1.0 VOLUME 2, SECTION 2.13: Networx Operational Support Systems

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1.2 2.13 OPERATIONAL SUPPORT SYSTEMS [C.3.9, M.3.10]

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██ Our OSS operates 24 X 7 with an SLA over 99% for availability. Level 3's award-wining OSS was built from inception to include strong authentication, high availability, disaster recovery, a single source of record and high throughput.

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1.2.1 2.13.1 OSS System Capabilities [L.34.2.3.13]

The Level 3 OSS is best demonstrated using two ████████ one for service ordering, inventory management and billing and one for customer support and service management. ████████████████████████ as a new request moves through service ordering the service order image is integrated into ██████ for future service management activities. The Level 3 Online Provisioning Process for on-net transport delivers state-of-the-art, award-winning solutions for the Networx Program. As provisioning occurs, inventory is stored in the Network Inventory Database (NID) for future inventory management activities. Integrating all service order information into our single billing solution, ██████, ensures that invoices will match what is ordered and provides cross-functional inventory management.

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A key element of our OSS is the (3)Enterprise portal ███████████████████████ It provides an end-to-end approach supporting online functions as specified in the GSA's Networx Program for billing, service ordering, customer support, service management, inventory management, and program management requirements. By using the (3)Enterprise portal, Government agencies can dramatically shorten provisioning times and obtain internal cost savings due to increased efficiencies and greater customer satisfaction.
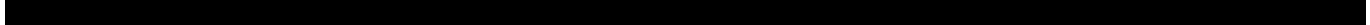
1.2.1.1 2.13.1.1 Level 3 Networx Program Management OSS Capabilities

The services and features inherent in the Level 3 commercial OSS and (3)Enterprise portal are installed, operated, and maintained at Level 3 facilities ███████████████ ██ This provides the Government with a redundant OSS capable of meeting the needs of the Disaster Recovery requirement addressed in Disaster Recovery, Section 2.4 , of this proposal volume.

The (3)Enterprise portal gives the Government and the Contract Program Office (CPO) a 24 X 7 real-time view into the OSS redundant data clusters, and provides added security to protect against hardware failures███████████████████ Our system load-balances across the Web and application servers which optimizes the appl ication's performance and response time providing best commercial practice s for the end user. ████████████ ███ █████████████████████████

The (3)Enterprise portal provides the Government 24 X 7 access to a range of network specific data and information, including order status, customer profiles, statistical reports on enterprise performance, the status of repair tickets, as well as invoi ce and ordering management data.

The Level 3 CPO leverages the Level 3 optimized end-to-end order entry software to provide a low-risk, Web-based ordering system for Networx Program.

Because our current infrastructure facilitates fast, iterative product d evelopment and customization across any product domain, we can deliver and maintain secure, Web-based systems for the Networx Program . The overall architecture supports Service Ordering, Customer Support, Service Management, Inventory Management, Billing a nd the (3)Enterprise portal for the Networx Program.

The (3)Enterprise portal supports the Government's requirement for both public and secured areas. ██ ███ ███ ███ ██████████████████████

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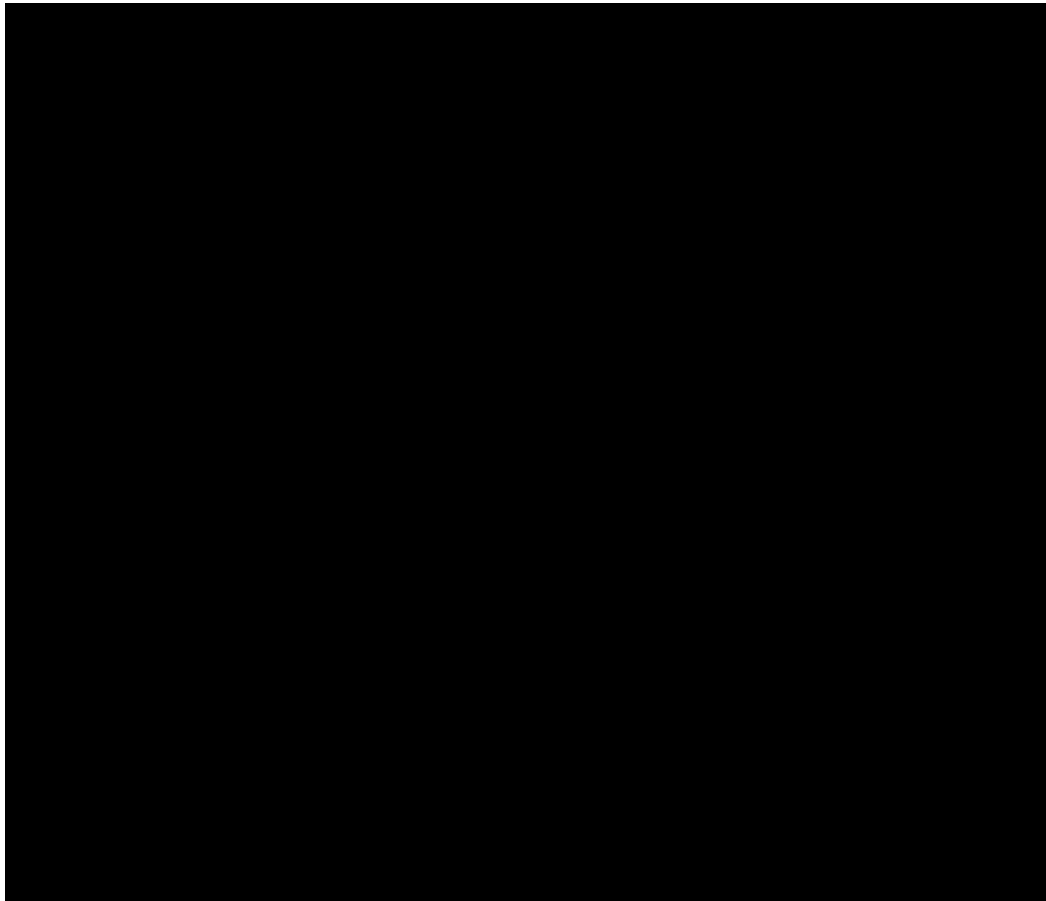
1.2.1.2 **2.13.1.2 Billing Operational Support Systems**

the Level 3 existing billing system will provide a secure, real-time, Web-based billing and invoicing and inquiry and dispute system that conforms to the GSA requirements documented in the Networx Program RFP.

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In addition to being an integration platform, it is also used for determining SLAs, and for managing metrics and workflow. It is a highly flexible system that can easily be configured to accommodate the GSA suite of products, the Government-specific data elements needed for billing, such as, Contract Line Item Number (CLIN), Unique Billing Identifier (UBI), and Agency Hierarchy Code (AHC), the billing type (direct and and or centralized), the GMS fee structure and exceptions, and the (tenant) bill ing fixed percentages by agency [REDACTED]

Level 3 leverages its state-of-art portal technologies ████████████████ ████████ to provide a secure, Web-based ordering system, as well as the additional direct ordering formats required by the Government. Within the secure side of the portal, the Networx user can request orders. Any request made through the (3)Enterprise portal for the Government will be logged locally and passed to a Level 3 ██████████████ or review, to determine if any further clarification regarding the order is necessary .

1.2.1.3 **2.13.1.3 Service Ordering**

Level 3 will leverage its state-of-the-art (3)Enterprise portal technologies, ████████ ████████ to enable a secure, Web-based ordering system as well as effectively support the additional direct ordering formats required by the Government. Our secure, online, internet-accessible electronic ordering system supported by a well int egrated infrastructure will meet or exceed the performance requirements of RFP Section C.3.9, Operational Support Systems. The (3)Enterprise portal and OSS function together to support online order entering, viewing, printing, tracking, and downloading and supports Government agency users who choose not to order online. In addition, agencies are able to place, change, correct, cancel, expedite, or disconnect individual or multiple orders. The (3)Enterprise portal provides agencies with the both static and customer support.

Static information After an agency user logs into the ████████ (3)Enterprise portal they see a customized homepage describing products of interest and areas of concern. Government agencies and users can access various kinds of information a nd tools from the portal. Some of these are interactive, others may provide static information. S tatic information typically includes product information, pricing, service guidelines and contact information.

Customer Service Support The (3)Enterprise portal gives the Networx Program users the ability to accomplish the following:

- order services
- open trouble tickets online
- monitor order and trouble ticket progress
- view and download invoices
- research and register domain names

- request a field maintenance service and check status
- review performance reports

Performance reports cover port utilization and usage (C.3.3.1.2.5). Users can also monitor performance against SLAs (e.g., latency and packet delivery).

Most of these facilities provide near real-time data and reports covering the past 90 days.

2.13.1.3.1 Transaction Capabilities

Orders and reservations are linked directly to the network, as soon as they are placed triggering the Service Order Confirmation (SOC). ████████████████████████████ ██ This offers the Networx Program customers optimal service management, precise performance data, accurate SLA reports, award-winning provisioning, and customized solutions. An agency user can obtain a quote, place an order, and receive their service within minutes rather than days or months.

2.13.1.3.2 Online Provisioning

In addition to our standard service ordering tools on the (3)Enterprise portal, Level 3 provides a sophisticated online tool to quickly and easily manage the bandwidth requirements ██ ████████████████████████████████

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2.13.1.3.3 Service Order Tracking

Level 3's (3)Enterprise portal ordering system lets the PMO and agency users track orders and receive specific acknowledgements within the timeframes specified in the Networx Program RFP. ████████████████████████████████████ ██ ██ ████████████████████████████████████ ████████████████████

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Ordering System Accessibility: The (3)Enterprise portal can process all order types. Orders can be accessed using Authorization of Orders and agency hierarchies, in full compliance with Section C.3.5 of the Networx Program RFP.

Order Quoting and Tracking: The (3)Enterprise portal provides a Web-based user interface for ordering, configuring, tracking, and pricing. This system features a configur ation services component which validates configurations and pricing for given services to ensure that service elements combinations are valid, considering rules and constraints that are imposed by either technical or business requirements.

The Ordering system associates services ordered through the portal with CLINs. Pricing is based off the negotiated prices for each CLIN. Because a service can involve multiple CLINs, the Service Order price will be the sum of the CLIN prices associated with that service.

The ordering module controls the configuration of the services and only present valid service attributes and CLINs to the user, to ensure order consistency and valid pricing.

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Report Orders by GSA and Agencies: The (3)Enterprise portal supports a Government contact management service component ███████████████████████████████

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services so that the portal can interface and coordinate with the contact management actions.

The (3)Enterprise portal supports administrative capabilities so that the Government can keep contacts and profiles up to date. ████████████████████████

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████████████████████████████████████ Level 3 requires a minimum of one DAR profile be associated with each customer service order number during the order entry and configuration processes.

The POC profile for a specific agency site contains:

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Each site POC profile will also be associated ████████████ for reporting. ████
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The (3)Enterprise ordering system enables multiple profiles to be associated with a specific agency's service order, if needed. As a result, the user can generate reports based on specific ordering profiles. The (3)Enterprise portal also enables a user to search and view orders for a single location using a customer order number. The order system supports bundled multiple line items ████████████████ and subset components ████████ into a unique order number for a specific user, Government agency, or department.

Order Receipt Acknowledgement (ORA): The (3)Enterprise portal interface meets or exceeds the initiation and tracking requirements for ORA, as stated in Section C.3.5 of the Networx Program RFP.

Level 3 understands the Government's need for a specialized delivery environment for special projects, access requirements, sensitive and high-priority ordering, and customized order requests. Our order management service component offers excellent flexibility to support the Networx Program requirements.

The (3)Enterprise portal interfaces and coordinates with ████████████████████ ██o meet all requirements for acknowledging receipt of orders. ████████these services provides a single, efficient user interface for managing post-submittal workflows, fulfilling orders, creating and scheduling tasks, and recording user profiles. ████████████████████████████████████ ██

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Order Rejection Notice (ORN): The (3)Enterprise portal interfaces and coordinates with ██ components to issue a notice to a specific agency once a service order has been rejected, as stated in Section C.3.5 of the Networx Program RFP.

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Service Order Confirmation Notice (SOC): The (3)Enterprise portal interfaces and coordinates with █████████████████████████████████████ ██████████ to meet all requirements for confirmation notification. ███████████████ ███ ██ these services enable the system to send a service order confirmation notice to the agency, as stated in Section C.3.5 of the Networx Program RFP

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Firm Order Commitment Notice (FOC): The (3)Enterprise portal enables the user to initiate and track orders and receive a Firm Order Confirmation (FOC) Notice. Once the signature report has been returned to Level 3, the order is reviewed and accepted, the agency receives a welcome Letter and the FOC, as stated in Section C.3.5 of the Networx Enterprise RFP.

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Service Order Completion Notifications (SOCN) : The (3)Enterprise portal will interface and coordinate with ██ █████████████t to meet all requirements for notification once a service order has been completed.

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Order Tracking: The (3)Enterprise portal interfaces and coordinates with ████ ███████████████████████████████████████ components to meet all of the GSA's order tracking requirements for the Networx Program. █████████████ these services provides a single, efficient user interface, ███████████████████ ██ ██ ██

1.2.1.4 **2.13.1.4 Customer Support [L.34.2.3.13]**
2.13.1.4.1   Respond to general inquiries
The (3)Enterprise portal will include POC lists for both the GSA and specific agency. ███ ██ ██████████████████████████████████ ██ ████████████████████████████

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2.13.1.4.2   Respond to requests for information on products and services
The (3)Enterprise portal provides an end-to-end OSS approach supporting online functions as specified in the GSA's Networx Program billing, service ordering, customer support, service management, inventory management and program management. By using the portal, Government agencies can dramatically shorten provisioning times and obtain internal cost savings due to increased efficiencies, greater customer satisfaction, and the increased business resulting from such services. The (3)Enterprise portal provides agencies with the following information and abilities:

Static information: After an agency user logs into the (3)Enterprise portal, they see a customized homepage describing products of interest and areas of concern. Government

agencies and users can access various kinds of information and tools from the portal. Some of these are interactive, others may provide static information. Static information includes product information, pricing, service guidelines and contact information.

Public User: Public users access basic information on th e (3)Enterprise portal website to view the contract, product and service offerings, and the point -of-contact contract lists. A public user is able to link to the restricted site once his or her individual access is authenticated.

The public area provides general non-restricted information on products, services, general training, and user ID requests for secure access. It includes a view of a hyperlinked site map (taxonomy) to simplify navigation to specific information.

Level 3 Networx Products and Servic es: Level 3 will develop a hyper linked format describing all service offerings available under the Level 3 Networx contract. ████████
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Some (3)Enterprise service offerings may overlap in functionality. This offers the Government alternatives to meeting specific telecommunications needs. Where such alternatives exist, Level 3 will add a brief overview and suggest that the agency contact their Account Executive for further information on the evaluation of alternatives.

2.13.1.4.3 Respond to billing inquiries

Using the (3)Enterprise portal will enable the GSA to generate disputes that will be captured in and ███████ The work flow application, ████████████████████ ██████████████████████ monitors the progress of the dispute to ensure that it is resolved ███████████████ The invoice display is generated using a product ███████████████ enables Level 3 to build an invoice template that can be customized to GSA's specifications for GSA. ██

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template showing summary charges will be generated for each agency. ███████████████

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2.13.1.4.4 Respond to training information and registration

Access to Level 3 Training Information: The (3)Enterprise portal will provide a link enabling controlled access to the Learning Management System provided by the Level 3 Training Team. ████████████████████████████████

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