APPENDIX E

Networx Enterprise Program

Contract Number TQC-JTB-05-0002

Draft Training Plan

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1.0 INTRODUCTION

1.1 Scope

1.2 Organization of Document

This document is organized as follows:

This document is the Networx Training Plan. This plan will be used for the Networx Enterprise contract. The approach to designing, delivering, and evaluating training provided to the Government will be detailed within this document.

Section 1 – Introduction, Organization of Document, and Overview

Section 2 – Objectives of Training and Courses Offered

Section 3 – Training Design and Development

Section 4 – Training Delivery Methods

Section 5 – Training Administration

Section 6 – Training Material Samples

Section 7 – Summary

1.3 Program Overview

GSA and the Agencies can take advantage of an AT&T Networx training program specifically designed to address the diverse needs of the Government and be fully compliant with the requirements for a high-quality, flexible, and easy-to-use learning experience.

Teaching professionals from AT&T and our partner, Tech 2000, have the experience to support the U.S. Government and execute the development, delivery, and monitoring activities associated with the Networx training

program. The Government will realize distinct advantages through the AT&T Networx training solution, as shown in **Table 1.3-1**.

NETWORX TRAINING PROGRAM ADVANTAGES TO THE GOVERNMENT	
Features	***Benefits***
• Years of experience providing quality training to Government customers on FTS2000 and FTS2001Crossover	• Confident and proven system in place
• A proven foundation of existing courseware on which to build	• AT&T's capability to begin training immediately offers Government timely start schedules
• Modular course design	• Easily updated as technology is enhanced or features are added
• Skilled instructors experienced in all aspects of education	• Offers relevant telecommunications and Government training experience
• Comprehensive web-based catalog and Learning Management System (LMS) platform	• Users provided with immediate access to courseware and materials
• Secure on-line registration and full support for manual registrations	• Offers more options to customers preferring to register through other methods
• Clear and concise measurements of training effectiveness	• Accurate measurement of analysis of post-course student feedback
• Industry-wide processes continuously monitor and review program	• Feedback incorporated into the Networx training program

Table 1.3-1: A Reliable Training Program Exceeding Government Requirements. *AT&T has the experience, design/delivery capabilities, and experienced training personnel to fully support Networx training requirements.*

Support for Government Networx training is assigned to AT&T's Customer Support Office (CSO)—with a dedicated Networx Training Manager and staff fully accountable for meeting or exceeding all training requirements including course design and development, delivery, and ongoing updates based on student feedback and technology changes. The organizational relationships of the Networx training function within the AT&T CSO can be found in the Program Management section of this proposal.

1.4 AT&T & Tech 2000 Partnership

To provide the Government with a world class Networx training experience, AT&T has chosen to form a partnership with Tech 2000, a woman-owned custom training and development small business headquartered in Herndon, Virginia. Tech 2000 has enlisted the talents of industry-leading technical developers and learning professionals to create and deliver high-quality training courseware. They offer a wide variety of media for course delivery,

including video, three-dimensional (3-D), two-dimensional (2-D) Flash, and audio. Tech 2000 has a solid history of providing high-quality training support to Information Technology (IT) firms and is one of only seven Tier 1 Cisco Learning Solution Partners in North America—and, as such, has access to all Cisco intellectual learning property (**Table 1.4-1**). AT&T believes our partnership with Tech 2000 provides the Government with an exceptional Networx training program.

• Extensive course development/delivery experience. Tech 2000 provides commercial and Government training courses/products to over 50,000 users per year.
• Tech 2000 employs experts in adult learning methodology
• Full utilization of SCORM (Shareable Content Object Reference Model) practices to reduce development time
• Strong knowledge of service provider transport and OSS environments
• Ability to deliver high-quality training in a multitude of formats/methodologies
• Proven experience supporting Government customers and service provider community
  • Bell Atlantic "Fast Packet" OSS support center for a Naviscore ATM backbone
  • US WEST MegaBit DSL – OSS support training for NOC personnel
  • Cisco Systems OSS support training for DSL product line
  • Cisco Systems service provider TMN/OSS solutions and integration
• Capable of fully supporting all training delivery methods as required by the Government for Networx

Table 1.4-1: Why Tech 2000? *Tech 2000 training development/delivery capabilities and previous experience supporting Government customers is outstanding.*

AT&T selected Tech 2000 primarily due to their training development/delivery capabilities and previous experience supporting Government customers and industry service providers. The key factors behind this selection are as follows:

- Extensive course development/delivery experience
- Employs experts in adult learning methodology
- Full utilization of SCORM (Shareable Content Object Reference Model) practices
- Strong knowledge of service provider transport and Operational Support System (OSS) environments
- Cisco Systems Learning Solutions Partner.

1.5 Subcontractor Management

Seamless relationship will exist between AT&T and Networx subcontractors, including Tech 2000, through the AT&T Supplier Management Division (SMD). SMD is a premier procurement organization with state-of-the-art supporting technology and resources. SMD plays an integral role in delivering the supply chain solutions AT&T will use to provide Networx services to the Government. In a changing, high-technology market, GSA and the Agencies will benefit from the following AT&T resources applied to the program, as shown in **Table 1.5-1**.

BENEFITS OF UTILIZING THE AT&T SUPPLIER MANAGEMENT DIVISION	
Features	***Benefits***
• Leverage of over $5 billion in annual purchasing power.	• Provides a procurement organization with state-of-the-art supporting technology and resources
• An integrated procurement system (ePro) with access to over 2,400 suppliers online. ePro supports all AT&T corporate transactions from creation of requisitions to payment of invoices	• Government has access to the most advanced supply change management system in the telecommunications industry
• Pre-existing resale agreements with many of the world's top technology companies., such as Cisco, Avaya, and Lucent Technologies	• Provides GSA with leverage and access to AT&T's unique position in the information technology and telecommunications industry

Table 1.5-1: Supplier Management Division. *This organization helps to maximize relationships with subcontractors.*

The strength of AT&T Government Solutions' commitment to building small business alliances is exemplified in our achievement of consistent, successful results on contracts with small business goal commitments on both civilian and defense programs. Our organizational small business and supplier diversity achievements have been nationally recognized by the Government and by various minority and small business associations.

In addition to the small business alignment requirements, customer-facing personnel are required to fully review and sign the AT&T statement of Corporate Personal Integrity Plan (C/PIP), which specifically outlines how AT&T personnel should interact with the federal employees with respect to gifts, gratuities and entertainment as well as procurement integrity.

1.6 Past Performance

Government customers can have confidence in a Networx training program that is developed, delivered, and monitored by a highly skilled staff with current and relevant experience in producing high-quality training for Government customers over the span of several contracts.

To support the [redacted] AT&T recently created and began delivering customized classroom-based training to the [redacted] AT&T **Business**Direct® application training for billing, ordering, and maintenance functions. [redacted]

Customer satisfaction scores for AT&T FTS2001 Crossover training courses have been high. On a scale of 1 to 5, the average course evaluations have consistently been higher than 4.0. **Table 1.6-1** displays the average scores for FTS 2001 Crossover training, demonstrating AT&T is capable of designing, delivering, and managing quality training Government customers.

Number of Students	Number of Classes	Overall Course Effectiveness	Overall Instructor Effectiveness
325	82	4.1 (average score)	4.6 (average score)

Table 1.6-1: Excellent Marks for FTS 2001 Crossover Training. *The average scores for training delivered indicate a high level of customer satisfaction.*

The training program for FTS Networx is built on the successful foundation established by the AT&T [redacted] Government students [redacted]

[redacted] GSA.

Maximizing the learning experience for students ultimately results in Government customers having smoother service installations, more accurate billing, and faster resolution to maintenance and billing issues.

AT&T has demonstrated through our past performance and the ongoing success of the [redacted] and [redacted] training programs that we are fully capable of producing and delivering high-quality training programs to GSA and the Agencies.

2.0 OBJECTIVE OF TRAINING AND COURSES OFFERED

The prime objective of the AT&T/Tech 2000 training team is to deliver accurate and timely Networx courseware to Government customers coupled with the ability to rapidly update existing training and to deploy new courseware in the future. Proven instructional development and design processes are used to create training content and materials to meet the unique needs of the Government. Each course is subjected to industry accepted quality control processes as outlined in Section 3.0 of this draft training plan. The Networx training program also features the ability to provide training in multiple delivery methods, as required, based on course content, student population logistics, and deployment schedules as outlined in Section 4.0 of this Training Plan.

Each Government Networx training population group is provided with detailed training courses specifically created to meet Government Networx

requirements. This information is provided in the following section by student population.

As part of the group training available to DARs and Network Operations personnel, non-electronic methods of interfacing with AT&T will be fully covered. All forms, methods, and procedures to perform Networx management functions are included in the training for each topic. For example, this approach includes the option of courseware for those customers who only wish to submit the minimum amount of ordering data to AT&T—as well as courses that cover the detailed ordering procedures for clients who choose to take full advantage of AT&T's ordering automation initiatives.

2.1 Group Training For Designated Agency Representatives (DARs)

The DAR training program provides Agency personnel with the courseware necessary to fully support the Networx contract. Government DARs are unique in that they must be knowledgeable in most aspects of the Networx contract—particularly with ordering, billing, and maintenance. DARs need to have a comprehensive understanding of the Networx tools and process used to successfully deliver services to the Government—on time and accurately—and to help monitor the addressing of and resolution of any problems.

In addition, AT&T has chosen to modularize DAR training as much as possible to allow for maximum student flexibility. For example, DARs not requiring training on Network Management and Monitor processes can elect to skip that class as appropriate.

As with all of the Networx training, each DAR training course can be offered in a variety of delivery formats if necessary, based on class logistics, geographical

distribution of students, and other factors. Classroom-based group training for DARs will support class sizes ranging from 10 to 32 students.

The training proposed for both the DAR and the Network Operations personnel has been designed to support the full breadth of the Networx contract (including many new services and several new online tools for customer use). This training can be customized to the needs of the individual student and provided via a modular, blended learning approach using various delivery methods as required. The totals provided in this section of the proposal are representative of the total time required if a student requires training on all services and support systems for Networx. AT&T acknowledges that some DARs and Network Operations personnel may not require the full compliment of training, thus allowing them to fulfill their needs in a reduced timeframe. For example, training on every online tool and/or service may not be required for each individual learner. In addition, courseware is available in formats other than instructor-led which could reduce the overall time required. Training for experienced DARs can be completed in 1.5 days and training for experienced Networx Operations personnel can be completed in 1 day. All training delivered is dependent upon the needs of the individual student.

For the purposes of this draft Networx Training Plan, **Table 2.2-1** provides a detailed view of the DAR training program components available to the Government from a classroom-based, instructor-led perspective.

GROUP TRAINING FOR DESIGNATED AGENCY REPRESENTATIVES (DARS)

Course Name(s)	*Delivery Method(s)*	*Course Length*	*Key Topics*	*General Course Description*
Networx Overview	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1 Day**	• Networx Products/Services • Networx Service Features • AT&T **Business**Direct • Security Offers • Government Roles & Responsibilities	Students receive an end-to-end overview of Networx service offerings, features, and benefits. Security options are covered along with Government roles and responsibilities. Emphasis is on ordering, billing, and maintenance.

GROUP TRAINING FOR DESIGNATED AGENCY REPRESENTATIVES (DARS)				
Networx Ordering	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1.5 Days**	• AT&T **Business**Direct (ordering functionality) • Submit Service Orders • Track Order Status • View Confirmation Notices • Add/Change/Modify/Delete • Cancel Orders • Expedites/Escalations • Obtain Price Quotes	DARs receive training on all aspects of Networx ordering — for both online and manual processes. Gain a clear understanding of completion notices/confirmations, intervals, modifying or expediting orders, and run Networx price quotes. Designed primarily for DARs

GROUP TRAINING FOR DESIGNATED AGENCY REPRESENTATIVES (DARS)				
Networx Billing & Billing Dispute	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1 Day**	• AT&T **Business**Direct (billing/bill dispute tools) • Analyze Billing Data • Submit Billing Inquiries • Submit Billing Disputes • Track Dispute Status • Billing Adjustments • Coordinate with Customer Support Office (CSO) • Escalate for Resolution • Fraud Prevention • Obtain Price Quotes • Billing Hierarchies	A comprehensive course for DARs that provides students with a complete view of Networx billing operations (for direct and centralized). Students learn how to access and analyze bills, submit and manage billing disputes, and escalate or coordinate with the AT&T CSO as required. Designed primarily for DARs.
Networx Trouble & Complaint Handling	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1 Day**	• AT&T **Business**Direct (trouble reporting tool) • Submit Trouble Tickets • View / Obtain Ticket Status • Escalation Procedures • Obtain Credit Adjustments • Submit Complaints • Other Procedures • Fraud Prevention	Detailed course covering the reporting and management of Networx troubles and complaints associated with the operation of Networx services. Create, submit, and monitor trouble tickets to full resolution. Learn how to escalate to CSO/Contractor's Program Organization (CPO) as required. Designed for DARs and Network Operations personnel.
Networx Network Management & Monitoring	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1 Day**	• AT&T **Business**Direct (network management tools) • Trunk Utilization • Obtain Performance Data • InfoVista • Identify and View Network-Affecting Events • Fraud Prevention	Primarily an overview for customers with responsibility for managing and monitoring Agency networks. Students are able to use all Networx-related network management tools to help promote peak performance and utilization. Receive early warning data on service impacting events. Designed for DARs and Network Operations personnel.
Networx Transition Training	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**.5 Day**	• Government Roles & Responsibilities • Preparation Activities • Submit/Track Transition Orders • Timeframes / Intervals • Project Management • Contract exceptions	This course is specifically designed to provide transition-related training to Government customers who have recently purchased services from the Networx contract. Students will understand all available resources to help provide a smooth transition. Designed primarily for DARs and Network Operations personnel.

Table 2.1-1: The DAR Training Program. *This set of modularly designed courseware will provide flexible training solutions for Government DARs.*

Training for the processes and procedures DARs need to maximize their experience with the Networx contract is provided by the AT&T Networx Training Team.

2.2 Group Training For Network Operations Personnel

As indicated in the Government's requirements, GSA and Agency Network Operations personnel require training on tools, applications, and processes that are a subset of those required for Designated Agency Representatives.

Group training for Network Operations personnel is shown in **Table 2.3-1**. These are sample courses with course lengths based on classroom, instructor-led training. As indicated in this training plan, each course can be made available in alternative delivery methods based on the Government's need (such as providing courses on CD-ROM or DVD-ROM media for students unable to obtain access to an internet connection).

GROUP TRAINING FOR NETWORK OPERATIONS PERSONNEL

Course Name(s)	*Delivery Method(s)*	*Course Length*	*Key Topics*	*General Course Description*
Networx Overview	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1 Day**	• Networx Products/Services • Networx Service Features • Security Offers • Government Roles & Responsibilities	Students receive an end-to-end overview of Networx service offerings, features, and benefits. Security options are covered along with Government roles and responsibilities.
Networx Trouble & Complaint Handling	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1 Day**	• AT&T **Business**Direct (trouble reporting tool) • Submit Trouble Tickets • View / Obtain Ticket Status • Escalation Procedures • Obtain Credit Adjustments • Submit Complaints • Other Procedures • Fraud Prevention	Detailed course covering the reporting and management of Networx troubles and complaints associated with the operation of Networx services. Create, submit, and monitor trouble tickets to full resolution. Learn how to escalate to CSO/CPO as required. Designed for DARs and Network Operations personnel.

GROUP TRAINING FOR NETWORK OPERATIONS PERSONNEL				
Networx Network Management & Monitoring	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**1 Day**	• AT&T **Business**Direct (network management tools) • Trunk Utilization • Obtain Performance Data • InfoVista • Identify and View Network-Affecting Events • Fraud Prevention	Primarily an overview for customers with responsibility for managing and monitoring Agency networks. Students are able to use all Networx-related network management tools to promote peak performance and utilization. Receive early warning data on service impacting events. Designed for DARs and Network Operations personnel.
Networx Transition Training	• Classroom • Web-based • CD-ROM • DVD-ROM • Meetings • Seminars • Distance Learning • Other	**.5 Day**	• Government Roles & Responsibilities • Preparation Activities • Submit/Track Transition Orders • Timeframes / Intervals • AT&T Project Management Approach	This course is specifically designed to provide transition-related training to Government customers who have recently purchased services from the Networx contract. Students will understand all available resources to help provide a smooth transition. Designed primarily for DARs and Network Operations personnel.

Table 2.2-1: Training For Network Operations Personnel. *Modular courseware provides full flexibility Government personnel.*

Group training sessions for Networx Operations personnel can accommodate a minimum of 10 students and a maximum of 32.

2.3 Supplemental Training

GSA and Agency customers may require supplemental training during the life of the Networx contract, under the following circumstances:

- Classroom-based training requests that exceed the Government's no-cost student populations
- SED (Service Enabling Device) training associated with ICB (Individual Case Basis) modifications, including training for Land Mobile Radio Service (LMRS).

Government classroom-based training is closely monitored by the AT&T Networx Training Team to determine when the no-cost student population numbers have been exceeded. GSA and Agency customers will be notified of this by AT&T through Networx training reports and via messages on the

Networx Training website – or as training is manually requested. Supplemental training requests exceeding the no-cost limits are handled through the Networx Training website or by contacting the CSO.

Supplemental training is also available for SEDs that may be required for future ICB-related modifications. AT&T/Tech 2000 provide industry-recognized training and certifications such as Cisco Systems Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), Cisco Certified Design Associate (CCDA), etc. The Networx training program has the flexibility to support SEDs from any manufacturer.

Charges for supplemental training are processed through the Networx billing system, [redacted] Networx services and fully capable of billing supplemental training charges.

3.0 TRAINING DESIGN AND DEVELOPMENT

Figure 3.0-1: Continuous Improvement. *The Government can rely on well-established processes to provide learning experiences of the highest quality possible.*

AT&T follows a comprehensive approach to provide the Government with courseware and training materials which are designed, developed, and delivered in a consistently high quality manner (**Figure 3.0-1**). AT&T and Tech 2000 share the philosophy that training evaluation should be an ongoing activity that is resident in all phases of the training program—from the early stages of determining learning objectives to consistent post-delivery evaluations.

Internal quality checks and balances are embedded into the design, development, and delivery processes to provide Government students with consistent and highly effective training content and delivery. The Networx training team monitors the entire instructional design process so learning objectives are fully met, and provides corrective action, if necessary. AT&T and Tech 2000 are Total Quality Management (TQM) partners using built-in continuous improvement to eliminate or minimize any risk to the Government associated with receiving training of poor quality.

The quality elements associated with course management are listed below:

- Course Design
- Technical Content
- Point of Contact (Program Manager/Quality Control Manager)
- Long Term Quality Control of Courseware
- Instructor Certification
- Continuous Measurements of Training Effectiveness.

Training delivered to the Government is also evaluated by every student—after every class. The evaluation data is used by AT&T and Tech 2000 to immediately address and correct any deficiencies.

In addition to the evaluation procedures built in to the Networx training program, GSA reserves the right to monitor any training event. If GSA determines any component of the training program is unacceptable, AT&T and Tech 2000 will make the appropriate corrections within 30 calendar days after being notified.

Quality assurance and measurement information at Level 1 and Level 2 of the Kirkpatrick evaluation model will be provided for every course offered by AT&T in support of the Networx program, at no cost to the Government. Level 3 evaluation is also available for all learning events and is triggered by a

request from the Government. There is no cost to the Government for this optional Level 3 evaluation.

A consistent process is followed by AT&T and Tech 2000 for the creation and deployment of Networx training. This begins with the clear determination of the learning objectives associated with a particular course or module – and continues through the delivery and evaluation phases—where student and GSA feedback is ultimately incorporated into the process. The steps associated with the design, development, and delivery procedures to provide high quality training to Government customers are provided in **Table 3.0-1**.

	STEP 1 – CURRICULUM DESIGN
Determine Learning Objectives	Transform business/Government need into primary learning objectives
High-Level Design Document	This document addresses knowledge "gaps" and provides a description of: • Primary Learning Objectives • Module Learning Objectives • Lesson Learning Objectives • Labs • Timeline
Review/Approve Design Document	Obtain concurrence from on design document from critical team members
Initiate Data Mining	Examine existing courseware and/or other sources of content
Create Low Level Design Document	This process includes the refinement or creation of: • Primary Learning Objectives • Module Learning Objectives • Lesson Learning Objectives • Section Learning Objectives • Map Learning to RIO (Reusable Information Object) Type (Concept, Fact, Process, Principle, Procedure) • Labs (as required) • Detailed Timeline
Review/Approve Low Level Design Document	Obtain design document concurrence from critical internal team members
	STEP 2 – CURRICULUM DEVELOPMENT
Content Items	• Concepts • Determine optimum delivery methodologies / convert to multiple delivery styles as necessary • Facts • Processes/Procedures • RIO/RLO (Reusable Learning Object). Content enhanced with 3D simulations or animations, if necessary (web-based)
Practice Items	• Questions • Case Studies • Live Simulations • Hands-on Labs / Exercises
Assessment Items	• Test Questions (multiple choice, True/False, etc.) • Labs • Role Plays/Case Studies

STEP 1 – CURRICULUM DESIGN	
STEP 3 – COURSE DELIVERY	
Walk-Through	• Technical Developer/Instructor review course materials with Subject Matter Experts (SMEs) • Content changes are analyzed against design documents and objectives • Prioritization of changes or delivery improvements • Change/version control management provided by lead project SME
Pilot Session	• Typically a small class size for instructor-led courseware • Full Operational Readiness Testing (ORT) for web-based content • Conducted with mixture of AT&T employees and Government customers • Additional focus on course evaluation feedback and input provided in session
Incorporate Feedback	• Blend in walk-through and pilot session input (as necessary) • Re-validate feedback against original course objectives
STEP 4 – TRAINING SCHEDULE	
Scheduling / Adminstration	• Load all course information into online registration tool • Coordinate with local Government training contacts (as required) • Be sure classroom supplies and equipment are available • Online and manual registration processes • Rescheduling/Cancellation procedures • Maintain accurate student training history
STEP 5 – QUALITY ASSURANCE AND MEASUREMENT	
Continuous Quality Review Process (based on Kirkpatrick quality assurance model)	• Post course evaluations (Kirkpatrick Level 1) • Post course test for knowledge transfer (Kirkpatrick Level 2) • Job Performance Analysis (Kirkpatrick Level 3 – optional and/or at Government request)

Table 3.0-1: Training Design, Development, and Delivery. *The Government receives high quality training on a consistent basis through a detailed process used by AT&T and Tech 2000 to create courseware.*

4.0 TRAINING DELIVERY METHODS

Government customers in all GSA CONUS regions have access to a powerful set of learning resources specifically created by AT&T to fully support all aspects of the Networx contract.

Multiple delivery formats for the same courseware are available when circumstances demand it. For example, if a Government customer does not have high speed internet access to take a web-based training course, that course can be made available on CD-ROM or DVD-ROM. The training program has the flexibility to accommodate these types of requirements.

Instructor-led training is available for all Networx courseware. This type of delivery may be preferred by some students and is ideal for courseware requiring frequent, ongoing modifications due to the diverse needs of the student populations. Instructors are capable of customizing training, in real time, to address the specific needs and/or previous experience level of the participants within a particular class.

When classroom-based training is required within the GSA CONUS regions, highly skilled AT&T instructors will deliver Networx courses either at locations furnished by AT&T and within daily commuting distance for GSA and Agency students, as shown in **Figure 4.0-1**, or AT&T will also be fully compliant with other training facilities as requested by the Government.

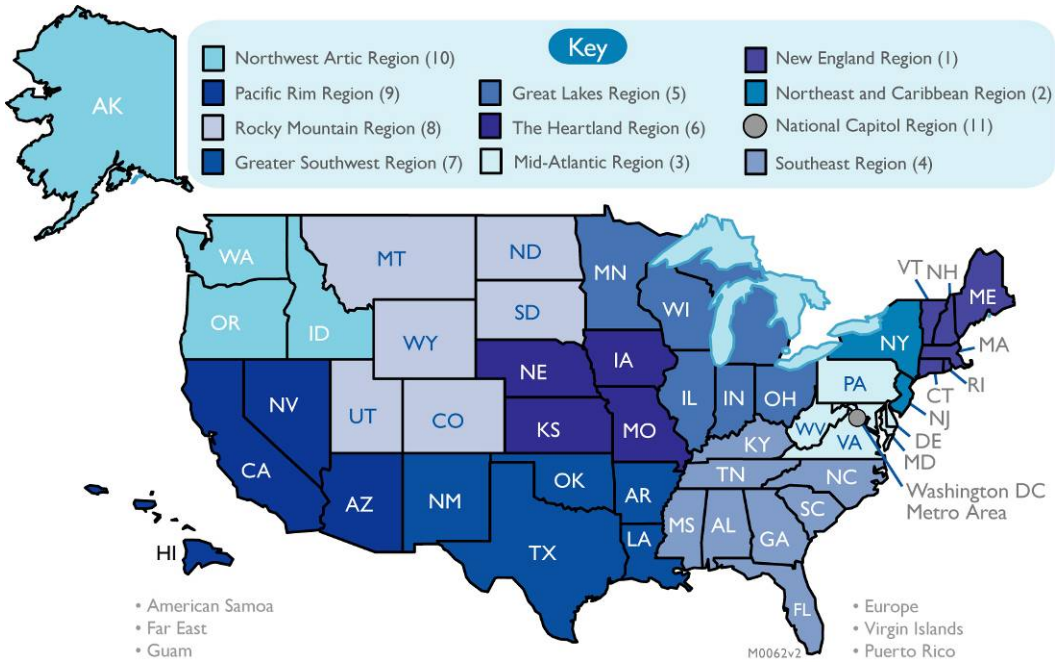


Figure 4.0-1: Networx Classroom Training Available. *At All GSA CONUS Regions. GSA and the Agencies can minimize travel and living expenses associated with classroom training by attending sessions held within their region.*

A flexible training program with multiple delivery formats is critical to help Government Agencies realize the maximum benefits of the online systems, tools, and processes associated with Networx. AT&T will deliver a robust set of learning options to the Government that can be delivered in a variety of formats as necessary.

Figure 4.0-2 represents the various course delivery methods used to provide training to GSA and Agency student populations.

Figure 4.0-2: A Variety of Delivery Methods. *The Networx Training Program has the flexibility to offer multiple types of delivery formats based on a number of learning requirements (class size, locations, subject matter, unique Government requirements, etc.)*

4.1 The Modular Approach

Modular training is the key to providing Government customers with the specific information required and to allow AT&T and Tech 2000 to easily update course content. Classroom-based courseware has been arranged by function to allow experienced Government personnel to focus on only those functions relevant to their mission. There is no reason for the Government to risk wasting valuable resources by attending an all-day class to receive training on a single tool or platform.

Web-based and electronically delivered learning offers a further depth of modularization by allowing the student to only take the modules within the

course as necessary. AT&T's approach is to modularize as much of the training as possible to allow greater flexibility in delivering the targeted content that individuals require.

4.2 Self-Paced eLearning

The Government's use of self-paced eLearning will provide greater flexibility for students in terms of choosing when and where training is taken, and the ability to focus on topics or subject matters within a course or module that are most important to the individual student. For Government personnel electing to take training based on their schedule, the benefits associated with this type of delivery include the following:

- Effective delivery of training without the cost of training facilities, equipment, and travel time/expense
- Ability to extend the reach of training to a much larger audience
- Training on-demand without waiting for a class date or for a class to fill
- Flexibility in making training available based on individual work or personal schedules, skill mix requirements, demonstrated skill, and advancement opportunity
- Training available 24x7 regardless of a student's location around the world
- Up-to-date course materials that are always available
- Easy to audit and monitor
- Resume web-based courses at the last completed module/section, if interrupted
- Rapid deployment of training to field personnel
- Students learn at their own pace and can focus on the topics they find most relevant or necessary.

Multiple delivery methodologies will be offered to Networx customers as required, based on the Government's needs and the type of training content

being provided. For example, students lacking access to a high speed internet connection can obtain eLearning courseware via CD-ROM or DVD-ROM. This flexibility allows Networx customers to maximize the learning experience, while minimizing the time away from their jobs – regardless of their work location.

Small topics and/or updates are supported by training briefs or desk drops, while more complex topics are supported with video-teleconferencing or web-based training (**Figure 4.2-2**). All Networx training, with the exception of supplemental training, will be provided to the Government at no charge for the life of the contract.

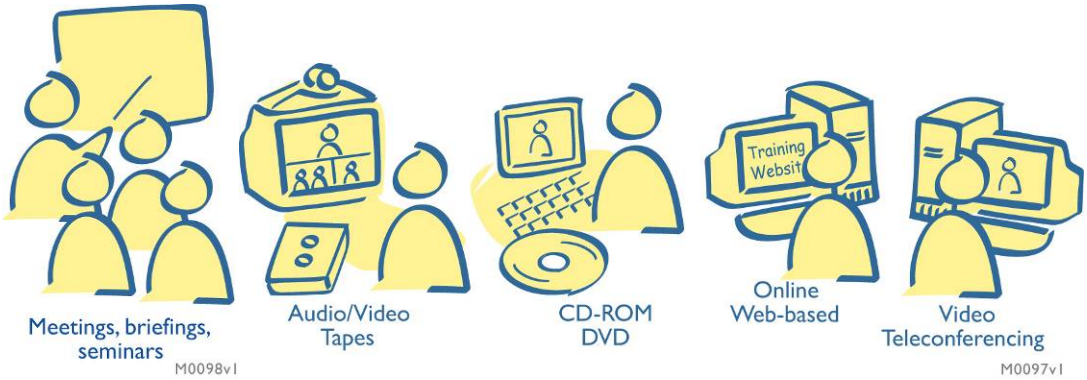


Figure 4.2-2: GSA and Agencies Have Access to Multiple Course Delivery. *Multiple deliver techniques (as required) will provide Government Networx customers the flexibility needed to take courseware when it is most convenient.*

5.0 TRAINING ADMINISTRATION

The Government can rely on AT&T and Tech 2000 to proactively support all aspects of Networx training administration. This includes managing the online training platform (including a comprehensive course catalog), updating course materials based on Government feedback, fully supporting the registration process, and providing Networx customers access to a consistently high-quality learning experience.

5.1 Web-Based Training Catalog

General Networx training information and online registration capabilities are available to Government customers via the publicly accessible portion of the AT&T Networx website – while sensitive individual student training data is available only to authorized personnel through the subscriber portion of the website, as listed in **Table 5.1-1**.

NETWORX TRAINING CATALOG AND OTHER TRAINING RESOURCES	
Public Portion	***Networx Subscriber Portion***
• Course details, descriptions, locations	• Course Evaluation Data
• Full Online Registration Capability	• Individual Student Training History
• Training Schedules	• Reports
• Student Materials (guides, handouts, brochures, etc.)	• Other Information at the Government's request
	• Launching eLearning courseware

Table 5.1-1: Public Versus Subscriber. *General Networx training data is available on the public portion of the website – while sensitive student information is securely stored within the subscriber link.*

This web-based catalog will be fully available to GSA and Agency customers within 30 calendar days after Notice to Proceed. Any sensitive student information will reside behind the "Networx Subscriber Link" on the AT&T Networx website as shown below in Figure 5.1-1. Students will use the same ID/Password combination provided to them for the **Business**Direct – a single ID/Password for everything. Additional information on student registration can be found in Section 5.3 of this document.

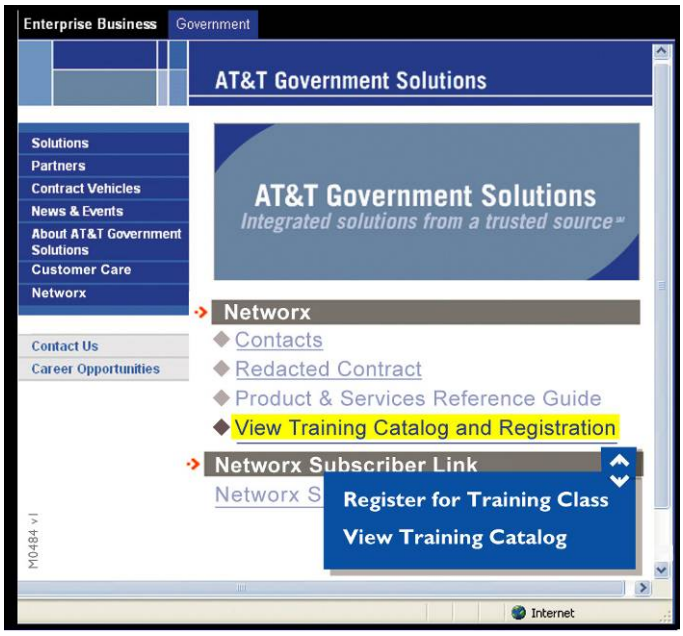


Figure 5.1-1: The Networx Website is the Gateway. *Networx users can click on the training link from the Networx website to see the most up-to-date information available, 24X7.*

The Networx course catalog will be updated by AT&T and Tech 2000, as necessary, based on the following conditions:

- New sessions have been added for existing courseware.
- New courseware is created
- Existing courseware undergoes significant modifications
- Contract modifications requiring updates.

Hard copy training catalogs are also available, upon request, to Government customers without internet access or for those preferring to view courseware and register manually. These are available by contacting the Networx CSO on (877) GET-NTWX (877-438-6899).

5.2 Training Materials

GSA can request training materials used to support Networx courseware at any time during the course of the contract, such as student guides, brochures, hand-outs, etc. These materials are stored on the Networx website (as shown

in **Figure 5.1-1**) for student downloading and printing needs for the life of the contract. Government customers can also request training materials in other formats mutually acceptable to both GSA/Agencies and AT&T—including hard copy versions. These materials are updated on a continuous basis as content changes based on feedback or new services being available under the contract. Sample training materials are provided is Section 6 of this document.

5.3 Registration And Cancellations

Government students have the option of registering for training classes through the AT&T Networx website or by contacting the CSO to request enrollment in a particular class or learning event. Written enrollment confirmations will be provided to students regardless of the registration method used. In addition to providing registration capabilities, the Networx web-based catalog will provide Government students with all class and logistical information as they plan their individual learning paths. An example of the training capabilities within the AT&T Networx website is shown in **Figure 5.3-1**.

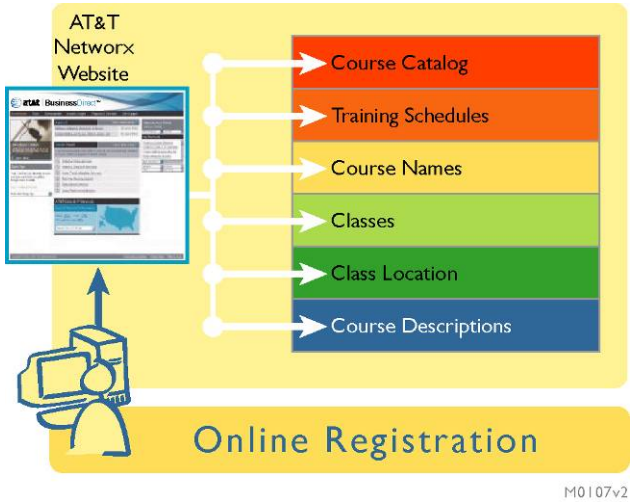
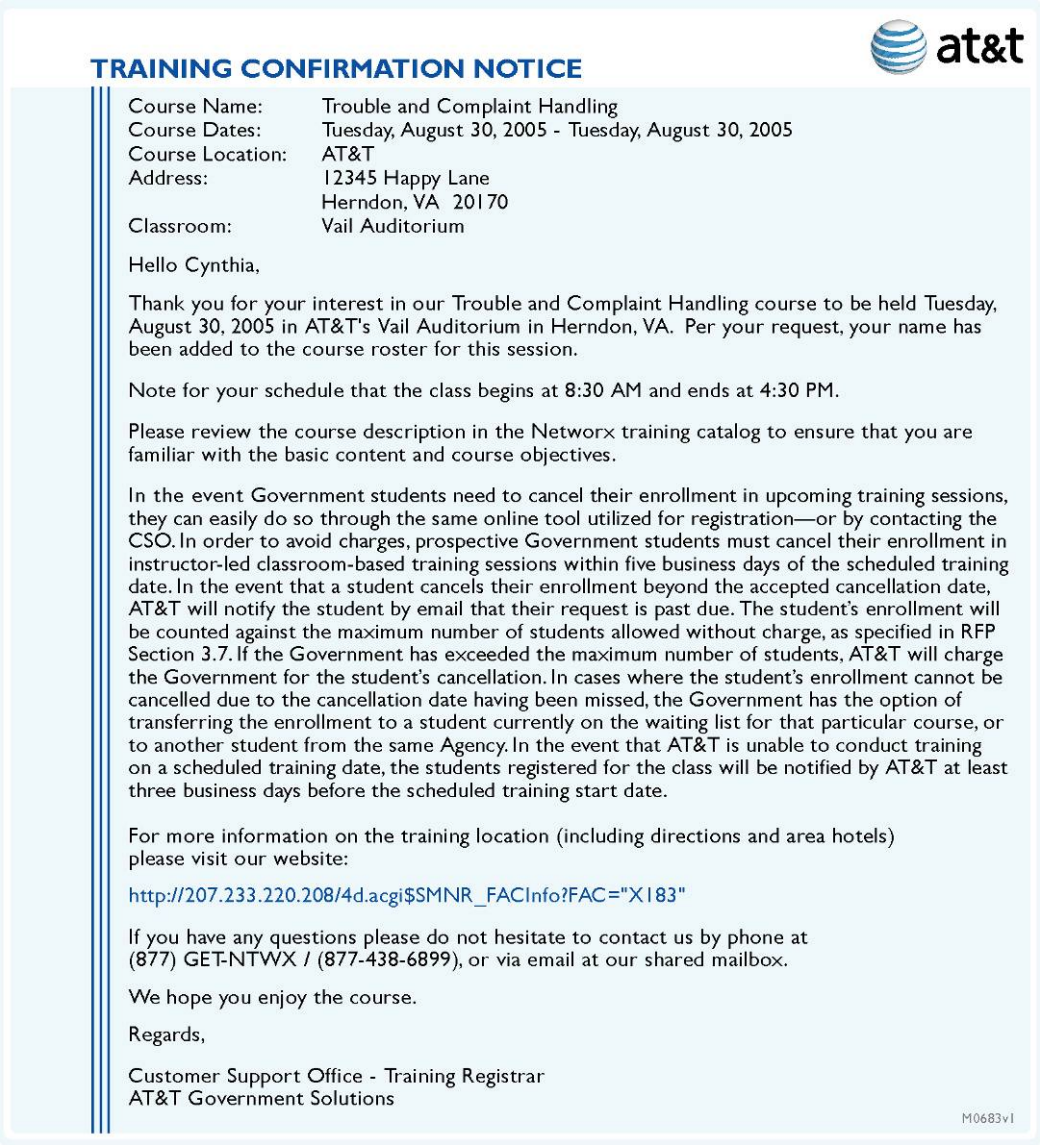


Figure 5.3-1: Online Registration. *The online learning catalog supports all Government requirements for registration, viewing courses, schedules, etc.*

Government customers preferring non web-based catalog viewing and registration can contact the AT&T CSO directly to request a course catalog or to be registered in the training class of their choice.

When Government students need to cancel their enrollment in any training session for which they are registered, they may do so via the same online registration system by simply contacting the Customer Support Office (CSO). Course confirmations will be provided to students to acknowledge their enrollment status and to provide details on the learning event for which their have registered. These notices will confirm the date, time, duration, and location information for each class (as appropriate). These confirmations will be provided to students through email. A sample enrollment student notification is provided in **Figure 5.3-2**:



TRAINING CONFIRMATION NOTICE

Course Name: Trouble and Complaint Handling
Course Dates: Tuesday, August 30, 2005 - Tuesday, August 30, 2005
Course Location: AT&T
Address: 12345 Happy Lane
Herndon, VA 20170
Classroom: Vail Auditorium

Hello Cynthia,

Thank you for your interest in our Trouble and Complaint Handling course to be held Tuesday, August 30, 2005 in AT&T's Vail Auditorium in Herndon, VA. Per your request, your name has been added to the course roster for this session.

Note for your schedule that the class begins at 8:30 AM and ends at 4:30 PM.

Please review the course description in the Networx training catalog to ensure that you are familiar with the basic content and course objectives.

In the event Government students need to cancel their enrollment in upcoming training sessions, they can easily do so through the same online tool utilized for registration—or by contacting the CSO. In order to avoid charges, prospective Government students must cancel their enrollment in instructor-led classroom-based training sessions within five business days of the scheduled training date. In the event that a student cancels their enrollment beyond the accepted cancellation date, AT&T will notify the student by email that their request is past due. The student's enrollment will be counted against the maximum number of students allowed without charge, as specified in RFP Section 3.7. If the Government has exceeded the maximum number of students, AT&T will charge the Government for the student's cancellation. In cases where the student's enrollment cannot be cancelled due to the cancellation date having been missed, the Government has the option of transferring the enrollment to a student currently on the waiting list for that particular course, or to another student from the same Agency. In the event that AT&T is unable to conduct training on a scheduled training date, the students registered for the class will be notified by AT&T at least three business days before the scheduled training start date.

For more information on the training location (including directions and area hotels) please visit our website:

http://207.233.220.208/4d.acgi$SMNR_FACInfo?FAC="X183"

If you have any questions please do not hesitate to contact us by phone at (877) GET-NTWX / (877-438-6899), or via email at our shared mailbox.

We hope you enjoy the course.

Regards,

Customer Support Office - Training Registrar
AT&T Government Solutions

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Figure 5.3-2: Sample Training Confirmation Notice. *Students will receive a training confirmation notice via email within 1 business day of completing their registration.*

5.4 Course Scheduling

Networx customers have full capability to view course details and descriptions, including the ability to view upcoming classroom-based courses and to register for the course of their choice. AT&T will establish a Course Catalog with predetermined class schedules.

Classroom-based training provided in Government locations is coordinated in advance between Government training coordinators and the AT&T Networx Training Team to verify logistical information such as room availability, equipment, etc.

Government customers migrating to AT&T Networx will initially require overview and transition training. AT&T will work closely with Government-designated training coordinators to prioritize training needs for the Government and establish standing schedules. Recurring training schedules focus on those topics required for smooth transition. Our instructors and support staff will remain flexible to meet the needs of the Government and individual end users to the maximum extent possible.

5.5 Advertising And Tracking Of Training Activities

For advertising of Networx training, AT&T uses the training section within the public portion of the Networx website to post notifications that new courses are available. This information is placed in a conspicuous location on the initial screen students see when they click on the “View Training Catalog and Registration” link on the main Networx website (as shown above in Figure 5.1-1). Government training activities will be closely tracked and monitored by AT&T’s Networx Training Team. Government students can also view their individual learning activities, including pending courses and completed courses, through the subscriber portion of the Networx website. Unregistered training prospects can access the public Networx website to view information such as: Networx courses (including prescheduled sessions), course descriptions, course length, delivery locations (as applicable), target audience, etc. Once the prospective student has selected the learning event they wish, they will be guided to the secure subscriber portion of the Networx website to formally register for the class(es) of their choosing.

5.6 Reports Containing Required Data

GSA is provided with reporting information by AT&T to meet the requirements specified in Section C.3.7.3. These reports consist of the following:

- Summary Training Evaluation Report, including:
  - List of classes delivered and dates
  - Results compiled from each Training Evaluation Form for each class, including numeric scores as well as additional comments
  - Analysis and corrective actions.
- Quarterly Classroom Training Report, including:
  - Course Titles
  - Agencies Attending
  - Trainees Names
  - Dates of Classes
  - Total number of Trainees trained to date.

Each of these reports will be delivered to GSA in MS Excel 2003 via email.

5.7 Course Evaluation And Improvement Methodology

Timely post-delivery training evaluation is an important ingredient for the success of any training course or learning event. This valuable data can be used by instructors to improve their delivery technique and by course developers to continuously improve the course content. AT&T encourages GSA to monitor any training events so the content and presentation techniques meet and/or exceed the specific requirements of the Government customer. After receiving notification from GSA of the need to monitor a session, AT&T provides class spaces for Government monitoring personnel. These class spaces are not counted against the official student attendance.

The Government expects high-quality Networx training and AT&T/Tech 2000 provides this by closely scrutinizing course content and delivery methods frequently from pre-development through post-delivery. A number of

safeguards provide GSA and Agency personnel with the highest quality of training available. Key factors resulting in required updates to courseware or delivery techniques are the following:

- Data gathered from Networx student post-course evaluation
- Revisions resulting from GSA monitoring sessions or notices of unacceptable training
- Updates based on input from AT&T Networx instructors or training staff
- Networx contract modifications (additional services, requirements, etc.
- Enhancements in tools or applications used by AT&T to deliver Networx services.

In the event any Networx learning event is deemed unacceptable, AT&T immediately modifies or restructures the course, as necessary, with revised courseware being available within 30 calendar days. Valuable data can be obtained through the course evaluations every student is asked to complete (particularly the comments section). AT&T works with Tech 2000 to identify the unacceptable portions of the training and takes corrective action such as redesigning modules, managing instructors, and adjusting class length. As shown in **Figure 5.7-2**, feedback information is constantly being added to the Networx training program to monitor effectiveness and consistency.

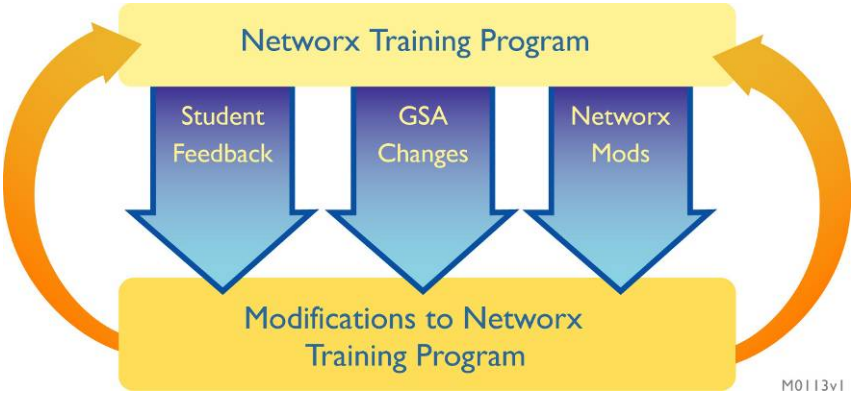

Figure 5.7-2: Continuous Feedback on the Training Program Keeps the Curriculum Current. *Feedback on the Networx training program is examined on a regular basis with updates being made as necessary.*

5.7.1 Evaluation Form Questions

The Networx Training Evaluation form will include a variety of questions designed to capture feedback from Government students related to the overall training. These questions are listed in **Table 5.7.1-1**.

EVALUATED TOPIC	EVALUATION QUESTIONS POSED TO STUDENTS
Course Relevance / Design	• The course met or exceeded my expectations • The course was relevant to my job • I can apply the knowledge and skills I learned here back on my job • The length was appropriate for the amount of material covered. • The difficulty level of the material was appropriate. • The sequencing of the topics in this course was appropriate. • The course materials were effective. • I was given adequate opportunity to demonstrate what I learned. • I am satisfied with my accomplishment in this course. • I would recommend this course to others. • The training facility was adequate for the purposes of this learning session • Overall, I feel this course was effective.
Instructor-specific	• The instructor appeared to know the subject matter. • The concepts were presented in an understandable way. • The instructor followed the course objectives. • The instructor managed the class well. • The conduct of the instructor was appropriate. • The instructor was sensitive to the students' needs. • The instructor dealt fairly with me. • Overall, I feel the instructor was effective.

Table 5.7.1-1: Training Evaluation Questions. *These questions are designed to quickly capture student feedback immediately following a learning event.*

5.7.2 Evaluation Ratings

Ratings for each question on the Networx Training Evaluation Form range from 1 through 5, with 1 being the lowest score and 5 being the highest. There is also an extensive comment section for students to elaborate on their feedback.

Additional levels of evaluation can also be provided at the Government's request. These levels are based on the Kirkpatrick Learning Model and are designed to capture student feedback beyond the initial post-course evaluation or the test scores students received. During an extended training program, such group training for DARs or Network Operations Managers, the Government may choose to evaluate learning at other levels as listed in **Table 5.7.2-1**.

LEVEL OF EVALUATION	METHOD OF OBTAINING EVALUATION
Level 1	Evaluations will be monitored to improve delivery and environmental factors.
Level 2	Test scores will be monitored to verify the effectiveness of the training. Testing can be done on a Pre versus Post class scoring change. This method measures the effectiveness of the training.
Level 3 (Optional)	On-the-job evaluations will be conducted with former attendees (60-90 days after training). These evaluations will also include comments from the students' managers. This will be used to verify the effectiveness of the focus of our program and where any modifications may be required. **(Optional)**

Table 5.7.2-1: Multiple Levels of Evaluation. *At GSA or Agency request, AT&T can provide additional training evaluation based on Kirkpatrick's Learning Model.*

5.7.3 Sample Training Evaluation Form

Evaluation of training activities is an important means of gauging the impact of individual courses and the overall success of the AT&T Networx learning program. Student feedback is gathered from Government students after each training course, either electronically or on paper. This information is used by AT&T to continuously improve the student experience. The aggregated evaluation data allows AT&T to identify and correct any deficiencies with course content, instructors, or any other part of the Networx learning program. The training evaluation form for Networx students is provided in **Figure 5.7.3-1**.

Networx Training Evaluation Form

Course: Date:

Your reaction to this session will be used to improve it, so please be candid. All information is considered confidential. This form has two sections with responses: (1) Course Relevance and Design and (2) Instructor(s). A comment section is also provided.

SA = If you Strongly Agree with the statement
A = If you Agree with the statement
N = If you Strongly Agree with the statement
D = If you Disagree with the statement
SD = If you Strongly Disagree with the statement

Course Relevance and Design	**SD (1)** Strongly Disgree	**SD (2)** Disagree	**N (3)** Neither Agree or Disagree	**A (4)** Agree	**SA (5)** Strongly Agree
1. The course met or exceeded my expectations.	☐	☐	☐	☐	☐
2. The course was relevant to my job.	☐	☐	☐	☐	☐
3. I can apply the knowledge and skills I learned here back on my job.	☐	☐	☐	☐	☐
4. The length was appropriate for the amount of material covered.	☐	☐	☐	☐	☐
5. The difficulty level of the material was appropriate.	☐	☐	☐	☐	☐
6. The sequencing of the topics in this course was appropriate.	☐	☐	☐	☐	☐
7. The course materials were effective.	☐	☐	☐	☐	☐
8. I was given adequate opportunity to demonstrate what I learned.	☐	☐	☐	☐	☐
9. I am satisfied with my accomplishment in this course.	☐	☐	☐	☐	☐
10. I would recommend this course to others.	☐	☐	☐	☐	☐
11. The training facility where this course was held was satisfactory and provided an adequate learning environment.*	☐	☐	☐	☐	☐
12. Overall, I feel this course was effective.	☐	☐	☐	☐	☐
Instructor #1	**SD (1)** Strongly Disgree	**SD (2)** Disagree	**N (3)** Neither Agree or Disagree	**A (4)** Agree	**SA (5)** Strongly Agree
1. The instructor appeared to know the subject matter.	☐	☐	☐	☐	☐
2. The concepts were presented in an understandable way.	☐	☐	☐	☐	☐
3. The instructor followed the course objectives.	☐	☐	☐	☐	☐
4. The instructor managed the class well.	☐	☐	☐	☐	☐
5. The conduct of the instructor was appropriate.	☐	☐	☐	☐	☐
6. The instructor was sensitive to the students' needs.	☐	☐	☐	☐	☐
7. The instructor dealt fairly well with me.	☐	☐	☐	☐	☐
8. Overall, I feel the instructor was effective.	☐	☐	☐	☐	☐
Instructor #2	**SD (1)** Strongly Disgree	**SD (2)** Disagree	**N (3)** Neither Agree or Disagree	**A (4)** Agree	**SA (5)** Strongly Agree
9. The instructor appeared to know the subject matter.	☐	☐	☐	☐	☐
10. The concepts were presented in an understandable way.	☐	☐	☐	☐	☐
11. The instructor followed the course objectives.	☐	☐	☐	☐	☐
12. The instructor managed the class well.	☐	☐	☐	☐	☐
13. The conduct of the instructor was appropriate.	☐	☐	☐	☐	☐
14. The instructor was sensitive to the students' needs.	☐	☐	☐	☐	☐
15. The instructor dealt fairly well with me.	☐	☐	☐	☐	☐
16. Overall, I feel the instructor was effective.	☐	☐	☐	☐	☐

Comments:**

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Figure 5.7.3-1: Training Evaluation Forms Administered After Each Learning Event. *Timely course evaluation helps to provide Government Networx customers with a high-quality training experience.*

6.0 COURSE SAMPLES

Due to the modular nature of AT&T's course design, course samples can take many shapes and/or sizes depending on the training subjects required by each student. For the purposes of this draft Training Plan, samples have been provided from each Government-defined student population: Executive, DARs, and Network Operations personnel. The Government reserves the right to copy or duplicate any training material provided under the Networx contract.

6.1 Typical Training Handout Sample – ATM Service Components

A training sample from the Networx Overview course for DARs and Network Operations personnel is shown in **Figure 6.1-1**.

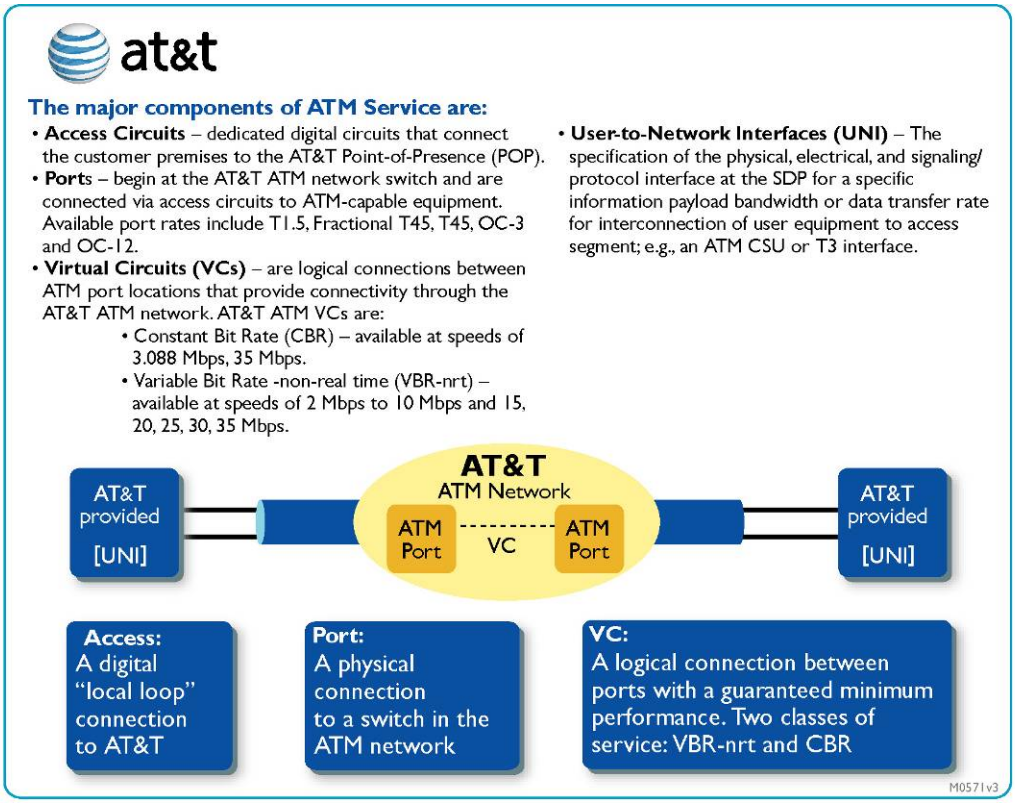


Figure 6.1-1: Sample of ATM Product Training. *This is an example of the type of material to be included in the Networx Overview course.*

6.2 Sample Brochure From DAR Training

A sample brochure AT&T Disaster Recovery Services is shown in **Figure 6.2-1**.

Reference Material 1-C.1.5 Disaster Recovery Services

Purpose: To provide background information on the Disaster Recovery Services.

AT&T Network Recovery Services enable clients to have proven disaster recovery managed services for their:

- Call Centers / Work Centers
- Mainframes
- Open Systems - Unix, Linux, & Windows
- Storage Systems
- PCs/LANs
- Hot Sites/Warm Sites

We provide clients with affordable, proven disaster recovery process, professional services, networks, conditioned facilities and designated recovery assets to help clients achieve their total continuity of operations needs.

AT&T has access to over 80 sites and 4,000,000 square feet of facilities in order to help you implement your disaster recovery assets. We also supply both fixed location and mobile work center solutions so that your people are also protected in the event of a disaster.

Our Disaster Recovery Services are designed for your applications that need basic and affordable recovery protection through the provision of subscription based services. Our offerings include the following:

- Ultravailable Computing – provides a high-availability enterprise-computing infrastructure to support an agency's mission critical applications and information. Our Ultravailable Computing service provides you with a high-availability computing platform that offers a managed, monitored, and customizable solution. Through Ultravailable Computing we bundle your enterprise computer servers with fail-over computer server capabilities, deliver proactive monitoring and management, and offer professional services for design and implementation.
- Center-Based Recovery – provide conditioned office space facilities that are located close to an agency's core operations, and enable personnel to relocate to the AT&T-provided facilities and quickly resume operations in the event of a disaster or disruption at the agency's location. To support recovery from the disaster or disruption, elements of the service may include:
  - Fully-operational computers with networking capability (“hot sites”)
  - Environmentally-prepared computer space, properly equipped to support installation of computer systems (“cold sites)
  - PBX and network services
- Mobile Recovery – based on the agency-specified location, we deliver a properly equipped vehicle for mobile office space for the exclusive use of your agency during a disaster or disruption. The mobile office space includes equipment, communications and open systems.

EXAMPLE

How you benefit:

- Full continuum of Continuity of Operations and Recovery Services - from dedicated fully redundant dual site architectures to shared subscription based recovery services
- Lower total cost of ownership for high availability and disaster recovery solutions
- Meet the unique needs of mission critical applications through aggressive customer Service Level Agreements (SLAs)
- Maximize productivity with decreased downtime and minimal workflow interruption
- Simplify complex business infrastructures through "always-on" operations for your most critical applications and recovery solutions for your other applications

Designed, built, and managed with a single point of contact, AT&T Disaster Recovery Services reduce costs, risk and deployment time; helps you meet stringent uptime demands; and delivers flexibility and scalability.

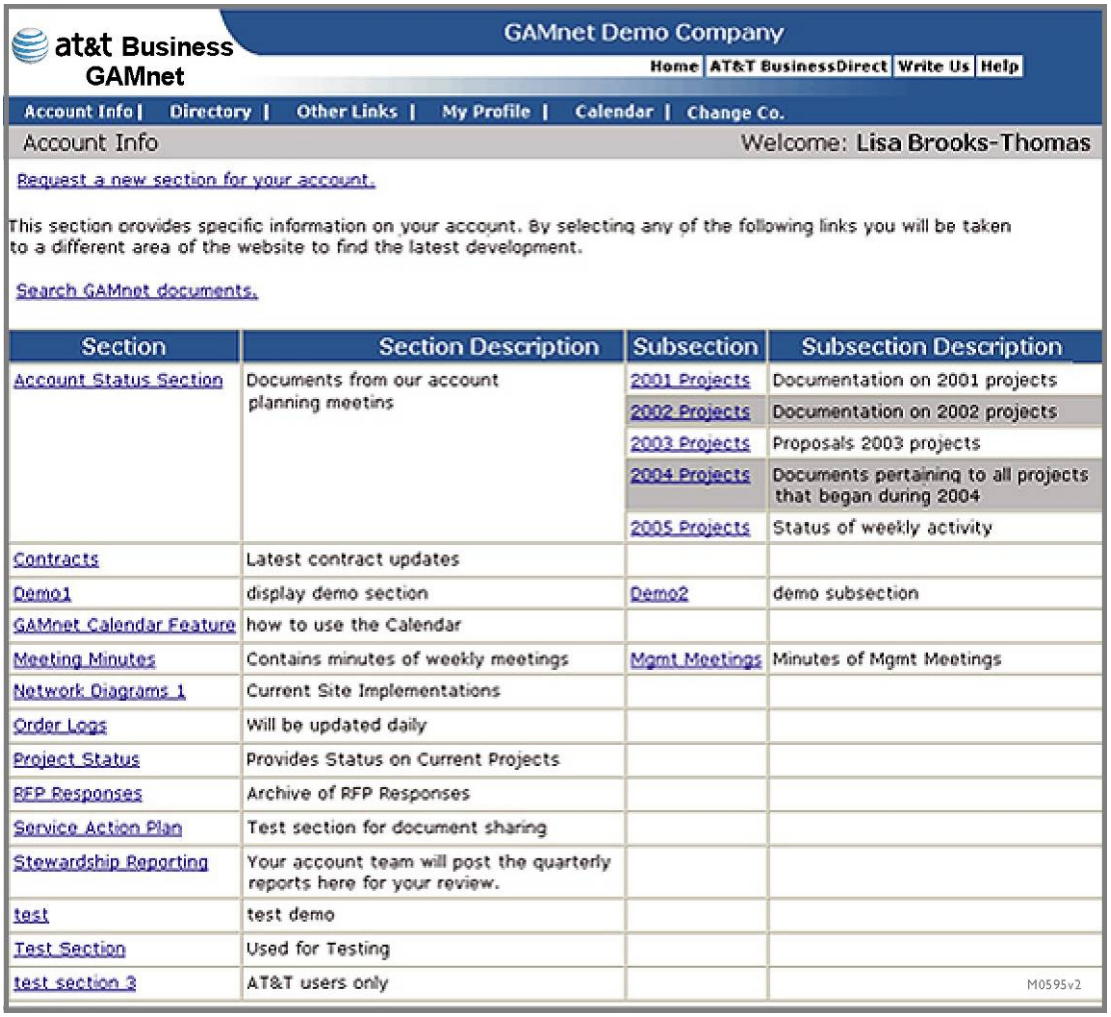
Unmatched expertise from the world's networking company[SM]

With our Disaster Recovery Services you can leverage AT&T's proven integration expertise for networking computing, data mirroring, and information technology (IT) infrastructures. Our well-established presence includes ubiquitous metro-area networking availability, as well as data-center and recovery facilities in major metro markets. We offer in-house, professional services expertise that will support your most complex computing and networking environments. Our networking experts can perform a business and technical risk assessment, then design, architect, engineer and implement a solution tailored for your agency.

Figure 6.2-1: Sample brochure for Disaster Recovery Services. *Materials like this are available to Government customers.*

6.3 Sample Slide from Networx Transition Training

A sample from the Networx Transition training covering [redacted], a document exchange platform, is shown in **Figure 6.3-1**. This course is for DARs and Network Operations personnel.



at&t Business GAMnet

GAMnet Demo Company

Home | AT&T BusinessDirect | Write Us | Help

Account Info | Directory | Other Links | My Profile | Calendar | Change Co.

Account Info — Welcome: Lisa Brooks-Thomas

Request a new section for your account.

This section provides specific information on your account. By selecting any of the following links you will be taken to a different area of the website to find the latest development.

Search GAMnet documents.

Section	Section Description	Subsection	Subsection Description
Account Status Section	Documents from our account planning meetins	2001 Projects	Documentation on 2001 projects
		2002 Projects	Documentation on 2002 projects
		2003 Projects	Proposals 2003 projects
		2004 Projects	Documents pertaining to all projects that began during 2004
		2005 Projects	Status of weekly activity
Contracts	Latest contract updates		
Demo1	display demo section	Demo2	demo subsection
GAMnet Calendar Feature	how to use the Calendar		
Meeting Minutes	Contains minutes of weekly meetings	Mgmt Meetings	Minutes of Mgmt Meetings
Network Diagrams 1	Current Site Implementations		
Order Logs	Will be updated daily		
Project Status	Provides Status on Current Projects		
RFP Responses	Archive of RFP Responses		
Service Action Plan	Test section for document sharing		
Stewardship Reporting	Your account team will post the quarterly reports here for your review.		
test	test demo		
Test Section	Used for Testing		
test section 3	AT&T users only		

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Figure 6.3-1: Sample from BusinessDirect training. [redacted]
***Business**Direct portal.*

6.4 Sample Slide from Trouble and Complaint Module

A sample of the Networx Trouble and Complaint Handling training for DARs and Network Operations is shown in **Figure 6.4-1**.

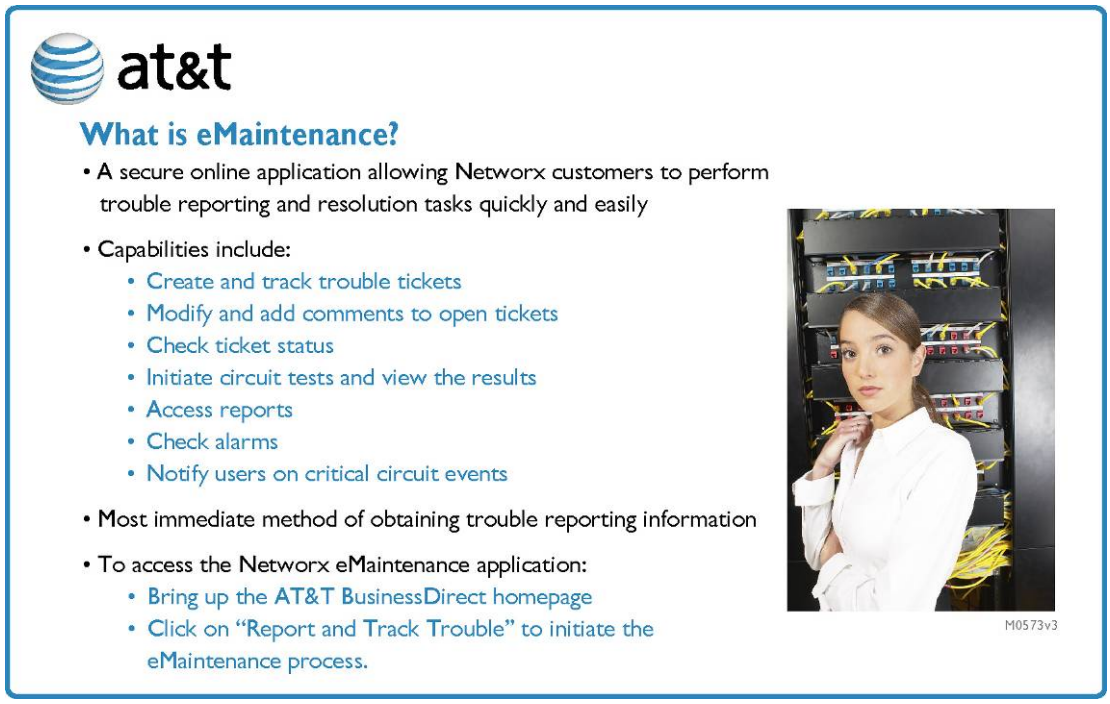


Figure 6.4-1: Networx Trouble and Complaint Handling Module Training Sample. *A sample slide DARs and Network Operations personnel will see.*

6.5 Sample Slide from DAR Training

A sample of the Networx Billing & Billing Dispute Module training for DARs is shown in **Figure 6.5-1**.

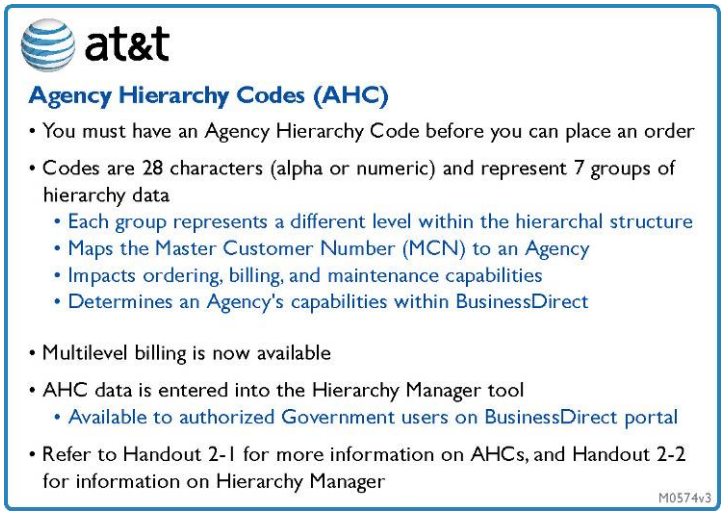


Figure 6.5-1: Sample AHC Training. *This is a sample slide from a training presentation provided to DARs.*

6.6 Sample Slide from Trouble and Complaint Handling

A sample of the Networx Trouble and Complaint Reporting module for DARs and Network Operations personnel is shown in **Figure 6.6-1**.

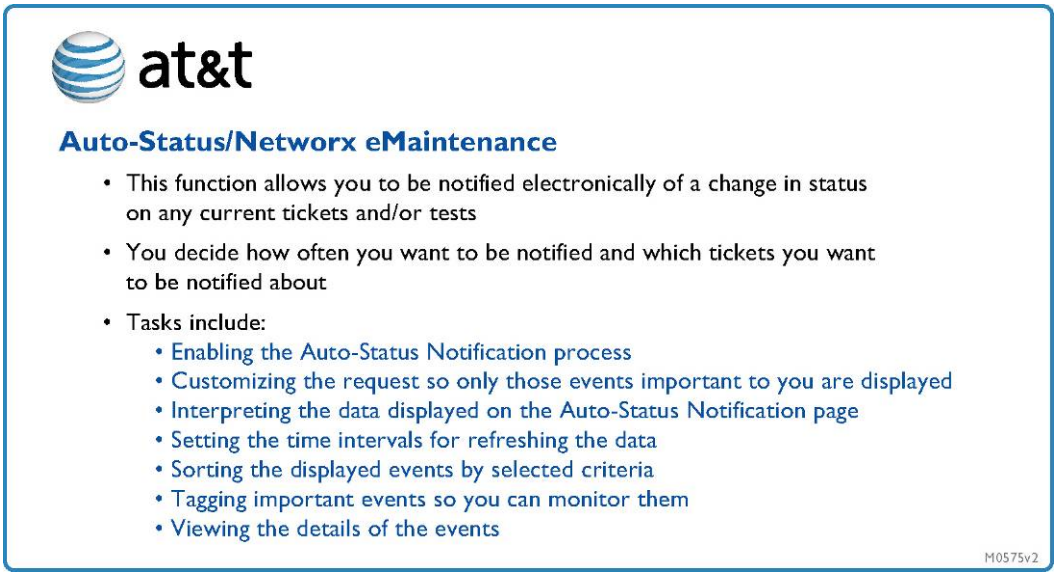


Figure 6.6-1: Sample from Trouble and Complaint Handling. *This is an example from a training presentation provided to DARs and Network Operations personnel.*

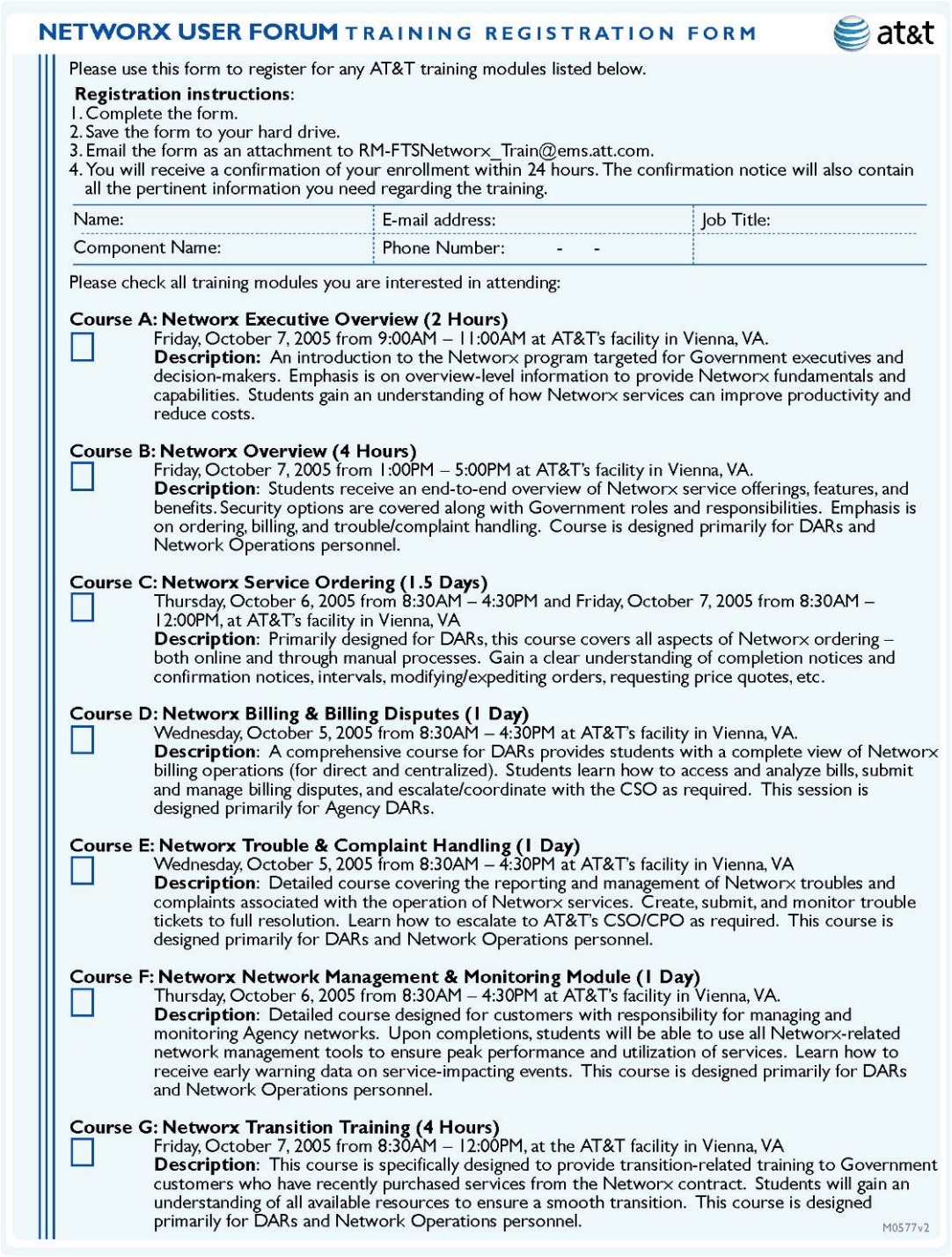
6.7 Sample Slide for DARs and Network Operations

A sample of the Networx Overview course for DARs and Network Operations personnel is shown in **Figure 6.7-1**.

Figure 6.7-1: Sample Security Section. *This is an example from the Networx Overview course provided to DARs and Network Operations personnel.*

6.8 Sample Student Registration Form

A sample student registration form used during user conferences is provided in **Figure 6.8-1**.



NETWORX USER FORUM TRAINING REGISTRATION FORM

Please use this form to register for any AT&T training modules listed below.

Registration instructions:

1. Complete the form.
2. Save the form to your hard drive.
3. Email the form as an attachment to RM-FTSNetworx_Train@ems.att.com.
4. You will receive a confirmation of your enrollment within 24 hours. The confirmation notice will also contain all the pertinent information you need regarding the training.

Name:	E-mail address:	Job Title:
Component Name:	Phone Number: - -	

Please check all training modules you are interested in attending:

Course A: Networx Executive Overview (2 Hours)
☐ Friday, October 7, 2005 from 9:00AM – 11:00AM at AT&T's facility in Vienna, VA.
Description: An introduction to the Networx program targeted for Government executives and decision-makers. Emphasis is on overview-level information to provide Networx fundamentals and capabilities. Students gain an understanding of how Networx services can improve productivity and reduce costs.

Course B: Networx Overview (4 Hours)
☐ Friday, October 7, 2005 from 1:00PM – 5:00PM at AT&T's facility in Vienna, VA.
Description: Students receive an end-to-end overview of Networx service offerings, features, and benefits. Security options are covered along with Government roles and responsibilities. Emphasis is on ordering, billing, and trouble/complaint handling. Course is designed primarily for DARs and Network Operations personnel.

Course C: Networx Service Ordering (1.5 Days)
☐ Thursday, October 6, 2005 from 8:30AM – 4:30PM and Friday, October 7, 2005 from 8:30AM – 12:00PM, at AT&T's facility in Vienna, VA
Description: Primarily designed for DARs, this course covers all aspects of Networx ordering – both online and through manual processes. Gain a clear understanding of completion notices and confirmation notices, intervals, modifying/expediting orders, requesting price quotes, etc.

Course D: Networx Billing & Billing Disputes (1 Day)
☐ Wednesday, October 5, 2005 from 8:30AM – 4:30PM at AT&T's facility in Vienna, VA.
Description: A comprehensive course for DARs provides students with a complete view of Networx billing operations (for direct and centralized). Students learn how to access and analyze bills, submit and manage billing disputes, and escalate/coordinate with the CSO as required. This session is designed primarily for Agency DARs.

Course E: Networx Trouble & Complaint Handling (1 Day)
☐ Wednesday, October 5, 2005 from 8:30AM – 4:30PM at AT&T's facility in Vienna, VA
Description: Detailed course covering the reporting and management of Networx troubles and complaints associated with the operation of Networx services. Create, submit, and monitor trouble tickets to full resolution. Learn how to escalate to AT&T's CSO/CPO as required. This course is designed primarily for DARs and Network Operations personnel.

Course F: Networx Network Management & Monitoring Module (1 Day)
☐ Thursday, October 6, 2005 from 8:30AM – 4:30PM at AT&T's facility in Vienna, VA.
Description: Detailed course designed for customers with responsibility for managing and monitoring Agency networks. Upon completions, students will be able to use all Networx-related network management tools to ensure peak performance and utilization of services. Learn how to receive early warning data on service-impacting events. This course is designed primarily for DARs and Network Operations personnel.

Course G: Networx Transition Training (4 Hours)
☐ Friday, October 7, 2005 from 8:30AM – 12:00PM, at the AT&T facility in Vienna, VA
Description: This course is specifically designed to provide transition-related training to Government customers who have recently purchased services from the Networx contract. Students will gain an understanding of all available resources to ensure a smooth transition. This course is designed primarily for DARs and Network Operations personnel.

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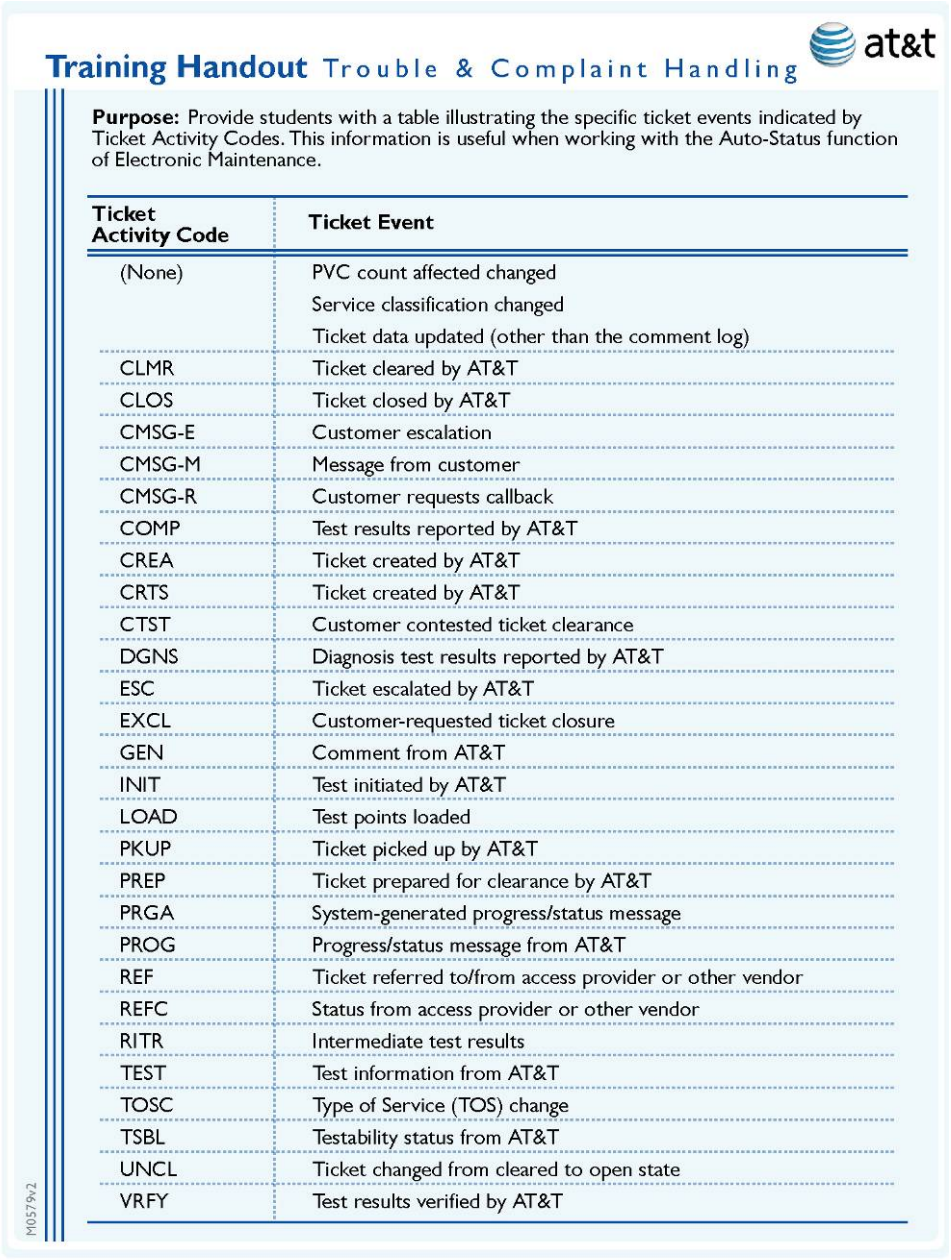
Figure 6.8-1: Sample Student Registration From. *This is a sample of a student registration form that would be utilized at GSA Networx User Forums.*

6.9 Sample Student Handout Material

A sample student handout from the Networx Trouble & Complaint Handling course is provided in **Figure 6.9-1**.



Training Handout Trouble & Complaint Handling

Purpose: Provide students with a table illustrating the specific ticket events indicated by Ticket Activity Codes. This information is useful when working with the Auto-Status function of Electronic Maintenance.

Ticket Activity Code	Ticket Event
(None)	PVC count affected changed
	Service classification changed
	Ticket data updated (other than the comment log)
CLMR	Ticket cleared by AT&T
CLOS	Ticket closed by AT&T
CMSG-E	Customer escalation
CMSG-M	Message from customer
CMSG-R	Customer requests callback
COMP	Test results reported by AT&T
CREA	Ticket created by AT&T
CRTS	Ticket created by AT&T
CTST	Customer contested ticket clearance
DGNS	Diagnosis test results reported by AT&T
ESC	Ticket escalated by AT&T
EXCL	Customer-requested ticket closure
GEN	Comment from AT&T
INIT	Test initiated by AT&T
LOAD	Test points loaded
PKUP	Ticket picked up by AT&T
PREP	Ticket prepared for clearance by AT&T
PRGA	System-generated progress/status message
PROG	Progress/status message from AT&T
REF	Ticket referred to/from access provider or other vendor
REFC	Status from access provider or other vendor
RITR	Intermediate test results
TEST	Test information from AT&T
TOSC	Type of Service (TOS) change
TSBL	Testability status from AT&T
UNCL	Ticket changed from cleared to open state
VRFY	Test results verified by AT&T

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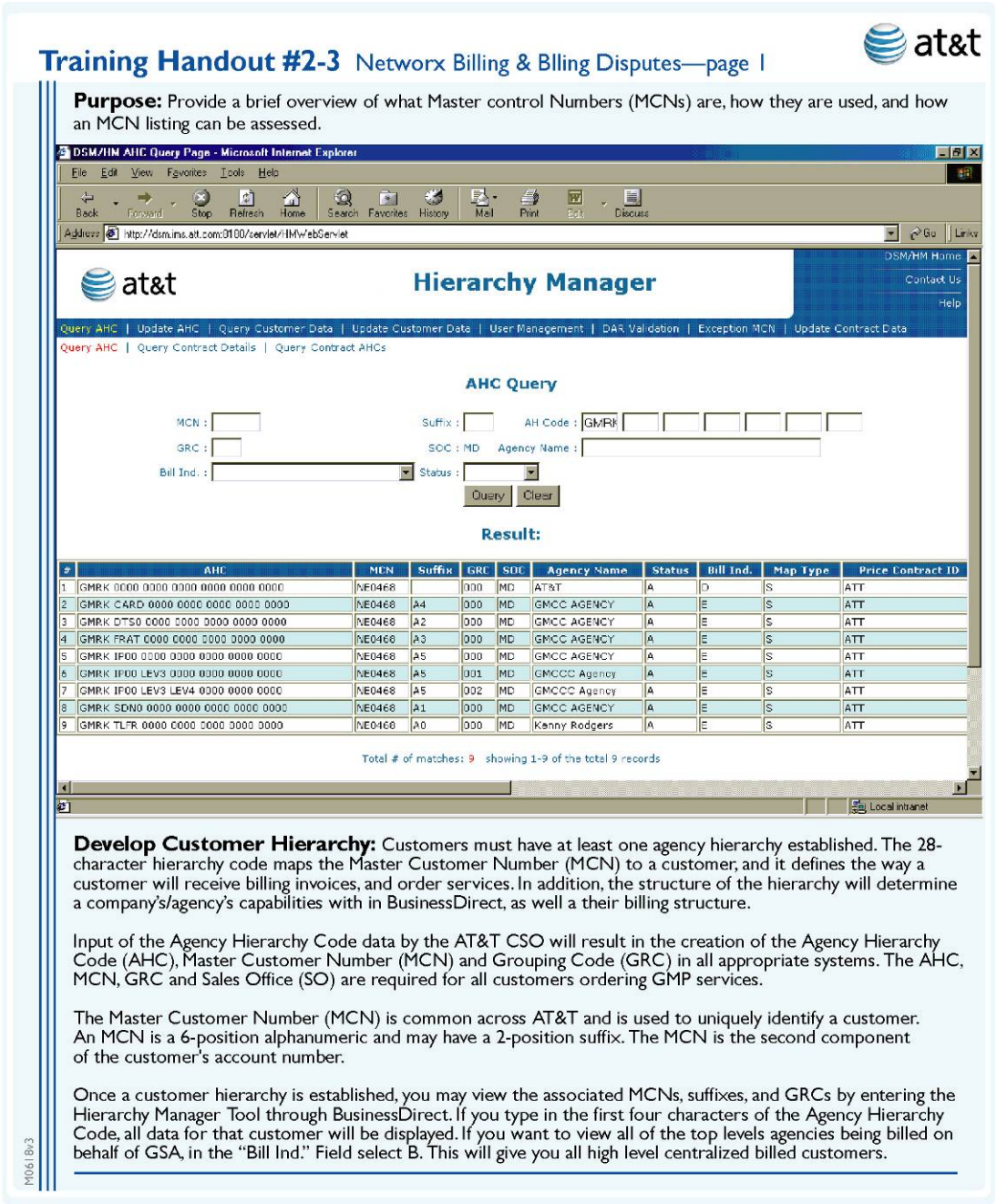
Figure 6.9-1: Sample Student Handout Material. *This is a sample of a handout document that is provided for Trouble & Complaint Handling training for DARs and Network Operations Personnel.*

6.10 Sample DAR Billing Handout

A sample student handout from the Networx Billing and Billing Disputes course as provided to DARs is shown in **Figure 6.10-1**.



Training Handout #2-3 Networx Billing & Blling Disputes—page I

Purpose: Provide a brief overview of what Master control Numbers (MCNs) are, how they are used, and how an MCN listing can be assessed.

DSM/HM AHC Query Page - Microsoft Internet Explorer

Hierarchy Manager

Query AHC | Update AHC | Query Customer Data | Update Customer Data | User Management | DAR Validation | Exception MCN | Update Contract Data

Query AHC | Query Contract Details | Query Contract AHCs

AHC Query

MCN : Suffix : AH Code : GMRK

GRC : SOC : MD Agency Name :

Bill Ind. : Status :

Query Clear

Result:

#	AHC	MCN	Suffix	GRC	SOC	Agency Name	Status	Bill Ind.	Map Type	Price Contract ID
1	GMRK 0000 0000 0000 0000 0000 0000	NE0468		000	MD	AT&T	A	D	S	ATT
2	GMRK CARD 0000 0000 0000 0000 0000	NE0468	A4	000	MD	GMCC AGENCY	A	E	S	ATT
3	GMRK DTS0 0000 0000 0000 0000 0000	NE0468	A2	000	MD	GMCC AGENCY	A	E	S	ATT
4	GMRK FRAT 0000 0000 0000 0000 0000	NE0468	A3	000	MD	GMCC AGENCY	A	E	S	ATT
5	GMRK IP00 0000 0000 0000 0000 0000	NE0468	A5	000	MD	GMCC AGENCY	A	E	S	ATT
6	GMRK IP00 LEV3 0000 0000 0000 0000	NE0468	A5	001	MD	GMCCC Agency	A	E	S	ATT
7	GMRK IP00 LEV3 LEV4 0000 0000 0000	NE0468	A5	002	MD	GMCCC Agency	A	E	S	ATT
8	GMRK SDN0 0000 0000 0000 0000 0000	NE0468	A1	000	MD	GMCC AGENCY	A	E	S	ATT
9	GMRK TLFR 0000 0000 0000 0000 0000	NE0468	A0	000	MD	Kenny Rodgers	A	E	S	ATT

Total # of matches: 9 showing 1-9 of the total 9 records

Develop Customer Hierarchy: Customers must have at least one agency hierarchy established. The 28-character hierarchy code maps the Master Customer Number (MCN) to a customer, and it defines the way a customer will receive billing invoices, and order services. In addition, the structure of the hierarchy will determine a company's/agency's capabilities with in BusinessDirect, as well a their billing structure.

Input of the Agency Hierarchy Code data by the AT&T CSO will result in the creation of the Agency Hierarchy Code (AHC), Master Customer Number (MCN) and Grouping Code (GRC) in all appropriate systems. The AHC, MCN, GRC and Sales Office (SO) are required for all customers ordering GMP services.

The Master Customer Number (MCN) is common across AT&T and is used to uniquely identify a customer. An MCN is a 6-position alphanumeric and may have a 2-position suffix. The MCN is the second component of the customer's account number.

Once a customer hierarchy is established, you may view the associated MCNs, suffixes, and GRCs by entering the Hierarchy Manager Tool through BusinessDirect. If you type in the first four characters of the Agency Hierarchy Code, all data for that customer will be displayed. If you want to view all of the top levels agencies being billed on behalf of GSA, in the "Bill Ind." Field select B. This will give you all high level centralized billed customers.

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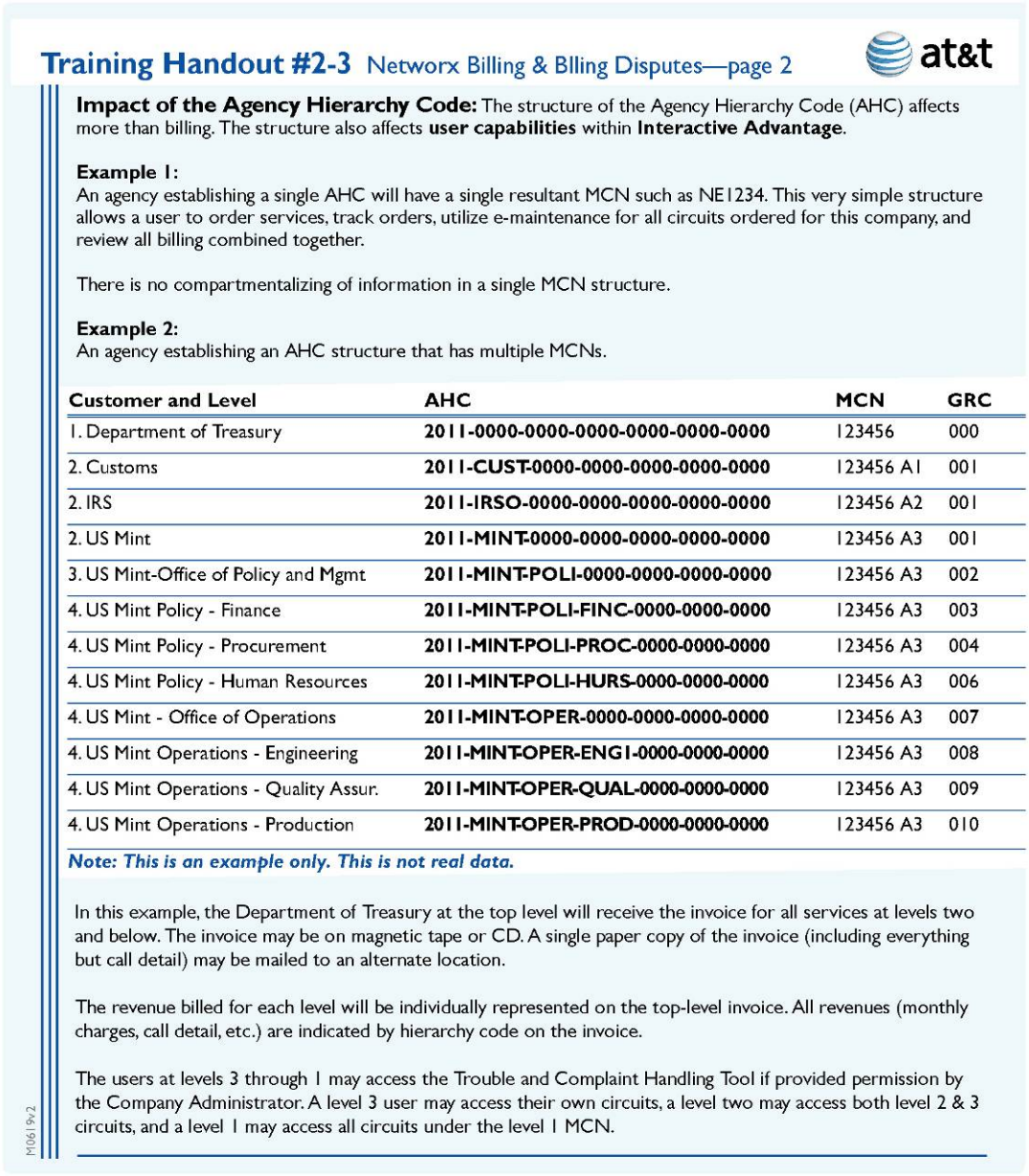

Training Handout #2-3 Networx Billing & Blling Disputes—page 2

Impact of the Agency Hierarchy Code: The structure of the Agency Hierarchy Code (AHC) affects more than billing. The structure also affects **user capabilities** within **Interactive Advantage**.

Example 1:
An agency establishing a single AHC will have a single resultant MCN such as NE1234. This very simple structure allows a user to order services, track orders, utilize e-maintenance for all circuits ordered for this company, and review all billing combined together.

There is no compartmentalizing of information in a single MCN structure.

Example 2:
An agency establishing an AHC structure that has multiple MCNs.

Customer and Level	AHC	MCN	GRC
1. Department of Treasury	2011-0000-0000-0000-0000-0000-0000	123456	000
2. Customs	2011-CUST-0000-0000-0000-0000-0000	123456 A1	001
2. IRS	2011-IRSO-0000-0000-0000-0000-0000	123456 A2	001
2. US Mint	2011-MINT-0000-0000-0000-0000-0000	123456 A3	001
3. US Mint-Office of Policy and Mgmt	2011-MINT-POLI-0000-0000-0000-0000	123456 A3	002
4. US Mint Policy - Finance	2011-MINT-POLI-FINC-0000-0000-0000	123456 A3	003
4. US Mint Policy - Procurement	2011-MINT-POLI-PROC-0000-0000-0000	123456 A3	004
4. US Mint Policy - Human Resources	2011-MINT-POLI-HURS-0000-0000-0000	123456 A3	006
4. US Mint - Office of Operations	2011-MINT-OPER-0000-0000-0000-0000	123456 A3	007
4. US Mint Operations - Engineering	2011-MINT-OPER-ENGI-0000-0000-0000	123456 A3	008
4. US Mint Operations - Quality Assur.	2011-MINT-OPER-QUAL-0000-0000-0000	123456 A3	009
4. US Mint Operations - Production	2011-MINT-OPER-PROD-0000-0000-0000	123456 A3	010

Note: This is an example only. This is not real data.

In this example, the Department of Treasury at the top level will receive the invoice for all services at levels two and below. The invoice may be on magnetic tape or CD. A single paper copy of the invoice (including everything but call detail) may be mailed to an alternate location.

The revenue billed for each level will be individually represented on the top-level invoice. All revenues (monthly charges, call detail, etc.) are indicated by hierarchy code on the invoice.

The users at levels 3 through 1 may access the Trouble and Complaint Handling Tool if provided permission by the Company Administrator. A level 3 user may access their own circuits, a level two may access both level 2 & 3 circuits, and a level 1 may access all circuits under the level 1 MCN.

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Figure 6.10-1: Sample Student Handout Material. *This is a sample of a handout document that is provided for the Networx Billing & Billing Disputes courses delivered to DARs.*

7.0 SUMMARY

The importance of a high-quality and flexible training program to support the Networx user community cannot be overstated. Government customers must have access to learning content that is easy-to-use and targeted for specific

audience segments. When classroom training is required, it is critical to have industry professionals with a wealth of experience supporting the unique requirements of the Federal Government will provide course delivery. AT&T has a long history of delivering high-quality training to GSA and Agency personnel—as demonstrated by the consistently high evaluation scores received from students. AT&T understands as technology evolves over the next 10 years, so must the Networx training program. The Networx Training team fully meets the GSA's requirements (**Table 7.0-1**).

AT&T'S NETWORX TRAINING CAPABILITIES	
Features	***Benefits***
Highly skilled, experienced learning staff	• Effectiveness, confidence, maximize learning experience • Tailor content specifically to Agency, if required
Multiple media delivery formats	• Flexibility and convenience • Students can learn at pace and environment most appropriate for their needs
Targeted Government users	• Relevance, applicability • Specific course content
Covers transition activities	• Seamless service migrations
Continuous evaluation and monitoring of training program	• Helps to make certain training events are successful • Quality remains high
High-quality training program	• Content and materials easy-to-use, follow, and reference • Mission success
Full service vendor	• Single point-of-contact for Networx learning needs • Powerful learning portal for training administration • SED / Industry-recognized certification programs (Cisco)

Table 7.0-1: Training Features and Benefits. *Highly successful training programs lead to mission success.*

The AT&T Networx Training Program is designed to provide Government customers with training and education on all aspects of the contract including overviews, Operational Support Systems, processes/procedures, and transition activities. GSA and Agency customers will be able to maximize their training time with a training program that is modular in design and available in a variety of delivery methods as required—including web-based and/or self-paced courseware available 24X7.