LNP Problem/Issue Identification and Description Form

**Submittal Date** (02/25/2020):

**Company(s) Submitting Issue**: iconectiv

**Contact(s): Name** Steven Koch

**Contact Number** 732-699-4644

**Email Address** skoch@iconectiv.com

**(NOTE: Submitting Company(s) is to complete this section of the form along with Sections 1, 2 and 3.)**

1. **Problem/Issue Statement:** (Brief statement outlining the problem/issue.)

The LNPA observes that LSMS operators are performing maintenance tasks outside of the scheduled maintenance windows on Sundays. When LSMS systems are unavailable, it has a detrimental effect on porting activities.

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.)

A. Examples & Impacts of Problem/Issue:

Outside of the scheduled Sunday maintenance windows, users that operate LSMS systems take their systems offline for scheduled maintenance activities. Oftentimes, the LSMS user performing maintenance will inform the LNPA Help Desk of the planned maintenance activity, but this is not always the case.

Having an LSMS system unavailable results in failed downloads, which causes failed SP lists for subscription versions and number pool blocks. Users are unable to take subsequent actions (e.g., modifications, activation of subsequent porting actions) on the TNs and thousands blocks that have associated failed SP lists. Additionally, failed SP lists result in additional notifications being logged or sent to SOA systems, which increases overall message volumes.

B. Frequency of Occurrence:

The occurrence varies from month to month, but LSMSs being unavailable for maintenance happens at least monthly on average. In certain months, it can be a weekly occurrence. Per occurrence outage times typically range from 1 hour to 8 hours outside of the scheduled Sunday user maintenance window.

1. NPAC Regions Impacted:

Mid Atlantic \_\_\_ Midwest\_\_\_ Northeast\_\_\_ Southeast\_\_\_ Southwest\_\_\_ Western\_\_\_

West Coast\_\_\_ ALL X

D. Rationale why existing process is deficient:

The impacts of LSMSs being unavailable was discussed by the Slow Horse committee many years ago. Recommendations from that committee are included in PIM 02. Best Practice 0053 states “[e]very attempt should be made to perform planned maintenance during the regularly scheduled Sunday SP maintenance windows”. It is the observation of the LNPA that these recommendations and best practices are not being followed by a significant number of users.

E. Identify action taken in other committees / forums:

See Section D.

F. Any other descriptive items:

Following the suggested resolution discussed at the February 2020 LNP industry meeting, the LNPA sent an email to the Mechanized User mail list on 3/16/2020. The email reminded users of the best practice (BP 0053) to perform maintenance during the weekly maintenance window and provided details of the weekly Sunday maintenance windows. In the days after the email was sent, at least two LSMS systems were unavailable outside of the Sunday maintenance window for what was described as “maintenance” activities.

1. **Suggested Resolution:**

Users should review the related best practices and, where possible, adhere to the guidelines they provide.

Discuss if any further clarification should be made to best practices.

The LNPA send a notification to Users reminding them of existing best practices related to the issues described in this PIM.

The LNPA follow up directly with users whose systems are repeatedly unavailable due to maintenance outside of the Sunday maintenance window.

1. **Final Resolution:**

Consensus reached at the February 25-26, 2020, LNP Informal meeting that local systems should adhere, when possible, to the regularly scheduled maintenance window.

LNPA sent notifications to mechanized users in March 2020, reminding them of existing best practices related to availability and scheduled maintenance.

The LNPA has a process in place to send mail to user contacts whenever a local system is taken offline for scheduled maintenance outside of the Sunday maintenance window.

**LNPA WG:** (only) Final Resolution Date: 5/13/2020

Item Number: PIM #128 Related Documents: PIM 02, BP 0053

Issue Resolution Referred to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why Issue Referred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_