



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 [REDACTED] [REDACTED] that can be securely accessed through the [REDACTED] 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 [REDACTED] This feature saves time and gains productivity for the Government as Agencies select and procure all Networx services from AT&T.

[REDACTED] details the [REDACTED] portal through which the Government user can access inventory, as well as other



Networkx management applications. These applications within the portal include [REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]



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 [REDACTED] [REDACTED] as applicable for each Networkx service provided. As a final step of the order completion process [REDACTED] [REDACTED] is updated simultaneously to the posting of the SOCN. This timely update also allows the Government to use this [REDACTED] [REDACTED] 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 [REDACTED], 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 [REDACTED], 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 [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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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(s) (AHC)	Agency Hierarchy Code(s) (identifies agency billing/budget organization responsible for service being reported on).
CWD (Customer Want Date) Order Type	Agency/Customer Want Date to have service installed by Identifies whether order is for New services, a Change order, Cancellation, or a Disconnect order.
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(s)
Bandwidth	Data Rate selection.
Feature Type(s)	Feature description(s) (e.g. call forwarding).
CLIN(s)	Contract Line Identification Number(s)
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 tollfree 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 restoration, 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 [REDACTED]. 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] application of [REDACTED]
[REDACTED] 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, C.3.8.2.4]

- 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 contractor shall provide the Government all user documentation needed for secure web-based query access to the Networx inventory information. [C.3.8.2.4]

[REDACTED] is the name of the [REDACTED]
[REDACTED] application that is available online to the Government 24x7. AT&T will provide the Government with all user documentation needed to perform secure web-based query access to the Networx inventory information contained within this application. This documentation is located in Appendix I. This application 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 [REDACTED]
[REDACTED]
[REDACTED] for each service are available through the [REDACTED].

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



[Redacted content]



[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]. The flexibility in [REDACTED] is designed to enable the Government to work more efficiently with the resulting reports and assigned tasks. [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
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 [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]

[REDACTED]



[REDACTED]

[REDACTED] This information, quickly and conveniently accessed in the [REDACTED], is essential for researching discrepancies and billing disputes.

[REDACTED]

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 archived offline and need to be requested through AT&T's [REDACTED]. This request can be made in the [REDACTED] query screen. The Government user



can then request a specific month's snapshot, as well as the date by which the snapshot is needed (a minimum of 3 business days as advance notice).



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. [REDACTED] 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, a window will alert the user to select the suitable options for the size of the report file.

As stated previously, [REDACTED]
[REDACTED], easy to use and learn. 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 [REDACTED] will result in increased Government efficiency and



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

The web-based [REDACTED] portal contains the Government's user interface to the [REDACTED], 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 [REDACTED] [REDACTED] web portal access. Navigating through the [REDACTED] graphical user interface is easy and intuitive, similar to commercial web page interfaces. With Networx inventory data available online 24x7, the Government can perform billing verifications, audits, and statistical analyses routinely, without waiting for manual report processing and deliveries [REDACTED]

The [REDACTED] portal allows the Government user access to the [REDACTED] [REDACTED] as

well as any other AT&T Networx management applications, wherever internet access is available. This capability



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

[REDACTED]

[REDACTED]



The GSA and Agencies can access and query a current view or monthly snapshot of the Networx inventory within the [REDACTED] application. A snapshot is a record of the database, current and updated with the SOCNs within the [REDACTED] on a particular date in time. Specifically, the [REDACTED] snapshots will be recorded on the date that monthly invoices are created.

The Government can also choose an FTP interface to receive inventory reports. The FTP interface allows the transfer of larger amounts of data through an "internet-like" user interface. Once this option has been initiated, the GSA or subscribing Agency will query the [REDACTED] in the same web based application described above in the [REDACTED] option on [REDACTED] By selecting FTP as

an option for report delivery, the user will access the FTP file server to download the requested files. The Government can use any FTP client to facilitate access to the FTP server. The GSA or Customer Agency will be assisted by AT&T in implementing this capability.

(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 [REDACTED], as well as all the other Networkx applications and tools are easily accessed online through AT&T's secure Networkx web page. Access to the [REDACTED] 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 within 24 hours of receipt of the request, and the resulting reports will be emailed immediately, or within 4 business days for reports from archived snapshots. If reports require physical delivery, the user will receive delivery to a specified location within 5 business days, or within 8 business days for archived snapshot reports.

If the Government user's access to the internet cannot support large file downloads (e.g., dial-up access), the report can still be requested online. The user may request specific email addresses for report delivery, or



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.

a physical delivery of the report, rather than allowing the report to load on the web page inventory screen.

The [REDACTED], or up to 3 previous months of snapshots are immediately available in the [REDACTED] application. Snapshots older than 3 months will be archived and stored for 10 years following the expiration of the Networx service contract. These archived snapshots are made available online within 3 business days of a user's request via AT&T's [REDACTED]. This request can be made online within the [REDACTED] application. Archive retrieval requests for the older snapshots can also be made by email or telephone to AT&T's CSO. The GSA or subscribing Agency can request the AT&T CSO deliver specified reports from an archived snapshot. These reports will be delivered to the locations and addresses as specified by the requesting Government user. The reports will be delivered within 4 business days by email or 8 business days for physical deliveries. These requests can be made online within the [REDACTED] application in the [REDACTED] [REDACTED] portal, by email, or telephone.

Additionally, as the Government will be at times using the Networx inventory for billing verifications, the Government user can access all their Agency specific AT&T invoices up to 13 previous months in the [REDACTED] [REDACTED] application on the [REDACTED] web portal. This application assists a Government user in verifying invoices, as well as inventory data, with convenient historical information and pricing verifications. Section 2.3.10, Billing, describes these capabilities in greater detail.

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



The Government can be confident its inventory data is secure, protected, and accessible only to individuals identified for these specific permissions. To protect sensitive inventory data across diverse Agency services, [REDACTED]

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

AT&T's FTS 2001 Crossover 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 [REDACTED] 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 [REDACTED] [REDACTED] and Section 2.3.3, Security Management. Access to [REDACTED] [REDACTED] and the subsequent queries through the [REDACTED] [REDACTED] is provided through secure web-based browsers with [REDACTED].

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, [REDACTED]. A Government user can access [REDACTED] 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 [REDACTED] is selected, all required reporting and query functions are displayed on the [REDACTED] [REDACTED] page [REDACTED].



[REDACTED]

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 [REDACTED], as well as research by the [REDACTED] in the CSO. Inventory discrepancies are brought to the AT&T CSO in one of the following ways:

- Reported by a Government user
- Through AT&T's inventory and billing auditing processes
- Reported inconsistencies within AT&T through normal course of business



When a suspected discrepancy is brought to the attention of AT&T's CSO staff, an investigation is initiated to resolve the issue. The GSA and subscribing Agencies can use the discrepancy reporting functions (accessible online within [REDACTED]) to report discrepancies to AT&T's CSO. The CSO will also initiate a discrepancy investigation if notified by the Government via email or telephone. The CSO staff submits the discrepancy resolution request in the online reporting tool to use the automated tracking and status reporting functions. Updates and status will be reported to the submitting Government stakeholder by the means in which it was originally reported to AT&T, unless otherwise directed. Discrepancies identified by AT&T's staff are also submitted through [REDACTED]

The discrepancy report identifies Government and AT&T stakeholders, (with email addresses and other contact information) for status updates and resolution. This information is submitted with each discrepancy, regardless of the report's initiation point. A change in the status of a specific issue automatically initiates an email notice to all stakeholders for that issue. Each stakeholder can view a status for the online discrepancy at any time.

The discrepancy resolution process is shown in [REDACTED] Reported discrepancies are assigned to a specific AT&T Networkx CSO [REDACTED] [REDACTED] AT&T will identify resolutions and report causes in response to the discrepancy report.

[REDACTED]

Depending on the nature of the discrepancy, the process for investigation may include reviewing the monthly system audit reports (described in more detail later in this section) for specific information in order to determine if there is a process problem. The inventory system offers invaluable information for a discrepancy investigation utilizing the history function within the [REDACTED] application. AT&T's billing systems and provisioning systems are also valued resources in discrepancy investigations.

As soon as a recommended resolution is identified, endorsement by the Government stakeholders is sought before any corrective activity occurs. If the stakeholders are in agreement, the recommended resolution is immediately initiated. As with any change in the inventory, a SOCN is established and signifies that 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 the online [REDACTED]. The system has the [REDACTED] screen which links to a



discrepancy form that is submitted online [REDACTED] This tool creates a [REDACTED] When the report is first submitted, and as it is updated through resolution, notifications and final resolution report are automatically emailed to the identified stakeholders. The discrepancy stakeholders can also proactively access the report online to view the correct status.

[REDACTED]

Listed in the discrepancy reports are relevant data elements from the [REDACTED] [REDACTED] for the specific inventoried item. The description field allows the submitter to explain the specific nature of the discrepancy to be

researched (e.g., the submitter is disputing specific SED or feature data, as indicated under a particular unique billing identifier [UBI]).

If a particular Agency has multiple discrepancies, the user can create a report listing all submitted Agency specific discrepancies, as defined by user permissions. This feature enables the user to track all the discrepancy resolutions in a single report.

(c) The potential complexity of interfacing with customers and GSA when resolving data discrepancies

As described in the AT&T [REDACTED] and the discrepancy process is designed for open communication for authorized Government stakeholders and provides continuous system access to the most recent status of a discrepancy issue. The online discrepancy functions keep track of current status on any disputed discrepancy. Stakeholders are automatically emailed regarding any change in issue status. AT&T's CSO [REDACTED] to provide the government the appropriate contact information for additional information or questions about the progress of the investigation. None of these issues is considered resolved unless the Government stakeholders agree that the recommended resolution is acceptable. These policies serve to assist AT&T, as well as the GSA and the Customer Agency, by creating an environment where all stakeholders acquire the same or similar priorities in maintaining an accurate inventory.

(d) The process of effectively communicating to bring about an agreed resolution

The discrepancy correction process is designed for open communications between the identified stakeholders, including the GSA, Customer Agency, and AT&T. [REDACTED] to the stakeholders whenever a status change occurs, as well as the ability to access the report proactively for status online at any time.

To communicate with the AT&T staff member researching the discrepancy, a Government stakeholder may click on the [REDACTED] link within [REDACTED] [REDACTED] email, or make a telephone call to the appropriate staff member. In this way, the Government may inquire about or communicate any specific concerns regarding the ongoing investigation. Once a recommended resolution is identified and distributed, agreement by the stakeholders will result in implementing the corrective action to close the issue.

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]

Discrepancies, ambiguities, and errors are not acceptable in a database designed as a useful tool for analysis. AT&T understands that the Government must have an accurate [REDACTED] to perform the intended billing verifications, audits, and other analyses. The GSA and Agencies can rely on AT&T's [REDACTED] in the CSO to resolve any identified inventory discrepancy with urgency and diligence so that tasks can be performed without error and subsequent delay.

Dedicated to the effort to maintain an accurate inventory, AT&T's [REDACTED] [REDACTED] will monitor all Networkx data discrepancy investigations. If a discrepancy is escalated to the Networkx Contracting Officer for resolution, [REDACTED] will seek clarification of the Government's concerns. [REDACTED] 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 [REDACTED] 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

[REDACTED]

AT&T's [REDACTED] is a [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Another audit report compares the most recent database snapshot data to the invoices for that month. This audit helps to verify the data elements listed on the invoices match the corresponding data elements in the inventory database.

Similar verifications, searching for inconsistencies and process errors, are conducted to compare network inventory to the [REDACTED].

The CSO's [REDACTED] performs these audits continuously, recurring each month, and compiles [REDACTED]. The

CSO pursues the resolutions to identified discrepancies through AT&T's audit process. A discrepancy is routinely documented and processed for resolution as shown in [REDACTED].

[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 as a result of formal discrepancy resolution, the contractor shall also investigate whether or not the Networkx Inventory data elements in the Service Order Completion Notices (SOCN) were correct or in error. [C.3.8.2.6]

It is essential the database maintains an extremely high level of accuracy and data integrity to provide the Government the information required for proper analyses. If discrepancies are discovered, AT&T will initiate a process to seek out agreement from the Government and correct the database, without additional cost to the Government for this effort. An investigation is completed to determine what the correct data should be, if the SOCN was incorrect, and how the erroneous information populated the database, as well as if other database information might be corrupted for the same or similar reasons. This strategy corrects any process breakdowns and avoids future inventory discrepancies. Corrections to the [REDACTED] are also traceable. Specific inventory correction service orders 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.



as well. This traceable process 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 accurate reporting with regard to the performance of the inventory management system. With these reports, the GSA will be able to analyze results of effective access security and operator satisfaction metrics, as well as system capability, capacity, and development status. The GSA will receive reports including

the information listed in

[REDACTED]

AT&T's [REDACTED]

[REDACTED] in the

CSO is responsible for

assembling and

delivering these reports

to the GSA's PMO.

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 [REDACTED] 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 Networkx Inventory Management database is paramount to managing AT&T's Networkx Inventory. AT&T's Networkx inventory system has been designed to emphasize the accuracy of the data. Mechanized self-audit reports and system reports have been developed to assess possible process breakdowns and identify data discrepancies for corrective action. Discrepancies are recorded through [REDACTED] [REDACTED] enabling identified inaccuracies to be quickly and easily reported and subsequently investigated. The [REDACTED] application reporting capability allows for quick and easy access to details of changes that occur during the lifecycle of a specified service. With the consistent use of these tools, the Government can be confident of the integrity and accuracy of AT&T's inventory data.

Even though the Networkx Inventory Management System is simply and securely accessed online, AT&T's Networkx 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 Networkx 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 Networkx CSO and Inventory Management System, 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 the [REDACTED] 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.*