

1.0 VOLUME 2, SECTION 2.13 (CONTINUED): Network Operational Support Systems






1.1

2.13.1.4.5 Respond to technical support.


The (3)Enterprise portal will provide a link to respond to technical support questions as well as a point of contact list for questions. As with our commercial customers, we will provide a method of escalation upon award. Our technical support help desk is staffed 24 X 7 with Technical Customer Account Managers .

1.1.1.1 2.13.1.5 Service Management

Level 3's existing integrated network management and element management systems (NMS and EMS) are robust and scalable. The Level 3 Team will provide real-time visibility into network management statistics and network configuration information for the managed services delivered to the Government. As a result of our experience with a comprehensive set of telecommunications services, we maintain an unparalleled set of tools and capabilities that are required to make a converged network function. The following sections describe the infrastructure for network information reporting.







 depicts the demarcation between   of our managed services. This integrated infrastructure provides common fault and performance management statistics .



Transport Management Infrastructure: The 





 comprise a transport element management system enabling for provisioning, alarming, and inventorying all Level 3 transport network elements.  detects device component interface failures and environmental conditions using   feeds all events to the network topology viewer. All transport events are viewable by the network topology viewer, enabling operation-centric parsing, filtering, and sorting. All critical events provide automatic notification and automatic ticket notification. 


[REDACTED]

Level 3 also provides end-to-end monitoring of Government connections as required by the Government. [REDACTED]

[REDACTED] There are several scenarios for monitoring of Government connections depending on how access is ordered, each of which is described below.

[REDACTED]

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The last scenario occurs when the Government purchases an Independent Access Arrangement to Level 3's IPS and chooses to provide their own SED or use a SED from another vendor. In this case, Level 3 will provide performance data from the port of our PE

[Redacted text block]

router in our gateway. This configuration is fully supported by the software on the PE router and the Brix probe attached to the PE router.



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1.1.1.3 2.13.1.7 Integration Approach [L.34.2.3.13]

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Transaction Capabilities: [Redacted]

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The foundation for Level 3's risk-based security model is a Security Policy that already incorporates most of the policies and principles found in NIST 800-14. For the databases, OSS, and information processing systems that are critical for the continuous operation of the Network Program, we will use the results of the initial risk assessment performed for this RFP to identify [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.1.2 2.13.2 OSS Approach to Verification Testing [C.3.9.2.2, L.34.2.3.13.1]

[REDACTED]



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1.1.2.1 2.13.2.1 Level 3 Delivers a Fully Compliant OSS Verification Test Plan

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1.1.2.2 2.13.2.2 Testing Approach Description

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1.1.2.3 2.13.2.3 Effective and Timely testing for New Functionality or Services

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1.1.2.4 2.13.2.4 Complete description of data and interfaces

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