



**QuEST Forum Newsletter  
April 2010**

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**EMEA Best Practices Conference Rescheduled for 13 – 14 July 2010**



On Wednesday, 14 April 2010, a volcano under the Eyjafjallajokull glacier in Iceland erupted again for the second time in less than a month. The ash that spewed into the atmosphere resulted in the worst disruption of air traffic since the September 11 terrorist attacks in the United States. Flights to/from and within Europe were rerouted and cancelled and many found themselves unable to start their journeys or stranded mid-route.

In the midst of the ensuing chaos, the QuEST Forum EMEA Best Practices Conference was scheduled to begin on Monday, 19 April 2010, and those handling planning were suddenly faced with the realization that attendees, speakers and staff would have great difficulty traveling to Berlin, Germany for the conference. After much consideration and discussion, the EMEA Leadership team in conjunction with QuEST Forum Executive Board Chair, Kevin Calhoun and the QuEST Forum Staff made the decision to postpone the conference. While admittedly difficult, the decision to postpone was the right one. A communications plan was devised and quickly implemented and all attendees were notified of the postponement. Work also began on rescheduling the conference for a later date.

Based on feedback from the EMEA Leadership Team as well as speaker and hotel availability, the [2010 EMEA Best Practices Conference](#) has been rescheduled for 13 – 14 July 2010 in Berlin, Germany. An Executive Board meeting and associated events as well as a KPI Work Group Meeting will take place on 12 July 2010. Attendees registered for the April conference will have their registration automatically transferred to the July conference dates unless a refund is requested. Refund requests should be sent by Friday, 28 May to [information@questforum.org](mailto:information@questforum.org). If you were not registered for the EMEA Best Practices Conference in April and would like to attend the conference in July, registration will open the first week of May and all will be notified via email when registration is available.

QuEST Forum would like to thank the EMEA Leadership Team for their dedication and assistance in handling the necessary postponement communications. Their assistance minimized the potential for confusion and ensured that all attendees were quickly notified.

QuEST Forum would like to thank the current sponsors of the 2010 EMEA Best Practices Conference.

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Item Sponsors

Executive Roundtable and Networking Event: AT&T, Cisco  
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For information on [sponsorship opportunities](#), please contact Rebecca McVeigh at [rmcveigh@questforum.org](mailto:rmcveigh@questforum.org) or +1 972-423-0268.

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## **May 2010 Leadership Council, Work Group, NRC Benchmarking and Measurements for Next Generation Networks Meetings**

Registration is open for the [May 2010 Leadership Council, Work Group, NRC Benchmarking \(EB6\) and Measurements for Next Generation Networks \(EB 9\) Meetings](#). The meetings will be held in Richardson, Texas, USA. The Leadership Council will meet 17 May followed by the Work Group Meetings the 18 – 20 May, the NRC Benchmarking Meeting 20 – 21 May and the Executive Board Project #9 – Measurements for Next Generation Networks Meeting 20 – 21 May. Those already involved in the Work Groups as well as those interested in joining a Work Group are strongly encouraged to attend these face-to-face meetings.

[Register Now](#)

[View the Agenda](#)

[Make Hotel Reservations](#)

Please note that while there is no registration fee for this event, we ask that you register by 3 May 2010 to ensure accurate numbers for planning and budgeting purposes.

QuEST Forum would like to thank the current sponsors of the May meetings.

### Item Sponsors

Tuesday Morning Break: AT&T  
Leadership Council Lunch: AT&T  
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Thursday Morning Break: AT&T

For information on [sponsorship opportunities](#), please contact Rebecca McVeigh at [rmcveigh@questforum.org](mailto:rmcveigh@questforum.org) or +1 972-423-0268.

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## **Andy Whitt, Verizon Presents on QuEST Forum's Behalf at ATIS NRSC Meeting**

Andy Whitt, Director, National Switching for Verizon and an active member of QuEST Forum's Executive Board Project #6 presented on QuEST Forum's behalf at the ATIS NRSC Meeting. His presentation covered the NRC Benchmarking Study sponsored by Executive Board Project #6. Andy's presentation was well received and the NRSC team was very interested in the study. The Executive Board Project #6 team will explore further collaboration opportunities with ATIS and the NRSC.

ATIS (Alliance for Telecommunication Industry Solutions) is the leading technical planning and standards development organization committed to the rapid development of global, market-driven standards for the Information Communication Technologies (ICT) industry. The NRSC (Network Reliability Steering Committee) addresses network

reliability improvement opportunities in an open, consensus-based environment and advises the communications industry through the development of standards, technical reports, bulletins, best practices, and annual reports.

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## **2010 Annual Member Value Survey will Launch in May**

This May we will be launching our annual Member Value Survey. The goal of conducting the survey is to continually increase the value of membership in QuEST Forum. The survey will focus on key programs, initiatives, and resources such as best practices, performance data reports, TL 9000, work groups, and regional group activities.

QuEST Forum is committed to acting on the feedback we receive from our members to continually improve QuEST Forum's products and services. Your feedback is important and will be put to good use. As with previous surveys, a strong team has been assembled to review the feedback received and furthermore, one of our members, Walker Information – a professional consulting firm – is conducting the study as a contribution to support QuEST Forum.

The amount of time required to complete the survey depends on your level of involvement but should not exceed 15 minutes. We want to hear from everyone who is a member of QuEST Forum. Please take the time to let us know what you think.

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## **Jay Wilson, Senior Vice President and General Manager, Carrier Networks Division, ADTRAN Named QuEST Forum Executive Contributor**

QuEST Forum is pleased to announce the appointment of [Jay Wilson](#), Senior Vice President and General Manager, Carrier Networks Division, ADTRAN as an Executive Contributor to the QuEST Forum Executive Board. Jay will take over the leadership of Executive Board Project #3A from Ed Rohlf who recently retired. Executive Board Project #3A is focused on increasing volunteer participation from member companies. Research has shown that members who are actively involved in QuEST Forum are more satisfied with their membership and are more likely to renew.

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## **Executive Board Project Updates**

### **Executive Board Project #3 – Membership and TL 9000 Registrations**

Membership increased by three in March bringing total members to 155. The members that joined in March are: ATC Logistics, a large supplier in the Americas region; Datawise, a small supplier in the APAC region; Mycom, a small supplier in the Americas region.

The number of members who have not yet paid their 2010 dues has dropped to 27. However, not all of these companies are considered at-risk. Members of Executive Board Project #3 will proactively contact the companies that are not current. The Hubs are also asked to continue reaching out to their respective delinquent members and if necessary escalate to Executive Board Project #3. A company will not be removed from the membership roll until Executive Board Project #3 has made every effort to save the membership and confirmed that renewal will not occur.

Six Executive Board Members have submitted their Top-Supplier prospect lists. A consolidated list showing each prospect and the associated Executive Board member(s) will be provided to the team. Executive Board Project #3 as

well as the Global Work Group will continue to work with this team to encourage all Executive Board Members and Contributors to submit their respective lists.

The Hubs continue to develop their membership and registration goals. Executive Board Project #3 appreciates Ashok Dandekar including this on the India Hub meeting agenda and driving the discussion.

The newly-formed Executive Board Project #4 will expand the reach of TL 9000 and the QuEST Forum into new market segments, complementing and supporting the efforts of Executive Board Project #3. Tim Harden and Don Pickens will present the benefits of TL 9000 and QuEST Forum to approximately 35-40 independent telephone companies at an event being held by KGP. Independent telephone companies are one of Executive Board Project #3's identified market segments. Bryan Glutting has identified a number of market categories within the TIA membership that have not traditionally been served by the QuEST Forum and asks that the team consider how Executive Board Project #3 should approach those markets and TIA as a whole. It will be important to engage Executive Board Project #4 in this discussion.

Joe Kunzer and David Stahl are leading the efforts of Executive Board Project #3 to support Executive Board Project #5. AT&T and Verizon have been asked to evaluate the supplier/PDC matrix provided by Executive Board Project #5 and Qwest should possibly be included. It is expected that additional product category registrations will be driven primarily by the major service providers.

Ed Rohlfs has announced his retirement from ADTRAN and will no longer lead Executive Board Project #3A. The team appreciates Ed's dedication and work on this important project and is pleased to welcome the new lead of Project #3A, Jay Wilson, ADTRAN

Project #3 Team:

Lead: Trevor Putrah, KGP Telecommunications, [taputrah@kgptel.com](mailto:taputrah@kgptel.com)

Dave Stahl, Tellabs, [david.stahl@tellabs.com](mailto:david.stahl@tellabs.com)

JoAnn Brumit, KARLEE, [jabrumit@karlee.com](mailto:jabrumit@karlee.com)

Tim Harden, AT&T, [th8261@att.com](mailto:th8261@att.com)

Ed Rohlfs, ADTRAN, [ed.rohlfs@adtran.com](mailto:ed.rohlfs@adtran.com)

Mariano Legaz, Verizon, [mariano.legaz@verizon.com](mailto:mariano.legaz@verizon.com)

Bryan Glutting, ACS Solutions, [bglutting@acssolutions.com](mailto:bglutting@acssolutions.com)

Don Pickens-QuEST Forum, [dpickens@questforum.org](mailto:dpickens@questforum.org)

Don Irvine, QuEST Forum, [dirvine@questforum.org](mailto:dirvine@questforum.org)

## Member Participation

We are off to a solid start on achieving the participation goals. The overall percent participating is already at 67% against a goal of 75%. As expected, active participation will require more opportunities to log participation. The active results are 19% against a goal of 35%. Considering we are only through the first quarter of the year, I am confident that the status is green towards meeting the year end goals. Each of the hubs are also tracking close to their respective goals as well.

Project #3A Team:

Lead: Jay Wilson, ADTRAN, [jay.wilson@adtran.com](mailto:jay.wilson@adtran.com) replacing Ed Rohlfs, ADTRAN

Trevor Putrah, KGP Telecommunications, [taputrah@kgptel.com](mailto:taputrah@kgptel.com)

## Executive Board Project #4 – Marketing Outreach

During the month of April the new Executive Board Project #4 was approved and the project is now well under way.

The purpose of the project is to expand the marketing of QuEST Forum and TL 9000 beyond the traditional core audience and venues through:

- The development of marketing plans and associated marketing material targeted to specific technologies not currently well represented within QuEST Forum and TL 9000 such as cable, enterprise (OEMs & campus networks), non-telecom networks (smart grid/utilities & alternative carriers – Google), and non-member wireless companies.
- The use of speaking engagements at non-QuEST Forum events, either through talks by QuEST Forum representatives or inclusion of messaging in presentations by member companies.
- Leveraging existing strategic liaison agreements and developing others as needed along with exploring the marketing efforts of these partners for practices that could be utilized by QuEST Forum and identifying opportunities for joint marketing.

The charter has been approved along with the objectives to be accomplished this year. A list of the tasks and accompanying deadlines has been compiled and the team is working with Executive Board Project #3 to coordinate all activities to ensure the objectives of both teams are met.

Project #4 Team:

Lead: Steve Pickett, Telmar Network Technologies, [steven.pickett@telmarnt.com](mailto:steven.pickett@telmarnt.com)

Tom Yohe, Telmar Network Technologies, [tom.yohe@telmarnt.com](mailto:tom.yohe@telmarnt.com)

JoAnn Brumit, KARLEE, [jabrumit@karlee.com](mailto:jabrumit@karlee.com)

Chris Frey, Accenture, [christopher.e.frey@accenture.com](mailto:christopher.e.frey@accenture.com)

Don Irvine, QuEST Forum, [dirvine@questforum.org](mailto:dirvine@questforum.org)

Kelly Stafford, QuEST Forum, [kstafford@questforum.org](mailto:kstafford@questforum.org)

### **Executive Board Project #5 – PDRs**

Following the success of the report on On-Time Delivery, the PDR team is focusing its efforts on identifying possible topics for the next "Industry Report". The team is looking at two measures; problem reports and problem report fix response time. The current thinking is to focus on one product family instead of a "sample" of product categories across the full spectrum. The partnership with UTD continues and a graduate student has been developing prototypes of a "visualization" tool that can be used to assess trends in TL measurements in various different ways. While this work is still in its very early stages, there is definite promise.

Project #5 Team:

Lead: Ken Koffman, BigBand Networks, [ken.koffman@bigbandnet.com](mailto:ken.koffman@bigbandnet.com)

IGQ Co-Chair/PDR Evaluation Sub-team Lead: John Wronka, Alcatel-Lucent, [jwronka@alcatel-lucent.com](mailto:jwronka@alcatel-lucent.com)

### **Executive Board Project #6 – Network Reliability**

The intention of this initiative is to develop a set of service provider metrics to enhance the TL 9000 Quality Management System (QMS). These enhancements will measure quality and services as managed by Network Operations Centers (NOCs) specifically from the Network Reliability Centers (NRCs).

Phases 1 and 2 of the program were completed in 2009 and the study is open to Service Providers who wish to join. The working committee will also be creating a formal introduction or "jumpstart" process for organizations that join the study going forward.

Phase 3 – Publish study results. Incorporate into the Measurements and Requirements TL handbooks.

Update: At the end of March, data had been submitted for the MTTR and GSI measures. The study period for both

measures is January 2008 to January 2010. Results are anticipated by mid-April and next steps will be determined for GSI (Global Service Impact).

The team is continuing its review and discussion on the Global Performance Impact (GPI) measure. Along with this measure, Colm O'Keefe reviewed the measures that have been developed by the EMEA KPI team. The EB6 team has requested to present their measures in return.

As a result of the EMEA KPI overview, a draft EB6 2010 measures roadmap is being reviewed by the participants. Three of these measures may signify the start of Phase 4 later this year!

A new participant, China Telecom – Shanghai Branch has agreed to join the study. We look forward to welcoming them to the team!

The SME calls continue every Thursday at 9 AM Central.

Phase 4 – Add more Network Centers for benchmarking. Begin studies. Have core team make suggested additions to TL 9000 Measurements and Requirements Handbooks.

Update: Not yet started.

Phase 5 – Find and/or develop centers of excellence in network operations. Once these centers of excellence are identified, develop training on managing world class network centers. This should be a value added service and revenue source for QuEST Forum.

Update: Not yet started.

Project #6 Team:

Lead : Fraser Pajak, TELUS Communications (Lead), [fraser.pajak@telus.com](mailto:fraser.pajak@telus.com)

Amador Lucero, Qwest, [amador.lucero@qwest.com](mailto:amador.lucero@qwest.com)

Tim Harden, AT&T, [th8261@att.com](mailto:th8261@att.com)

Dave Sanicola, The Desara Group, [Dave.Sanicola@DesaraGroup.com](mailto:Dave.Sanicola@DesaraGroup.com)

Don Pickens, QuEST Forum, [dpickens@questforum.org](mailto:dpickens@questforum.org)

### **Executive Board Project #8 – Collaboration**

Executive Board Project #8 continues to look for additional collaboration opportunities with regards to Forum activities. Collaboration opportunities have been successfully incorporated into Work Group meetings and in a limited capacity for the Leadership Council and Executive Board meetings. Executive Board Project #8 will assist the Oversight Work Group at the upcoming May face-to-face Work Group meetings in Richardson, Texas. In addition, session recording was utilized to provide access to the State of the Forum presentation for those who could not attend. The team has also reached out to the China and India hubs for input regarding the possible adoption of collaboration tool and a successful training session on the PDRs was recently provided to the India hub via WebEx.

Project #8 Team:

Lead: Ron Ostrowski, Cisco, [rono@cisco.com](mailto:rono@cisco.com)

Vinny Arrigali, Cisco, [varrigal@cisco.com](mailto:varrigal@cisco.com)

### **Executive Board Project #9 – Measurements for Next Generation Networks**

The intention of this initiative is to develop a set of measurements designed for Next Generation networks and to ensure that suppliers design these networks and support systems so that network operations have the tools necessary to provide excellent customer service. Over the next five years, existing communication networks will be evolving into

an IP-based architecture, which encompasses a high degree of software in network elements. The objective of this project is to create a roadmap and guide the implementation of TL 9000 Measurements for the future IP-based network as well as to ensure the equipment, software, and support systems provide the tools to manage both the maintenance and provisioning of all services.

Executive Board #9 has good momentum toward the project plan. Sub teams have formed to review further define and rationalize proposed measurements. The EB#9 Reliability sub team completed a comparison with ATIS standards work. Additionally, the EB#9 sub team held a joint meeting with EB#6 to share progress and ensure alignment between teams.

Next Steps and Timeline:

1. Compare work with ATIS, EB#6 Team, KPI, IPM sub team and other standards bodies. In Progress (2Q10).
2. Define, rationalize, prioritize and refine measurements. In Progress (2Q10).
3. Validation / benchmark phase. Test measurement data (3Q10).
4. Final recommendations to QuEST Forum (4Q10).
5. Vetting and comments period (1Q11).
6. Publish Next Generation measurements (TBD 2011).

Project #9 Team:

Lead: Tim Harden, AT&T, [th8261@att.com](mailto:th8261@att.com)  
Ken Koffman, BigBand Networks, [ken.koffman@bigbandnet.com](mailto:ken.koffman@bigbandnet.com)  
Steve Dickens, British Telecom, [steve.c.dickens@bt.com](mailto:steve.c.dickens@bt.com)  
Mariano Legaz, Verizon, [Mariano.legaz@verizon.com](mailto:Mariano.legaz@verizon.com)  
Trevor Putrah, KGP, [taputrah@kgptel.com](mailto:taputrah@kgptel.com)  
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Steve Welch, Value Propositions, LLC, [sgwelch@swbell.net](mailto:sgwelch@swbell.net)

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### Upcoming QuEST Forum Sanctioned Training Courses

Listed below are upcoming [QuEST Forum sanctioned training courses](#). Please visit the Provider's website for more information and registration details.

TL 9000 Requirements, 10 May 2010, Singapore  
[Excel Partnership UK in association with EQS Asia](#)

TL 9000 Measurements, 11 May 2010, Singapore  
[Excel Partnership UK in association with EQS Asia](#)

TL 9000 QMS Auditing, 12 - 14th May, 2010, Singapore  
[Excel Partnership UK in association with EQS Asia](#)

TL 9000 Requirements, 17 May 2010, Hemel Hempstead UK  
[Excel Partnership UK](#)

TL 9000 Measurements, 18 May 2010, Hemel Hempstead UK

## [Excel Partnership UK](#)

TL 9000 QMS Auditing, 19 - 21 May, Hemel Hempstead UK

## [Excel Partnership UK](#)

Please note that all information is subject to change. Check the provider's website to confirm class offerings, dates and locations.

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## **New Members**

QuEST Forum is pleased to welcome the new members that were added in April: **Global Energy & Technology, Inc.**, Americas Region Supplier and **Trillion Communications**, Americas Region Supplier.

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## **New TL 9000 Registrations**

Congratulations to the newest TL 9000 registrants: **Cinram Wireless LLC, DBN, Corp., Digicom, Inc., ICBS, Lime T&C Co., Ltd** and **Sumitomo Electric Industries, Ltd.**

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## **QuEST Forum's Mariano Legaz**

[Mariano Legaz](#) is Vice President Strategic Sourcing, Supply Chain Services at Verizon Services Operations, a global, shared-service business group that supports all Verizon companies. Mr. Legaz leads a team of sourcing professionals focused on strategic sourcing activities in the U.S. as well as certain international strategic sourcing activities. He is also responsible for establishing and maintaining the policies that serve as the framework for Verizon's procurement of products and services, supplier relationship management and diversity programs, as well as other sourcing programs designed to achieve value, quality, productivity, compliance, and efficiency. In addition, he leads a Source to Pay team that is working to transform the end-to-end purchasing and payment process.

Mr. Legaz is an experienced executive in the telecommunications industry having direct operating experience and staff support roles in both Domestic and International markets. Prior to his current assignment, Mr. Legaz was responsible for developing and implementing Verizon's capital investment strategy and performing risk analysis and portfolio return assessment of capital projects. He has also held several operational positions including Executive Director of Network Planning and Engineering where he led a team responsible for the planning, engineering and network performance functions of wireless, landline and data services for Verizon International Operations.

Mr. Legaz serves on several boards, including QuEST Forum. He is chairperson of the United States Hispanic Chamber Procurement Council and sits on the board of the National Minority Supplier Development Council. Mr. Legaz earned an executive MBA from the Cox School of Business at SMU in Dallas; and a Telecommunication postgraduate and E/E Engineering degrees both from the Catholic University of Cordoba.

Mr. Legaz is a casual marathon runner. He is also an avid soccer fan who coaches his son's soccer team. Mr. Legaz currently lives with his wife and three children in New Jersey.

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**Suggestions or Comments on the QuEST Forum Newsletter?**

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