



## IPND Manager

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# Integrated Public Number Database - IPND

## Change Request Process

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<b>Date:</b>	June 2023
<b>Approved by:</b>	Penelope Waite
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## 1. PURPOSE

The purpose of this document is to define the procedures used for initiating a Change Request with regard to the management, development and operation of the Integrated Public Number Database (IPND).

## 2. SCOPE

This document covers the processes for initiating and actioning Change Requests with regard to the IPND. The procedures outlined may be used by any party who is involved with the IPND wishing to initiate a change request. IPND Change Requests will be managed by the IPND Manager

## 3. ACTIONS

This section describes the Change Request Process. The IPND Change Request Process has been divided into eight categories which will be discussed in further detail;

- Identify/Raise Change Request
- Register Change Request
- Investigate Change Request
- Impact Analysis
- Approve Change Request
- Development
- Close Change Request

### 3.1. Identify/Raise Change Request

An IPND Change Request can be raised by any of the following:

- IPND Manager
- IPND Data Provider
- IPND Data User
- Any person or organisation that may be approved by the IPND Manager for example regulators such as ACMA and ACIF.
- IPND Operations Manager (Logical Technologies Pty Ltd)

IPND Change Requests may be initiated by completing an IPND Change Request Form (See Attachment 7.1) and sending it to the IPND Manager via email to [IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com), or by directly contacting the IPND Manager who will enter the Change Request details onto the form.

The initiator of the Change Request may suggest a priority for the Change Request and must provide a description of the proposed benefits from such a change. This aspect of the Change Request (outlining the advantages of the changes) should be as detailed as possible.

The IPND Manager enters the details of the Change Request on a Change Request form. This is not necessary if the form has already been completed by the initiator of the Change Request.

### 3.2. Register Change Request

Each Change Request after it has been logged, will be set to status New Request. At weekly intervals the IPND Manager will review all the outstanding Change Requests and update the status to Deferred, Rejected or Accepted for all Change Requests with a status of new.

The request's priority is confirmed and the initiator advised of the Change Request's status. The IPND change request form is updated accordingly. Deferred requests will be reviewed at a predetermined time agreed by both the IPND Manager and the request initiator.

Per IPND Code C555 Section 7.1.11, where the IPND Manager proposes to make changes to the IPND interface, or to the IPND Technical Requirements, and those changes would have a material impact on Data Users or Data Providers, the IPND Manager must notify, in writing, all affected Data Users and Data Providers of the changes:

- (a) on an equitable basis; and
- (b) at least six months in advance of the change;

to the extent that such notification is possible

### 3.3. Investigate Change Request

If the Change Request status is set to Accepted, the IPND Manager will investigate the high-level impacts of any changes resulting from the implementation of the Change Request. This analysis will incorporate the effects of the changes to Data Providers, Data Users and what they mean for the industry as a whole.

The Change Request will be analysed by the IPND Operations Manager. If the Change Request cannot be allocated for assessment due to the current workload, its status is set to Wait Investigate and the initiator is advised. All Change Requests with a priority of 'critical' must proceed to the Investigation status and not be set to Wait Investigate.

If the status of the Change Request is set to Investigation, the IPND Manager will then forward the request to the IPND Operations Manager for evaluation and the provision of a quote. The study should indicate impacts to the IPND system and whether regression testing is necessary. The quote issued is valid for 30 days.

The IPND Manager evaluates the quote to determine if a full impact analysis is warranted and whether the cost of the Change Request is within IPND budgetary obligations and product specifications.

The Change Request initiator is advised of the change to the status of the Change Request and its progress via E-mail by the IPND Manager email mailbox:

[IPND.Manager@team.telstra.com](mailto:IPND.Manager@team.telstra.com).

### 3.4. Impact Analysis

If the IPND Manager has accepted the quote, the IPND Operations Manager will proceed with the impact analysis. The analysis will identify affected parties, suggest approximate time frames and outline any work needed to test and implement the Change Request.

Once the impact assessment has been conducted, the details are provided to the IPND Manager.

All Data Providers and Data Users are provided with copies of the Change Request. Any problems highlighted by the IPND Users should be communicated to the IPND Manager.

At this stage, the Change Request status is set to Analysis Complete. The request initiator is advised of the status.

### 3.5. Approve Change Request

The IPND Manager will evaluate the Impact Analysis and, review its priority. Once evaluated the IPND Manager will decide whether the Change Request is to be Deferred, Rejected or Approved. The IPND Change Request Form will be updated accordingly and the initiator advised.

For Change Requests to the IPND Functional Specifications or System Design, the IPND Manager will need to submit an Impact Analysis Report to the IPND ACIF Working Committee to seek approval of the Change Request and update its status to Wait Approval. Upon evaluation, the IPND Working Committee will decide whether the Change Request is to be Deferred, Rejected or Approved.

If Approved, the Change Request is scheduled into the IPND work program by the IPND Operations Manager and set for implementation. The IPND Manager will inform all involved parties of the Change Request status.

### 3.6. Development

While under development and testing, the Change Request status is set to Development status until the work is completed. Resources are allocated, documents are created or up dated and the Change Request is migrated to Test Acceptance.

Once the testing has been completed the Change Request is set for release. The IPND Operations Manager in consultation with the IPND Manager arranges for a date when the Change Request can be implemented. The IPND Manager advises all IPND Users of the date when the Change Request is to be released into production.

All related IPND documentation is updated to reflect the Change Request including the IPND Website.

### 3.7 Close Change Request

The IPND Manager receives confirmation of the completion of the Change Request. This confirmation includes the final analysis and results of the migration to IPND production.

### 3.8 Priority Levels

Priority Level	Detail
Critical	Vital to initiator and/or IPND operation. Urgent resolution required.
High	Vital to initiator and/or IPND operation. Resolution not necessarily urgent, but must be addressed
Medium	Important to initiator and/or IPND operation. Suggested enhancements to IPND. Not vital.
Low	Suggestions for IPND operation improvement. Not vital

### 3.9 Change Status & Process Flow

Change Status	Detail
New Request	Change Request is raised and documented on IPND Change Request Form. Details transferred to IPND Change Request Register - Outstanding Table. Priority established.
Deferred	Change Request is deferred for investigation and a time frame is agreed by the IPND Manager and the Change Request initiator.
Rejected	Change Request will not proceed to analysis stage. Inappropriate for IPND. Initiator advised.
Accepted	Change Request is accepted by IPND Manager and impact analysis is requested. Initiator advised.
Investigation	Change Request is analysed for impact to IPND.
Wait Investigate	Impact analysis deferred due to excessive work load. (Except 'Critical' Change Requests)
Analysis Complete	Impact Assessment returned to IPND Manager and evaluated.
Wait Approval	Impact Analysis Report completed by IPND Manager and passed to IPND Working Committee for discussion and to seek approval
Approved	Change Request scheduled into IPND work program.
Development	Change Request in Development
Closed	Change Request is Completed – Change Deployed

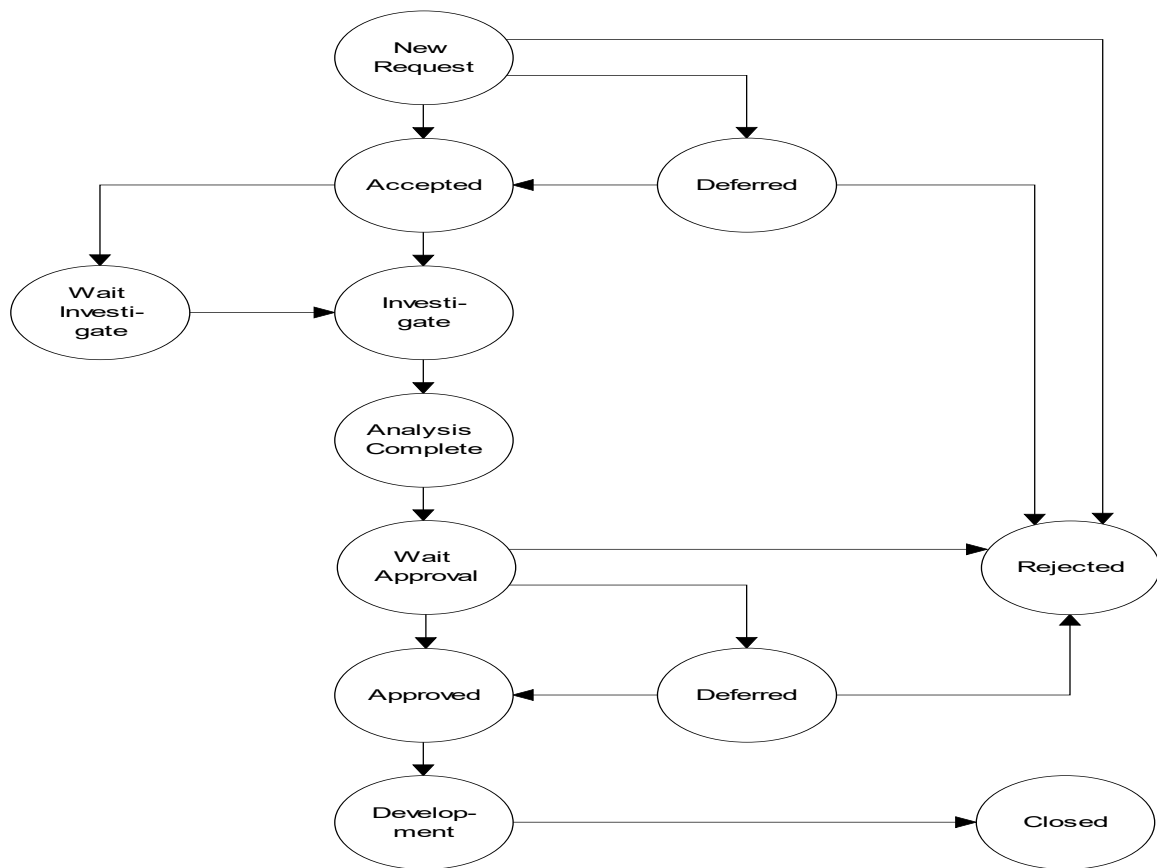


Figure 1: IPND Change Request Process Flow

## 4. DEFINITIONS

The following words, acronyms and abbreviations are referred to in this document.

Term	Definition
ACMA	Australian Communications & Media Authority
ACIF	Australian Communications Industry Forum
CSP	Carriage Service Provider
Data Provider (DP)	Carrier or Carriage Service Provider obliged to provide data to the IPND
Data User (DU)	Any publisher of a telephone directory or Provider of Operator Assistance services, Emergency services or Law Enforcement
IPND	Integrated Public Number Database
IPND Manager	Telstra Limited
IPND Operations Manager	Logical Technologies Pty Ltd

## 5. ATTACHMENTS

### IPND Change Request Form

<b>Change Request Number:</b>	CR -			
<b>Change Request Title:</b>				
<b>Raised By:</b>		<b>Phone:</b>		
<b>Date Raised:</b>				
<b>Suggested Priority:</b>	<input type="checkbox"/> Critical	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
<b>Change Request Details:</b>				
<b>Benefits of Proposed Change / Impact of Not Implementing Change:</b>				
<b>List of Supporting Documents:</b>				
<b>Status History:</b>	<b>Status</b>	<b>Priority</b>	<b>Date</b>	<b>By Whom</b>
	New Request			
	Acceptance Deferred			
	Accepted			
	Wait Investigate			
	Investigate			
	Analysis Complete			
	Wait Approval			
	Approval Deferred			
	Approved			
	Development			
	Closed			
	Rejected			



### IPND Change Impact Assessment Form

<b>Change Request Number:</b>	CR
<b>Change Request Title:</b>	
<b>Impact to Project:</b>	
<b>Other Comments:</b>	
<b>Effort Required:</b>	
<b>Schedule Impact:</b>	
<b>Assessment Completed By:</b>	
<b>Assessment Date:</b>	
<b>Work Quotation</b>	

## 6. DOCUMENT CONTROL SHEET

### Record of Document Issues

Issue No	Issue Date	Nature of Amendment
1	2 February 2000	Document Created
1.1	17 August 2005	Minor amendments to template
1.2	19 August 2008	Change IPND Manager name from Sanjay Prem to Tony Parker
1.3	15 August 2011	Change IPND Manager phone number
1.4	15 September 2020	Change IPND Manager name from Tony Parker to Penelope Waite Change IPND Manager contact details Added more content to 3.2 Register Change Request to comply with IPND Code C555 Section 7.1.11
1.5	29 March 2022	Minor amendments to template
1.6	24 February 2023	Minor amendments to update Telstra Legal Structure
1.7	2 June 2023	Updated Branding

### Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

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If you have a suggestion for improving this document, complete and forward a copy of *Suggestions for Improvements to Documentation*.

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