

VOLUME 2, SECTION 2.1 (continued): PROGRAM MANAGEMENT



2.1.2.5 ACCOUNT MANAGEMENT

Policy Statement: Account Management performs a vital role as the direct interface with agency customers. [REDACTED]

[REDACTED]

[REDACTED]

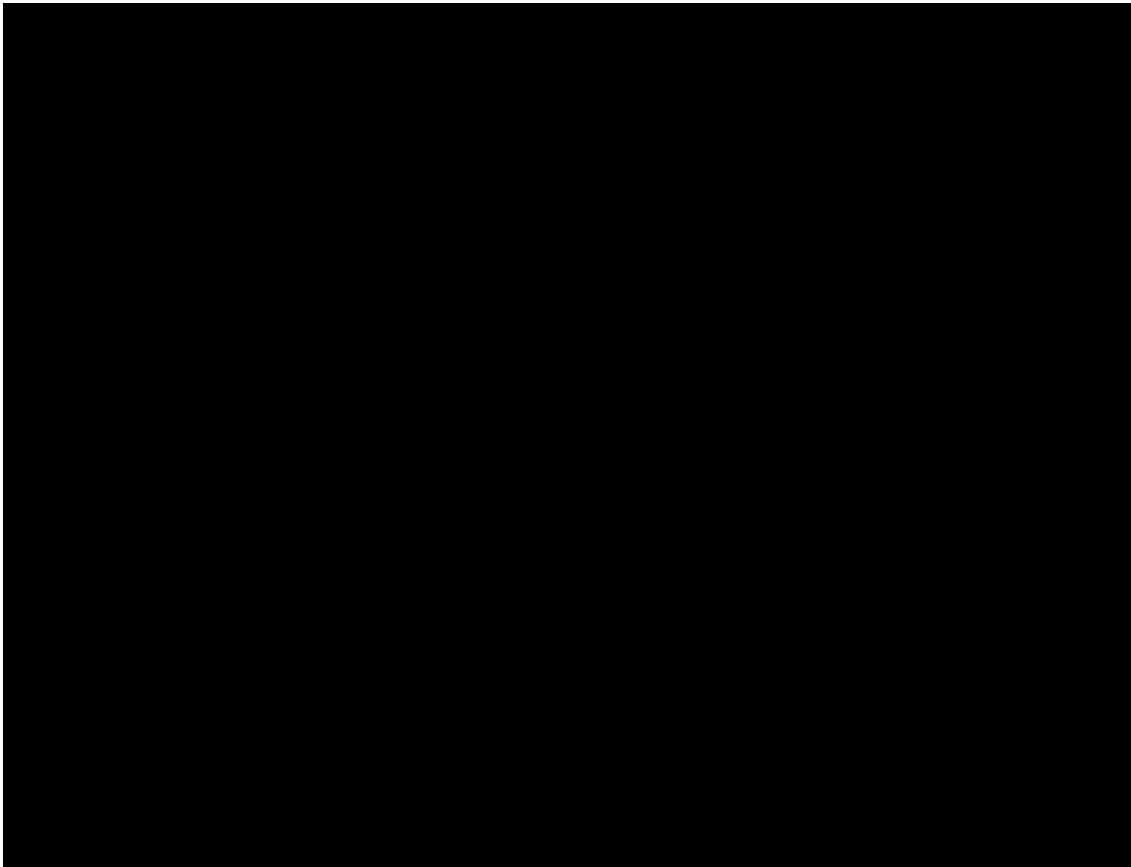
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2.1.2.6 ORDER PROCESSING AND FULFILLMENT PROCESS

Policy Statement: The (3)Enterprise order processing and fulfillment procedure entails a streamlined set of steps and tasks for the Networx Program. The continued success of the ongoing project and future performance improvements depend upon a reliable order fulfillment process. Level 3 will provide an efficient and capable management of these processes to ensure smooth transition and dependable workflow throughout the project ordering lifecycle. Additionally, Level 3 will implement applicable improvement initiatives to upgrade or clarify system operations as needed. [REDACTED]

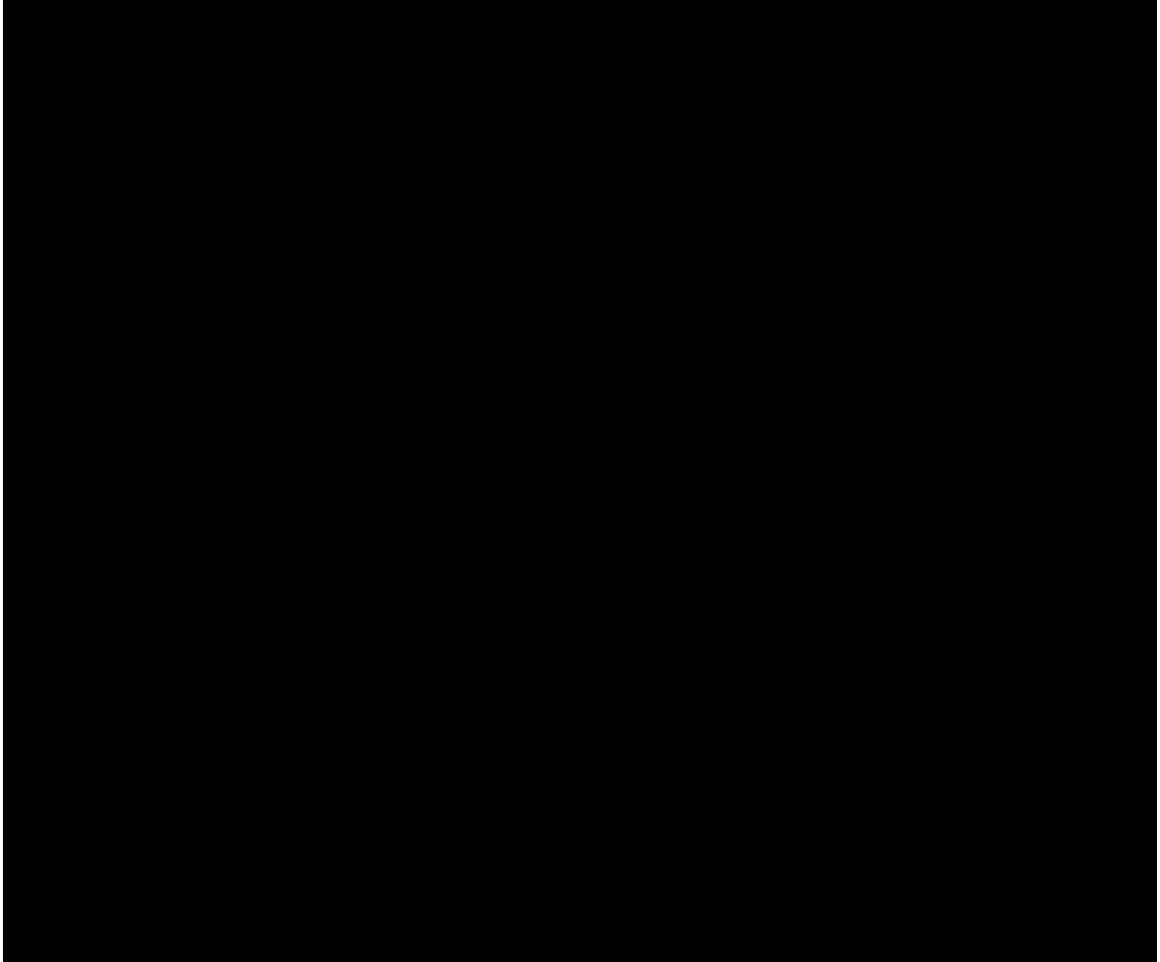
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2.1.2.7 TRAINING DEVELOPMENT AND DELIVERY

Policy Statement: The Level 3 Training Organization will implement a training program which supports all products, processes, and systems as defined under the Network Program. These courses will be provided as required, and designed to meet the specific needs of the agency population receiving instruction. It is the intended goal of Level 3 to meet and exceed the training expectations of the customer, to provide exceptional results in an objective-based learning environment, and to supply the training materials, knowledge, and skills necessary to support an ongoing relationship with Level 3 relative to the administration of the Network Program. To assure the success of training operations during ongoing Network activities, Level 3 will ensure all student populations are trained to an ideal proficiency level commensurate with specifies roles and responsibilities. [REDACTED]

[REDACTED]



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2.1.2.8 ANALYSIS AND REPORTING

Policy Statement: The CPO will accumulate, analyze and report the Level 3 data required by the GSA PMO. [Redacted]

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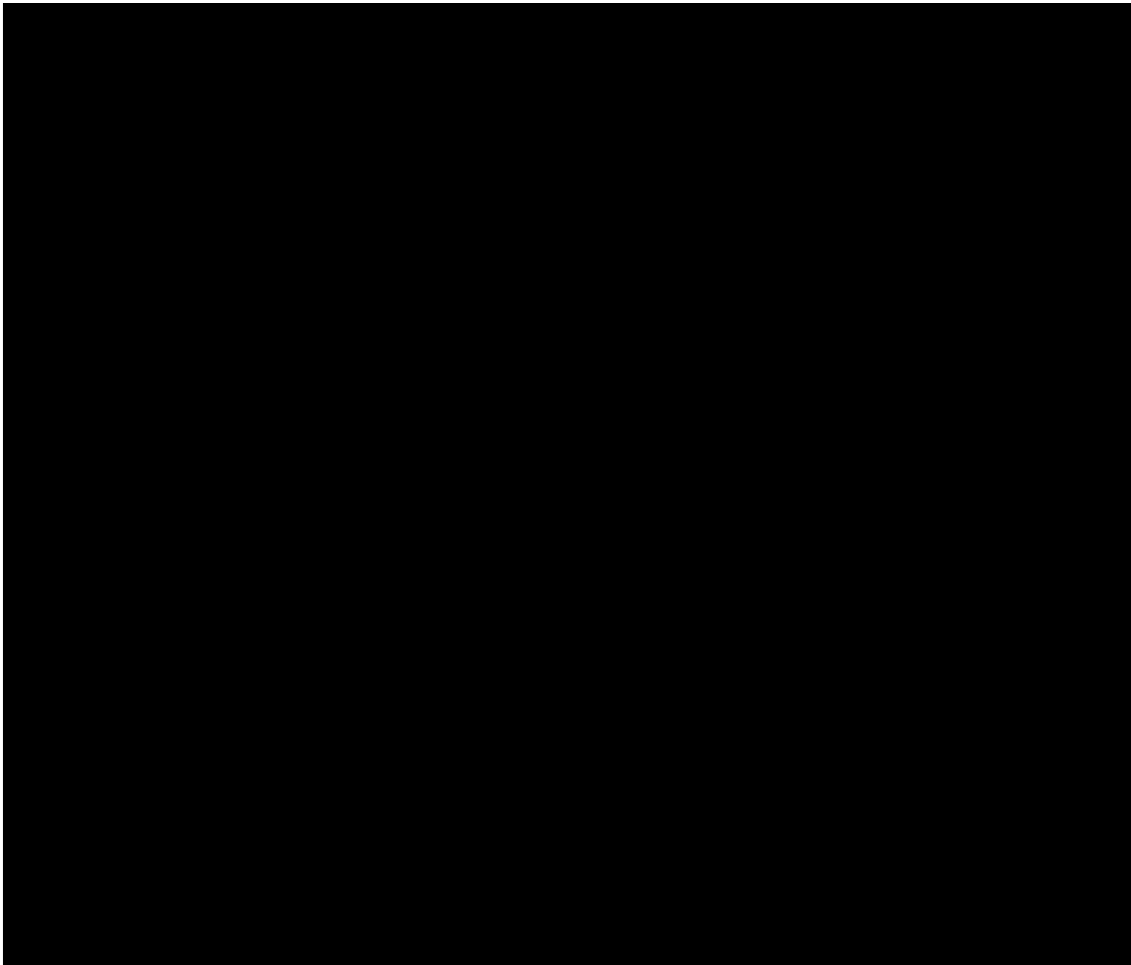
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2.1.2.9 NETWORK AUGMENTS FOR INFRASTRUCTURE AND CUSTOMER ORDERS

Policy Statement: The Level 3 [Redacted] ensures that we have the network inventory to meet the ever-changing technology needs of the GSA Network Program and its diverse community of users. [Redacted]

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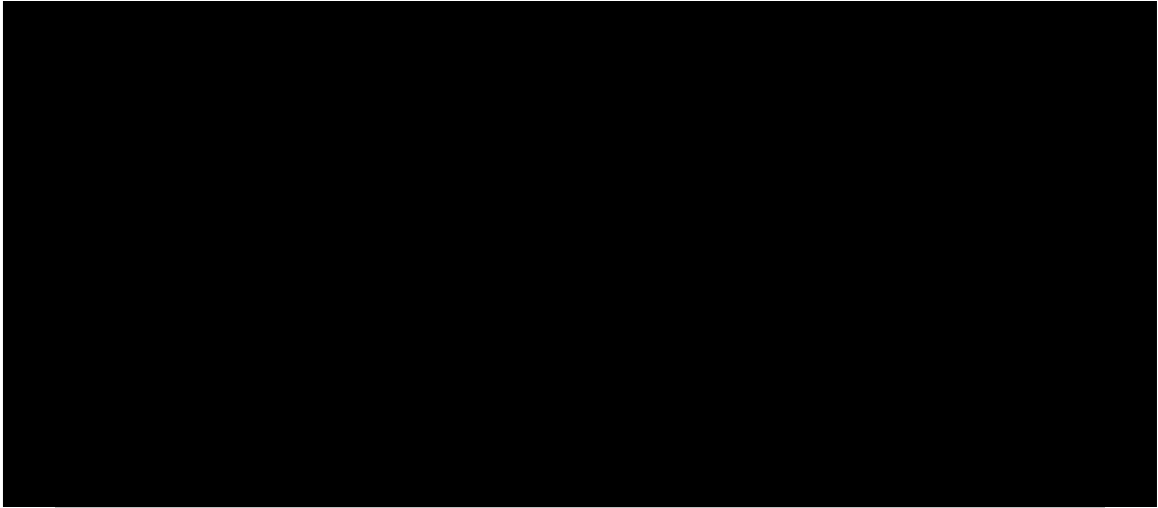
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2.1.2.10 DOCUMENT CHANGE CONTROL

Policy Statement: Level 3 will implement a Document Control and Change Program per customer guidelines [Redacted]. This program allows for the standardized production, review, revision, and documentation control [Redacted]

[Redacted text block]

[Redacted] Level 3 is committed to the efficient and uniform delivery of required documentation and controlled work processes.



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2.1.2.11 NETWORK CONFIGURATION CONTROL

Policy Statement: Level 3 configuration control depends on rigorous and disciplined procedures, systems, tools and a team to address configuration management. [Redacted]

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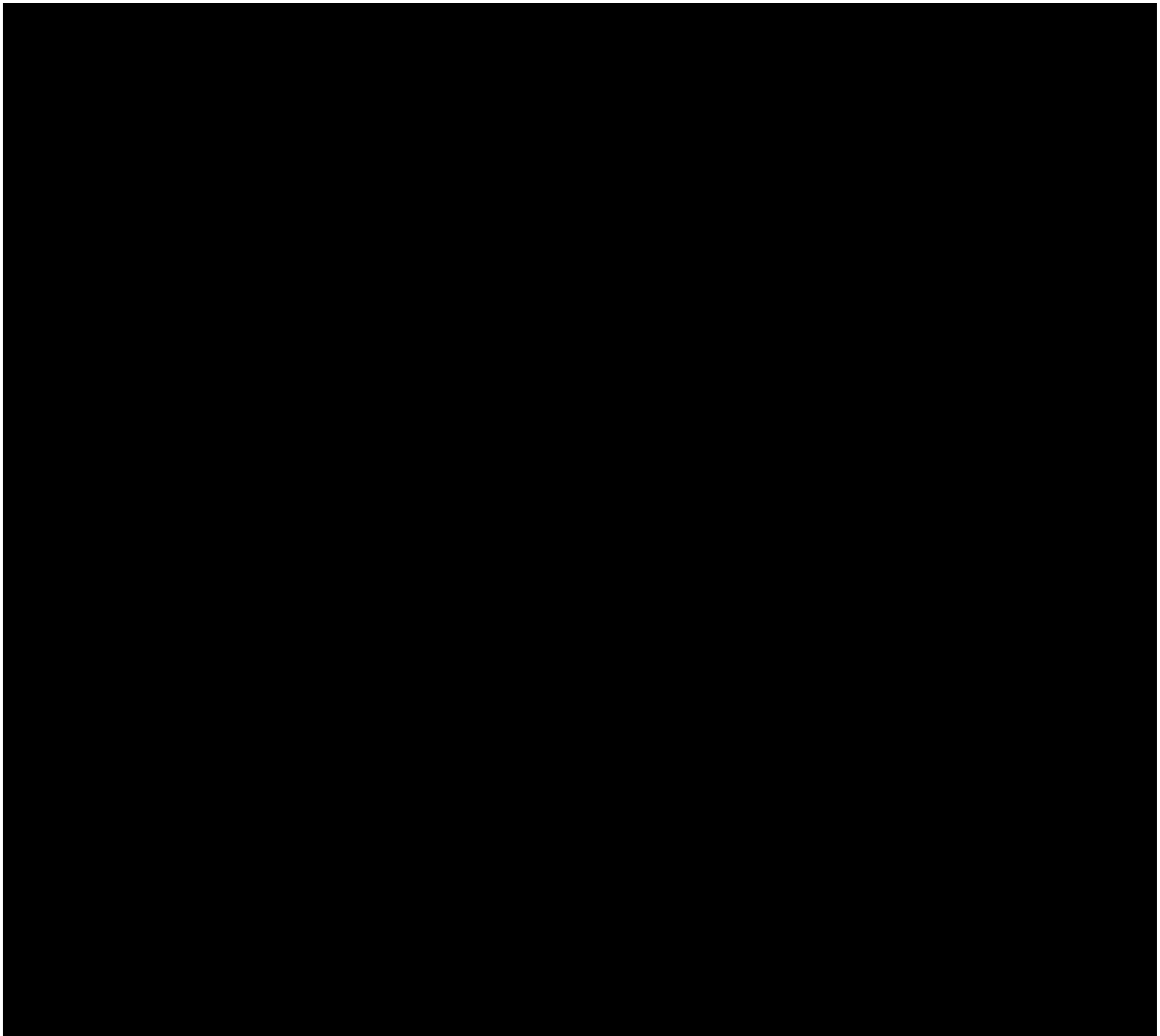
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2.1.2.12 OSS CHANGE CONTROL PROCESS

Policy Statement: To meet the specific demands of the Network Program, Level 3 will operate and maintain comprehensive operations support systems capabilities in accordance with the criteria outlined in Section 2.13 of this volume of our proposal.

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2.1.3 The Level 3 Subcontractor Management Process [C.3.2.4.1.1.4]

A key functional responsibility of the CPO is to identify, manage, and monitor the performance of the subcontractors and vendors that make up the Level 3 Team. Level 3 uses numerous equipment vendors and network access providers to deliver services. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

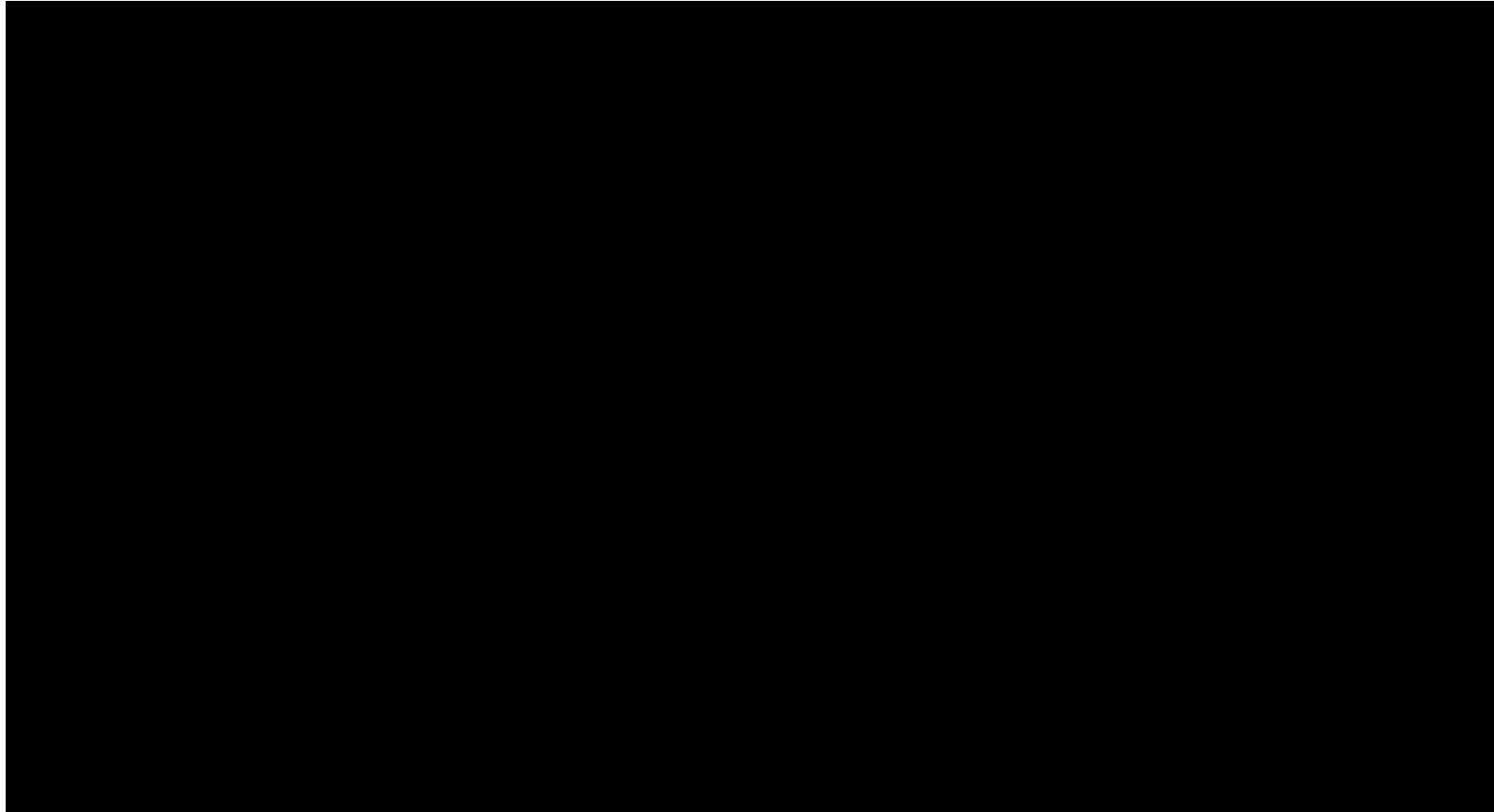
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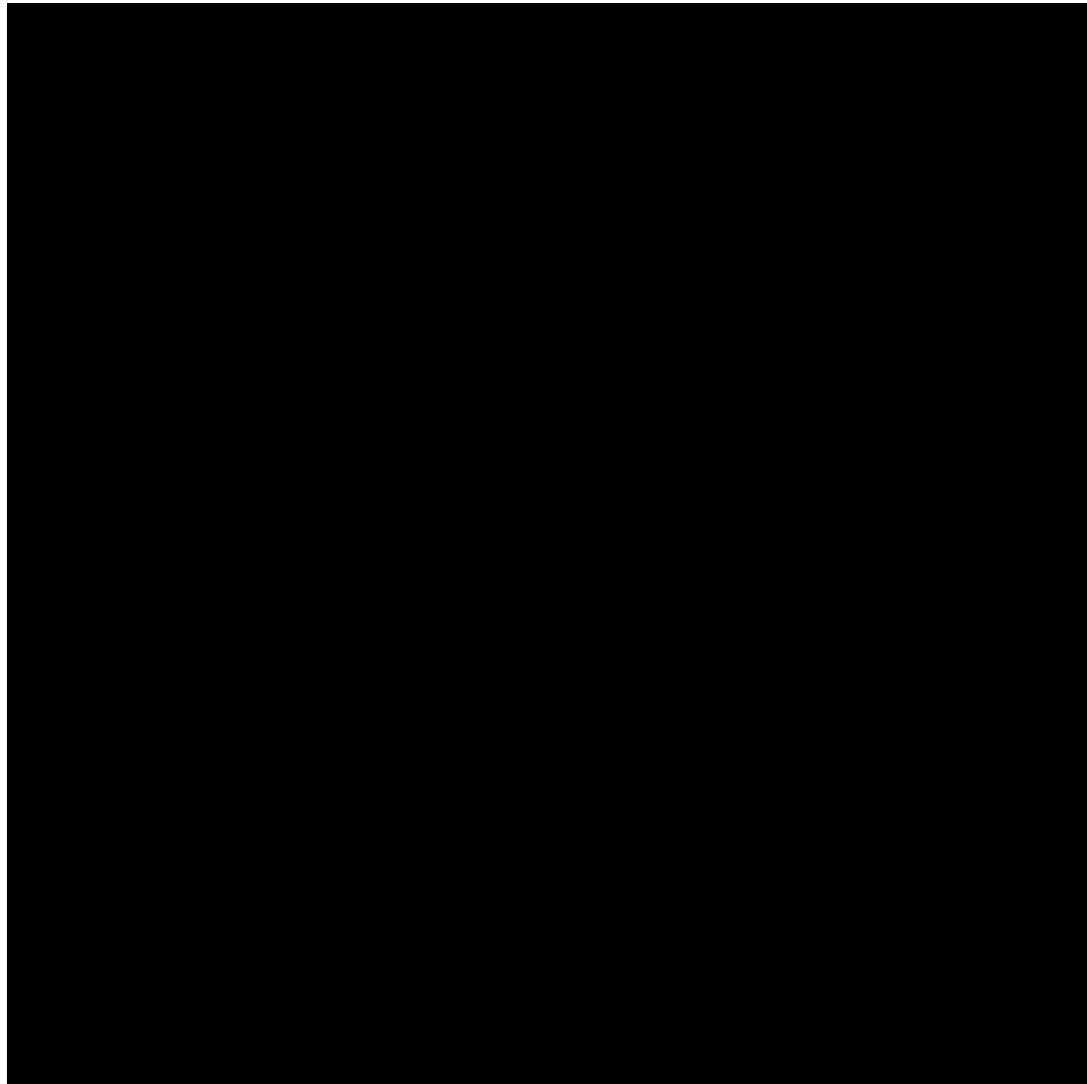


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2.1.3.1 STRUCTURE OF THE LEVEL 3 TEAM

The Level 3 Team includes 

 Small Businesses strategically selected to provide specialized services and to perform support roles in delivering the full suite of Networkx requirements. Officially and contractually, Level 3 is the prime contractor to GSA and the Government.

The Level 3 Subcontracting Manager will be an integral member of the CPO whose primary responsibilities will be to identify, qualify, subcontract, and manage the relationships with our subcontractors to meet Networkx goals for subcontracting to Small Businesses.



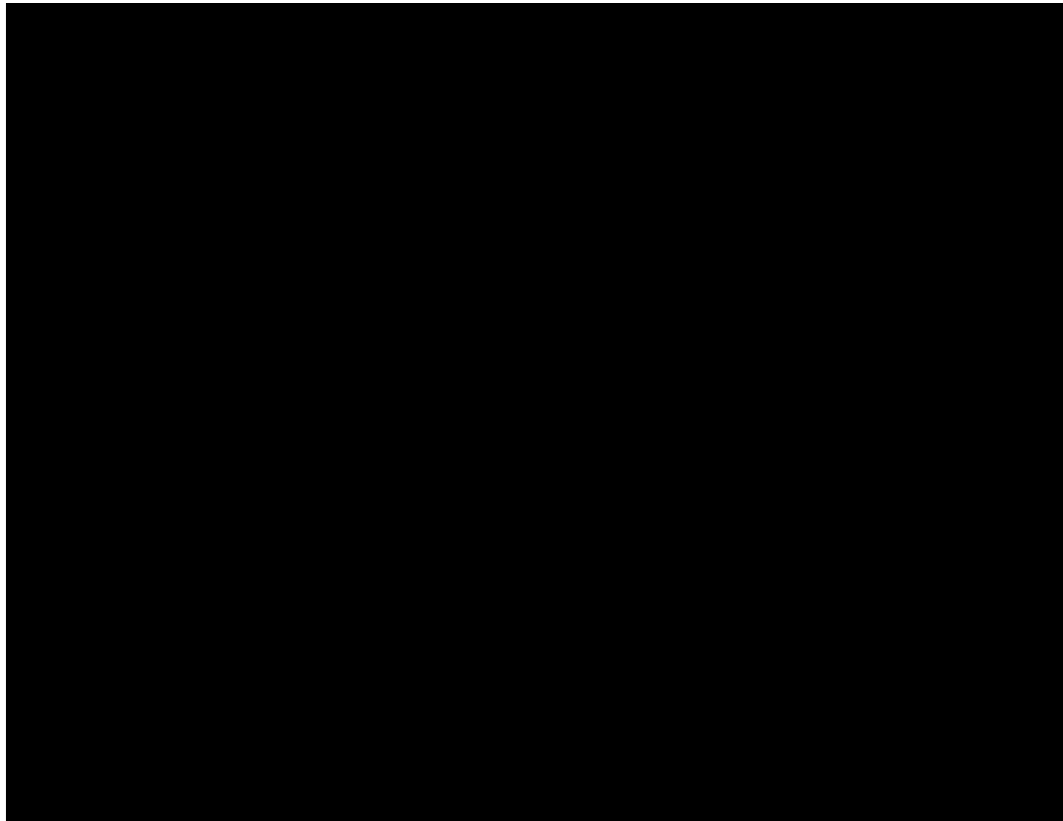
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2.1.4 SLA Management

2.1.4.1 MONITORING AND MANAGEMENT OF SLAs [C.3.2, J.13, L.34.2.3.1]

Level 3 performance under (3)Enterprise will be measured against the set of agreed SLAs. Our overall approach to quality control is discussed in Section 2.1.8.2.3 in the PMP. [Redacted text]

[Redacted text block]



Level 3's Networx CPO will maintain the highest level of Government satisfaction throughout the program. Throughout the performance period we will emphasize coordination and cooperation to resolve any issues concerning SLAs including those that pertain to subcontractors. [REDACTED]



[REDACTED]

2.1.4.1.1 Availability and Time to Restore

Level 3 will meet the Time to Restore (TTR) objective [REDACTED]

[REDACTED]

[REDACTED] to resolve network outages in a timely manner. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.1.4.1.2 Grade of Service, Jitter, Bit Error Rate, and Latency

Level 3 will [REDACTED]

[REDACTED] actively test network performance. [REDACTED]

[REDACTED] will provide the same testing to the Customer Edge (CE). [REDACTED]

[REDACTED]

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2.1.4.1.3 Billing Accuracy

Level 3 uses [REDACTED] invoices automatically to accurately reflect billing data. Level 3 measures this metric [REDACTED]; and the methodology tracks the number of [REDACTED] measuring them against the number of invoices generated. Errors are tracked by [REDACTED] In all cases, the dispute team works to identify the root cause of all disputes, making any necessary processes or system changes to solve the problem.

The existing Level 3 billing system will provide a secure, real-time, Web-based billing/invoicing/inquiry/dispute capability that conforms to the terms of [REDACTED] the GSA Network Program requirements documented in Section C.3.6 of the RFP. [REDACTED]

[REDACTED]

Level 3 will invoice (3)Enterprise contract users by calendar month and will generate monthly invoices in arrears for appropriate Contract Line Item Number (CLIN) items contained in the (3)Enterprise contract. All monthly billing information will be maintained [REDACTED] and will be accessible by the appropriate users via the (3)Enterprise portal. This will allow the PMO or agency users to download, access, review, and track bills and billing reports on a real-time basis. Billing and invoicing SLA metrics will also be available through the (3)Enterprise portal. As stated in the RFP requirements, the Level 3 CPO [REDACTED] [REDACTED] will manage conformance to the SLA

requirements and will compute the metrics necessary to demonstrate our performance against these requirements.

2.1.4.2 REPORTING OF SLA PERFORMANCE

[REDACTED]

Using this data [REDACTED] will assess performance against SLAs, compile the data into a report, and present it [REDACTED] [REDACTED] as defined in RFP Section C.3.2.4. [REDACTED]

[REDACTED]

[REDACTED]

2.1.5 Program Monthly Status Report [C.2.4.1.3.3]

[REDACTED]

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