|  |  |  |  |
| --- | --- | --- | --- |
| Project Name: |  | Document Location: |  |
| Author Name: |  | Document Version: |  |
| Author Contact #: |  | Job Aid Location: |  |
| Author ATTUID: |  | Last Date Updated: |  |
| PMATT ID: (if applicable) |  | ) |  |
|  |  |  |  |

**VERSION HISTORY**

**NOTES:**

No changes to the document will be allowed when the document is pending approval.

Consult the [Project Document Naming Conventions](https://intra.att.com/cpo/metrics/P8_Standard_Project_Document_Naming_Conventions.htm) job aid for assistance with document naming conventions.

**Table of Contents**

[Project Description 3](#_Toc511896510)

[1.1. OBJECTIVES 3](#_Toc511896511)

[1.2. CRITICAL SUCCESS FACTORS 3](#_Toc511896512)

[1.3. SCOPE, IMPACTS & LIMITATIONS 3](#_Toc511896513)

[1.4. PROCESS FLOW DIAGRAMS OR BUSINESS SCENARIOS 3](#_Toc511896514)

[2 Customer / User Profiles 4](#_Toc511896515)

[3 Assumptions, Constraints and Dependencies 4](#_Toc511896516)

[3.1. ASSUMPTIONS 4](#_Toc511896517)

[3.2. CONSTRAINTS & IMPOSED PRODUCT / PROJECT STANDARDS 4](#_Toc511896518)

[3.3. DEPENDENCIES, INTERNAL and / or EXTERNAL IMPACTS 4](#_Toc511896519)

[4 BUSINESS RULES 6](#_Toc511896520)

[5 FUTURE ENHANCEMENTS 6](#_Toc511896521)

[6 Implementation Strategy 6](#_Toc511896522)

[7 Training and User Documentation 6](#_Toc511896523)

[8 TYPES OF TESTING 7](#_Toc511896524)

[9 RECORD RETENTION 8](#_Toc511896525)

[10 APPENDICES 8](#_Toc511896526)

[11 Definition of Project Terms / Abbreviations / Acronyms 10](#_Toc511896527)

[12 PROJECT TEAM / SOURCE APPROVAL 11](#_Toc511896528)

[12.1. FULL JRD Approval Table 11](#_Toc511896529)

[12.2. BASELINE JRD Approval Table 12](#_Toc511896530)

Project Description

* 1. OBJECTIVES
  2. CRITICAL SUCCESS FACTORS
  3. SCOPE, IMPACTS & LIMITATIONS
  4. PROCESS FLOW DIAGRAMS OR BUSINESS SCENARIOS

Process Flow Diagrams, if applicable:

Business Scenarios, if applicable:

*Note: "Contact(s)" and "Scope Traceability" are required table entries for projects using ReqPro. These specific table entries are optional for non-ReqPro projects. The tables below show 2 different examples for documenting business scenarios. Delete the tables that will not be used.*

1. Customer / User Profiles

| CUSTOMER / USER PROFILES | | | | |
| --- | --- | --- | --- | --- |
| Customer User Category | Description / Major Function | Major Benefits | Training Considerations | Geographic Location(s) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. Assumptions, Constraints and Dependencies

| * 1. ASSUMPTIONS | | |
| --- | --- | --- |
| Assumption # | Description | Source |
|  |  |  |
|  |  |  |
|  |  |  |

| * 1. CONSTRAINTS & IMPOSED PRODUCT / PROJECT STANDARDS | | |
| --- | --- | --- |
| Constraint # | Description | Source |
|  |  |  |
|  |  |  |
|  |  |  |

| * 1. DEPENDENCIES, INTERNAL and / or EXTERNAL IMPACTS | | |
| --- | --- | --- |
| Dependency # | Description | Source |
|  |  |  |
|  |  |  |
|  |  |  |



1. BUSINESS RULES
2. FUTURE ENHANCEMENTS

N/A

1. Implementation Strategy

N/A

1. Training and User Documentation

Target Audience

tbd

Training and Internal Communications Plan will be delivered via one or all of the following:

* Train the Trainer Sessions

1. TYPES OF TESTING

(**Note:** Hyperlinks provide additional information, e.g., Speakeasy Glossary definitions)

|  |  |  |
| --- | --- | --- |
| **User Testing**  **Testing performed to validate expected functionality for the person(s)**  **using the application(s) and / or service(s).** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| [CRT - Country Readiness Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=CRT) | N/A |  |
| [ORT - Operational Readiness Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=ORT) | N/A |  |
| [UAT - User Acceptance Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=UAT) | Y | Client/Users / ABS Customer Care Ordering / Joy Bullard's Team |
| [UCT - User Certification Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=uct) | Y | Client/Users / ABS Customer Care Ordering / Joy Bullard's Team |
| Other, e.g., non-standard testing scenarios as a result of system limitations, *please specify* | N/A |  |
| **IT Testing**  **Testing performed to satisfy IT UP activities.** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| < Insert the project's "IT UP Project Plan" here >  See the "Test Strategy" section for IT testing "Comments" | N/A |  |
| Other, *please specify* | N/A |  |
| **Network / Infrastructure Testing**  **Testing performed to satisfy Approval for Use / Certification and / or Network Technology Development activities.** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| [API (Application Program Interface) Integration Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=API) | N/A |  |
| Call Through Testing | N/A |  |
| CPE (Customer Premise Equipment) Certification | N/A |  |
| [EVT / SVT - Equipment Verification Test / System Verification Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=EVT) | N/A |  |
| [FFA - First Field Application](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=FFA) | N/A |  |
| FIT - Field Integrated Testing | N/A |  |
| [FVT - Feature Validation Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=FVT) | N/A |  |
| [ITN - Integrated Test Network (VoIP) Web Site Home Page](http://voip.itn.att.com/documents.php) | N/A |  |
| [Mobility Engineering & Development (MED) Lab Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=MED) | N/A |  |
| Mobility Production Lab Support Testing | N/A |  |
| [Network Maintenance Operational Readiness Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=NM+ORT) | N/A |  |
| [Network Management Verification Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=NMVT) | N/A |  |
| [NVT - Network Verification Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=NVT) | N/A |  |
| [PCT - Partner Certification Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=PCT) | N/A |  |
| [SVC ORT - Service Operational Readiness Testing](http://speakeasy.edc.cingular.net/speakeasy/UpdateTerm/35162) | N/A |  |
| Vendor Testing | N/A |  |
| Other, *please specify* | N/A |  |
| **Other, *please specify*** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| Other, *please specify* | N/A |  |

1. RECORD RETENTION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Record Description** | **Record Owner** | **RIM Series Code** | **Record Retention Period &**  **Record Classification,**  i.e., Official vs. Unofficial | **RIM Contact & Role,**  e.g., Contact: Compliance Coordinator (RCC), RIM Liaison &  Role: Liaison, Custodian |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. APPENDICES

* Appendix 1 - MOE Manual Address Validation



* Appendix 2 - ALDR FID - All Regions



* Appendix 3 - MOE Mappings from up-front Portals





* Appendix 4 - MOE Thorough Fare selections



* Appendix 5 - MOE Activities Hierarchy



* Appendix 6 - BLC Mapping from Upfront Portals



* Appendix 7 - MW CSR Request



* Appendix 8 - Assurance Package Information



* Appendix 9 - Essentials Package Information



* Appendix 10 - SEHIX Order Example



* Appendix 11 - SW Caller ID Order Example



* Appendix 12 - National Plan (Switched Outbound) Form Mappings



* Appendix 13 – Sales Codes Order Examples



1. Definition of Project Terms / Abbreviations / Acronyms

| Acronym | Term | Description / Definition |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. PROJECT TEAM / SOURCE APPROVAL
   1. FULL JRD Approval Table

(**Note:** If an Integrated Solution Approach (ISA) is not being delivered, table 13.1 is marked "Not Applicable.")

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FULL JRD APPROVAL** | | | | |
| The CPM (Client Project Manager) has the choice to either sign-off on behalf of the Project Team, or collect all Full JRD review signatures. A Full JRD requires a review and sign-off process, at a minimum, by the CS, CPM, and ISA Author(s). The CPM is responsible for ensuring the PTMs are knowledgeable and in support of the Full JRD version.  By their signature, the participants identified below agree the Full JRD document is acceptable and complete to the best of their knowledge and will be used by the Project Team as an official deliverable for the project ***AND*** the team developing the Integrated Solution Approach (ISA). E-mail responses should be saved and embedded in the signature column of this table or be made available in another format, if requested. | | | | |
| **Participant** | **Role / Department / Group** | **Signature** | **Date Approval Received** | **Comments** |
| Shayna Kantor | Client Sponsor / Six Sigma Black Belt / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Joy Bullard | Client / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Anita Robinson | Client Project Manager / Service Delivery / |  |  |  |
|  | Integrated Solution Approach Author(s) / |  |  |  |
|  | PTM, if applicable / |  |  |  |

* 1. BASELINE JRD Approval Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BASELINE JRD PROJECT TEAM / SOURCE APPROVAL** | | | | |
| By their signature, the participants identified below agree this document is acceptable and complete to the best of their knowledge and will be used by the Project Team as an official deliverable for the project. E-mail responses should be saved and embedded in the signature column of this table or be made available in another format, if requested. | | | | |
| **Participant** | **Role /**  **Department / Group** | **Signature** | **Date Approval Received** | **Comments** |
| Shayna Kantor (sr9249) | Client Sponsor / Six Sigma Black Belt / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Joy Bullard (jy2357) | Client / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Anita Robinson (ar5736) | Client Project Manager / Service Delivery / |  |  |  |
|  | Integrated Solution Approach Author(s), if applicable, / |  |  |  |
|  | PTM / |  |  |  |
|  | PTM / |  |  |  |
| Eileen Mitchell (em8212) | Source / |  |  |  |
| Wendy Anderson (wa7543) | Source / |  |  |  |
| Derick Guerrero (fg2854) | Source / |  |  |  |
| Lorie Miller (lm2571) | Source / |  |  |  |
| Jeffrey Culberson (jc3325) | Source / |  |  |  |
| Vicki Purcell (vp2902) | Source / |  |  |  |