

CRC 5
DT 10-25

State of New Hampshire
Public Utilities Commission

Docket No. DT 10-025
FairPoint Communications, Inc., et al.

Respondent: Vicky Weatherwax
Title: Vice President of Internal
Business Solutions

REQUEST: NHPUC Staff
Set 1

DATED: March 17, 2010

ITEM: STAFF-50 On pages 9 through 12 of Ms. Weatherwax's testimony she explains how each of the 15 CDIP projects are broken down into numerous subprojects which, when implemented, will resolve the overall issue identified by the CDIP programs (e.g., CDIP-05 Cross System Data Synchronization consists of 14 subprojects that need to be implemented to resolve the systems database discrepancies issues). What analysis has FairPoint performed to conclude that completion of these subprojects will completely resolve all of the issues identified by the 15 CDIP initiatives? What assurance can FairPoint provide that it has not missed additional subprojects that are needed to fix these problems and to ensure they remain fixed once they are resolved?

REPLY: In conjunction with the analysis performed by Accenture, FairPoint conducted a root cause analysis of the data discrepancies. The fifteen subproject initiatives address, and are intended to fully resolve, the problems identified in the analysis. To ensure that the solutions implemented are effective to resolve and prevent discrepancies on a go-forward basis, FairPoint is monitoring the associated Key Performance Indices to validate that the desired results are being achieved.