Federal Acquisition Service

Integrated Technology Services
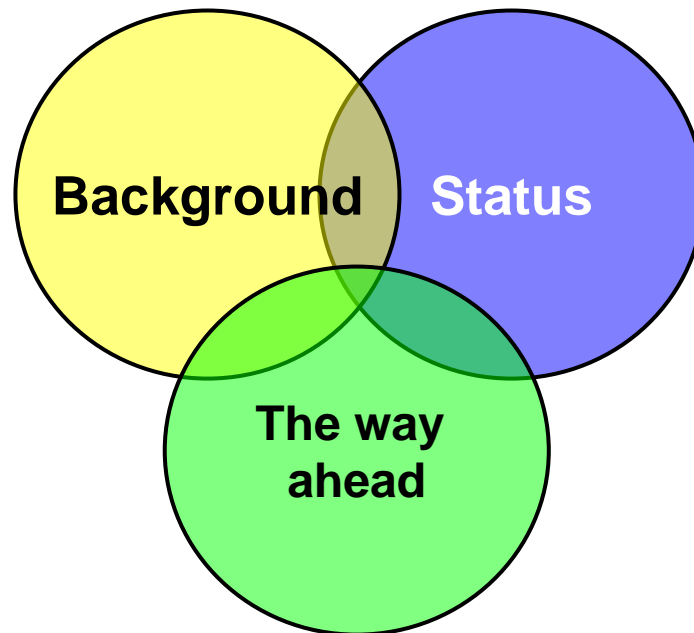
Vendor OSS Verification and Testing

Mark Provus
Office of Technology Services

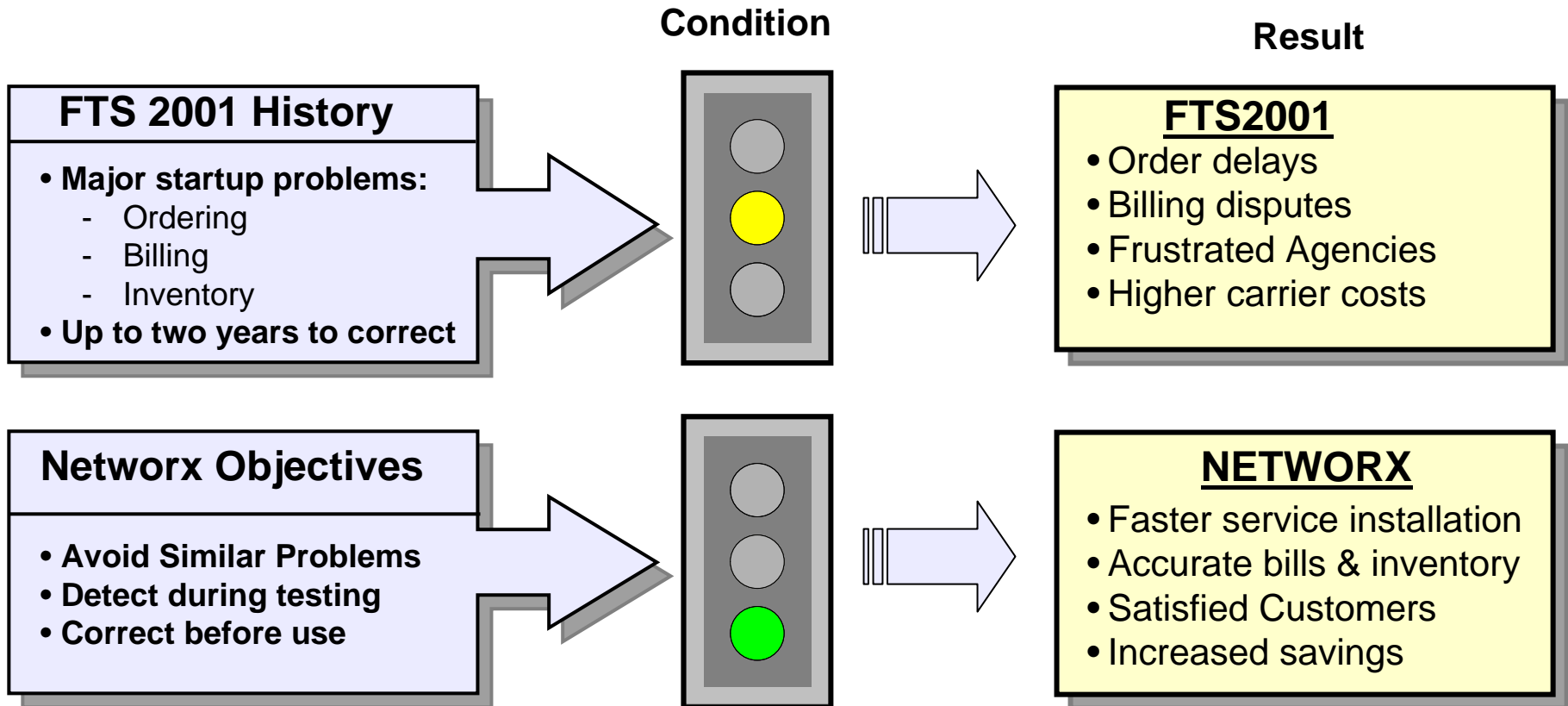January 30, 2007

Background

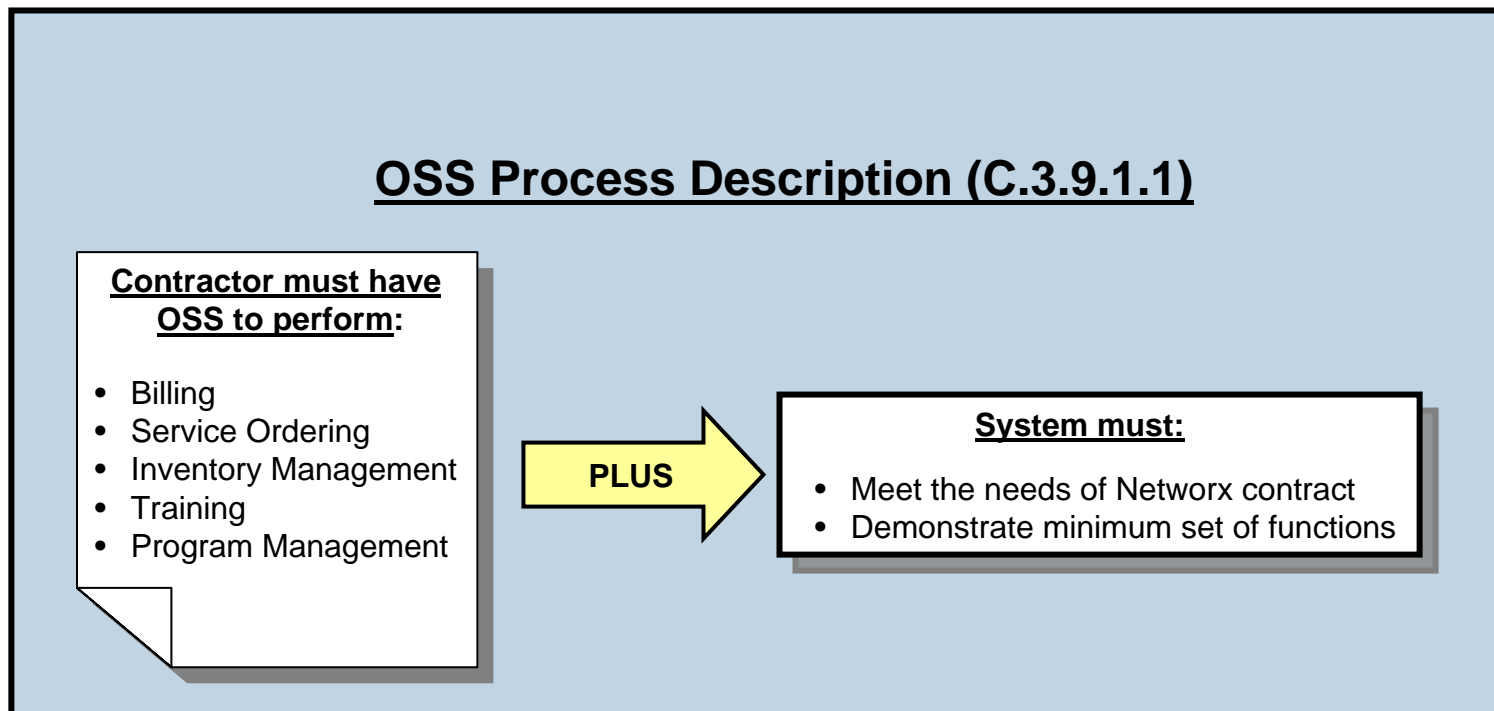# Networx Vendor's Operations Support Systems (OSS) Verification Testing

Background

	Condition	Result

FTS 2001 History

- **Major startup problems:**
  - Ordering
  - Billing
  - Inventory
- **Up to two years to correct**

Condition

Result

FTS2001
- Order delays
- Billing disputes
- Frustrated Agencies
- Higher carrier costs

Networx Objectives

- **Avoid Similar Problems**
- **Detect during testing**
- **Correct before use**

NETWORX
- Faster service installation
- Accurate bills & inventory
- Satisfied Customers
- Increased savings

Background

OSS Verification Testing defined by Networx RFPs

OSS Process Description (C.3.9.1.1)

Contractor must have OSS to perform:

- Billing
- Service Ordering
- Inventory Management
- Training
- Program Management

PLUS

System must:

- Meet the needs of Networx contract
- Demonstrate minimum set of functions

4

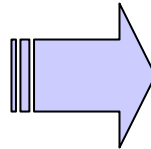## Federal Acquisition Service

Background

DECISIONS

House Government Reform Committee

OVERSIGHT HEARING

March 3, 2005

Subsequent guidance from the

Inter-Agency Management Council

Purpose of OSS Testing:
- Verify that vendors can demonstrate a defined, minimal functionality

Testing Requirements
- Criteria specific and limited
- Include only basic requirements to allow for faster transition

NOT INCLUDED
- Network Mgmt
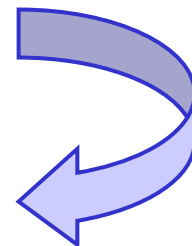- Billing Disputes
- OSS Performance

Background

Networx OSS Verification Testing Activities

ORDERS (by Service Type)
• **Single Orders** • **Bulk Orders**

SUBMIT →

Verify		Test Case
• Order data accepted	Order data populated	1
• ACK • SOC • FOC • SOCN	Consistent with order	2 & 3

Other Checks		Test Case
• INVENTORY	Consistent with orders	4
• INVOICE	Complete/accurate	5
• SECURITY	Access Control, etc.	6

Background

What OSS Testing will accomplish:
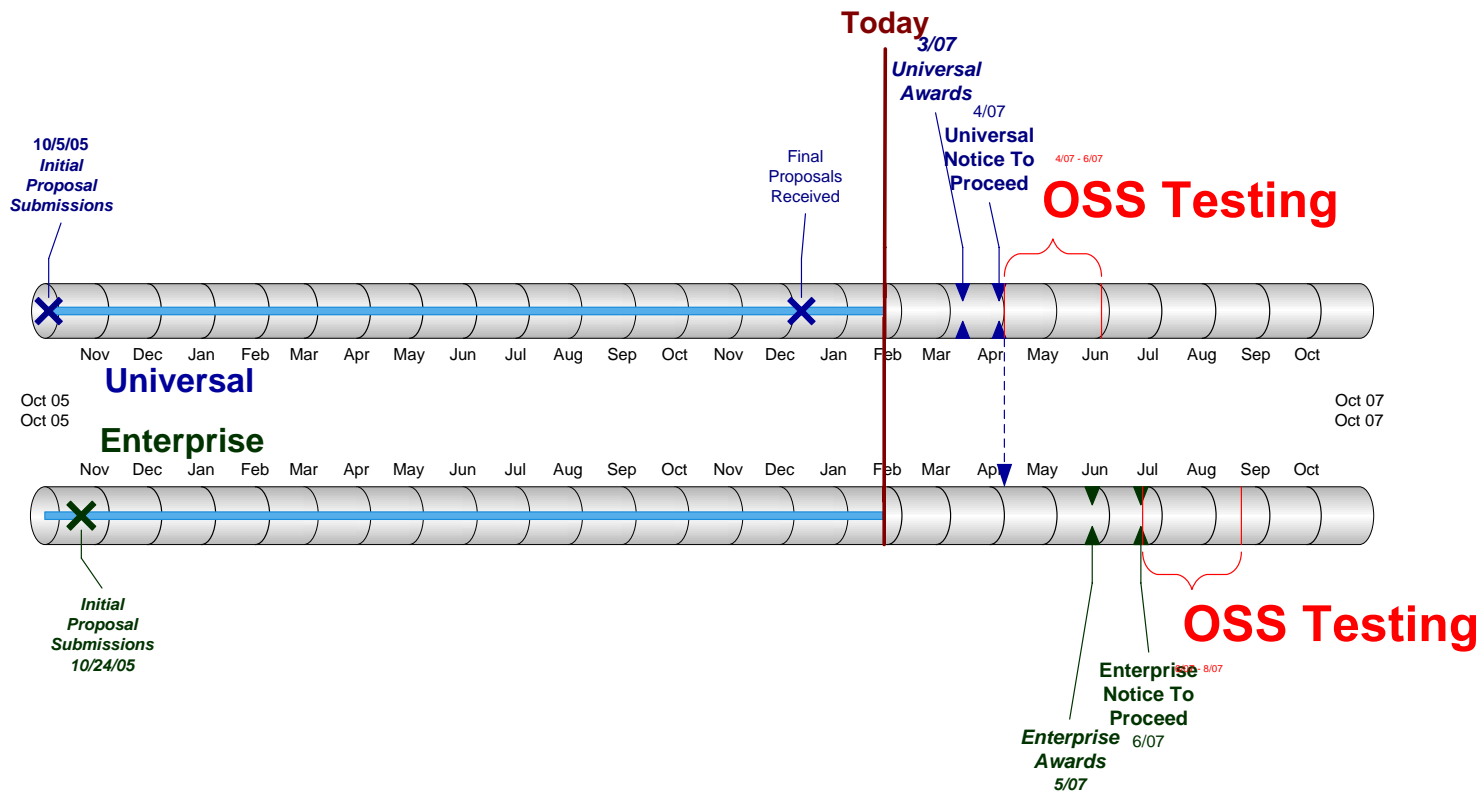
Verify basic OSS functionality
- Ordering
  - Single orders
  - Bulk orders
  - Repeated for all services
- Order Acknowledgements
- Billing
  - Accuracy
  - Account code structure
- Inventory
- Security

It will **NOT** accomplish:

Extended OSS functionality testing
- Regression testing of all ordering features
- Billing dispute process
- Network Management
- Vendor OSS management processes
- Service QoS Standards/SLA compliance
- **Provide Vendor Certification and Accreditation**

Status

Today

3/07
Universal Awards

4/07
Universal Notice To Proceed

4/07 - 6/07
OSS Testing

10/5/05
Initial Proposal Submissions

Final Proposals Received

Universal

Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct

Oct 05
Oct 05

Oct 07
Oct 07

Enterprise

Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct

Initial Proposal Submissions
10/24/05

Enterprise Notice To Proceed

6/07 - 8/07
OSS Testing

Enterprise Awards 6/07
5/07

8

Schedule

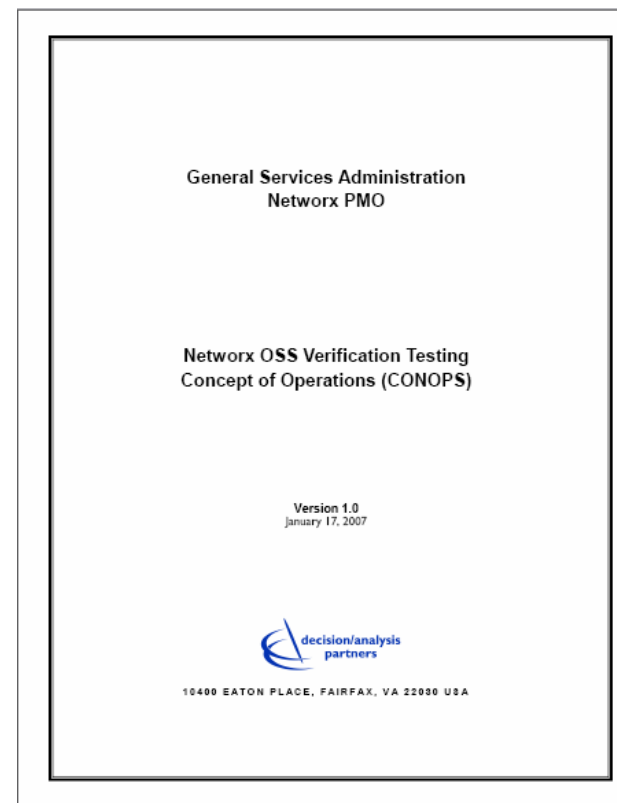| Activity	Calendar Days Following Notice to Proceed												
	0	1-7	8-14	15-21	22-28	29-35	36-42	43-49	50-56	57-63	64-70	71-77	78-84
Contract Award	▓												
Carrier Receives Test Data		▓											
Government Accepts or Rejects Contractor Test Plan, Provides Comments		▓	▓	▓									
Contractor Responds to Government Comments			▓	▓	▓								
Government Accepts Contractor Test Plan						▓							
60-Day Testing Period						◁ 60-Day Testing Period ▷							
Contractor Performs OSS Verification Testing						▓	▓	▓	▓	▓	▓	▓	
Contractor Provides OSS Verification Test Results Report													▓
Government Accepts Or Rejects Test Results Report													
Contractor Re-tests If Necessary													
Contractor May Request Additional Time For Testing If Necessary													

Actions/Accomplishments

- **OSS Verification Testing Support Team assembled**
  - Core team staffed by experienced industry professionals
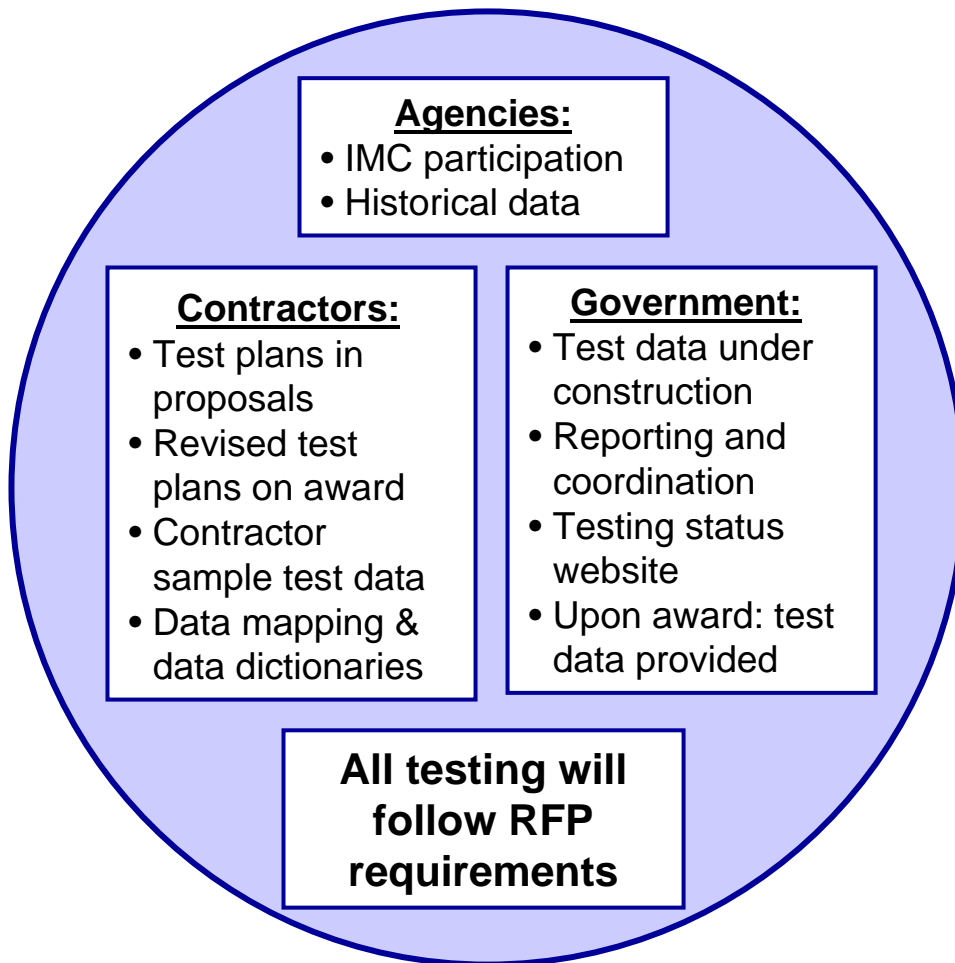 - decision/analysis partners
  - Mitretek

- **Actual on-site OSS Verification Testing**
  - Core team supplemented by additional members
  - All with significant OSS experience
  - Will allow concurrent testing in multiple locations

General Services Administration
Networx PMO

Networx OSS Verification Testing
Concept of Operations (CONOPS)

Version 1.0
January 17, 2007

decision/analysis
partners

10400 EATON PLACE, FAIRFAX, VA 22030 USA

- **CONOPS Document completed**

OSS Verification Testing

Agencies:
- IMC participation
- Historical data

Contractors:
- Test plans in proposals
- Revised test plans on award
- Contractor sample test data
- Data mapping & data dictionaries

Government:
- Test data under construction
- Reporting and coordination
- Testing status website
- Upon award: test data provided

All testing will follow RFP requirements

Example – Testing Website Dashboard

Test Case / Description	1 Accept Order	2 Acknowledge Order	3 Bulk Orders	4 Verify Inventory	5 Verify Invoices	6 Security
Voice	🟩	🟩	🟨	🟥	🟥	🟩
Circuit Switched Data	🟩	🟩	🟩	🟨	🟨	
Toll Free	🟩	🟩	🟩	🟨	🟨	
Frame Relay	🟩	🟩	🟩	🟨	🟨	
ATM	🟩	🟩	🟩	🟨	🟨	
IP	🟩	🟩	🟩	🟨	🟩	
Dedicated Hosting	🟥	🟥	🟥	🟥	🟥	
Collocated Hosting	🟥	🟥	🟥	🟥	🟥	
Internet Facsimile	🟩	🟩	🟩	🟩	🟩	
Content Delivery Network	🟩	🟥	🟩	🟨	🟨	
Private Line	🟩	🟩	🟩	🟩	🟩	
SONET	🟩	🟩	🟩	🟩	🟩	
Dark Fiber	🟨	🟨	🟨	🟨	🟨	

SERVICES OFFERED

The way ahead

OSS Verification Testing Status Website

- Password protected/secure login

- Available for contractor personnel to review their own test results

- Available to GSA to review testing status of all contractors

- Updated daily during testing

- Dashboard + drill-down for additional details

The way ahead

OSS Verification Testing Requirements

OSS Verification Testing

C.3.9.2.2 Step 2 - Verification Testing

- **Table E.3-1 Referenced**
- **Requirements**
- **Schedules**
- **Extensions**
- **New Services**

← **Included**

Section E: Inspection and Acceptance

- **Acceptance Criteria**

- **Table E.3-1. OSS Verification Test Cases**

1	2	3
4	5	6
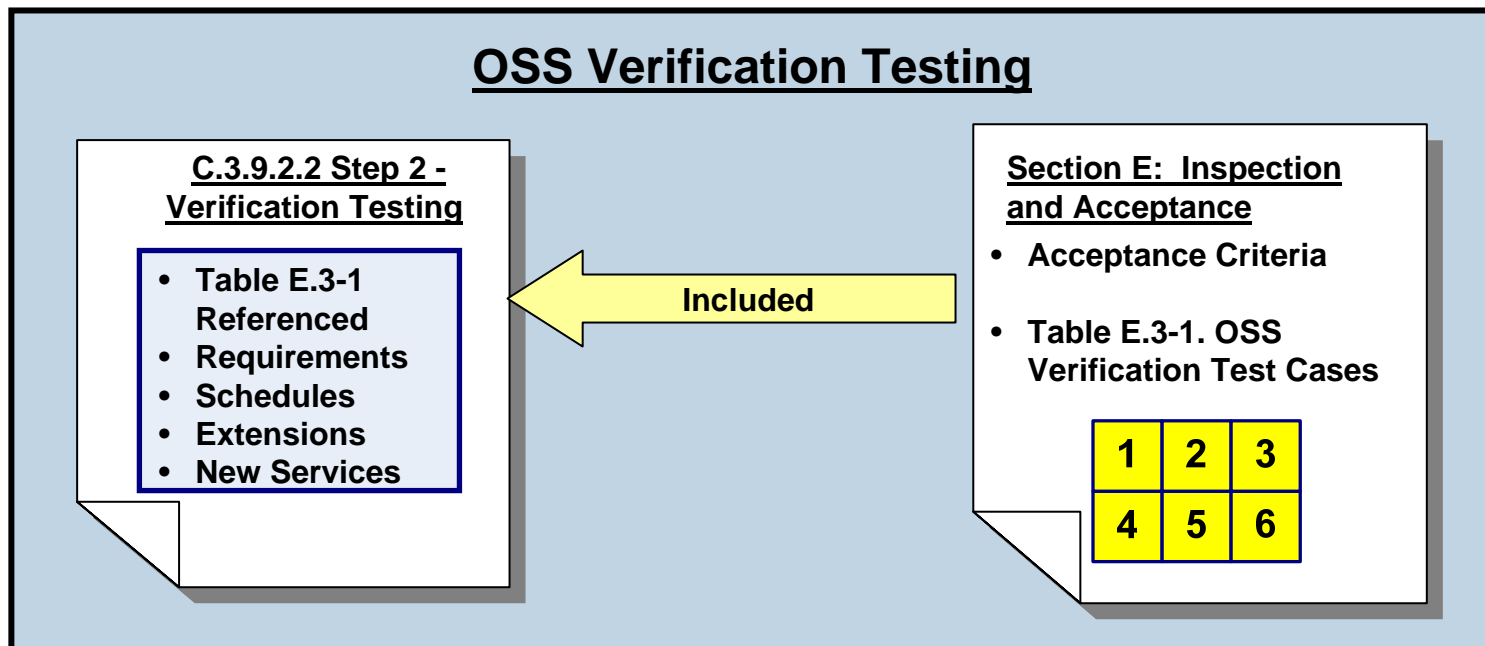
Three testing iterations:

① Vendors process their own test data, prepare report per RFP

② Government provides test data in standard format using historical data

③ Government provides on-site, randomly-created test data

Summary

OSS Verification Testing
will be performed efficiently
and effectively

OSS Verification
Testing for Universal
and Enterprise
may overlap

<u>A win-win activity:</u>
• Problems caught early
• Disputes minimized
• Costs avoided

Testing Completion: the gateway to service and revenue