

3.11 TRAINING PROGRAM (L.34.2.3.11; M.3.14)

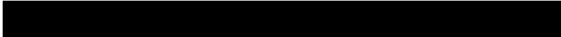
The most effective user is one who is well informed and educated on the services and products being used. The Qwest training organization demonstrates quality through performance every day as we educate customers and employees using a professional training staff supported by state-of-the-art training tools.

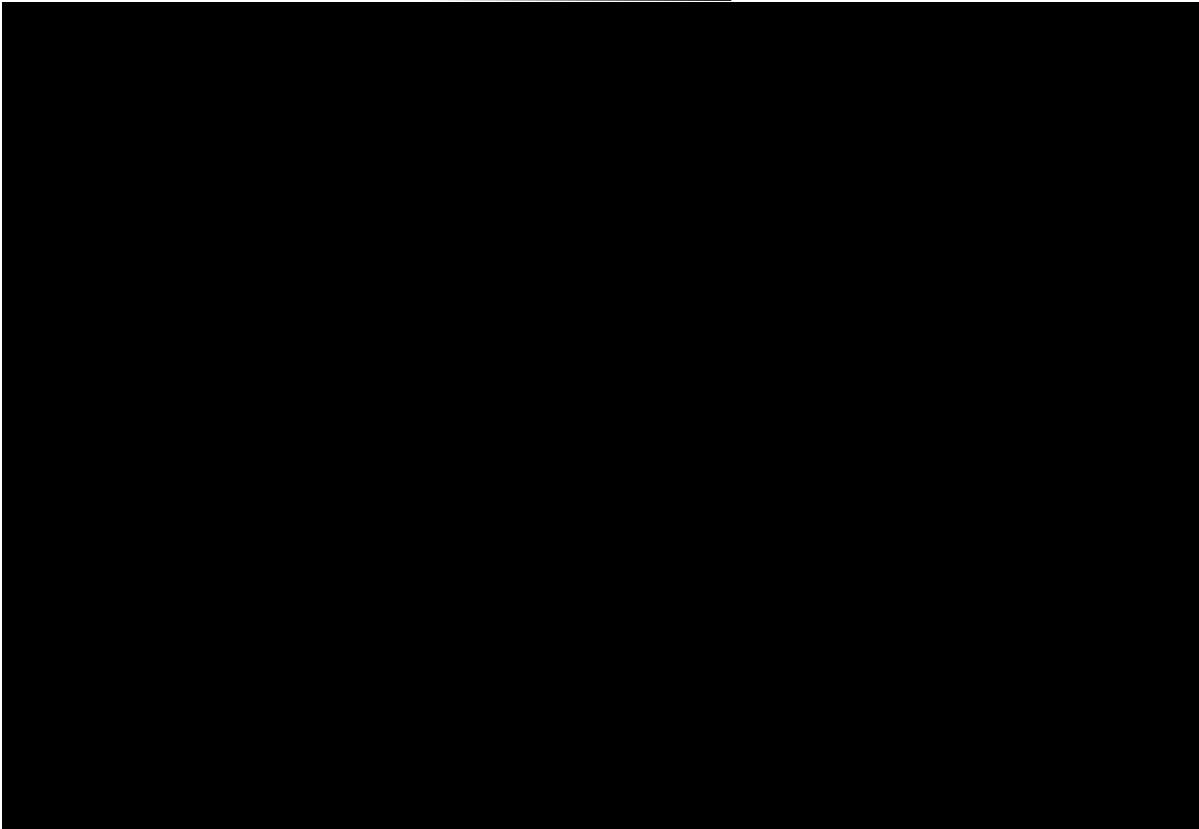
3.11.1 Understanding of the Requirements (comp_req_ids 10807, 10810, 10811)

Qwest will provide an ongoing Networkx training program available to all Government staff with specific focus on the needs of the Designated Agency Representatives (DARs) and Government Network Operations staff. The Qwest Networkx training program has been designed to provide Government customers with current information about the Qwest Networkx contract including:

- Products and services including service features
- Security offerings
- Government roles and responsibilities,
- The operations support systems (OSS)
- The network management systems
- The processes and procedures for service delivery and service assurance
- Transition planning and execution

We will deliver our training programs using a variety of mediums, including meetings and briefings, seminars, instructor-led classroom training, online Web-based self-study, manuals and desktop guides. Requests for registration and cancellation for classes and inquiries for training information or support can be entered through the Qwest Networkx Website or through the

Qwest Customer Support Office (CSO). Our Networx toll-free hotline, 1-866-GSA-NETWorx (1-866-472-6389) is available to GSA and Agency customers. The CSO is accessible 24x7x365 using the toll-free hotline, fax, U.S. Postal Service, 



Qwest will provide training courses that are individually tailored for: 1) Designated Agency Representatives (DARs); and 2) Network Operations. Qwest will provide classroom training available at no cost to the Government for up to the following number of students: DARs – 1,500 students; and Network Operations – 500 students. Once these maximums have been reached, Agencies may order classroom training for a nominal charge for the duration of the Networx contract.

Qwest will provide classroom instruction in all GSA regions within the boundaries of the Continental United States (CONUS). The maximum class

size is 32 students; the minimum is 10 students. Qwest will provide self-study training instructions in Web-based, CD ROM/DVD, and audio/video tape formats at no cost throughout the life of the contract. These instructional materials and training resources will be easily accessible through the Qwest Network Website or by calling the CSO hotline to ensure maximum distribution, usefulness, and availability.

Qwest will manage registration activities and class scheduling by providing online registration through the Qwest Network Website. We will also provide a course catalog through the Website with information relating to training schedules, classes, and course descriptions. We will provide updates to the course catalog as classes are added.

Qwest understands that GSA will evaluate the program by monitoring classes and by receiving training reports that incorporate student evaluation feedback. We will make changes to the program as needed and submit revised training deliverables to GSA for approval. Qwest will provide monthly and quarterly classroom training reports. Our understanding of these requirements comes from many years of demonstrated training experience.

3.11.1.1 Responses to Narrative Requirements

Section 3.11.1.1.1, General Narrative Requirements, identifies RFP requirements and associated proposal response locations. Section 3.11.1.1.2, Specific Narrative Requirements, identifies RFP requirements and associated proposal response locations.

3.11.1.1.1 General Narrative Requirements

comp_req_id	RFP Reference	[REDACTED]
10807	C.3.7.2.1	[REDACTED]
10808	C.3.7.2.1	[REDACTED]
10809	C.3.7.2.1	[REDACTED]
10812	C.3.7.2.1	[REDACTED]
10815	C.3.7.2.1	[REDACTED]
10816	C.3.7.2.2	[REDACTED]
10821	C.3.7.2.2	[REDACTED]
10824	C.3.7.2.2	[REDACTED]
10826	C.3.7.2.3	[REDACTED]
10827	C.3.7.2.3	[REDACTED]
10828	C.3.7.2.3	[REDACTED]
10844	C.3.7.2.5	[REDACTED]
10845	C.3.7.2.5	[REDACTED]
10846	C.3.7.2.5	[REDACTED]

3.11.1.1.2 Specific Narrative Requirements

comp_req_id	RFP Reference	[REDACTED]
10810	C.3.7.2.1	[REDACTED]
10811	C.3.7.2.1	[REDACTED]

3.11.1.2 Current Qwest-based Training (L.34.2.3.11)

Qwest currently provides training for both internal and Government audiences on products similar to those proposed for Networkx. [REDACTED]

[REDACTED] Our training curriculum provides world-class learning for world-class performance using a blend of classroom and online instruction. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

3.11.1.3 Networkx Training Plan (L.34.2.3.11; M.3.14;comp_req_id 10808)

Qwest's Draft Networkx Training Plan, describing our proposed training program, which meets the requirements specified in Section C.3.7, is

provided in Appendix 4 of this proposal. The Draft Training Plan provides a description of the courses to be offered, identifies the cities where Qwest will train within each GSA region, details the training delivery methods, and covers our approach to every aspect of training administration including, but not limited to, course catalog, training materials, 508 Compliance, registration, and scheduling.

3.11.2 Tailored Training Courses (L.34.2.3.11.1; M.3.14(a); comp_req_id 10809; comp_req_id 10810; comp_req_id 10811)

Upon contract award, Qwest will offer courses individually tailored for the following two Government user types: 1) Designated Agency Representatives (DARs); 2) and Network Operations. A description of each course is provided in **Figure 3.11.2-1**.

Figure 3.11.2-1. Networkx Course Descriptions

Course Descriptions
Course: Designated Agency Representatives Enterprise 001
<ul style="list-style-type: none"> • Overview of Networkx services and products, service features, security offerings, operational support systems, processes and procedures, transition plans, and Government roles and responsibilities • Overview of the Operational Support Systems; service order and tracking system, billing/dispute system, trouble and complaint handling system, and an overview of network management and monitoring systems • Overview of the Qwest Control Networkx Portal • Address processes and procedures for placing and tracking orders; reporting and tracking troubles and complaints; escalation procedures for problem resolution; resolving billing disputes; obtaining credit adjustments; fraud prevention, including customer premises safeguards; proper service assistance methods; and coordinating with Qwest's Customer Support Office (CSO) • Hands-on Reporting training, including initiating queries and creating ad hoc reports for billing verification and reconciliation • Overview of the Qwest CSO • Overview of the Qwest Transition Plan, including roles and responsibilities, preparation activities, ordering and tracking, timeframes, and contract exceptions that apply during transition
Course: Network Operations Enterprise 002
<ul style="list-style-type: none"> • Overview of Networkx services, including products, service features, security offerings; operational support systems; processes and procedures; transition plans; and Government roles and responsibilities [• Overview of the Operational Support Systems, including the trouble and complaint handling system, and an overview of network management and monitoring systems • Overview of the Qwest Control Networkx Portal • Address processes and procedures for reporting and tracking troubles and complaints; escalation procedures for problem resolution, fraud prevention, including customer premises safeguards; and coordinating with Qwest's CSO • Overview of the Qwest CSO • Overview of the Qwest Transition Plan, including roles and responsibilities, preparation activities, ordering and tracking, timeframes, and contract exceptions that apply during transition

Qwest recognizes that under the FTS2000 and FTS2001 programs, billing has been an area with significant challenges to GSA and Agencies. Given the problems that billing can present to the management of Government budgets, funding, and procurement, Qwest is willing to customize a specific training course geared towards the Government's billing analysts. This Network Billing course will go beyond the billing overview offered in the DAR training and will offer a more detailed discussion suited to meet the needs of Government personnel involved in the receipt, verification, validation, approval and payment of Network invoices. The description of the Network Billing training course for the students will be as follows:

Figure 3.11.2-2. Network Billing Course Description

Course Descriptions
Course: Billing Enterprise 001
<ul style="list-style-type: none"> • In-depth discussion of the Network billing process for Centralized and Direct billing • Detailed review of shared tenant arrangements and allocations methodology for fixed and dynamic • Hands-on Reporting training, including initiating queries and creating ad hoc reports for billing verification and reconciliation • Review of the structure of the Billing Detail, Adjustment, and Invoice files • Initiating, tracking, and validating billing disputes and billing adjustments

3.11.2.1 Training Materials (L.34.2.3.11.1; comp_req_id 10816)

Qwest will provide all of the required training materials as defined in RFP Section C.3.7 upon request including brochures, registration materials, presentations, hand-outs, and reference guides.

3.11.3 Training Delivery Methods (L.34.2.3.11.2; M.3.14(c); comp_req_id 10812; comp_req_id 10821; comp_req_id 10824)

As shown in **Figure 3.11.3-1**, Qwest will deliver training at no cost to the Government throughout the life of the contract using various methods, including online Web-based, manuals or desktop guides, seminars, meetings, briefings, videoconferencing, and self-study tutorials.

Qwest will make all class room training available at no cost (for up to the training limit as identified in the figure) to the Government in all GSA

regions. Once No-Cost classroom training has been delivered to the maximum number of students Qwest will provide for Agencies to directly order classroom training and may charge for that classroom training.

Figure 3.11.3-1. Training Delivery Methods. Qwest will provide classroom instruction and alternate delivery to ensure that all registered students and registered Government students have access to training any time, anywhere.

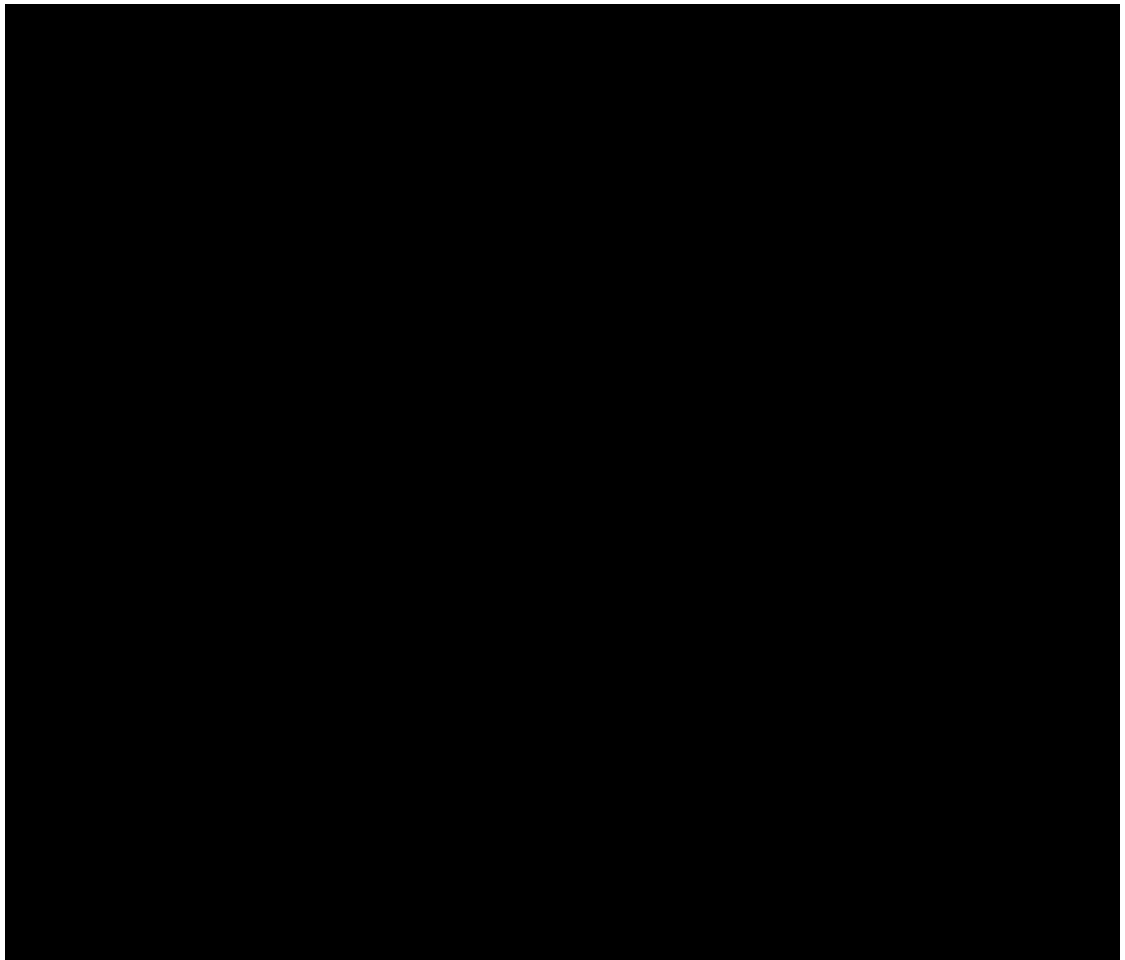
Training Course	Method	Population
DARs Enterprise 001	Classroom	1,500 No Charge
	Online, Web-Based	On Demand/No Charge
	CD ROM/DVD	On Demand/No Charge
	Audio/Video Tape	On Demand/No Charge
	Other Self-Study Tools	On Demand/No Charge
	User guides, desktop material	On Demand/No Charge
	Video-Teleconference	On Demand/No Charge
Network Ops Enterprise 002	Classroom	500 No Charge
	Online, Web-Based	On Demand/No Charge
	CD ROM/DVD	On Demand/No Charge
	Audio/Video Tape	On Demand/No Charge
	Other Self-Study Tools	On Demand/No Charge
	User guides, desk top material	On Demand/No Charge
	Video-Teleconference	On Demand/No Charge

Additional instruction will be provided through meetings, briefings, and seminars as required. Instructional material will be provided during classroom training or can be requested through the Networx Website at no charge. Qwest will make all training materials available to the GSA upon request and understands that the Government reserves the right to copy or duplicate any training material used under the Networx program. Qwest will use a customer-centric approach to training delivery to ensure that training is available to all users at all times.

3.11.4 Training Administration (L.34.2.3.11.3; M.3.14(b); comp_req_id 10826)

Qwest's approach to training administration provides students with a single, central location - through the Qwest Networx Website - for all course catalogs, training manuals, course registration/cancellation, course scheduling, advertising of training activities, frequently asked questions,

reports, and requests for support. As part of Qwest's Business Relationship Management, courses will be promoted to Agency users through our account team and as part of our presence at user forums, conferences and other client meetings. The Qwest Networx Website will be available 24x7x365 through the Internet [REDACTED] Students also can call the CSO hotline at 1-866-GSA-NETWorx (1-866-472-6389) for training support.



**3.11.4.1 Training Course Catalog (L.34.2.3.11.3(a); comp_req_id 10826;
comp_req_id 10827)**

Qwest will publish a training course catalog through the Qwest Network Website within 30 calendar days of Notice to Proceed. The catalog will contain course names, short course descriptions, training schedules, locations of classes, and any information necessary for student attendance. We will update the course catalog as additional classes are added.

[Redacted]

3.11.4.2 Quality Training Materials (L.34.2.3.11.3(b))

[Redacted]

[Redacted]

[REDACTED]

Qwest also understands the importance of ensuring that Federal employees with disabilities have access to and use of information that is comparable to information provided to non-disabled Federal employees. To accomplish this, Qwest will ensure that all training materials and subsequent updates are Section 508 compliant.

3.11.4.3 Training Registration and Cancellation (L.34.2.3.11.3(c); comp_req_id 10828)

Qwest will use both Web-based and non-Web-based training registration and cancellation processes to manage the online registration of attendees and scheduling of classes. Qwest will notify students by phone or email of registration confirmation, course cancellation, or rescheduling. Using the Web-based system, students may view course descriptions, calendars, locations, times, and durations. The maximum class size is 32 students; the minimum is 10 students. Once the maximum class size of 32 is met, Qwest will accept additional student registrations on a wait list and will notify the student of the wait list status through email or voice messaging. If a class cancellation can not be avoided, students will be notified at least three business days before the scheduled training date.

For all non-Web-based training registration and cancellation activities, students may call the hotline at 1-866-GSA-NETWorx (1-866-472-6389) and a Customer Support Representative will assist. Students may send correspondence through the U.S. Postal Service, fax, or email. This assures

GSA that training is easily accessible for maximum distribution, usefulness, and availability.

3.11.4.4 Course Scheduling (L.34.2.3.11.3(d))

Qwest will maintain the dates, times, and locations of all classes to be delivered in the course catalog and provide a class schedule. Ordering activity and user demand will be taken into consideration when determining the future training schedule. Schedules will be published on the Qwest Network Website and updated as the demand dictates.

Course schedules can be provided to the Agencies by the Qwest sales teams, downloaded through the Network Website, sent to students through email, fax, or U.S. Postal Service, or communicated over the CSO hotline. Qwest will provide all logistics support required for training at the regional training locations.

3.11.4.5 Advertising and Tracking Training Activities (L.34.2.3.11.3(e))

Qwest will use the Qwest Network Website as the central point to advertise and track all training activities. New activities, features, and tools will be displayed and available for all students. Additional avenues for advertising include seminars, briefings, conferences, and email announcements. Once additional training events are scheduled, a communication can be sent to advertise the courses, dates, and locations.

3.11.4.6 Reports (L.34.2.3.11.3(f))

Qwest will provide GSA with Summary Training Evaluation Reports that contain the following elements: 1) classes delivered and dates; 2) results compiled from each Training Evaluation Form, including comments; and 3) analysis and corrective actions. These reports will be presented 15 business days after the end of every calendar month in which training was completed.

Qwest also will provide GSA with Quarterly Classroom Training Reports that contain: 1) course titles; 2) attending Agencies; 3) trainees

names; 4) dates of classes; and 5) total number of trainees trained to date. These reports will be presented within 15 business days after the end of every calendar quarter in which no-cost training was completed.

[REDACTED]

[REDACTED]

3.11.5 Training Evaluation (L.34.2.3.11.3; comp_req_id 10844)

Qwest's objective is to provide the Government with the best training available. In order to accomplish this goal, Qwest has established an evaluation process that includes feedback forms and methods for improving course offerings. Qwest, to assist GSA with tracking the satisfaction of Networx training, will provide evaluation forms (electronic or paper) to be completed by each attendee at each class presented to GSA and the Agencies throughout the life of the contract. Questions on the evaluation form will include but not be limited to the following topics: course objectives, training material, instructor, length of the training class, training facility, and overall evaluation. Qwest welcomes GSA's attendance in training classes to monitor the appropriateness of material and presentation. We will work in partnership with GSA and Agencies to improve the delivery of any course or restructure any course syllabus.

3.11.5.1 Methods and Procedures for Restructuring and Improving Courses in Case of Unacceptable Training Evaluation Results (L.34.2.3.11.3)

Qwest's process for restructuring and improving courses begins with a needs analysis to identify needed changes. The suggested changes are then reviewed for verification and approval from GSA. A Training Content Developer is responsible for the overall product to ensure that it meets the training requirements and improvement need. Course materials are then modified to reflect those changes. After final approval, the course is

redeployed and evaluated. Based on subsequent evaluation results, the process is repeated, if needed. This iterative approach to improvement ensures high-quality, reusable course modules. [REDACTED]

[REDACTED]

Our improvement process is designed to bring both GSA and Agency feedback into the improvement loop. All modifications will be presented to GSA for approval prior to use. Qwest will make the corrected training materials available within 30 business days for changes that would precipitate a modification in the training program. These modifications will be completed at no cost to the Government throughout the life of the contract.

[REDACTED]

3.11.5.2 Sample Evaluation Form (L.34.2.3.11.3; comp_req_id 10815; comp_req_id 10845; comp_req_id 10846)

Qwest uses quantitative responses on all evaluation forms to allow us to effectively measure our performance, as [REDACTED]. Qwest will use training evaluation forms that will have a rating scale that ranges from 1 to 5, with 5 being the highest rating, and will include opportunities for trainees to provide specific comments. The information will be compiled into one consolidated report to provide feedback on the following topics presented in each training class: 1) course objectives; 2) training materials; 3) instructor performance; 4) length of the training class; 5) quality of the training facility; and 6) overall evaluation comments. These evaluation forms will quantitatively measure our performance and allow Qwest to present a report card by class, training topic, location, and other measurable criteria established by GSA.

3.11.6 Summary

Training is an intrinsic element in the successful transition of service. Qwest understands the requirements necessary to successfully develop and deliver a quality training program for Networx.

Qwest will use a combination of instructor-led classroom training as well as alternate delivery methods, including meetings and briefings, seminars, Webinars, and online Web-based self-study to maximize training availability to all users. Student feedback will be gathered with evaluation forms, and results will be used for course and delivery improvement and restructuring, as needed.

We are committed to providing the highest quality training possible and will work as a partner with all Government users and stakeholders to ensure complete satisfaction with Networx-related learning programs. Qwest looks

forward to the opportunity to demonstrate quality through performance in Networkx training.

