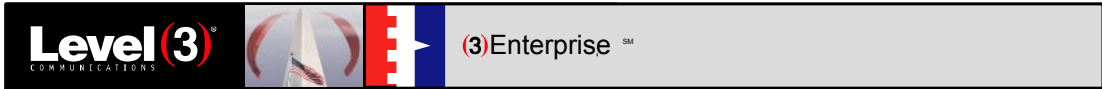


VOLUME 2, SECTION 2.11: TRAINING





(3)EnterpriseSM

Network Draft Training Plan

Level 3 Communications, LLC

Version 1

Re-submittal March 5, 2007



2.11 DRAFT TRAINING PLAN [M.3.14, C.3.7, F.2(74)]

Training professionals at Level 3 will support the GSA Government Networx contract through a collaborative training partnership using the most current and technically efficient processes available. They will partner with individual agencies to work collectively toward the successful implementation of training programs addressing methods, procedures, types of materials, and media requested by these agencies. This section presents the specifics of the (3)EnterpriseSM Training Plan and details the process by which Level 3 will provide no-cost training to the GSA Networx Program.

Level 3 training professionals develop comprehensive learning experiences that support the company's products, processes, systems, and technical activities. Each learning experience provides the intended students with extensive, state-of-the-art objective based training; producing the most knowledgeable and skilled workforce found anywhere within the communications industry. Every class, whether it is an instructor-led session or an independent study, provides the intended students current content, examples, and case studies of working with the Level 3 content so that every student is able to perform to their fullest capabilities within their respective roles and functions. Within 30 calendar days after Notice to Proceed, Level 3 will prepare a Course Catalog and post it on the (3)Enterprise website to include the information needed for student attendance such as training schedules, course name, class descriptions, class location, and short course descriptions. The (3)Enterprise Training Manager will ensure that the Course Catalog is updated as schedules change and new courses are offered.

2.11.1 Meeting Training Program Requirements [L.34.2.3.1]

Level 3 training professionals will create and deliver only the highest level of learning to the Networx Program students. Each experience, also known as a training course, is specifically design ed to ensure exceptional performance is achieved after attending each and every course. Thorough analysis and design detail are put into each learning experience, which provides the respective intended audience the appropriate level of content and training mechanism for their desired outcome [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

To continue providing the highest level of learning on the Level 3 products, processes, systems and technology for the GSA Networx Program, Level 3 training professionals will create and deliver training to the Designated Agency Representatives (DARs) and Network Operations personnel for the end user agencies. Training courses for the Networx Program will be individually tailored to meet the needs of the Government population groups receiving the training. DARs will receive the training necessary to maintain authorization status to order services and products, and any additional training as necessary to evaluate and use contractor services. Network Operations personnel will receive training regarding network monitoring responsibilities. Each group will be trained to the proficiency level needed to perform their roles and responsibilities. Training will include, at a minimum, aspects of the following:

- Overview of Networx services

- Service and product features
- Security features
- Roles and responsibilities
- Operational support (service order tracking, billing disputes, trouble handling, etc.)
- Processes (placing and tracking orders, tracking complaints, escalation procedures for problem resolution, billing disputes, credit adjustments, fraud issues, safeguards, customer service, etc.)
- Transition preparation, roles and responsibilities, timeframes, contract issues

2.11.1.1 METHODS, PROCEDURES AND MATERIALS [L.34.2.3.11]

Level 3 will provide all training and training materials as present ed and approved in this Training Plan [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] These ongoing updates keep the Level 3 training knowledge and skills focused on current technology, ensuring that

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the DARs and Network Operations personnel will receive only the highest quality of training and education on Level 3 products, processes, systems and technology.

[REDACTED]

[REDACTED]

Level 3 training development and delivery process ensures that every training course is of the highest quality, producing the most effective and efficient workforce to support the GSA Network Program. Communication via email, voice messaging, and phone among the Level 3 training professionals, the Contractor's Program Office (CPO) and GSA PMO, as well as regularly scheduled status meetings provide all parties a mechanism for communication and feedback. Suggestions for improvement and agency user feedback from evaluations form the basis for changes or edits of course content, materials, and the delivery processes.

Topics for discussion during monthly and quarterly training status meetings with SMEs and the GSA Network's contract team include future training and development initiatives for the GSA Network program, process improvement ideas, due dates and handoff recommendations, and training development and maintenance schedules and timelines.

These topics provide the Level 3 Team with the information necessary for delivering state-of-the-art training to DARs and Network Operations personnel. Additional topics for discussion in the monthly training

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Training requests are submitted to the Level 3 CPO and the Level 3 training professionals via a standardized training request form.

Requesters complete the form which identifies the training needed as well as the intended audience, etc., and submit it to Level 3 via email. The following process flow walks individuals through this simple and effective process.

2.11.1.1.1 New Training

To ensure each type of learning need is addressed quickly and efficiently, Level 3 places them into two categories. Category one focuses on new content that requires development of new materials. An example of training within this category is when a new service is made available requiring training materials or a course to be created. The Level 3 training professionals work closely with the SMEs and agency user groups, to develop and deliver technical training regarding Level 3 services.

2.11.1.1.2 Existing Content Maintenance

Training may also use existing courses that require updating or maintenance work. Experienced Level 3 training professionals work closely with content SMEs to identify content changes . These changes are incorporated into the course material for the appropriate group .

2.11.1.1.3 Types of Materials and Media [L.34.2.3.11]

Level 3 training professionals develop and deliver training and the requisite materials and events to the student population as identified in Section C.3.7.2.1 of the RFP. All training and materials created and made available for the GSA Networkx Program are instructionally rigorous and designed for the adult learner. Training is designed to teach the student the agreed upon objectives [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Training materials are objective-based and specifically designed to teach the adult learner the concepts requested by the DARs and Network Operation personnel according to the CPO. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

All training materials will be available to the student population via the Level 3 portal provided to the CPO or identified end user agencies.

2.11.1.2 COURSE DEVELOPMENT AND CONTENT

Level 3 will work with applicable agency representatives (DAR s, Network Operations personnel , the PMO) to identify and design Training

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[Redacted header text]

[Redacted text block]

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All training, whether it is self-paced, instructor-led, or a combination of the two, will focus on training the student population(s) on the Level 3 products and systems that are specific to their respective needs. For example, the training and materials for the D ARs will teach these

representatives about the products, processes and systems involved in placing orders successfully. The training and the training materials for the Network Operations agency employees will educate them on the Level 3 products, processes, and systems so that they can successfully monitor the equipment supporting these services.

2.11.1.2.1 Courses Offered [L.34.2.3.11(a)]

Technical training for DARs on each product line will include the following:

- Introduction to the Level 3 products
- Detailed descriptions of each service, how it operates as a part of our network, and what it provides to the Network Program
- Circuit and architectural descriptions at the level appropriate for the DAR
- Sample installation schemes to aid Partners with end -customer implementations
- Requisite forms necessary to complete the order process
- (3)Enterprise Network ePortal training
- Order entry and Order processing training
- (3)Enterprise Portal training
- Descriptions of potential customers and markets who would benefit from the services
- Quoting and ordering processes for each service
- Features, benefits, value propositions, and others for each service
- Billing

Technical training for Network Operations personnel on each product line will include the following:

- Introduction to the Level 3 products
- Detailed descriptions of each service and how it operates as a part of our network
- Circuit and architectural descriptions at the level appropriate for the Network Operations agency staff
- Descriptions of all Customer Premises Equipment (CPE) required and its function
- Sample installation schemes to aid Partners with end-customer implementations
- Level 3 Enabled Portal training
- Tier 1 and tier 2 support – roles and responsibilities of Network Contract customer and of Level 3
- Troubleshooting
- (3)Enterprise Portal training
- Descriptions of potential customers and markets who would benefit from the services
- Quoting and ordering processes for each service
- Features, benefits, value propositions, and others for each service
- Network monitoring training for each service

Target Audiences: The primary target audiences for Network Program contract training will be those employees responsible or involved in the purchase or support of Level 3 services.

- DARs
- Agency Network Operations employees

Training Course Descriptions

Course Title: **General Introduction to the Level 3 Network**



Course Description: The General Introduction to the Level 3 Network course is a high level introductory course, written in layman's terms, covering the Level 3 infrastructure, the technology that makes up the Level 3 Network, and the services that ride on the Level 3 Network. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Course Title: **General Introduction to the Level 3 Services**

Course Description: The General Introduction to the Level 3 Services training course provides students a broad understanding of the services offered by Level 3 that are available in the GSA Network contract. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Course Title: Level 3 Ordering and Provisioning Process

Course Description: The Level 3 Ordering and Provisioning Process course provides students an understanding of the Level 3 Network Contract ordering process, including special billing, network management, and troubleshooting [REDACTED]

[REDACTED]

Course Title: Level 3 Transport Services

Course Description: The Level 3 Transport Services course provides students an in-depth understanding of the Level 3' transport services portfolio [REDACTED]

[REDACTED]

Course Title: Level 3 IP Services

Course Description: The Level 3 IP Services course provides students an in-depth understanding of the Level 3 IP services portfolio, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Communication and Education of Security Practices: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] All

personnel levels, applicable laws, rules and regulations and associated criminal and civil penalties to the company and individuals will be covered. Level 3 anticipates that three levels of training will be conducted, initially prior to the acceptance of the first task order and then at appropriate intervals throughout the duration of the program, as follows:

Executive: This training would be targeted at the management staff, both Federal and contractor [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



General User: This training would be targeted at all employees who participate in the Networx Program [REDACTED]

Specific: This training would be targeted at any employee who has a specific security role in support of the Networx Program [REDACTED]

We plan to deliver this training through a combination of classroom training and online courses [REDACTED]

Course Title: Level 3 Security Services

Course Description: The Level 3 Security Services course provides students an in-depth understanding of the Security services offered by Level 3. [REDACTED]

Course Title: Managed Firewall Service (MFS)

Course Description: The Managed Firewall course is a comprehensive managed firewall solution that allows the Networx Program users to outsource the daily management and maintenance of their firewalls. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Course Title: **Anti-Virus Management Service (AVMS)**

Course Description: This course explains how the AVMS provides gateway level virus protection for in-bound and out-bound email, file transfers, and web traffic [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

Course Title: Managed Tiered Security Service (MTSS)

Course Description: The MTSS course replicates the structure and information presented in the MFW and IDPS courses with the addition of a system integration component.

Course Title: Incident Response Service (INRS)

Course Description: This course provides students an understanding of the incident response plan and how Networkx Program agency users can prepare for and minimize the effects of an information security breach.

[Redacted text block]



[Redacted text block]

Course Title: **Secure Managed Email Service (SMES)**

Course Description: This course presents the Anti-Virus service components and how it uses a combination of techniques to stop all known and unknown malware and virus threats from reaching a client's network.

[Redacted text block]

[Redacted text block]

Course Title: Vulnerability Scanning Service (VSS)

Course Description: This course describes and details how the Level 3 Team leverages expertise and proven methodologies used by security experts. In addition, it demonstrates how VSS provides organizations with a comprehensive web-driven vulnerability management program designed to help expedite use of tools, methods and best -practices to address the current vulnerability landscape.

[Redacted text block]

[Redacted text block]

Network Operations Training: MFW, IDPS, MTSS, AVMS, VSS, SMES

The training for all of the MSS offerings will be the same. The training involves a new customer welcome and introduction to policies and procedures on how MSS work and how the agency user can interact with the Level 3 Team to procure and use the service.

Course Title: **MSS Overview and Welcome**

Course Description: This course is a one hour phone and web-based session. A member of the customer support team will act as the course instructor for this training, which involves the following three main parts:

[Redacted list of three main parts]

2.11.1.2.2 Training Administration [L.34.2.3.11.3]

The Level 3 Team’s world-wide presence provides the capacity for providing training to all GSA regions using different types of training delivery methods, including classroom, web-based, meetings, briefings, seminars, self-study training, quality training manuals and desk-top guides.

This capability of providing the Networx Program and its agency users with the best possible training solution via a variety of training mechanisms allows the PMO to learn what is important to their respective representatives in handling the services in their particular role. This plan will provide training equal to that which is provided to Level 3 employees.

[REDACTED]

Tracked Training Content: Authorized users can upload and post [REDACTED] any content they wish to share with DARs while tracking access.

[REDACTED]

Training Designer: A Web-launched tool to create simple Web-based training. [REDACTED]

[REDACTED]

[REDACTED]



[Redacted]

Assessments and Perception: This Web-based tool provides online assessments and surveys and enables end-to-end implementation of

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Collaboration Server: This online "virtual classroom" platform allows for the delivery of live and recorded online presentations. Hosts can share

[Redacted]

features in a live, interactive environment with 2-way-audio, chat rooms, participant surveys, etc. Sessions can also be recorded and provided as Web-based training.

This collaboration tool can be used to deliver general product and program information sessions, live and recorded product demonstrations, online presentations and

[Redacted]


[Redacted text block]

[Redacted text block]

The Level 3 Team’s training solution provides access to training materials through an access-controlled Learning Management System integrated within the (3)Enterprise Portal. The Learning Management system will enable the following functionality:

- User-update of accounts in the learning portal
- Ability to search for, enroll, access , or cancel desired learning events (online or face-to-face)
- Ability to view and access training from organization specific training plans (DAR, Network Operations, etc.)
- Ability to submit training-related support issues using email
- Track training for reporting on enrollments and completions

2.11.1.2.3 Learning Management System Interface

The Learning Management System homepage  is a link on the (3)Enterprise Portal and is the main interface between Networkx learning and training opportunities. DARs and Network Operation personnel and the PMO can access the training information from the Portal. At the homepage, Networkx Program users can track the following items related to training:

- **Upcoming Training** - all instructor-led training events students are scheduled for during the next 14 days
- **In-Progress Training** - quick access to online and instructor-led course information with one-click launching of online content
- **My Favorites** - organize training by marking activities “Favorites”. With the customized “Favorites” list on homepage to remind students of upcoming training
- **Documents and Resources** - 2-click access to guides, documents, and reference materials
- **Search Utility** - keyword search located on the homepage to help students quickly find the training activities and resources they need
- **Personalized Message** - students can receive a custom homepage message tailored to their organization

In addition, the training content is customized for each trainee allowing them to track their course completions and progress with Web-based courses.



[Redacted]

2.11.1.4.1 Training Center Reporting and Notifications [C.3.7.3]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

2.11.1.5 TRAINING DELIVERY METHODS [L.34.2.3.2]

Training will be provided in person (meetings, briefings, instructor-led classroom, seminars) or as self-study (audio/video tapes, CD ROM, on-line web-based, and DVD). For in person training, assistance such as

signers and Braille products will be provided to disabled trainees when requested in advance by the Government. For computer-based training, the same capabilities provided for Internet reporting will be provided to disabled trainees.

Level 3 will make available all training throughout the life of the contract. All classroom training will be made available at no -cost for up to 1500 DAR students and 500 Network Operations students.

Additionally, Level 3 will manage all aspects of student registration and class scheduling (this service will be available on -line), and students will be notified electronically of confirmation, cancellation, or rescheduling. If a class has reached maximum capacity, a wait -list system will be used to accept further enrollments .

The Government’s information reporting requirements addressed in the Management and Operations section (C.3.2 through C. 3.9) and in the Technical Reporting section (C.7) of the RFP will be met by Level 3.

[REDACTED]

2.11.1.6 TRAINING EVALUATION

Training evaluation is an integrated part of Level 3 training processes, and is built into the design of training support and maintenance activities . As a result of our commitment to training excellence, the (3)Enterprise Training Manager will work with the PMO and CPO to ensure that each training class attendee is provided with an evaluation form, either in electronic or paper form. Additionally, a quarterly process improvement

forum with all involved parties will be facilitated to identify processes that are working well and those that need revision. All suggestions for improvement will be considered in Level 3 continuous improvement efforts in providing the CPO with the greatest value possible from Level 3 Training. In accordance with stated requirements, within 15 calendar days after the end of every calendar month in which training was completed, a Summary Training Evaluation Report will be provided to the customer.

2.11.1.6.1 Improvement Methods and Procedures

[REDACTED] Evaluation Form and End of Course Training Summary **[REDACTED]**
[REDACTED] show Level 3's commitment to training improvement. The evaluation form covers all of the topics detailed in C.3.7.2.5 and provides a notification to the training development team of satisfactory course content and any needed areas of improvement. The **[REDACTED]** evaluation form ratings range from 1 to 5 with 5 being the highest and includes sections for specific comments. Course aspects included in the documentation are course objective, content, presentation and training environment. Course evaluation surveys are also included as a part of the training summary materials. Upon any notification of unacceptable training or negative survey results, Level 3 will enact course improvement initiatives and inquiries both internally and per Networkx Program direction to determine a positive path forward in improving content and objective goals.

