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Appendix 8

Policies and Procedures

Qwest Government Services, Inc.
4250 North Fairfax Drive
Arlington, VA 22203

March 5, 2007

Revision 00

REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

TABLE OF CONTENTS

Revision History.....	A8-ii
Table of Contents	A8-iii
List of Figures	A8-iv
1.0 Introduction	A8-1
2.0 Background.....	A8-1
3.0 Scope	A8-2
4.0 Applicability.....	A8-3
Attachments:	
1. Network Management Including Security	A8-7
2. Inventory Management	A8-15
3. Billing	A8-25
4. Customer Support.....	A8-39
5. Account Management.....	A8-52
6. Order Processing and Fulfillment.....	A8-61
7. Training Development and Delivery	A8-72
8. Analysis and Reporting	A8-82
9. Network Augments for Infrastructure as well as Customer Orders	A8-93
10. Document Change Control	A8-101
11. Network Services Configuration Control	A8-107
12. OSS Change Control	A8-117

LIST OF FIGURES

Figure A8-1. Intranet Access to [REDACTED] through The Q	A8-4
Figure A8-2. [REDACTED] Main Screen.....	A8-5
Figure A8-3. [REDACTED] Interactive Screen	A8-6
Figure A8.1-1. NMS Process Flow.....	A8-11
Figure A8.2-1. Inventory Creation.....	A8-19
Figure A8.2-2. Database Details.....	A8-20
Figure A8.2-3. Inventory Discrepancy Process.....	A8-21
Figure A8.2-4. Portal Transactions Process	A8-22
Figure A8.3-1. Qwest's Billing Process	A8-28
Figure A8.3-2. Qwest Billing Procedures	A8-29
Figure A8.3-3. GSA Dispute Procedure	A8-30
Figure A8.3-4. Shared Tenant Billing.....	A8-31
Figure A8.4-1. CSO-General Inquiry and Technical Support.....	A8-46
Figure A8.4-2. Portal Transactions Process	A8-47
Figure A8.4-3. Qwest CSO Trouble Handling Process	A8-48
Figure A8.5-1. Account Management Process Flow.....	A8-56
Figure A8.5-2. Corporate Policies.....	A8-59
Figure A8.6-1. Service Ordering Overview	A8-63
Figure A8.6-2. Order Processing and Fulfillment Procedures.....	A8-65
Figure A8.6-3. Escalation Process.....	A8-68
Figure A8.7-1. Qwest Customer Support Office – Training.....	A8-74
Figure A8.7-2 The Qwest Network Website.....	A8-76
Figure A8.7-3. Creating and Providing Updated Content and Training Materials	A8-78
Figure A8.7-4. Training Course Registration/Cancellation Process	A8-79
Figure A8.7-5. Sample Training Calendar	A8-81

Figure A8.8-1. Ad Hoc Reporting A8-90

Figure A8.8-2. Ad Hoc Query Sorting A8-91

Figure A8.8-3. Ad Hoc Query Filters A8-91

Figure A8.8-4. “Point and Click” Interface A8-92

Figure A8.8-5. Example of Qwest’s Ad Hoc Reporting A8-92

Figure A8.9-1. Network Augmentation Process Flow A8-97

Figure A8.10-1. Document Change Control A8-104

Figure A8.11-1. Network Services Configuration and Change
Management Policy A8-112

Figure A8.12-1. Network Change Management Process A8-124

1.0 INTRODUCTION

Qwest's Network Policies and Procedures (P&P) document addresses the P&P to perform specific tasks related to Networkx. The P&P contained in this document reference our detailed P&P documents on the Qwest knowledge management Intranet application, [REDACTED]. The topics discussed herein are consistent with topics covered in [REDACTED] and the Networkx Enterprise Program Request For Proposal (RFP) requirements, as stated in:

- L.34.2.3.1, Program Management, "The Offeror shall describe the structure and policies and procedures proposed for its Contractor Program Organization (CPO) as required in Section C.3.2, Program Management. This description shall include all aspects of how the CPO will function. The offeror shall describe its ability to implement a functional organization through the submission of Policies and Procedures (P&P) document(s) including, but not limited to, all the requirements of Section C.3.2.2.1.4, Contractor Policies and Procedures."
- C.3.2.2.1.4, Contractor Policies and Procedures, ID Number 1, "The contractor shall develop, implement, and update a Policies and Procedures (P&P) document(s) that provide direction to staff on the methods of performing their Networkx responsibilities."

2.0 BACKGROUND

Qwest's Networkx P&P documents follow naturally from the [REDACTED] [REDACTED] Mission Statement and Statement of Objectives. By establishing P&P within a document framework, Qwest ensures that all resulting policies adhere to Qwest's corporate values. The mission guiding Qwest business policies is:

[REDACTED]

In support of this mission, Qwest has established the following objectives to be achieved through documentation and implementation of its policies and procedures:

- Baseline, document, and maintain all current Qwest business processes
- Expedite new product developments through the identification of process deltas
- Facilitate process improvements with end-users
- Provide a requirement base for new system procurement
- Define a method for consistent and valid requirement definition for existing processes, process improvement, and product development

3.0 SCOPE

The P&P document describes how Qwest will manage our functional responsibilities, and describes the methods and procedures with which Qwest personnel and team members' staffs will comply in performing their Networx responsibilities. In most cases, the policies and procedures were adapted from our commercial best practices and tailored for the GSA Networx Program. [REDACTED]

[REDACTED]

Closely aligning the Networx P&P with Qwest commercial best practices ensures that GSA will benefit as we evolve our corporate processes to technology, service, and customer management enhancements. The

functional areas in this initial P&P documentation include (each with an Attachment to this Appendix 8):

- (a) Network Management including Security
- (b) Inventory Management
- (c) Billing
- (d) Customer Support
- (e) Account Management
- (f) Order Processing and Fulfillment
- (g) Training Development and Delivery
- (h) Analysis and Reporting
- (i) Network Augments for Infrastructure as well as Customer Orders
- (j) Document Change Control
- (k) Network Configuration Control
- (l) OSS Change Control

4.0 APPLICABILITY

The Qwest Networkx Contractor Program Organization (CPO) will use the policies and procedures described in this P&P document as the roadmap for implementing the Networkx program. The content within this document will be delivered during our “Initial” Internal training classes to team members supporting our Networkx contract; it will be “Refreshed” semi-annually throughout the contract term. Additional “Refreshments” of this document, and associated training, will occur when new policies and procedures are introduced due to contract modification activities and new product delivery. Qwest recognizes that it is not sufficient to merely train our staff on procedures – P&P must be integrated into daily operations and easily accessible by our staff for maximum effectiveness. To achieve these goals, Qwest has automated access to our P&P. Qwest maintains an Intranet, which

is widely used by all employees both for job performance and for all employee actions. Qwest has positioned our [REDACTED] (the Qwest Intranet) for maximum ease of accessibility by all employees. [REDACTED]

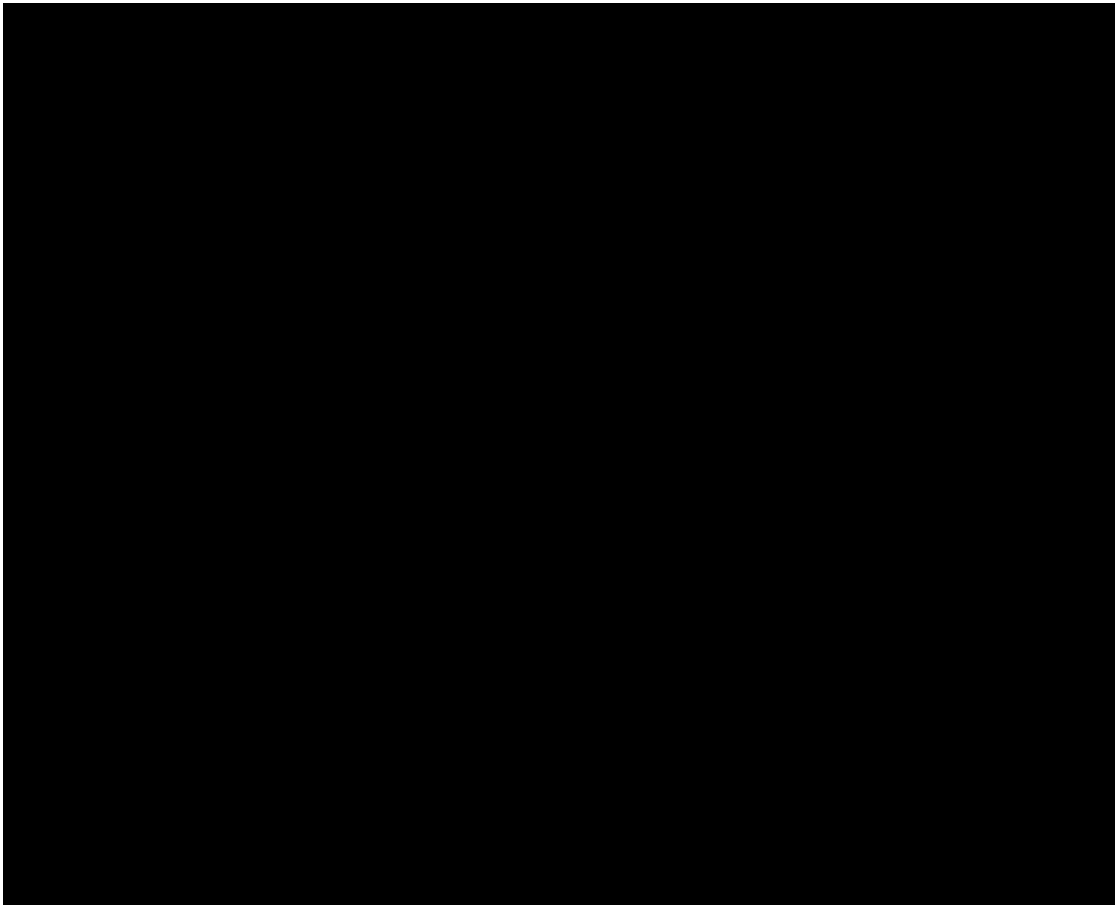
[REDACTED]

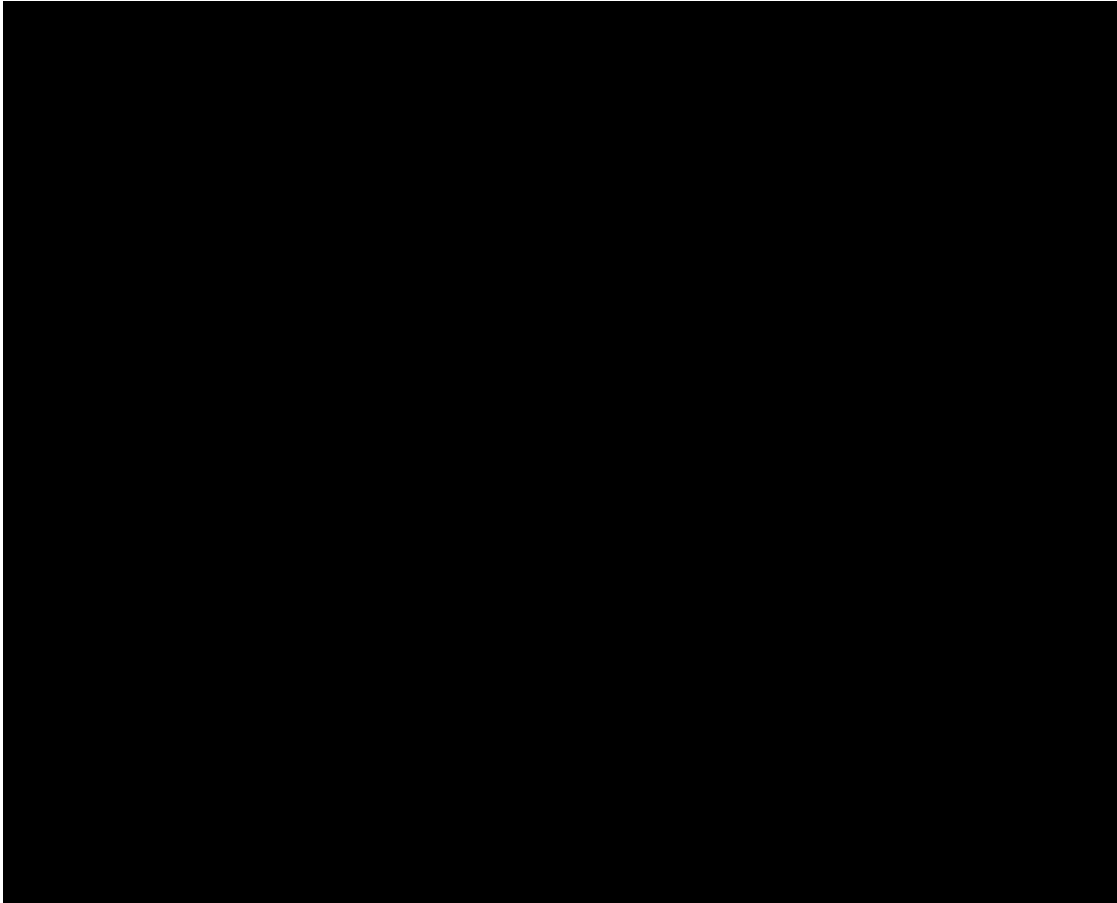
Once an employee or entrusted subcontractor has accessed the [REDACTED], they have fingertip access to all applicable P&P, as illustrated in A8-2.

Networkx support personnel can quickly identify applicable P&P, and with one additional click, bring up the procedure in an interactive mode [REDACTED]

[REDACTED]

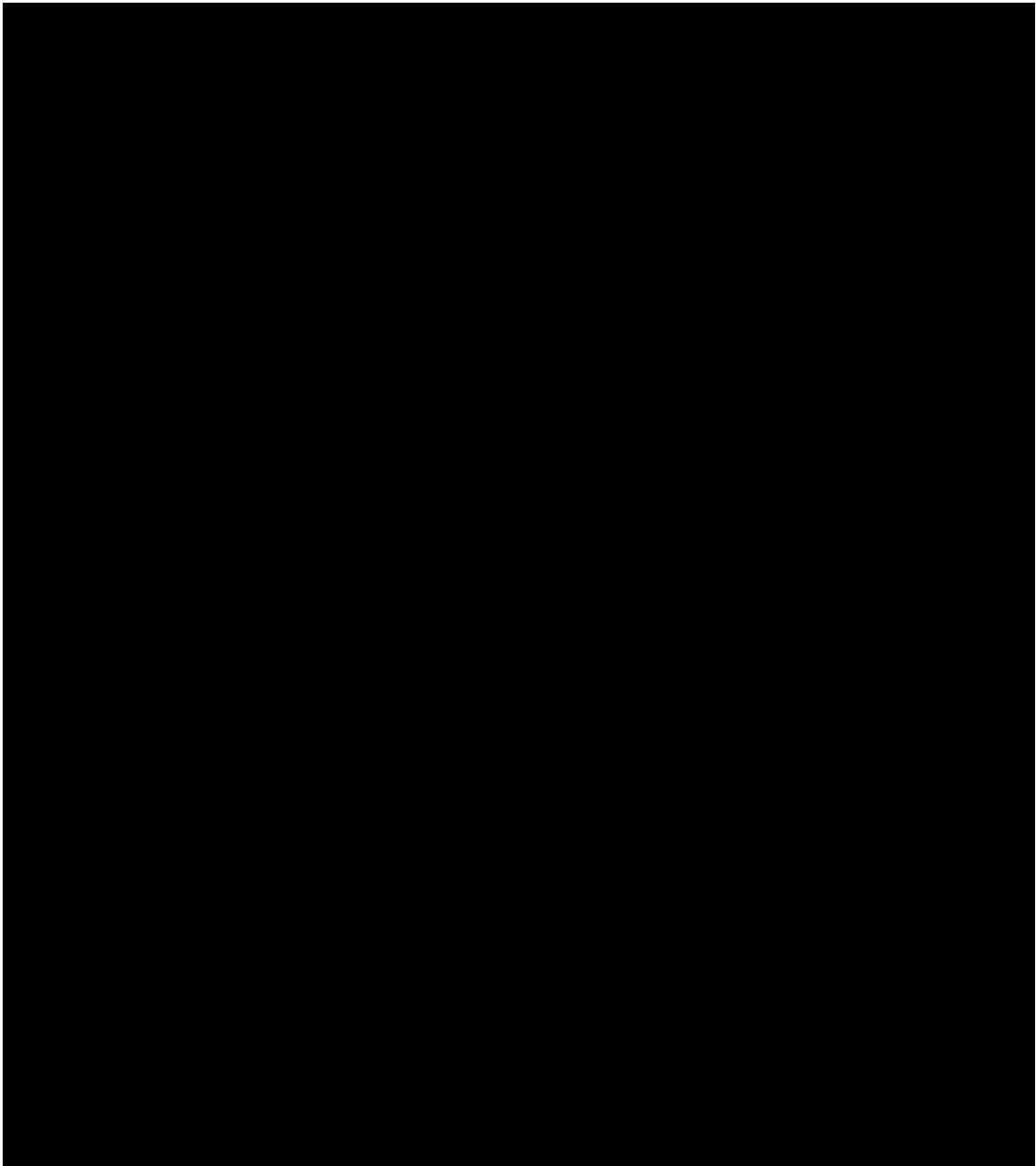
The use of interactive portal technologies transforms Qwest's P&P from the traditional sterile, bookshelf environment to one in which procedures actively guide daily Networkx support activities.





This document, compiled for the Networkx Program specifically, includes 12 required P&P documents. Each document is presented as a stand-alone document that will be revised and updated as appropriate throughout the life of the Networkx contract. This also allows for ease of adding other policies that are deemed relevant throughout the life of the contract.

Qwest will amend or change a Networkx-specific policy as required on a semi-annual basis, after review and approval by the Government. When a policy is changed, any superseded policy will be considered null and void as of the date of the new policy.



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Attachment 1
NETWORK MANAGEMENT
INCLUDING SECURITY
Policies and Procedures

Qwest Government Services, Inc.
4250 North Fairfax Drive
Arlington, VA 22203

March 5, 2007

Revision 0

NETWORK MANAGEMENT AND SECURITY POLICIES AND PROCEDURES

REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

NETWORK MANAGEMENT AND SECURITY (C.3.2.2.1.4(a))

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Attachment 2
INVENTORY MANAGEMENT
Policies and Procedures

Qwest Government Services, Inc.
4250 North Fairfax Drive
Arlington, VA 22203

March 5, 2007

Revision 0

INVENTORY MANAGEMENT POLICIES AND PROCEDURES

REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

INVENTORY MANAGEMENT (C.3.2.2.1.4 (b))

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Attachment 3
BILLING

Policies and Procedures

Qwest Government Services, Inc.
4250 North Fairfax Drive
Arlington, VA 22203

March 5, 2007

Revision 0

BILLING POLICIES AND PROCEDURES

REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

BILLING (C.3.2.2.1.4(c))

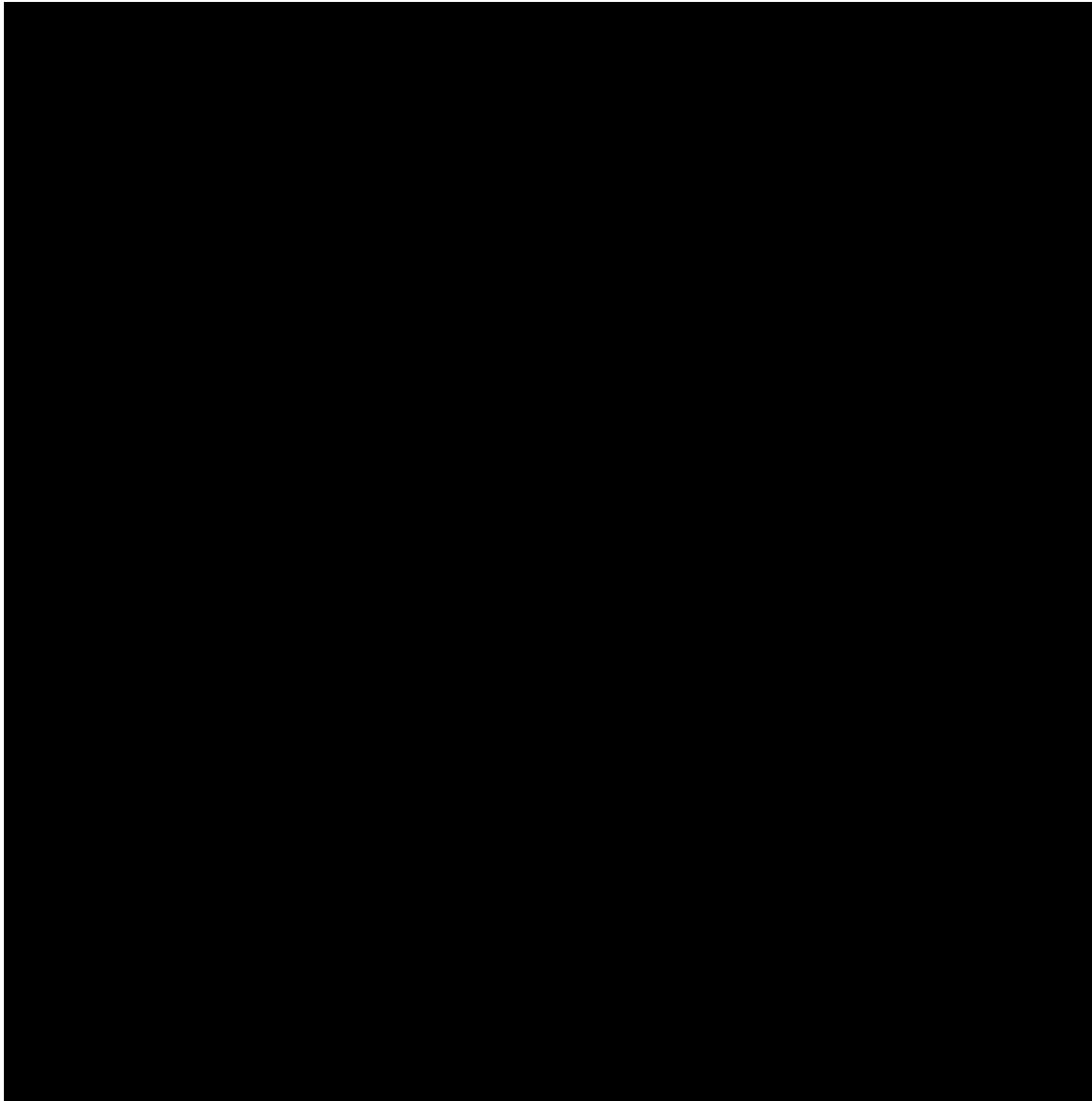
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