



QuEST Forum Measurement Repository System (MRS)

A Best Practice Case

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QuEST Forum

Quality Excellence for **Suppliers** of **Telecommunications (QuEST Forum)** is a group of over 150 **Service Providers** and **Suppliers** that developed and Implemented the TL 9000 Telecommunications Quality Standards



QuEST Forum Measurement Repository System (MRS)

*TL 9000 requires that
performance measurement data
be provided in order to
“obtain” and “retain” registration*



MRS Data Requirements

Key Elements in Data Security

- Confidentiality of Data Source (Submitter)
- Confidentiality of Data
- Security of Data
- Integrity of Data
- Reliability of Data
- Availability of Processed Data (in report form)



MRS Approval and Audits

- A QuEST Forum Team Composed of a Representative from each Member Organization Approved UTD's Design
- The British Standards Institute BS 7799 for "Information Security" was Selected as the Third Party Auditor



MRS Physical Security

- Data Integrity
 - Computers and Data in a Locked Room
 - Computer Room Under Constant Video Surveillance - Tapes Reviewed and Logs Verified Twice Weekly
 - NOBODY Has Unauthorized Access to Computers
 - All Software Strictly Controlled



MRS Physical Security

- Fault Tolerance
 - Triply Redundant Computers
 - Encrypted Backups of Database
 - Never Lose Power - Double Backups
 - All Procedures Documented and Controlled per BS 7799 Standards
 - Trained Skilled Staff



MRS Physical Security

- BS 7799 Covers All Aspects of Data Security Through 130 Auditable Controls
- UTD Achieved BS 7799 Certification in January 2000
- The MRS at UTD is the First BS 7799 Certified Secure System in the United States



QuEST
Forum

MRS System Operations

Secure Room – Fault Tolerant

Anonymous
FedEx, UPS,
etc., Input

Alias
e-mail

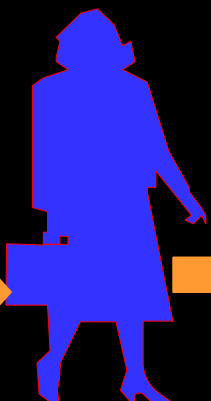


Off-line
Storage



On-line Measurement
Data Receiver

Manual
Move 2-3
Times Daily



Standalone "A"



Standalone "B"



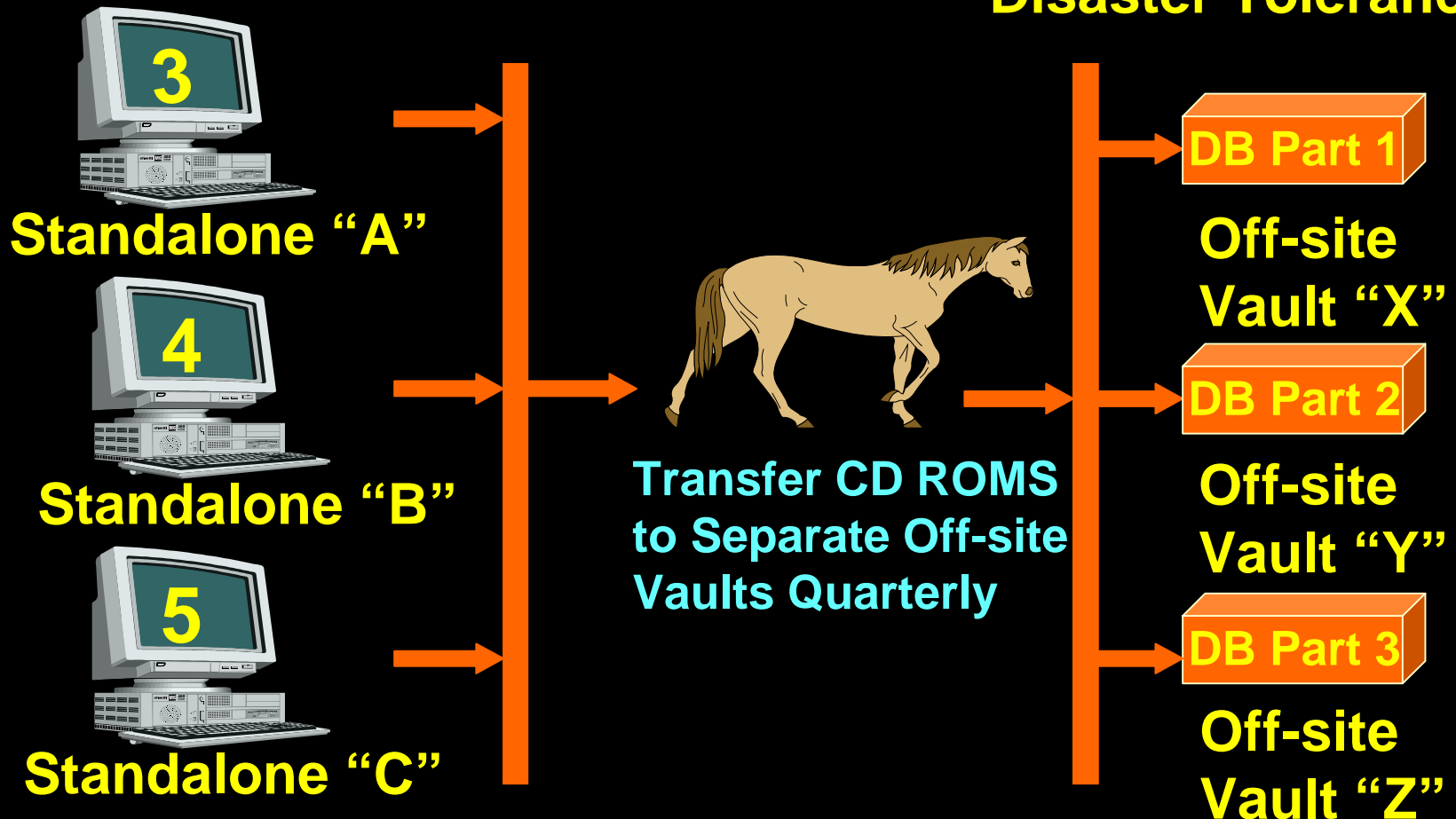
Standalone "C"





MRS System Operations

Disaster Tolerance





MRS Operability

1) System is operational and has received numerous data sets from suppliers.

Registered sites sending measurement data to the MRS as of 9/20/00:

65.9% United States	18.2% Canada
9.1% Asia	4.6% Europe
2.3% Mexico	



MRS Physical Facilities

Key Security

- **Medeco Lock System**
 - Smart Chip Identification
 - High Mechanical Security



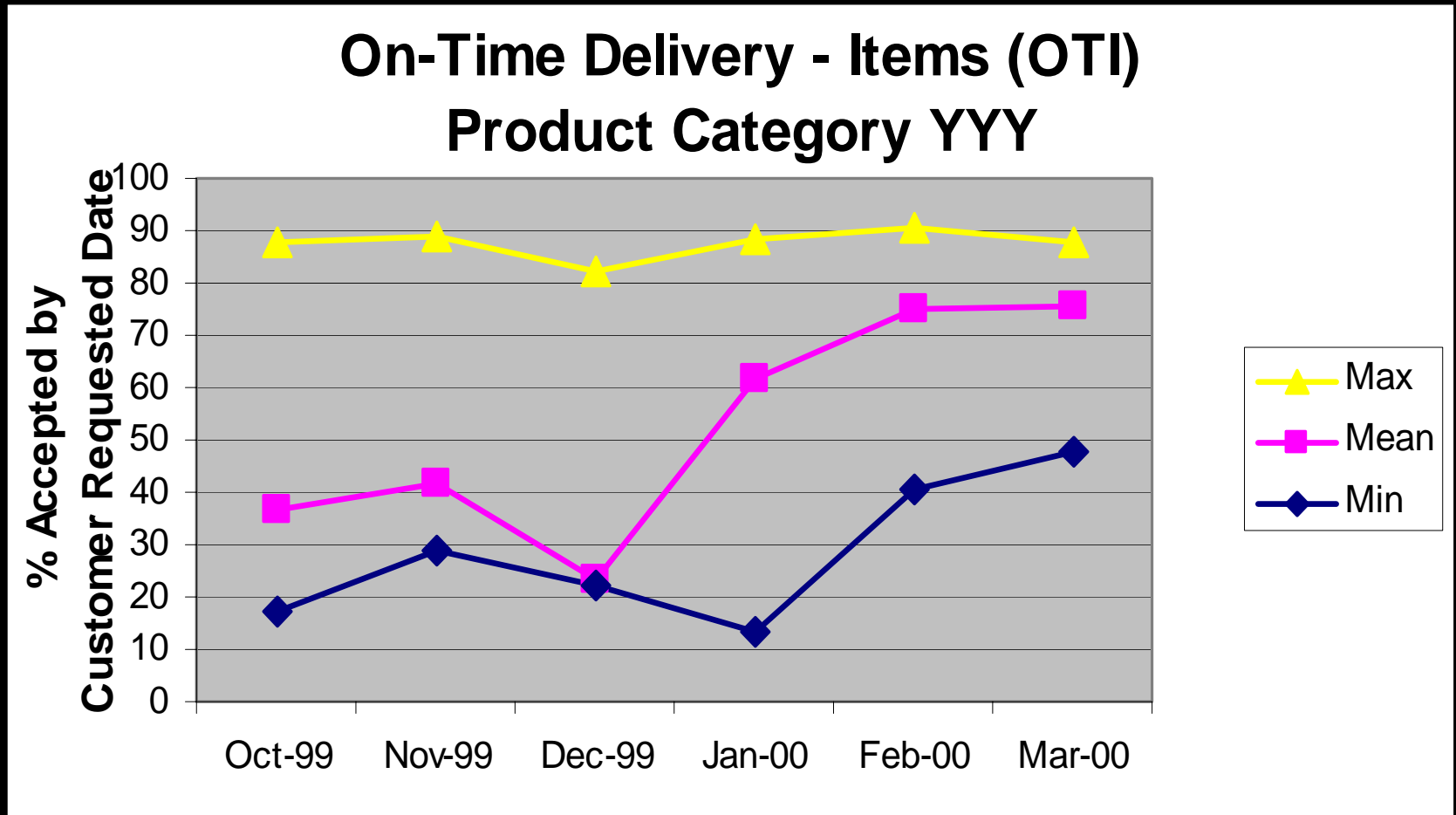






Quarterly Data Reports

Example of Quarterly Data Reports





QuEST Forum MRS Operations at UTD

A large, stylized outline of a horse in a light cyan color, facing right. The outline is simple and clean, capturing the basic shape of the horse's body, legs, and tail. The text 'Thanks for Your Kind Attention' is centered within the horse's body.

**Thanks for Your
Kind Attention**