

Integrated Technology Services

Federal Relay Service (FRS)

June 13 2007

Introduction

- The Federal Relay Service
- Service Offerings
- Contract Goals and Objectives
- Benefits
- Milestones
- Characteristics of New Contract
- Transition Timeline
- Outreach

The Federal Relay Service (FRS)

- The FRS was established by Congress under Public Law 100-542, the Telecommunications Accessibility Act of 1988.
- FRS provides Communication Assistants and Video Interpreters who act as transparent conduits for the transmittal of information.
- FRS provides Federal employees who are deaf, hard of hearing and speech disabled equivalent communication access.
- FRS enables Federal employees to conduct official duties and the general public to conduct business with the Federal government and its agencies.
- FRS broadens employment and advancement opportunities for deaf, hard-of-hearing and speech disabled individuals by ensuring them access to the Federal Telecommunications System.

Federal Relay Service Offerings

Telephonically-based

- Telecommunications Relay Services (TTY/Voice)
- Speech-to-Speech
- CapTel (Captioned Telephone)

Internet-based Services

- Federal Video Relay Service (FedVRS)
- IP Relay
- Relay Conference Captioning (RCC)

Contract Goals and Objectives

- Acquisition is a FAR Part 12 (commercial offerings)
- Term of contract will be five (5) years (two year base contract period followed by three (3), one (1) year option periods)
- New contract ceiling raised from \$25M to \$100M
- Custom tailored solutions for agency specific security/network needs and requirements
- All relay services will be direct/order and direct/billed

Benefits for Using FRS

- Operational/Service Continuity
- High Quality Service
- Performance Based and Operations Support
- Direct order-direct bill (DO/DB) plus agencies can customize bills
- Service flexibility - allows tailored solutions for agency's specific security/firewall/network requirements in the post-9/11 environment
- Access to new technologies offered on the commercial market

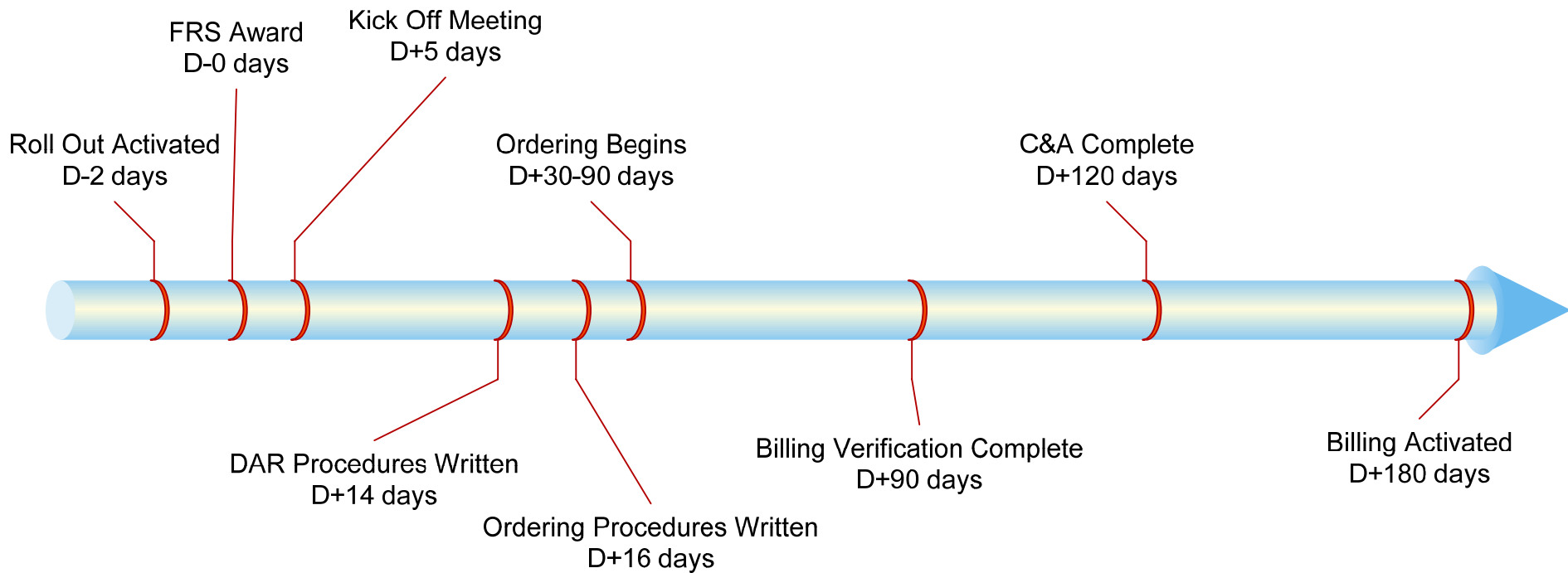
Key Program Milestones

- Acquisition Plan Approved
 - July 12, 2006
- RFP Release Date
 - September 21, 2006
- Tentative Award Date
 - Late June 2007
- Customer Education Phase
 - November 2006 - December 2007
- Transition & Current Service Overlap Phase
 - July through December 2007 (est.)
- Current Contract Expires on December 31, 2008

Characteristics of New Contract

- Agencies will order by using task orders and be billed directly their FRS provider
- Agencies will pay for FRS services based on usage
- Agencies will be able to ensure calls are for official business only
- Agencies will be able to develop customized solutions that will allow their deaf or hard of hearing employees to use IP-based relay services

New Contract—Transition Timeline



FRS Outreach

- Briefings, meetings, e-mail notifying agencies on how to order FRS services
- Inform IMC members, DARs, Telecom Managers, Other Federal and Non-Federal Customers, 508 Coordinators, Deaf & Hard of Hearing in Government, DOD's Computer Accommodation Program, GSA's Assistive Technology Program, GSA Customers

Points of Contact

Federal Relay Program Office

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Integrated Technology Services

Transition Information Portal (TIP)

David Hahn
GSA Transition Team
Booz | Allen | Hamilton

Hayden Sears
GSA TCC Team
Apptis

June 13, 2007

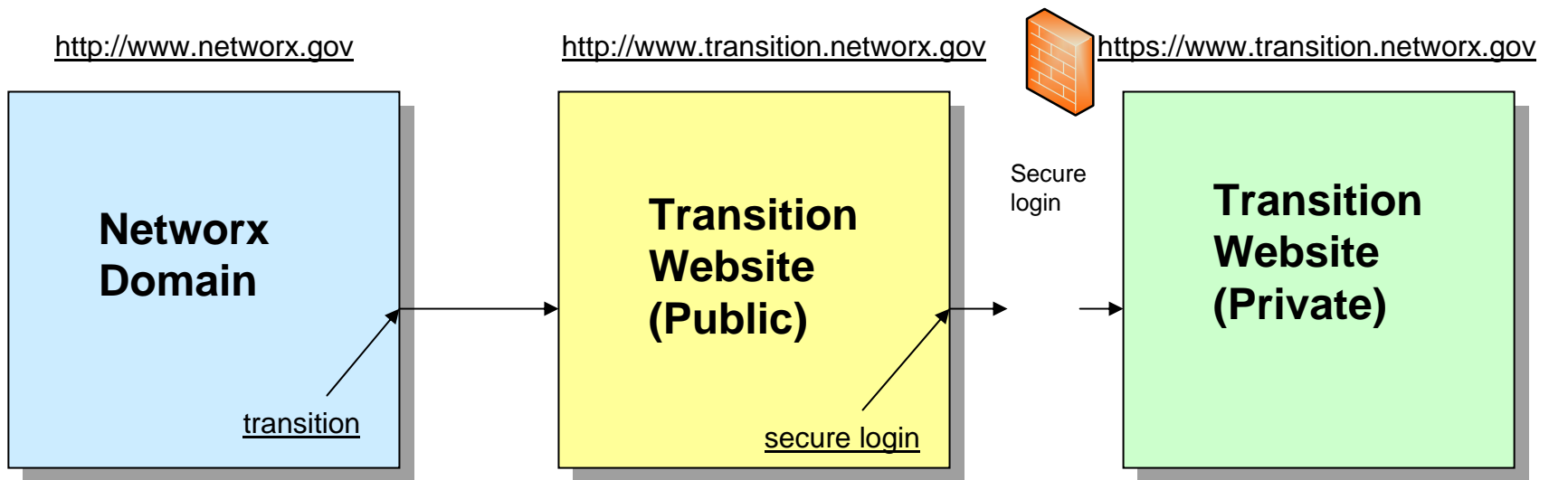
Agenda

- Overview of Transition Information Portal (TIP)
- Transition Website Layout (Proposed)
- Account Management Process
- Phase One – TIP Requirements
- Phase Two – TIP Requirements
- Phase Three – TIP Requirements
- Questions & Comments

Overview

- Discuss the proposed transition website layout supporting the Transition Information Portal (TIP)
- Explain the proposed account management process enabling users to request access to the TIP
- Review Phase 1, 2, and 3 requirements for transition tracking in the TIP tool

Transition Website Layout (Proposed)



- TWG Website (Public Data)
- Public Data on GSA website:
www.gsa.gov/networkx

- TWG Website (Sensitive Data)
- TIP Tracking Tool

Account Management Process

- Objective: To make the account application process simple for the requestor by using the same account application form for both a TIP account and an EMORRIS account.
- Approval routing differs:
 - TIP: Request → TM → TCC → Account
 - EMORRIS: Request → DAR Admin → Billing Group → Account

Account Management Process

TIP

- Access
 - Transition Status Information and Tools
 - Others TBD
- AHC Required
- Agency Transition Manager (TM) Approves then
- TCC Final Approval
- Account Creation

EMORRIS

- Access
 - Network Inventory
 - Network Billing
- AHC Required
- Agency DAR Administrator Final Approval
- Billing Group Verification
- Account Creation

Account Management Process

- Agency DAR Administrator manages the Agency Networx AHC structure
- Agency TM obtains AHCs from the DAR Administrator
- Agency DAR Administrator and TM may be the same person
- Single Logon *not* covered in this discussion

Account Management Process

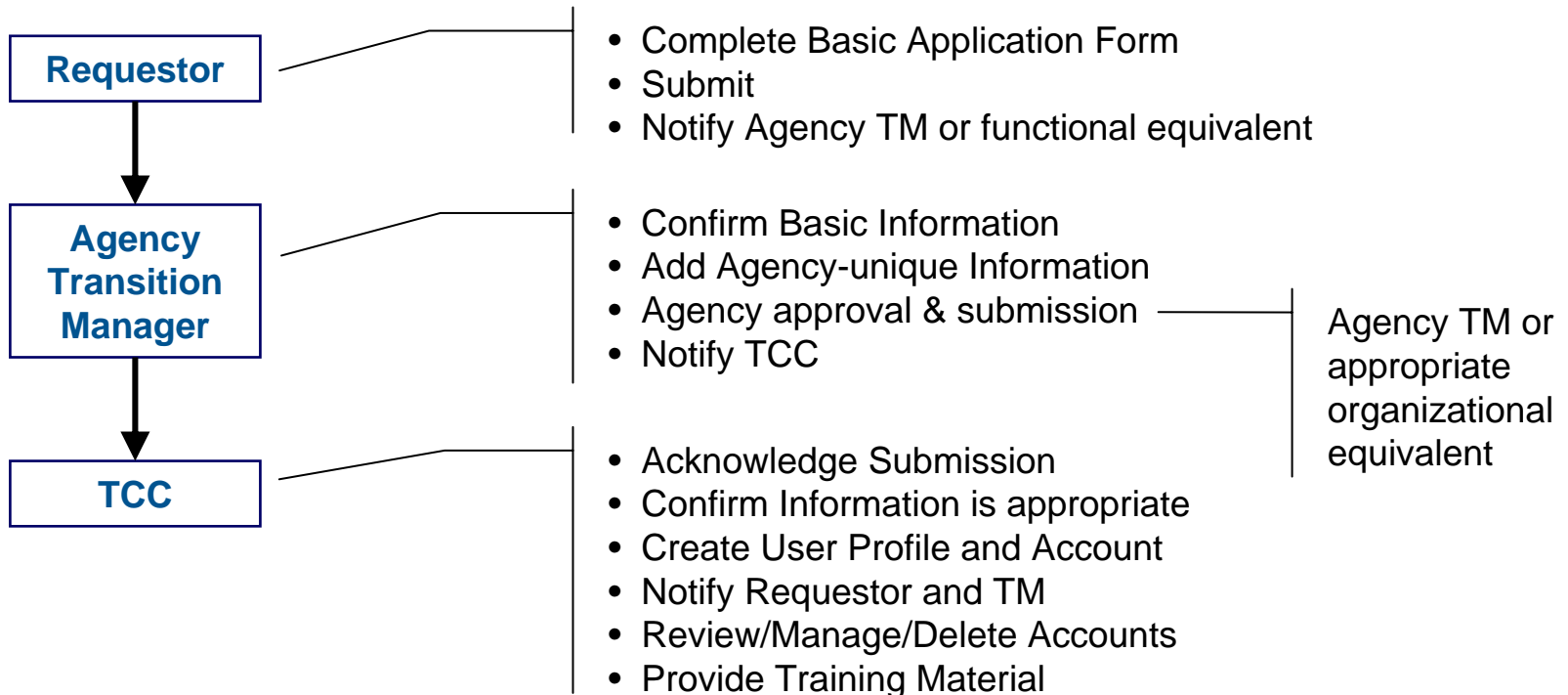
Basic User Actions

- Online preparation, submission and management
- User Actions:
 - Request account
 - User change password
 - Forgotten password
- Agency TM Actions:
 - Request, Add, Change and Delete Information and Account
 - Approve & Forward User Request
 - Browse Agency user list

GSA Account Admin Actions

- Track and Notify status of requests
- On First Use of New Account
 - Welcome Message
 - Training
- Browse users, profiles, and accesses
- Create/Edit account
- Edit profile and permissions
- Reset (and send) password
- Remove user

TIP Account Management Process



TIP Account Management Process

- TIP User Types
 - Agency TMs
 - Other Agency Users as TM designates
 - GSA Regional Services Users – appropriate to business needs for their Region
 - GSA Global Account Managers – assigned Agencies & AHCs
 - Networkx Program Management – all Agencies, all AHCs
 - GSA TCC Analysts – all Agencies, all AHCs
 - GSA Senior Management

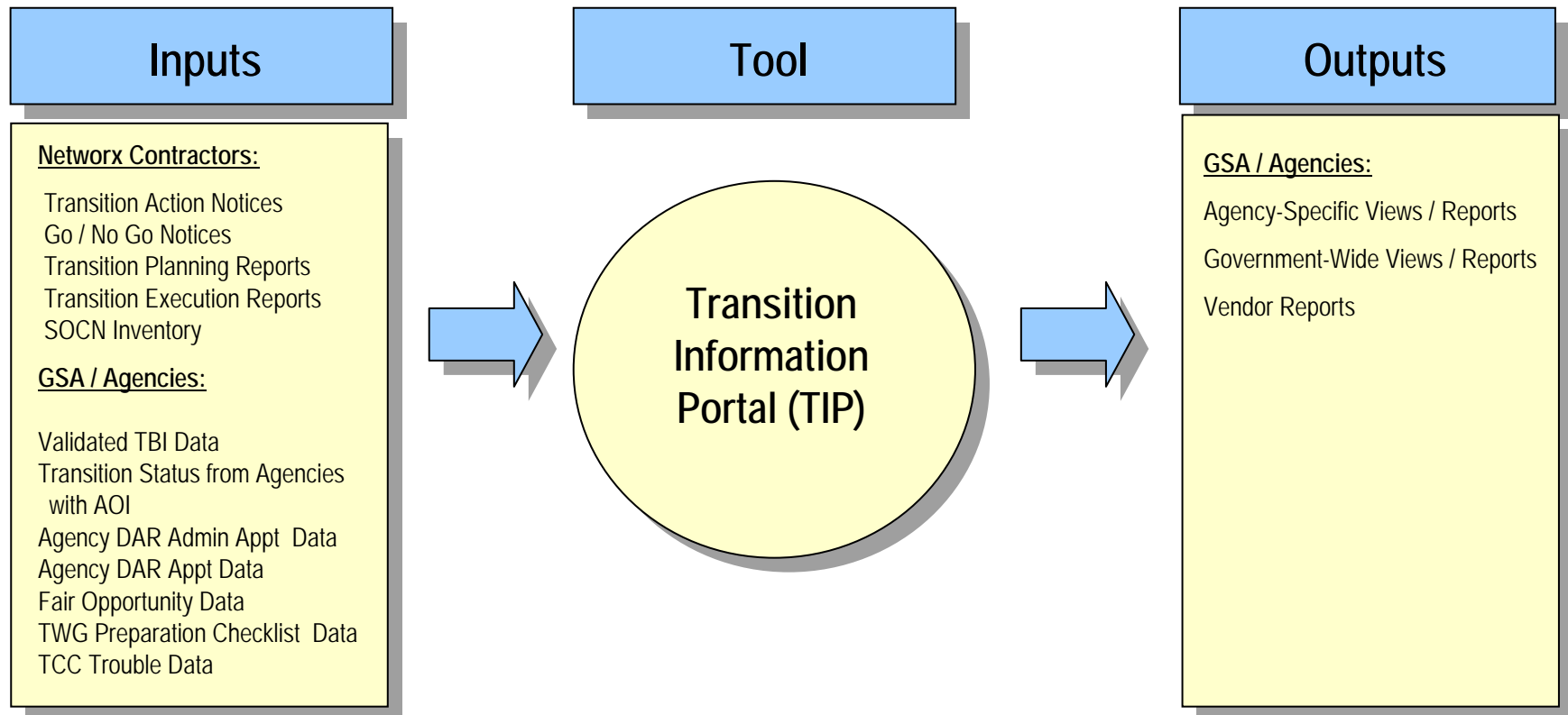
TIP Account Management Process

- Characteristics of Transition Tracking Data
 - Access to Government-wide TIP data
 - Access to Agency data limited by AHCs as specified in user account
 - TM & TWG information is open to all secure site users within the limits of their user profile

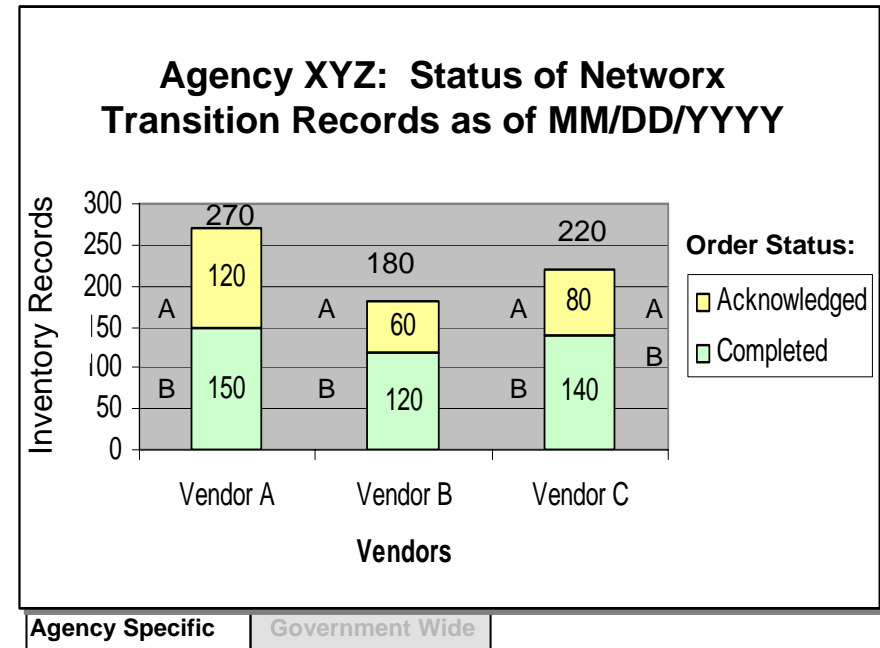
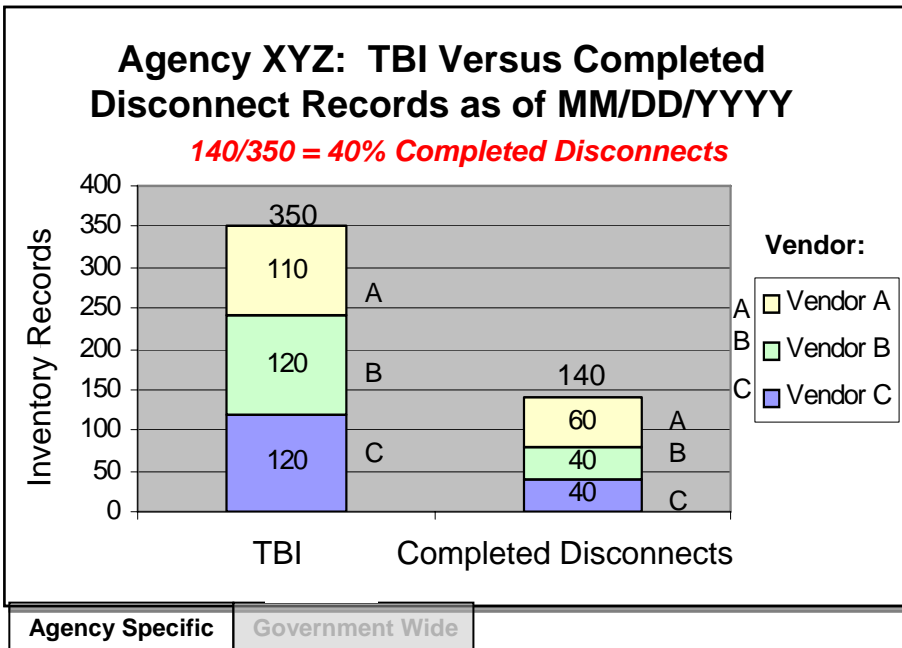
TIP Transition Tracking Requirements – Phase 1, 2, 3

- Phase 1: Tracking Status of FTS2001/Crossover Disconnects and Networx Transition Orders
- Phase 2: Tracking of Additional Transition Information:
 - Agency Fair Opportunity Decisions & Final Notice
 - Summary Transition Preparation Checklist (Voluntary)
 - TCC Trouble Reports
- Phase 3: Tracking of Other Transition Information:
 - Agency Appointment of DAR Administrator
 - Appointment of DARs (under review)
 - Credit Reimbursement Tracking (under review)

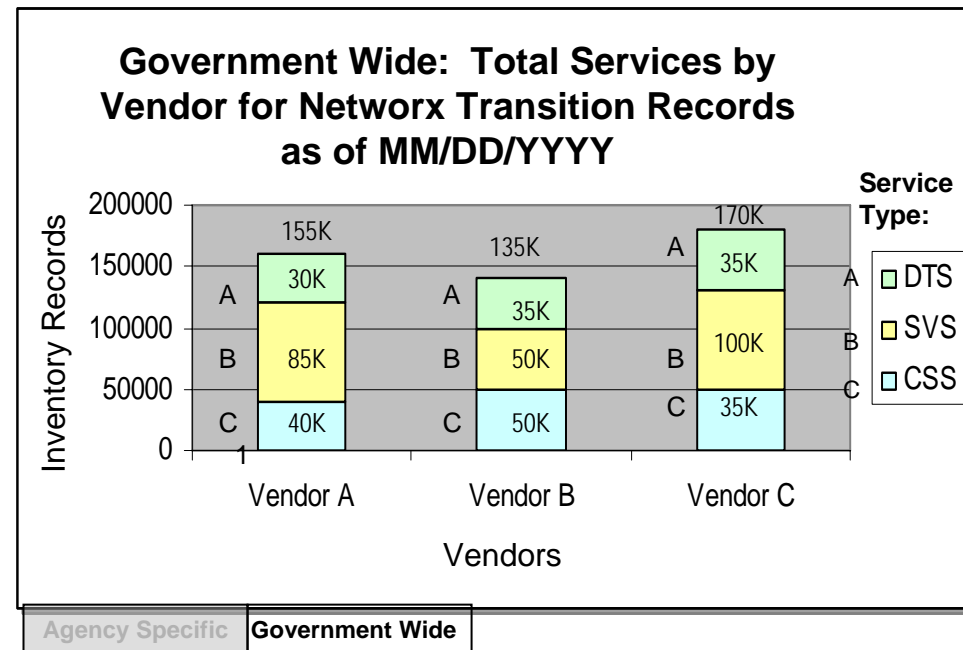
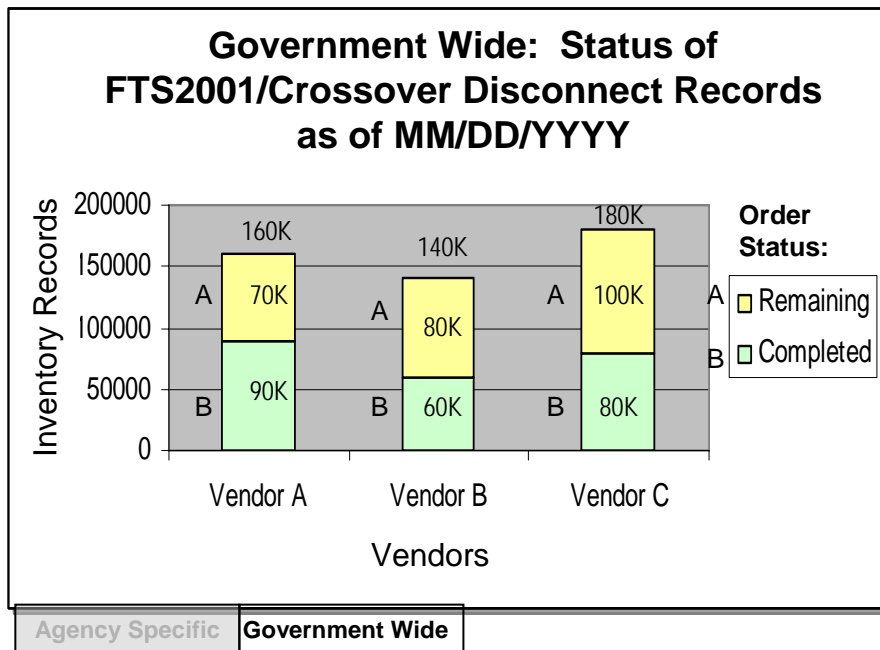
Context Diagram: TIP Inputs and Outputs



Phase 1 - Agency-Specific Reports for FTS2001/ Crossover Disconnects and Networkx Transition Orders

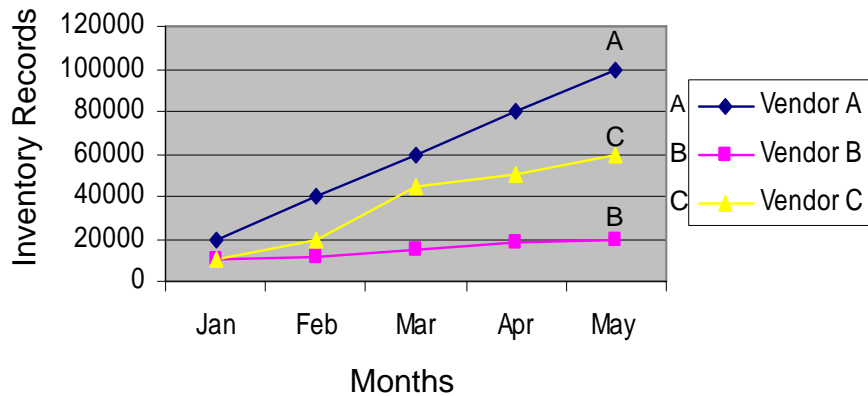


Phase 1 - Government-Wide Reports for FTS2001/ Crossover Disconnects and Networkx Transition Orders



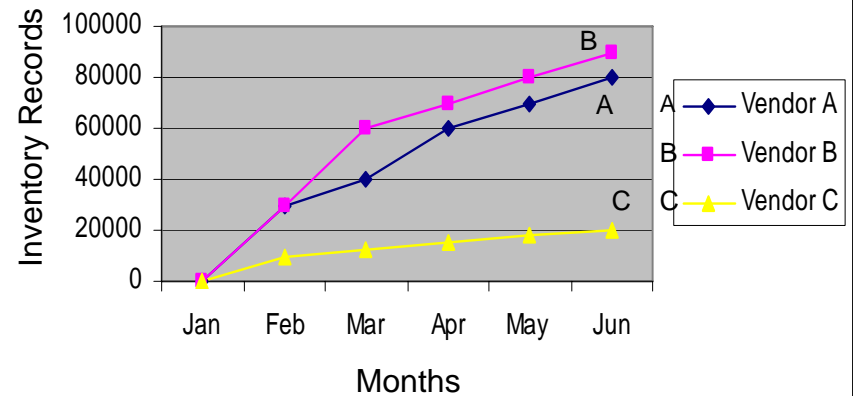
Phase 1 - Government-Wide Reports for FTS2001/ Crossover Disconnects and Networkx Transition Orders

**Government-Wide: Completed FTS2001/
Crossover Disconnect Records by Vendor
over Time**



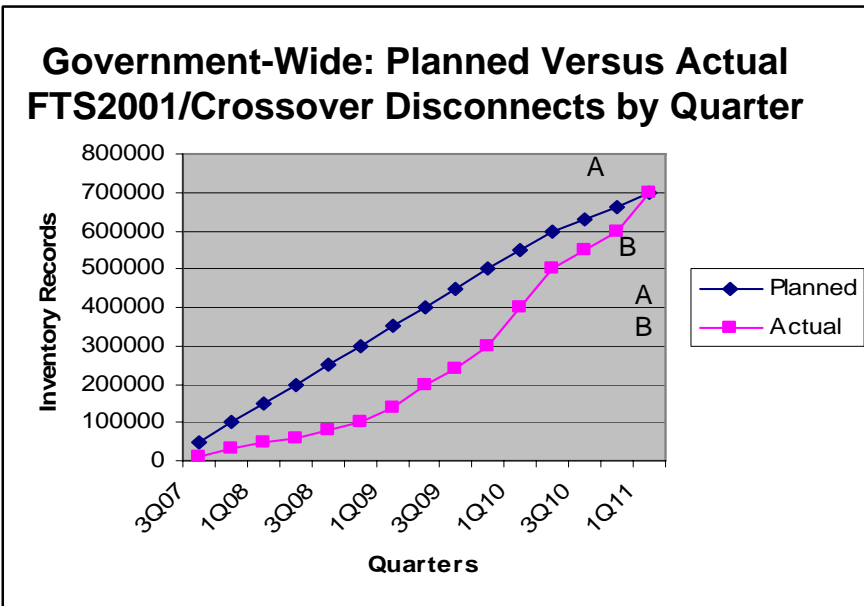
Agency Specific **Government Wide**

**Government-Wide: Completed Networkx
Transition Records by Vendor over Time**

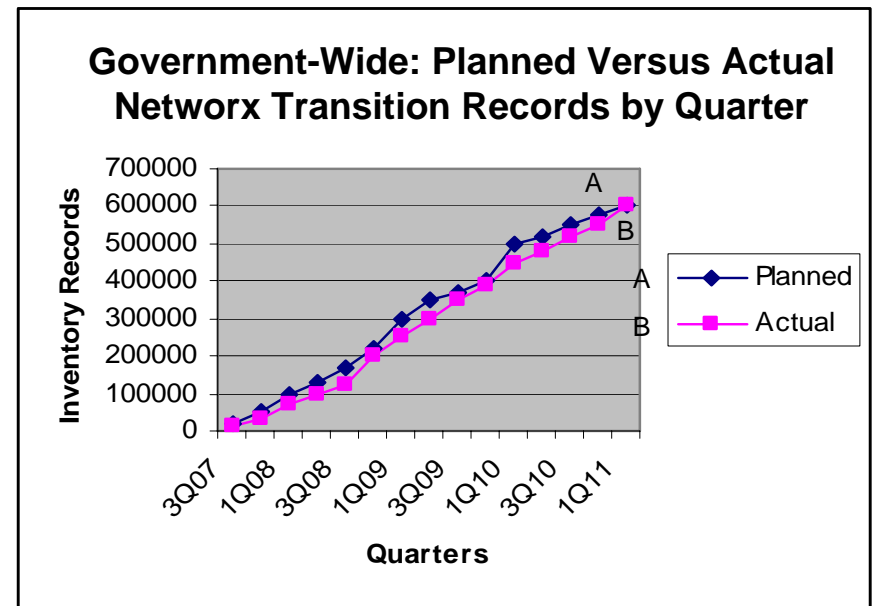


Agency Specific **Government Wide**

Phase 1 - Government-Wide Reports for FTS2001/ Crossover Disconnects and Network Transition Orders



Agency Specific **Government Wide**



Agency Specific **Government Wide**

Phase 2 - Tracking Agency Fair Opportunity Decisions

Data Elements Tracked:

*Extracted from FO Guidelines
such as:*

- Agency Contracting Officer
- Agency/Bureau Name
- Networx Contractor
- Networx Contract Number
- List of services in this decision

FO Notice 1

FO Notice 2

FO Notice 3

Requirements:

1. Authorized Agency Representative sends a notification to GSA for each Fair Opportunity decision.
2. GSA will track Fair Opportunity decisions by maintaining a copy of the notification and by tracking specific data elements in each notice.
3. FO Guidelines must be finalized.







Phase 2 - Tracking of Agency Final Transition Fair Opportunity Notifications (FTFON)

➤ Requirements

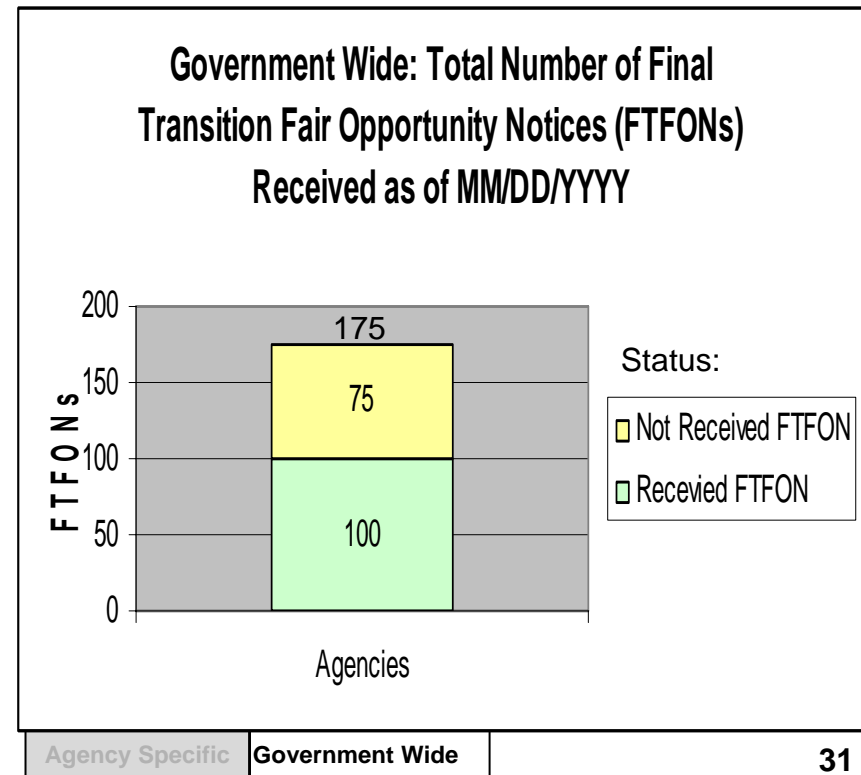
- Agency TMs are required to send a final notification letter to GSA once all Agency Transition Fair Opportunity decisions are completed
- Agency TMs shall submit their FTFON letter by 9/30/08 to continue to be eligible for reimbursement
- Fair Opportunity notifications will be tracked according to the Agency's AHC mapping rules

Phase 2 - Tracking of Agency FTFONs

Agency-Specific Reports:

	Status	AB Code	FTFON
Agency XYZ:	R/G	4 digit	Y/N
Sub-Agency 1	 	1000	<input type="checkbox"/> Y
		1010	<input type="checkbox"/> N
		1020	<input type="checkbox"/> Y
Sub-Agency 2	 	2000	<input type="checkbox"/> N
		2010	<input type="checkbox"/> N
		2020	<input type="checkbox"/> Y
Sub-Agency 3	 	3000	<input type="checkbox"/> Y
		3010	<input type="checkbox"/> Y
		3020	<input type="checkbox"/> Y

Government-Wide Reports:



Phase 2 - Tracking Summary Information on Agency Transition Preparation Checklist Items (Voluntary)

Data Elements Tracked:

Checklist Item #1
Checklist Item #2
Checklist Item #3
Checklist Item #4
Checklist Item #5
Checklist Item #6
Checklist Item #7
Checklist Item #8
Checklist Item #9
Checklist Item #10

Requirements:

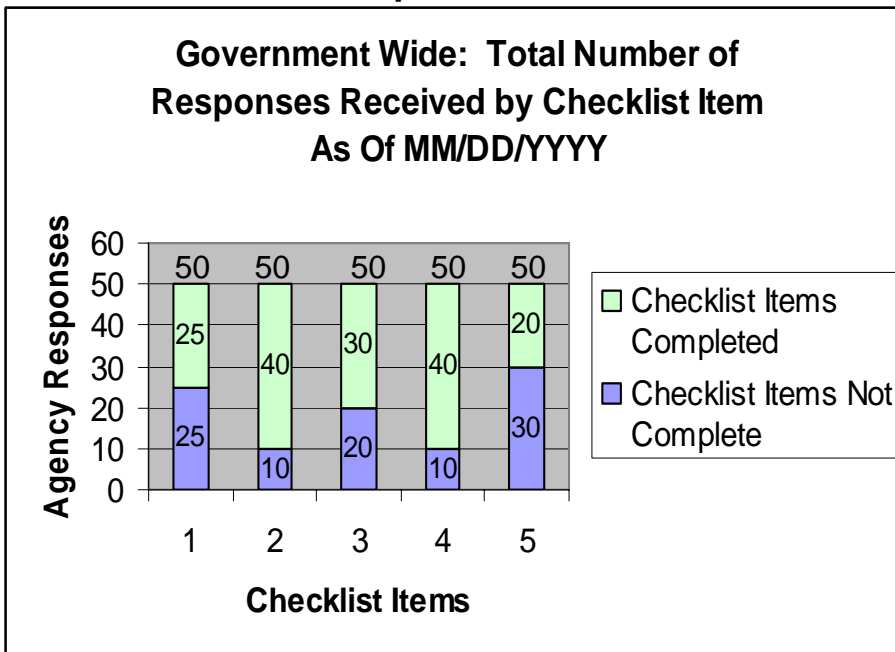
1. Transition preparation checklist items can be updated by Transition Managers (TMs) using an on-line form.
2. The completion of checklist items will be tracked on a Government-wide basis.

Phase 2 - Tracking of Agency Transition Preparation Checklist Items (On-Line Form)

	Status	Items	Complete Status	Count	Complete	% Complete
Agency XYZ:	R/G	Items	Y/N	5 of 20		25%
Sub-Agency 1	<input checked="" type="radio"/> R <input type="radio"/>	<u>Item 1</u>	<input type="checkbox"/> Y			
		<u>Item 2</u>	<input type="checkbox"/> Y			
		<u>Item 3</u>	<input type="checkbox"/> N			
		↓ <u>Item 10</u>	<input type="checkbox"/> N			
Subtotal				2/10		20%
Sub-Agency 2	<input checked="" type="radio"/> R <input type="radio"/>	<u>Item 1</u>	<input type="checkbox"/> Y			
		<u>Item 2</u>	<input type="checkbox"/> Y			
		<u>Item 3</u>	<input type="checkbox"/> Y			
		↓ <u>Item 10</u>	<input type="checkbox"/> N			
Subtotal				3/10		30%

Phase 2 -Tracking Summary Information on Agency Transition Preparation Checklist Items

Government-Wide Reports:



➤ This example assumes that 50 Agencies have submitted responses

Phase 2 – TCC Trouble Reports

Data Elements Tracked:

- Reporting Period
- Total # Received (count)
- Total # Resolved (count)
- Total # Closed (count)
- % Resolved on First Call (%)
- % By Type of Problem (%)

Requirements:

1. For transition activities only, TCC Trouble Reports will be tracked on a Government-wide basis.

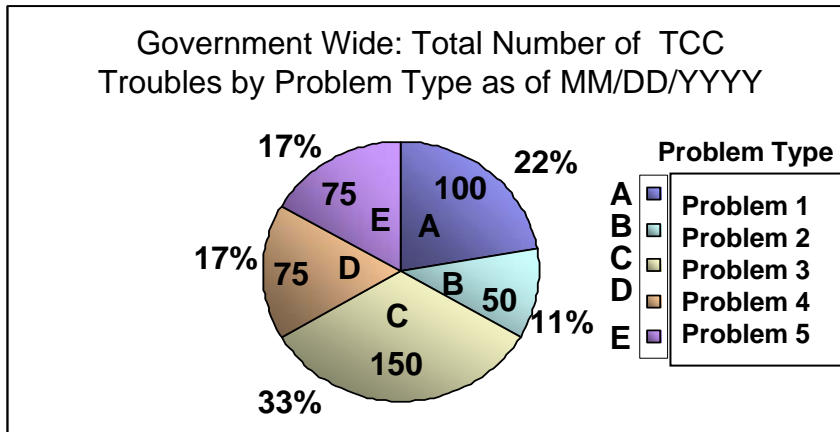
Phase 2 - TCC Trouble Reports (Summary Report)

Government-Wide Reports:

Problem Type	Priority Level	Total Open	Total Resolved	Total Closed	MTTR	Goal	Missed Goal
Type 1	Priority 2	50	40	10	7.5 hours	8.0 hours	8
Type 2	Priority 1	40	20	20	3.0 hours	4.0 hours	4
Type 3	Priority 2	60	55	45	6.0 hours	8.0 hours	7
Agency Specific	Government Wide						

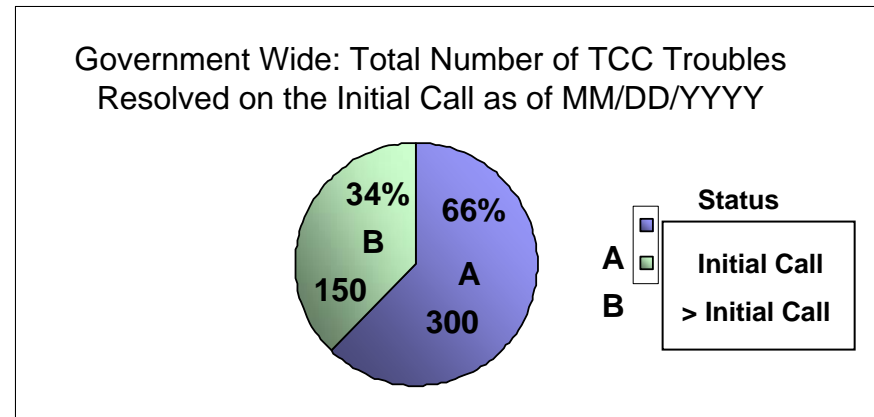
Phase 2 - TCC Trouble Reports (Problem Type and Initial Call Resolution)

Government-Wide Reports:



Agency Specific

Government Wide

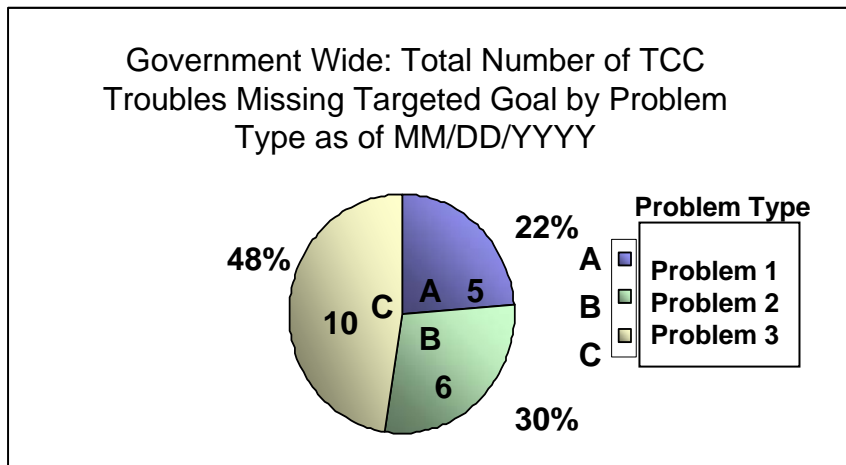


Agency Specific

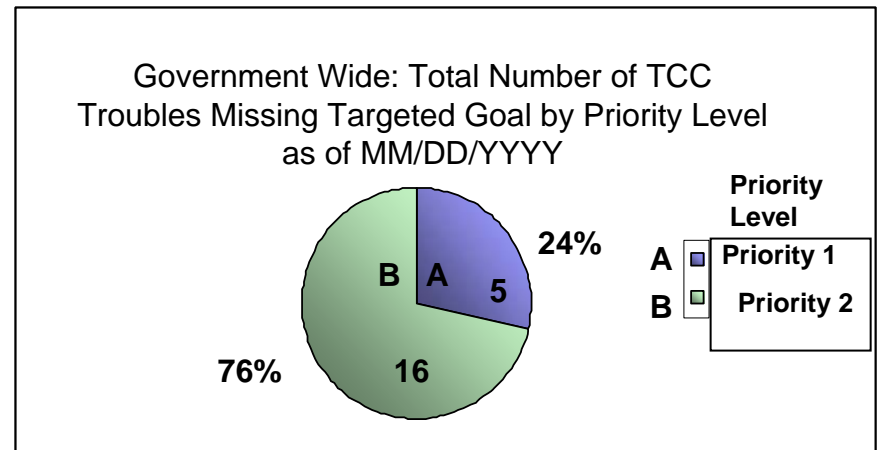
Government Wide

Phase 2 - TCC Trouble Reports (Problem Type and Priority Level)

Government-Wide Reports:



Agency Specific Government Wide



Agency Specific Government Wide

Phase 2 - TCC Trouble Reports (Resolutions)

Summary of Resolutions
By Service

Summary of First Call
Resolutions
By Service

Phase 3 - Tracking Agency Appointments of DAR Admin

Data Elements Tracked:

Extracted from DAR Administrator Appointment Letter in DAR Guidelines such as:







- DAR Administrator
- DAR Administrator Phone #
- DAR Administrator E-mail
- Alternate DAR Administrator Info
- Agency Hierarchy Codes (AHCs)
- Agency/Bureau Name
- Notify to what Contractor

Requirements:

1. Agency submits to GSA a letter appointing the DAR Administrator(s) following the DAR Guidelines
2. GSA will track these letters on an Agency-specific and Government-wide basis.
3. Agency may include one or more DAR Administrator Appointments within the Agency letter.
4. DAR Guidelines may need to be modified for data elements.

Phase 3 - Tracking Agency Appointments of DAR Administrators

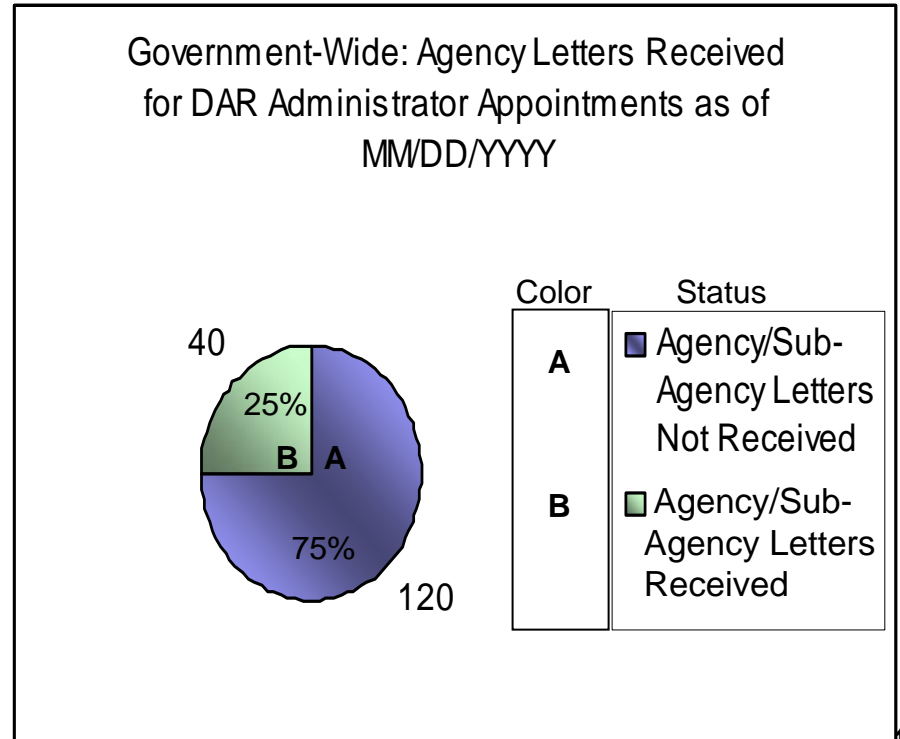
Agency-Specific Reports:

	Status	% Comp
Agency XYZ:	R/G	33.33%
Sub-Agency 1	 	0%
Sub-Agency 2	 	0%
Sub-Agency 3	 	100%

Agency Specific

Government Wide

Government-Wide Reports:



Agency Specific

Government Wide

Phase 3 - Tracking DAR Appointments

Data Elements Tracked:

- Under Review

Requirements:

1. The process for tracking DAR appointments is currently under review.
2. The tracking of DAR appointments will be modeled after the current process for Agency appointments of DAR Administrators.



Questions & Comments

Integrated Technology Services

A close-up, slightly blurred image of the American flag, showing the stars and stripes in shades of blue, white, and red.

Networkx Transition Reporting Demonstration
Agency Specific

June 13, 2007

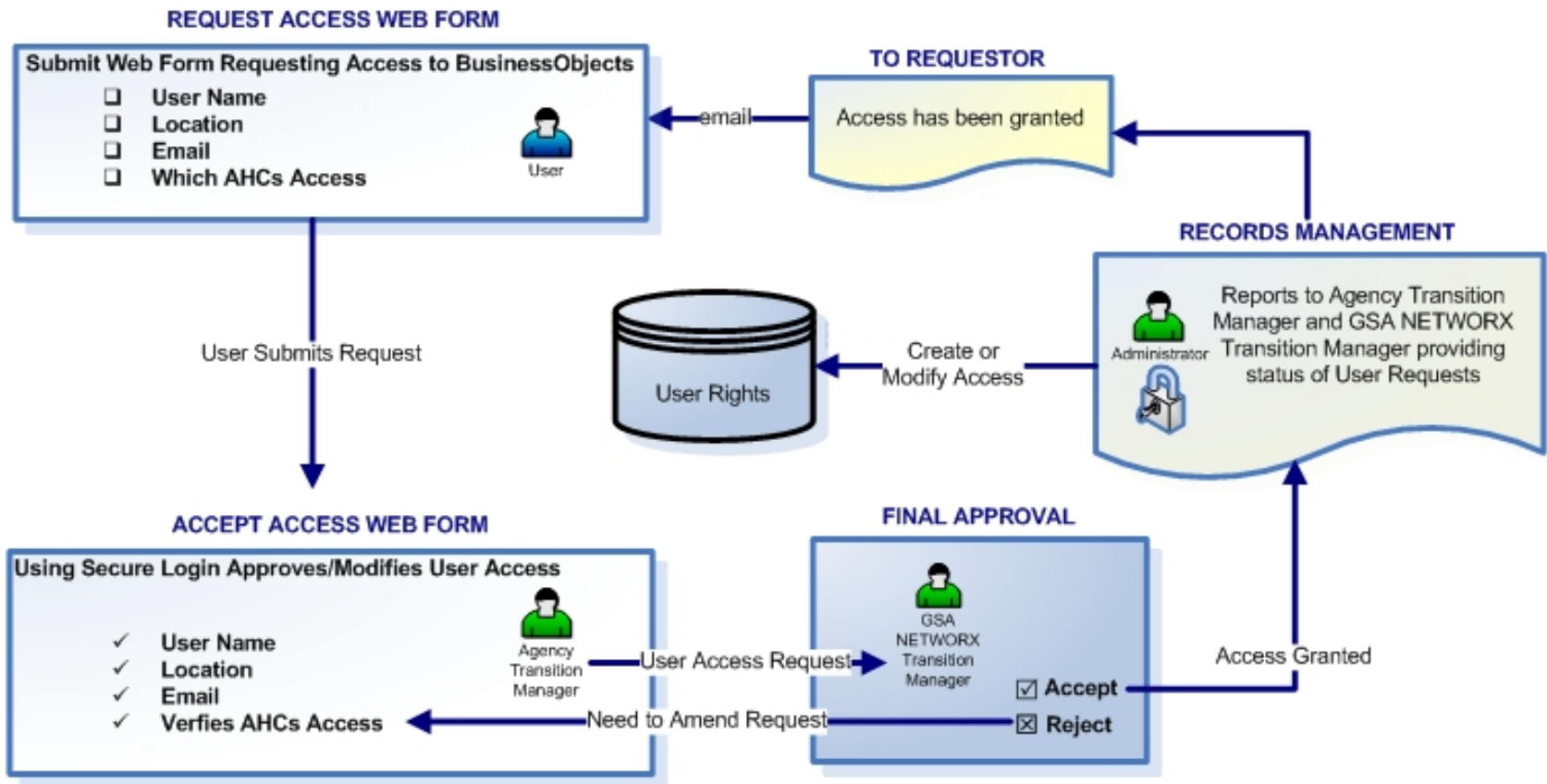
Agenda

- Overview of the Transition Information Portal (TIP)
 - Process Flow
 - User Access Tool
 - Logging-In
 - Bringing up Reports

Agenda *(continued)*

- Selecting & Opening Reports
 - Refreshing Data & Interacting with Reports
 - Exporting Reports
 - Saving Reports as PDF and Into Excel
 - Printing Reports
- Questions and Answers

Process Flow



User Access Tool

New User Form

NEW USER FORM

New ID Request Form

GSA

NETWORX

Complete and Submit Form to Request Access to Business Objects

Required fields**

First Name: **

Middle Initial: **

Last Name: **

Email Address: **

Phone: **

Which Agencies do you want to belong to?

- ADMINISTRATIVE OFFICE OF US COURTS
- AFRICAN DEVELOPMENT FOUNDATION
- AGENCY FOR INTERNATIONAL DEVELOPMENT
- AMERICAN BATTLE MONUMENTS COMMISSION
- AMERICAN RED CROSS
- ANTI-TRUST MODERNIZATION COMMISSION
- ARCHITECT OF THE CAPITOL
- ARMY AND AIR FORCE EXCHANGE SERVICE

Select >>

<< Remove

Logging-In

Log On to InfoView - Windows Internet Explorer

https://businessobjects.fss.gsa.gov/businessobjects/enterprise115/desktoplaunch/InfoView/logon/logon.do

File Edit View Favorites Tools Help

Log On to InfoView

Business Objects

Log On to InfoView

Welcome to BusinessObjects

Enter your user information and click Log On.
(if you are unsure of your account information, contact your system administrator)

System: f05h9s-bizobj02:6400

User name: John Young

Password: [REDACTED]

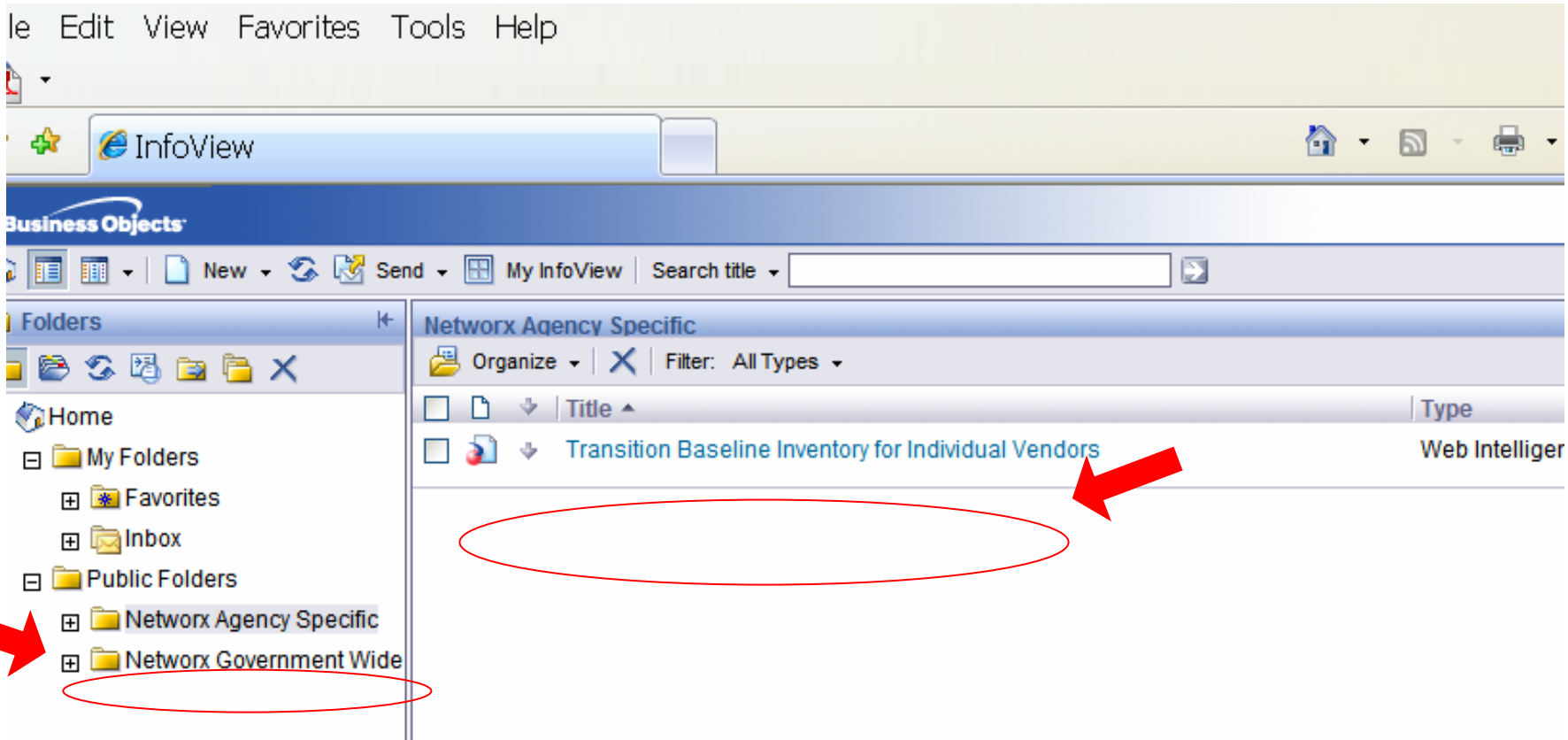
Authentication: Enterprise

Log On

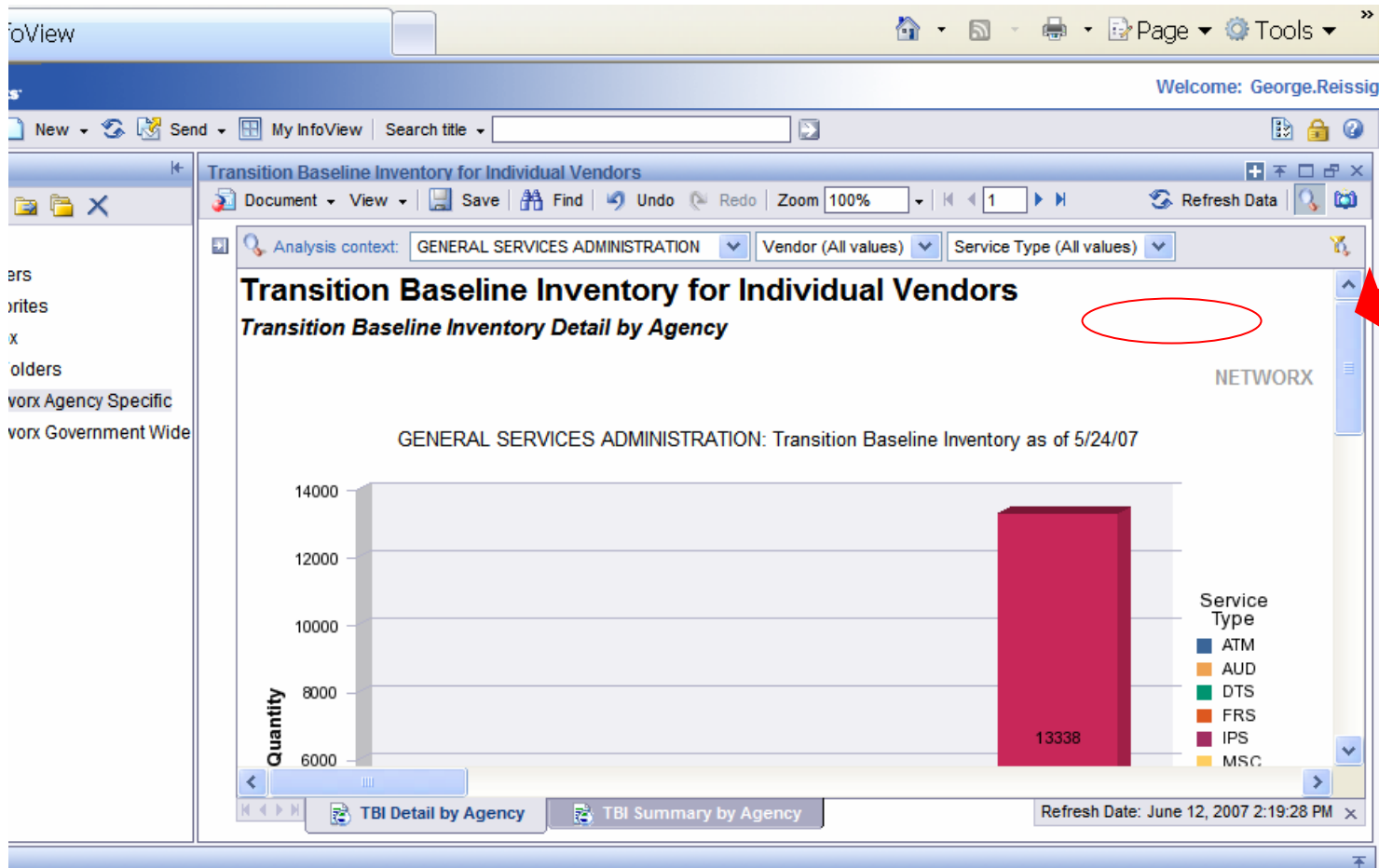
Bringing Up Reports

The screenshot displays a Windows Internet Explorer browser window titled "InfoView - Windows Internet Explorer". The address bar shows the URL <https://businessobjects.fss.gsa.gov/businessobjects/enterprise115/desktoplaunc>. The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The Business Objects interface is visible, featuring a menu bar with "New", "Send", and "My InfoView", along with a search box labeled "Search title". The left sidebar, titled "Folders", contains a tree view with the following items: "Home", "My Folders", "Favorites", "Inbox", "Public Folders", "Network Agency Specific", and "Network Government Wide". A red arrow points to "Network Agency Specific", and a red circle highlights "Network Government Wide". The main content area shows an "Inbox" with columns for "Title", "Sent", and "From".

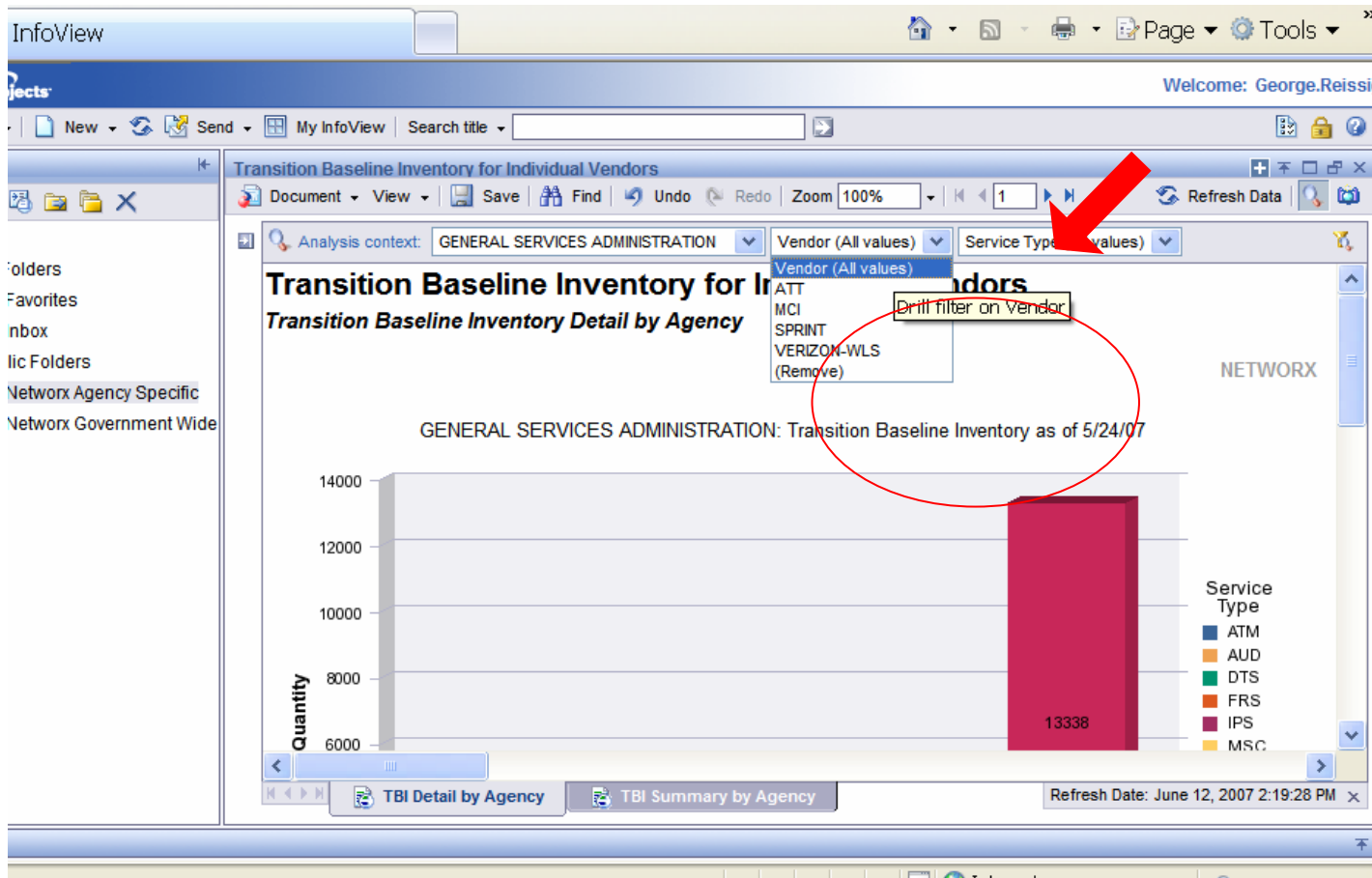
Selecting and Opening Reports



Refreshing Data



Interacting with Reports



Exporting Reports

Transition Baseline Inventory for Individual Vendors

Inventory Detail by Agency

GENERAL INFORMATION: Transition Baseline Inventory as of 5/24/07

Quantity

Service Type

- ATM
- AUD
- DTS
- FRS
- IPS
- MSC

13338

Refresh Date: June 12, 2007 2:19:28 PM

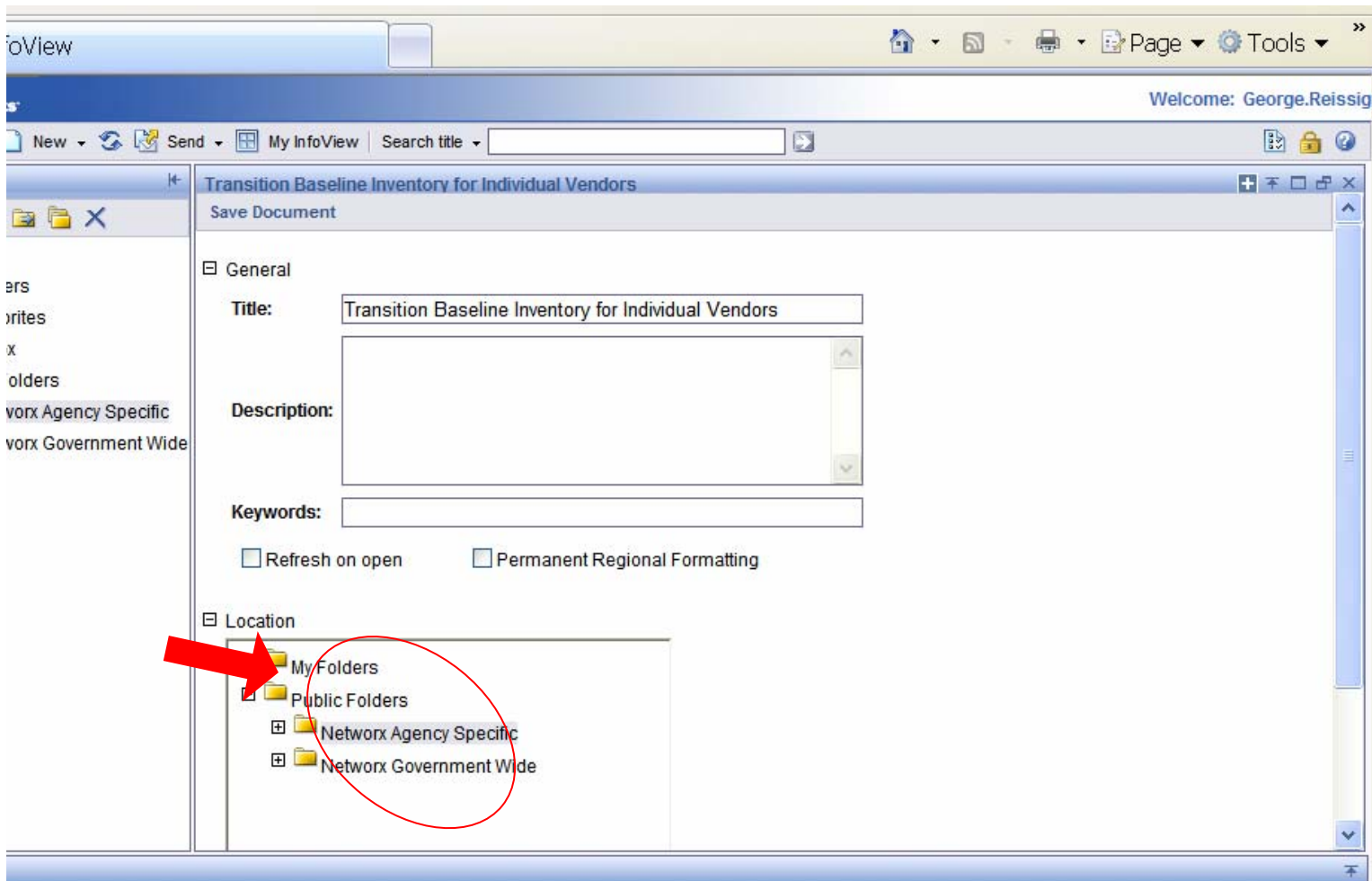
TBI Detail by Agency | TBI Summary by Agency

Saving Reports

The screenshot shows a web application interface with a toolbar at the top containing buttons for Document, View, Save, Find, Undo, Redo, Zoom (100%), and Refresh Data. Below the toolbar, there are filters for Analysis context (GENERAL SERVICES ADMINISTRATION), Vendor (All values), and Service Type (All values). The main content area displays a report titled "Transition Baseline Inventory for Individual Vendors" with a subtitle "Transition Baseline Inventory Detail by Agency". The report is a bar chart for "GENERAL SERVICES ADMINISTRATION: Transition Baseline Inventory as of 5/24/07". The y-axis is labeled "Quantity" and ranges from 6000 to 14000. A single bar for "IPS" has a value of 13338. A legend on the right lists Service Types: ATM, AUD, DTS, FRS, IPS, and MSC. The report is displayed in a window titled "NETWORKX". At the bottom, there are tabs for "TBI Detail by Agency" and "TBI Summary by Agency", and a "Refresh Date: June 12, 2007 2:25:22 PM" indicator.

Service Type	Quantity
IPS	13338

Saving Reports (Continued)



Printing Reports

The screenshot shows a web application window with a menu bar and a toolbar. The main content area displays a report titled "Transition Baseline Inventory for Individual Vendors" for "GENERAL SERVICES ADMINISTRATION" as of 5/24/07. A context menu is open over the report, with a red arrow pointing to the "Page mode" option. The report features a bar chart showing the quantity of various service types. The y-axis is labeled "Quantity" and ranges from 6000 to 14000. The x-axis is labeled "Service Type". The legend includes ATM, AUD, DTS, FRS, IPS, and MSC. The IPS bar is highlighted in red and has a value of 13338. The report is titled "Transition Baseline Inventory for Individual Vendors" and "Inventory Detail by Agency". The status bar at the bottom shows "Refresh Date: June 12, 2007 2:30:33 PM".

Service Type	Quantity
ATM	
AUD	
DTS	
FRS	
IPS	13338
MSC	

Printing Reports (Continued)

The screenshot displays a web application interface for viewing and printing reports. The main content area shows a report titled "Transition Baseline Inventory for Individual Vendors" with a subtitle "Transition Baseline Inventory Detail by Agency". The report is displayed as a bar chart showing the quantity of various service types for four vendors: ATT, MCI, SPRINT, and VERIZON-WLS. The Y-axis represents "Quantity" ranging from 0 to 14000. The X-axis represents "Vendor". The legend indicates the following service types: ATM (blue), AUD (orange), DTS (green), FNS (red), PS (purple), MSC (yellow), SDS (cyan), TFS (brown), VAS (light green), and WLS (pink).

The chart data is as follows:

Vendor	Quantity
ATT	~5000
MCI	~5000
SPRINT	~5000
VERIZON-WLS	~13500

The interface includes a navigation pane on the left with a tree view showing folders like "GENERAL SERVICES ADMINISTRATION" and "noname". A red arrow points to a "Print" icon in the navigation pane, with a text box that says "Click to print this PDF file or pages from it". The status bar at the bottom right indicates "Refresh Date: June 12, 2007 4:00:18 PM".

Questions and Answers

- Please forward inquiries to:
 - networx.transition@gsa.gov