

VOLUME 2, SECTION 2.12: NETWORK INVENTORY MANAGEMENT



2.12 NETWORK INVENTORY MANAGEMENT [C.3.8, M.3.2]

Introduction: Level 3's Network Inventory Management (NIM) system supports large networks with a variety of service offerings using many types of technology. The NIM interface will be supported through the robust (3)Enterprise portal that is designed specifically to meet the Network RFP requirements for the Operational Support System (OSS). In addition, our NIM supports the Network RFP for a flexible solution with features such as:

- Increased visibility into network and customer assets that reflect the status of services
- Improved controls via accurate inventory reports for audit purposes
- Increased communication of the complex process used by the Government to update their inventory through changes and disconnects
- Reliable and stable architecture with the latest technology components providing service and inventory management

[Redacted content]

[REDACTED]

NIM is supported by Level 3's security and performance management groups to ensure secure continuous availability of inventory reports and status. Level 3 will provide monthly reports on Network Inventory management to the Network Program Management Office .

2.12.1 Update Process [C.3.8.2.3, L.34.2.3..12.1]

Network Inventory is defined as the installed/active services for a particular organization or agency. Through the (3)Enterprise portal a secured user will be able to access their authorized data, make queries, obtain reports, and perform on-demand downloads for audit, billing verifications, and other Government program management purposes as set forth in the Networx RFP. Access to the level of data represented will be limited by the user's association in the agency hierarchy, and pre-determined in the customer profile, as explained in the following security section.

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

2.12.1.2 UPDATE PROCESS IN GOVERNMENT ENVIRONMENT

The (3)Enterprise portal interfaces with service components for order management, network management, and contact management to meet all requirements for notification once a service order has been completed.

[REDACTED]

[REDACTED]

SOCN Data Elements		
[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]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

2.12.2 Query Tools [L.34.2.3.12.2]

The (3)Enterprise portal will include a link for secure, web-based query access to the NIM system. [REDACTED]

[REDACTED]

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[Redacted text block]

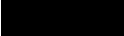
[Redacted text block]



[Redacted text] Regardless of a user's familiarity with query tools, the (3)Enterprise portal provides easy-to-use instructions on creating queries. [Redacted text]







[Redacted text block]

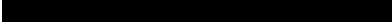
2.12.3 Interfaces [L.34.2.3.12.3]

2.12.3.1 GOVERNMENT INVENTORY INTERFACES

The Level 3 NIM system, through the (3)Enterprise portal interface and query tools, uses state-of-the-art technology providing simple to use tools for the secure agency user or Program Management Office (PMO) staff to query, view, report, and extract information about their service images 

The NIM provides an enterprise view of assets by physical location and logical view, and provides agencies with the ability to reconcile discrepancies.

2.12.3.2 NETWORK INVENTORY USER DOCUMENTATION

The (3)Enterprise web site provides immediate access to the Network Inventory data and to real-time reports for each Network contracted service. The data can be sorted and filtered by agency depending on your access level and AHC. The system will also allow tailored queries on the inventory on order so that the user can view the exact set of information needed. Should

the user require additional assistance, they can contact the (3)Enterprise Help Desk.

Inventory Reports – Current View and Monthly Snapshots

The (3)Enterprise web site offers both ad-hoc and system generated Networkx Inventory Reports [REDACTED]

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

System generated reports are created on a month ly basis. [REDACTED]

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

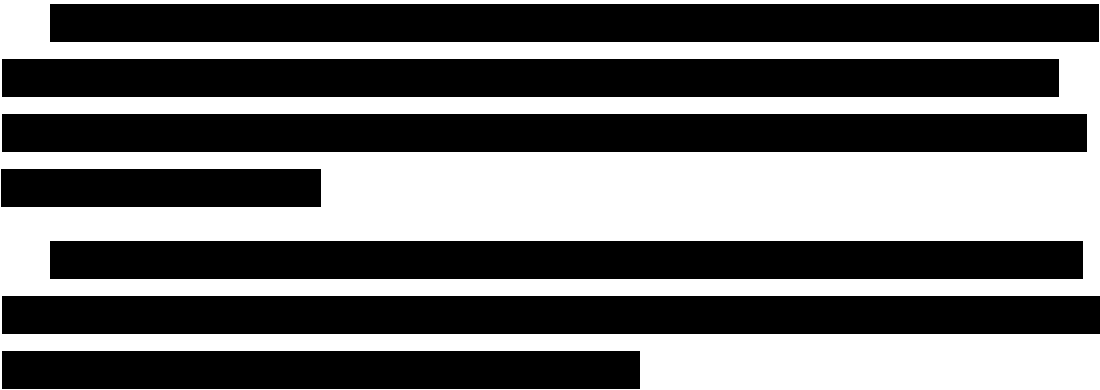
Inventory Report Conventions – Downloading and Delivery

The authorized agency user, has the option to select the method for report downloading and delivery prior to their request to perform an inventory query.


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

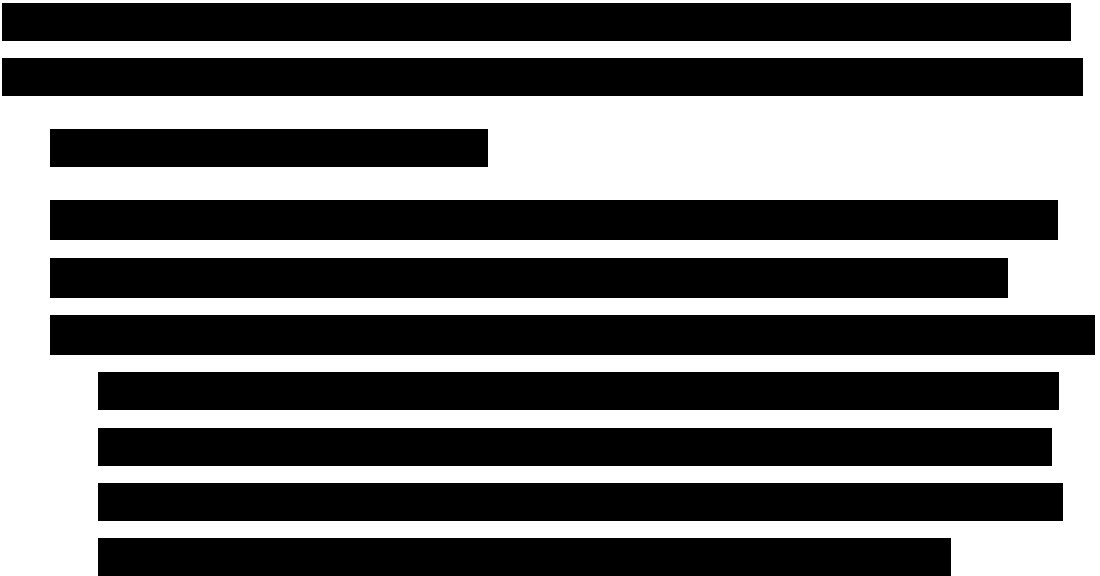
To set Report Delivery and Report Download

For immediate download, the user will select the Report Download option and then select either a CSV (Comma Separated Values) or tab -delimited format file. Both of these options or file types contain detailed information that includes column field names for the items returned in the result set.



Performing Inventory Queries

The user can perform queries in the (3)Enterprise web site for the different service types for that agency's inventory. 



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] The system displays the Inventory Query Results screen containing all information in the NIM that matches the search criteria.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The query results on the Inventory Query Results screen can also be

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.12.3.3 DATA ACCESS FOR GOVERNMENT USERS

The NIM web view can be used online, can be routed to a local printer, or be exported as a data set to a Comma Separated Values (CSV) file, Microsoft (MS) Access, or tab delimited file to meet the requirements as specified in the Network RFP.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

All data records in the inventory data base are date stamped giving the agency user the ability to search or report on a specific timeframe or snapshot in time. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Network Inventory Help: Help text will be provided to identify the search elements and explain the types of output formats, as well as explain each of the NIM reports. This content can be customized by type of service inventory.

OSS Approach to Verification Testing: The Level 3 Verification Testing approach meets or exceeds the Network requirements in Section E. [REDACTED]

[REDACTED]

[REDACTED]

2.12.4 Discrepancy Resolution [L.34.2.3.12.4]

2.12.4.1 DATA DISCREPANCIES

Inventory and service related disparity can be significantly reduced by use of Level 3's Data Quality Platform. The Platform will take advantage of a system that uses advanced processes of checks and balances to ensure a proactive approach towards data integrity between the contractor and GSA as we ramp up the network and the service overlays. The (3)Enterprise CPO will

institute internal verification and audit procedures to ensure that the Network Inventory is complete and correct.

[REDACTED]

It is recognized by Level 3 that not all data integrity issues will be captured using this proactive type of monitoring. Should such issues arise, the swiftest remediation path is via the CPO and the Level 3 Help Desk. The GSA will have access to this team via the robust (3)Enterprise portal that is designed specifically to meet the Network RFP requirements for the Operational Support System (OSS).

2.12.4.2 Discrepancy Notifications

Notifications and reports will cite the installed Day One alignment of the network related data. Should a misalignment be identified, a pre formatted email will be generated to GSA. [REDACTED]

[REDACTED]

2.12.4.3 Resolving Data Discrepancies

With both a proactive monitoring and designated CPO and Help Desk contact(s) approach, the complexity will be minimized. Escalation path will be provided and updated quarterly.

2.12.4.5 Solution Communication

The resolution of discrepancies will be worked hierarchically by the CPO and the GSA PMO. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Established SLAs

will be strictly adhered to. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

notifications will detail the issue, the root cause, and the corrective action that will prevent this in the future.