VOLUME 2, SECTION 2.6:

TROUBLE AND COMPLAINT HANDLING

2.6 TROUBLE AND COMPLAINT HANDLING [C.3.4.2, M.3.7]

2.6.1 TROUBLE AND COMPLAINT ORGANIZATION AND RESOURCES [L.34.2.3.6]

The Level 3 Team provides a state-of-the-art business methodology for handling Trouble and Complaint (T&C) issues through automated management systems that leverage the Level 3 [redacted] Model. By design, this model lets customers bypass traditional [redacted] support for most services and immediately directs them to [redacted] technical support. This capability is an integral part of the Customer Support Office (CSO), which applies existing Level 3 robust help desk systems and resources. The combination of these automated systems and our [redacted] model streamlines the process and life cycle of T&C handling.

[redacted]

[redacted]

[redacted]

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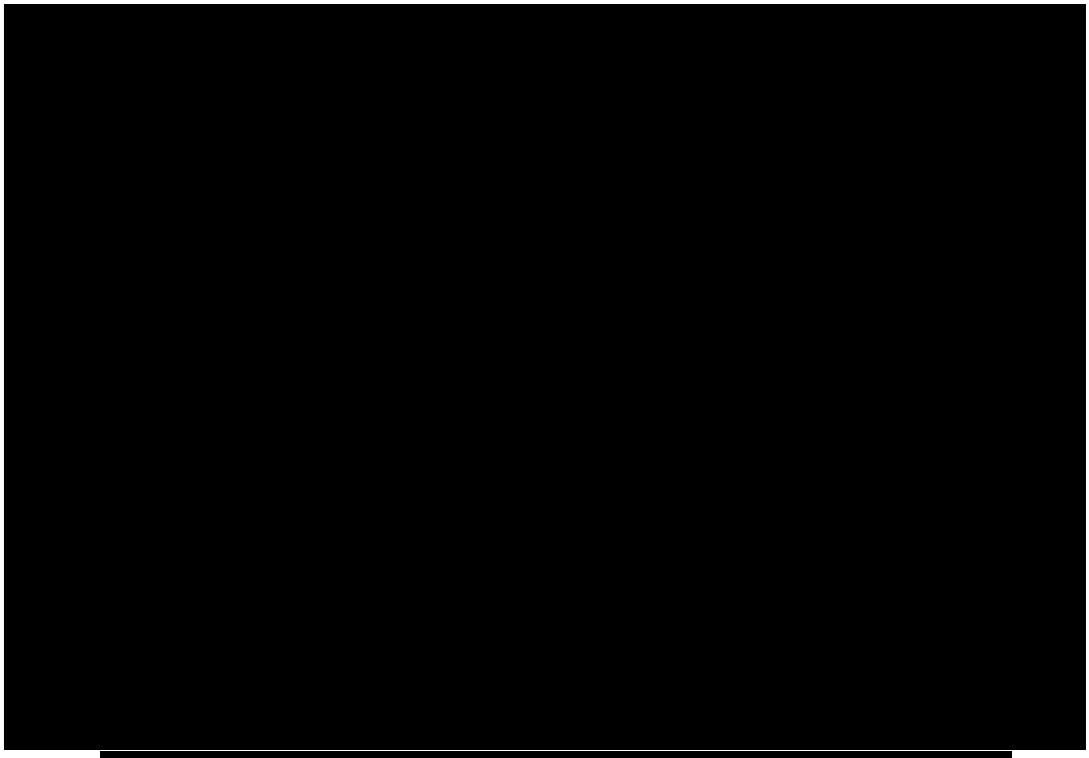
[redacted]



[redacted]

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[redacted] This streamlined efficiency enables proactive notification on Trouble events and allows real-time event handling.

To assemble the necessary resources to support the Networx Program the Level 3 CSO will draw on the broad resources of the [redacted] Level 3 [redacted] In conjunction with the CPO, our CSO organization contains two elements:

- A dedicated focus on understanding all Networx Program user requirements
- A delivery team derived from our standard service organizations

These dedicated [redacted] resources within the CSO will support the agency users to ensure service by a team that is aligned with the Networx Program goals, processes, and regulations, as well as being tuned to the complexities of program management, implementation coordination, service management, and contract management.

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

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2.6.2 T&C Practices, Policies, Processes and Procedures for Recording Issues and Events and for Initiating Resolution [L.34.2.3.6]

The [redacted] model provides 24x7 coverage [redacted] Working with the CSO and agency users, [redacted] handle all T&C issues, [redacted] The Level 3 Team solution meets the 7-day report resolution requirement and delivers a proactive surveillance capability to identify and resolve service issues quickly, as a reliable partner in the GSA Networx Program.

[redacted]

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Important highlights of the Level 3 Team process are as follows:

[redacted]

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[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]

[redacted]

The Level 3 Team has successfully developed and implemented problem notification plans to service more than [redacted] customers. [redacted] demonstrates standards Level 3 users to deliver service excellence. Our approach includes these features:

[redacted]

The standard update intervals within the Networx Program, the option of individualized customer-requested updates, and the ability customers have to obtain updates via [redacted] method all provide the customer with the most current information available regarding ticket progress. Should a customer require direct contact with a program specialist, the communication can focus on specifics rather using cycles to review updates.

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Reporting Resolution Information: Level 3 ticketing and reporting systems will be the [redacted] in measuring performance for all services. A report on the history of the Trouble shall be maintained by Level 3 [redacted]. The ticket history includes, but is not limited to, the following information:

[redacted]

If needed, the PMO or user agency may request archived data, and Level 3 will provide the requested information. Any credit requests shall be based upon information from the Level 3 reporting systems.

The Level 3 solution includes well-defined reporting mechanisms, established escalation procedures, and targeted customer surveys to facilitate superior help desk management. The Level 3 Team Help Desk will be accessible through a single telephone number dedicated to supporting Networx users across all site categories. Our ticketing system solution provides extensive information and data for determining network and equipment reliability as well as staff training needs and for measuring performance regarding our achievement of the Networx SLAs.

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The Level 3 Team ticketing solution also will provide the following:

[redacted]

Level 3 [redacted] will use [redacted] as key management tools to ensure that technical support resources are deployed most effectively. In partnership with and at the request of the Networx program staff, the Level 3 Team will develop and apply a detailed, prioritized [redacted] process.

[redacted]

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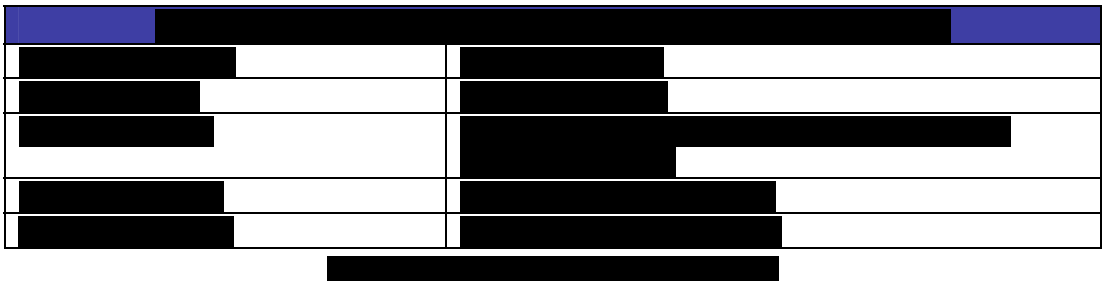
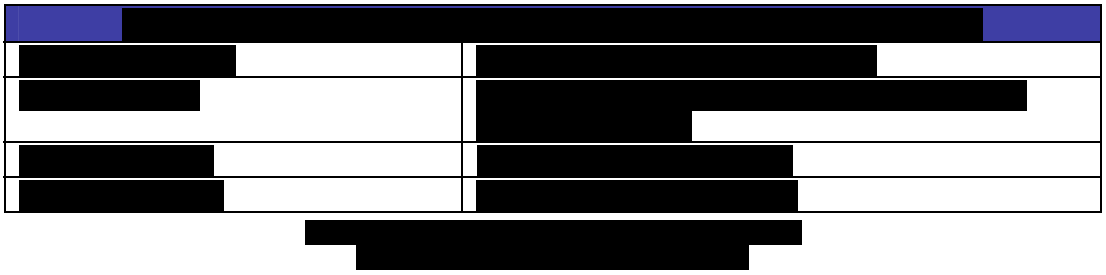
T&C Escalation: Through a detailed process, Level 3 provides efficient escalation policies that engage technical and management personnel to resolve Trouble issues expeditiously [redacted]





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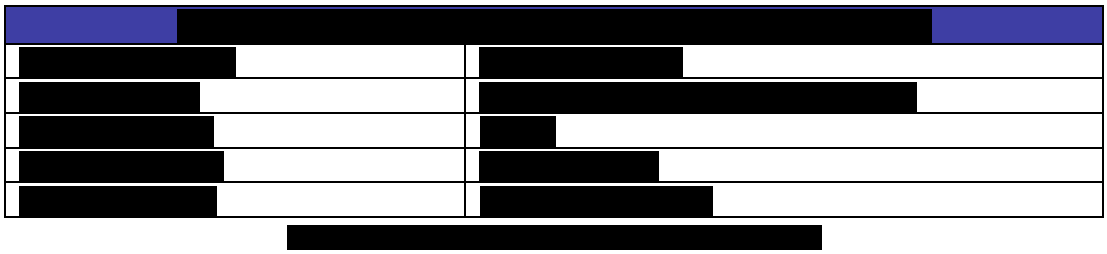

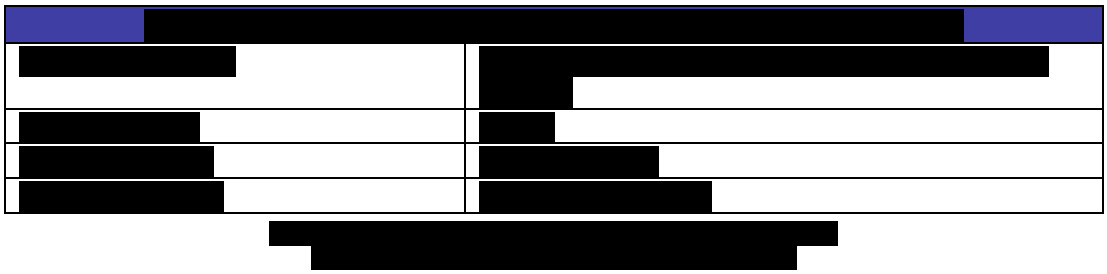

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Once a T&C issue has been resolved [redacted] contacts the initiator or alternate contact for verification of resolution. Information provided at time of resolution includes [redacted]. If during verification Level 3 cannot contact the user agency site contact for testing the ticket will be notated with the time interval between when Level 3 was requesting test verification and the time the test assistance was actually obtained. Similarly, if Level 3 cannot contact the initiator or alternate contact to advise of restoration the ticket will be notated with the time of restoration but will not be closed. If after the best effort, Level 3 still cannot contact the initiator or alternate contact the ticket may be closed. The ticket will contain beginning and end times of outage, including resolution time.

2.6.3 T&C Systems and Architecture [L.34.2.3.6]

The T&C system and architecture include the following features:

[redacted]

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[redacted]

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Telecommunications Service Priority (TSP): Level 3 integrates [redacted] codes directly into the (3)Enterprise service activation order. This enables the [redacted] to follow the service throughout the (3)Enterprise order entry and trouble handling systems. [redacted]

The (3)Enterprise[SM] process places services with a [redacted] at the highest priority for restoration. Additional attention is placed on services with a [redacted] by automatically paging the [redacted] when an [redacted] ticket is opened. New orders for service are provisioned by the Level 3 Service Activation team [redacted]

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[redacted]

Updates to the reporting office will be consistent with the method used to open the ticket. [redacted]

[redacted]

[redacted]

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[redacted]

[redacted] This proactive approach facilitates a timely and efficient approach to resolving critical network problems.

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Networx Contact Mechanisms: We deliver timely support—[redacted] are available 24x7. Redundant locations support our customers in case of a disastrous event. The following Networx contacting mechanisms are in place and meet or exceed the requirement:

[redacted]

2.6.4 T&C Reports and Tools

[redacted]**:** The Level 3 Team T&C-handling business practices are managed [redacted] They oversee and ensure standards, consistency, and service improvements as well as monitor the operating environment through established standards, program management for new products, and tactical reviews of current business processes. A key component of these efforts is our performance management effort and our associated tool sets.

The 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, baselines will be established for the program. [redacted]

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[redacted]

2.6.4.1 [redacted]

[redacted]

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[redacted]

2.6.4.2 CORRECTIVE ACTIONS

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

[redacted]

2.6.4.3 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 GSA requirements for the Networx Program. [redacted]

[redacted]

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[redacted]

In summary, Level 3 management and the CPO are dedicated to delivering quality and performance in all operations areas and to providing 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 the umbrella of performance management. [redacted]

[redacted]

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[redacted]

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

2.6.4.4 OPERATIONAL REVIEWS

The Level 3 [redacted] Operations review meetings provide timely insight into events that regularly effect performance and customer service. These meetings provide a forum for all departments to examine actual or potential service-impacting events. The meeting includes updates [redacted] whose activities influence network performance. This meeting drives and measures Operations performance and is useful for spotting trends and for making proactive decisions in order to address and correct potential negative performance.

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These reviews support continual improvement efforts well before the [redacted] reports provided by the CPO to the PMO and/or agency users.

[redacted] Operations reviews focus primarily on events [redacted] and plans for corrective action. [redacted]

[redacted]

2.6.4.5 CONTINUOUS PROCESS IMPROVEMENT

The Level 3 Operations group strives for continuous improvement [redacted]

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Quality Assurance (QA) activities are reviewed with the CPO on both a periodic and event-driven basis. In addition, the PMO review will assess the results of both the product and the process audits, the root causes of any

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process-related problems, and any QA-identified developing trends and patterns. In addition to general project activities, the review will address the status of costs and the schedule.

Senior line management personnel [redacted] review the SIPs and the QA activities of the operations group. [redacted] the Level 3 contract manager reviews the QA performance to ensure that all activities are being performed in a consistent, timely, and cost-effective manner. [redacted]

2.6.4.6 STRATEGIC METRICS MANAGEMENT CONCEPTS AND DATA COLLECTION

Metrics Management (MM) includes continued reporting on strategic metrics for the customer as well as for the parent organization and the corporation. MM also provides for the ongoing collection of new data points for further analysis and trend identification.

[redacted]

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[redacted]

2.6.5 Service Improvement Plans (SIPs)

Level 3 develops a SIP as an action plan targeted toward specific service improvements, problems, or defects. [redacted]

2.6.5.1 PURPOSE

[redacted], the SIPs are the main focus of the discussion [redacted]

2.6.5.2 [redacted] ELEMENTS OF A SIP:

[redacted]

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[redacted]

2.6.5.3 PROBLEM STATEMENT

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

2.6.5.4 ACTION PLAN

2.6.5.4.1 Root Cause

An action plan can be devised only after doing root cause analysis [redacted]

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[redacted]

2.6.5.4.2 Problem Statement

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

2.6.5.4.3 ICA

All action plans should be focused on irreversible corrective actions (ICA)[redacted]

2.6.5.4.4 Quick Hits/Early Wins

[redacted]

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2.6.5.4.5 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]

2.6.5.4.6 Owner

Every high-level action plan must name a single owner responsible for overall performance who will be accountable for the actual process improvement. [redacted]

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2.6.5.4.7 Weekly Status [C.3.4.2.2.1]

The weekly status report includes information as to what parts of the action plan have been accomplished in the past week (e.g., detailed information that includes specific dates). [redacted]

2.6.5.4.8 Timing [C.3.4.2.2.1]

Every stream of ICAs must have a start and end point in time [redacted]

2.6.6 Performance Reporting Tools

[redacted] serves as the [redacted] tool of the Level 3 OCO efforts in performance management. This [redacted] tool focuses on two functional areas: [redacted] across each vertical and Global Field Service (GFS). [redacted]

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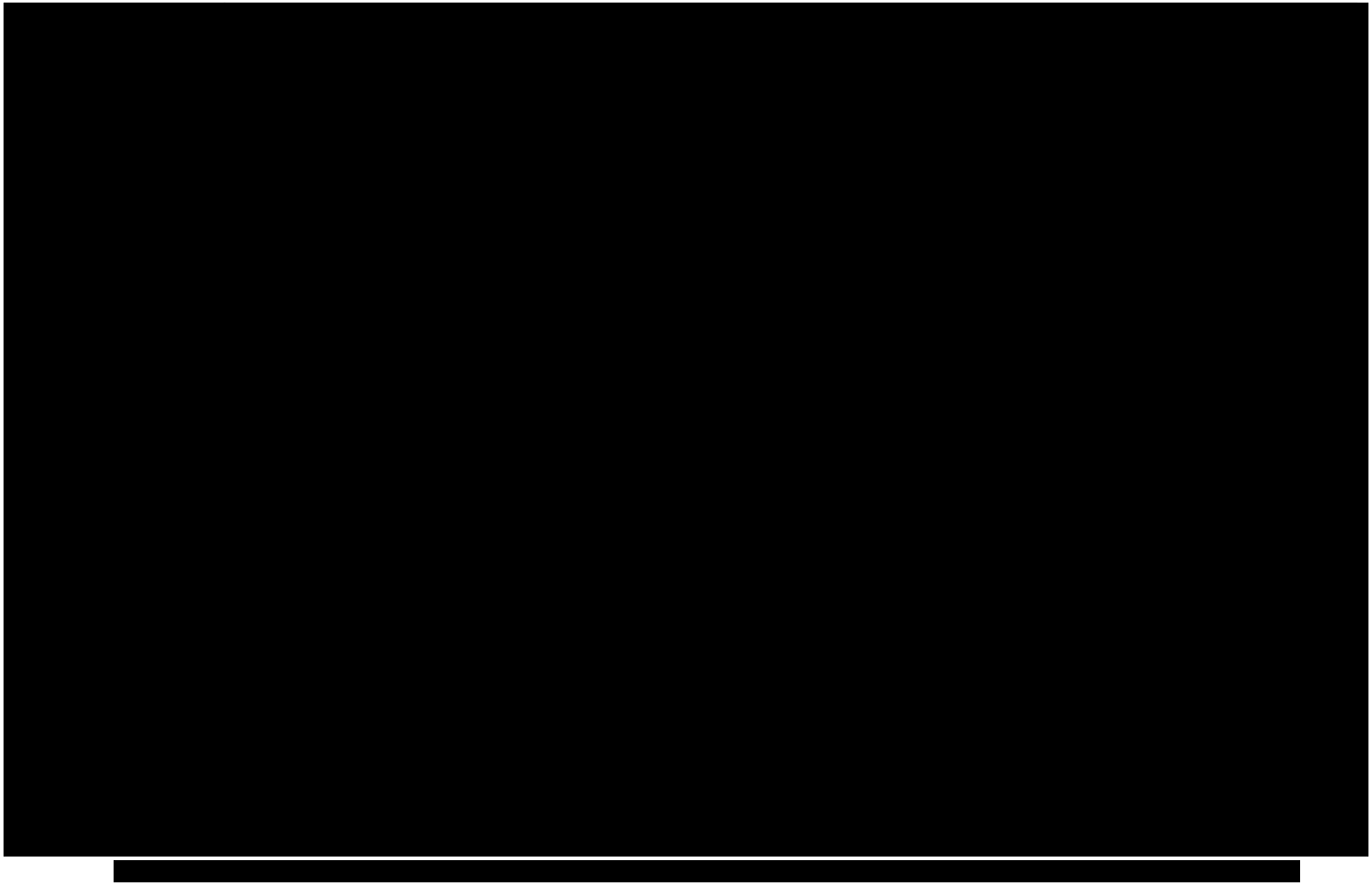

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[redacted]**Addressing customer problems and complaints expeditiously:** Customer problems and complaints are addressed expeditiously by the use of the Level 3 [redacted] model [redacted]. By design, the [redacted] model lets customers bypass [redacted] support and contact [redacted] technical support immediately. Live [redacted] support is available 24x7. [redacted]

[redacted]**Maintaining high customer satisfaction and ensuring the performance and quality of Networx T&C handling:** Maintaining high

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customer satisfaction and ensuring the performance and quality of Networx T&C handling is achieved through our [redacted] customer reviews. Gathering [redacted] feedback involves [redacted] interviews [redacted] Should a poor rating be discovered, a more thorough process [redacted] is triggered. [redacted]

[redacted]**Ensuring that Networx T&C handling capabilities are maintained up to current standards and practices:** [redacted]

[redacted]**Ensuring that agency users are adequately informed in a timely manner about progress, status, and actions taken by the offeror to address problems and complaints:** [redacted]

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[redacted]

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