

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR060509-1	QORA - Allow Access to Multiple ACNAs	08/19/2009 Evaluation	Wholesale System	Pre-Ordering, Ordering	

**Director****Originator** Stecklein, Lynn**Owner** Isaacs, Kim**CRPM** Stecklein, Lynn**Originating Company:** Qwest Corporation**Description of Change**

Per the Qwest Wholesale System Helpdesk, QORA allows individual users to access multiple ACNAs only if the ACNAs share the same company name. Integra is requesting the ability to have individual users choose from multiple ACNAs regardless of the company name associated with the ACNA. Qwest currently allows this functionality For IMA and CEMR. This would be similar to the IMA Select CCNA Agent/Owner Relationships and the CEMR Agent/Owner Relationships. The need is as great for QORA as it is for IMA and CEMR. Currently Integra employees are required to have multiple user IDs and are forced to create pseudo email addresses. The requested change would benefit Qwest and the CLECs by simplifying the administration of QORA user access for CLECs that submit ASRs under multiple ACNAs.

Expected Deliverables/Proposed Implementation Date (if applicable):

QORA will allow users access to multiple ACNAs regardless of the company name associated with the ACNA (Agent/Owner Relationships)

**Status History**

Date	Action	Description
10/21/2009	LOE Issued	LOE Issued
09/16/2009	Discussed at Monthly CMP Meeting	Discussed in the September System CMP Meeting - See Attachment D in the Distribution Package
08/19/2009	Discussed at Monthly CMP Meeting	Discussed in the August Systems CMP Meeting - See Attachment I in the Distribution Package
08/19/2009	Status Changed	Status changed to Evaluation
06/23/2009	Discussed at Monthly CMP Meeting	Discussed in the June Systems CMP Meeting - See Walk Ons
06/17/2009	Status Changed	Status changed to Presented
06/12/2009	Clarification Meeting Held	Clarification Meeting Held
06/08/2009	CR Acknowledged	CR Acknowledged
06/05/2009	CR Submitted	CR Submitted

**Qwest Response**

Revised Response

October 21, 2009

RE: SCR060509-1

Qwest has reviewed the information submitted as part of Change Request SCR060509-1. Based upon the scope of this CR as agreed to in the Clarification Meeting, Qwest is able to provide a Level of Effort (LOE) of 750 to 800 hours for this QORA Change Request.

Sincerely,  
Qwest Corporation

**Project Meetings**

9/16/09 Systems CMP Meeting

Mark Coyne-Qwest said this CR is still being evaluated for the LOE. He said we hope to have this information to share in the October CMP Meeting.

8/19/09 Systems CMP Meeting

Susan Lorence-Qwest said we are still evaluating this CR.

6/17/09 Systems CMP Meeting

Mark Coyne-Qwest said that this CR was submitted by Integra and a clarification was held last week.  
 Kim Isaacs-Integra said that Integra is requesting the ability to allow user's access to multiple ACNAs regardless of the company name associated with the ACNA

SCR060509-1 QORA – Allow Access to Multiple ACNAs  
 Clarification Meeting  
 June 12, 2009

Attendees: Kim Isaacs-Integra, Steve Edwards-Qwest, Chuck Anderson-Qwest, Gary Sallee-Qwest, Kim Whaples-Qwest, Nicole James-Qwest, Lynn Stecklein-Qwest

Kim Isaacs-Integra said that CEMR and IMA have an agent/owner relationship where system administration allows access to a variety of company corporate IDs. Kim said Integra is asking for the ability in QORA to assign (6/23/09 Comments to minutes from Integra in CAPS) MULTIPLE ACNAs to certain user IDs that will allow users to select THE APPROPRIATE ACNA FOR THE ORDER. Kim said that the System Help Desk advised that currently you can only add additional if the ACNAs carry the same name. She said they would like to remove that restriction.

Lynn Stecklein-Qwest asked for clarification on the CEMR/IMA agent/owner relationship.

Kim Isaacs-Integra said they have an owner agent relationship where the system administration is able to establish relationships that allow users to act on behalf of other corporate IDs or ACNAs.

Steve Edwards-Qwest said that agents in the QORA application, today, can get that capability by using an individual log in ID for the owner they are representing. Steve asked what problems Integra was experiencing with that workaround.

Kim Isaacs-Integra said that Integra has 6 different ACNAs and is a lot of user IDs to administer and the user id is currently the users e-mail address. She said they have to create pseudo e-mail addresses for end users so they can establish separate IDs. Kim said that the Systems Help Desk said that would be great for them and would be 6 less sets of IDs to manage. Kim also said that it takes time to log in and out.

Chuck Anderson-Qwest asked if this preference was for the QORA GUI or for electronically submitted requests.

Kim Isaacs-Integra said that Integra's request was for the QORA GUI., but if Qwest required it for the XML interface that would be fine.

Steve Edwards-Qwest said if there was a solution where the user got to the log on screen for QORA GUI and entered their real e-mail address rather than being (6/23/09 Comments to minutes from Integra in CAPS) PREVENTED immediately with the submitted tab. Steve said if the user was 1st presented with a screen asking which company they are representing for this log in and then when you pick the ACNA they would get to that submitted tab. He said you would be required to log on and off if you needed to switch companies. He said it would be a better solution than what is currently available.

Kim Isaacs-Integra said that it would be a better solution than what they are currently working under but they envision the ability to use your user ID, log in and get the submitted tab and have the ACNA field be a pull down menu where you can select from multiple ACNAs.

Steve Edwards-Qwest said that he was trying to look at a design/solution and that the QORA GUI is utilizing a different security model that CEMR and IMA. Steve said that he wondered if that would even be workable.

Kim Isaacs-Integra said that when you are in system admin you see what looks like the ability to have multiple ACNAs associated with the user ID but there appears that there is some prohibition that the ACNAs have to carry the same company (6/23/09 Comments to minutes from Integra in CAPS) NAME.

Steve Edwards-Qwest said that the QORA GUI design doesn't use ACNAs and the design for security says a company is assigned and whether you have the right to view and work with those transactions. Steve said that he is trying to determine if there are some workarounds that would allow a quicker and less expensive change so we aren't re-writing the entire security model.

Kim Isaacs-Integra said that if you find that the scope of this request for security reasons is too great, that would be plan B. She said that they want to be able to sign on and not have to log off to get to a different ACNA.

Lynn Stecklein-Qwest said that Integra will be presenting this CR in the June monthly CMP Meeting.

**Action Items**

AI Number	Create Date	Internal/ External	AI Short Title	AI Date Due	AI Date Complete	AI Status	Last Update By	QWest Owner	CLEC Owner
1	08/11/2009	External	Provide Status on SCR060509-1 QORA - Allow Access to Multiple ACNAs	08/19/2009	10/19/2009	Closed	Isteckl	Coyne, Mark	