

3.12 INVENTORY MANAGEMENT (L.34.2.3.12; M.3.2)

To support its program management, transition and quality assurance activities, the Government requires access to a secure, automated inventory system for all Networkx contract services. The Qwest Control Networkx Portal will provide to all Agencies timely, comprehensive inventory information from an existing, well-established Qwest inventory management system. The features of this Portal are in place and operational, ensuring that GSA will have a secure, Web-enabled interface that is easy to use and ready for immediate contract performance.

3.12.1 Understanding of the Requirement (comp_req_id 10867)

The Government requires that Networkx providers offer comprehensive inventory management capabilities including 24x7x365 Web-enabled access to data, searchable fields and queries, report generation, and periodic downloads for audits, billing verification, and other Government program management purposes.

Qwest will provide a secure Web-based electronic interface to the Government. The Qwest Control Networkx Portal will allow users to access a comprehensive and precise inventory of all Networkx services being provided. Qwest will maintain the inventory for all Networkx contract services provided to GSA and Agencies. The Qwest approach to providing and maintaining an inventory of services, including Service Enabling Devices (SED), [REDACTED]. Through the Qwest Control Networkx Portal, the Government will be able to take full advantage of the tools, processes, and systems that Qwest successfully offers today to Federal and commercial customers for the purpose of inventory management.

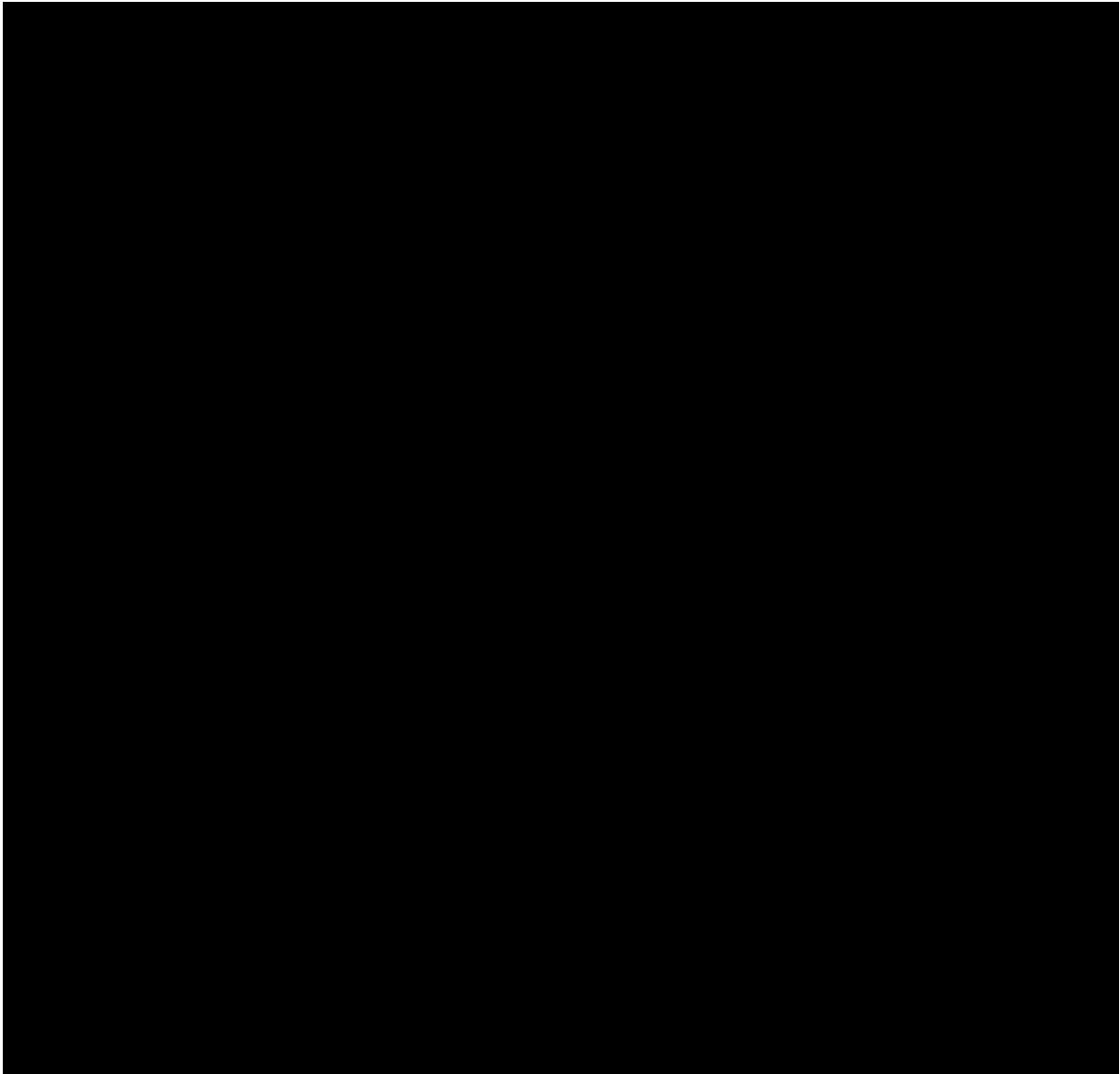


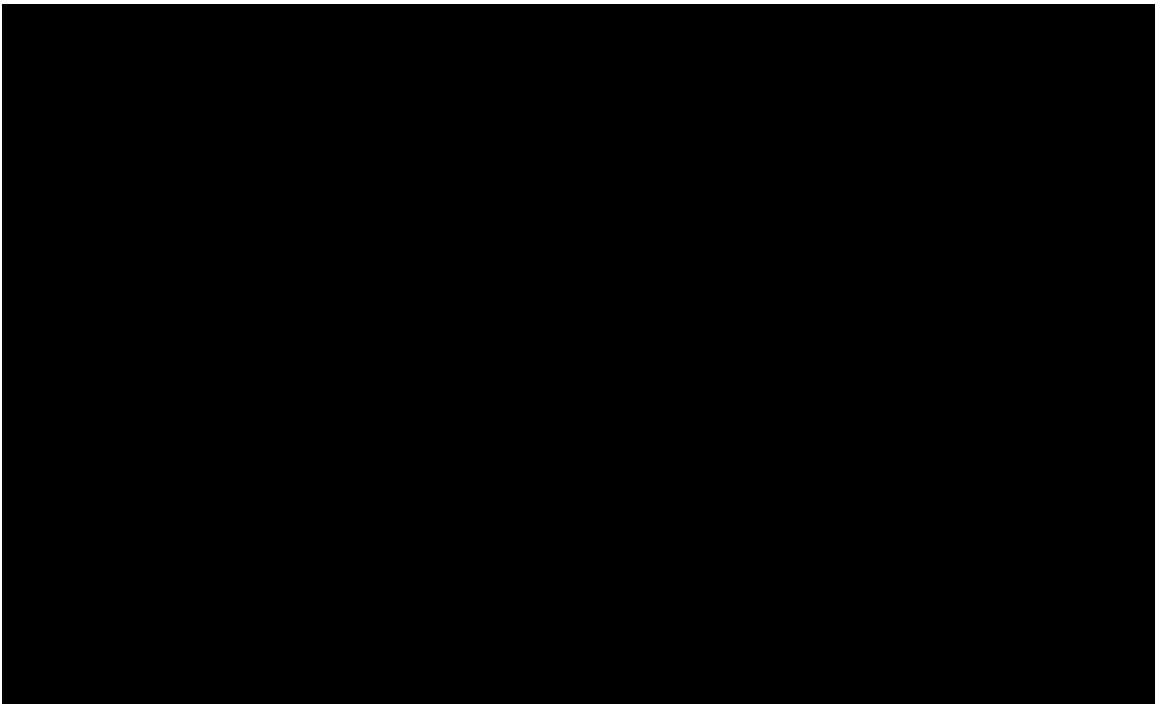
Figure 3.12.1-1 depicts a representative subset of the categories of information that will be provided through the Qwest Control Network Portal, including the Inventory Database. Qwest will fully populate the Network Inventory Database with all the elements of the Service Order Completion Notice (SOCN) as defined in Attachment J.12.2.5 of the RFP, for all CLINs in the order.

Qwest understands the Government's concerns regarding Agency user access to inventory in the database. The Qwest Control Network Portal

was designed to allow partitioning so that Agencies can see only their data and/or functional Portal area. The Portal will be configured to limit access for authorized users to data relative to the Agency they represent.

During the transition inventory process, the Qwest Team will capture and validate service data, perform capacity analysis, and create necessary Networkx transition documentation to provide and maintain an inventory of services that will be transitioned. The Qwest Inventory Management system will manage massive amounts of inventory data in an automated fashion. The Qwest Control Networkx Portal manages the report outputs for effective inventory management, meeting or exceeding the Government's Networkx needs. [REDACTED] depicts the flow of data elements necessary to establish transition inventory.

The Qwest Control Networkx Portal will allow the Government to take advantage of Qwest's experience in inventory management. Qwest has demonstrated experience in managing Government Agency services and SEDs through our existing [REDACTED]



[REDACTED]

Using the inherent reporting capabilities of Qwest, GSA and Agencies will be able to easily compare data from these sources, ensuring an accurate accounting of changes to both the FTS and Networx inventory.

Qwest will retain monthly snapshots of the Networx Inventory. This will be an automated process that will ensure snapshots of the entire Networx Inventory Database are created each month as of the date the invoices are created. These snapshots will be archived after three months.

[REDACTED]

3.12.1.1 Response to Inventory Management Narrative Requirements

The Qwest inventory management database will be accurately maintained and provide easy, secure access to all stakeholders. Through the use of a secured login, all levels of authorized Government users will have the ability to view inventory and validate the Networx Inventory Database at any time. Furthermore, as services are installed, changed, and disconnected, the SOCN feed to the Networx Inventory Database will ensure that the Inventory Database remains accurate.

The following table identifies the RFP requirement and its associated proposal response locations.

comp_req_id	RFP Section		
10853	C.3.8.2.1		
10866	C.3.8.2.4		
10867	C.3.8.2.4		
10870	C.3.8.2.4		
10875	C.3.8.2.4		
10887	C.3.8.2.5		
10888	C.3.8.2.6		
10889	C.3.8.2.6		
10892	C.3.8.2.7		

3.12.2 Inventory Management Interface (comp_req_id 10866, 10867)

Qwest will support the Network program with a comprehensive and secure Operational Support System (OSS) that performs a wide range of integrated functions including billing, service ordering, customer support, network management, trouble management, inventory management, and program management. Full integration of the Network OSS [REDACTED] is the foundation for the development and delivery of all Network-related data including ordering, provisioning, inventory, billing, reporting, and others, and it meets all Network system requirements.

Qwest's OSS [REDACTED] support commercial customers and Government Agencies today. [REDACTED]

[REDACTED]

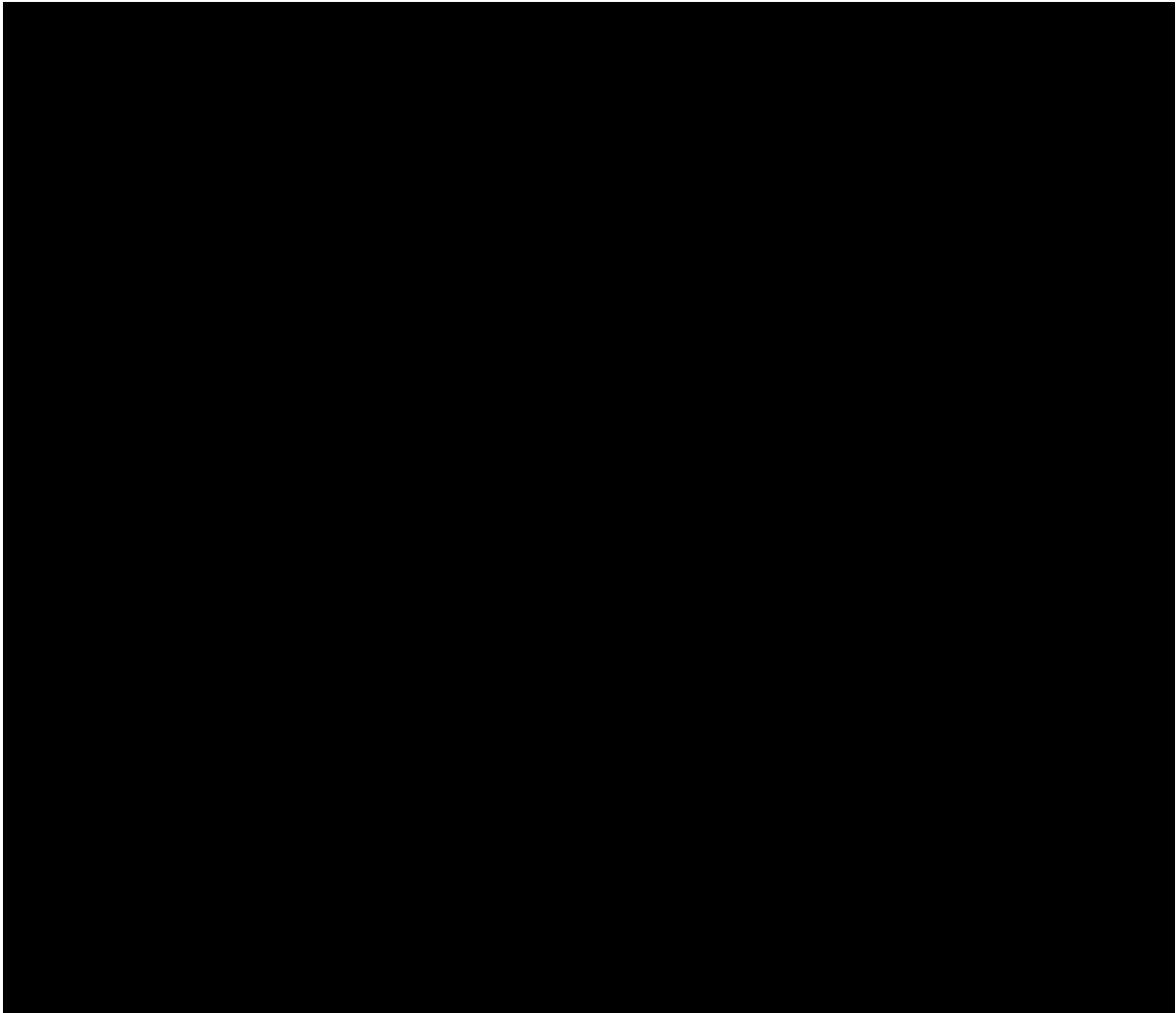
[REDACTED]

[REDACTED] All Network products and services can be ordered via the Portal [REDACTED]

[REDACTED]

[REDACTED]

Qwest has deployed a complete set of controls, including: access controls that manage users' access to specific systems based on identification and authorization; managed OSS security services that protect



the systems from outside attacks; software configuration and patch management that ensure system applications are protected; and a robust monitoring system for managing the infrastructure.

Included in the OSS is an up-to-date, accessible system for inventory management. Qwest offers a Web-enabled inventory database through the Qwest Control Network Portal, which is accessible anytime, anywhere over the Internet. The Qwest Control Network Portal is a user-friendly, flexible tool for all Network stakeholders. Through this interface, the Government will be able to access inventory data to make queries, obtain reports, and

perform periodic downloads as needed for audits and billing verification, as well as for other Government program management purposes.

The Qwest Control Network Portal was designed with the ability to allow several different levels of security and access. Only those individuals with a need to access the Network Inventory Database will be granted permission. The CSO will set up user accounts for the Portal, and assign passwords and privileges. Users will have the ability to change their own passwords and contact information, but not the ability to change their access privileges. These changes will be approved by the Agency system administrator or other authorized Agency personnel. If an Agency prefers, this function can be performed by Qwest. For Qwest users, the access will be granted by the Qwest Network Program Director.

The Qwest Control Network Portal features multiple levels of security. First, authorized users may have access restricted to certain areas of the Portal, such as service ordering, invoicing, or inventory management. Secondly, authorized users may have access restricted to data related to their Agency or sub-Agency account, thereby limiting their access and visibility to the data of other Agencies. For additional security, a timeout feature is also enabled in the Portal.

The Qwest Control Network Portal also offers each Agency a systems administrator capability for managing user access and profiles. Through this capability, the Agency system administrator can create users, manage existing users, remove users, assign accounts to users, and assign user privileges (user groups). The system administrator assigned to each Agency can limit an individual to a single functional area (e.g., Inventory), or broaden the individual's capabilities to encompass all functional areas and Agency account data. User profiles can be changed by the Agency's system

administrator within a matter of minutes, if desired. Qwest will perform all systems administration functions for the Agency, if desired.

[REDACTED]

[REDACTED]. Qwest users are authenticated against the [REDACTED], ensuring that corporate password rules are enforced through that system.

3.12.3 Qwest's Approach to Provide/Maintain Inventory

Qwest's approach to inventory management begins with ensuring the accuracy of data for services to be transitioned, as well as data from our Service Order Completion Notices. This data serves as the initial basis for the Inventory for Networkx.

To complete the inventory and maintain an accurate database, all Networkx stakeholders, including the GSA, are responsible for various tasks and functions [REDACTED]. Qwest recognizes the criticality of establishing a precise database for transitioned services, and will work with GSA and Agencies to ensure a thorough understanding of responsibilities.

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

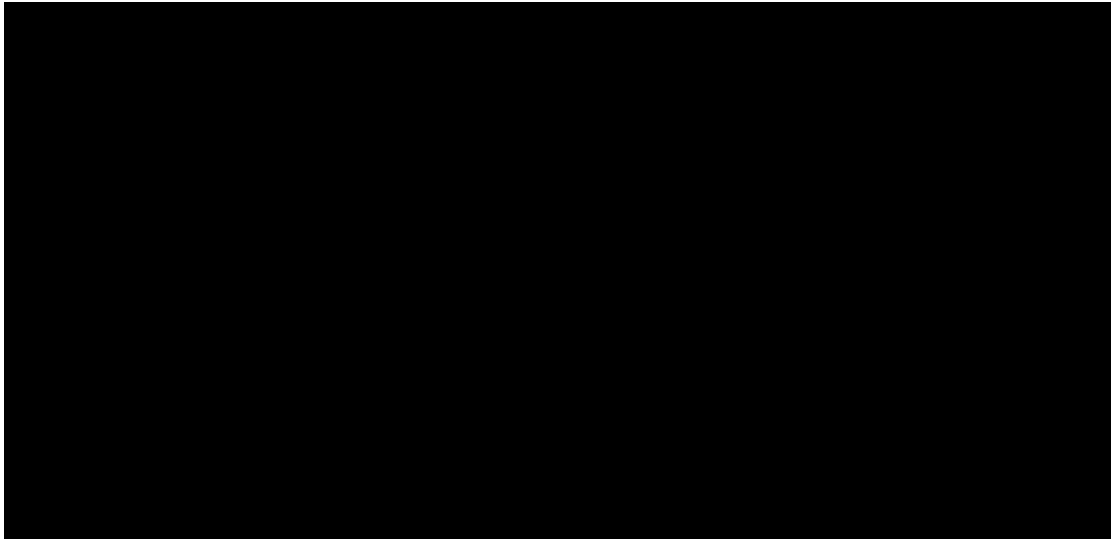
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

3.12.3.1 Inventory Management Controlling Entity

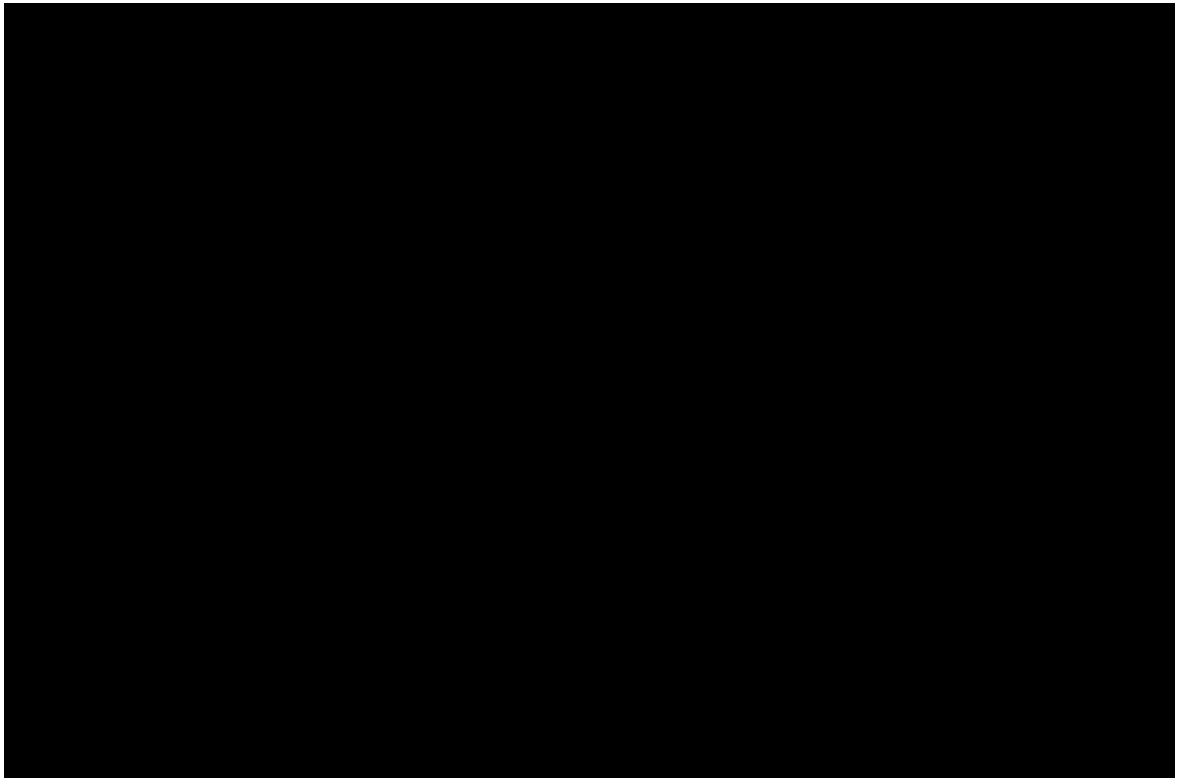
The overall responsibility for the Inventory database and the policies and procedures that govern it, resides with Qwest's CPO. This benefits the Government by providing a single point-of-contact for all inventory-related issues. The CPO serves as the contact point for quick resolution of any unresolved problems.

3.12.3.2 Qwest Control Network Portal Capabilities

The Qwest Control Network Portal and its linkage to inventory [REDACTED]
[REDACTED]. An example of some of the information available



through the Portal [REDACTED]. In this example, a screen shot of switched voice long distance service reflects the detail of the inventory item. The Portal will have the ability to list all inventory items by service type, including but not limited to network ports, circuit identification data (ID), and telephone numbers.

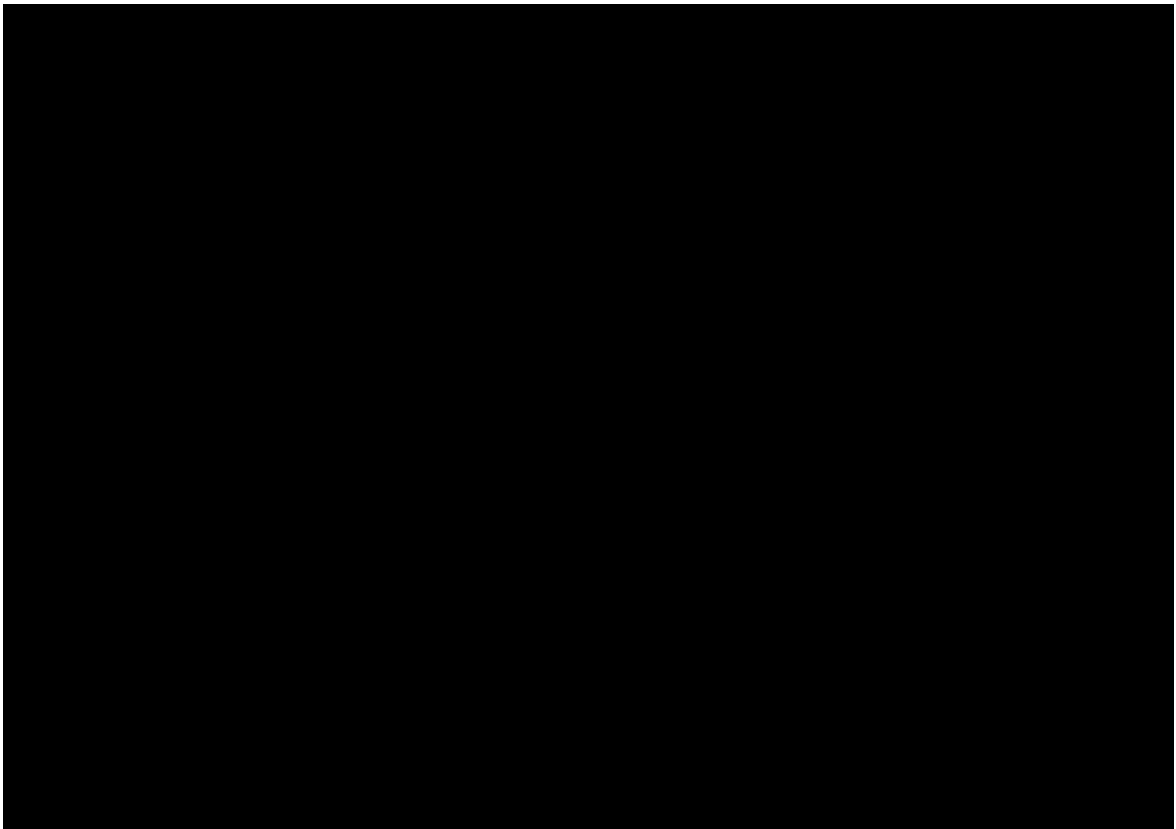


3.12.3.3 Flexibility of the Qwest Control Network Portal

The Qwest Control Network Portal's accessibility is flexible enough to meet all levels of user requirements. The Portal has a powerful sort and filter tool [REDACTED]

[REDACTED]. This tool enables the Agency to parse the data in any form desired by choosing a set of fields from which to design reports. Qwest Control Network Portal capabilities include selecting, sorting, and filtering. These capabilities can be leveraged against order status, service type, billing, trouble management, and many more data fields.

The Content tab is used to determine which content within the inventory database will be used in the ad hoc report. The Sorting tab is used to designate the order in which the user would like to view records. The



Filtering tab is used to locate records that fall into a specific category. The results can roll into any number of report output formats including Adobe Acrobat Portable Document Format (.pdf) and Microsoft Excel (.xls) files.

3.12.4 Update Process (L.34.2.3.12.1; M.3.2 (d))

Following service completion, Qwest will notify Agencies that service is ready for use, as required by GSA. Qwest will utilize the Service Order Completion Notice (SOCN) process as the primary input to the Inventory database. For details of this process, see Section 3.12.4.1, Process for SOCN Update.

The SOCN will confirm that the Qwest service was installed and required testing was completed. Once the SOCN is received, Agencies may connect their equipment to the service and begin using it immediately.

The process for SOCN updates and Qwest's inventory database update process are discussed below.

3.12.4.1 Process for SOCN Update (L.34.2.3.12.1 (a), comp_req_id 10853)

The SOCN for all services will be generated and available through the Qwest Control Networx Portal upon service completion. The SOCN will be automatically posted in the Portal for each Agency order. An email (or other supported media) copy of the SOCN will be sent to the Government Point Of Contact (POC) that ordered the service. Billable changes in the service (such as adding bandwidth, new switched voice features, and others) will generate a new SOCN. The Networx Inventory Database is populated by data points from the SOCN. Therefore, the Networx Inventory Database will be updated whenever a new SOCN is generated. Likewise, when the SOCN is accepted by the Agency (or when the CSO does it on the Agency's behalf), this action automatically pushes the information to the inventory view. This can be a billable or non-billable action. In addition to an

order for new service, examples of the kinds of move, add, change, or disconnect activities that will trigger a SOCN (and, therefore, an update to the Inventory Database) include:

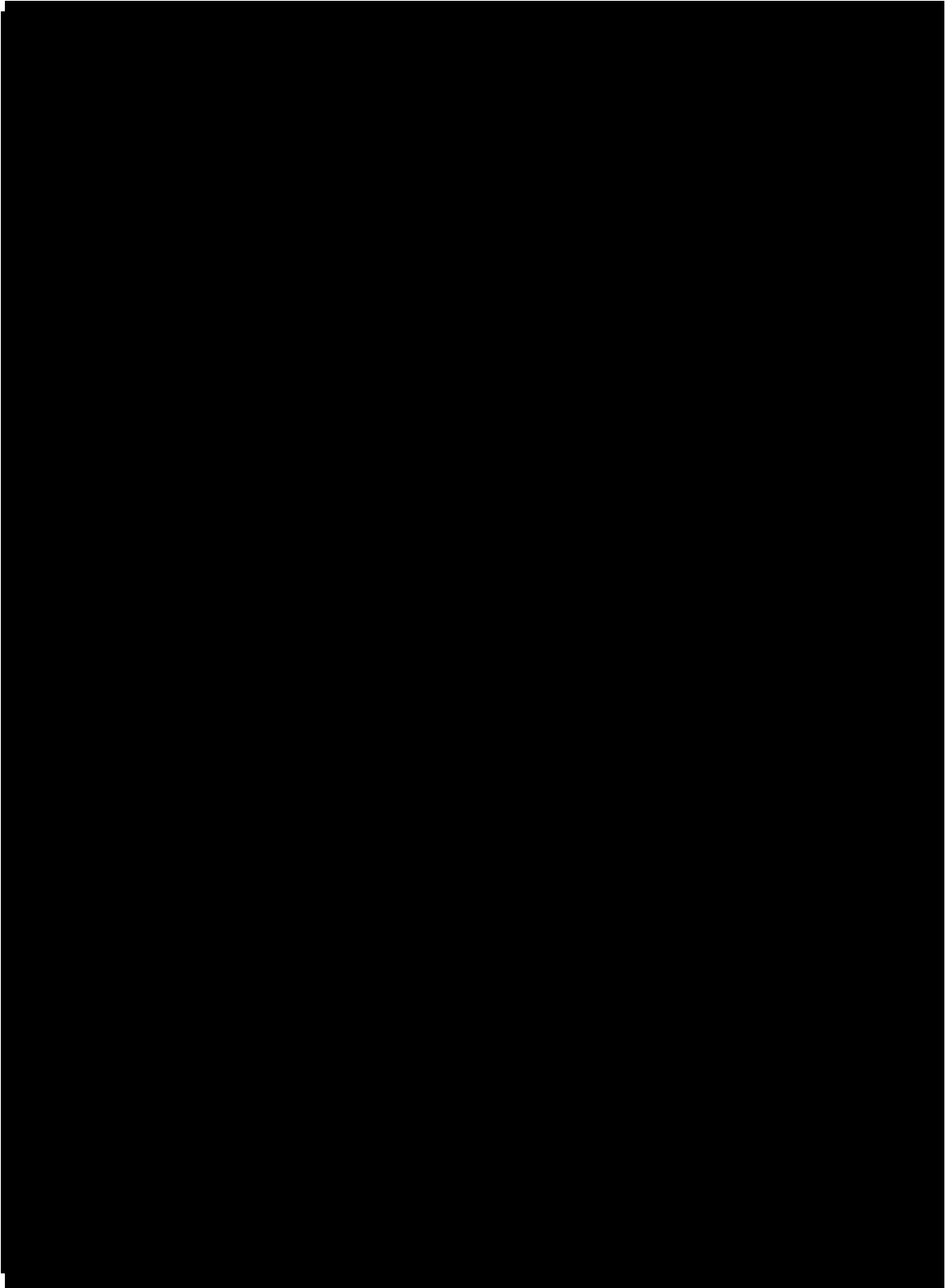
- Circuit ID change due to regrooming effort
- PVC Upgrade
- Replacement of a SED due to equipment failure
- New service order
- Disconnect

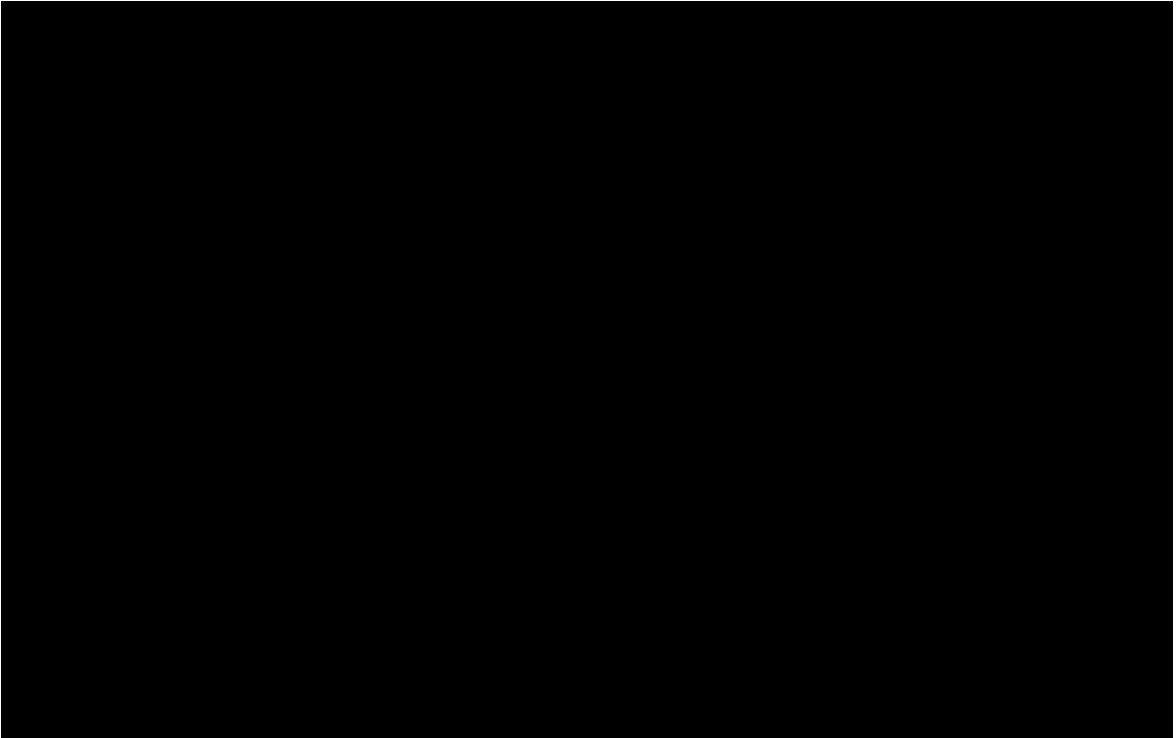
The SOCN includes data elements for all Qwest services, providing the GSA and Agencies with all the details needed to authenticate and maintain accurate inventories and validate billed services. The form in [REDACTED] reflects a sample SOCN.

Qwest will trigger the release of the SOCN upon completion of specific job steps. Qwest tracks all order details, events, and location information throughout the lifecycle of the order.

The customer order management process includes a work flow of specific events. Each event has an owner and, as the order progresses, the owner completes his or her task and moves the order on to the next event. Most events are done in sequence, but some can be done simultaneously, depending on the task.

Since the Qwest Control Network Portal will reflect data elements prior to SOCN generation, the completion of the SOCN event will trigger an update to the inventory data.





3.12.4.2 Understanding of Update Process and Government Environment (L.34.2.3.12.1 (b))

Qwest understands the level of complexity of the update process and the environment in which the data will be used. It is important that the correct information is captured not only for a new installation order, but also when services are added, changed, or transitioned. Incorrect data can adversely impact multiple areas, from the accountability of assets through visibility into network architecture and services to ensuring the accuracy of billing data. Qwest's systems and processes are designed with quality control points, to ensure that data populated and maintained in our systems are accurate. Qwest has designed the following systems and processes to ensure quality:

- The Qwest Control Network Portal links to a common, dedicated database containing Qwest-maintained inventory information. All

authorized Government users will have secure access to that common database.

- Inventory information will be primarily fed via service order completions. Only after the Government validates and accepts services will the inventory be updated. This will reduce the opportunity for errors to be introduced into the system.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- Lastly, we have a clearly defined escalation process should the Government wish to raise any inventory issues.

3.12.5 Query Tools (L.34.2.3.12.2; M.3.2 (c)) (comp_req_id 10875)

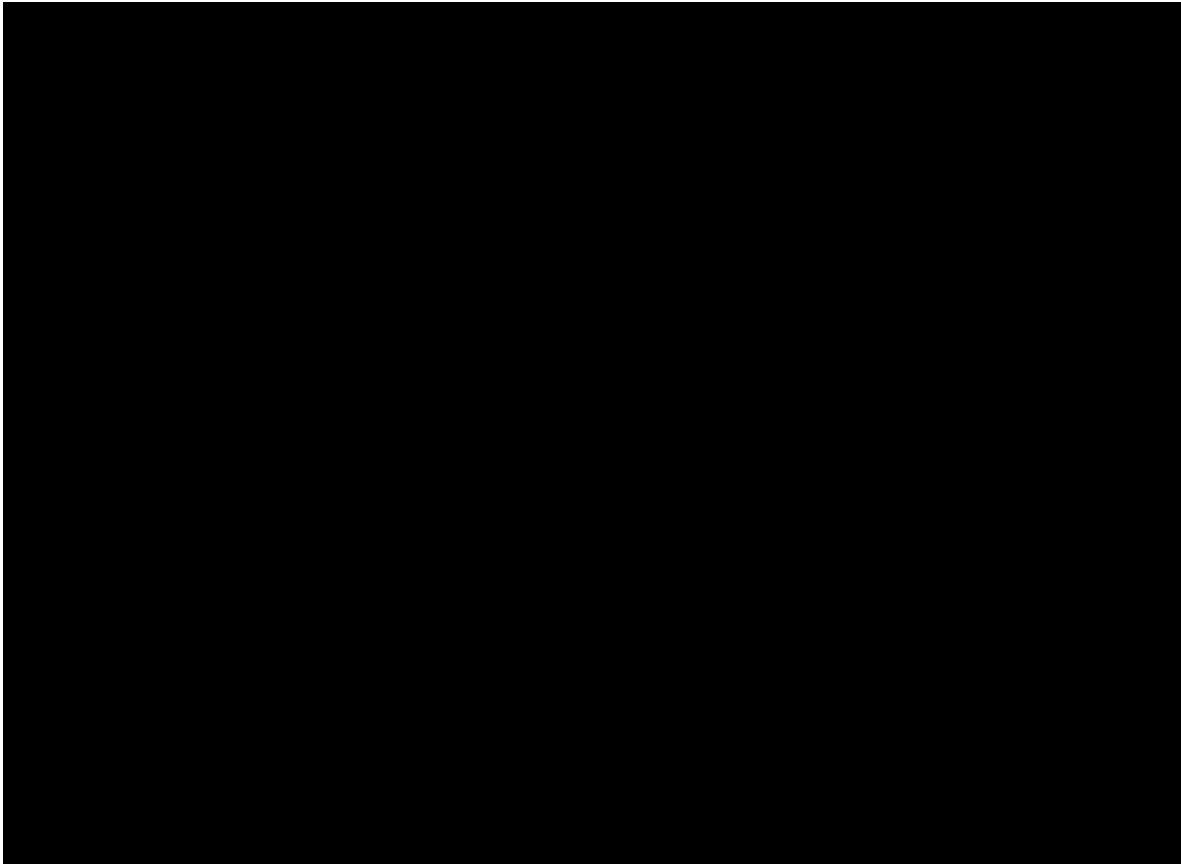
[REDACTED] has a complete set of Business Intelligence (BI) functions delivered within an Enterprise Reporting Application experience (See Appendix 14, Inventory Management User Documentation). [REDACTED] allows Qwest to assimilate critical information into our day-to-day activities, thereby improving overall corporate performance. [REDACTED] is scaleable to reach thousands of users with a single Web application. [REDACTED] has a full suite of secure, Web-based custom queries that can roll into reports, allowing users to sort and filter data elements of the Portal, linked from the Networx Website. This capability extends from the basic functional areas to specific inventory detail.

[REDACTED] integrates a full line of decision support tools accessible within a single interface, such as Web reports, dashboards, parameterized reports, analytics, spreadsheets and ad hoc queries. This

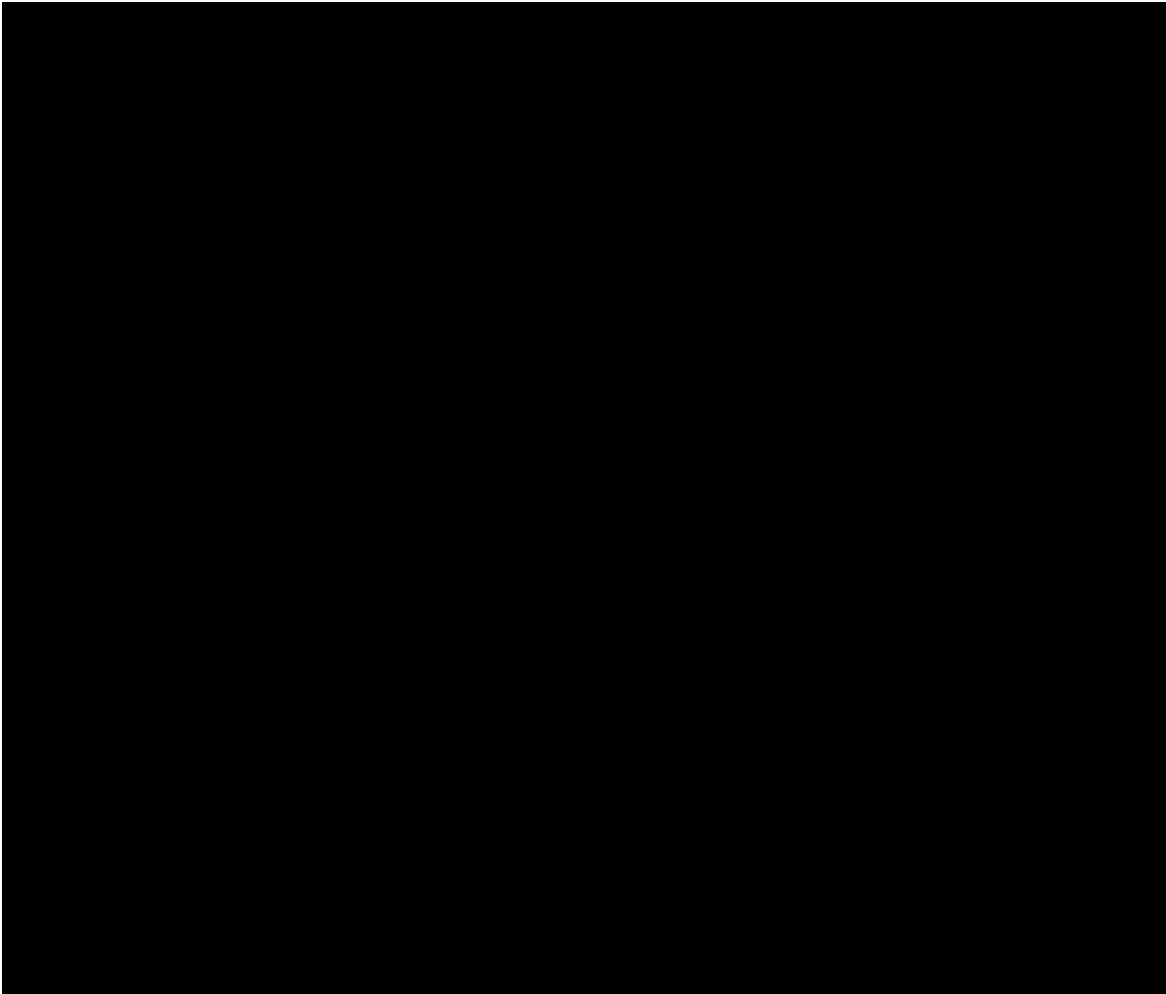
provides GSA and Agencies with secure, Web-based, on-demand information delivered over the Web using a Portal interface. [REDACTED]-built applications ensure that users can customize the reporting and analysis of critical information to improve overall performance. Applications are developed and deployed on a scalable and flexible reporting application platform.

3.12.5.1 Custom Query Creation (L.34.2.3.12.2 (a))

Agency queries and reports will be completed through [REDACTED] [REDACTED] this tool enables an Agency to parse the data in any form desired by choosing a set of fields from which to design reports. Qwest Control Network Portal capabilities include selecting, sorting, and filtering data. These capabilities can be leveraged against order status, service type, billing, trouble management, and many more data fields.



Agencies will have maximum flexibility to create inventory management reports suited to their needs and applications. After logging into the Portal and clicking the Reporting link, Agencies can create their own customized reports by selecting from the multiple options offered under the individual tabs on the [REDACTED] homepage. The Content tab is used to determine which content within the inventory database will be used in the ad hoc report. The Sorting tab is used to designate the order in which the user would like to view records. The Filtering tab is used to locate records that fall into a specific category. The results can roll into any number of report output formats such as in Adobe Acrobat Portable Document Format (.pdf) and Microsoft Excel (.xls) files [REDACTED]. The [REDACTED] application guides users to effectively and efficiently create custom queries.



**3.12.5.2 Understanding Customer Technical Sophistication
(L.34.2.3.12.2 (b), comp_req_id 10875)**

Qwest has extensive experience dealing with Agencies and their various levels of technical understanding. Qwest's customers span the range from the highly technical engineers and researchers who manage the

[REDACTED]
[REDACTED] who have less technical background or experience. Relative to Networkx, Qwest's Customer Support Office (CSO) has the training and expertise to assist Agencies as they navigate and use the Inventory Management features of the Qwest Control Networkx Portal. When needed, the CSO will engage the Qwest Business Applications Support team for Agencies that need a higher level of technical support.

This understanding extends to the Qwest Control Networkx Portal as well. The Portal is designed to be user-friendly, with menu options that allow for intuitive manipulation of Portal capabilities.

Qwest is prepared to assist Agency users that require more intensive guidance in the Qwest Control Networkx Portal usage and capabilities. However, for Agencies that have a high level of technical sophistication, Qwest may not need to provide as much guidance on Portal functionality other than the initial training sessions.

Qwest's CSO will provide a focal point to ensure that Agencies, no matter the level of technical sophistication, can obtain meaningful data from the inventory management data elements in the Qwest Control Networkx Portal. Through Web-based training (taken at the user's discretion), and hands-on, instructor-led training, all Agency users will be assured the necessary training in the use of the Portal. For Agencies requiring additional

technical support, Qwest will provide technical and other support necessary to ensure that Agency needs are met.

3.12.6 Interfaces (L.34.2.3.12.3; M.3.2(b))

The Qwest Control Network Portal offers Agency users a graphical user interface to our inventory management database that is intuitive and user-friendly. The Portal is the primary point of interface for users to inventory management data and reports.

3.12.6.1 Government Interface to Inventory Management Database (L.34.2.3.12.3 (a))

[REDACTED]

[REDACTED] The graphical interfaces and interface features within the Qwest Control Network Portal are intended to meet any level of Agency ability, from those with little Web-interface experience to those whom have intensive technical skills. The intuitive design of the Portal screens will accommodate the depth and breadth of Agency knowledge

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3.12.6.2 Understanding of Customer Access (L.34.2.3.12.3 (b))

The Networkx Inventory Database will be available to GSA and Agencies on a 24x7x365 basis. Qwest understands that GSA and Agencies have a need to access the data using various access methods.

[REDACTED]

The Qwest Control Networkx Portal will provide a single entry point into the inventory management database for the GSA and Agencies. The inventory database was designed for ease of use, automated feeds from all systems, and minimal manual input.

3.12.7 Discrepancy Resolution (L.34.2.3.12.4; M.3.2 (a), comp_req_id 10853)

The following is a step-by-step process of how the information in the service order completion database flows through the Qwest Control Networkx Portal into the inventory discrepancy process.

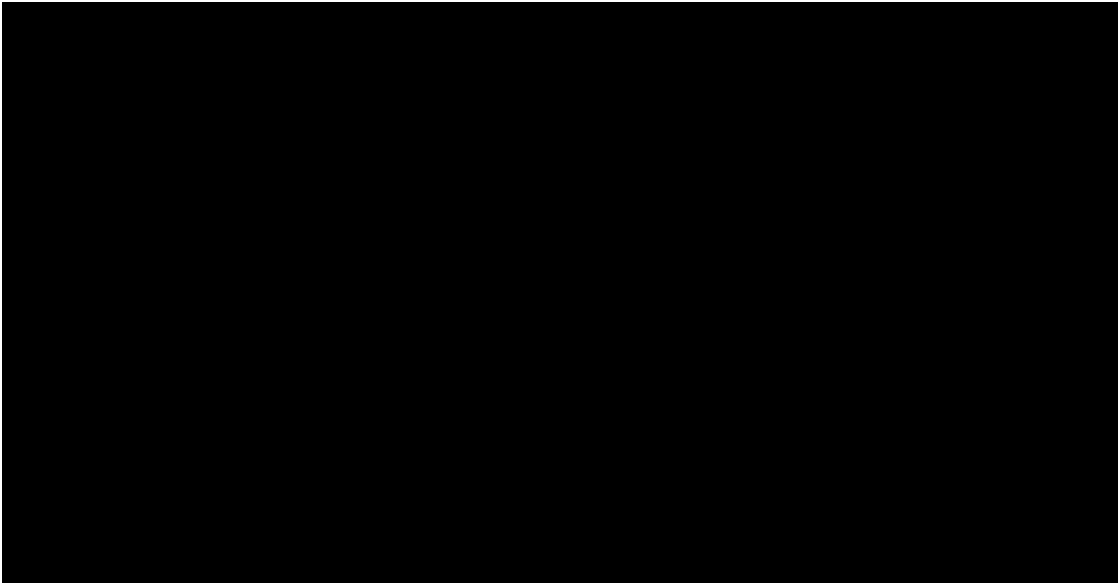
[REDACTED]

[REDACTED]

Inventory data will be automatically updated and reflected in the Qwest Control Network Portal [REDACTED] following acceptance of the service. Qwest will comply with the requirement to retain monthly snapshots of the Networkx Inventory. This will be an automated process that ensures snapshots of the entire Networkx Inventory Database are created each month as of the date the invoices are created. These snapshots will be archived after three months.

Qwest will fully populate the Networkx Inventory Database with all the elements of the SOCNs as defined in Attachment J.12.2.5 of the RFP, *Unit 5: Service Order Completion Notice*, for all CLINs in the order. The inventory data elements will be fed automatically to the inventory database as a result of order activity. The SOCN will finalize that inventory. The Networkx Inventory Database will be updated whenever Qwest generates a new SOCN. This can be a billable or non-billable action. In addition to an order for new service, other examples of the kinds of move, add, change, or disconnect activities that will trigger a SOCN include but are not limited to:

- Circuit ID change due to re-grooming effort
- Replacement of a SED due to equipment failure
- Disconnect
- PVC upgrade
- New service order



Qwest will also utilize [redacted] to verify the validity of the Networkx Inventory Database. These checks will be initiated and managed by the Qwest Quality Assurance and Control Team.

Qwest has a robust and efficient escalation process. This process will be used for all Networkx-related issues, including inventory management. Although Qwest will employ processes and procedures that provide inventory management control, there may be instances where a discrepancy remains unresolved until the escalation process is invoked. The appropriate time to escalate a discrepancy will vary. [redacted]



[REDACTED]

For those discrepancies that remain unresolved GSA, Agencies, DARs, and COs can utilize the discrepancy escalation process. This process is identified in Section 4.4.7 Mitigation of Risk, of Section 4.0 Transition, for escalation details, as well as in Section 3.1 Program Management, and Section 3.6 Trouble and Complaint Handling. Qwest will cooperate with the CO to resolve issues escalated to that level.

In the event of a Networx inventory discrepancy, Qwest will;

[REDACTED]

Although the Networx inventory management efforts will be complex, Qwest has the capabilities and the proven discipline to complete the tasks and ensure GSA's complete satisfaction. Qwest demonstrates quality through performance. Specifically,

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

The inventory discrepancy reports can be viewed within the Qwest Control Networkx Portal, printed directly from the Portal, or downloaded in the following data formats: Comma Separated Value (CSV), American Standard Code for Information Interchange (ASCII) text tab delimited, ASCII text fixed record, eXtensible Markup Language (XML), and other formats as mutually agreed between GSA and Qwest.

When downloading the data, a window will open to help guide users through the process. Users can download one page or all of the pages in Adobe Acrobat (.pdf) or they can download one page or all the pages as a report or table in Microsoft Excel (.xls). All documents will have the same consistent title page, including the title, date of report run, discrepancy report type, and date when the documents apply.

3.12.7.3 Monthly Inventory Management System Reports (comp_req_id 10892, comp_req_id 10870)

Qwest will provide monthly reports on Networkx inventory management to the GSA Networkx Program Management Office (PMO). These reports will reflect the overall management of inventory management and control. Qwest will include:

- A report on the security of the Networkx inventory system
- A report on the performance of the Networkx inventory system
- A report on the status of the Networkx inventory system

At the time of Networkx contract award, Qwest will provide the Government all user documentation (see Appendix 14) needed for secure Web-based query access to the Networkx inventory information via the Qwest

Control Networx Portal. This documentation will be updated as needed to address changes to the database interface, but not more than once every two calendar months, unless express consent of the GSA Contracting Officer's Representative (COR) is given, as reflected in Section C.3.8.4.1.1.1. Documentation will be delivered to the Networx Website, using the media, transport, and format identified in **Figure 3.12.7-5**.

Figure 3.12.7-5. Media/Transport/Format for GSA Inventory System Reports

Data		
Media	Transport	Data Format
Paper	<ul style="list-style-type: none"> Fax Courier Postal Service 	Not applicable
CD ROM	<ul style="list-style-type: none"> Courier Postal Service 	<ul style="list-style-type: none"> CSV ASCII Text Tab delimited ASCII Text Fixed Record XML Microsoft Access 2002 Microsoft Excel 2002 Other formats as mutually agreed between GSA and contractor
DVD ROM	<ul style="list-style-type: none"> Courier Postal 	
Magnetic Tape	<ul style="list-style-type: none"> Courier Postal Service 	
File Server	<ul style="list-style-type: none"> Internet File Transfer Protocol (FTP) Secure Internet File Transfer Protocol (FTPS) Internet Hypertext Transfer Protocol (HTTP) Internet Secure Socket Layer (SSL, HTTPS) Other secured or unsecured transport methods as mutually agreed between GSA and contractor 	
E-mail Server	<ul style="list-style-type: none"> Internet e-mail – Simple Mail Transfer Protocol (SMTP) Encrypted Internet e-mail Other secured or unsecured transport methods as mutually agreed between GSA and contractor 	

Qwest will deliver the initial reports to GSA within 10 business days of the calendar month in which the first SOCN is delivered. Updates will be provided monthly within 10 business days of the end of the calendar month. These reports will be consistent with RFP Sections C.3.3.3.2 Security Management and C.3.9 Operational Support Systems, and delivered to the appointed GSA COR. Qwest's monthly reports will contain:

- Security information
- OSS performance information

- Record counts
- Changes in record counts from the last month's report
- Number of GSA and Agency queries
- Number of GSA and Agency copy requests

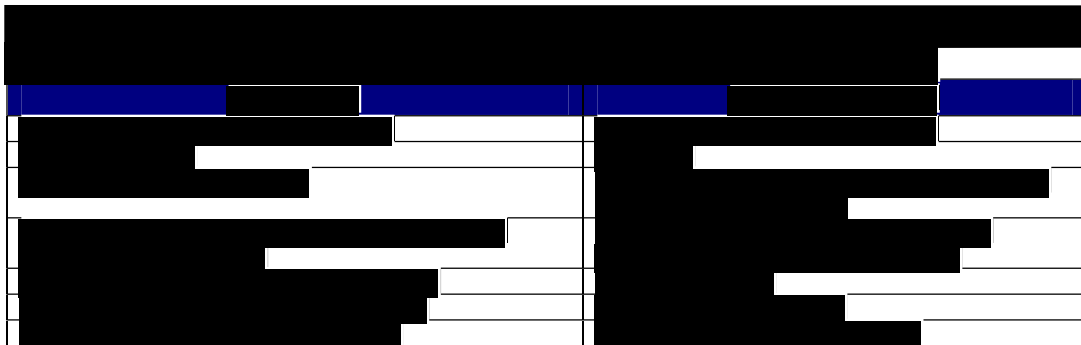
All documents will have the same consistent title page to include the title, date of submission, version of Query Interface for which documentation applies and the date of the report.

3.12.7.4 Potential Complexity (L.34.2.3.12.4 (c))

Qwest understands the potential complexity of interfacing with GSA and Agencies when resolving discrepancies. Qwest believes the most critical aspect of any network deployment and ongoing management lies in effective communications between all stakeholders.

The Qwest Quality Assurance and Control Team, with oversight by the CPO, will have the responsibility to resolve all discrepancies.

Qwest is prepared to manage the complexity of the Agency/Qwest relationship by interfacing with Agencies and GSA when resolving discrepancies [REDACTED]



Qwest will track comments while completing the analysis of discrepancies. Qwest's CPO will manage disputes and ensure that status notifications are sent to the Agency via the Qwest Control Network Portal or

other preferred method of communications. Inventory disputes will be treated in the Portal as “other inquiries” to differentiate them from repair tickets.

To limit any issues surrounding inventory discrepancy resolution, Qwest will perform the following tasks:

[REDACTED]

3.12.7.5 Effective Communications (L.34.2.3.12.4 (d))

With careful planning and rigorous attention to detail, discrepancies in the Networx Inventory Database should be minimal. Qwest has designed systems and processes specifically for Networx to ensure inventory integrity. However, in the event of a discrepancy, the communication process to bring about an agreed upon solution involves two stages.

Stage 1 begins with the recognition of a discrepancy. This will be the result of discrepancy reports run by either Qwest or GSA/Agency. Once the discrepancy is identified, a “ticket” will be opened through the Qwest Control Networx Portal, and Qwest’s CPO will commence the necessary analysis. Updates of the analysis and ultimate resolution will be noted by our CPO in the Portal for review by the Agency.

Stage 2 will include the interaction of Qwest's CPO staff with the system, process, and operations groups to address the issue and changes that may be required. Again, the resolution of the issues by Qwest's CPO will be posted on the Web Portal so that all stakeholders can be kept abreast of the resolution.

Qwest will use the Qwest Control Networx Portal to its fullest potential to open and track discrepancy tickets. If, at any point, the resolution does not seem imminent, Qwest's CPO will facilitate the necessary meetings and reviews to bring about a timely resolution. During these meetings, the agenda will be set, issues reviewed, and meeting minutes completed and distributed to all participants. Embedded in the meeting minutes will be resulting action points assigned. Once the meeting minutes have been published and distributed, the Qwest Quality Assurance and Control Team will be responsible to schedule follow-on meetings and to track all action items.

3.12.8 Summary

The Qwest Team recognizes the importance of a secure, easy-to-use inventory management system to support GSA/Agency program management objectives. The Qwest Control Networx Portal provides the visibility and flexibility required to provide accurate inventory data in a timely manner.

Qwest's approach to providing and maintaining the inventory data is focused, controlled, and methodical. All data will reside in a secure inventory database. The inventory information can be accessed through the Qwest Control Networx Portal. The Portal provides the visibility and flexibility required to provide accurate inventory data in a timely manner. This approach allows for straightforward management of all resources and focuses all data points in one system.

Our CPO serves as the focal point for all inventory management issues, reports, and discrepancy resolutions. Qwest recognizes the criticality of establishing an inventory database for all services. To ensure the integrity of that data, Qwest will identify specific, detailed tasks for inventory in all projects for transitioning and provisioning services. In addition, Qwest will provide quality assurance oversight on all transitioned inventory data.