

# VOLUME 2, SECTION 2.5: CUSTOMER SUPPORT



## 2.5 CUSTOMER SUPPORT [C.3.4.1, M.3.8]

Customer support is crucial for the effective execution of GSA and the agencies' missions. Our mission is as a provider of network and telecommunication services. It is our goal to provide industry leading service delivery. This is what drives our focus on customer support. Our service excellence begins with a team of experienced Level 3 Customer Support Office (CSO) professionals. This customer support team will deliver customer support services following the requirements Networkx Program RFP Section C.3.4.

### 2.5.1 Customer Support Philosophy and Approach

(3)Enterprise<sup>SM</sup> will be delivered and maintained by an experienced contract management team, staffed by key Level 3 personnel who will be responsible for the business operations requirements of (3)Enterprise. Assisting the Contractor's Program Office (CPO) will be the Level 3 CSO. Both will work in collaboration with the Networkx PMO to provide program strategy, performance monitoring, and contractual compliance. [REDACTED]

[REDACTED]

The Level 3 CSO will support the PMO throughout the lifecycle of the Networkx Program and will be responsible for the delivery of products, services, and support. [REDACTED]

[REDACTED]



[REDACTED]

To assemble the necessary resources to support the Networx Program the Level 3 CSO will draw on the broad resources of the entire Level 3 organization. [REDACTED]

[REDACTED]

These dedicated resources will support the Networx PMO to ensure service by a team that is structured to deal effectively with the geographic distribution of the Networx subscribing agencies and the PMO taking into account the GSA regions. It will be organized to align with the Program's goals, processes, and regulations, as well as being tuned to the Networx Program complexities—program management, implementation coordination, service management and contract management.

## 2.5.2 Customer Support Capabilities

Another element of the Level 3 strategy leverages additional existing support capabilities and processes to fulfill the Networx Program requirements. [REDACTED]

[REDACTED]

As one of the industry leaders in telecommunications, Level 3 regularly faces and overcomes business challenges. These challenges provide the opportunity for growth and result in a unique understanding and perspective of our customers. This insight allows Level 3 to partner with larger customers, instilling a high degree of confidence in providing a CSO that maintains global support for a large community of diverse users. Our CSO is available 24x7 and serves as the primary point of interface for Level 3 customers.

As the primary point of interface, the CSO handles a wide range of service needs [REDACTED]

Level 3 provides the capability necessary to handle all service needs ensuring that each process is sound and effective to meet or exceed the Government's diverse needs.

### 2.5.2.1 GENERAL INQUIRIES [C.3.4.1.2.2]

Government agencies can contact the CSO in a variety of ways at any time of the day or night. [REDACTED]

[REDACTED]



[REDACTED]

**2.5.2.2 PRODUCT AND SERVICE INFORMATION [C.3.4.1.2.3]**

All product and service information can be obtained online. If a customer has additional questions, they can contact the CSO for information regarding products and services. [REDACTED]

[REDACTED]

**2.5.2.3 SERVICE INQUIRIES [C.3.4.1.2.3]**

Our (3)Enterprise portal provides real-time results to service inquiries.

[REDACTED]

**2.5.2.4 ORDER ACCEPTANCE [C.3.4.1.2.1]**

Should a customer inquire about an offered service or want to check on the status of an order, the customer can do so online. [REDACTED]

[REDACTED]

[REDACTED]

**2.5.2.5 TRAINING REGISTRATION AND SCHEDULING**

The (3)Enterprise training solution provides access to training materials through [REDACTED] learning management system integrated within the (3)Enterprise portal. The portal features an online training catalog listing both the course descriptions and training schedule. [REDACTED]

[REDACTED]

[REDACTED]

**2.5.2.6 BILLING INQUIRES AND ISSUES**

Should a Government agency have a billing inquiry or issue, they can contact the CSO, submit the request online, or contact the billing department directly. [REDACTED]

[REDACTED]

**2.5.2.7 TECHNICAL SUPPORT [C.3.4.1.2.6]**

Live technical support is maintained 24x7. [REDACTED]

[REDACTED]

[REDACTED] All CSO personnel are in-house, certified, and engage in continual training to keep abreast of new technology. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**2.5.3 Organization Structure – Customer Support Office (CSO) [C.3.4.1.2.1]**

The CSO operates under the auspices of the CPO supporting them as the customer interface between Level 3 and the Government end users. The designation of a single program management team responsible for all technical and business aspects of the Networx Program is critical to the success of the program.

The CSO organization will be managed by the Customer Service Manager who is part of the (3)Enterprise CPO. The CPO contains the management functions and key personnel for managing all of the service aspects of the GSA's Networx Program. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**2.5.4 CSO Resources**

Operating within this model enables Level 3 to provide excellent customer advocacy and service oversight for (3)Enterprise agency users. The model also leverages refined escalation processes, targeted performance management processes, and [REDACTED] operational reviews that drive quality service improvement plans (SIPs).

[REDACTED] the CSO provides an interface to Level 3 decision makers and organizations that are essential to transactional delivery of the service lifecycle. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





[Redacted text block]

To manage all of the Government's needs for customer support, the CSO will deploy a variety of mediums [Redacted]

[Redacted text block]

### 2.5.5 Strategies

[Redacted text block]



[Redacted text block]

[Redacted text block]

**2.5.6 Policies and Procedures**

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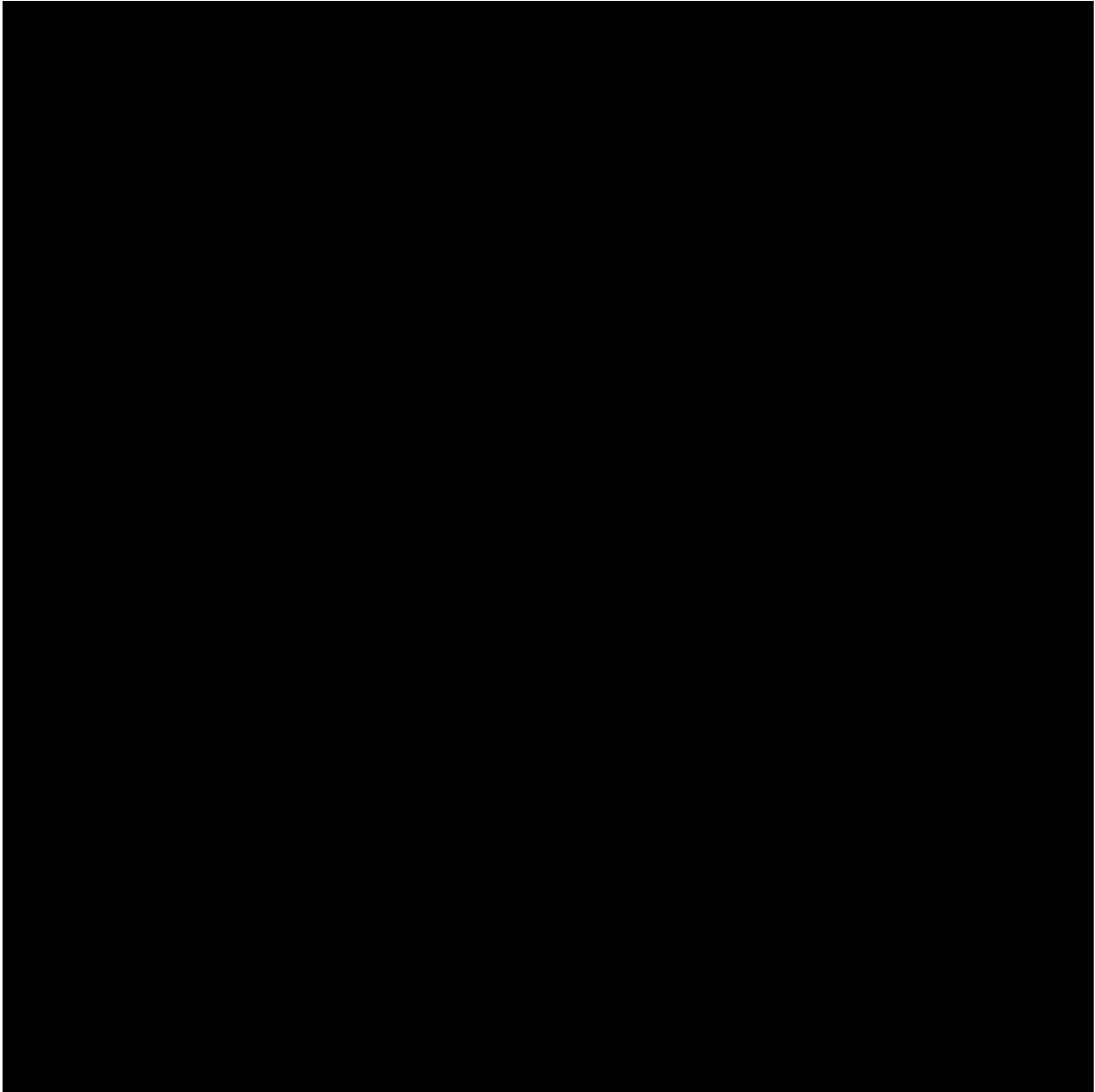
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**2.5.6.1 OPERATIONS CONTROL OFFICE**

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[Redacted text block]



**2.5.6.2 PROCESS METRICS**

Throughout the life cycle of the program Level 3 will manage and measure its progress against established baseline intervals to ensure critical to quality (CTQ) objectives are met. 



[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

### 2.5.7 Systems and Tools

The Level 3 [Redacted text]

[Redacted text] provides a secure, web-based customer support system. [Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Component	Description
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Component	Description
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]



**2.5.7.1 (3)ENTERPRISE PORTAL**

Level 3 currently maintains and operates a robust customer web site servicing [REDACTED] its worldwide customer base.

[REDACTED]

[REDACTED]

[REDACTED]

The (3)Enterprise portal is based on the same platform and adheres to the Government's intranet policy for design, operations, security, navigation, search, content architecture, and content management. [REDACTED]

[REDACTED] The (3)Enterprise portal provides round-the-clock, secure access to a range of data and information

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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





[Redacted text block]

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[Redacted text block]

provides a single infrastructure view which is color coded and metric driven to provide critical information about the status of the network.

The (3)Enterprise portal provides security [REDACTED]

[REDACTED]

**2.5.7.2 [REDACTED] OVERVIEW**

The Level 3 commercial customers benefit from a single point-of-contact, [REDACTED] These highly skilled technical professionals are trained to address both technical and business issues. [REDACTED] clearly understand the importance of maintaining network availability and quick problem resolution, and have the expertise to assist customers with all aspects of Level 3 service. The [REDACTED] is part of a team of individuals available 24x7 to all Level 3 customers including Government agencies.

The [REDACTED] ensures that all issues are resolved as quickly as possible

[REDACTED]

[REDACTED] The [REDACTED] goal is to drive continuous improvement into the customer service experience.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

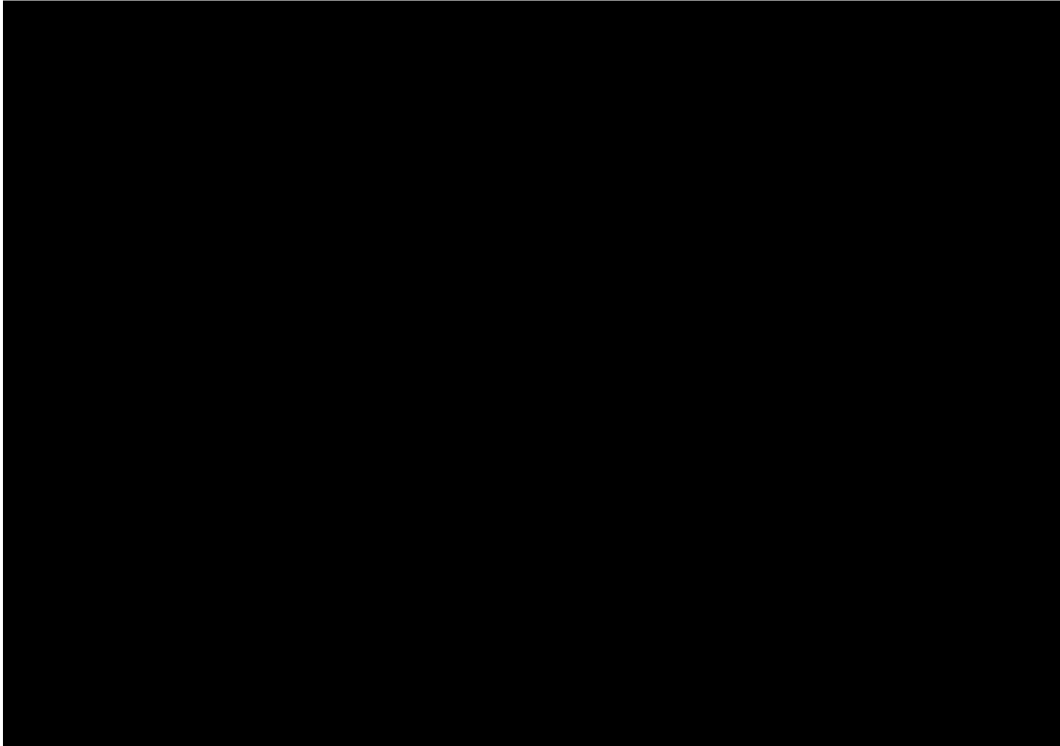
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[Redacted]

[Redacted]

[Redacted] If an issue arises, the agency user can place a call to the Level 3 toll-free number. [Redacted]

[Redacted]

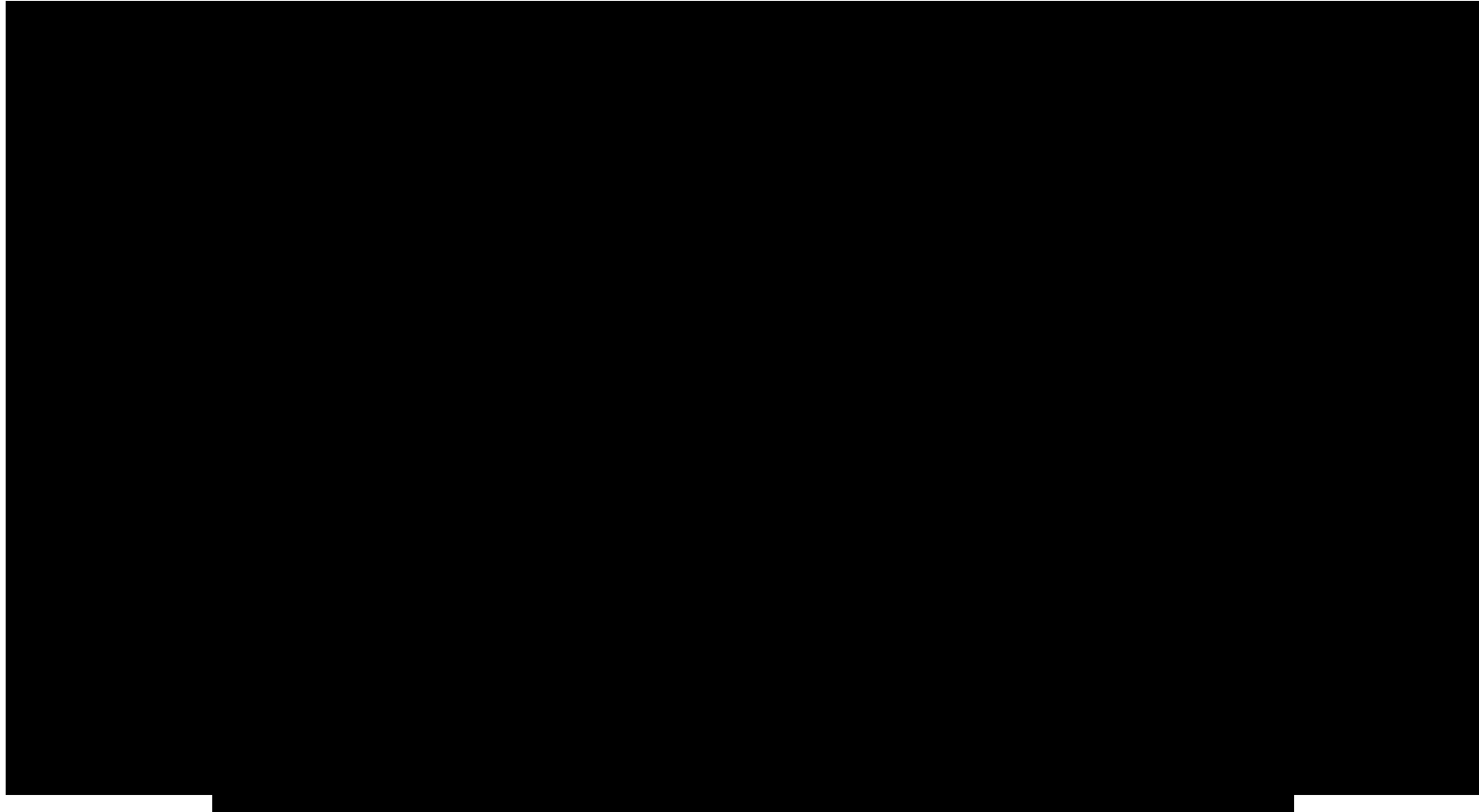
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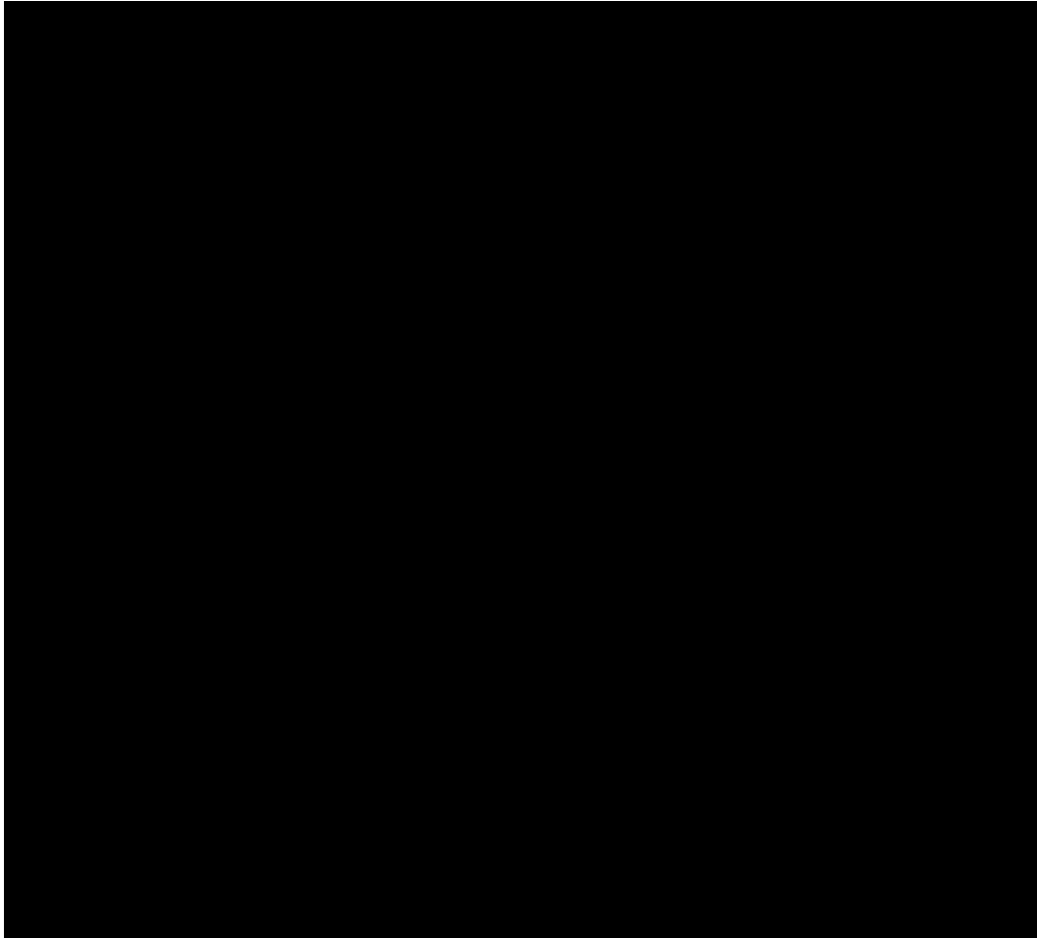


All (3)Enterprise resources necessary to solve problems have been pre-assigned with “dotted line” responsibility to the associated TCAM 











### 2.5.8 Performance Management Approach

Performance reporting relies on the collection and dissemination of performance information that informs key stakeholders about the scope, schedule, cost, and quality of the program. In order to measure performance,





[REDACTED]

[REDACTED]

**2.5.8.2 CORRECTIVE ACTION**

If deficiencies are noted in (3)Enterprise's performance or process, [REDACTED] actions will take place:

[REDACTED]

**2.5.8.3 PERFORMANCE AND QUALITY OF (3)ENTERPRISE CUSTOMER SUPPORT**

The Quality Control Program (QCP) operates to ensure that all areas influencing product quality are identified and defined, and that adequate plans and procedures are implemented to measure and ensure compliance with the GSA's Networx Program requirements. [REDACTED]

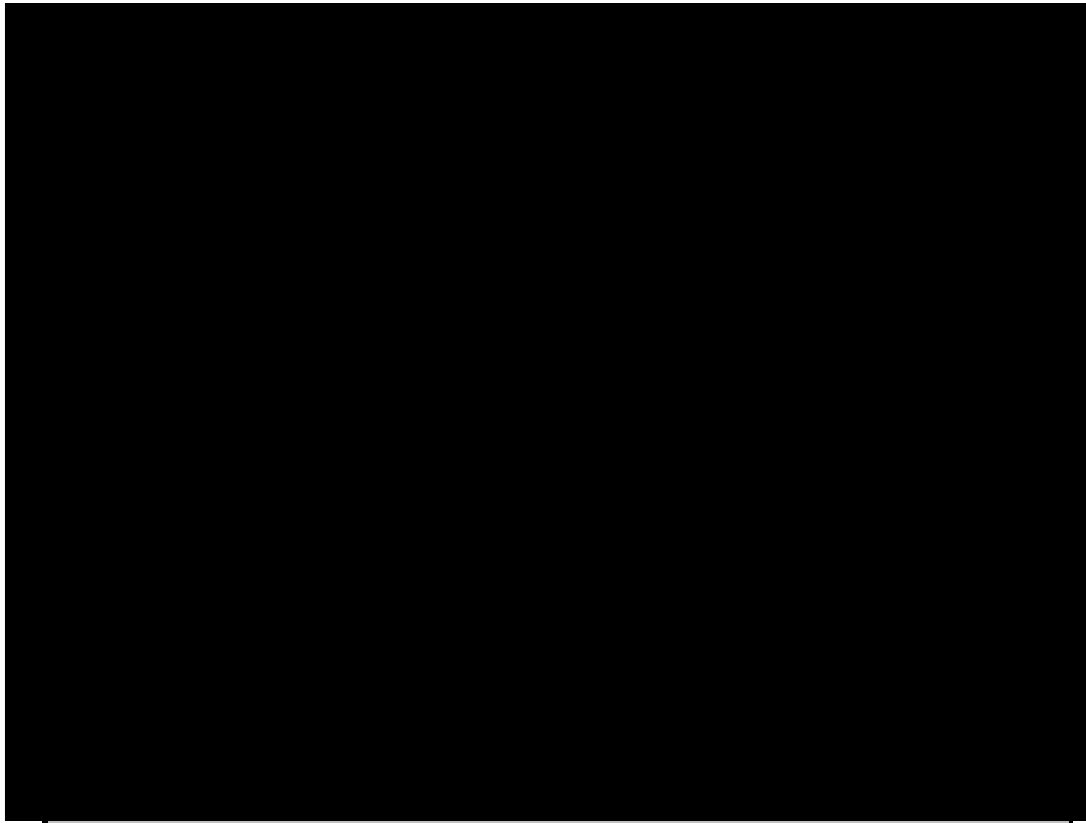
[REDACTED]

[REDACTED]

In summary, Level 3 management and the CPO are dedicated to delivering quality and performance in all operations areas to provide the ultimate in customer support to agency users of (3)Enterprise.

**[REDACTED] Performance Management:** As a core competency of Level 3 operations, performance management operates using a continuous life cycle [REDACTED]

[REDACTED]



All activities related to [redacted] performance fall under umbrella of performance management. [redacted]





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The Level 3 model for performance measurement and quality control facilitates a high degree of customer satisfaction. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### 2.5.8.4 OPERATIONAL REVIEWS

The Level 3 [REDACTED] operational review meetings provide timely insight into events that regularly effect performance and customer service. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

[Redacted text block]

[Redacted text block]

**2.5.8.5 CONTINUOUS PROCESS IMPROVEMENT**

The Level 3 operations group strives for continuous [Redacted]

[Redacted text block]





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

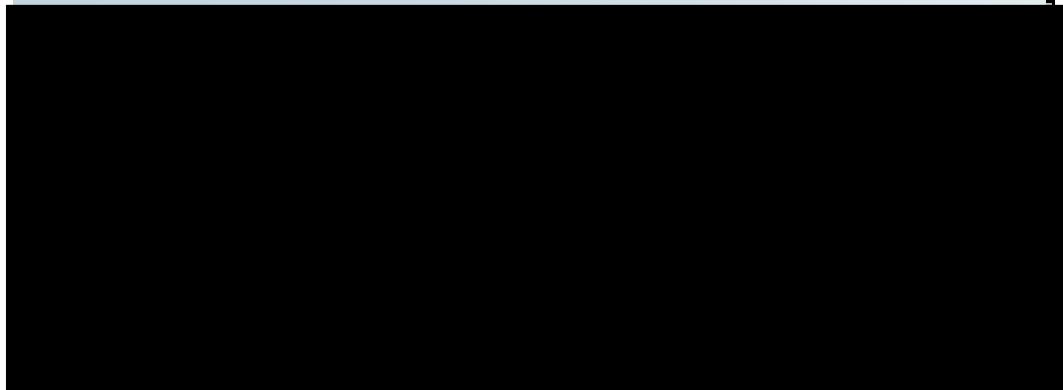
[REDACTED]




### 2.5.8.6 STRATEGIC METRICS MANAGEMENT CONCEPTS AND DATA COLLECTION

Metrics management includes continued reporting on strategic metrics for the customer, as well as for the parent organization and the Corporation. Metrics Management also provides for the ongoing collection of new data points for further analysis and to identify trends.

[REDACTED]

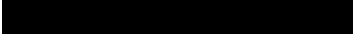


## 2.5.9 Service Improvement Plans

Level 3 develops a SIP as an action plan targeted toward a specific service improvement, problem, or defect. 



### 2.5.9.1 PURPOSE

, the SIPs are the main focus of the discussion



### 2.5.9.2 ELEMENTS OF A SIP





[Redacted text block]

**2.5.9.3 PROBLEM STATEMENT**

The problem statement provides a description of the issue that led to the creation of the SIP. [Redacted]

[Redacted text block]

**2.5.9.4 ACTION PLAN**

**2.5.9.4.1 Root Cause**

You can only get to an action plan after doing root cause analysis [Redacted]

[Redacted text block]

**2.5.9.4.2 Problem Statement**

The action plan must directly reflect the problem statement [Redacted]

[Redacted text block]

[Redacted text block]

**2.5.9.4.3 ICA**

All action plans should be focused on irreversible corrective actions (ICA).

[Redacted text block]

**2.5.9.4.4 Quick Hits and Early Wins**

[Redacted text block]

**2.5.9.4.5 ESTIMATED IMPACT**

The estimated impact should include information about what is going to be the direct result of the action plan once it is implemented. This can include both positive and negative results, and it should have an obvious tie back to the original problem statement. [Redacted text block]

[Redacted text block]

[Redacted text block]

**2.5.9.4.6 Owner**

Every high level action plan must have a single owner responsible for overall performance, who will manage specific action items. [Redacted]

[Redacted text block]

**2.5.9.4.7 Weekly Status**

The weekly status includes information as to what parts of the action plan have been accomplished in the past week. [Redacted]

[Redacted text block]

**2.5.9.4.8 Timing**

Every stream of ICA must have a start and end point in time. [Redacted]

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[Redacted]

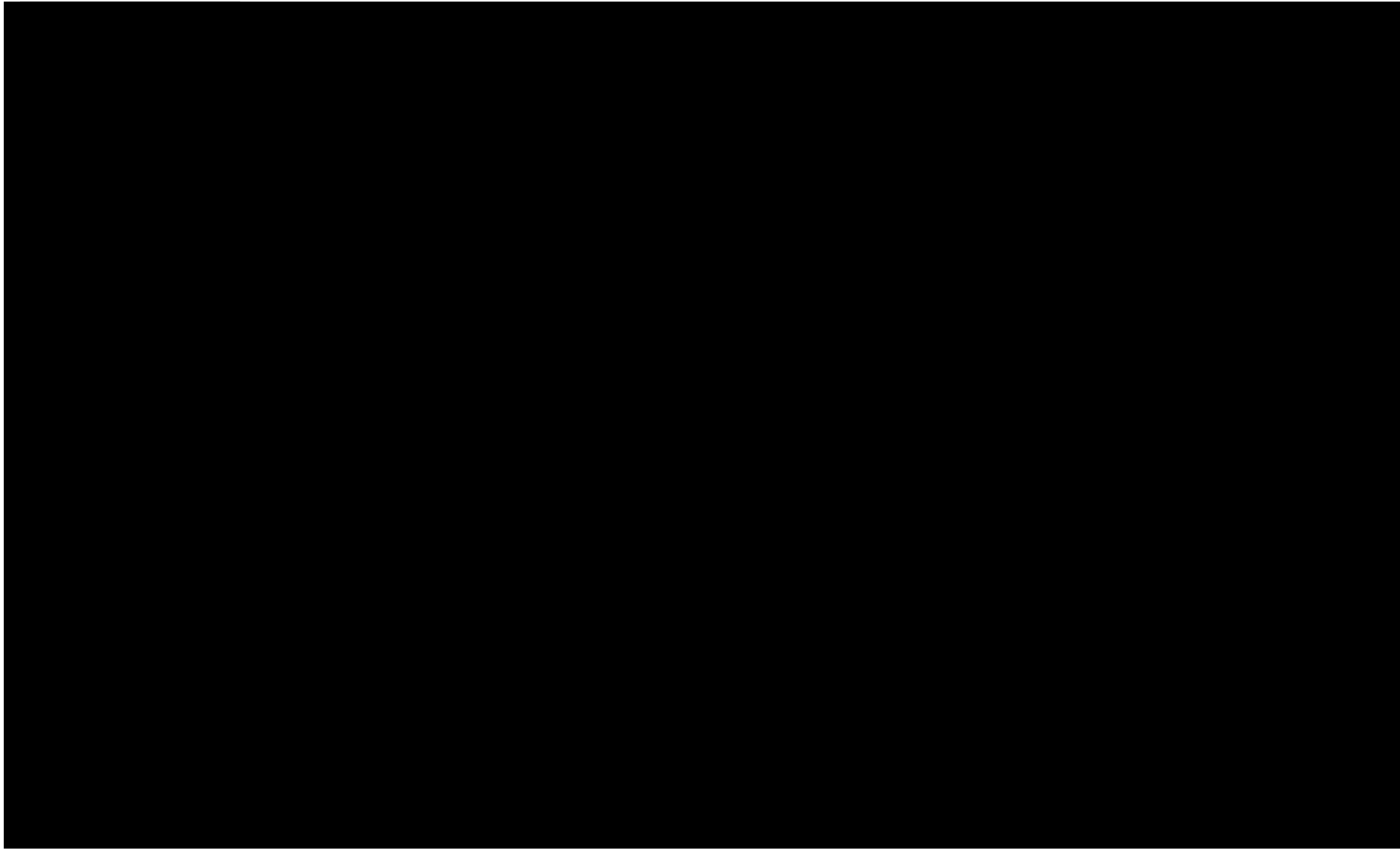
### 2.5.10 Performance Reporting Tools

[Redacted]

[Redacted] This [Redacted] tool focuses on two functional areas: [Redacted], across each vertical and Global Field Service (GFS). [Redacted]

[Redacted]

[Redacted]



### 2.5.10.1 LEVEL 3 CRD AND CCD ACTUALS

