

2.3.12 Inventory Management [L.34.2.3.12]

The GSA and subscribing Agencies will receive a comprehensive, accurate, current, and secure Networx inventory simply accessed and effectively managed and maintained by AT&T. The GSA has outlined the processes and requirements necessary for initiation, delivery, and maintenance of Networx inventory data. AT&T understands and consistently exceeds these requirements, as they are detailed throughout this section.

The offeror shall describe how it will fulfill the requirements of Section C.3.8, Inventory Management.

Access to timely and accurate inventory information is critical to efficient management of the Government's Networx services. The GSA and subscribing Agencies will be provided a Networx Inventory Management System that can be securely accessed through the AT&T **BusinessDirect**[®] easy-to-use, web-based portal. Through this portal, the Government can view accurate and current inventory data for its management needs whenever required. Agencies with multiple and complex requirements can secure their inventory data from a single source, with a single log-on, and in a single database application, for all Networx services provided by AT&T as a full service vendor. Consequently, the Government will effectively access and manage the Networx inventory


 This feature saves time and gains productivity for the Government as Agencies select and procure all Networx services from AT&T.

Figure 2.3.12-1 details the AT&T **BusinessDirect** portal through which the Government user can access inventory, as well as



*AT&T BusinessDirect
named best customer
portal by the Yankee
Group.*

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other Networkx management applications. These applications within the portal include assignment completion such as billing verification, maintenance status, or network configuration analyses.

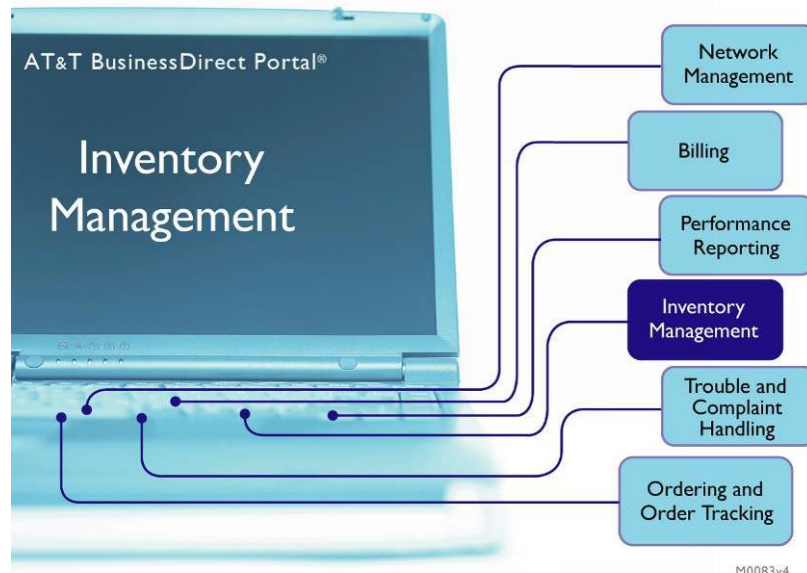


Figure 2.3.12-1: AT&T's BusinessDirect web-based access to inventory management functions. The Government user can optionally access inventory management functions as well as other necessary Networkx functions conveniently through AT&T's BusinessDirect portal.

2.3.12.1 Update Process [L.34.2.3.12.1]

The offeror shall address the following at a minimum:

- (a) The process by which SOCN data is used to update the database to correctly reflect the status of services, including changes and disconnects
- (b) An understanding of the level of complexity of the update process and the Government environment in which the data will be used.

The Government will receive electronically a Service Order Completion Notice (SOCN), as specified in Section C.3.5 of the RFP, Service Ordering, and defined in Section J.12, Ordering and Billing Data Elements. All the data elements listed on the SOCN are maintained and updated, as required, in the AT&T Networkx Inventory Database.

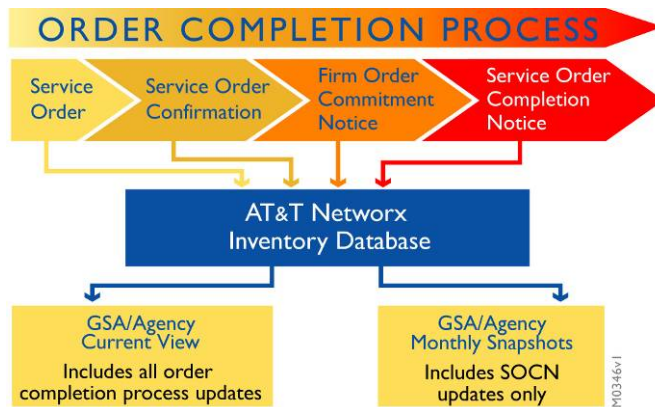


Figure 2.3.12.1-1: AT&T’s Networkx Inventory Database Update Process. The Inventory database is updated from the beginning of the order process to the end; a monthly snapshot only captures the data from completed orders.

As services are delivered to and accepted by the Government, a SOCN is available to the GSA and the ordering Customer Agency. The data elements are listed on the SOCN and in the Networkx Inventory Database as applicable for each Networkx service provided. As a final step of

the order completion process (**Figure 2.3.12.1-1**), AT&T’s Networkx Inventory Database is updated simultaneously to the posting of the SOCN. This timely update also allows the Government to use this Networkx Inventory Management tool to verify service order and transition completions. AT&T exceeds the GSA’s requirement by protecting the Government from the inundation of SOCNs when a global change, such as the annual price reductions, is completed. Instead, a single SOCN notifying the GSA and each Customer Agency of the global change for all inventoried services will be issued. However, the Government can verify changes were completed per specific services in the Networkx Inventory Management System, as described in greater detail in Section 2.3.12.2, Query Tools.

Updates to the inventory are driven by service orders. Therefore, changes to the service, such as added features, replacement of service enabling devices (SEDs), or disconnects, are recorded in the Networkx Inventory Database, as indicated by the data in the SOCN for that service order. In the event incorrect inventory data is identified and resolved, subsequent corrections to

the inventory are initiated through a [REDACTED]. The resulting SOCN indicates the corrected changes have been processed as a resolution to an inventory data discrepancy.

This process of documenting each change to any service offers the Government and AT&T's Networx Inventory Management in the Customer Support Office (CSO) the ability to track each change to its source. The Government can track through completion within the [REDACTED] application as detailed in Section 2.3.9, Service Ordering.

A history of all transactions for each service can also be accessed within the [REDACTED] application, further detailed in Section 2.3.12.2. The ability to monitor and track all service changes and updates to the Networx Inventory Database within the same inventory management system, such as the verification of data and resolution of inventory discrepancies or billing disputes, is efficient and convenient.

The Government's complex task of accounting for a large number of products and services is made easier with this automated inventory management solution. The GSA and subscribing Agencies can be confident their information is current, accurately stored, and simply yet securely accessible for billing reconciliations and other analyses.

The contractor shall use and fully populate in the Networx Inventory Database the data elements of the SOCN as defined in Attachment J.12.2.5, Service Order Completion Notice. [C.3.8.2.1]

The Networx Inventory Database is populated with all the data elements as listed on the SOCN (**Table 2.3.12.1-1**), as applicable for each Networx service provided.

FIELD NAME	DESCRIPTION
Contract Number	For Networx, assigned by GSA
Contractor Name	Contractor Name
DAR Name	Name of authorized individual who prepared order
Networx Inventory Code (s)	11-character Originating and Terminating code(s) for service, as defined in Section C.3.2



FIELD NAME	DESCRIPTION
Agency Service Request Number (ASRN)	Service request number assigned by Agency at time service order is placed
Jurisdiction ID(s)	Originating and Terminating, as required. See Table B.6.6-1 Country/Jurisdiction identifications.
Receipt Date	Date contractor was in receipt of Agency's order
Agency Hierarchy Code (AHC)	Agency Hierarchy Code (identifies agency billing/budgeting organization responsible for service being reported on).
CWD (Customer Want Date)	Agency/Customer Want Date to have service installed by
Order Type	Identifies whether order is for New services, a Change order, Cancellation or a Disconnect order.
Transition Order	Y/N
Shared Tenant Order	Y/N
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (Section C.3.5, <i>Ordering</i> , C.3.6, <i>Billing</i> , and Attachment J.11, <i>Glossary of Terms</i>)
Circuit ID	Contractor specific internal Circuit Identifier
Phone Number Range	Phone number or range of phone numbers to be ordered
Service	Contract service being provided. See Section C.2, <i>Technical Requirements</i>
Access Type(s)	Identifies type (s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc.) and access characteristics (dedicated or switched).
Access provisioning	Contractor or Agency provided? (C/A)
Service Enabling Devices (SEDs) Description	Model number, manufacturer, etc. associated with the CLIN
Bandwidth	Data Rate selection
Feature Type (s)	Feature description(s) (e.g., call forwarding)
CLIN(s)	Contract Line Identification Number(s) (CLIN)
Quantity(ies)	Numerical count or quantity identified with this CLIN record
Routine or Critical Service Level	Certain services require the Agency to select whether Critical or Routine service levels apply when placing order
Service Order Number	Contractor's service order number associated with the service being ordered
Firm Order Commitment Date	Firm order commitment date for this order
Additional Instructions	Additional instructions for this order (Contractor account number, incumbent contractor, ICB Case Number, etc.) Other items, associated with the order, that are required in special circumstances. Elements required to verify the price and elements that may be generally independent of the service type.
Unit Price	Price of Ordered component
Description(s)	Description(s) of each ordered CLIN other than Feature Type or SED
Directed to number	The number toll-free service is to be directed to
Originating-Serving Wire Center	Originating Serving Wire Center (8-character CLLI code)
Terminating-Serving Wire Center	Terminating Serving Wire Center (8-character CLLI code)
Completion Date	Date service installation was completed. This also represents the Effective Billing Date of the service
Contractor Customer Account Number	Contractor's selection of account numbers or other identifier(s)
Expedite (Y/N)	Expedite charges assigned (Y/N)
Telecommunication Service Priority	TSP provisioning, TSP restoral, TSP design change (indicate all that apply) OR not applicable

Table 2.3.12.1-1: SOCN Data Elements. AT&T provides the Government with the required inventory data elements as reflected in the SOCN.

As a service order is created, all data fields are updated in AT&T's Network Inventory Database. Each subsequent notice (Service Order Confirmation



[SOC], Firm Order Commitment Notice [FOCN], and SOCN) is distributed to appropriate Government stakeholders as the database is updated with the information contained in each notice. All order completion process updates can be queried and viewed in the [REDACTED] of Networkx



Inventory Management. Only data from the SOCN can be viewed and queried in the monthly snapshots. These snapshots eliminate data on ordered services not yet delivered, and are created simultaneously to monthly invoices, thereby facilitating easier billing verifications for the Government.

2.3.12.2 Query Tools [L.34.2.3.12.2]

- The offeror shall address the following at a minimum:
 - (a) A description of how users will effectively and efficiently create custom queries
 - (b) An understanding of the range of customers' levels of technical sophistication

The "[REDACTED]" is the name of the Networx Inventory Management application that is available online to the Government 24x7. The system allows the user to [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

When requesting inventory data, the Government user can select to work with the [REDACTED] or the [REDACTED] of the Networx Inventory tool. [REDACTED]
[REDACTED] each service are available through the [REDACTED]

The [REDACTED] enables the user to [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



[REDACTED] SOCN data elements. The flexibility in data query is designed to enable the Government to work more efficiently with the resulting reports and assigned tasks. **Figure 2.3.12.2-1** illustrates a typical report created through the [REDACTED]

Figure 2.3.12.2-1: Inventory Management Report. *This sample report is typical of the kind of results a Government user can expect when submitting specific query parameters.*

The Government user can [REDACTED]
[REDACTED] as needed. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

AT&T exceeds the GSA's requirements by providing an [REDACTED] application within AT&T's [REDACTED] system. This application provides [REDACTED]

When a single inventoried service is viewed online, the user has the ability to click on the [REDACTED]

[REDACTED] In a separate window, [REDACTED]
[REDACTED] (**Figure 2.3.12.2-2**)
[REDACTED]



[REDACTED]
[REDACTED]
[REDACTED] GSA or subscribing Agency [REDACTED] AT&T's
CSO [REDACTED]
[REDACTED] This information, quickly and
conveniently accessed in the Networkx Inventory System, is essential for
researching discrepancies and billing disputes.

Figure 2.3.12.2-2: Example of Typical Networkx Inventory History Report. Items kept in the inventory throughout their lifecycle will have a listing of all data element changes by date of the change, as shown in this typical report.

When selecting the [REDACTED] link from the [REDACTED]
[REDACTED] home page, the user can choose from the [REDACTED]
[REDACTED]. The snapshots can be [REDACTED]
[REDACTED]

Monthly snapshots older than the 3 previous months are [REDACTED]
[REDACTED] This request
can be made in the [REDACTED] screen. The Government user
can then request a [REDACTED]
the [REDACTED]
[REDACTED]



When ready, the [REDACTED]
 [REDACTED] The user can [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

The user will select the media and transport type for the report delivery as the query is submitted. **Table 2.3.12.2-1** outlines these options for the Government for all inventory queries. If a query results in a report too large for some of the media and transport options, [REDACTED]
 [REDACTED]

MEDIA	TRANSPORT
Paper	• Fax • Courier • Postal Service
CD ROM	• Courier • Postal Service
DVD ROM	• Courier • Postal
Magnetic Tape	• Courier • Postal Service
File Server	• Internet File Transfer Protocol (FTP) • Secure Internet File Transfer Protocol (FTPS) • Internet Hypertext Transfer Protocol (HTTP) • Internet Secure Socket Layer (SSL, HTTPS) • Other secured or unsecured transport methods as mutually agreed between GSA and contractor
E-Mail Server	• Internet E-Mail – Simple Mail Transfer Protocol (SMTP) • Encrypted Internet E-Mail • Other secured or unsecured transport methods as mutually agreed between GSA and contractor

Table 2.3.12.2-1: Report Delivery Media and Transport Options. *The Government will choose between these options for delivery of the Inventory Management reports.*

As stated previously, the [REDACTED]
 [REDACTED] If, however, the Government user does not have access to the internet, they can request the desired reports by telephone or email as further detailed in Section 2.3.12.3, *Interfaces*.

2.3.12.3 Interfaces [L.34.2.3.12.3]

The offeror shall address the following at a minimum:
 (a) The details of the various means the Government will use to interface with the inventory management database, including graphical user interface features and protocols

The ease with which Government users can access and work with AT&T's Networkx Inventory Database will result in increased Government efficiency and

productivity. The Government has several options in securely interfacing with the database to accommodate the GSA's or subscribing Agencies' specific needs.

The web-based AT&T **BusinessDirect** portal contains the Government's user interface to the Networx Inventory Database, as well as many other service management applications. The Government can also request inventory reports by telephone or email through AT&T's Networx CSO.

The simplest method of interfacing with the database is through the AT&T **BusinessDirect** web portal access. Navigating through the AT&T **BusinessDirect** graphical user interface is easy and intuitive, similar to commercial web page

interfaces. With Networx inventory data available online 24x7, the Government

[REDACTED]

[REDACTED] (Figure 2.3.12.3-1).

The AT&T **BusinessDirect** portal allows the Government

user access to the Networx Inventory Management System, as well as any other AT&T Networx management applications, wherever internet access is available.

This capability

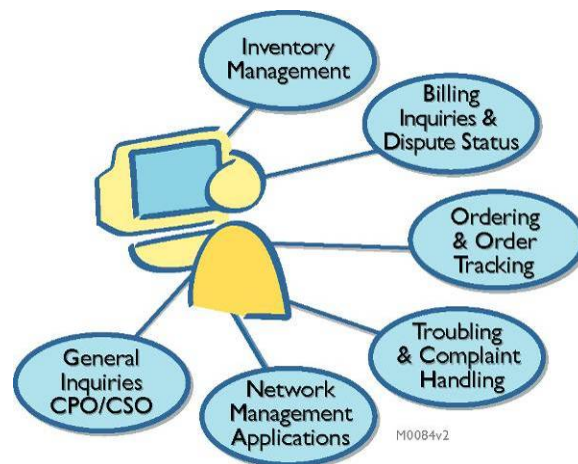


Figure 2.3.12.3-1: Government User's web-based access through AT&T **BusinessDirect**. The Government user can simultaneously access Networx Inventory data with other AT&T **BusinessDirect** applications that can allow access to billing information, new service ordering or maintenance and trouble tickets.

offers the user enhanced productivity, as various applications required to complete assigned tasks are quickly and seamlessly accessed.

The user will be asked to enter an ID and password that authenticates an established access permission profile for entry to the secure applications of the portal. The user profile defines the applications as well as the Customer Agency specific data the user is allowed to access. The single logon authenticates and validates the profile within each application as it is accessed. The Government user can simply and intuitively navigate through AT&T's public website to access AT&T **BusinessDirect**, and if authorized, is able to select and access the [REDACTED] application (**Figure 2.3.12.3-2**).

Figure 2.3.12.3-2: AT&T's Secure Networx Web Page. AT&T's secure Networx web page highlights the link to the Networx Inventory Management System, as shown in this typical access screen.



The GSA and Agencies can access and query a current view or monthly snapshot of the Networx inventory within the online Networx Inventory Management application. A snapshot is a record of the database, current and updated with the SOCNs within the Networx Inventory Database on a particular [REDACTED]. Specifically, the Networx Inventory Management snapshots will be recorded [REDACTED].

The Government can also choose [REDACTED]
[REDACTED]
[REDACTED]. Once this option has been initiated, the GSA or subscribing Agency will query the Networx Inventory Database in the same web based application described above in the [REDACTED]
[REDACTED] option on AT&T **BusinessDirect**. By selecting [REDACTED] as



an option for report delivery, the user will [REDACTED]
[REDACTED]
[REDACTED] The GSA or Customer Agency will be
[REDACTED]

(b) An understanding of the needs of the customers to gain access to their data based on limitations at their sites or the need to gain access from various locations of differing limitations.

AT&T's Networx Inventory Management System, as well as all the other Networx applications and tools are easily accessed online through AT&T's secure Networx web page. Access to the Inventory Management System is quick and secure, and queries and report delivery requirements can be made while working within this online application.

If the Government user is located in an area or facility with limited Internet access, the user can email a request for inventory information to the CSO, or call the CSO to request a data query for inventory reports. These offline requests for inventory data will be handled by AT&T's CSO staff [REDACTED]

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

[REDACTED]
[REDACTED]

The user may [REDACTED]



The AT&T BusinessDirect customer portal gives business customers visibility into and hands-on control over their networks. Enterprise customers can directly integrate their own inventory management, maintenance and ordering systems with AT&T's provisioning, repair and inventory systems.

--CIO Magazine 2005 Enterprise Value Award Honoree



[REDACTED]
[REDACTED]

The Networkx Inventory [REDACTED], or up to [REDACTED] of snapshots are [REDACTED] in the [REDACTED] [REDACTED] Snapshots [REDACTED] will be archived and stored for 10 years following the expiration of the Networkx service contract. [REDACTED]

[REDACTED] AT&T's [REDACTED] This request can be made online within the [REDACTED]. [REDACTED] [REDACTED] for the [REDACTED] can also be made by email or telephone to AT&T's CSO.

The GSA or subscribing Agency can [REDACTED] AT&T CSO [REDACTED]

[REDACTED]
[REDACTED] The reports will be delivered [REDACTED]
[REDACTED] These requests can be made [REDACTED] in the AT&T **BusinessDirect** portal, by email, or telephone.

Additionally, as the Government will be at times [REDACTED]

[REDACTED]
[REDACTED] on the AT&T **BusinessDirect** web portal. [REDACTED] a Government user in verifying invoices, [REDACTED] [REDACTED] Section 2.3.10, Billing, describes these capabilities in greater detail.

The contractor shall limit Agency user access to data in the contractor maintained Networkx Inventory to data relative to the Agency. [C.3.8.2.4]

The Government can be confident [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Networkx Inventory Management System [REDACTED]
[REDACTED]
[REDACTED] Agency Hierarchy Codes (AHC). [REDACTED]
[REDACTED] managed by the Agency's lead Designated Agency Representative (DAR) through AT&T's **BusinessDirect** access portal. AT&T's [REDACTED] contract subscribers successfully use this method of user authentication and access. Once these profiles are established, the user can only access relevant functional applications and data as defined by the profile. In this way, user authentication is assured.

For access to the contractor maintained Networkx Inventory by Government users, the contractor shall support secure web-based queries using secure browsers with a minimum of 128-bit encryption. [C.3.8.2.4]

The data stored in the Networkx Inventory Database is secured and protected through AT&T's security processes, procedures, and products currently applied to our commercial support systems. Access is further protected per the required standards for secure access described in the AT&T Networkx Security Plan (Appendix C) and Section 2.3.3, Security Management. Access to AT&T **BusinessDirect** and the subsequent queries through the Networkx Inventory System is provided through secure web-based browsers with 128-bit encryption.

For data file downloading or data file delivery in response to a secure web-based query against the contractor maintained Networkx Inventory, the contractor shall, at a minimum, support file formats for Microsoft Access 2002, Microsoft Excel 2002, Comma Separated Values (CSV) with field names included, and tab delimited ASCII text file with field names included. [C.3.8.2.4]

AT&T will provide data transfer capabilities in a generic format acceptable to all commonly used database and spreadsheet tools, such as Microsoft Access 2002 and Excel 2002. These formats will include the common tab delimited text files, in which the tab character usually separates each field of

text and comma-separated values (CSV) text files, in which the comma character (,) usually separates each field of text.

In addition, AT&T will support all current versions of Microsoft Access and Excel. This commitment to industry standards will provide the Government with readily usable standard formats for the life of the contract.

The contractor shall provide on its Networx web site a link for secure, web-based query access to the contractor-maintained Networx Inventory information. [C.3.8.2.4]

Access to the inventory is quick and simple through AT&T's secure, user-authenticated, web-based portal, AT&T **BusinessDirect**. A Government user can access AT&T's secured Networx web page through a link on AT&T's Government Solutions public web page, as previously described in Figure 2.3.12.3-2. The secured web page can only be accessed after entering an accepted user ID and password. Once entry to the secure web page is accepted, the Government user will view a menu outlining the permitted functional areas. When the inventory application is selected, all required reporting and query functions are displayed on the [REDACTED] [REDACTED] page (**Figure 2.3.12.3-3**).



Figure 2.3.12.3-3: AT&T's BusinessDirect Networkx Inventory Application Screen. *Within AT&T's secured Networkx web access provided by AT&T BusinessDirect, the Government can easily and intuitively query the inventory database for the desired reports, shown in this typical AT&T BusinessDirect access screen.*

2.3.12.4 Discrepancy Resolution [L.34.2.3.12.4]

The offeror shall address the following at a minimum:

- (a) An effective process by which data discrepancies will be identified and resolved

AT&T's process by which data discrepancies are identified and

investigated for resolution uses the [REDACTED] designed

into the Networkx Inventory Database, as well as research by the [REDACTED]

[REDACTED] in the CSO. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



When a [REDACTED] is brought to the attention of AT&T's [REDACTED]
[REDACTED] The GSA and
subscribing Agencies can use the [REDACTED]
[REDACTED] to report
discrepancies to AT&T's CSO. The CSO will also [REDACTED]
[REDACTED] if notified by the Government via email or telephone. The CSO
staff [REDACTED]
[REDACTED] Updates and
status will be reported to the submitting Government stakeholder [REDACTED]
[REDACTED] unless otherwise directed.
[REDACTED]
[REDACTED]

The [REDACTED] Government and AT&T [REDACTED]
[REDACTED] for status updates and
resolution. This information [REDACTED]
of the report's initiation point. [REDACTED]
[REDACTED] for that issue.
Each stakeholder can [REDACTED]

[REDACTED] **Figure 2.3.12.4-1.** Reported
discrepancies are assigned to a [REDACTED] AT&T Networkx CSO [REDACTED]
[REDACTED]
[REDACTED] AT&T
will identify resolutions and report [REDACTED]
[REDACTED]

Figure 2.3.12.4-1: Networx Inventory Discrepancy Handling Process Flowchart. [REDACTED]

Depending on the nature of the discrepancy, the process for investigation may include [REDACTED]

[REDACTED] The inventory system offers invaluable information for a discrepancy utilizing the history function within the [REDACTED] application. AT&T's [REDACTED]

As soon as a recommended resolution is identified, [REDACTED] If the stakeholders are [REDACTED]

[REDACTED] As with any change in the inventory, a SOCN is [REDACTED] the correction has been completed.

(b) The content and format of discrepancy notifications and resolution reports

Networx inventory discrepancy notifications and resolution reports are designed to be created and delivered through [REDACTED] Networx Inventory Management System. The [REDACTED] has the [REDACTED] to a

[REDACTED] (Figure 2.3.12.4-2). This tool creates a
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Figure 2.3.12.4-2. Create Discrepancy Resolution. The [REDACTED] screen auto-populates with the relevant inventory data from the database as the application is accessed. A description of the discrepancy is then completed by the user before submitting it to be researched.

Listed in the [REDACTED] are relevant data elements from the
Networkx Inventory Database for the specific [REDACTED] [REDACTED]

[REDACTED]



[REDACTED]

If a particular Agency has [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

(c) The potential complexity of interfacing with customers and GSA when resolving data discrepancies
As described in the AT&T [REDACTED]
[REDACTED] and the [REDACTED] are designed
for open communication for authorized Government stakeholders and
provides [REDACTED] to the most recent status of a
discrepancy issue. The [REDACTED] keep [REDACTED]
[REDACTED] on any disputed discrepancy. Stakeholders are automatically [REDACTED]
[REDACTED] AT&T's CSO [REDACTED]
[REDACTED] to provide the government the [REDACTED]
[REDACTED]

None of these issues is considered [REDACTED]
[REDACTED] that the [REDACTED]. [REDACTED]
[REDACTED] as well as the GSA and the Customer Agency,
by [REDACTED] the same or
similar priorities in maintaining an accurate inventory.

(d) The process of effectively communicating to bring about an agreed resolution
The [REDACTED] is designed for [REDACTED]
between the [REDACTED], including the GSA, Customer Agency,
and AT&T. [REDACTED]
[REDACTED] to the [REDACTED]
[REDACTED]



To [REDACTED] AT&T [REDACTED], a Government stakeholder may [REDACTED] [REDACTED] within [REDACTED] [REDACTED] or [REDACTED], or [REDACTED] to the appropriate staff member. In this way, the Government [REDACTED] [REDACTED]. Once a recommended resolution is [REDACTED] [REDACTED]

If the Networkx Inventory discrepancy is escalated to the Networkx Contracting Officer (CO) for resolution, the contractor shall work with the CO to resolve the issue. [C.3.8.2.5]

[REDACTED] are not acceptable in a [REDACTED] [REDACTED] AT&T understands that the Government must have an accurate Networkx Inventory Database to perform the intended billing verifications, audits, and other analyses. The GSA and Agencies can rely on AT&T's Inventory Management in the CSO to resolve any identified inventory discrepancy with [REDACTED] so that [REDACTED] can be performed without [REDACTED]

Dedicated to the effort to maintain an accurate inventory, AT&T's Contractor's Program Organization (CPO) Management will [REDACTED] all Networkx data [REDACTED]. If a discrepancy is [REDACTED] [REDACTED] CPO Management will seek clarification of the Government's concerns. AT&T's CPO Management will oversee any escalated issue to provide a satisfactory resolution. [REDACTED] [REDACTED] in the CSO and shared with the PMO in the monthly program review meetings.

The contractor shall institute internal verification and audit procedures to ensure that the Networkx Inventory is complete and correct. [C.3.8.2.6]

The accuracy of the data in the AT&T's Networkx inventory is essential to the usefulness of the database. Managing and maintaining the database integrity



is a continuous process and AT&T employs several auditing processes to ensure the Government can depend on the accuracy of the data in the Networkx Inventory Database.

AT&T's [redacted] is a [redacted] Customer Agency's [redacted]

Additionally, AT&T's [redacted] are designed to [redacted]

The CSO's [redacted] performs these [redacted] The CSO [redacted] AT&T's [redacted] A discrepancy is routinely [redacted] as shown in **Figure 2.3.12.4-3**.



Figure 2.3.12.4-3: [REDACTED]

When the contractor discovers a Networkx Inventory data discrepancy, agrees with a Government report of a Networkx Inventory data discrepancy, or is directed by the CO , the contractor shall correct, at no additional cost to the Government, the Networkx Inventory maintained by the contractor. [C.3.8.2.6]

It is [REDACTED] an extremely high level of accuracy and data integrity to provide the Government the [REDACTED]

[REDACTED] If discrepancies are discovered, AT&T will [REDACTED]
[REDACTED] Government [REDACTED]
[REDACTED] Government [REDACTED] An

investigation is completed to determine what the [REDACTED]
[REDACTED]
[REDACTED]

This strategy corrects any process breakdowns and avoids future inventory discrepancies. Corrections to the Networkx Inventory Database are also [REDACTED] Specific inventory [REDACTED] will be written and traced through the service order tracking tool as with any AT&T Networkx order. Ultimately, a new SOCN will be created as the inventory database is updated with the correction. The history function in [REDACTED] will indicate the change.



[REDACTED] enables the Government user to review and verify the corrections and database adjustments were completed, as scheduled.

The contractor shall provide monthly reports on Networkx Inventory Management to the Networkx Program Management Office (PMO). [C.3.8.2.7]

The GSA can rely on [REDACTED]

[REDACTED] With these reports, the GSA will be able to analyze results of [REDACTED]

[REDACTED]

[REDACTED] GSA [REDACTED]

[REDACTED]

[REDACTED]

Table 2.3.12.4-1.

AT&T's Inventory Management in the CSO is responsible for assembling and delivering these reports to the GSA's PMO.

NETWORK INVENTORY MANAGEMENT SYSTEM MONTHLY REPORTS	
Security Report	<ul style="list-style-type: none"> All detected breaches Risk assessment and mitigation
Performance Report	<ul style="list-style-type: none"> User satisfaction Availability
System Status	<ul style="list-style-type: none"> Total number of records and change in number of records from previous month. Monthly total of GSA and Agency queries processed. Monthly total of GSA and Agency copy requests.

Table 2.3.12.4-1: Inventory Management System Monthly Report. The monthly status reports for the Inventory Management system will give the GSA an overview of its performance each month.

If the Offeror's approach to meeting Inventory Management requirements is different for optional services than for mandatory services, the offeror shall describe the differences in a separate optional services sub-section within the Inventory Management section of the Offeror's response.

AT&T's approach to the GSA's requirements for Inventory Management is

[REDACTED] AT&T [REDACTED]

[REDACTED]

2.3.12.5 Summary

With an accurate listing of all its Networkx service assets as detailed in these requirements, an Agency can perform billing verifications, optimization planning, and other analyses with confidence. The GSA and Agencies can rely on the accuracy, convenience, and timeliness of AT&T's Networkx



inventory for all related tasks. Monthly inventory snapshots, synchronized with monthly invoice dates, provide Government users with easier and more efficient billing reconciliation, verification, and analysis. The user can access applications necessary to manage services per each assigned task within the AT&T **BusinessDirect** web-based portal. Therefore, more productivity and higher levels of efficiency will be realized, especially in specific Agency tasks requiring inventory data and analysis.

Maintaining the accuracy of the [REDACTED] is paramount to managing AT&T's Networx Inventory. AT&T's Networx inventory system [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] Discrepancies are recorded through [REDACTED] enabling [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] With the consistent use of these tools, the Government can be confident of the integrity and accuracy of AT&T's [REDACTED]

Even though the Networx Inventory Management System is simply and securely accessed online, AT&T's Networx CSO staff is available 24x7 to assist the GSA or subscribing Agency in accessing desired data. Upon request, AT&T's CSO staff will create and send reports as needed or provide training to access the database and create reports. Courteous and diligent professionals will be available to answer questions or obtain reports.

An accurate inventory of existing services is critical for project analysis and planning when transitioning services from one provider to another, or if



technology dictates a transition from older obsolete services to newer more advanced services. With AT&T's Networx Inventory Management System, the GSA and subscribing Agency will have timely and accurate inventory data, as needed, to assist in a smooth transition. Working with AT&T's Networx CSO and [REDACTED] the Government will find innovative functional capabilities mixed with thoughtful and efficient processes. The outcome is an accurate inventory database effectively managed and maintained. **Table 2.3.12.5-1** outlines the many features and benefits provided with AT&T's Networx Inventory Management solution.

FEATURES	BENEFITS
One inventory portal for all services	Saves administration time and minimizes training costs for Government.
Experienced and professional CSO staff to assist when needed	Government will have little concern in completing assignments knowing that assistance is always available.
Secured access to online comprehensive inventory tool	Government can be confident that sensitive inventory data will not be viewed by anyone other than those given specific authorized access.
Accurate and up-to-date inventory data	Budget planning and billing reconciliations are made easier and more reliable. Allows for streamlined ordering and optimization planning analyses with more reliable information.
Continuously updated Inventory database within 24 hours of service delivery.	Government will have a convenient tool to help verify order completions.
Access from AT&T BusinessDirect portal	Government user can access various AT&T applications simultaneously to more quickly and efficiently complete his/her assignment.
Networx Inventory Data Base History Reporting Capability	Allows the Government to analyze the evolution of all changes in the inventory database by each individual service. This capability will enable Government to verify when, what and by whom the changes occurred.
Discrepancy Resolution Tool conveniently designed into Networx Inventory Application	Allows the Government to quickly and easily submit for investigation of a noted discrepancy. As the discrepancy report auto-populates directly from the database, the Government can be assured that the issue is correctly identified and pursued.

Table 2.3.12.5-1: Inventory Management Features and Benefits. *The benefits of AT&T's approach to Networx Inventory Management are directly related to the unique designs and process plans for accurate, current, and readily available data.*