

Appendix 4

Training Plan

DRAFT

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Revision XX

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REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

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1.0 QWEST NETWORKX DRAFT TRAINING PLAN

To ensure that all Government customers are receiving or have access to current information about the contract, Qwest has prepared a draft Training Plan in accordance with Section C.3.7.2.1 of the Network Enterprise Request for Proposal (RFP).

2.0 INITIAL CONUS CLASS OFFERINGS

Upon contract award, Qwest will offer the following courses that will be individually tailored for the training of the following Government users: 1) Designated Agency Representatives (DARs) Enterprise 001; and 2) Network Operations Enterprise 002. A description of each class is presented in **Figure A4-1**.

Figure A4-1. Qwest Training Courses. *Qwest provides classroom instruction on all Networkx offerings to ensure that the Government has a full understanding of each product and service.*

Course:	DARs Enterprise 001
Audience:	Agency representatives with the authorization to order services and products
Course Construction:	Modular
Module Descriptions:	<ol style="list-style-type: none"> 1) Overview of Networkx services, products, service features, security offerings, operational support systems, processes and procedures, transition plans, and Government roles and responsibilities 2) Operational Support Systems including: <ol style="list-style-type: none"> a. Service order and tracking system b. Billing and dispute system c. Trouble and complaint handling system d. Overview of the Qwest Control Networkx Portal e. Overview of network management and monitoring systems 3) Processes and procedures, including placing and tracking orders; reporting and tracking troubles and complaints; escalation procedures for problem resolution; resolving billing disputes; obtaining credit adjustments; conducting fraud prevention, including customer premises safeguards; providing proper service assistance methods; and coordinating with the Qwest CSO 4) Overview of the Qwest Transition Plan, including Qwest and

Course:	DARs Enterprise 001
	Government roles and responsibilities; preparation activities, ordering and tracking; time frames; and contract exceptions that apply during transition.
Schedule:	As predetermined in the training schedule (see section 4.4.1 of this appendix)
Course:	Network Operations Enterprise 002
Audience:	Agency representatives with network monitoring responsibilities
Course Construction:	Modular
Module Descriptions:	<ol style="list-style-type: none"> 1) Overview of Networkx services, products, service features, security offerings, operational support systems, processes and procedures, transition plans, and Government roles and responsibilities 2) Operational Support Systems, including: <ol style="list-style-type: none"> a. Trouble and complaint handling system b. Overview of the Qwest Control Networkx Portal c. Detailed review of network management and monitoring systems and tools 3) Processes and procedures, including reporting and tracking troubles and complaints; escalation procedures for problem resolution; conducting fraud prevention, including customer premises safeguards; providing proper service assistance methods; and coordinating with the Qwest CSO 4) Overview of the Qwest Transition Plan, including Qwest and Government roles and responsibilities, preparation activities, timeframes, and contract exceptions that apply during transition
Schedule:	As predetermined in the training schedule (see section 4.4.1 of this appendix)

All courseware is to be approved by General Services Administration (GSA) prior to use. Qwest will update the material when product or Operational Support Systems (OSS) information has changed, when surveys dictate, or when GSA requests modification.

3.0 TRAINING DELIVERY METHODS

Qwest will provide a combination of instructor-led classroom and instructor-independent courseware and teaching tools. Qwest will offer classroom instruction in each of the GSA regions or provide on-site training at the request of the Government. Classes will have a minimum class size of 10 students and a maximum of 32 students.

Qwest will make additional training available through meetings, briefings, seminars, self-study, video teleconference, and online Web-based instruction at no cost to the Government throughout the life of the contract. Qwest will also provide self-study training instructions in Web-based, CD ROM/DVD, and audio/video tape formats. These instructional materials and training resources will be easily accessible through the Qwest Networx Website or the Qwest Customer Support Office (CSO) to ensure maximum distribution, usefulness, and availability. Qwest will deliver training using the methods shown below in **Figure A4-2**.

Figure A4-2. Training Delivery Methods. *Qwest will provide classroom instruction and alternate delivery methods to ensure that all registered students and registered Government students have easy access to training anytime, anywhere.*

Training Course	Method	Population
Designated Agency Representatives Enterprise 001	Classroom	1,500 No Charge
	Online, Web-based	On Demand/No Charge
	CD ROM/DVD	On Demand/No Charge
	Audio/Video Tape	On Demand/No Charge
	Other Self Study Tools	On Demand/No Charge
	User guides, desk top material	On Demand/No Charge
	Video-teleconference	On Demand/No Charge
Network Operations Enterprise 002	Classroom	500 No Charge
	Online, Web-based	On Demand/No Charge
	CD ROM/DVD	On Demand/No Charge
	Audio/Video Tape	On Demand/No Charge
	Other Self-study Tools	On Demand/No Charge
	User guides, desk top material	On Demand/No Charge
	Video-teleconference	On Demand/No Charge

Additional instruction will be provided through meetings, briefings, and seminars as required. Training manuals and desktop guides will be available during classroom instruction or can be requested from the Qwest Networx Website and provided to students registered in class. There is no cost to the Government for development and distribution of these materials.

3.1 TRAINING LOCATIONS

Qwest will provide classroom instruction for GSA and Agencies in the cities listed in **Figure A4-3**. Classroom instruction will be provided at or near GSA locations upon request.

Figure A4-3. Qwest Regional Training Locations. *Qwest will provide classrooms and instruction within each GSA Region to ensure accessibility and responsive training support.*

GSA Region	
Region 1 - New England	
Region 2 - Northeast & Caribbean	
Region 3 - Mid-Atlantic	
Region 4 - Southeast Sunbelt	
Region 5 - Great Lakes	
Region 6 - Heartland	
Region 7 - Greater Southwest	
Region 8 - Rocky Mountain	
Region 9 - Pacific Rim	
Region 10 - Northwest/Arctic	
Region 11 - National Capital Region	

4.0 TRAINING ADMINISTRATION

Qwest’s approach to training administration provides users with a single, central location for all catalogs, training manuals, class registration and cancellation, course scheduling, advertising of training activities, frequently asked questions, tracking and status of activities, reports, and requests for support. This central point of contact is provided through the Qwest Networx Website and is available 24x7x365 using the Internet or by calling the hotline at 1-866-GSA-NETWorx (1-866-472-6389).

4.1 WEB-BASED TRAINING COURSE CATALOG

Qwest will publish a Web-based training course catalog within 30 calendar days of Notice to Proceed. The catalog will contain course names, short course descriptions, training schedules, locations of classes, and any

information necessary for student attendance. We will update the course catalog as additional classes are added.

[REDACTED]

A description is provided for the student to review for both instructor-led and Web-based training by selecting a specific subject in the catalog. Users can then access Web-based courses by entering the course code, enrolling, and then launching the course.

Once a training event is added in the [REDACTED], students can be enrolled either by batch enrollment for a particular class or they can enroll individually. If a specific group of attendees wants to attend a specific class, a group enrollment can be handled by a CSO representative who will register the names into the class. Students will receive confirmation of their enrollment. Either the administrator or the student can cancel if necessary.

4.2 QUALITY TRAINING MATERIALS

Qwest will provide all of the required training and training materials that meet the requirements specified in RFP Section C.3.7, including brochures, registration materials, presentations, hand-outs, and reference guides.

[REDACTED]

[Redacted text block containing multiple paragraphs of blacked-out content]

To ensure that high-quality courseware will be accessible to all users, Qwest will design training tutorials and products to meet 508c Compliance Attributes as shown below in **Figure A4-4**. These attributes are representative of our development approach and will assure GSA that training will meet or exceed user accessibility requirements established by the Department of Labor for worker accessibility and safety.

Figure A4-4. Qwest 508c Compliance Attributes. *Qwest will provide high quality training products to all Networx users incorporating 508c Compliance Attributes, making training accessible to everyone.*

508c Compliance Attributes	
Accessibility Features	Reverses the color scheme to assist people with low vision or shows a visual prompt when an error tone is sounded to assist persons who are deaf or hard of hearing. Provides "sticky keys" that allow a user to press key combinations, such as control-C, sequentially rather than simultaneously to assist persons with dexterity disabilities.
Use of electronic forms	Allows people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.
Assistive Technology	Allows someone who is viewing the screen to access and use speech or Braille programs.
Personalized settings	Allows users with disabilities to select personalized settings, colors, contrast, keyboard repeat rate, and keyboard sensitivity, which cannot be disabled by software programs.
Color Coding	Announces color changes for anyone who is color blind.

For training delivered through meetings and briefings, classroom, and seminars, Qwest will provide assistance such as Sign Language Interpreters and Braille products to disabled trainees when requested in advance by the Government.

4.3 TRAINING REGISTRATION AND CANCELLATION

Qwest will use both Web-based and non-Web-based training registration and cancellation processes to manage the registration of attendees and scheduling of classes. Students will be notified by phone or

email of registration confirmation, class cancellation, or rescheduling of any classes.

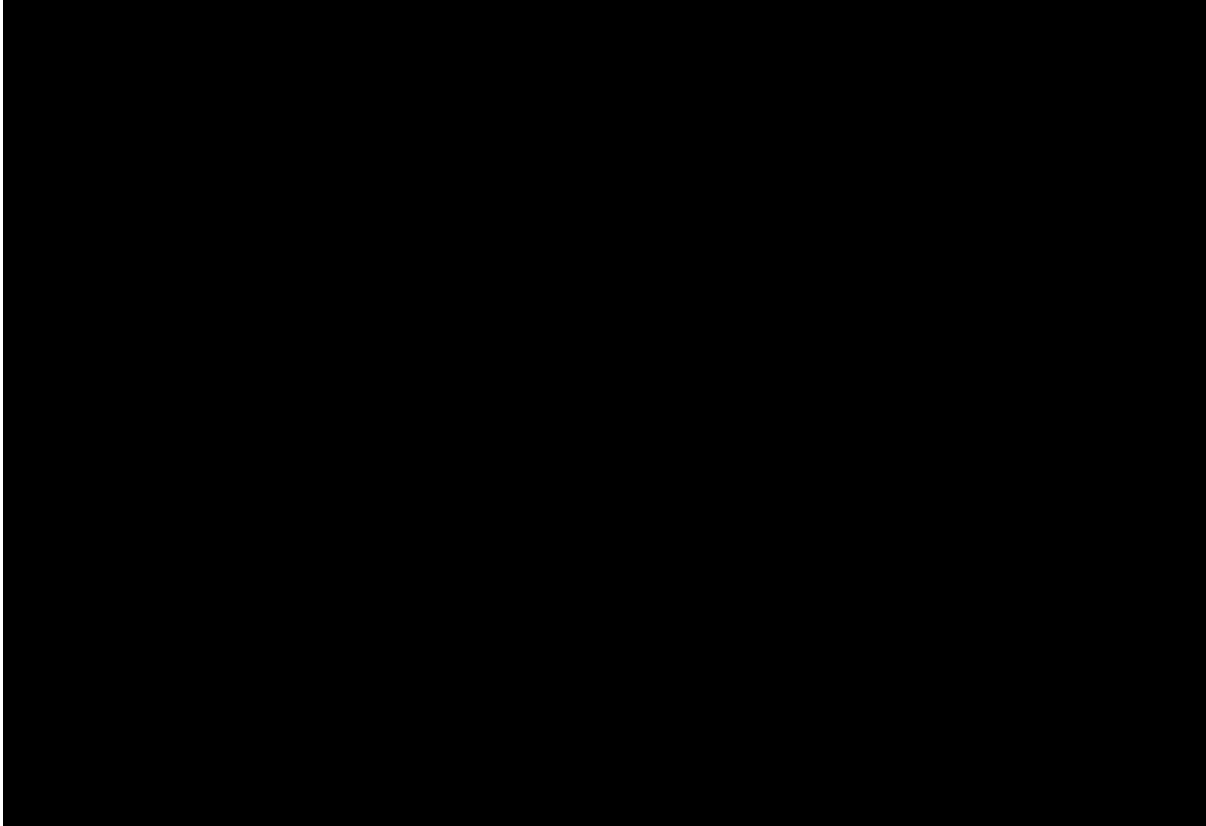
All registration data is kept centrally in an electronic database that links to the class calendars. The maximum class size is 32 and the minimum is 10 students. Once the maximum class size of 32 is met, we will accept additional student registrations on a wait list and notify the student of the wait list status via email or voice messaging. If a class is cancelled, students will be notified at least three business days before the scheduled training date. Qwest will accept student's cancellation of enrollment up to 5 business days prior to the scheduled training date without charge. In the case of a student canceling classroom training enrollment past the cancellation due date, Qwest will notify the student by email that the cancellation is beyond the acceptable time for cancellation. The student will be counted against the class size and either the student will be counted against maximum number allowed without charge or if the Government has exceeded the maximum then the Government will be charged for this student. If the student's enrollment cannot be cancelled because the cancellation date was missed, Qwest will allow transfer of the enrollment to a student currently on the waiting list or another student from the same Agency.

For all non-Web-based training registration and cancellation activities, students may call the hotline at 1-866-GSA-NETWorx (1-866-472-6389) for assistance. Students may send correspondence through the U.S. Postal Service, fax transmissions, or email. This assures GSA that training is easily accessible for maximum distribution, usefulness, and availability.

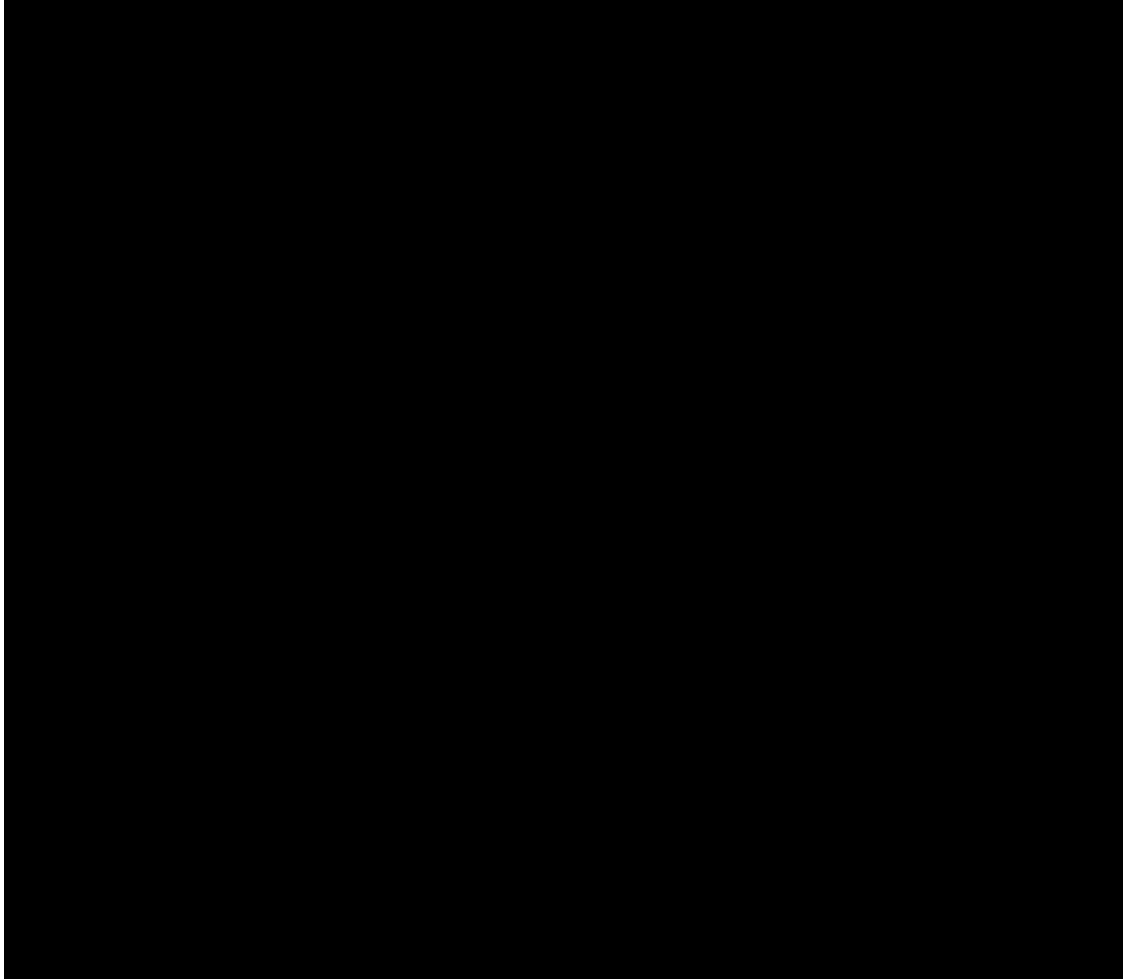
4.4 COURSE SCHEDULING

Qwest will maintain the dates, times, and locations of all classes to be delivered in the course catalog, and provide a pre-determined class schedule.

[REDACTED]. Qwest will reply to users through their preferred correspondence method.



[REDACTED], users with Internet access can reach the Qwest Network Website, which will be available 24x7x365.



Registration will be confirmed for all users. If classes are at capacity, the user will automatically be placed on a waiting list and notified of the first available class. Schedules will be posted on the Qwest Networkx public Website (www.gsanetworkx.com) or sent to users via their desired method of communication.

4.5 ADVERTISING AND TRACKING OF TRAINING ACTIVITIES

Qwest will use the Qwest Networkx Website as the central point of the advertising and tracking of all training activities. New activities, features, and tools will be displayed and available for all users. Additional avenues for

advertising include seminars, briefing, conferences, and email announcements.

[REDACTED]

4.6 REPORTS

Qwest will provide GSA with Summary Training Evaluation Reports that contain the following elements: 1) list of classes delivered and dates; 2) summary results compiled from the Training Evaluation Forms for each class, including numeric scores and additional comments; and 3) analysis and corrective actions. These reports will be presented 15 business days after the end of every calendar month in which training is completed.

Qwest will also provide GSA with Quarterly Classroom Training Reports that contain the following elements: 1) course titles; 2) attending Agencies; 3) trainees names; 4) dates of classes; and 5) total number of trainees trained to date. These reports will be presented within 15 business days after the end of every calendar quarter in which no-cost training is completed.

4.7 TRAINING EVALUATION

Qwest understands that GSA has the right to monitor training classes to ensure appropriateness of material and presentation. To assist GSA in evaluating training, we will provide evaluation forms to be completed by each attendee at each class presented to GSA and the Agencies throughout the life of the contract. Qwest will work in partnership with GSA to improve the delivery of any course or restructure any class syllabus.

4.7.1 Restructuring and Improving Courses

Qwest's process for restructuring and improving courses begins with a needs analysis to identify areas of improvement; then, a revised course template is developed and approved. Art, audio, video, and other content components are then added to the template to complete the changes. The process will include an integrated team of artists, programmers, content experts, and audio/video experts lead by a Training Content Developer (TCD) with guidance and approval from GSA. The TCD is responsible to ensure the highest quality of all training products, and that these products are educationally sound and meet training requirements or improvement directives.

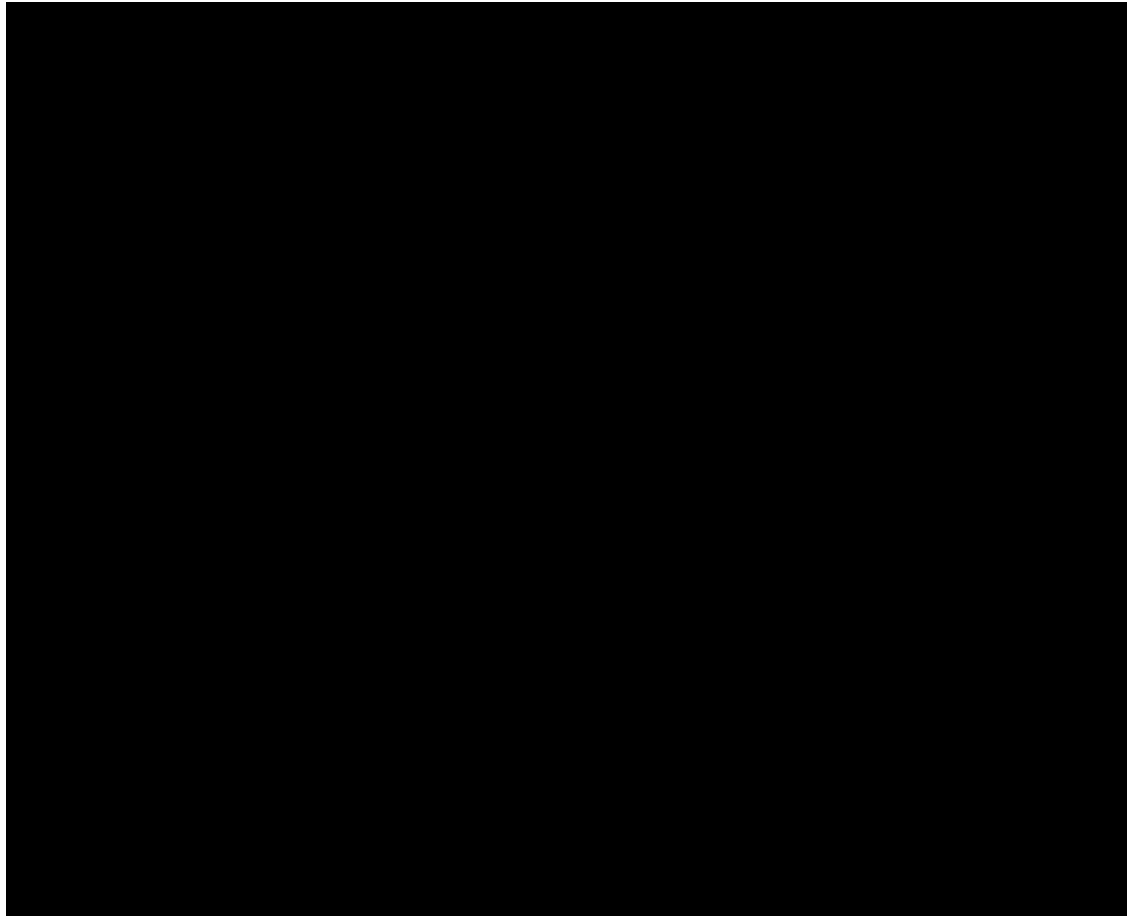
This rigorous approach to Interactive Multimedia Instructional (IMI) development ensures high-quality, reusable course modules. [REDACTED]


[REDACTED]

Our improvement process is designed to bring both GSA and Agency feedback into the improvement loop. All modifications will be presented to GSA for approval prior to implementation. Qwest will make the corrected training material available within 30 business days for changes that would precipitate a modification in the training program. These modifications will be completed at no cost to the Government throughout the life of the contract.

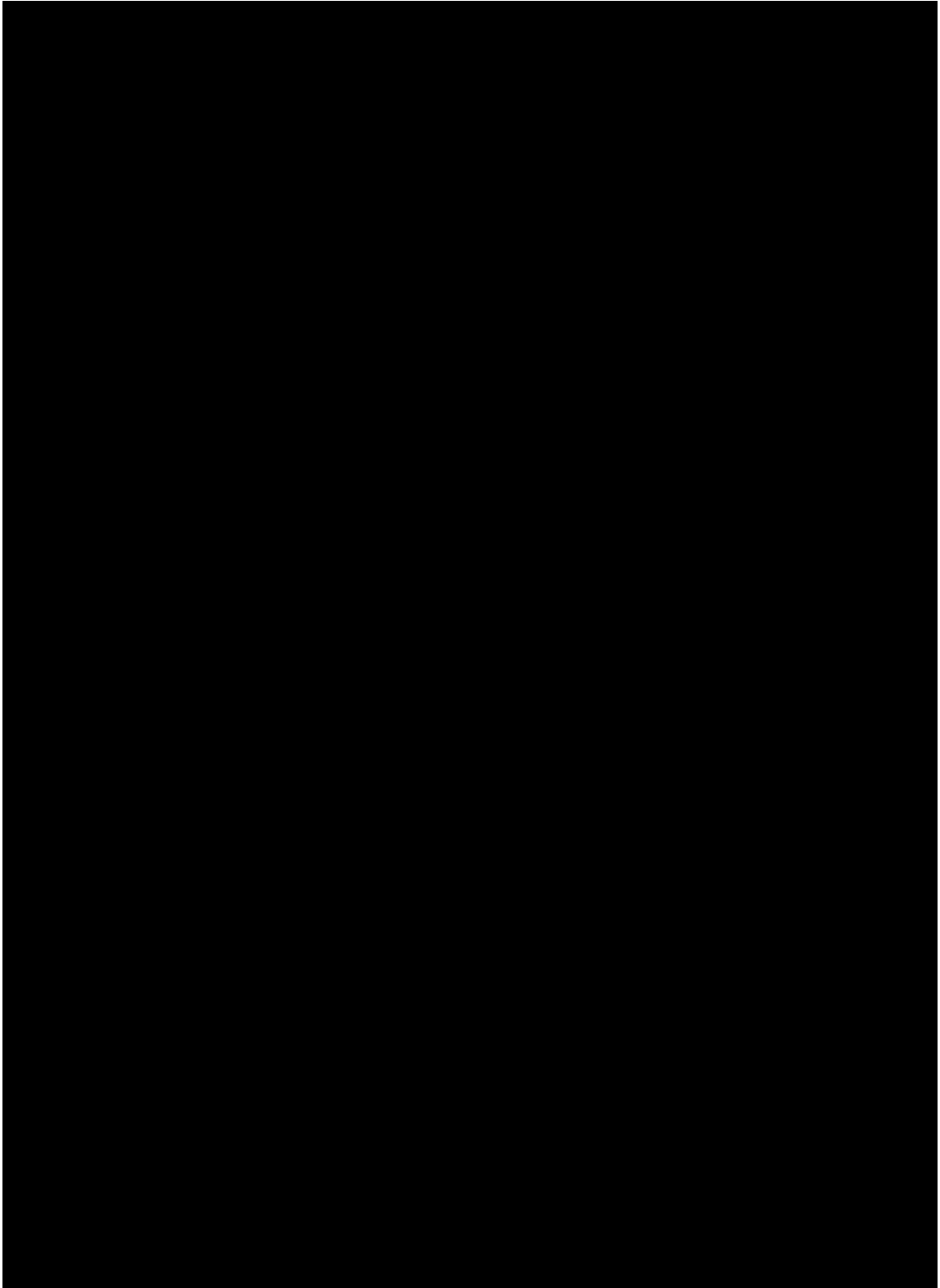
4.7.2 Sample Training Evaluation Form

Qwest uses quantitative responses on all evaluation forms to allow us to effectively measure performance. [REDACTED]



 We will use evaluation forms for training with ratings that range from 1 to 5, with 5 being the highest, and will include space for specific comments. The information will be compiled into one consolidated report to provide feedback on the following topics presented in each training class: 1) course objectives; 2) training materials; 3) instructor performance; 4) length of the training class; 5) quality of the training facility; and 6) overall evaluation comments.

These evaluation forms will measure our performance quantitatively and they allow Qwest to present a report card by class, training topic, location, and other measurable criteria established by GSA.



5.0 PROCEDURES FOR ORDERING ADDITIONAL TRAINING ABOVE NO-COST LIMITS

[REDACTED]

6.0 SAMPLE TRAINING MATERIALS

[REDACTED]