

Appendix G

WITS 3 Initial Transition Management Plan (TMP)

Appendix G: Initial Transition Management Plan (TMP) (L.30.2.3.3 .2, C.5.2.1)

Level 3 recognizes the business and technical challenges that come with the transition of WITS 3 services from an incumbent to another contractor. Our tested approach is to mitigate problems with diligent planning, excellent communication and winning collaboration across all parties throughout the planning and execution of the transition activities. We will seek the support of GSA and end user agencies in establishing sources of motivation for the incumbent to provide good faith effort towards a timely and effective transition. In addition to these partnerships, diligent development, execution of a robust transition plan, and planning for contingencies, will allow us to continue our demonstrated effectiveness in moving customers onto the Level 3 world-class network.

Level 3 will develop and provide a Transition Management Plan (TMP) that will include the project management of all transition activities for all services, provisioned and non-provisioned, provided by Level 3.

Our Initial Transition Management Plan (TMP) includes a plan transitioning 50% of the WITS 3 footprint as defined in Section J.3 of the RFP . We will submit a final detailed Transition Plan to GSA for approval that will include the project management of all transition activities for all services, provisioned and non-provisioned, provided by Level 3.

This Initial TMP addresses our approach to and detailed task schedule for the proposed transition solution. Our plan addresses the following topics:

Section G.1—Approach and Methodology overview that defines key plan features

Section G.1.1—Defines our management support activities to include the billing, service ordering, trouble reporting, and customer service processes that will be used during the transition period

Section G.1.2—Addresses Level 3’s approach to performing a transparent transition of services and features

Section G.1.3—Provides a description of Level 3’s interconnection agreements that will be used during the transition of services and features

Section G.1.4—Illustrates how performance requirements will be met during transition

Section G.1.5—Defines the phases of Level 3’s transition process

Section G.1.6—Describes our Contingency Plan to include a description of risks and mitigation strategies that will be in place to assure risk avoidance

Section G.1.7—Details our transition project management approach to include organization, staffing, relationships, and communication with the Government throughout transition of services and features

Section G.2—Provides a detailed plan for transitioning up to 50% of the footprint described in Section J.3 of the RFP

G.1 APPROACH/METHODOLOGY

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Risks	Mitigation Strategy
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Risks	Mitigation Strategy
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requirements through all Level 3 internal organizations.

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Level 3 forms dedicated teams to manage third -party access vendor issues for similar transitions. These teams develop scorecards for aggressively managing access circuit vendors to ensure efficient and effective performance. Level 3 will use a dedicated team and its vendor scorecards to mitigate schedule risks for WITS 3 transition activities.

To manage the third-party vendor in the integrated project environment, the Level 3 vendor manager will [REDACTED]

[REDACTED]



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