APPENDIX H

Networx Enterprise Program

Contract Number TQC-JTB-05-0002

Project Plan – Preliminary Transition Management Plan (PTMP)

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REVISION HISTORY

DATE	VERSION	REVISION	CHANGE DESCRIPTION
10/24/05	1.0	Draft	Initial draftInitial submittal for GSA PMO review and comment
03/05/07	1.1	FPR	Revised document for FPR submission

TABLE OF CONTENTS

APPENDIX H

1.0 INTRODUCTION

1.1 Document Description

This Preliminary Transition Management Plan (PTMP) describes and controls the project management of all transition activities for all services, provisioned and non-provisioned, provided by AT&T for the Networx Enterprise contract. The PTMP outlines the plans, processes and methodologies that will be used to transition the services from the current contract(s) (i.e., FTS2001, Crossover, Federal Wireless, and Federal Satellite) to the AT&T Networx contract.

This PTMP serves as the basis for the Transition Management Plan (TMP) that will be developed in conjunction with GSA following award. The TMP will establish a baseline, and will be a dynamic document that can and will be updated as requested and/or required by GSA or their customer Departments/Agencies.

The PTMP details the activities necessary to successfully transition all relevant Agencies to AT&T's Networx contract while exceeding the GSA requirements for:

- Planning and Management
- Transition Cutover
- Transition Inventory
- Communications and Reporting during Transition.

The detailed information describing the AT&T approach to these four requirements is covered in the document as follows:

- Planning and Management

- AT&T Transition Management Organization
- Transition Schedule
- Special Technical Requirements Planning Approach
- Staffing Plan
- Quality Assurance Plan
- Risk Identification and Mitigation Plan
- Scope/Change Control Plan
- Agency and Plan-Specific Plan Development

- Transition Cutover
  - Service Cutover
  - Multi-Service Cutover Coordination
  - Communications & Reporting Plan
- Transition Inventory
  - Transition Inventory Plan
- Communications and Reporting
  - Communications and Reporting Plan

1.2 Document Purpose

The purpose of the PTMP is to establish an approach and plan for transitioning, implementing, and migrating existing FTS2001, Crossover, Federal Wireless, and Federal Satellite services and features to AT&T's network under the Networx contract. We plan to provide those services in a controlled process that is efficient, timely, and reduces risk from service disruptions for the Government. It is the goal of AT&T to achieve a low-risk transition and to provide the highest quality of service and security to all Networx customers.

AT&T has carefully identified areas of risk and developed associated solutions providing for a non-disruptive transition of Networx traffic. The

PTMP describes both the risks and how AT&T will mitigate these risks in order to achieve timely, low-risk transition, with uninterrupted service, network security, and a high quality of service(s). AT&T recognizes the importance of a well-managed, well-coordinated transition. For this reason we have appropriately staffed for this requirement and have created specific positions of leadership throughout our Transition, Implementation, and Migration Office (TIMO). The TIMO is the government's one central point of contact throughout transition and provides the direction, coordination, and guidance for each organizational team leader.

The AT&T Transition Solution — AT&T's Transition Solution offers cost-effective benefit to all current FTS contracts users

- Non-intrusive, non-disruptive transition activities
- Proven transition methodology mitigates risk
- Minimize cost associated with transition

1.3 Project Objectives

- All Agency services will be transitioned prior to the existing GSA contract expiration.
- Transition activities and cutovers will be performed without disruption of service.
- A transition inventory database will be established and will contain all required inventory information for all GSA and Agency sites.
- The approved Communications Plan will be used throughout the transition to keep GSA and Agencies informed of current status.
- Use proven transition methodology to mitigate risk.
- Minimize costs associated with transition.

1.4 Project Assumptions

For the purpose of this PTMP the following assumptions are made:

- The transition schedule is built per the RFP based upon an award to 50% of the first year traffic model volumes for the following services:
  - Voice Service
  - Toll-Free Service
  - Asynchronous Transfer Mode Service
  - Network-Based IP VPN Service
  - Voice over IP Transport Service
  - IP Telephony Service
  - Managed Network Service
  - Call Center/Customer Contact Center Service
  - Managed Tiered Security Service
  - Cellular/PCS
- All Agencies will seek to transition FTS2001 services to Networx prior to the expiration of current contracts.
- All transition activities will be completed by December 2008.
- First Transition Activities will start upon “Notice to Proceed”.

1.5 Project Constraints

Project constraints currently identified include:

- Planning around an Agency’s freeze zone and quiet periods.
- Timeliness of existing inventory data.
- Agency readiness to transition

1.6 Project Scope

The Networx Transition is a highly complex program that requires extensive planning, negotiation, coordination, communication and execution, to provide for a successful transition experience.

AT&T has calculated order volume for the transition based on the volume information provided in the RFP to determine the scope of work for transition. The following **Figure 1.6-1** shows the anticipated order volume by service included in this PTMP.

Service	Access Orders	Port Orders	Other (SEDs)	Calculated Total Orders
Network Based Internet Protocol (IP) VPN Services (NBIP-VPNS)	989	799		1,788
Voice over IP Transport (VOIPTS)				-
Managed Network Services -- [SED=Nodes]			860	860
Managed Tiered Security Services			82	82
Calculated Totals:	**989**	**799**	**942**	**2,730**

Figure 1.6-1: Project Scope anticipated order volumes.

In addition, the PTMP includes the establishment of a Transition Schedule for Agency transitions, a Transition Inventory database, and a Communications and Reporting Plan.

1.7 Project Stakeholders

The Project Stakeholders for the Networx Transition include AT&T Government Solutions as the prime contractor supported by many well-qualified and experienced sub-contractors and suppliers. Our major Teaming Partners are EDS, Northrop-Grumman, SRA, GTSI and Cingular Wireless. Our Contractor's Program Organization (CPO) is composed of functionally aligned groups, including the Transition Implementation and Migration Office (TIMO), staffed by AT&T employees and the Teaming Partners, all working in unison to meet the Networx customer objectives. The Project stakeholders include:

- Project Sponsor – Program Director - [redacted]
- Project Owner – TIMO Manager – [redacted]
- GSA and Agency Project Managers
- Incumbent Providers
- Suppliers and Subcontractors
- Access Suppliers
- Equipment Providers
- Field Services (Installation, Maintenance and Repair)
- Others

1.8 Success Criteria

Success criteria are mutually developed through discussions with the customer, in this case GSA and its Agencies, and the Contractor, in this case the TIMO Manager. For the purpose of the PTMP, the assumption is made that success criteria would be developed upon the requirements detailed in the RFP, namely:

- Continuity of service
- Timely delivery of all TMP(Transition Management Plan)/ALTP(Agency Level Transition Plan)/TPSP(Transition Project Specific Plan) documents
- Timely delivery of Transition Notices
- Timely and accurate Transition Inventory
- Results on reporting on Transition Planning and Execution as detailed in section C.4.4.1.2.4, with specific reporting on:
  - Timely orders issued
  - On time delivery of service

2.0 TRANSITION ORGANIZATION

2.1 AT&T Transition Organization

All Transition activities are the responsibility of the Transition, Implementation, and Migration Office (TIMO). As such, the TIMO organization is structured to address those functional areas that are integral to the success of transition. The TIMO is responsible for all Transition functions, as outlined below:

- Management and Oversight
  - Management Reviews
  - Single Point of Contact
  - Participant Coordination
  - Communications
  - Status Reporting
- Planning
  - Project Plans
  - Scheduling and Coordination
- Preparation
  - Information/Inventory Quality Assurance
  - Order Validation/Confirmation
  - Service Line Readiness
- Implementation and Migration
  - Plan Compliance
  - Schedule Compliance
  - Installation, Testing and Turn-up
  - Cutover Validation

The TIMO is structured to meet the requirements of all functional areas, as well as the Transition requirements of the GSA. **Figure 2.1-1** illustrates the Management, Functions and Supporting areas.

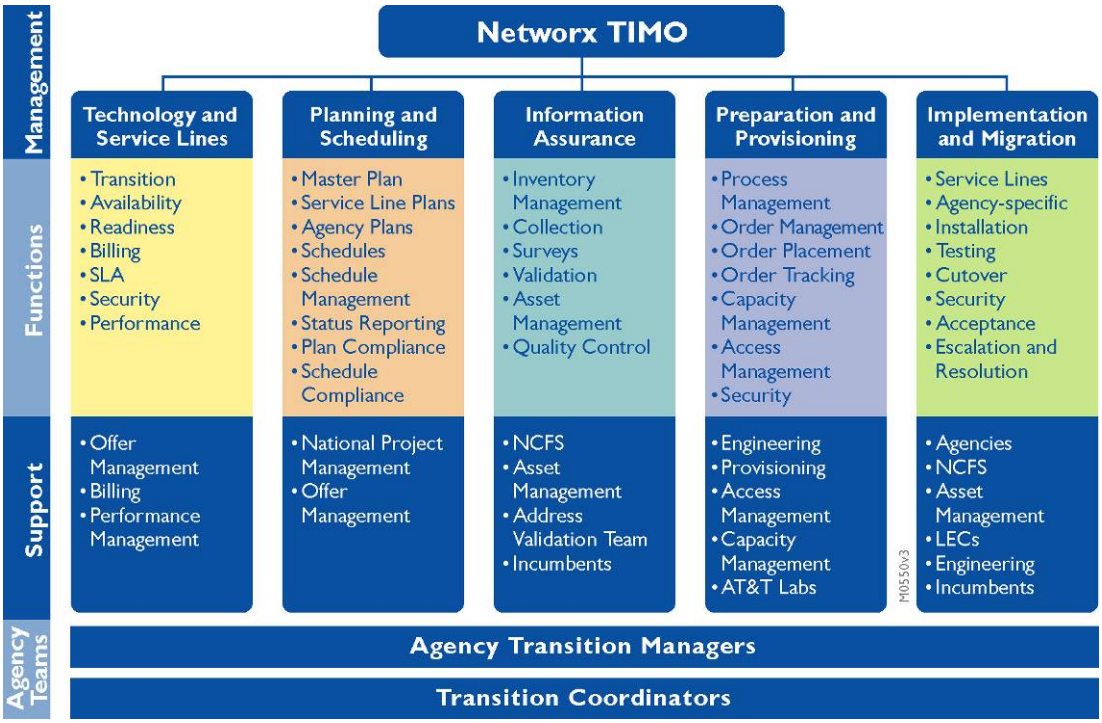

Figure 2.1-1: TIMO Functions. *The transition functional and organization support.*

All elements of TIMO have the ability to reach into AT&T's infrastructure and service organizations, which provides GSA and Agencies with service-specific knowledge required for seamless service installations, in support of Networx Transitions.

As shown in **Figure 2.1-1**, transition responsibilities are identified by functional area, with direct accountability for the management and performance of each function. All designated AT&T Networx work centers and providers are held to a rigorous set of tasks and completion criteria for the tasks and activities associated with each function. Work Centers are measured by committed throughput rates and quality, with external providers

held to contract obligations and service level commitments. AT&T Agency Transition Managers coordinate planning, scheduling and implementation activities between each Agency and all teams in the AT&T Transition organization. AT&T Agency Transition Managers are readily and consistently available to the customer agencies at all times (24 x 7), and may also reside on an agency premise, if desired by that agency.

Roles and Responsibilities

Transition Manager

The Networx TIMO
Manager has
responsibility for the planning, staffing, executing and controlling of all aspects of Transition service implementations and Transition Projects to assure seamless transitions for all Departments and Agencies served by the Networx contract. The Networx TIMO Manager assures that all transition activities adhere to Program Management requirements Section C.3.2 and that all Transition Projects are supported by Transition Project Specific Plans (TPSPs), as required. The Networx TIMO Manager is fully responsible for the transition team's performance.

Technology and Service Lines Team

Technology and Service Lines is the functional team responsible for the transition of services from existing contracts and incumbents to AT&T provided services. This transition includes the availability and readiness of individual services, establishing order and billing mechanisms in accordance with Networx pricing, detail definitions of service level objectives and reporting, and the required performance reporting by service line. The team is directly supported by multiple AT&T organizations that provide subject matter

expertise, inclusive of specific Service Line Offer Management teams, Government Billing and Performance Management.

Planning and Scheduling Team

The Planning and Scheduling Team is the functional team responsible for the development, change control, and stewardship of the overall Master Project Plan, in accordance with AT&T Transition Methodology and Project Management Policies. The team is responsible for the development and tracking of Service Line Transition Plans as well as individual Agency Transition Plans, and Transition and Migration Schedules. This team monitors compliance to all plans and schedules, and provides multi-level status reports on a regularly scheduled basis in accordance with GSA requirements. The team consists of Transition Coordinators specifically assigned to Agencies, who coordinate all planning, scheduling and preparation activities to satisfy Agency requirements. The team is directly supported by several AT&T organizations providing subject matter expertise, including the AT&T [redacted] team and individual service line Offer Management groups.

Information Assurance Team

The Information Assurance team is the functional team responsible for the management of Site Surveys/Site Visits (as required), information and inventory collection, validation and quality control of all information required to satisfy order, inventory and billing requirements. This function also includes establishing and maintaining the necessary processes required to accurately capture and maintain inventory and database repository data elements, and asset records in accordance with GSA requirements. The team is directly supported by several AT&T organizations providing subject matter expertise, inclusive of AT&T Network Computing Field Services (NCFS), Asset

Management, and a specialized Address Validation Team. The team also is challenged with the coordination and collection of information from incumbent service providers.

Preparation and Provisioning Team

The Preparation and Provisioning team is the team responsible for establishing and maintaining the processes necessary to satisfy orders, and managing that process to completion. The team reviews initial orders, resolves inconsistencies, and places and tracks each order to scheduled events, including capacity and facilities availability and LEC access coordination, for order completion. The team is directly supported by multiple AT&T organizations providing subject matter expertise, including Capacity Management, Engineering, Provisioning, Access Management and the AT&T Labs. This team also maintains coordination and management of LEC access activities and delivery.

Implementation and Migration Team

The Implementation and Migration team is the team responsible for the end-to-end implementation of service lines and the migration of Agencies to Networx services. This team manages, coordinates, and tracks the installation, testing, cutover and acceptance of Networx services to Agencies in accordance with GSA requirements and individual Agency needs. Specific Agency focus is provided by sub-teams assigned to individual Agencies and will be accountable for all service transition/migration activities for that Agency. The team consists of a specialized, dedicated sub-team completely focused on resolving any escalation issues that may arise. This allows Agency teams to continue progress without interruption, while providing the most expedient resolution of problems. The team is directly supported by several AT&T organizations providing subject matter expertise, inclusive of

Engineering, Provisioning, Access Management, Network Computing Field Services and the AT&T Labs. This team maintains close interaction with the Preparation and Provisioning Team to insure accurate and timely delivery of Networx services.

Table 2.1-2 provides a summary of TIMO positions with roles and responsibilities.

TIMO Organization – Roles and Responsibilities of Key Positions

FUNCTION	POSITION LEVEL	ROLES & RESPONSIBILITIES
Transition Manager	Director	• Full responsibility for the planning, staffing, executing and controlling of all aspects of Transition service implementations and Transition Projects • Assure seamless transitions for all Departments and Agencies served • Assure that all transition activities adhere to Program Management requirements • Interface with GSA Project Manager
Technology & Service Line Manager	Senior Manager	• Availability and readiness of individual services • Establishing order and billing mechanisms • Assure service level objectives and reporting requirements are met by service line • Performance reporting by service line • Compliance of service lines to Security requirements
Planning & Scheduling Manager	Senior Manager	• Development, change control, and stewardship of the overall Master Project Plan • Development and tracking of Service Line Transition Plans • Development and tracking of ALTP and TPSP Plans and Schedules • Monitor compliance to all plans and schedules • Provide multi-level status reports on a regularly scheduled basis
Information Assurance Manager	Senior Manager	• Management of Site Surveys/Site Visits (as required) • Information and inventory collection and validation • Quality control of all information • Establishing and maintaining processes to capture and maintain inventory and database repository data
Preparation & Provisioning Manager	Senior Manager	• Establishing and maintaining the processes to satisfy orders • Managing order process to completion • Review initial orders, resolve inconsistencies, and track each order to scheduled events • Review capacity and facilities availability and LEC access coordination, for order completion
Implementation & Migration Manager	Senior Manager	• End-to-end implementation of service lines • Management and coordination of field services • Migration of Agencies to Networx services • Manage, coordinate, and track the installation, testing, cutover and acceptance of Networx services to Agencies • Resolving any escalation issue that may arise
Agency Transition Mgr(s) (Specifically assigned to Agencies)	Manager(s)	• Coordinate all planning, scheduling, preparation and implementation activities of an Agency • Interface with Agency Project Managers • Provide cross-communications between Agencies and AT&T teams • SPOC for all Agency activities
Transition Coordinator(s) (Specifically assigned to	Manager(s)	• Agency Inventory Data Collection • Monitor and participate in Agency Transitions • Manage and maintain all Agency communications • Act as alternate to Agency Transition Manager

FUNCTION	POSITION LEVEL	ROLES & RESPONSIBILITIES
Agencies)		
Database Manager	Associate	• Manage and maintain inventory and database repository data • Manage and control information access authority to database repositories • Manage and control integrity of all database repositories (cross-validation and backups)
Operational Reports Manager	Associate	• Create and distribute Weekly Transition Planning Reports (GSA and Agency Level) • Create and distribute Weekly Transition Execution Reports (GSA and Agency Level) • Create and distribute Adhoc reports on request

Table 2.1-2: TIMO Organization List. *Summary of Roles and Responsibilities*

All Transition Plans (TMP, ALTP, TPSP) will have each of the positions identified above with assigned AT&T personnel names, contact numbers and Email addresses specified.

2.2 GSA TRANSITION MANAGEMENT ORGANIZATION

Table 2.2-1 is a sample GSA and Agency Contact list.

POSITION	NAME	CONTACT #	E-MAIL ADDRESS
GSA & Agencies			
GSA Transition Manager			
Department – Transition Manager/s (Telecom or IP)			
Agency Transition Manager			
Local Gov. Contact			
Site Manager			
Telecommunications Official			

Table 2.2.-1: GSA Contact List. Details the Key GSA Personnel on the Transition Team.

2.2.1 Roles and Responsibilities

Government Customer Responsibilities includes:

- Provide Site Data – address, contacts, services to be transitioned
- Department, Agencies, and users must be prepared to support the transition schedule
- Switch, PBX, and router representative must be available for all cutover activities

- Switch, PBX, and router representative must be on site for all critical site transitions
- Agency Transition Managers or representatives must initiate work orders
- Agency LGC must provide access for surveys and transition activity in order to avoid rescheduling of transition activities

3.0 TRANSITION SCHEDULE AND CUTOVER

3.1 Schedule Timeline

The Preliminary Transition Management Plan, as presented here, is based on the following calendar elements known at this time:

- Contract Award: June 1, 2007
- Transition Planning Commencement: June 1, 2007
- Notice to Proceed: July 1, 2007
- Transition Readiness: July 30, 2007
- Transition Completion: December 1, 2008

3.2 Schedule Description

The Preliminary Transition Management Plan consists of three phases; Planning, Preparation and Implementation. These phases coincide with the GSA Transition functional areas as shown in **Figure 3.2-1**.

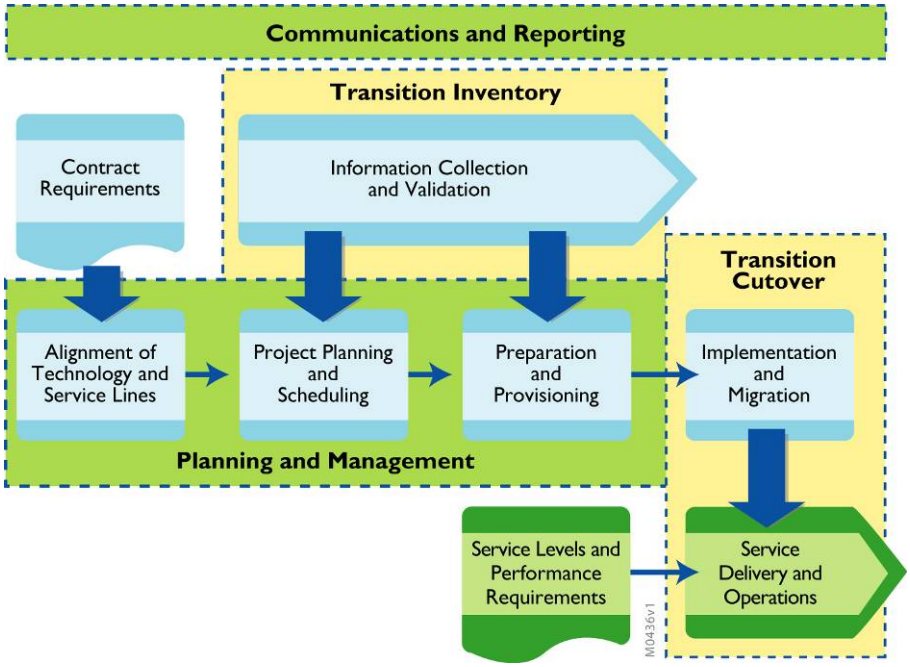

Figure 3.2-1: PTMP Phases. *Transition Workflow Overview.*

Workflow is initiated by aligning technology and service line providers with contract requirements. Agency Level Transition Managers then profile agency requirements, coordinate data collection, site surveys/visits and inventory validation with the Information Assurance team. Agency requirements are modeled and provided to the Planning and Scheduling team for detail Agency scheduling. Schedules are negotiated with the Agency LGC, as well as Agency providers and incumbents, and consolidated into the Master Schedule to assure all resources and providers can meet schedule demands. The Agency Schedule triggers the order placement process to the Preparation and Provisioning team. Transition Cutover tasks and activities, in accordance with the schedule and order requirements, are managed by the Implementation and Migration team culminating a rigorous set of quality gates to assure that services will continually meet or exceed Networx requirements. Once cutover is completed, ongoing management and services become the responsibility of

the AT&T Service Delivery organization. Throughout the entire transition, both the GSA and Agency will be kept appraised of the status and progress.

AT&T meets the expected level of activity demands by employing forecasting tools (Agency Modeling) to determine the anticipated order volume and converting orders into workload volume. Individual Agency Models are then consolidated into an overall model to determine the overall workload across the Master Schedule. Workload is then used to forecast resource demands, with consideration to re-work/re-scheduling impact and potential peaks. This approach provides AT&T with the capability to dynamically manage scheduling conflicts, peak volumes, underestimated volumes, reduced timeframes and unanticipated delays, while maintaining the appropriate levels of resources. Agency Level Transition Managers profile agency requirements and scheduling constraints with individual agencies. Agency requirements are modeled and provided to the Planning and Scheduling team for detail Agency scheduling. Schedules are reviewed and negotiated with the Agency LGC, as well as Agency providers and incumbents. Individual Agency Models are consolidated into an overall model to determine the overall workload across the Master Schedule. Workload is used to forecast resource demands, with consideration to re-work/re-schedule impact and potential peaks. Scheduling accommodations and adjustments are made to address high priority requirements, such as those warranted for conditions created by natural disasters like the devastating impact of Hurricane Katrina.

The following is a description of the primary tasks and activities within each phase, and is a general summary of the detailed work effort identified in the Transition Management Plan Project Plan. The project plan which follows this description contains the detailed tasks and activities, ownership as related to the TIMO, and the forecasted start and end dates for each task and activity.

3.2.1 Planning Phase

The Planning Phase consists of the tasks and activities necessary to establish the project plan, assign team members with roles and responsibilities, establish communications and escalation procedures, and prepare for the project tracking and management of the overall transition. This phase includes the steps necessary to initiate and forge the ongoing relationship between AT&T and the GSA as the transition moves forward. Specific focus is placed on establishing a Governance Model that describes the management protocol and procedures between GSA, Agencies and AT&T throughout the transition.

During the Planning Phase, focus is placed on the detailed planning required to assure each Service Line understands GSA and Agency requirements, and plan the necessary steps to prepare the AT&T infrastructure to meet Networx goals and objectives.

A key element in the success of transition is quality, reliable information. To that end, this phase also includes an intense effort to collect, assemble and qualify transition Inventory information from all available sources, and to analyze that information to provide GSA and AT&T a clear understanding of service, technology and performance requirements.

AT&T, in conjunction with an Agency, will identify special technical requirements during the planning phase of the Agency Transition. These requirements will be further developed and coordinated with the Agency and AT&T Subject Matter Experts (SMEs) during detailed planning sessions, and result in an appropriate solution which will then be incorporated into the Agency Transition Plan. This same process would be utilized at a GSA level, should the GSA identify any special technical requirements.

As a function of the Technology and Service Line alignment to Networx requirements, AT&T develops plans and specifications for overall design, as well as site designs that identify facilities and equipment necessary to meet Networx, Agency and individual site needs. These specifications include capacity forecasts, detail facilities and equipment specifications, inclusive of environmental (HVAC, space, rack and security) requirements. Site Surveys are also conducted, as warranted, to assure that equipment and access requirements can be met. The Implementation and Migration Team is responsible for managing on-time delivery and installation of all elements (racks, equipment, access and demarcation extensions) to the schedule.

Site Surveys are conducted, as ordered or warranted, to identify physical environment requirements (access entry, HVAC, space, rack and security). Site Surveys are conducted by AT&T NCFS and/or LEC providers, and coordinated with the Agency LGA, as directed by the Information Assurance team. Survey results are fully documented, inclusive of digital photographs (as needed) and reviewed by AT&T implementation engineers to validate requirements can be satisfied. The Agency LGA is notified of any required physical changes or possible alternatives to changes for that site. Detail specifications and drawings are also provided when necessary. Examples of changes may be in the form of additional power outlets, separation of power circuits, or additional space. Implementation of any changes necessary to accommodate the site transition will be coordinated with the Agency Level Transition Manager and the Agency LGA, and incorporated into the schedule.

During the planning phase for each Agency Level Transition, AT&T develops plans that address the individual Agency user activities as they relate to preparation and cutover, with a focus on minimizing changes to the user community. Since each service offered has unique requirements and

corresponding transition events, each cutover plan unique to that service is reviewed with the Agency to determine user community impact and the steps necessary to minimize that impact. As AT&T conducts its series of rigorous pre-cutover tests and quality checkpoints to guarantee services meet or exceed operating and performance requirements, these tests also include an evaluation of user community impact and cutover plans are adjusted to assure minimal impact.

In addition, during the planning phase for each Agency Level Transition, AT&T works with individual agencies to identify opportunities to reduce overall cost, including (but not limited to) parallel operating costs, and cancellation/disconnect fees. As plans and schedules are developed with the agency, steps are incorporated to realize those cost reduction opportunities.

Tasks planned for this phase include:

- Establishing Project Management and Control Methodology, consisting of:
  - Detail Transition Management Project Plan (TMP)
  - Agency Level Transition Project Plans (ALTP)
  - Transition Project Specific Plans (TPSP)
  - GSA Status Reports
  - Issues Log
  - Reporting Obligations & Responsibilities
- Developing a Governance Plan and Governance Model
- Conducting GSA Kickoff Meeting
  - Transition Team (TIMO) Introductions and Roles
  - Identification of GSA Counterparts and Roles
  - Reviewing & Customizing Governance Model
  - Identifying AT&T Decision Paths and Personnel
  - Identifying GSA Decision Paths and Personnel

- Defining AT&T Escalation Paths and Personnel
- Defining GSA Escalation Paths and Personnel

- Establishing Communications Plan
- Developing of Project Plan
- Reviewing Transition Plan (TMP)Modules for Applicability
- Soliciting & Obtaining Plan Module Modifications from US and OCONUS Teams
    a) Descriptions
    b) Durations
    c) Dependencies
    d) Deliverables
    e) Start and End Dates
  - Obtaining Transition Plan (TMP) Commitments from Teams, including OCONUS
- Finalizing Project Plan
- Establishing Transition Inventory
  - Soliciting and Obtaining information from GSA, Incumbents, Providers and Agencies
  - Performing Gap Identification and Resolution
  - Constructing Transition Inventory
  - Assembling Transition Inventory Detail
  - Placement of Transition Inventory under Change Control
  - Verifying Transition Inventory with GSA
  - Performing Transition Inventory Data Gap Resolution Work Plan
- Performing Transition Information Validation/Analysis
  - Data Network
  - Voice Network
  - Call Centers

- Help Desk/Tier 1 Centers
- IP Address Administration
- Security
- Storage Services
- Tele-Working and Remote Access Services
- IP Services
- Hosting Services
- VPN
- VOIP

- Conducting Process Compatibility and Modification Analysis
  - Inventory
  - Provisioning
  - Procurement
  - Change Management (MACD)
  - Billing
  - Invoice Processing and Payment
  - Service Level Compliance and Reporting
- Performing Contract Administration
  - Developing Schedule of Deliverables
  - Cross-reference contract section/page with deliverable
  - Identifying deliverable due date (if any)
  - Reviewing Schedule of Deliverables with TIMO Exec
  - Distributing Schedule of Deliverables to Team
- Conducting OSS Infrastructure Planning
  - Reviewing Requirements by OSS Function:
    - Pricing (Request to Transmittal)
    - Order Entry (Validation, Placement, Confirmation)
    - Inventory Access

- Order Status
- Implementation (with Inventory Update)
- Billing

- Updating OSS Verification Test Plan for possible changes
- Reviewing OSS Verification Test Plan with GSA
- Updating OSS Verification Test Plan as required by GSA
- Establishing Business Direct Portal for GSA
- Providing GSA with all Access IDs

3.2.2 Preparation Phase

The Preparation Phase consists of the tasks and activities necessary to ready toolsets, processes, and personnel for the implementation of the Networx Transition. During this phase, a detailed review of all processes and toolsets is conducted, and modifications required tomeet Networx requirements is fully documented, verified and planned.

During the Preparation Phase, focus is placed on the detail preparation required to assure each Service Line is ready to accommodate transition volumes, and that Operational Support Systems (OSS) are ready to satisfy GSA and Agency requirements.

Another key element in the success of the Networx Transition is the ability to integrate all processes into an End-to-End (Order to Operation) workflow that consistently exceeds GSA Networx requirements. To that end, this phase also includes a significant series of detailed tasks to assure a smooth, reliable, and consistent flow of all processes, handoffs and expected results to satisfy order, inventory, service, technology and performance requirements, as well as the reporting necessary to monitor and maintain service proficiencies.

During the preparation phases of each Agency Level Transition, AT&T identifes and documents fall-back procedures for each service ordered by an Agency, and validates and confirms those procedures with the incumbent provider, in accordance with the 100 percent and four (4) hour requirements. Fall-back procedures contain the specific tasks and activities, responsible parties, and timeframes necessary to assure service is restored to the original status. Once completed, fall-back procedures are reviewed with the Agency and the incumbent for compliance. Prior to actual cutover of services, Fall-back procedures are again reviewed with both the incumbent and the Agency to adapt to any changes made since procedures were created.

Tasks planned for this phase include:

- OSS Infrastructure Validation
  - Conduct GSA OSS Verification Testing
  - Coordinate GSA Activities
  - Document GSA Questions/Issues
  - Resolve GSA Questions/Issues
  - GSA Acceptance and Confirmation
- Preparing Required Processes, Orders, Licenses, Equipment, and Toolsets for Implementation
  - Data Network
  - Voice Network
  - Call Centers
  - Help Desk/Tier 1 Centers
  - IP Address Administration
  - Security
  - Storage Services
  - Tele-Working and Remote Access Services

- IP Services
- Hosting Services
- VPN
- VOIP

- Modification and Unitized Testing of Processes and Toolsets to Agency Requirements
  - Inventory
  - Provisioning
  - Procurement
  - Change Management (MACD)
  - Fault Management
  - Billing
  - Invoice Processing and Payment
  - Service Level Compliance and Reporting
- Security Preparation
  - Developing Security Solution
  - Constructing Security Configuration
  - Identifying Security Hardware/Software
  - Specify NOC Security Services Requirements
  - Select appropriate Security Services License size
  - Defining process for GSA to assign user ids
  - Reviewing Security Constructing and process with Agency
  - Obtaining Agency concurrence
  - Developing Security Procedures
  - Preparing Security Components
- Vendor Management Preparation (if required)
  - Establishing Relationship with Agency Required Vendors and Supplier (V&S)

- Obtaining Contracts and Agreements from Agency
- Obtaining Copies of executed LOAs from Agency
- Reviewing V&S Contracts and Agreements for compliance to SOW
- Executing contract/agreement
- Obtaining Tax Exemption Letters (New - If Applicable)

- Change Management Preparation
  - Constructing Overall Change Management Methodology
  - Obtaining and Reviewing Agency Change Management Process
  - Constructing Detail Change Management Processes
    - Agreement and Schedules
    - Site List
    - Physical Network
    - Operational Elements
    - Migration
    - Transition
    - Scope Change
  - Developing Change Management Processes
  - Reviewing AT&T Change Management Process for required modifications
  - Modifying Change Management Process
  - Determining and apply modifications
  - Reviewing Change Management Process with Agency
- Operations Integration Preparation
  - Procuring and Track Equipment, Software, and Circuit Orders
  - Report Order Status to Teams and NOC System Admin Team
  - Verifying Delivery and Installation with NOC System Admin Team
  - Create Agency Level Test Models (Scenarios) for Integration Testing

- Verifying all service lines and process support components are addressed
- Develop, Review and Validate Integration Test Plans
- Scheduling Integration Tests and Verifying resource availability

3.2.3 Implementation/Cutover Phase

The Implementation Phase consists of the tasks and activities necessary to install, test and validate modifications and enhancements to processes, platforms and toolsets to satisfy Networx requirements and throughput expectations.

During the Implementation Phase, emphasis is placed on testing and validating the entire flow-through of all processes (Integration Testing) required to transition services from FTS2001, Federal Wireless, Federal Satellite or Crossover Contracts to Networx. In addition, Network Validation Testing is conducted to verify that all service levels are satisfied and can be maintained.

As a basic principle of our Transition Methodology, AT&T conducts a series of rigorous tests and quality checkpoints to assure services meet or exceed operating and performance requirements during our Test and Turn-up and NOC Acceptance processes. Since each service offered has unique requirements and corresponding transition events, each series of tests and cutover plans are unique to that service. Cutover plans are developed with each Agency for each service ordered that address the individual Agency's needs in three potential scenarios.

Parallel Operation of Services:

- Test and Turn-Up Process
- NOC Acceptance Process

- Agency Acceptance Process
- Parallel Operation for a period to be determined by Agency
- Disconnect/Cancellation of Incumbent Service at Agency discretion

Non-Parallel Operation of Services (when parallel access is available):

- Test and Turn-Up Process
- NOC Acceptance Process
- Agency Acceptance Process
- Flash cutover at site level coordinated for all sites utilizing specific service in accordance with Agency requirements
- Disconnect/Cancellation of Incumbent Service at Agency discretion

Non-Parallel Operation of Services (no parallel access available):

- Test and Turn-Up Process
- NOC Acceptance Process
- Agency Acceptance Process
- Flash cutover at centralized service point (e.g.: Serving Wire Centers) coordinated for all sites utilizing specific service in accordance with Agency requirements
- Disconnect/Cancellation of Incumbent Service at Agency discretion

Tasks planned for this phase include:

- Installation of modified toolsets and platform changes
- Reviewing and Validation of all Operational Process Documentation
- Verification of required staffing levels
- Training of Service Line personnel on Networx processes and toolsets
- Network Validation Testing (NVT)
- Operational Readiness Testing (ORT) of all process components:
  - Inventory
  - Provisioning

- Procurement
- Change Management (MACD)
- Fault Management
- Billing
- Invoice Processing and Payment
- Service Level Compliance and Reporting
- Security
- Notifications and Communications

- Conducting Full Integration testing utilizing Agency Level Test Plan Scenarios
- Security Testing, Certification and Accreditation
- Readiness Reviews across all organizations to ensure all personnel are proficient in required processes and toolsets, and that management teams are satisfied with anticipated results
- Formal handoff to all service organizations

In addition, for services such as Voice and Toll Free, AT&T provisions switched access services with a primary focus on maintaining continuity and quality of service throughout the cutover. Our processes consist of various quality checks prior to any transition of services using switched access. The Transition Implementation and Migration Team works closely with the Customer Agency to review the inventory received and verify accuracy of the data. Steps are detailed and include validations to minimize potential disruptions.

Voice service using Switched Access:

- Obtain inventory in Billing Telephone Number/Working Telephone Number (BTN/WTN) format

- Review inventory for inaccuracies and forward to the Rapid Order And Mechanization (ROAM) team to scrub the inventory against AT&T and LEC databases, for accuracy and missing WTNs
- Forward discrepancies to the Customer Agency and assist in resolving issues
- Load BTN/WTN information in AT&T billing, and provisioning databases
- Advise Agency of completed orders, resolve rejected orders
- Agency PIC change issued to the LEC. AT&T can assist with this if the Agency has removed any PIC freeze with the LEC, and a Letter of Agency is provided from the Agency to AT&T

Toll-Free service using Switched Access:

- Agency identifies toll-free numbers to be converted and the associated POTs number they terminate on
- Agency forwards RESPORG form to AT&T to take control of the number
- Load information in AT&T billing, and provisioning databases
- AT&T completes the Readyline request form and forwards to LEC with the negotiated due date
- Verify completion on the due date

During the planning process, AT&T works with the Customer Agency to develop strategies for interconnectivity between the AT&T network and the incumbent provider's network. Planning is based upon specific service to provide continuity of service for all sites. One approach is the establishment of Gateways. The methodology for establishing Gateways is planned based on service type. Examples follow:

A typical transition to IP-VPN includes the following high-level steps:

- The connection of the gateway sites for routing between transitioned and non-transitioned sites. This includes:

- The selection of the gateway site(s)
- The connection of the gateway site(s) to the VPN
- The advertisement of routes needed for transition from gateway sites into the VPN

- The transition of agency sites to the VPN includes:
  - The connection of the site to the VPN and pre-cutover validation of connectivity through the VPN
  - The cutover of site traffic to the VPN

3.3 Schedule Methodology

AT&T employs a Transition scheduling methodology based on establishing a target completion date and planning each major event and milestone back from that target date using practical realistic intervals between each event and critical dependencies. In AT&T terms, this is our [redacted] approach. This methodology has allowed AT&T to be continually successful in scheduling and completing transition activities.

Since each service offered has different events, intervals and dependencies; a [redacted] is established for each service and individual Agency orders placed in that schedule. The schedule, in concert with the Master Schedule, is then validated with the Agency, AT&T work centers and providers, as well as incumbents. The [redacted] is the primary schedule tool used by the Implementation and Migration team to track events, and manage the transition to completion. An example of the [redacted] is contained on the following page.

[redacted] ***Example:*** The following **Table 3.3-1** is an example of an existing Fully Managed Frame Relay Site being completely replaced, with New Circuits, Router Equipment and End-to-End Site Management from an AT&T NOC.

EVENT	MILESTONE EVENT	PRE-REQ. EVENT ID	INTERVAL FROM TARGET	COMPLETION DATE	EVENT OWNER
1	Initiate Site Scheduling		75	07/18/05	AT&T
2	Site Design	1	74	07/19/05	AT&T
3	Confirm Design	2	72	07/21/05	AT&T
4	Schedule Site	3	69	07/24/05	AT&T
5	Site Notification	4	68	07/25/05	AT&T
6	Site Survey	5	63	07/30/05	AT&T
7	Readiness Reqmts	6	61	08/01/05	AT&T
8	Order Primary Circuit	6	52	08/10/05	AT&T
9	Order Equipment / Issue PO	4	52	08/10/05	AT&T
10	Order OOB POTS Line	8	26	09/05/05	AT&T
11	Deliver Equipment	9	21	09/10/05	AT&T
12	Stage & Ship Equipment	11	16	09/15/05	AT&T
13	Room Ready	7	14	09/17/05	Agency
14	Install OOB POTS Line	10	9	09/22/05	LEC
15	Install Primary Circuit	8	8	09/23/05	AT&T, LEC
16	Demarc Extension	15	7	09/24/05	AT&T
17	Install Equipment	12	6	09/25/05	AT&T
18	Test and Turn Up	16, 17	5	09/26/05	AT&T
19	NOC Acceptance Process	18	3	09/28/05	AT&T
20	Client Acceptance Process	19	2	09/29/05	Agency
21	Target Date	20	0	10/01/05	AT&T
22	Disconnect Incumbent Svc.	20		10/04/05	Incumbent

Table 3.3-1: [redacted] schedule example.

3.4 Agency Level Schedules

Transition ALTPs and TPSPs are prepared based on the same methodology and process as the Transition Management Plan (as shown in **Figure 3.2-1**). AT&T employs the same tools (Agency Forecasting and Modeling, "T-Minus" Schedules, and project plans), in a consistent manner, to create ALTPs and TPSPs containing practical schedules, milestones and deliverables, and support plans necessary to meet specific requirements. In addition, special Support Plans and other relevant information identified in the planning steps are incorporated into the plans. All tasks, milestones and deliverables are confirmed with participants and providers to guarantee the schedule is met.

ALTP and TPSP content:

- Objectives – A clear representation of the objectives for the TPSP or ALTP
- Completion Criteria – specific criteria that must be met for quality and on-time completion
- Special Requirements – a description of any special requirements
- Project Plan – detail task and activity plan with schedule and owners, in MS-Project or MS-Excel
- Milestone Dashboard – Summary representation of Project Plan with Milestones and Due Dates
- Deliverables List – List of all specific deliverables to Agency or Requestor
- [redacted]Schedule – If appropriate

4.0 QUALITY ASSURANCE AND CONTROLS

4.1 Quality Assurance

Quality assurance begins with a Technical Design review that assures the customer solution can be implemented. Information reviewed should include:

- Network design
- Network capacity and access availability information
- Site equipment requirements and compatibility versus network
- Site cabling requirements
- Service provisioning availability and timeline
- Site environment - building termination location constraints, local contact availability

The accuracy of the inventory information provided to AT&T is critical to the success of the transition since order information is developed based on this

data. Any inaccuracies could result in cutover delays. Therefore, the inventory is reviewed at several points prior to order issuance. These reviews include:

- Address Validation – Up-front systems validation to validate the address provided matches the AT&T and LEC databases.
- Site Visits – Data collection relative to the site, and expectation sharing with the LGC.
- Technical Assurance Call (TAC) – Review with the LGC to verify the service and configuration ordered is what the Agency expects.

During transition, the Communications and Reporting Plan and Quality Control Plan is followed to provide for quality throughout the transition.

4.2 Quality Control

During Transition, Quality Control activities are performed to assist in managing the transition. These controls allow GSA, Agencies and TIMO to manage the risks, jeopardizes, issues and changes that can occur during transition. These control plans include:

- Escalation Process
- Jeopardy Resolution
- Issue Management
- Change Control

Details regarding these controls are discussed in the sections below.

4.3 Escalation and Jeopardy Resolution

Agencies are supported during transition by personnel assigned to the TIMO Implementation and Migration team and Preparation and Provisioning team. AT&T Agency Transition Managers are assigned for each Agency transition and act as the Single Point of Contact for the Agency Project Managers for transition coordination, escalation and trouble resolution. AT&T Agency

Transition Managers are readily and consistently available to the customer agencies at all times (24 x 7), and may also reside on an Agency premise, if desired by that Agency. The AT&T Agency Transition Manager has access to both functional support within TIMO, as well as a large infrastructure within AT&T for trouble resolution. These organizations include:

- Provisioning
- Engineering
- Access Management
- Network Computing Field Services

All of these organizations own functional responsibility for delivery of their transition support services and for escalation to their suppliers to facilitate service delivery as requested, and on time. TIMO is responsible to monitor the activities of these organizations and intervene or offer support when troubles arise and resolution is not timely.

Escalations during transition may be necessary when problems or issues are not being resolved in a timely manner. The escalation process below outlines the procedures for those situations.

Escalation procedures are as follows:

WHEN…	THEN…
AT&T work groups or GSA/Agency representatives identify situations requiring escalation	Report issues to the appropriate TIMO representative.
TIMO representative is informed of the situation and determines if escalation is necessary	Escalate to resolve the issue within the respective work center.
If still unresolved by the TIMO representative	Refer to the Agency Transition Manager or team lead for resolution.
If Agency Transition Manager or team lead cannot resolve	Engage the TIMO Manager for assistance
If TIMO Manager cannot resolve.	Engage Agency GM or Program Director

Table 4.3-1: Escalation Situations. *When an escalation is needed who to engage.*

The TIMO representative, AT&T Agency Transition Manager or TIMO Manager escalates when one of the following events occur:

- A mission critical event is in jeopardy

- Project commitments are consistently missed
- The project direction is in jeopardy
- Functional teams are not working in process
- Adequate functional resources are not secured or maintained
- Functional team leaders are unsuccessful in their escalation attempts
- Less than 95% of the project is meeting scheduled due dates

During transition, there will be situations that arise when escalation will not resolve a jeopardy condition and the schedule may need to be adjusted. An example could be an Access Providers advising that construction is required to provide access at a site. While there will be negotiation attempting to obtain the best date possible, escalation may be ineffective in meeting the originally scheduled cutover date.

4.4 Issue Management

Throughout transition the AT&T Agency Transition Manager has responsibility for issue tracking and resolution. All members of the transition team, including GSA or Agency Project Managers are responsible for issue identification. Issues can be identified during formal or informal meetings, during planning or throughout the course of performing transition activities. Unlike trouble or jeopardy resolution, which is usually site or order specific, transition issues identified would be project-specific and potentially have a negative impact on the timely completion of the transition of an Agency.

An issues database will be established to monitor issues to resolution. Issues are assigned to a specific team member or organization for resolution, with an expected resolution date. Escalation procedures are enacted if resolution of issues is not timely. The documented issues log is also an input for lessons learned and used for mitigating risks in future transitions.

Figure 4.4-1 is an example of an issues log.

at&t Transition Issue Log - Agency Name:

This sheet details issues raised: Completion of an item must be communicated to the Agency Specific Project Manager.

Issue Number	Date	Originator	Issue	Owner	Current Status/ Progress	Priority	Baseline Target Completion	Revised Target Completion	Status

M0601v3

Figure 4.4-1: Issue Log. *Tracks issues and responsibilities through completion.*

4.5 Change Control

The purpose of Change Control is to prepare for the administration of changes to the project. Changes to the project during transition could significantly impact the overall outcome and delivery of service. Due to the magnitude and volume of orders, changes must be closely managed and kept to a minimum.

This plan identifies the procedures for receiving, documenting, implementing, tracking and analyzing the impact of changes on all aspects of Networx transition, including schedule, and performance. All changes to the original scope, schedule or specifications of the project must be channeled and approved through TIMO via the change control form. All changes are negotiated and coordinated with both the GSA and Agencies as required, and tracked on a weekly basis.

The procedures for implementing change control are detailed in **Table 4.5-1**.

ITEM	DESCRIPTION
1	The transition change control form must clearly state the nature of the change requested, including its anticipated impact on the scope and schedule of transition. Under normal circumstances, no action will be taken by AT&T to respond to the request until the AT&T Agency Transition Manager has reviewed this document with the Change Control Board. Members include TIMO and impacted functional team members. Note: scope or schedule change submitted prior to order issuance will have a higher probability of being included in the project.
2	Change requests submitted after order issuance may be handled as a move, add, change, delete (MACD), and are evaluated based on client need, and implemented as to the agreed-upon timing requirement (jointly agreed by AT&T and GSA).
3	Requested changes reviewed by the Change Control board and if the change: Can be accepted… • The impact to the project plan is assessed and reviewed with the customer. If the required changes to the plan are acceptable to the customer the change is formally approved and the plan will be amended accordingly. Cannot be accepted… • If the request requires additional review, contract amendment, design amendment, etc. it may be rejected. GSA or Agencies at this point may submit this change to the AT&T Account Team to further analyze the impact of the change. The activity may be handled as a MACD, detailed above.

Table 4.5-1: Change Control Procedure. *Details Change Control Procedure.*

All changes to transition scope or schedule are submitted to TIMO using a Transition Change Form. **Figure 4.5-2** below is an example of a Transition Change Form.

TRANSITION CHANGE FORM				
Agency Name:				
SECTION 1 : ORIGIN OF REQUEST FOR CHANGE				
Name of Originator	*Telephone*	*email*	*Date Raised*	*Date Required*
SECTION 2 : CHANGE REQUEST DETAILS				
Priority (Tick Appropriate Box)				
☐ Must	☐ Important	☐ Nice-to-have		
Description of the change with reason				
Type here				
SECTION 3 : IMPACT OF CHANGE				
Impact analysis and comments (name of contributors to be specified)				
Type here				
Effect on schedule as at:		*Total Work (+/- days)*	*Price Change (+/- $)*	
Earliest Start Date	*Forecast End Date*			
SECTION 4 : DECISION				
Tick Appropriate Box				
☐ Proceed	☐ Withdrawn	☐ HoldReview Date:		
Authorization for this decision				
For AT&T				
	Signature	Print name	Date	

Table 4.5-2: Change Control Form.

Changes are tracked during transition using a transition change control log. **Figure 4.5-3** is an example of a transition change control log.

at&t Transition Change Control Log - Agency Name:

This sheet details Requests For Change. Change in status of an item must be communicated to TIMO.

Number	Date Raised	Originator (Name)	Date Required	Priority	Description with reason	Impact Analysis	Decision	Status

M0602v3

Figure 4.5-3: Change Control Log.

The change control process is designed to monitor and control all changes in an effort to document the impacts of requested changes, perform analysis of reasons for change and provide information to lessons-learned to improve performance on future transitions.

5.0 RISK IDENTIFICATION AND MITIGATION PLAN

5.1 Risk Management Planning

AT&T has initiated an assessment of the Networx transition risks based on the experience and lessons learned from other major AT&T transitions. These transition risks identified are also applicable to Networx implementation and migration. The schedules for transition are discussed with the Agency and TIMO and may be factors in risk assessment.

Any transition in the magnitude of Networx has its share of risks. Adequate planning and allowing ample time for problem resolution as well as making

plans for external factors specific to the transition can counteract those risks. The major impact of most of the risks is a delay or extension of the transition schedule. The Risk Planning process consists of:

- Risk Identification
- Risk Assessment
- Risk Mitigation
- Risk Monitoring/Tracking and Control

A [redacted] established to document, monitor, track and control each risk, and provide lessons-learned relative to those risks.

5.2 Risk Identification

Risk identification is a proactive step in the risk management process. As AT&T personnel identify risks, they provide a description of how a risk can happen, including the conditions causing concern and the area of the risks to the AT&T Agency Transition Managers. The AT&T Agency Transition Managers are seasoned professionals with extensive experience and knowledge in their technical areas. They apply the knowledge, best judgment, experience of others, lessons learned from similar programs and the recommendations of Subject Matter Experts (SMEs) to identify risks. In identifying risks, project managers are particularly alert to:

- Requirements that are not clearly stated
- Past performance relative to expected performance
- Use of new processes, software, hardware, or applications
- Documentation of established procedures, and validation
- Requirements for throughput, and the impact on the resources available to the transition teams, and suppliers
- The accuracy of information provided to perform transition activities

5.3 Risk Assessment

A risk assessment will be performed by analyzing:

- The identified risk
- The probability of the risk occurring
- The impact of the risk if it occurs
- The expected event that would trigger a risk response or mitigation
- The mitigation response to the risk

5.4 Mitigation Planning

Once TIMO has identified, assessed and agreed to mitigate a risk, the AT&T Agency Transition Manager works with an integrated project team to establish the mitigation plan and monitor execution. Mitigation activities are scheduled and periodically evaluated until completion. All mitigation plans are monitored for proper execution. Follow-through and follow-up help prevent the risk from recurring. Recommended process or procedural changes, including purchase and installation of new systems (hardware or software), training and any other process steps are documented in the risk database enabling the benefits of this experience to be applied in the future.

AT&T has applied our risk management process during proposal development to mitigate all Networx risks as much as possible.

5.5 Identified Risks and Mitigations

Table 5.5-1 details a preliminary list of identified risks and mitigations.

RISK TO TRANSITION	PROBABILITY OF RISK	IMPACT OF RISK	AT&T MITIGATION
Inaccurate inventory information provided by GSA, Agencies and Incumbents.	[redacted]	[redacted]	[redacted]

RISK TO TRANSITION	PROBABILITY OF RISK	IMPACT OF RISK	AT&T MITIGATION
LGC's unsure of their role and responsibilities for support.			
LEC circuit deliveries do not meet transition schedules.			
Transition scope and schedule changes			
Resource availability to meet anticipated workload			
AT&T Facility availability			
Agency delays in supplying necessary inventory or ordering information			

Table 5.5-1: Identified Risks. *Transition risks and their associated mitigations are examined based on probability and impact.*

5.6 Risk Monitoring and Control

Part of the risk planning process is the establishment of expected trigger points. These are events that trigger the risk response mitigation or contingency. The [redacted] contains trigger points to anticipate when issues might arise, and the planned mitigation needs to be monitored as to its success in reducing risks. When it is determined that the proper mitigation has been planned, the AT&T Agency Transition Manager reinforces the mitigation steps to all responsible organizations. If it is determined the mitigation is not be successful in reducing the risk, the planning process is reviewed to determine additional mitigation or contingency steps that can be applied to the risk.

6.0 TRANSITION INVENTORY

6.1 Establish Inventory Database

A Networx Transition database [redacted] contain information relative to transition including the Transition Inventory. Inventory information is shared throughout the transition with GSA and the respective Agency. The information collected and developed is provided in an e-data format (i.e. CD/email/floppy) as required in the Networx proposal.

6.2 Initial Data Sources

The initial data sources for building the transition inventory are provided by the Agency, or by the incumbent contractor. The accuracy of the data received is extremely important to providing a transition database that exceeds both GSA and the transition team requirements. The assigned Transition Inventory Database Manager reviews the data received from the Agency for completeness. When AT&T is the incumbent contractor, for the Agency, or a service, the Transition Inventory Database Manager

prepares the inventory. While the data provided can be reviewed for completeness, we are not able to validate accuracy for sites and services where we are not the incumbent provider. Inaccurate data received could result in transition delays, and may result in rework from both an inventory and a transition activity perspective.

As initial data is reviewed and inventory information is loaded in to the database, it will be updated as additional information is received and corrections are made to inaccurate data. This information will initially be captured via site surveys and address validation. Site surveys assist in understanding the current configuration and future needs at the site. The intent is to capture relevant data such as:

- Incumbent services and configurations at each site
- Existing cabling and inside wire
- Demarc locations
- Voice and data equipment rooms
- Site access availability and security requirements
- LGC verification, contact numbers and backups

Site surveys, if needed and ordered, are scheduled as soon as possible after AT&T's receipt of the Notice to Proceed. A site survey form details all requirements for site surveys, and is distributed to all field personnel responsible for the data collection and delivery of the information. Vendors representing AT&T in performing site surveys are required to contact TIMO representatives prior to leaving the site and report any problems or issues encountered. The process for performing effective site surveys includes:

- A developed site survey form listing the elements required for survey completion
- The negotiated, mutually agreed-upon schedule for performing site surveys

- Verification of the site address and designated LGC
- Notification to the LGC of the date and time of the visit and documentation of security requirements
- The method for communicating survey results or problems to TIMO

6.3 Establish Inventory

The TIMO Transition Inventory Database Manager has responsibility for establishing the transition inventories for Agencies in the transition database. The transition inventory database is populated with the following information:

- Types of service
- Service details - specifics relative to type of service
- Access supplier information
- Access Details – quantity, bandwidth, circuit IDs, terminating equipment, telephone numbers, etc.
- All cross-reference information relative to AT&T replacing existing service provided with new services

The initial established inventory will be delivered to GSA within 90 days of Notice to Proceed, and as negotiated with an Agency.

6.4 Maintain Inventory

Transition inventories are updated and maintained as information is received during the provisioning process. As information relative to order numbers, circuit IDs, LEC access IDs, Toll Free and Calling Card Numbers is received; the transition database is updated. While real-time entries may be made in the database, it is fully updated weekly, by the close of the second business day of the week, for the previous week's activity.

6.5 Inventory Tools

The transition inventory resides in a Microsoft Access database where all updates are made. Tools used to provide information to the database include:

- Initial agency order
- Site survey forms
- AT&T provisioning databases

6.6 Inventory Validation

Inventory validation is performed by the Transition Inventory Database Manager on a weekly basis during the transition. This manager reviews inventory information for completeness by site, and for accuracy of the service elements listed based on the tools available. As transition proceeds, updates are made due to address issues, LGC changes, or service element changes. These updates are highlighted to reflect a recent change in the data.

At the completion of a transition for an Agency, a final Transition Inventory is produced and is a part of the project completion review. The complete inventory is given to the CPO team for additions and updates in a 'steady state' MACD environment.

7.0 COMMUNICATIONS AND REPORTING PLAN

7.1 Communications Plan

An effective communications plan is a key component to a successful transition. The plan below details the elements for a communications and reporting process to keep all GSA, Agency and AT&T personnel informed relative to:

- Program-specific plans, schedules and status
- Agency-specific plans, schedules and status
- Site-specific schedules and status

The communications and reporting Plan describes:

- Types of communications and reporting
- Timing of communications and reporting
- Responsibilities for communication creation, distribution, and recipients
- Media and delivery of the information

Table 7.1-1 below is a communications matrix detailing expected formal communications throughout the project, responsibilities for production and delivery of the information, and recipients of the information.

Communications Matrix

DOCUMENT COMMUNICATION MATRIX	GSA TRANSITION MANAGER	GOVERNMENT AGENCY TRANSITION MANAGER	LGC	INCUMBENT	AT&T TIMO MANAGER	AT&T AGENCY TRANSITION MANAGER
TMP	R				O	C
ALTP		R			R	O
TPSP		R			R	O
Transaction Action Notice	C	R	R	C		O
GO/NO GO Transition Notice	C	R	R	C		O
Weekly Transition Planning Report	R	R			R	O
Weekly Transition Execution Report	R	R			R	O
Weekly Transition Summary Report	R				R	O
Weekly Meeting Minutes	C	R		C	C	O
Scope Changes	R	R	R		O	

Legend:
R: Recipient of Document
C: Recipient cc:d on Document
O: Owner

Table 7.1-1: Communications Matrix. *Formal communications provides consistent communication.*

In addition to this formal communications matrix, communications are negotiated regarding delivery and recipients of communications relative to:

- Issues and resolution
- Jeopardy conditions and resolution
- Scope changes and disposition
- Risk mitigation responses

Formal communications also include weekly status meetings/conference calls with attendance by GSA/Agency, TIMO, incumbent contractors when required, and suppliers and contractors involved in the transition. These meetings/calls are scheduled at an agreed-to time, on a weekly basis and include:

- Weekly Agenda – Delivered at least 24 hours prior to the scheduled meeting
- Meeting Minutes – Delivered within 24 hours after the meeting
- Attendance List – Noting team members who attended the meeting
- Action Item List – Actions, responsibilities and expected response dates from the meeting

7.2 REPORTING PLAN

The reporting plan contains detailed status relative to:

- Summary of the entire program
- Summary of agency transitions
- Specifics of site transitions for agencies

Per GSA requirements, the following reports are delivered during transition:

Transition Action Notice

As schedules are developed, the AT&T Agency Transition Manager has responsibility to provide the Transition Action Notices detailing activity dates. These are delivered to the Agency Transition Manager, LGC, and copied to the GSA Transition Manager and Incumbent contractor (if applicable), and delivered at least 60 days prior to the transition event such as a service

cutover, and updated within a week of becoming aware of a change in the transition activity or event.

Figure 7.2-1 is an example of a Transition Action Notice.

AT&T Government Solutions
Networx Transition Action Notice (TAN)

Date: mm/dd/yy

Contractor: AT&T
Contact: AT&T Agency Transition Mgr. Name
Telephone Number
Email Address
ASON: ASON

Agency: Agency Name
Contact: Agency Rep Name
Telephone Number
Email Address
ASRN: ASRN

AHC: AHC Code

Location ID: LocID # 4

Location Address: Street Address
Floor Number, Room Number
City, State - Zip Code

If Classified, Detail Not Shown. Only "Classified" will appear.

AT&T Local Contact: John Doe

Contact Tel. Number: aaa-npx-dddd

Incumbent Cross-Reference - Name: Name a

Reference or Circuit ID: FDEC321456

Event Description	Scheduled Date	Approx. Time	Related Comments
Site Survey	10/05/06	13:30	
Site Ready	11/05/06	n/a	Dedicated 15A NEMA 5-15R Outlet Required
Access Installation	11/07/06	9:00	
Inside Wiring	11/09/06	8:00	
Equipment Installation	11/11/06	12:00	
Test & Certification	11/12/06	10:00	
Cutover	11/14/06	23:00	

Example

Access Requirements:
Access to secured Main Point of Entry (MPOE) is required.

Site Ready Requirements:
Dedicated 15A NEMA 5-15R Outlet Required by 11/05/06.

LGC Assistance Needed:
Escort for AT&T - LEC Technician required for high secuirty area.

Site User Activities:
Participation in Test & Certification activities is requested.

Special Procedures:
None.

Please note that any issues with the content of this notice should be directed to the AT&T Contact identified at the top-left of this notice. Thank you for your support and assistance.

MO603

Figure 7.2-1: Transition Action Notice.

GO/NO GO Transition Notice

As scheduled activities become due, the AT&T Agency Transition Manager has responsibility to provide the GO/NO GO Transition Notices detailing status of the specific activity. These are provided to the Agency Transition Manager, LGC, and copied to the GSA Transition Manager and Incumbent contractor (if applicable), and delivered not less than 24 hours before each significant transition activity or as soon as possible after becoming aware that the activity will not proceed as scheduled.

Figure 7.2-2 below is an example of a GO/NO GO Transition Notice.

AT&T Government Solutions
Networx Transition Action Notice (TAN) - Go NoGo **Date: mm/dd/yy**

Contractor: AT&T
Contact: AT&T Agency Transition Mgr. Name
Telephone Number
Email Address
ASON: ASON

Agency: Agency Name
Contact: Agency Rep Name
Telephone Number
Email Address
ASRN: ASRN

AHC: AHC Code

Location ID: LocID # 4
Location Address: Street Address
Floor Number, Room Number
City, State - Zip Code

If Classified, Detail Not Shown. Only "Classified" will appear.

AT&T Local Contact: John Doe
Contact Tel. Number: aaa-npx-dddd

Incumbent Cross-Reference - Name: Name a
Reference or Circuit ID: FDEC321456

New Access Circuit ID: FDEC901458
New AT&T Circuit ID: HDDF987561

Event Description	Scheduled Date	Decision	Related Comments
Site Survey	10/05/06		Completed
Site Ready	11/05/06	NOGO	Electrical Contractor cannot meet scheduled date for new outlet
Access Installation	11/07/06		Event must be re-scheduled
Inside Wiring	11/09/06		Event must be re-scheduled
Equipment Installation	11/11/06		Event must be re-scheduled
Test & Certification	11/12/06		Event must be re-scheduled
Cutover	11/14/06		Event must be re-scheduled

Example

If this notice is a NOGO, a new TAN will be issued with revised schedule dates for those events that are impacted.

Additional LGC Assistance Needed:
Please inform the AT&T Contact shown at the top-left of this notice when new outlet will be available.

Please note that any issues with the content of this notice should be directed to the AT&T Contact identified at the top-left of this notice. Thank you for your support and assistance.

MO604

Figure 7.2-2: GO/NO GO Transaction Notice.