

IT Development – Technical Analyst Team

# Product Standardization:

## *Windstream Network Portal*

Version 1.1

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# Document Information

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## Version Control

Increment the version (with **1.0** as the first approved version), and summarize all updates in Comments.

Version	Author	Date	Comments
0.1	J. Mason Costa	11/27/2012	Initial draft creation.
0.2	J. Mason Costa	12/12/2012	Various updates including req dates and names.
0.3	J. Mason Costa	12/13/2012	Added req't for new iCare jobstep "UPDATE SIS".
1.0	J. Mason Costa	12/13/2012	Signoffs Obtained.
1.1	J. Mason Costa	12/19/2012	Removed WNP from Integrated T-1 offer types (req. 1.6). Added "Customer Network/SIS Contact" UI requirements to the Prod Def section, and mockups to Flows & Diags section.

## Icons used in this document



***This symbol calls attention to important notes in this document.  
Wherever this symbol appears, the accompanying note should be heeded.***



***Red flag signifies that some information has yet to be provided.***



***This symbol signifies a discussion topic which needs to occur. The discussion could be with the Marketing, Service Delivery, etc.***

***This is a general note symbol.***

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# Introduction

This project is part of the Product Standardization & Integrations effort, and specifically for the Windstream Network Portal product/service. This document reflects the IT Requirements regarding solution development as it pertains to or impacts fNuvox systems, functionalities and processes.

## Project Team

The contacts for this project are as follows. Those responsible for requirements sign-off are in **Bold**.  
(Actual sign-off is recorded on the last page of this document.)

Name	Project Role	Phone
<b><i>Business Stakeholders (PMO, Marketing, Sales, Bus.Process, Network Planning/Engineering)</i></b>		
Tenyia Klawetter	Main Program Manager (PMO)	501/748-7414
<b>Terry O'Brian</b>	<b>Product Marketing Manager</b>	<b>501/748-6380</b>
<b>Robin Rodeghiero</b>	<b>Product Marketing Manager</b>	<b>864/672-5471</b>
<b>Deborah Crawford</b>	<b>Director-IT Business Solutions</b>	<b>281/465-1404</b>
Terry O'Brian	Product Marketing Manager	501/748-6380
Gabriel Rocha	Product Engineering	281/465-1274
<b>Jennifer Murray</b>	<b>Main Process Support Lead</b>	<b>501/748-7919</b>
<b>Louis Byers</b>	<b>WIN/VOX Process Development/Enhancement Lead</b>	<b>501/748-6281</b>
Heather Dankert	Business Sales Ops Manager	319/790-7584
<b>Michael McDaniel</b>	<b>Engineering Director [Paetec]</b>	<b>281/465-1273</b>
Jeremy Hough	Network Engineering (router config) [Paetec]	484/893-1682
<b>Jeff Chambers</b>	<b>Planning Mgr. (data routers/switches)</b>	<b>864/331-7440</b>
Tyler Parkin	Planning Mgr. (VoIP routers/switches/IADs)	864/331-8052
<b>Joseph Harrison</b>	<b>Planning Mgr. (portals, Monolith)</b>	<b>864/331-7573</b>
Herbert Trainor	Engineer III (portals, Monolith)	864/331-7232
Renee Carroll	Network Design Supervisor	864/331-7232
<b>Chris Wright</b>	<b>Service Delivery Manager</b>	<b>864/331-7664</b>
<b>Carie Gregory</b>	<b>Customer Management &amp; Customer Surveillance Mgr.</b>	<b>864/331-7336</b>
<b>Vinson McCray</b>	<b>Customer Svc Support Manager</b>	<b>864/331-8064</b>
<b><i>IT Stakeholders (Solution Design, Development, Analysis)</i></b>		
<b>Joni Chapas</b>	<b>Main Program Manager (IT)</b>	<b>330/650-7302</b>
Jason Carter	IT Development Coordination Mgt (VOX)	501/748-5293
Tom Wohlwend	IT Development Coordination Mgt (WIN)	330/650-7314
<b>Trey Ivey</b>	<b>IT Development (SAT, iCare-Proposal/360, Clarify)</b>	<b>864/672-5829</b>
Jayabala Sathya	IT Development (iCare-Proposal)	864/331-7847
Karl Renault	Director, IT Development (iCare-Config/RIO)	407/835-0355
<b>Greg Starr</b>	<b>IT Development (iCare-Config/RIO)</b>	<b>407/835-0318</b>
<b>Jennifer Belcher</b>	<b>IT Development (RevChain)</b>	<b>864/672-5835</b>
Dirk Fox	IT Development (OSS, MSS-5) -VOX	864/331-7226
Venkat Narayanswamy	IT Development (OSS, MSS-6) – VOX/WIN	440/716-1506
Mike Libby	IT Development (OSS, Express) - WIN	330/650-7532
Anula Manne	IT Development (DW)	678/351-8082
<b>Troy Wingenroth</b>	<b>Director, IT Systems (Customer Portal)</b>	<b>717/738-8602</b>
<b>Claire Atwood</b>	<b>Customer Portal Manager (ALUI)</b>	<b>319/790-7964</b>
James 'Mason' Costa	Sr. IT Business Analyst	864/331-8322

## Overview

Windstream Network Portal (WNP), also known as Monolith, is a complimentary service feature given at no charge to customers purchasing one of our six IP-based base product/service offerings: DI, EIA, MPLS, VLS, DyIP (VAD) and VPBX (HVAD). WNP provides basic network SLA and utilization reporting capabilities to the customer. Reports are accessed via login to a separate web-based UI. Network utilization data is fed via SIS to Monolith. More advanced reporting statistics are available to the customer via the charged service Advanced Application Reporting (AAR). A customer can have WNP/Monolith and AAR data collection and reporting active simultaneously without any issue.



**See the 'Scope' and 'Requirements' sections for exactly what is in-scope and out-of-scope for this project, and for detailed requirements that contribute to the scope.**

## Schedule

[OPTIONAL] - This section contains the high-level schedule. It either must be kept up to date or a note be included instructing readers to consult the most current project plan. Also keep a focus on any scheduled non-production environment refresh efforts that can affect scheduled development/testing.

Schedule Tasks	Start Dates	Finish Dates
Full Project Span	Mon 11/1/12	Fri 1/18/13
Requirements Definition	11/1/2012	11/16/2012
Solution Development & Unit Testing	11/19/2012	12/28/2012
System/Integration Testing	12/3/2012	1/4/2012
UAT or Solution Demonstration	12/7 & 1/4	12/7 & 1/4
Solution Deployment	1/18/2012	1/18/2012

# Scope

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This section lists, in high-level bullets, what is in scope and out of scope for this project.

## In Scope

- Add “WIN Network Portal” to iCare Proposal System
- Add validation to ensure default free inclusion on all IP-based bundle orders
- Add “WIN Network Portal” to iCare Order Config System
- Trigger manual SIS record entry by SD-ISC via a jobstep in iCare Order Config workflow.
- Add “WIN Network Portal” to RevChain Billing System
- Display “WIN Network Portal” as “\$0.00” on all proposals, amends, and invoices.

## Out of Scope

- iCare-to-SIS automation is not necessary for deployment of the WIN Network Portal product/service into the iCare ordering systems. Necessary SIS record updates will be accomplished manually, triggered by a jobstep in iCare Order Config workflow.
- The iCare Config jobstep which alerts SD-ISC to do swivel-chair SIS record entry will later be repurposed as the iCare-to-SIS automation trigger.



# **Assumptions, Constraints, Dependencies**

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List any business or technical assumptions, constraints and/or dependencies that may affect the project team's ability to implement this project. These may include, but are not limited to, business rules, corporate standards, system security, performance or availability needs, dependencies on other plans, projects or activities, specific system or design guidelines, and legal/regulatory compliance demands.

## **Assumptions**

1. SIS account data entry will be performed manually for this phase of product deployment.

## **Constraints**

1. Business process must be in place for manual entry of account data into SIS
2. iCare order workflows must be updated to notify appropriate groups to perform SIS data entry.

## **Dependencies**

1. Monolith-to-SIS automation code must be complete and functional

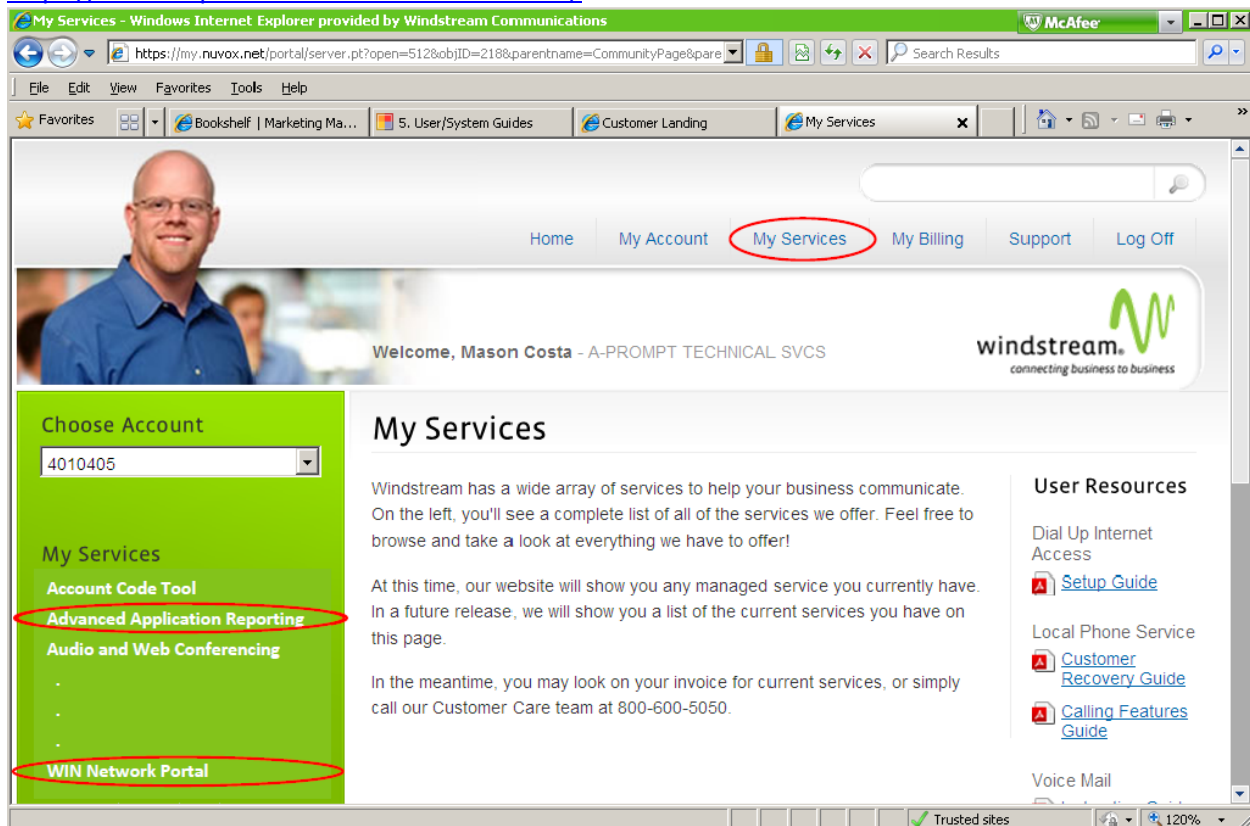
# Flows & Diagrams

Identify/diagram, at a high-level, the *start-state* and *end-state process flows* per user class and region. Also add high-level *system context diagrams* (including system components and applicable data flows).

## Customer Access Links (mock-ups)

### UI Mockup for My.Nuvox.Net (ALUI)

After customer logs into their ALUI Customer Portal, and then selects the My Services page, the link “WIN Network Portal” will appear on the left. This link will launch a separate tab/page to the address <https://networkportal.windstreambusiness.net/>



## UI Mockup for WindstreamBusiness.com/customer-login

After customer selects Customer Login link at the top of windstreambusiness.com, but before selecting anything in the Customer Login section, the link to WIN Network Portal will appear at the bottom in the My Account section. This link will launch a separate tab/page to the address <https://networkportal.windstreambusiness.net/>



## UI Mockup for iCare-360: Create New Contact

Create New Contact

Summary

Tools

Billing

Notes

Contacts

Activity

Contact Information

First Name required

Last Name required

Business Phone required

Alternate Phone

Fax Number

Cell Phone

Email Address

Address 1

Contact Roles required

☐ After Hours Contact

☐ Customer Data Technical Contact

☐ Data Center Contact

☐ On Site Coordinator

☐ Primary (Authorizing) Customer Contact

☐ Vendor - Network/Systems/Alarm

☐ Billing Contact

☐ Customer Voice Technical Contact

☒ Dealer Rep

☐ Other Contact

☐ Referral (Pathfinder, etc.)

☐ Secondary (Authorizing) Customer Contact

☐ Vendor - PBX

☒ Customer Network/SIS Contact

☒ WNP

SIS Contact: Email (required)

szali00@hotmail.com

Payable Type

Payable Id

## UI Mockup for iCare-360: Edit Contact

Edit Contact

Contact Details

Roles Per Site

SABEEN ALI's roles for site 4010405

☒ After Hours Contact

☐ Customer Voice Technical Contact

☐ On Site Coordinator

☒ Referral (Pathfinder, etc.)

☐ Billing Contact

☐ Data Center Contact

☐ Other Contact

☐ Secondary (Authorizing) Customer Contact

☐ Customer Data Technical Contact

☐ Dealer Rep

☐ Primary (Authorizing) Customer Contact

☐ Vendor - Network/Systems/Alarm

☐ Vendor - PBX

☒ Customer Network/SIS Contact

☒ WNP

SIS Contact: Email (required)

szali00@hotmail.com

Payable Type

Payable Id

Test ver 1.8.3 build 176

## UI Mockup for SAT: Create New Contact

Activities	Proposals	Closing Documents	Account Status
Company	Sales	Address	Contacts
<p><b>Contact Type:</b> <input type="text" value="Customer Network/SIS Contact"/> <b>Contact ID:</b> <input type="text"/></p> <p><b>First name</b> <input type="text"/> <b>Last name</b> <input type="text"/></p> <div><input checked="" type="checkbox"/> <b>WNP</b> <b>SIS Contact: Email (required)</b> <input type="text" value="szali00@hotmail.com"/></div> <p><b>Email:</b> <input type="text"/> <b>Cell:</b> <input type="text" value="( ) - x"/></p> <p><b>Telephone:</b> <input type="text" value="( ) - x"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Save"/></p>			

# Requirements

List the functional and non-functional requirements here. Answer the following questions as applicable. Based on the answers obtained, write complete and unique requirements into the requirements tables, with clear validation criteria included in the wording. Then delete the related questions and answers. Include the requirement's Date (created/updated) and Source (a person's name or doc reference).

## 1.0 Product Definition/Offering

**Note:** OnNet/OffNet, MRC/NRC, & Discount questions also show in the [Billing](#) & [Off-Net](#) sections.

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
1.1	Product Naming/Branding in all applicable systems, contracts, proposals and invoices will display as either "Windstream Network Portal" or, when space is limited, as "WIN Network Portal".	12-11-2012	Terry O'Brian	
1.2	WNP can be sold Off-Net; i.e., out-of-footprint (OOF)	12-11-2012	Terry O'Brian	
1.3	WNP will have no MRC or NRC.	12-11-2012	Terry O'Brian	
1.4	The ASOCs/USOCs for WNP in fVox systems will be 'NPORTAL'.		Greg Starr	
1.5	WNP will be offered for both the 'New' and 'Upsell' <i>proposal types</i> .	12-11-2012	Terry O'Brian	
1.6	WNP will be offered for both the 'Integrated T1' and 'VoIP Offer Types' <i>offer type</i> .	12-19-2012	Louis Byers	
1.7	ALL <i>contract terms</i> apply to this product/service.	12-11-2012	Terry O'Brian	
1.8	The <i>product line</i> for WNP will be: DI, EIA,MPLS, VLS, DyIP (VAD) and VPBX (HVAD).	12-11-2012	Terry O'Brian	
1.9	The <i>product category</i> for WNP will be: 'Networking'.	12-11-2012	Terry O'Brian	
1.10	WNP is not a 'Billing Only' product/service.	12-11-2012	Terry O'Brian	
1.11	WNP depends on the purchase or presence of a core IP-based product; namely: DI, EIA,MPLS, VLS, DyIP (VAD), or VPBX (HVAD).	12-11-2012	Terry O'Brian	
1.12	WNP should be listed in the 'Features' section of the printed proposal as: WIN Network Portal.	12-11-2012	Terry O'Brian	
1.13	WNP is not a <i>prerequisite</i> for any other products.	12-11-2012	Terry O'Brian	

1.14	WNP is not <i>channel-exclusive</i> . WNP <u>will be</u> available to all enterprise business sales channels...direct sales people, agents, channel partners, etc., and in All States. Any channel that is authorized to sell one of the qualifying enterprise IP products can offer the WNP.	12-11-2012	Terry O'Brian	
1.15	<p>In iCareConfig, a new jobstep "UPDATE SIS" needs to drop onto any order with USOC NPORTAL, AAR, MRB, MRA, MRP, MRBOOF, MRAOOF, or MRPOOF. The owner will be SD-ISC. (Note: After iCare-to-SIS automation is ready, end of Q1, this jobstep can be changed over to be a <i>System</i> type jobstep.)</p> <p>Add the jobstep to the following flows at the "INSTALLED" request status. Task should not have a Critical status assigned to it.</p> <p>New Task: UPDATE SIS Request Status: INSTALLED</p> <p>Coscodes: NEW/ADD Request Types FACILITY METRO E BBW DATA CTR COLO DS3 BBW HOSTED PBX BYOB IP SIMPLE OFFNET OFFNET LONGHAUL OFFNET DID ONLY</p> <p>ADD Request Types Only: BROADBAND MAC CONVERSION LINE MAC</p> <p>LSR/PROV LSR value should drive this feature to drop onto the Coscode when on the iCare Order.</p>	12-12-2012	David Spearman	

1.16	<p>Update iCare-360 and Clarify with a new contact type as follows:</p> <ol style="list-style-type: none"> <li>1. Allow add of up to 10 "Customer Network/SIS Contact" contacts.</li> <li>2. When "Customer Network/SIS Contact" type is selected, options will be enabled for selecting WNP. (Future will include AAR and MR.)</li> <li>3. Selection of WNP will require entry of a SIS Contact Email address.</li> <li>4. For the "Customer Network/SIS Contact", iCare-360 and Clarify needs to capture the following minimum SIS-specific information: <ul style="list-style-type: none"> <li>•SIS_Contact_Name <ul style="list-style-type: none"> <li>- This is a concatenation of "First Name {space} Last Name".</li> </ul> </li> <li>•SIS_Contact_Access <ul style="list-style-type: none"> <li>- This multi-select function is for specifying access to WNP, AAR, and/or MR, but only WNP for now.</li> </ul> </li> <li>•SIS_Contact_Email <ul style="list-style-type: none"> <li>- This is separate from the general contact email; it's product-specific.</li> </ul> </li> </ul> </li> </ol>	12/19/2012	Deb Crawford	
1.17	<p>Update SAT with a new contact type as follows:</p> <ol style="list-style-type: none"> <li>1. Allow add of up to 10 "Customer Network/SIS Contact" contacts .</li> <li>2. When "Customer Network/SIS Contact" type is selected, options will be enabled for selecting WNP. (Future will include AAR and MR.)</li> <li>3. Selection of WNP will require entry of a SIS Contact Email address.</li> <li>4. For the "Customer Network/SIS Contact", SAT needs to capture the following min. SIS-specific info: <ul style="list-style-type: none"> <li>•SIS_Contact_Name <ul style="list-style-type: none"> <li>- This is a concatenation of "First Name {space} Last Name".</li> </ul> </li> <li>•SIS_Contact_Access <ul style="list-style-type: none"> <li>- This multi-select function is for specifying access to WNP, AAR, and/or MR, but only WNP for now.</li> </ul> </li> <li>•SIS_Contact_Email <ul style="list-style-type: none"> <li>-This is separate from the general contact email; it's product-specific.</li> </ul> </li> </ul> </li> </ol>	12/19/2012	Deb Crawford	



## 2.0 Off-Net Sales

**Note:** OnNet/OffNet, MRC/NRC, & Discount questions also show in [Product Def](#) & [Billing](#) sections.

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
2.1	WNP <u>will be</u> available to Off-Net customers; i.e., out-of-footprint (OOF)? For example, if a customer has out of footprint sites served by a Sprint NNI then that location will be provisioned into WNP.	12-11-2012	Terry O'Brian	
2.2	WNP <u>will be</u> available to all enterprise business sales channels...direct sales people, agents, channel partners, etc. Any channel that is authorized to sell one of the qualifying enterprise IP products can offer the WNP.	12-11-2012	Terry O'Brian	
2.3	If the site is Off-Net/OOF, WNP will follow same business rules as for the underlying enterprise IP service. For example, if a customer meets the business rules for purchasing MPLS VPN based on mix of on-net/off-net sites, then the customer will qualify for WNP as well.	12-11-2012	Terry O'Brian	

## 3.0 Commissions

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
3.1	WNP is not commissionable.	12-11-2012	Terry O'Brian	

## 4.0 Automated Trouble-Ticket Creation

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
4.1	WNP does provide or involve automated trouble ticket creation for the end customer.	12-11-2012	Terry O'Brian	

## 5.0 Automated Customer Communications

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
5.1	WNP does provide or involve automated communications to the end customer.	12-11-2012	Terry O'Brian	

## 6.0 Customer Portal

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
6.1	WNP will need an access/login link labeled "WIN Network Portal" added to the 'My Services' page of the ALUI external customer-facing portal.	12-11-2012	Terry O'Brian	
6.2	The URL behind the link will be: <a href="https://networkportal.windstreambusiness.net/">https://networkportal.windstreambusiness.net/</a>	12-11-2012	Terry O'Brian	
6.3	The WNP link will open in a new tab or page.	12-11-2012	Terry O'Brian	

## 7.0 Billing/Invoicing

**Note:** OnNet/OffNet, MRC/NRC, & Discount questions also show in [Product Def](#) & [Off-Net](#) sections.

**Question still to be answered:**

- Any *general ledger codes* or special requirements that Finance & Tax may need to follow?  
{Furman "Lawrence" Leisten, Eddie Laxton}

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
7.1	Pricing for WNP will be \$0 MRC and \$0 NRC.	12-11-2012	Terry O'Brian	
7.2	The ASOCs/USOCs for WNP in fVox systems will be 'NPORTAL'.	12-11-2012	Terry O'Brian	
7.3	WNP <u>will</u> be an <i>iCare anchor feature</i> . It is to be a feature of bandwidth.	12-11-2012	Terry O'Brian	
7.4	WNP <u>will not</u> apply to Wholesale accounts.	12-11-2012	Terry O'Brian	
7.5	WNP <u>will</u> apply to Government/GSA accounts.	12-11-2012	Terry O'Brian	
7.6	Billing will be in advance for all accounts except Government/GSA which will bill in arrears.	12-11-2012	Terry O'Brian	
7.7	There will be no taxing for this	12-11-2012	Terry O'Brian	

	complimentary service feature.			
7.8	CACHEPROD mapping will be per the following table:	12-11-2012	Terry O'Brian	

RIOUSOC	SERVICE_TYPE_ID	FEATURE_TYPE_ID	RATE_PLAN_TYPE_ID
NPORTAL	3100009	5100863	3104934

7.9	WNP <u>will not</u> require e911 taxation.			
7.10	The <i>section</i> of the invoice where WNP will display will be: ' <u>Detail of Services, Data</u> '.	12-11-2012	Terry O'Brian	
7.11	The <i>group label</i> on the invoice for this product/service will be: ' <u>Data Services</u> '.	12-11-2012	Terry O'Brian	
7.12	The <i>feature label</i> on the invoice for this product/service will be: WIN Network Portal	12-11-2012	Terry O'Brian	
7.13	"WIN Network Portal" should show as its own line item, but it should show "\$0.00" for the price.	12-11-2012	Terry O'Brian	
7.14	WNP <u>will not</u> contribute to <i>free minutes</i> .	12-11-2012	Terry O'Brian	
7.15	WNP <u>will not</u> contribute to <i>MMC commitment billing</i> .	12-11-2012	Terry O'Brian	
7.16	WNP <u>will not</u> contribute to <i>commitment billing usage</i> .	12-11-2012	Terry O'Brian	
7.17	WNP <u>will not</u> contribute to any <i>Norlight fees</i> .	12-11-2012	Terry O'Brian	
7.18	WNP <u>will not need to be</u> prorated.	12-11-2012	Terry O'Brian	
7.19	WNP <u>will not</u> be <i>percentage-based</i> or have any type of <i>tiered rating</i> .	12-11-2012	Terry O'Brian	
7.20	WNP <u>will not need to be</u> auto-added (via script) to existing accounts ( <i>back-populated</i> ). Existing customers will not be automatically retrofitted with WNP. Sales channels will have to initiate an order to add the WNP to existing customers.	12-11-2012	Terry O'Brian	
7.21	WNP <u>will not</u> contribute to the <i>Deregulated Admin Fee (DAF)</i> .	12-11-2012	Terry O'Brian	

## 8.0 Network/Engineering/Provisioning

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
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8.1	These requirements are being addressed and met separately.	MM-DD-YYYY		
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## 9.0 Hardware/Software

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
9.1	No requirements here.	MM-DD-YYYY		

## 10.0 Legal/Regulatory/Tariff

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
10.1	No requirements here. The SLA would be applicable, but this should not impact the design.			

## 11.0 Deployment

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
11.1	No requirements here.	MM-DD-YYYY		

## 12.0 Reporting

**NOTE:** See the [Reporting Checklist](#) tables below for more details about determining reporting needs.

**Questions still to be answered:**

1. How should this product display in iCare Config's "Product Sales" report?
2. Are there any Business Object reporting needs? {Anula Manne}
3. Are there any Sales (SAT/APS) reporting needs? {Jaya Sathya}
4. Are there any RevChain reporting needs? If so, what is the Feature Type and what are the Trans Types (for MRC, for NRC)? {Brandi Stone, Becky Finney}
5. Are there any APTIS reporting needs? If so, what is the ASOC/USOC and Adjustment Code? {Carol Vigor, Alan Hill, Greg Starr}
6. Are there any JD Edwards revenue reporting needs? If so, what is the GL Code? {Lawrence Leisten, Eddie Laxton, Danielle Taylor, Courtney Martinez}
7. Are there any Billing Data / DataMart reporting needs? {Lawrence Leisten, Eddie Laxton}
8. Are there any e-Notification needs regarding this product/service? {Trey Ivey}

Req #	Description	Date/UpDate	Source (name/link)	IT Commit Name
12.1		MM-DD-YYYY		
12.2		MM-DD-YYYY		

## 13.0 Reporting Checklist

<input checked="" type="checkbox"/>	<b><u>Reporting Checklist</u></b>		
	<b>Billing Data / DataMart</b>	<b>Contact</b>	<b>Details/Description</b>
	Provide Furman "Lawrence" Leisten with a description of the data needed on the report.	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten or Eddie Laxton	
	Lawrence or Eddie will provide a sample report if one already exists that meets the req'ts.	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten or Eddie Laxton	
	<b>Business Object Reporting</b>	<b>Contact</b>	<b>Details/Description</b>
	Provide sample reports or the data needed for the reports.	<b>IT Corporate Systems:</b> Anula Manne	
	Anula will determine if data already exists in the DW or if the data needs to be added.	<b>IT Corporate Systems:</b> Anula Manne	
	If it is determine that the data needs to be added, a change control must be submitted.	<b>IT Corporate Systems:</b> Anula Manne	
	<b>Sales Reporting (SAT/APS)</b>	<b>Contact</b>	<b>Details/Description</b>
	If proposal changes are involved, Jaya will create the APS Product Codes.	<b>IT (Development):</b> Jaya Sathya	
	If there are no Proposal changes involved, and only changes to iCare Order Config, verify with Brian that he will create the APS Product Codes.	<b>IT (Development):</b> Brian Boone	
	Confirm via SAT Reports (icon on Windstream Desktop), or in SAT, go to File > Reports. Then select 'Sold Accounts' and then 'Select Based On SOLD'.	<b>IT (Development):</b> Trey Ivey <b>IT (Business Analyst / TA):</b> James 'Mason' Costa	
	<b>Sales Reporting (iCare Order Config)</b>	<b>Contact</b>	<b>Details/Description</b>
	Provide exact product name to be displayed in Reports > Product Sales... Also state where it should display on the report.	<b>IT (Development):</b> Brian Boone	
	If there are no Proposal changes involved, and only changes to iCare Order Config, verify with Brian that he will create the APS Product Code.	<b>IT (Development):</b> Brian Boone	

(Continued on next page)

<input checked="" type="checkbox"/>	<b><u>GL Code Checklist</u></b>		
	<b>APTIS Reporting</b>	<b>Contact</b>	<b>Details/Description</b>
	Get the necessary ASOCs/USOCs and Adjustment Codes.	<b>Maitland Finance:</b> Carol Vigor <b>IT (Development):</b> Alan (Jerry) Hill, Greg Starr	
	Provide the product description, ASOCs/USOCs and Adjustment Codes to Furman "Lawrence" Leisten .	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten	
	GL Code will be provided by Lawrence or Eddie.	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten or Eddie Laxton	
	<b>RevChain Reporting</b>	<b>Contact</b>	<b>Details/Description</b>
	Get the Feature Type and Trans Types (for MRC & NRC).	<b>IT (Development):</b> Brandi Stone or Becky Finney	
	Provide the product description, Feature Type and Trans Types to Lawrence.	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten	
	GL Code will be provided by Lawrence or Eddie.	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten or Eddie Laxton	
	<b>JD Edwards Revenue Reporting</b>	<b>Contact</b>	<b>Details/Description</b>
	Verify with Product Manager/Marketing if they have already been in contact with the Revenue Recognition group and/or Furman "Lawrence" Leisten to determine the appropriate GL Code to use or create.	<b>Revenue Recognition:</b> Danielle Taylor and/or Courtney Martinez <b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten	
	If not, then provide the product description, Trans Type and Feature Type to Lawrence and he will work with the Revenue Recognition group to determine the appropriate GL Code to map to for JD Edwards reporting.	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten <b>Revenue Recognition:</b> Danielle Taylor and/or Courtney Martinez	
	GL Code will be provided by Lawrence, Eddie or Revenue Recognition group.	<b>Greenville Finance (Data Reporting):</b> Furman "Lawrence" Leisten or Eddie Laxton <b>Revenue Recognition:</b> Danielle Taylor and/or Courtney Martinez	

# Additional Sections

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This is the another section. Create as many sections and sub-sections as you need.  
Examples of each sub-section heading are shown below.

## Heading #2

body text

## Heading #3

body text

## Heading #4

body text

## *Heading #5*

body text



# Glossary

List and define all acronyms and abbreviations in this section for easy reference.

Also, update the master acronyms list as necessary:

[http://docushare.windstream.com/docushare/dsweb/Get/Document-2677627/\\_Windstream\\_Acronyms.xls](http://docushare.windstream.com/docushare/dsweb/Get/Document-2677627/_Windstream_Acronyms.xls)

Term	Definition
ASAP	Application System Authorization Process – Win circuit design and provisioning system. (see also MSS)
ASOC	Advance Service Order Code – Win product codes in the billing system. (see also USOC)
DEV	Development
e911	Enhanced 911 – system that links emergency callers with appropriate public resources.
FTE	Full Time Effort – Win development term (see also LOE)
GL	General Ledger
ICOC	iCARE Order Config – Vox system for order configuration post-sale.
ICP	iCARE Proposal – Vox system for order creation, profitability analysis, pre-sale proposing to the customer, and marking Sold.
IMS	Inventory Management System – Vox IMS. (see also SIS)
IT	Information Technology
LOE	Level Of Effort – Vox development term (see also FTE)
MMC	Minimum Monthly Commitment
MRC	Monthly-Recurring Costs
MSS	MetaSolve Solutions – Vox circuit design and provisioning system. (see also MSS)
NRC	Non-Recurring Costs
OOF	Out Of Footprint (a.k.a. 'Off-Net')
PMO	Project Management Organization
RC	RevChain – Vox system for the Billing of iCare orders.
SAT	Sales Activity Tracker – Vox system for tracking sales prospects, proposals, orders, funnel, commissions, forecasting, credit checks, and account documents/agreements/contracts.
SIS	Subscriber Information System – Win inventory management system. (see also IMS)
SME	Subject Matter Expert
UAT	User Acceptance Testing
URL	Universal Resource Locator – a hyperlink to a webpage or network file.
USOC	Universal Service Order Code – Vox product codes in the billing system. (see also ASOC)
WNP	Windstream Network Portal

# Related Documents

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Source documents and other related documents are listed in the table below:

Doc Name	Version	Date	Location (DocuShare link, URL, web site, etc.)

# Requirements Approval (Sign-off)

This document contains user, system and design requirements which representatives from both the Business (listed below) and IT have agreed will be (or already have been) developed and tested. Once IT has finished the development/testing cycle, it is usually the responsibility of the Business representatives to conduct a thorough UAT (User Acceptance Testing). In certain circumstances, this sign-off can serve in lieu of a full-blown UAT. If changes are deemed necessary, after IT develops/tests these changes, Business representatives will again need to UAT the changes. After business approval/sign-off, IT can schedule elevating the final code into PRODUCTION.








The signatures below indicate that each person has read and understands the contents of this document and agrees that this document contains what shall be delivered by IT and all associated parties.

## REQUIREMENTS (& CONSTRUCTION) SIGN-OFF

I agree that this document represents our best understanding of the requirements for this project as of today and that the system described will adequately satisfy the related business needs. I agree to make any future changes to this baseline only through the project's defined change-request process. I understand that approved changes may require renegotiation regarding the cost, resources, and/or schedule commitments for this project.












Add/paste APPROVAL sign-offs below (usually dated email screen-captures).

### RE: Your approval is needed re: WIN Network Portal



 Crawford, Deborah <Deborah.Crawford@PAETEC.com>  
Sent: Thu 12/20/2012 4:44 PM  
To:  Costa, James;  McAbee, Phillip;  Phifer, Christen Dawn;  Buchner, Sarah;  Standridge, Timothy;  Cox, Sean

Approved.

### RE: Your approval is needed re: WIN Network Portal



 O'Brian, Terry  
Sent: Wed 12/12/2012 12:50 PM  
To:  Costa, James;  Crawford, Deborah;  McAbee, Phillip;  Phifer, Christen Dawn;  Baum, Rick;  Standridge, Timothy;  Deason, Richard;  Cox, Sean  
Cc:  Byers, Louis;  Ivey, Trey

approved

From:  Byers, Louis  
To:  Costa, James  
Cc:  
Subject: RE: Your approval is needed re: WIN Network Portal



Approved, Louis Byers, 12/12/2012

### RE: Your approval is needed re: WIN Network Portal

 McCray, Vinson  
Sent: Thu 12/20/2012 4:15 PM  
To:  Costa, James








Approve.

### RE: Your approval is needed re: WIN Network Portal

 Buchner, Sarah <Sarah.Buchner@paetec.com>  
Sent: Thu 12/20/2012 4:07 PM  
To:  Costa, James



Approved - thanks

### RE: Your approval is needed re: WIN Network Portal

 Pitchford, Luke  
Sent: Thu 12/20/2012 4:35 PM  
To:  Costa, James;  Crawford, Deborah;  McAbee, Phillip;  Phifer, Christen Dawn;  Standridge, Timothy;  Cox, Sean

Approved

### RE: Your approval is needed re: WIN Network Portal

 Baum, Rick  
Sent: Thu 12/20/2012 4:50 PM  
To:  Costa, James



approved

### RE: Your approval is needed re: WIN Network Portal

 Phifer, Christen <Christen.Phifer@PaeTec.com>  
Sent: Thu 12/20/2012 4:51 PM  
To:  Costa, James;  Crawford, Deborah;  McAbee, Phillip;  Buchner, Sarah;  Standridge, Timothy;  Cox, Sean  
Cc:  Phifer, Christen Dawn



Phillip and I approve.

### RE: Your approval is needed re: WIN Network Portal

 Deason, Richard <Richard.Deason@PaeTec.com>  
Sent: Thu 12/13/2012 7:22 AM  
To:  Costa, James

Approved

### Re: Your approval is needed re: WIN Network Portal

 Cox, Sean  
Sent: Fri 12/21/2012 9:11 AM  
To:  Costa, James

Ok. Then I am good.