

Verizon Technology Feature Development Priority Process

This document describes the process for managing the development of new features and fixes on a priority basis on successive releases of a supplier product. (Those features not previously committed to contractually.) The Labs Project Manager should retain all documents referenced in this process a minimum two years, or one year after testing and deployment of release, whichever is longer.

Assembling priorities is typically done a year or so prior to the scheduled release date to allow the supplier sufficient time to analyze, prioritize, & schedule the changes from VZ and other clients. Each applicable VZ project is to maintain a Feature Development Priority List; a living document detailing for each feature: 1) Name of Feature, 2) Detailed description, 3) Priority, 4) Reason for the feature

Stakeholders (CFT) may include: Engineering, Operations, IT (as required), PMO, etc. Sponsor of change should explain technical issues.

This is an iterative process involving negotiations between the supplier, VZ Labs and the cross-functional team. Escalation on both VZ and supplier organizations if negotiations fail.

Monitoring may take the form of regularly scheduled meetings/conf calls with supplier.

Documentation may include Release Notes, Training, etc.

SIT Lab entry Criteria are either product-type-specific or product-specific.

Escalation on the part of supplier and VZ as required.

