

1.4 Transport/IP/Optical Services [L.34.1.4]

Agencies can access transport, Internet protocol (IP), and optical network solutions that, when combined, provide a key infrastructure enabler for communications, information exchange, collaboration, and Information Technology (IT) efficiency and cost reduction.

The offeror shall describe the means by which the requirements for the mandatory Transport/IP/Optical Services specified in Section C.2 Technical Requirements will be satisfied.

With the dramatic changes taking place in the world, Government Agencies, Bureaus, and Services face significant challenges in the years ahead. These challenges might consist of accomplishing the Agencies' mission for securing the Homeland, protecting our natural resources, or successfully completing a space flight mission, while positioning the Agencies' telecommunications infrastructure to meet new, high-capacity multimedia demands, transitioning to Internet protocol Version 6 (IPv6), securing information resources, and managing to a demanding budget. As Agencies evaluate technologies for enabling them to meet these challenges, high-quality, integrated telecommunications solutions are essential.

"AT&T is the best positioned interexchange carrier (IXC) overall. The size and scale of its network, combined with its superior operating model and financial health, make it tough to beat when it comes to meeting customer needs."

RHK (industry analyst report), "Service Provider Metrics Key to True Differentiation"

– July 2003

Transport Service Objectives

Transport, IP, and optical services provided under the FTS Networkx Program enable Agencies to meet these challenges and fulfill mission goals for serving citizens. By facilitating Agencies to effectively communicate on our intelligent optical network, AT&T will focus on the following network service objectives:

- Global connectivity
- Security
- Transparency
- Service continuity

- Flexibility
- Scalability
- High quality
- Interoperability.

Each of these objectives can be met through a combination of services. It is important that each of these services integrate together to provide end-to-end solutions, security, and service quality. Our solutions approach combines multiple transport, IP, and optical services in a single customer enterprise network that serves as the *global superhighway* for application delivery.

Figure 1.4-1 shows a comprehensive solution set that combines each of the services within Section 1.4 and overlays performance verification, monitoring, and management.

Optical Core Network

The heart of our Networx service offerings is the

that

provides optical transport and infrastructure for

voice, frame relay, asynchronous transfer mode (ATM), and IP services.

This approach makes the network infrastructure both flexible and transparent to the Agencies, allowing them to conduct their business without any worry about the network infrastructure.

Global Infrastructure

AT&T understands that the Agency's mission brings them to many far-reaching locations throughout the world. AT&T's global network delivers telecommunications and Information System (IS) services virtually anywhere



Frost & Sullivan 2005 selected AT&T as the recipient of the 2005 product Line Strategy Award within the Managed Telecom Services Markets, recognizing AT&T for its unparalleled breadth and continued investment in its product portfolio.

--Sept 2005

Figure 1.4-1: Integrated Transport, IP, and Optical Solutions. [REDACTED]

in the world, and is supported by multiple access arrangements for mission-critical requirements. Agencies are able to complete mission-critical tasks in the U.S. and overseas, using a network offering [REDACTED]

[REDACTED] and in-country dedicated data access [REDACTED]

[REDACTED] Global reach is an important aspect of making it possible for Agencies to meet their enterprise architecture goals.

Service Quality

Agencies expect quality solutions that deliver the required performance. For this reason, AT&T has developed critical and routine solutions designed

The only company to have three business units awarded the prestigious Malcolm Baldrige National Quality Award, AT&T continuously demonstrates an understanding of the requirements for performance excellence and ongoing improvement.

to deliver performance. Like a trusted

utility, AT&T will simply deliver quality services. Service quality metrics and key performance indicators (KPIs) will be collected, analyzed, and then reported online using our [REDACTED]

[REDACTED] AT&T **BusinessDirect**® web portal, or other service-reporting systems.

Because customer touch is an important aspect of Agency satisfaction, the AT&T program management team will meet with each Agency on a routine basis to review our service, performance, and KPIs. In addition, each Agency will be presented a dashboard of our performance that will be the basis for service quality reporting and improvement.

Sections 1.4.1 through 1.4.20 provide a description for each FTS Networkx service, as well as how it fits and is supported within an Agency's enterprise architecture. In addition, for each service, we discuss how the service objectives are achieved, the service features and capabilities, the measurement of KPIs, and the methods for service reporting.