

3.3 Transition (L.30.2.3.3, M.2.2.3, C.5)

Level 3 understands the importance of successful transitions to the GSA WITS 3 Program for end user agencies. A well planned and managed transition process ensures that the Program's goals and objectives are met with minimum impact to the continuity of day-to-day operations. Level 3 has a proven track record and an industry-leading reputation for implementing successful transitions across a wide range of telecom services.

Since its inception Level 3 has identified transition expertise as a core competency for the company. We have a world-class team that has successfully achieved some of the largest and most complex transitions in the industry. Over the past 5 years Level 3 has successfully transitioned thousands network elements supporting millions of end user customers. Examples of these transitions are shown in **Table 3.3-1**. This depth of experience has resulted in Level 3 developing unique process knowledge, tools, and methods in order to consistently implement successful transitions - quickly and efficiently with minimum impact to our customers. Level 3 will leverage our existing transition program management team, and experience gained from other transitions of similar size, scope, and complexity, to smoothly plan, coordinate, and implement all aspects of the WITS 3 Transition Program.

| Table 3.3-1 | | |
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Table 3.3-1: Examples of Level 3 Successful Transitions

These lessons learned on multiple, successful transitions make the Level 3 Team a partner the Government can count on to effectively manage any transition from incumbent services. Level 3 is also committed to establishing a relationship with the WITS 3 PMO and the end user agencies marked by open communications, superior contract performance, and service excellence. We offer a “best practice” - based approach for low-risk, successful transitions.

3.3.1 Approach/Capability to Transition Existing WITS2001 Services to WITS 3 (L.30.2.3.3., M.2.2.3.a), Req_ID 383)

Level 3’s objective throughout transition is to maintain service transparency by meeting all service delivery schedules and ensuring all services and features meet specifications and customer requirements. Level 3’s

[Redacted content]



[REDACTED]

Level 3 uses a rigorous project management methodology to successfully implement all transition projects. [REDACTED]

[REDACTED]

The Level 3 Team transition management methodology was built to create a set of processes and standards that enable effective transition execution. This methodology increases project visibility and allows the Level 3 Team and WITS 3 program interfaces to make informed decisions with a focus on:

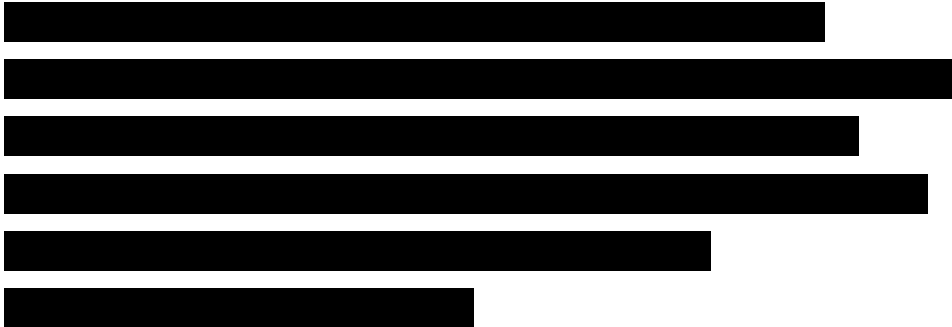


Figure 3.3-1 demonstrates the Level 3 integrated project planning and implementation approach to managing transition projects. Level 3's Transition plans are customized to the needs of the end user agency in order to minimize any risk to end user operations.

3.3.2 Transition Management Plan (L.30.2.3.3.2, C.5.2.1.1)

Level 3's Initial Transition Management Plan (TMP), which provides additional

Our detailed schedule contained in the TMP provides additional details for the effort.

A service transition as large and complex as the WITS 3 Program needs an organization, process, and vision tailored to the customers' desired outcome. Level 3's approach, as described above and detailed in our TMP, predicts and addresses those service needs, and identifies any potential risks or problems associated with the transition through detailed planning.



Level 3 has the capability to transition large traffic volumes and multiple services across many networks with multiple providers. In the past, Level 3 has completed transitions while ongoing network operations and provider services were still required, with little or no interruption of continuity. These accomplishments in environments with scope and complexity similar to the WITS 3 Program demonstrate our ability to successfully execute the WITS 3 Program transition.

The Level 3 approach for transition planning and management illustrates our strategy for using our team's combined experience and project management approach for ensuring the WITS 3 Program the lowest risk solution to this complex

transition. [REDACTED]

[REDACTED]

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| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
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| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |

[REDACTED]

3.3.3 Cutover Test Plan (L.30.2.3.3.3, C.5.2.1.2, E.2)

Smooth cutover of services requires clear communication and coordination with other participants, including the Government and incumbent provider; coordination with 3rd party vendors, logistical support, and a clearly defined process with contingencies built in. Our experience with transitions of similar size and complexity has taught us that clear communications of expectations among the contractor, the Government, and other relevant Government contractors is critical to ensuring strict adherence to the transition schedule. As we build our transition schedule we will

work closely with all stakeholders to ensure that the transition is as transparent to the user as possible.

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