**LSMS Record Management**

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**Background:** During 2021 several service providers encountered indications of imminent LSMS capacity exhaust due to unprecedented business activity. The unexpected high porting activity exceeded forecasts based on historical LSMS record growth rates and caused concern for continued customer port activity.

**Decisions/Recommendations**

The use of record management practices by service providers in combination with forecasted business activity can assist the industry in managing high levels of porting activity and avoid customer porting impacts. Service Providers are encouraged to take various steps to manage the capacity of systems:

* Service Providers with LSMSs are advised to work with their LSMS vendors to ensure system tunables are appropriately set to manage record volumes.
* Follow Best Practice 57 – Impact of breaking pooled blocks into individual SVs to minimize the impacts on LSMS capacity with the management of individual SVs and pooled blocks.
* During times when LSMS capacity is an industry concern, service providers with excessive volumes of duplicate records may be contacted by the LNPA during specific outreach efforts. Service providers are encouraged to complete duplicate record cleanup and the LNPA will provide status updates to the industry. The LNPA will monitor duplicate record volumes on at least a quarterly basis.
* Avoid porting numbers when other options are available, e.g., submit updates directly to the CNARG/LARG or the LERG, and utilize SPID migrations.
* With as much advance notice as possible, service providers should advise the LNPA of large projects that will result in the creation of new porting records, so that all service providers can be made aware and adjust capacity management plans appropriately. Notice to the LNPA should include the following information:
  + Impacted region(s)
  + Project start and end dates
  + Project start and end times
  + Record type – Create, Modify, Activate
  + Anticipated number of new records (if any)

A monthly record capacity report is provided by the LNPA in the Knowledge Base: [Capacity Report](https://npac.service-now.com/sp/?id=kb_category&kb_category=09e5cf211b8b6c1053fa87b6624bcbfa)