VOLUME 2, SECTION 2.1:

PROGRAM MANAGEMENT

2.1 PROGRAM MANAGEMENT [C.3.2, F.2 (18)]

2.1.1 Contractor's Program Organization [C.3.2.2.1]

GSA needs an experienced contractor to work jointly with the GSA Program Management Office (PMO) to ensure effective delivery and management of (3)Enterprise℠ services to its agency customers. Level 3 understands that providing excellent customer service to subscribing agencies brings both shared responsibility and mutual benefit. In response to this crucial need, Level 3 has assembled a program management team with the knowledge, dedication, and experience needed to support GSA and subscribing agencies in overall control, program-level planning, and quality management for all our service offerings.

The (3) Enterprise Networx CPO will be organized and maintained to support GSA and the agencies according to a proven Level 3 organizational structure to control and manage the Networx contract. Level 3 successfully delivers large projects for many Governmental agencies and large commercial customers within the telecommunications industry. Our model assigns dedicated senior functional managers to the CPO, with specific accountability for delivering all requirements within their functional area, regardless of their reporting structures. [redacted] We will facilitate senior level communications with the GSA PMO and key agency contacts by establishing our CPO within the Level 3 [redacted]

Through the combined efforts of a dedicated CPO, Level 3 can efficiently bring the appropriate resources to bear as required to meet or exceed all the Networx Program performance requirements, without creating non-standard

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or “out of factory” deliverables. In addition the CPO will access the state-of-the-art management and operations practices currently in place and used effectively by Level 3’s Operations group. Besides determining our approach to staffing, communications, and coordination, the CPO will employ the [redacted] Implementing these best practices within our CPO assures the GSA that Level 3 will meet or exceed all of the requirements of the Networx Program.

Level 3’s Networx CPO Team consists of dedicated management personnel, assigned on the basis of the program’s unique requirements and their experience with complex enterprise architecture programs. [redacted] The Program Management Plan and Personnel Section per H.12 in Volume 4 detail the qualifications of the Level 3 personnel that will be deployed to support the Networx Program.

The Level 3 CPO has the capacity and authority to support disaster recovery planning and execution per the completed Disaster Recovery Plan contained in Volume 2, to resolve interoperability problems using Level 3’s extensive operations resources, to respond rapidly and effectively to escalation of service concerns, to participate in contract performance reviews on a regular basis, to participate in contract modification negotiations, perform basic network management function to support the Government’s requirements in Section C.3.3., Service Management, to help resolve billing queries and reconciliation issue per the Networx Program web-interface and internal customer service attitude at Level 3, [redacted] and to provide the

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Networx PMO with information on customer requirements and customer demographics. Level 3's Key Personnel include [redacted] Each of the other Key Personnel, are also leaders within Level 3 in functional areas: [redacted]

The (3)Enterprise CPO will be directed by [redacted]

[redacted] This direct line of command ensures that our Government customers have high visibility within the Level 3 corporate structure. [redacted]

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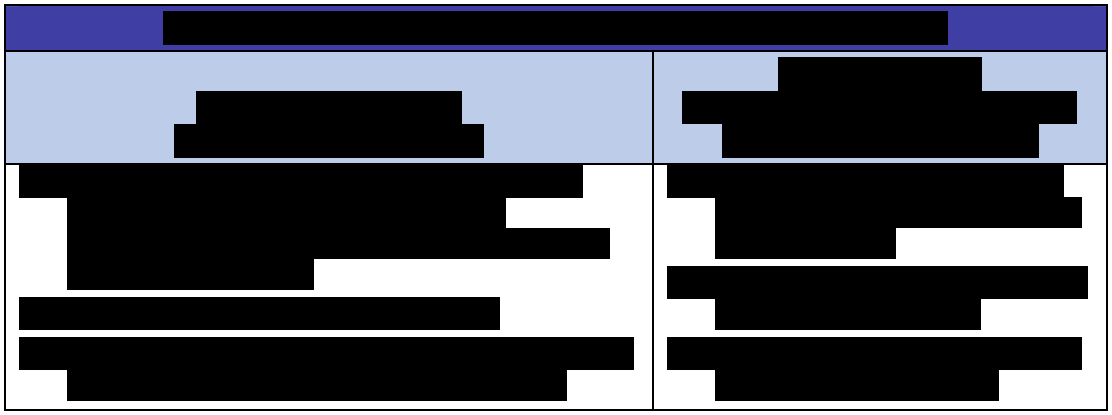
[redacted]

Our experienced senior management team will lead a CPO drawn from the best functional resources available in Level 3 [redacted] to ensure timely completion and implementation of network services, accurate billing, and effective services management that meet or exceed the GSA requirements for the (3)Enterprise solution.

[redacted]



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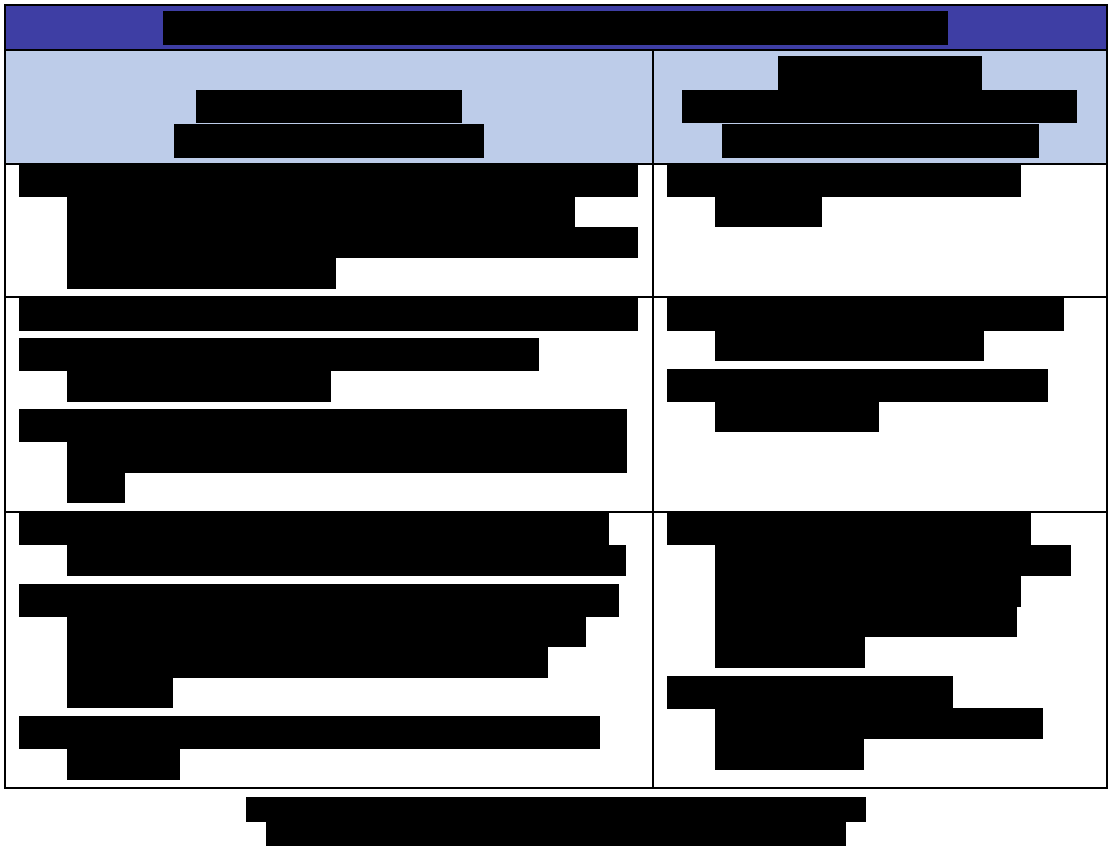

2.1.1.1 CPO Structure, Processes and Procedures

The Level 3 proposed CPO structure, [redacted] has been designed to meet key objectives for supporting the GSA Networx PMO for the duration of the Networx contract:

- Placement of key personnel (with extensive experience in Federal contracting) in leadership positions

[redacted]

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- The CPO structure [redacted] providing GSA and agency subscribers [redacted] proactive and responsive management of the Networx Enterprise contract.

The key personnel [redacted] were selected in accordance with RFP Section H.12 and Section C.3.2.2.2 and will be updated periodically in accordance with those requirements. To complement Level 3 capabilities, our team will draw on other members of the extended team of partners and subcontractors to support various tasks during the life cycle of the contract.

The program management process that Level 3 will use to support GSA and agency users is a proven organizational construct called [redacted] Level 3 has used the [redacted] process successfully to deliver large projects for Government and commercial clients.

[redacted]

[redacted] we can efficiently bring the appropriate resources to bear as required to meet or exceed all contract performance requirements [redacted]

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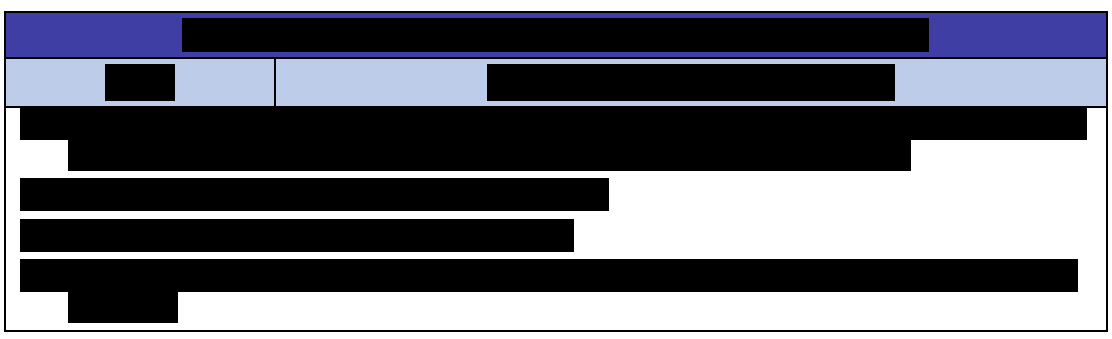
[redacted]



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[redacted]

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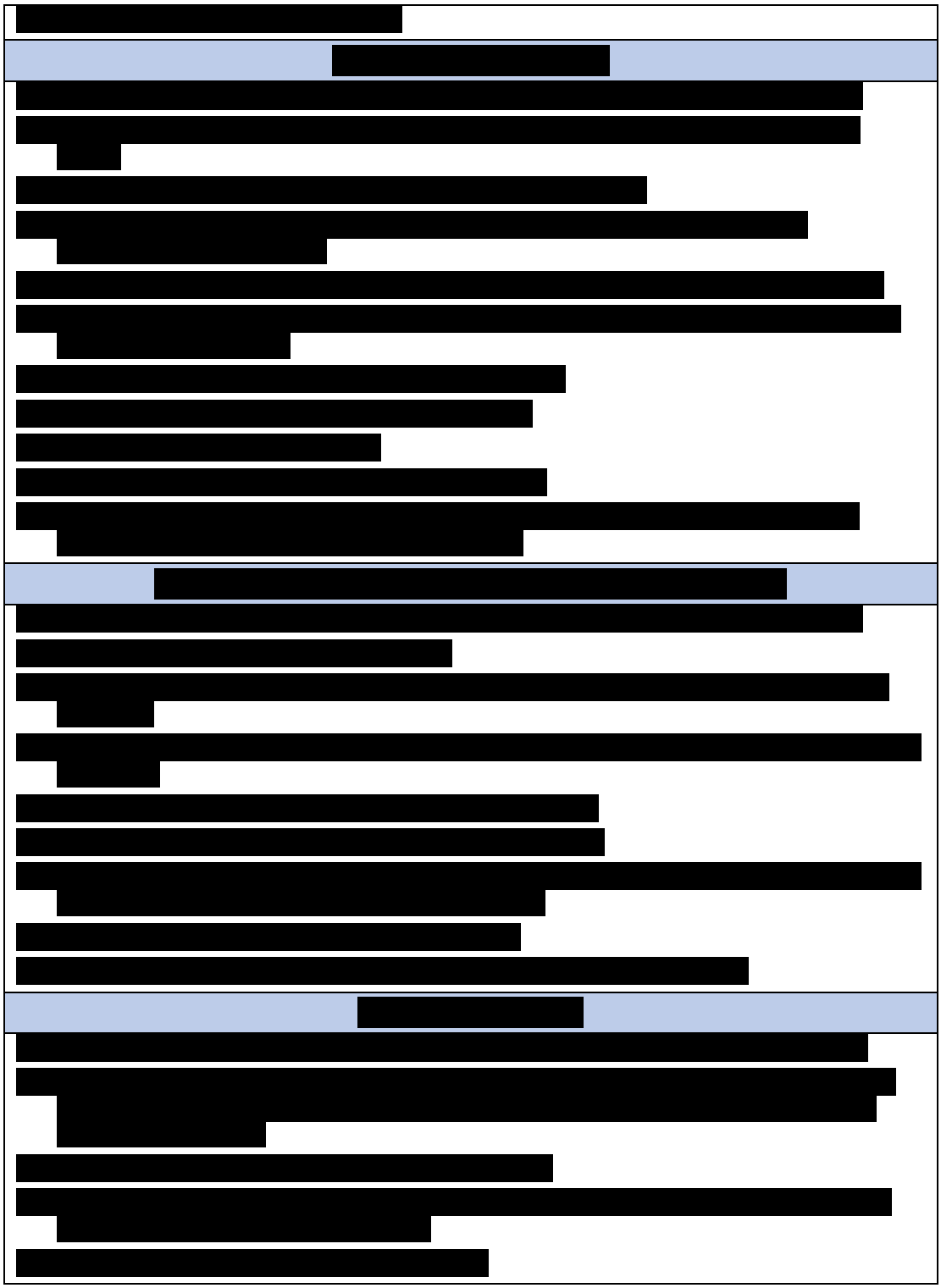

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As a result Level 3 can effectively and seamlessly connect Governments customers in U.S. domestic or international locations,

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2.1.1.3 COORDINATION AND COMMUNICATION [C.3.2.2.1.6]

Maintaining effective communications with GSA and agency subscribers is a key to creating a high level of customer satisfaction with (3)Enterprise service offerings.

2.1.1.3.1 Level 3 Points of Contact (POCs)

Level 3 will provide employee POCs for each functional area to GSA, as specified in RFP Section C.3.2.3 of "Program Management Data Requirements." Similarly, we will provide POC information to all agencies that select (3)Enterprise.

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Level 3 will identify all POCs for the Government and ensure they will be available on a 24x7 basis for each agency subscriber and GSA.

2.1.1.3.2 Program Launch Meeting

The (3)Enterprise CPO will schedule the Program Launch Meeting, [redacted] at a location to be specified within the Washington, DC, Metropolitan area. [redacted]

2.1.1.3.3 Government Rights to Data and Reports

Level 3 will, upon Government request, host information sessions describing the derivation of data and information provided in reports.

2.1.1.3.4 Transition Support at Contract Expiration

The (3)Enterprise will provide network utilization data, accurate services inventories, and other data as required in Section RFP C.3.2.2.11, “Step 12: Support Transition at Contract Expiration.”

Level 3 will disconnect services and terminate billing within service level intervals as specified.

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2.1.1.4 USER FORUMS AND PROGRAM REVIEWS

The (3)Enterprise CPO will support periodic meetings and user forums as requested by the Government or initiated by Level 3 in response to program needs. Based on the agenda or content, Level 3 will make the appropriate personnel available to answer questions and document issues raised by subscribing agencies. Information will be made available on recent contract modifications, new services available, and other relevant topics. As feasible, Level 3 will demonstrate new technology recently added to the (3)Enterprise capabilities. Issues identified in the forums will be documented in a User Forums Issues Report, distributed to attendees, and made available on the (3)Enterprise portal.

2.1.1.4.1 Program Reviews [C.3.2.2.6]

Level 3 will produce and deliver Program Monthly Status Reports in accordance with RFP Section C.3.2.4, “Program Management Report Requirements.” The information contained in these reports will be rolled up and presented at quarterly program management review meetings [redacted]

2.1.1.5 SERVICE DELIVERY PROJECT PLANNING

The Level 3 approach for providing a single point of accountability for the proactive and responsive management of (3)Enterprise is presented in the

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Program Management Plan (PMP) in Section 2.1.8 of this volume. [redacted]

2.1.2 Policies and Procedures [C.3.2.2.1.4, C.3.2.4.1.2, F.2(21)]

It is the intent of Level 3 to provide a standardized approach to performing Networx responsibilities. To achieve this goal, Level 3 uses approved implementing processes to ensure a functional organization throughout the lifecycle of (3)Enterprise. [redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

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[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

[redacted]

The attached process diagrams and associated text narratives address each policy and procedure area, and represent an overview level summary of the Level 3 approach to applicable program.

2.1.2.1 NETWORK MANAGEMENT

Policy Statement: Level 3 is committed to operational excellence through a strong Network Management and Configuration Management culture. [redacted]

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Figure 2.1-3:

Procedures Overview

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[redacted]

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[redacted]

[redacted]

[redacted]

2.1.2.1.1 Networx Security Management Process

Policy Statement: [redacted]

[redacted]

[redacted]

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[redacted]

2.1.2.2 INVENTORY MANAGEMENT PROCESS

Policy Statement: Level 3 will establish and maintain a comprehensive, accurate, and secure inventory management system for all Networx programs and services [redacted]

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[redacted]

2.1.2.3 BILLING OPERATIONS

Policy Statement: Level 3 is committed to providing efficient and accurate billing processes [redacted] to support the administration of the Networx Program. [redacted]

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[redacted]

2.1.2.4 CUSTOMER SUPPORT PROCESS

Policy Statement: Level 3 will meet or exceed customer support, satisfaction, and overall expectations to fulfill stated business goals and meet contractual obligations towards a successful operations relationship. [redacted]

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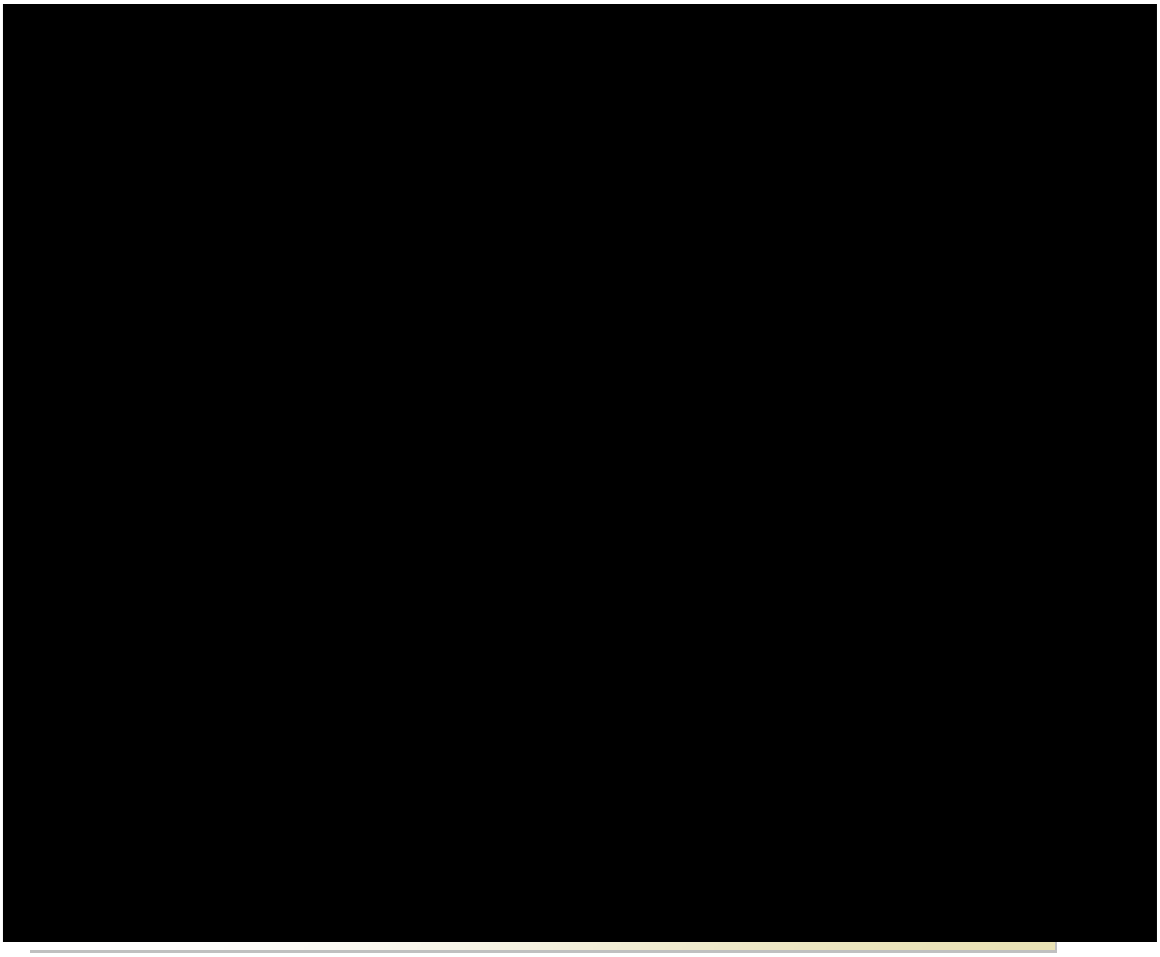

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