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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**

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1.0 INTRODUCTION

Qwest’s Networx Policies and Procedures (P&P) document addresses the P&P to perform specific tasks related to Networx. The P&P contained in this document reference our detailed P&P documents on the Qwest knowledge management Intranet application. The topics discussed herein are consistent with topics covered in and the Networx 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 Networx responsibilities.”

2.0 BACKGROUND

Qwest’s Networx P&P documents follow naturally from the 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:
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.

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 Networx Contractor Program Organization (CPO) will use the policies and procedures described in this P&P document as the roadmap for implementing the Networx program. The content within this document will be delivered during our “Initial” Internal training classes to team members supporting our Networx 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 [Intranet] for maximum ease of accessibility by all employees. [Intranet]

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

Networx support personnel can quickly identify applicable P&P, and with one additional click, bring up the procedure in an interactive mode.

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 Networx support activities.
This document, compiled for the Networx 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 Networx 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 Networx-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.
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

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NETWORK MANAGEMENT AND SECURITY (C.3.2.2.1.4(a))
Networx Enterprise Proposal for Internet Protocol (IP)-Based Services

A8-10 RFP: TQC-JTB-05-0002 March 5, 2007

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Networx Enterprise Proposal
for Internet Protocol (IP)-Based Services

A8-14 RFP: TQC-JTB-05-0002 March 5, 2007
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Attachment 2
INVENTORY MANAGEMENT

Policies and Procedures

Qwest Government Services, Inc.
4250 North Fairfax Drive
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March 5, 2007

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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

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BILLING (C.3.2.2.1.4(c))
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