

ASG E2E Testing

March 2005 – to Date

ASG, the Advanced Services Group in Verizon deals with the ordering, provisioning and billing of Advanced Data Services like xDSL, DSL over UNE-P, DSL backbone changes. The deployment of a new architecture and sub-systems for loop qualification checks combined with separate launches of enhanced ordering platforms for non-affiliate ISPs was ASG's core driver in 2005. The consolidation of VADI (Verizon Advanced Data Services) which provides backbone for VOL and other ISPs is an ongoing process that adds complexity to the task at hand.

Role/Responsibility

Program Management and Project Management

ESG E2E Testing

October 2004-March 2005

ESG is the Enterprise Services Group of Verizon, which provides large customers (Enterprise customers) with products and services to suit large scale needs. Products range from simple POTS and data services (DS1,DS3) to more enhanced ones which include VoIP, DIA (Dedicated Internet Access), IP/VPN , TeLS, ATM and Frame Relay. Modernization of the front end ordering platforms using a web based portal which would speak to all other OSS components (legacy) for both federal and state tariffs was done as a part of the ESG automation project.

Role/Responsibility

Program Management and Project Management

E2E Project Harmony Testing

September 2004 - September 2004

Verizon Comm., in its attempt to improve customer satisfaction, grab a larger share of the expanding DSL market and provide a quicker and more cost-effective solution to residential customers and small business owners who wanted DSL . The project aimed at reducing the total time for providing DSL at a new customer's location within 10 days from the existing 20 days and involved reduction of work complexity for sales representative. Data and ILEC voice systems were getting synchronized to provide a seamless network interaction between in-house and externally built system.

Role/Responsibility

Program Management and Project Management

E2E PAVA Uniformity Testing

January 2004 – September 2004

PAVA Uniformity project was FCC mandated and required Verizon to make use of a common OSS for customers in PA and VA within five years of the merger of GTE and BA to form Verizon. The aim was to provide uniform services to people in a state served by a single company. This massive conversion between fGTE's OSS to f BA's OSS meant uniformity had to be achieved across various ordering platforms, all networking sub-systems and the billing applications. Starting with simple products like POTS and Centrex, the conversion covered complex products like ISDN-PRI, VGPL and DDS Circuits. The project involved both Wholesale and Retail conversions and testing from E2E perspective concentrated on scenarios post-conversion.

Role/Responsibility

Program Management and Project Management

PAVA Volume Testing

December 2003 - December 2003

PAVA Uniformity project was FCC mandated and required Verizon to make use of a common OSS for customers in PA and VA within five years of the merger of GTE and BA to form Verizon. A volume testing model was adapted to make sure that majority of the accounts got converted as scripted by the converter (which understood two OSS data models and the interwoven mappings with respect to products and services). 450,000 accounts were converted in every iteration of the volume test which spanned the entire life cycle of conversion. This effort enabled Verizon in projecting a picture of the conversion results before it actually happened.

Role/Responsibility

Program Management and Project Execution

Functional Testing [Billing]

October 2003 – November 2003

The integration testing organization with Verizon did post development testing across all billing sub-systems by configuring a test environment that used a mix of real time production data (regression) and newly keyed in data (progression). The BAU testing process that was used for regular ITO work was beefed up to provide support for the PAVA conversion functionality changes and the upcoming FTTP code drops. Also inline were efforts to consolidate the various Wholesale and FCC mandated changes affecting the newly launched enhanced customer billing experience model of the Verizon East billing system.

Role/Responsibility

Test planning and Test Execution

Revenue Reports [Dev. & Maintenance] September 2002- October 2002

A pure IT development effort coupled with regular maintenance of legacy assembler code written by Bell Atlantic gurus was a sizeable module that sat at the end of the billing cycle. It directly wrote into the corporate financial books. The application consolidated revenue information from Verizon Wireless as well as wire line services besides the advanced offerings like data products like DSL. Every product or functionality delivered had to be accounted and classified on the final earnings and profit statement that was generated.

Role/Responsibility

Development Review and Project Delivery

Pharmacy Reconciliation [Dev.] March 2002 – June 2002

The Pharmacy division of Target which was launched much after the store's standard offering was incorporated from the IT ordering, supply chain and billing systems perspective as a separate standalone system. The reconciliation project was a development initiative integrating this standalone application into the existing suite of systems. This required database changes, platform migration and new training for users from all angles. The system interacted with close to one hundred external carriers who handled the insurance claims for the customers.

Role/Responsibility

Development Review and Project Delivery

Check Reconciliation [Conversion] September 2001 – March 2002

The Check reconciliation system was developed as a one stop shop for all checks being cut out of the Target Corporation and included employee checks (fortnightly wages), checks cut for in-store overhead miscellaneous cost etc. The conversion exercise was a change in table structures for the master application and a recoding of all programs and feeds for a converged process. It also united the independent organizations of DHC (Dayton Hudson Corporation), Marshall Fields and Target under the Target Corporation banner. A significant change in the file transfer methodology was incorporated along with the re-hashing of the existing modules.

Role/Responsibility

Development Review and Project Delivery

Accounts Payable [Re-engineering]

May 2001 – September 2001

The accounts payable system was re-engineered top to bottom with a change in platform from UNIX to a mainframe based in-house application. The conversion and consolidation effort integrated of DHC (Dayton Hudson Corporation), Marshall Fields and Target under the Target Corporation banner. This was effected following the decision of the DHC board to unite the various sub-entities it managed under different banners catering to different buyer segments. The Accounts Payable system had been complicated with extensive minor enhancements over the span of two decades adding to complexity.

Role/Responsibility

Development Review and Project Delivery

Misc. Financial Applications [Maintenance]

February 2001 – May 2001

Miscellaneous financial applications under the financial department for which production support was being provided expanded with regular maintenance and enhancement modes being added on. The strong coupling of development and enhancement with support provided a stronger support base to the customer and quicker resolution of issues in design or development. Almost, all financial systems were touched and updated with evolving functional changes.

Role/Responsibility

Development and Production Support

Manual Checks [Development]

November 2000 – February 2001

Manual Checks Application was developed to keep track of checks cut at stores (reimbursement) and later ballooned into a standalone application dealing with all check related activity that was not generated by IT applications. The development of interface feeds and a whole new application from scratch was done in an amazingly short turn-around time of 4 months. The development of a stand alone system to keep track of all types of checks which were non-electronic in nature and were cut manually as and when required meant balancing them with bank payments for the same always went down to a manual event.

Role/Responsibility

Development Review and Project Delivery

Misc. Financial Applications [Prod. Support]

August 2000 – November 2000

The multiple systems under the Financial BPO of Target, requiring round the clock monitoring in production with instantaneous bug fixes, changes in run schedules and numerous development initiative impacts, were supported in production 24X7. This activity was carried out as an Onsite-Offshore model where each region (India/US) would support the application runs in the production environment during their day times and transition of information at the planned take-over time.

Role/Responsibility

Production Support and Debugging
