

# **Appendix 4**

# **Training Plan**

**DRAFT**

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**Revision XX**

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## REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

## TABLE OF CONTENTS

Revision History.....	A4-2
Table of Contents .....	A4-3
List of Figures .....	A4-4
1.0 Qwest Networx Draft Training Plan.....	A4-5
2.0 Initial CONUS Class Offerings .....	A4-5
3.0 Training Delivery Methods .....	A4-7
3.1 Training Locations.....	A4-8
4.0 Training Administration .....	A4-9
4.1 Web-based Training Course Catalog .....	A4-9
4.2 Quality Training Materials .....	A4-10
4.3 Training Registration and Cancellation .....	A4-12
4.4 Course Scheduling.....	A4-13
4.4.1 Schedule and Registration Access.....	A4-13
4.5 Advertising and Tracking of Training Activities.....	A4-15
4.6 Reports .....	A4-16
4.7 Training Evaluation .....	A4-17
4.7.1 Restructuring and Improving Courses.....	A4-17
4.7.2 Sample Training Evaluation Form .....	A4-18
5.0 Procedures for Ordering Additional Training Above No-Cost Limits ..	A4-20
6.0 Sample Training Materials .....	A4-20



## LIST OF FIGURES

Figure A4-1. Qwest Training Courses.....	A4-5
Figure A4-2. Training Delivery Methods .....	A4-7
Figure A4-3. Qwest Regional Training Locations.....	A4-8
Figure A4-4. Qwest 508c Compliance Attributes .....	A4-12
Figure A4-5. Sample Training Calendar .....	A4-14
Figure A4-6. Schedule and Registration Access.....	A4-15
Figure A4-7. The Qwest Networx Web Site .....	A4-16
Figure A4-8. Qwest Training Restructure and Improvement Process.....	A4-18
Figure A4-9. Qwest Sample Evaluation Form.....	A4-19

## 1.0 QWEST NETWORKX DRAFT TRAINING PLAN

To ensure that all Government customers are receiving or have access to current information about the contract, Qwest has prepared a draft training plan in accordance with Section C.3.7.2.1 of the Networx Universal contract.

## 2.0 INITIAL CONUS CLASS OFFERINGS

Upon contract award, Qwest will offer the following courses that will be individually tailored for the training of Networx users and executive populations: 1) Executives Universal 001; 2) Designated Agency Representatives (DARs) Universal 002; and 3) Network Operations Universal 003. A description of each class is presented in **Figure A4-1**.

**Figure A4-1. Qwest Training Courses.** *Qwest provides classroom instruction on all Networx offerings to ensure that the Government has a full understanding of each product and service.*

Course:	Executives Universal 001
Audience:	Executives and senior-level Government managers
Course Construction:	Modular
Module Descriptions:	1) Overview of Networx services, products, and features 2) Overview of Networx Operational Support Systems, including ordering, billing, and trouble handling 3) Overview of the Qwest Networx Portal 4) Overview of the Networx network management and monitoring systems 5) Overview of the Qwest transition plan
Schedule:	As predetermined in the training schedule (see section 4.4.1 of this appendix)

<b>Course:</b>	<b>DARs Universal 002</b>
Audience:	Agency representatives with the authorization to order services and products
Course Construction:	Modular
Module Descriptions:	<ol style="list-style-type: none"> <li>1) Overview of Networx services, products, <b>service</b> features, <b>security offerings</b>, operational support systems, processes and procedures, transition plans, and Government roles and responsibilities</li> <li>2) Operational Support Systems, including service order and tracking system; billing and dispute system; and trouble and complaint handling system</li> <li>3) Overview of the Qwest Control Networx Portal</li> <li>4) Overview of network management and monitoring systems</li> <li>5) Processes and procedures, including 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; providing proper service assistance methods; and coordinating with the Qwest CSO</li> <li>6) Overview of the Qwest Transition Plan, including Qwest and Government roles and responsibilities; preparation activities, ordering and tracking; time frames; and contract exceptions that apply during transition.</li> </ol>
Schedule:	As predetermined in the training schedule (see section 4.4.1 of this appendix)
<b>Course:</b>	<b>Network Operations Universal 003</b>
Audience:	Agency representatives with network monitoring responsibilities
Course Construction:	Modular
Module Descriptions:	<ol style="list-style-type: none"> <li>1) Overview of Networx services, products, service features, security offerings, operational support systems, processes and procedures, transition plans, and Government roles and responsibilities</li> <li>2) Overview of the Operational Support Systems including trouble and complaint handling system</li> <li>3) Overview of the Qwest Control Networx Portal</li> <li>4) Overview of network management and monitoring systems</li> <li>5) Processes and procedures, including reporting and tracking troubles and complaints; escalation procedures for problem resolution; conducting fraud prevention, including customer premises safeguards; providing proper service assistance methods; and coordinating with the Qwest CSO</li> <li>6) Overview of the Qwest Transition Plan, including Qwest and Government roles and responsibilities, preparation activities, timeframes, and contract exceptions that apply during transition.</li> </ol>

Schedule:	As predetermined in the training schedule (see section 4.4.1 of this appendix)
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All courseware will be approved by GSA prior to use. Qwest will update the material when product or Operational Support Systems (OSS) information has changed, when surveys dictate, or when GSA requests modification.

### 3.0 TRAINING DELIVERY METHODS

Qwest will provide a combination of instructor-led classroom and instructor-independent courseware and teaching tools. Qwest will offer classroom instruction in each of the GSA regions or provide on-site training at the request of the Government. Classes will have a minimum class size of 10 students and a maximum of 32 students.

Qwest will make additional training available through meetings, briefings, seminars, self-study, online Web-based instruction, user guides, and desktop materials at no cost to the Government throughout the life of the contract. Qwest will also provide self-study training instructions in Web-based, CD ROM/DVD, and audio/video tape formats. These instructional materials and training resources will be easily accessible through the Qwest Networx Web site or the Qwest Customer Support Office (CSO) to ensure maximum distribution, usefulness, and availability. Qwest will deliver training using the following methods shown below in **Figure A4-2**.

**Figure A4-2. Training Delivery Methods.** *Qwest will provide classroom instruction and alternate delivery methods to ensure that all registered students and registered Government students have easy access to training any time, any where.*

Training Course	Method	Population
Executives Universal 001	Classroom	500 No Charge
	On-Line, 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

Training Course	Method	Population
	Video-teleconference	On Demand/No Charge
Designated Agency Representatives Universal 002	Classroom On-Line, Web-based CD ROM/DVD Audio/Video Tape Other Self Study Tools User guides, desk top material Video-teleconference	5,000 No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge
Network Operations Universal 003	Classroom On-Line, Web-based CD ROM/DVD Audio/Video Tape Other Self-study Tools User guides, desk top material Video-teleconference	2,000 No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge

Additional instruction will be provided through meetings, briefings, and seminars as required. Training manuals and desktop guides will be available during classroom instruction or can be downloaded from the Qwest Networx Web site in electronic format on demand for students registered in class. There is no cost for these to the Government.

### 3.1 TRAINING LOCATIONS

Qwest will provide classroom instruction for GSA and the Agencies in the cities listed in **Figure A4-3**. Classroom instruction will be provided at or near GSA locations upon request.

**Figure A4-3. Qwest Regional Training Locations.** *Qwest will provide classrooms and instruction within each GSA Region to ensure accessibility and responsive training support.*

GSA Region	
Region 1 - New England	[REDACTED]
Region 2 - Northeast & Caribbean	[REDACTED]
Region 3 - Mid-Atlantic	[REDACTED]



GSA Region		
Region 4 - Southeast Sunbelt		
Region 5 - Great Lakes		
Region 6 - Heartland		
Region 7 - Greater Southwest		
Region 8 - Rocky Mountain		
Region 9 - Pacific Rim		
Region 10 - Northwest/Arctic		
Region 11 - National Capital Region		

#### 4.0 TRAINING ADMINISTRATION

Qwest's approach to training administration provides users with a single, central location for all catalogs, training manuals, class registration and cancellation, course scheduling, advertising of training activities, frequently asked questions, tracking and status of activities, reports, and requests for support. This central point of contact is provided through the Qwest Networx Web site and is available 24x7x365 using the Internet or calling the hotline at 1-866-GSA-NETWorx (1-866-472-6389).

#### 4.1 WEB-BASED TRAINING COURSE CATALOG

Qwest will publish a Web-based training course catalog 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]

A description is provided for the student to review for both Instructor-led and Web-based training by selecting a specific subject in the catalog. Users can then access Web-based courses by entering the course code, enrolling, and then launching the course.

Once a training event is added [REDACTED], students can be enrolled either by batch enrollment for a particular class or they can enroll individually. If a specific group of attendees want to attend a specific class, a group enrollment can be handled by the CSO representative who will register the names into the class. Students will receive confirmation of their enrollment. Either the administrator or the student can cancel if necessary.

#### **4.2 QUALITY TRAINING MATERIALS**

Qwest will provide all of the required training and training materials that meet the requirements specified in RFP Section C.3.7 including brochures, registration materials, presentations, hand-outs, and reference guides.

[REDACTED]



To ensure that high-quality courseware will be accessible to all users Qwest will design training tutorials and products to meet 508c Compliance Attributes as shown below in **Figure A4-4**. These attributes are representative of our development approach and will assure GSA that training will meet or exceed user accessibility requirements established by the Department of Labor for worker accessibility and safety.

**Figure A4-4. Qwest 508c Compliance Attributes.** *Qwest will provide high quality training products to all Networx users incorporating 508c Compliance Attributes, making training accessible to everyone.*

508c Compliance Attributes	
Accessibility Features	Reverses the color scheme to assist people with low vision or shows a visual prompt when an error tone is sounded to assist persons who are deaf or hard of hearing. Provides "sticky keys" that allow a user to press key combinations, such as control-C, sequentially rather than simultaneously to assist persons with dexterity disabilities.
Use of electronic forms	When electronic forms are used, the form will allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.
Assistive Technology	Allows someone who is viewing the screen to access and use speech or Braille programs.
Personalized settings	Allows users with disabilities to select personalized settings, colors, contrast, keyboard repeat rate, and keyboard sensitivity, which cannot be disabled by software programs.
Color Coding	Announces color changes for anyone who is color blind.

For training delivered through meetings and briefings, classroom, and seminars, Qwest will provide assistance such as Sign Language Interpreters and Braille products to disabled trainees when requested in advance by the Government.

### **4.3 TRAINING REGISTRATION AND CANCELLATION**

Qwest will use both Web-based and non-Web-based training registration and cancellation processes to manage the registration of attendees and scheduling of classes. Students will be notified by phone or e-mail of registration confirmation, class cancellation, or rescheduling of any classes.

All registration data is kept centrally in an electronic database that links to the class calendars. The maximum class size is 32 and the minimum is 10 students. Once the maximum class size of 32 is met, we will accept additional student registrations on a wait list and notify the student of the wait list status

via e-mail or voice messaging. If a class is cancelled, 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) for assistance. Students may send correspondence through the U.S. Postal Service, fax transmissions, or e-mail. This assures GSA that training is easily accessible for maximum distribution, usefulness, and availability.


#### **4.4 COURSE SCHEDULING**

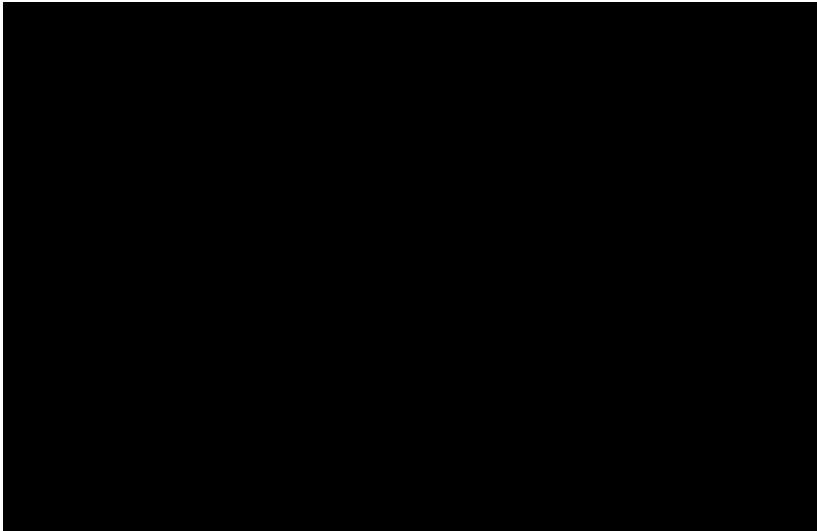
Qwest will maintain the dates, times, and locations of all classes to be delivered in the course catalog and provide a predetermined class schedule. Ordering activity and user demand will be taken into consideration when determining future training schedules. Schedules will be published on the Qwest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


Course schedules can be sent to students via e-mail, fax transmissions, U.S. Postal Service, or over the CSO hotline. We will provide all logistics support required for training at Qwest regional training locations.

Training course calendars will be posted on the Qwest Networx Web site. Calendars will include the date, time, and location of all classes. A sample calendar is presented in **Figure A4-5**.

##### **4.4.1 Schedule and Registration Access**

The procedures for accessing our training schedule and registering use different methods of communication depending on Government requirements. Users will be able to access training schedules and register through Web access, calling the hotline at 1-866-GSA-NETWorx (1-866-472-6389), fax, e-mail, and U.S. postal service. Qwest will reply to the user through the same correspondence method as shown in 



Users with Internet access can reach the Qwest Network Web site, which will be available 24x7x365 as shown in 

Registration will be confirmed for all users. If classes are at capacity, the user will automatically be placed on a waiting list and notified of the first available class. Schedules will be posted on the Qwest Network public Web site ([www.gsanetwork.com](http://www.gsanetwork.com)) or sent to the user using their desired method of communication.

[REDACTED]

Within 30 days of contract award, Qwest will publish a schedule of classes for each of the three audiences [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

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

#### **4.5 ADVERTISING AND TRACKING OF TRAINING ACTIVITIES**

Qwest will use the Qwest Networx Web site as the central point of the advertising and tracking of all training activities. New activities, features, and tools will be displayed and available for all users. Additional avenues for advertising include seminars, briefing, conferences and email announcements.

[REDACTED]  
[REDACTED]  
[REDACTED]



#### **4.6 REPORTS**

Qwest will provide GSA with Summary Training Evaluation Reports that contain the following elements: 1) list of classes delivered and dates; 2) summary results compiled from the Training Evaluation Forms for each class, including numeric scores and additional 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 is completed.

Qwest will also provide GSA with Quarterly Classroom Training Reports that contain the following elements: 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 training is completed.

#### **4.7 TRAINING EVALUATION**



Qwest understands that GSA has the right to monitor training classes to ensure appropriateness of material and presentation. To assist the GSA in evaluating training, we will provide evaluation forms to be completed by each attendee at each class presented to GSA and the Agencies throughout the life of the contract. Qwest will work in partnership with GSA to improve the delivery of any course or restructure any class syllabus.

#### **4.7.1 Restructuring and Improving Courses**

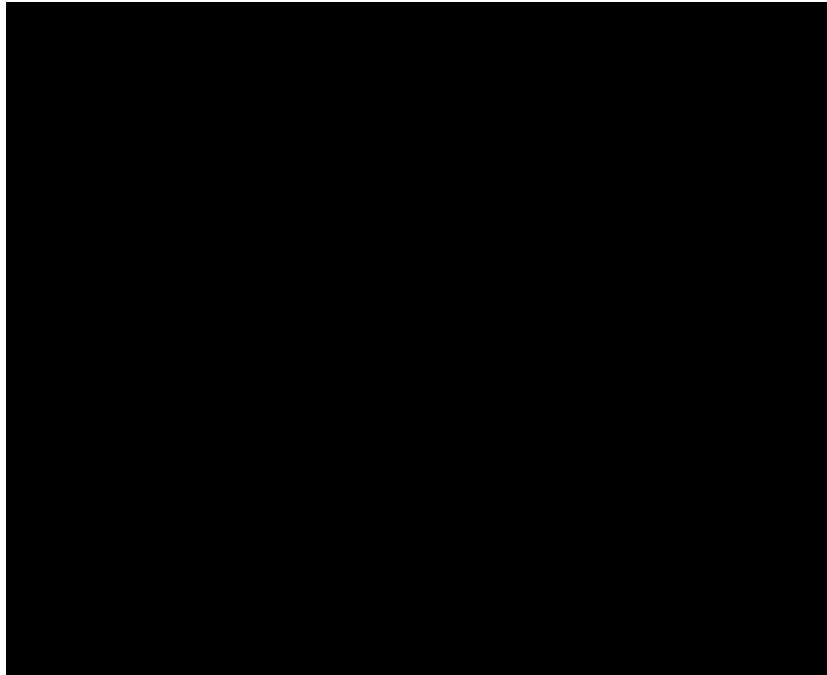
Qwest's process for restructuring and improving courses begins with a needs analysis to identify areas of improvement; then a course template is developed and approved. Art, audio, video, and other content components are then added to the template to complete the changes. The process will include an integrated team of artists, programmers, content experts, and audio/video experts lead by a Training Content Developer (TCD) with guidance and approval from GSA. The TCD is responsible for the overall product and to ensure that the end product is educationally sound and meets the training requirements or improvement directives.

This rigorous approach to Interactive Multimedia Instructional (IMI) development ensures high-quality, reusable course modules. [REDACTED]

[REDACTED]

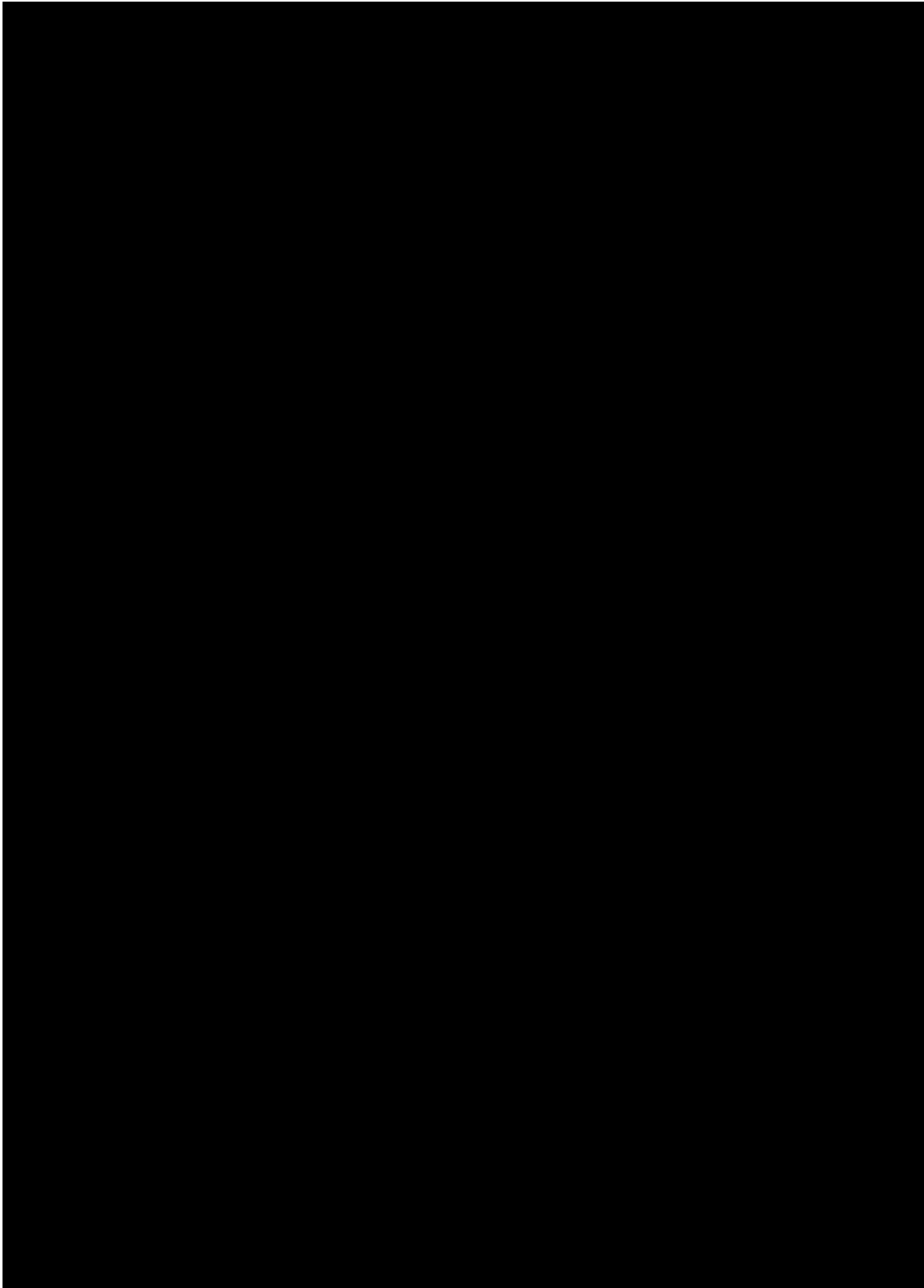
Our improvement process is designed to bring both GSA and Agency attendee feedback into the improvement loop. All modifications will be presented to GSA for approval prior to use. Qwest will make the corrected training material available within 30 business days for changes that would

precipitate a modification in the training program. These modifications will be completed at no cost to the Government throughout the life of the contract.



**4.7.2 Sample Training Evaluation Form**

Qwest uses quantitative responses on all evaluation forms to allow us to effectively measure performance [redacted]. We will use evaluation forms for training with ratings that range from 1 to 5, with 5



being the highest, and will include space for 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.

## **5.0 PROCEDURES FOR ORDERING ADDITIONAL TRAINING ABOVE NO-COST LIMITS**

[REDACTED]

[Redacted text block]