/Urgency) | ${changeRequired} |
| Provide a high-level description of the implementation steps. | ${implementationSteps} |
| Summarize the Pre & Post Checks including Proactive Monitoring  employed. | ${prePostChecks} |
| Which Services or Customers are facilitated by the nodes/elements being worked on? | ${facilitatedServices} |
| First Implementation | ${firstImplementation} |
| Restricted During Embargo? | ${restrictedEmbargo} |
| Tested in the Lab | ${testedInLab} |
| Impacting R4B/EBU Customers? | ${impactingCustomers} |
| Is the Change introducing a net new system or technology into  the Production network? | ${introducingNewSystem} |
| Is this Change altering any Service or Network Design? | ${alteringService} |
| OTL code associated with this change. | ${OTLCode} |
| Project Number (if applicable) | ${projectNumber} |

## NCT submission requirements (OGPA)

Please refer to the latest activity definition list available on the Change Enablement (CE) [website](https://rcirogers.sharepoint.com/teams/TECH-NetworkManagementOperations/networkchangemanagement/Pages/default.aspx). If the activity type does not appear listed, please contact the CE team for support.

<Enter the Remedy Activity detail below>

## NCT OGPA Classification

|  |  |
| --- | --- |
| Activity |  |
| ${actField31} | ${actField32} |
| ${actField33} | ${actField34} |
| ${actField35} | ${actField36} |
| ${actField37} | ${actField38} |

## Success Criteria

## Functional Area and Responsibilities (NCT – Roles/Resources)

The following functional areas required to execute this MOP. These resources may be Rogers groups, individuals, vendors or contractors. This may also include external service partners or enterprise business units.

|  |  |  |  |
| --- | --- | --- | --- |
| Functional Area | Role | Responsibility | Time Commitment |
| ${ceilArea} | ${ceilRole} | ${ceilResponsibility} | ${ceilTime} |

# Reference Diagram and Engineering Design Specification

This section provides background information on the underlying network architecture involved and/or (if applicable) the Engineering Design Specification used as the driver for this change.

## Diagram and Service Flows

${diagram}

# Production Impact and Risk Assessment

Describe the overall service and platform impacts and risk of this activity.

The following section reflects the planned impact this activity will have on services, networks or customers; as well as identifies the overall complexity of the activity.

## Impact Classification

(NCT – Service/Network/Customer Impact fields. Outage Durations when service impacting)

|  |  |
| --- | --- |
| Impact Type | Impact Value |
| Service Impact | ${impactClassService} |
| Outage Duration | ${impactClassOutage} |
| Network Impact | ${impactClassNetwork} |
| Customer Impact | ${impactClassCustomer} |

Note: Service and Network Impacts must be defined in accordance with **‘Network Service Management Process Policy**’ *located in the CE* [*website*](https://rcirogers.sharepoint.com/teams/TECH-NetworkManagementOperations/networkchangemanagement/Policies_Procedures/Pages/default.aspx)

## Impact Check list

**If the answer is yes to any of the below listed impact, please provide full details in section 4.3**

|  |  |
| --- | --- |
| Impact Type | Impact Value |
| Service Impact?\*\* | ${impactCheckService} |
| Billing Impact? | ${impactCheckBilling} |
| Provisioning Impact? | ${impactCheckProvisioning} |
| Network Element Management connectivity impact?\* | ${impactCheckNetwork} |
| Internal support tools impact? | ${impactCheckInternal} |
| External service impact? | ${impactCheckExternal} |

\* Impacts which could affect the remote access to any node (i.e. VPN, RCMIN Management)

\*\* Services that are listed in the Service portfolio (Service impacts that are found in NCT)

## Impact Details and Customers (NCT – Impacts)

The following are the Impact details and associated customer counts (Internal & External). For an example of this table, please refer to section 7.4 in the appendix:

|  |  |
| --- | --- |
| Impact details | Customer Count |
| ${actField431} | ${actField432} |

\* Service, Billing, Provisioning, Network or Tools as listed in section 4.2

\*\* If a customer count is not available use proxy definition: Small(0-49), Medium(50-1999),

Large(2000- 9,999) or Extensive (10,000+)

## Impacted Network Elements (NCT – Elements)

The following are the affected network elements and their location:

${nctList}

${impactedNCT}

${/nctList}

## Risk Assessment

The following section identifies all known pre-requisites that must be completed before this activity can take place. This would include any project activity, pre-testing condition, additional approvals if required (SLT, Revenue Assurance, Billing, Audit etc.)

**No customer impacts**

# Detailed Activity Timeline

This section details the co-ordination requirements of this change. If the roll out of a provisioning change consists of the execution of multiple procedures and which must be executed by a specific group in a pre-defined order, then the order of execution and the responsible groups (or persons) must be identified here.

## Summary of Overall Timelines

|  |  |
| --- | --- |
| Activity | Duration |
| Activity Duration | ${activityDuration} |
| Prep Time Duration *(Pre-Checks & Preparation Steps)* | ${prepDuration} |
| Implementation Duration *(Implementation time + Troubleshooting time + Final Commitment point)* | ${implementationDuration} |
| Validation Duration *(Final checks & verification + Post checks and Service Validation)* | ${validationDuration} |
| Roll-Back Duration\* | ${rollbackDuration} |

\* **Roll Back is not part of the Total Activity Duration. However, the roll back duration should be planned within the implementation window**

## Pre-Implementation (Pre-Checks & Preparation Steps)

| Step # | Start Time | Duration | Traffic Impact | Responsibility Group | Comments |
| --- | --- | --- | --- | --- | --- |
| <start> | <time> | <???> | <team> |  |
| **Step #** | ${preCheckList}  ${preCommandList}  ${/preCheckList} | | | | |

\* *You can add more steps to this or any other section by copy/pasting this table below as required*

## Implementation Steps

| Step # | Start Time | Duration | Traffic Impact | Responsibility Group | Comments |
| --- | --- | --- | --- | --- | --- |
| <start> | <time> | <???> | <team> |  |
| **Step #** | ${implementationCheckList}  ${implementationCommandList}  ${/implementationCheckList}  ${FCR\_addedText} | | | | |



## Final Verification & Validation

| Step # | Start Time | Duration | Traffic Impact | Responsibility Group | Comments |
| --- | --- | --- | --- | --- | --- |
| <start> |  |  |  |  |
| **Step #** | ${finalCheckList}  ${finalCommandList}  ${/finalCheckList} | | | | |

## Troubleshooting

| Step # | Start Time | Duration | Traffic Impact | Responsibility Group | Comments |
| --- | --- | --- | --- | --- | --- |
| <start> |  | <???> | <team> |  |
| **Step #** | ${troubleCheckList}  ${troubleCommandList}  ${/troubleCheckList} | | | | |
|  |  | | | | |

## Final Commitment Point

| Step # | Start Time | Duration | Traffic Impact | Responsibility Group | Comments |
| --- | --- | --- | --- | --- | --- |
| <start> | <time> | <???> | <team> |  |
| **Step #** | ${postCheckList}  ${postCommandList}  ${/postCheckList} | | | | |

## Roll-Back Steps

| Step # | Start Time | Duration | Traffic Impact | Responsibility Group | Comments |
| --- | --- | --- | --- | --- | --- |
| <start> | <time> | <???> | <team> |  |
| **Step #** | ${rollbackCheckList}  ${rollbackCommandList}  ${/rollbackCheckList} | | | | |

## Post-Implementation (Post Checks)

| Step # | Start Time | Duration | Traffic Impact | Responsibility Group | Comments |
| --- | --- | --- | --- | --- | --- |
| <start> | <time> | <???> | <team> |  |
| **Step #** | ${postImplementationCheckList}  ${postImplementationCommandList}  ${/postImplementationCheckList} | | | | |

# POST CHANGE FOLLOW-UPS

# Appendix – References and related documents

## Diagram and Figures

This is a reference section so insert any additional diagrams and figures here that were not already included in section 3.1

## Cabling MOP (if applicable)

Insert cabling MOP here (if applicable)

## Testing (TCM/ATP/IATP)

Insert testing documents here

## Impact Details Table – Example

|  |  |
| --- | --- |
| Impact details | Customer Count |
| * **Service** - Wireless, 10 mins, 2G,3G, LTE voice and data services | <customer count> |
| * **Service** - Wireline, 30 mins, RHSI, IPTV, RHP | <customer count> |
| * **Provisioning** - Wireline provisioning (NGPP), 60 minutes, RHSI, IPTV, RHP provisioning | <customer count> |
| * **Provisioning** - Wireless provisioning(V21), 60 minutes, Wireless provisioning | <customer count> |
| * **Network management** - Management access of nodes, 30 minutes, {site name} | <customer count> |
| * **Billing** - Wireless billing, 10 minutes, Eastern region | <customer count> |
| * **Internal tools** - HPNA, 60 minutes, anyone accessing HPNA | <internal customer count> |
| * **External service** - CBC, 60 minutes, CBC circuit in Halifax | <customer count> |

## Troubleshooting Checklist

Please ensure to fill out the checklist below as part of troubleshooting –

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Provided (Y/N)** |
| 1 | Timeline of Activity steps |  |
| 2 | Common Sharepoint location of all collected network traces and logs (e.g. Session logs Tektronix, PCAP traces, node dumps, etc). Lead implementor of MW to provide common SharePoint location |  |
| 3 | Session logs from all activity implementers |  |
| 4 | IMT for tracking; any vendor tickets (e.g. CSRs) |  |
| 5 | De-brief session to transition from MW implementers to next-day troubleshooting primes to handover knowledge of the issued encountered and current state. |  |

## Glossary

ATP Acceptance Test Plan

IATP Integrated Acceptance Test Plan

MOP Method Of Procedure

NCT Network Change Ticket

TCM Test Call Matrix

SIRA…………………………………………. Service Impact Report Assessment

SAR……………………………………………. Service Affected Report