

## Trouble Definitions and Status Categories

The levels of severity for troubles/defects found during testing and the associated categories for tracking status are outlined herein.

### The following definitions are used to classify troubles found by SIT test teams:

- Critical** A trouble that:
- (1) results in the platform consistently violating a mandatory system requirement, and that violation is detectable by an end user, or
  - (2) severely affects Verizon's ability to operate, maintain, and administer the network element or other elements interoperating with the element under test. "Severely" is defined as a condition **without** an acceptable workaround.
- Major** A trouble that:
- (1) results in the platform violating a mandatory system requirement but that violation is not detectable by an end user, or
  - (2) results in the platform violating a mandatory system requirement under specific circumstances that can be controlled, or
  - (3) significantly affects Verizon's ability to operate, maintain, and administer the network element or other elements interoperating with the element under test. "Significantly" is defined as a condition **with** an acceptable workaround.
- Minor** A trouble that results in some undesirable behavior, but does not affect the end user or Verizon's ability to administer the system under test, and does not violate a mandatory system requirement.

### Trouble Statuses for Items Found During SIT Testing:

- New** A trouble is "new" if it has been identified by the team but the Supplier has not confirmed receipt.
- Open** A trouble is "open" if it has been confirmed by the Supplier, but no commitment has been made by the Supplier to correct the trouble in any subsequent patch or release.
- Addressed** A trouble is "addressed" if the Supplier has made a commitment to correct the trouble in a specific release or patch.
- Pending** A trouble is "pending" if the fix is in a loaded release or patch but the testing of the fix has not yet been completed.
- Closed** A trouble is "closed" if the Supplier has included the fix in a patch or release and the fix has been successfully tested.
- Monitor** A trouble is placed in a "monitor" status if, by the close of a test cycle, the Supplier has not specifically corrected a trouble but all attempts to recreate the trouble fail.