MANAGEMENT VOLUME
TABLE OF CONTENTS

	Table of Contents	**i**
	List of Figures	**vii**
	List of Tables	**xiv**
	List of Acronyms	**xxi**
2.0	**Management Volume [L.34.2]**	**1**
2.0.1	**2.0.1 AT&T Merger with Cingular Wireless - Change from Subcontractor to Subsidiary**	**4a**
2.1	**Executive Summary**	**ES-1**
2.2	**Compliance with RFP Requirements**	
2.3	**Management and Operations [L.34.2.3]**	**5**
2.3.1	Program Management [L.34.2.3.1]	30
2.3.1.1	Overview	30
2.3.1.2	Contractor's Program Organization [L.34.2.3.1, C.3.2.2.1.1]	32
2.3.1.3	Program Management Plan [L.34.2.3.1, C.3.2.2.2]	42b
2.3.1.4	Key Personnel and Corporate Structure [H.12.1, H.12.2, H.12.3]	44
2.3.1.5	Policies and Procedures [L.34.2.3.1, C.3.2.2.1.4]	54
2.3.1.6	Subcontractor Management [L.34.2.3.1, H.19]	55
2.3.1.7	Service Level Agreements [L.34.2.3.1, C.3.2.2.1.2, J.13.2, J.13.3.15]	58
2.3.1.8	Program Monthly Status Report and Reviews [L.34.2.3.1, C.3.2.2.6]	64
2.3.1.9	Financial Management [L.34.2.3.1, C.3.2.2.4]	64

2.3.1.10 Master Project Plan [C.3.2.2.3] 65
2.3.1.11 Transition at Contract Expiration [C.3.2.2.11] 66
2.3.1.12 Price Management Mechanism 67
2.3.1.13 Summary 68
2.3.2 Network Management [L.34.2.3.2] 70
2.3.3 Security Management [L.34.2.3.3, C.3.3.2] 104
2.3.3.1 Security Plan [L.34.2.3.3, C.3.3.2.2.1] 104
2.3.3.2 Security Management Capabilities [L.34.2.3.3] 113
2.3.3.3 Information Security [C.3.3.2.2.4] 124
2.3.3.4 Information Assurance [C.3.3.2.2.5] 134
2.3.3.5 Notification of Security Breaches [C.3.3.2.2.6] 144
2.3.3.6 Alarms and Audit Trails [C.3.3.2.2.7] 146a
2.3.3.7 Physical Security [C.3.3.2.2.9] 148
2.3.3.8 Non-Domestic Services [C.3.3.2.2.12] 152
2.3.3.9 Ongoing Security Refreshment [C.3.3.2.2.11] 154
2.3.3.10 Fraud Prevention Management [C.3.3.2.2.13] 156a
2.3.3.11 Summary 161
2.3.4 Disaster Recovery [L.34.2.3.4] 164
2.3.4.1 The Disaster Recovery Plan [L.34.2.3.4, C.3.3.3.2.1] 165
2.3.4.2 Disaster Recovery Capabilities [L.34.2.3.4] 171
2.3.4.3 Fail-resistant Network Monitoring and Management [C.3.3.3.2.2] 177
2.3.4.4 Ongoing Disaster Recovery Preparedness [C.3.3.3.1.1, C.3.3.3.2.4] 178
2.3.4.5 Summary 181
2.3.5 Customer Support [L.34.2.3.5], [C.3.4.1] 183
2.3.5.1 Overview 183
2.3.5.2 Government Customer Support Capabilities 185

2.3.5.3 Customer Interface Capabilities 193

2.3.6 Trouble and Complaint Handling [L.34.2.3.6], [C.3.4.2] 198
2.3.6.1 Overview 198
2.3.6.2 Trouble and Complaint Handling [L.34.2.3.6] 199
2.3.6.3 Trouble and Complaint Handling Capabilities [L.34.2.3.6]. [C.3.4.2.2.1], [C.3.4.2.2.3] 205
2.3.6.4 Escalation Procedures [C.3.4.2.2.4] 210
2.3.7 Business Relationship Management [L.34.2.3.7], [C.3.4.3] 214
2.3.8 Service Optimization [L.34.2.3.8] 227
2.3.9 Service Ordering [L.34.2.3.9], [C3.5.1.2.1], [C.3.5.1.2.1.3], [C.3.5.1.2.2], [C.3.5.1.2.2.1], [C.3.5.1.2.2.5], [C.3.5.1.2.2.6], [J12] 235
2.3.9.1 Data Dictionary Package [L.34.2.3.9.1] [C.3.5.1.2.1.1] 261
2.3.9.2 Provisioning Intervals [L.34.2.3.9.2] [C.3.5.1.2.2.6] 266
2.3.9.3 Information Exchange [L.34.2.3.9.3] [C.3.5.1.2.2] [C.3.5.1.2.2.1] [C.3.5.1.2.5] [C.3.5.1.2.6] 272
2.3.10 Billing [L.34.2.3.10, C.3.6] 288
2.3.10.1 Data Dictionary Package [L.34.2.3.10.1, C.3.6.1.2.2, C.3.6.1.2.3, C.3.6.1.2.6, C.3.6.1.2.7, C.3.6.2.2.2, C.3.6.2.2.3, C.3.6.2.2.8, C.3.6.3.2.2, C.3.6.3.2.8] 306
2.3.10.2 Information Exchange [L.34.2.3.10.2] 318
2.3.11 Training [L.34.2.3.11], [C.3.7.2.1], [C.3.7.2.2], [C.3.7.2.3], [C.3.7.2.5] 330
2.3.11.1 Courses Offered [L.34.2.3.11.1], [C.3.7.2.1] 337
2.3.11.2 Training Delivery Methods [L.34.2.3.11.2] 339

2.3.11.3 Training Administration [L.34.2.3.11.3], [C.3.7.2.2], [C.3.7.2.3], [C.3.7.2.5] 342
2.3.12 Inventory Management [L.34.2.3.12] 349
2.3.12.1 Update Process [L.34.2.3.12.1] 350
2.3.12.2 Query Tools [L.34.2.3.12.2] 354
2.3.12.3 Interfaces [L.34.2.3.12.3] 357
2.3.12.4 Discrepancy Resolution [L.34.2.3.12.4] 365
2.3.12.5 Summary 373
2.3.13 Operational Support Systems [L34.2.3.13], [C.3.9.2.2] 376
2.3.13.1 Verification Testing [L.34.2.3.13.1], [E.2], [E.2.1], [E.2.2] ... 402
2.3.13.2 Security and Performance [L.34.2.3.13.2, C.3.9.2.1] 410
2.3.13.3 Change Control [L.34.2.3.13.3], [C.3.9.2.3] 425
2.4 Transition [L.34.2.4] 432
2.4.1 Planning and Management [L.34.2.4.1, C.4.2.1, C.4.2.2, C.4.2.3, C.4.2.4] 444
2.4.1.1 Initiate Transition Planning [C.4.2.1] 454
2.4.1.2 Create Transition Management Plan (TMP) [C.4.2.2] 456
2.4.1.3 Create Agency-Level Transition Plan (ALTP) [C.4.2.3] 459
2.4.1.4 Create Transition Project Specific Plans (TPSP) [C.4.2.4] . 462
2.4.2 Transition Cutover [L.34.2.4.2, C.4.2.6, C4.2.7, C.4.2.8] 464
2.4.2.1 Process Transition Orders [C.4.2.6] 470
2.4.2.2 Notify GSA and Agency of Transition Activities [C.4.2.7] 473
2.4.2.3 Execute Transition [C.4.2.8] 477
2.4.3 Transition Inventory [L.34.2.4.3, C.4.2.5] 483
2.4.3.1 Create Transition Inventory [C.4.2.5] 486
2.4.4 Communication and Reporting [L.34.2.4.4, C.4.2.9] 489
2.4.4.1 Report on Transition Planning and Execution [C.4.2.9] 492

Appendices

A	Program Management Plan
B	Contractor Policies and Procedures
C	Security Plan for Networx
D	Networx Disaster Recovery Plan
E	Draft Training Plan
F	Operational Support Systems (OSS) Verification Test Plan
G	AT&T Labs OneProcessSM Operational Support Systems (OSS) Change Management Plan
H	Project Plan – Preliminary Transition Management Plan (PTMP)
I	AT&T Government Systems Planning and Development User Guide Networx Inventory Management
J	Overall Networx Program Monthly Status Report (Format)
K	AT&T Networx Monthly Financial Summary Status Report (Format)
L	Agency-Specific Networx SLA Compliance Report (Format)
M	Service Ordering Data Dictionary
N	Billing Data Dictioinary
O	Key Personnel Resumes
P	Key Personnel, Easy Reference Contact Chart
Q	Marketing Materials
R	AT&T **Business**Direct® Application Roadmap
S	Subcontractors' Organization, Flow of Authority and Areas of Networx Responsibility
T	SLA Methodology by Service

MANAGEMENT VOLUME

LIST OF FIGURES

Figure 2.3-1: Networx Program Integration. 6
Figure 2.3-2: Overview of CPO and CSO functions. 7
Figure 2.3-3: All of the resources of AT&T can be applied to Networx. 11
Figure 2.3-4: AT&T's Concept of One. 16
Figure 2.3-5: AT&T's Experience 24
Figure 2.3-6: Customized Solution Development Process. 26
Figure 2.3.1.1-1: AT&T's Networx Program. 30
Figure 2.3.1.1-2: Networx Communication. 32
Figure 2.3.1.2-1: CPO at the Center of All Coordination & Communication.. 33
Figure 2.3.1.2-2: AT&T's Networx Program Focus Areas. 34
Figure 2.3.1.2-3: AT&T's Contractor's Program Organization and Customer Support Office. 35
Figure 2.3.1.2-4: The AT&T Networx Team. 41
Figure 2.3.1.4-1: AT&T Corporate Structure. 48
Figure 2.3.1.4-2: Subcontractor Relationship Structure. 49
Figure 2.3.1.5-1: Policies and Procedures. 55
Figure 2.3.1.10-1: Networx Master Project Plan. 65
Figure 2.3.1.11-1 Networx Contract Responsibilities. 67
Figure 2.3.2-1: Network Management System Architecture. 71
Figure 2.3.2-2: Network Management: Reliability + Performance. 73
Figure 2.3.2-3: AT&T Global Network Operations Center (GNOC). 74
Figure 2.3.2-4 Network Maintenance Workcenter Structure and Functions.. 75
Figure 2.3.2-5 GNOC Morning Report. 76
Figure 2.3.2-6: Global Fraud Management System. 79
Figure 2.3.2-7: AT&T **Business**Direct Map Networx Customer Interface. 84

Figure 2.3.2-8 [redacted] Architecture. 88
Figure 2.3.2-9 Network Layer 1, 2, and 3 Cross Domain Fault Correlation Architecture. 90
Figure 2.3.2-10: Networx Help Desk Trouble Ticket Management. 92
Figure 2.3.2-11 [redacted] Architecture. 95
Figure 2.3.2-12: Conceptual Architecture for the AGMEMS Platform. 98
Figure 2.3.3.1-1: AT&T's Networx Security Plan..... 105
Figure 2.3.3.1-2: AT&T's Continuous analysis process. 107
Figure 2.3.3.1-3: The Security Manager within AT&T's CPO..... 110
Figure 2.3.3.2-1: AT&T Provides Various Custom Solutions. 116
Figure 2.3.3.2-2: Defense Strategies of IP Networks..... 123
Figure 2.3.3.3-1: AT&T's "Concept of One" Approach to Support Systems Development. 129
Figure 2.3.3.3-2: Concept of [redacted]..... 130
Figure 2.3.3.6-1: AT&T Global Network Operations Center Security Command..... 147
Figure 2.3.4.1-1: AT&T Network Survivability Protocol. 167
Figure 2.3.4.2-1: The Three Pillars of AT&T Service Continuity. 172
Figure 2.3.4.2-2: AT&T's Response to World Trade Center Disaster. 174
Figure 2.3.4.2-3: AT&T's NDR Trailers on site at the World Trade Center Disaster. 175
Figure 2.3.4.3-1: AT&T Global Network Operations Center (GNOC)..... 177
Figure: 2.3.4.4-1: Shifting Paradigms that Achieve Zero Application Downtime..... 178
Figure 2.3.5.1-1: Company Ranking for Online Customer Care. 184
Figure 2.3.5.1-2 Customer Support Office 185
Figure 2.3.5.2-1. Customer Support Organization 187

Figure 2.3.5.2-2: Worldwide Customer Service Organization – Customer Care Centers of Excellence Value. 188
Figure 2.3.5.2-3 Business Direct Offers a Variety of Tools at Your Fingertips. 190
Figure 2.3.5.2-4: AT&T Full Service Technical Support Group 191
Figure 2.3.5.2-5: People and Process. 192
Figure 2.3.6.2-1: Trouble and Complaint Handling Process. 200
Figure 2.3.6.2-2: Networx Customer Support Organization. 202
Figure 2.3.6.2-3: AT&T Global Network Operations Center (GNOC)..... 203
Figure 2.3.6.2-4: Business Direct Map Capabilities. 204
Figure 2.3.6.2-5: The Networx Subscriber [redacted] Portal. 205
Figure 2.3.6.3-1: AT&T **Business**Direct e-Maintenance Trouble Report.... 207
Figure 2.3.6.3-2: Business Direct e-Enabled Visibility and Control. 208
Figure 2.3.6.3-3: Trouble Ticket Summary Report. 210
Figure 2.3.6.4-1: Networx Help Desk Trouble Ticket Management. 212a
Figure 2.3.7-1: Networx Pertinent Information. 215
Figure 2.3.7-2: Web Marketing Association Award. 217
Figure 2.3.7-3: Access Networx Subscriber Website. 222
Figure 2.3.7-4: AT&T's Business Direct Personalized Access. 223
Figure 2.3.7-5: Network Subscriber Website Links. 225
Figure 2.3.8-1: Business Direct Map Capabilities 228
Figure 2.3.8-2: Process to Compile Agencies Optimized Solutions. 231
Figure 2.3.8-3: Networx Subscriber Site. 232
Figure 2.3.9-1: Welcome Screen. 238
Figure 2.3.9-2: Government eOrder Tool. 239
Figure 2.3.9-3: Screen for Accessing All eOrdering Tools. 242
Figure 2.3.9-4: Secure, Web-based Portal. 248a
Figure 2.3.9-5: Acknowledgement and Confirmation Notices. 256

Figure 2.3.9-6: Government's Networx Security Requirements. 257
Figure 2.3.9.2-1: TSP Categories. 268
Figure 2.3.10-1: Simplifying the Process. 290
Figure 2.3.10-2: A single platform for Government users. 291
Figure 2.3.10-3: AT&T **Business**Direct Information Flow. 293
Figure 2.3.10-4: Billing Data. 296
Figure 2.3.10-5: Two Types of Billing Arrangements. 296
Figure 2.3.10-6: Standardized Direct Billing Process. 297
Figure 2.3.10-7: Standardized Centralized Billing Process. 298
Figure 2.3.10-8: Hierarchical Billing Flexibility. 299
Figure 2.3.10-9: Input Screen. 300
Figure 2.3.10-10: Hierarchy Manage Output. 300
Figure 2.3.10-11: Shared Tenant Arrangements. 302
Figure 2.3.10-12: Shared Tenant Billing Process. 303
Figure 2.3.10-13: Allocation Method. 303
Figure 2.3.10.1-1: Sample Networx Invoice. 315
Figure 2.3.10.2-1: Sample Bill Inquiry Screen. 319a
Figure 2.3.10.2-2: Secure Access to View Government Bill. 320
Figure 2.3.10.2-3: Dispute File Handling. 327
Figure 2.3.11-1: Continuous Improvement. 335
Figure 2.3.11.2-1: Flexible Solution for All Training. 340
Figure 2.3.11.2-2: GSA and Agencies have Access to Multiple Course Delivery. 342
Figure 2.3.12-1: AT&T's **Business**Direct Web-based Access to Inventory Management Functions. 350
Figure 2.3.12.1-1: AT&T's Networx Inventory Database Update Process. . 351
Figure 2.3.12.2-1: Inventory Management Report. 355
Figure 2.3.12.2-2: Example of Typical Networx Inventory History Report... 356

Figure 2.3.12.3-1: Government User's Web-based Access through AT&T **Business**Direct..... 358
Figure 2.3.12.3-2: AT&T's Secure Networx Web Page..... 359
Figure 2.3.12.3-3: AT&T's **Business**Direct Networx Inventory Application Screen. 365
Figure 2.3.12.4-1: Networx Inventory Discrepancy Handling Process Flowchart. 367
Figure 2.3.12.4-2. Create Discrepancy Resolution Screen. 368
Figure 2.3.12.4-3: AT&T's Networx Inventory Database Audit Process..... 372
Figure 2.3.13-1: AT&T **Business**Direct Sets New Standards. 377
Figure 2.3.13-2: AT&T's Concept of One Philosophy. 379
Figure 2.3.13-3: Gated Controls Enable Complete and Accurate Development. 380
Figure 2.3.13-4: Welcome Screen. 389
Figure 2.3.13-5: Network Management System Architecture..... 390
Figure 2.3.13-6: Network and Inventory Viewed Through AT&T **Business**Direct Map. 391
Figure 2.3.13-7: Inventory Management Made Easy. 393
Figure 2.3.13-8: Networx Orders Update [redacted] Management Database. 394
Figure 2.3.13-9: Leading the Way with Integrated Networx OSS..... 397
Figure 2.3.13-10: Accuracy Demonstrated through OSS Verification Testing..... 399
Figure 2.3.13.1-1: Networx OSS Data Passes Through Interfaces to Demonstrate OSS Operations. 404
Figure 2.3.13.1-2: Networx Services Verification Test Demonstrates KPIs/AQLs. 407

Figure 2.3.13.1-3: Networx Test Cases Demonstrate OSS for the Government. 410
Figure 2.3.13.2-1: Security Management Controls Protect GSA and Agencies. 413
Figure 2.3.13.2-2: All Points OSS Security. 414
Figure 2.3.13.2-3: OSS Protected By People and Processes. 414
Figure 2.3.13.2-4: OSS Protected by Systems. 417
Figure 2.3.13.2-5: Data Integrity Provided through Concept of One Approach. 423
Figure 2.3.13.2-6: Security Plan is the Key for Safeguards. 425
Figure 2.3.13.3-1: Disciplined Change Control Provides Coordination with the Government. 427
Figure 2.3.13.3-2: Various Means of Notification for OSS Changes. 429
Figure 2.4-1: Strong Transition Bridge Supports Agencies. 434
Figure 2.4-2: Four Transition Areas. 439
Figure 2.4-3: AT&T **Business**Direct Portal. 443
Figure 2.4.1-1: TIMO Organization Focuses on All Aspects of Agency Transitions. 445
Figure 2.4.1-2: Escalation Resolution Team. 448
Figure 2.4.1-3: Networx CPO Infrastructure. 449
Figure 2.4.1-4: Transition Bridge. 452
Figure 2.4.1.1-1: Up-front Planning Provides for Transition Success. 454
Figure 2.4.1.2-1: A Comprehensive TMP Equals a Seamless Transition Experience. 456
Figure 2.4.1.2-2: TMP Development Process. 457
Figure 2.4.1.3-1: ALTP. 459
Figure 2.4.1.3-2: ALTP Development Process. 460
Figure 2.4.1.4-1: TPSP. 462

Figure 2.4.1.4-2: TPSP Development Process. 463
Figure 2.4.2.1-1: Process Transition Orders. 470
Figure 2.4.2.2-1: Up-To-Date Status on Transition Activities. 473
Figure 2.4.2.3-1: Seamless Execution of Transitions Resulting from Thorough Planning..... 477
Figure 2.4.3.1-1: Accurate Inventory is Key to Successful Transition and Future Activities..... 486
Figure 2.4.4-1: Effective Tools Allow for Effective Communications. 489

MANAGEMENT VOLUME

LIST OF TABLES

Table 2.0-1: GSA Networx Goals..... 1
Table 2.3-1: AT&T's Networx Program Focus Areas. 11a
Table 2.3-2: The AT&T Networx Team. 14
Table 2.3-3: AT&T **Business**Direct Benefits. 18
Table 2.3-4: AT&T Process and Procedure Infrastructure. 20
Table 2.3-5: The World's Networking Company Working for Networx. 20
Table 2.3-6 Management and Operations Support. 28
Table 2.3-7: AT&T's Networx Features and Benefits. 28
Table 2.3.1.2-1 Agency Focus Teams. 39
Table 2.3.1.2-2 CPO Business Management Assignments. 40
Table 2.3.1.2-3: CPO Capability and Authority. 42
Table 2.3.1.3-1: Networx PMP Summary. 44
Table 2.3.1.4-1: Key Personnel. 46
Table 2.3.1.4-2: Activity Coordination with Subcontractors. 50
Table 2.3.1.4-3: Corporate Resources Available to Support the Networx Contract. 52
Table 2.3.1.4-4: Internal Escalation Contacts for Networx. 53
Table 2.3.1.4-5: Escalation Contacts for Networx. 54
Table 2.3.1.6-1: Subcontracting Approach. 57
Table 2.3.1.6-2: Small Business Partner Sample. 58
Table 2.3.1.7-1: SLA Manager Responsibilities. 59
Table 2.3.1.7-2: SLA Metrics. 61
Table 2.3.1.7-3: SLA Deviations. 62
Table 2.3.1.7-4: Action Plan to Deliver SLA Compliance. 63
Table 2.3.1.7-5: SLA Reporting Process. 64

Table 2.3.1.12-1: Stipulated Deviations. 68
Table 2.3.1.13-1: Features and Benefits of AT&T's Networx Program. 69
Table 2.3.2-1: Network Management System Architecture Components. 71
Table 2.3.2-2: iGEMS People, Process, and Tools..... 77
Table 2.3.2-3: AT&T Carrier Grade Security Capabilities. 79
Table 2.3.2-4: Cingular Fraud Management. 80
Table 2.3.2-5: Equipment Validation and Verification (V&V) Tests. 81
Table 2.3.2-6: Scheduled Maintenance. 82
Table 2.3.2-7: Service Affecting Faults and Fault Information. 91
Table 2.3.2-8: Service Outage Restoration Times and Percentages. 91
Table 2.3.2-9: AT&T Response Notifications. 93
Table 2.3.2-10: Contractor Driven and Government Driven Trouble Ticket Escalation Procedures. 93
Table 2.3.2-11: Service-Specific Reports Available. 96a
Table 2.3.2-12: Overarching Network Management Capabilities and Methodologies. 100
Table 2.3.2-13: Strong Partner for GSA. 101
Table 2.3.3.1-1: Operational and Technical Control Areas Addressed in the Networx Security Plan. 111
Table 2.3.3.1-2: AT&T's Security Awareness Training Requirements. 112
Table 2.3.3.2-1: AT&T's Security Controls and Procedures. 114
Table 2.3.3.2-2: AT&T Custom Government Security Service Solutions. ... 118
Table 2.3.3.2-3: AT&T's NDR Preparatory Steps in NSSE Planning. 120
Table 2.3.3.2-4: Five Phases of System Life Cycle. 121
Table 2.3.3.3-1: AT&T Security Practices vs. NIST SP 800-14. 127
Table 2.3.3.3-2: Proprietary Technologies Protecting AT&T's Infrastructure. 134
Table 2.3.3.4-1: AT&T's Logical Access Management. 138

Table 2.3.3.4-2: AT&T's Security Measures Protecting Network Infrastructure. 140
Table 2.3.3.4-3: AT&T's Procedures for Securing Network Elements. 144
Table 2.3.3.7-1: AT&T's Multi-tiered Approach to Securing Networx Facilities. 149
Table 2.3.3.8-1: Securing Non-Domestic Network Nodes. 153
Table 2.3.3.10-1: AT&T IP Network Fraud and Abuse Center Responsibilities. 158
Table 2.3.3.10-2: Cingular's Fraud and Abuse Protection Program..... 158
Table 2.3.3.10-3: AT&T Fraud Prevention Controls. 159
Table 2.3.3.11-1: Features and Benefits of AT&T Security Management Solutions. 163
Table 2.3.4-1: Features and Benefits of Incomparable Disaster Recovery. 165
Table 2.3.4.4-1: Recent Examples of AT&T's Disaster Recovery Responses. 179
Table 2.3.4.4-2: DR Drills Instill Readiness..... 180
Table 2.3.5.1-1: Features and Benefits..... 183
Table 2.3.5.1-2 Networx CSO Responsibilities. 184
Table 2.3.5.2-1: Customer Support Team. 187
Table 2.3.5.3-1: AT&T CSO Team Responds Quickly to All Means of Communications..... 194
Table 2.3.6-1: Features and Benefits..... 199
Table 2.3.6.3-1: Trouble/Complaint Handling Priorities by Service Type.... 206
Table 2.3.6.3-2: Typical Time Savings of Electronically Submitted Trouble Reports. 208
Table 2.3.6.4-1: External Escalation Contacts for Networx..... 211
Table 2.3.6.4-2: Internal Escalation Contacts for Networx. 207a

Table 2.3.7-1: Features and Benefits. 216
Table 2.3.7-2: User ID Elements Received from GSA or Agencies. 224
Table 2.3.7-3: Networx Website Links. 226
Table 2.3.8-1: Features and Benefits of AT&T's Service Optimization 229
Table 2.3.8-2: Service Optimization Scenarios. 230
Table 2.3.9-1: Service Ordering Philosophy. 235
Table 2.3.9-2: AT&T **Business**Direct Features. 238
Table 2.3.9-3: Submit and Track Orders. 241
Table 2.3.9-4: Provisioning and Maintenance Workcenters. 244
Table 2.3.9-5 Service Order Workflow. 246
Table 2.3.9-6: e-Order Benefits to the GSA. 247
Table 2.3.9-7: Networx Records and Documentation Compliance 260a
Table 2.3.9-8: SOCN Listing Each CLIN and All Data Elements. 261
Table 2.3.9.1-1: UBI Definitions. 263a
Table 2.3.9.2-1: Networx Service Order Intervals. 267
Table 2.3.9.2-2: ASM Team Functions. 269
Table 2.3.9.2-3: SMD Capabilities. 270
Table 2.3.9.3-1: Notice Subject Line. 273
Table 2.3.9.3-2: Ordering Data Elements. 275
Table 2.3.9.3-3: Order Receipt Acknowledgement. 275
Table 2.3.9.3-4: Sample Service Order Receipt Acknowledgement. 276
Table 2.3.9.3-5: Order Rejection Notice. 276
Table 2.3.9.3-6: Networx Order Business Rule Requirements. 277
Table 2.3.9.3-7: Sample Order Rejection Notice. 277
Table 2.3.9.3-8: Service Order Confirmation Data Elements. 278
Table 2.3.9.3-9: Sample of SOC. 279
Table 2.3.9.3-10: Firm Order Commitment Notice Data Elements. 281
Table 2.3.9.3-11: Sample of Firm Order Commitment Notice. 282

Table 2.3.9.3-12: Service Order Completion Notice Data Elements. 284
Table 2.3.9.3-13: Sample SOCN. 285
Table 2.3.9.3-14: Service Ordering Features and Benefits. 287
Table 2.3.10-1: AT&T **Business**Direct Gateway. 292
Table 2.3.10-2: Industry Recognition for AT&T **Business**Direct 294
Table 2.3.10-3: [redacted] Features and Benefits Support GSA Accounts. 295
Table 2.3.10-4: Shared Tenant Methodologies. 302
Table 2.3.10-5: [redacted] Team Activities. 305
Table 2.3.10.1-1: Delivery of Data Dictionary Package for Billing. 307
Table 2.3.10.1-2: UBI Definitions. 309
Table 2.3.10.1-3: Billing Data Dictionary Sample Mapping. 310
Table 2.3.10.1-4: Field Characteristics. 311
Table 2.3.10.1-5: Translating billing codes. 312
Table 2.3.10.1-6: Low-Level Billing Details. 317
Table 2.3.10.1-7: Low-Level Billing. 318
Table 2.3.10.2-1: Billing Dispute Submittal Methods. 321
Table 2.3.10.2-2: Billing Dispute Data Elements 322a
Table 2.3.10.2-3: Agency Adjustment File Data Elements. 324
Table 2.3.10.2-4: Differentiating adjustments from disputes. 325
Table 2.3.10.2-5: Dispute Receipt Acknowledgements File Data Elements. 326
Table 2.3.11-1: A Reliable Training Program Exceeding Government Requirements. 331
Table 2.3.11-2: Why Tech 2000? 332
Table 2.3.11-3: Employee eCampus. 333
Table 2.3.11-4: Excellent Marks for FTS2001 Crossover Training. 334
Table 2.3.11-5: Training Design, Development, and Delivery. 336
Table 2.3.11.2-1: Optimal Delivery Methods. 339

Table 2.3.11.2-2: Training Flexibility. 341
Table 2.3.12.1-1: SOCN Data Elements. 353
Table 2.3.12.2-1: Report Delivery Media and Transport Options. 357
Table 2.3.12.4-1: Inventory Management System Monthly Report. 373
Table 2.3.12.5-1: Inventory Management Features and Benefits. 375
Table 2.3.13-1: AT&T **Business**Direct Provides Automated OSS Functions. 378
Table 2.3.13-2: Automated OSS Handle Daily Operations. 378
Table 2.3.13-3: ISB Features and Benefits Support GSA Accounts. 381
Table 2.3.13-4: Ordering Made Easy with AT&T **Business**Direct. 383
Table 2.3.13-5: Agencies Have Control over Access and Permissions. 383
Table 2.3.13-6: Ordering Made Easy. 384
Table 2.3.13-7 Service Management System Architecture Components. 390
Table 2.3.13-8: AT&T **Business**Direct Applications. 398
Table 2.3.13-9: Worldwide Security Organizations Provide Foundation for Agency Protections. 400
Table 2.3.13-10: Appendix References. 402
Table 2.3.13.1-1: Data and Interfaces Reflect Networx OSS. 406
Table 2.3.13.1-2: Appendix References. 406a
Table 2.3.13.2-1: Proactive Management Controls Aim for Decreased Risk. 413
Table 2.3.13.2-2: OSS Security Operational Controls. 416
Table 2.3.13.2-3: Technical Controls Used to Protect Systems. 417
Table 2.3.13.2-4: Appendix Reference. 418
Table 2.3.13.2-5: Critical Access Controls Protect GSA and Agencies. 421
Table 2.4-1: Transition Approach Objectives. 432
Table 2.4-2: Features and Benefits of a Smooth Transition. 436
Table 2.4-3: Top Networx Transition Risks. 441

Table 2.4-4: Networx Communication Matrix Outlines Who, What, Where, When and How. 444
Table 2.4.1-1: TIMO Organization Roles & Responsibilities: 447
Table 2.4.1-2: The Key Personnel Chart. 450
Table 2.4.1-3: Group Interaction. 453
Table 2.4.1.3-1: ALTP Elements. 461
Table 2.4.2-1: Communication is the Key. 465
Table 2.4.2-2: Logistical Support Sampling. 466
Table 2.4.2-3: Advantages and Disadvantages of Parallel Operations. 467
Table 2.4.2-4: Top Networx Cutover Risks. 469
Table 2.4.2.1-1: Agency Data Provided to Contractors. 470
Table 2.4.2.1-2: Switched Access steps. 473
Table 2.4.2.2-1: Transition Action Notices. 476