U.S. General Services Administration

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

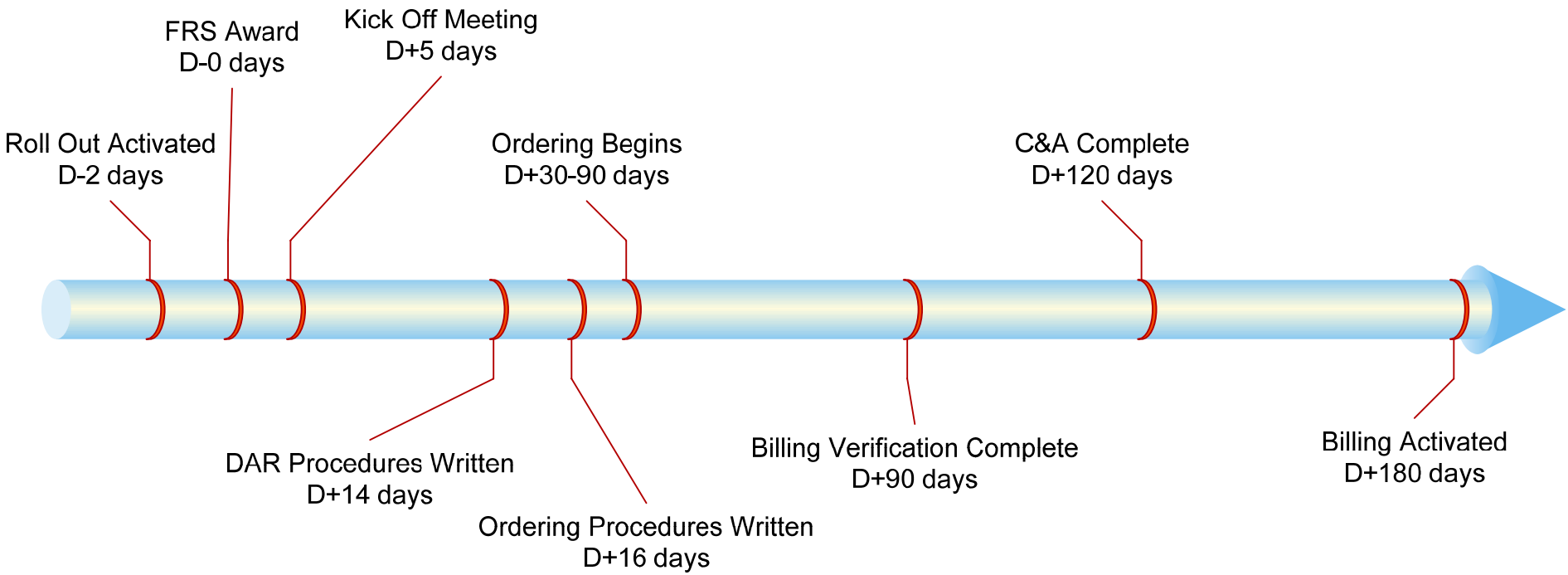
Key Program Milestones

- 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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U.S. General Services Administration

Integrated Technology Services

Transition Information Portal (TIP)

David Hahn
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Apptis

June 13, 2007

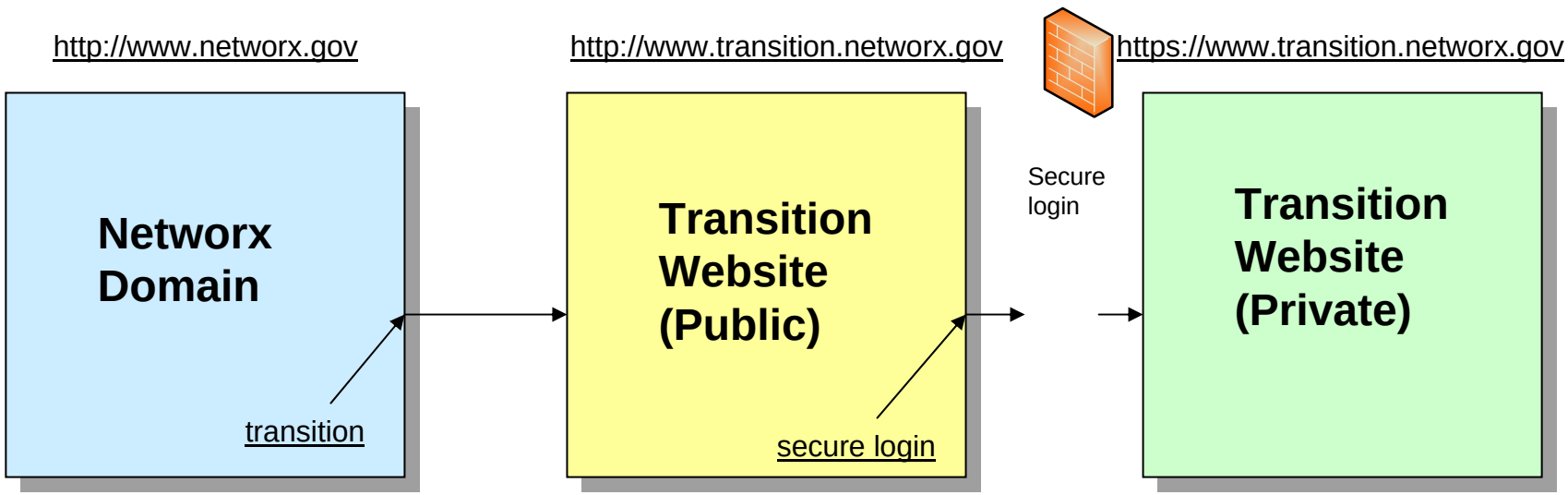
Agenda

- 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/networx

- 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
  - Networx Inventory
  - Networx 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

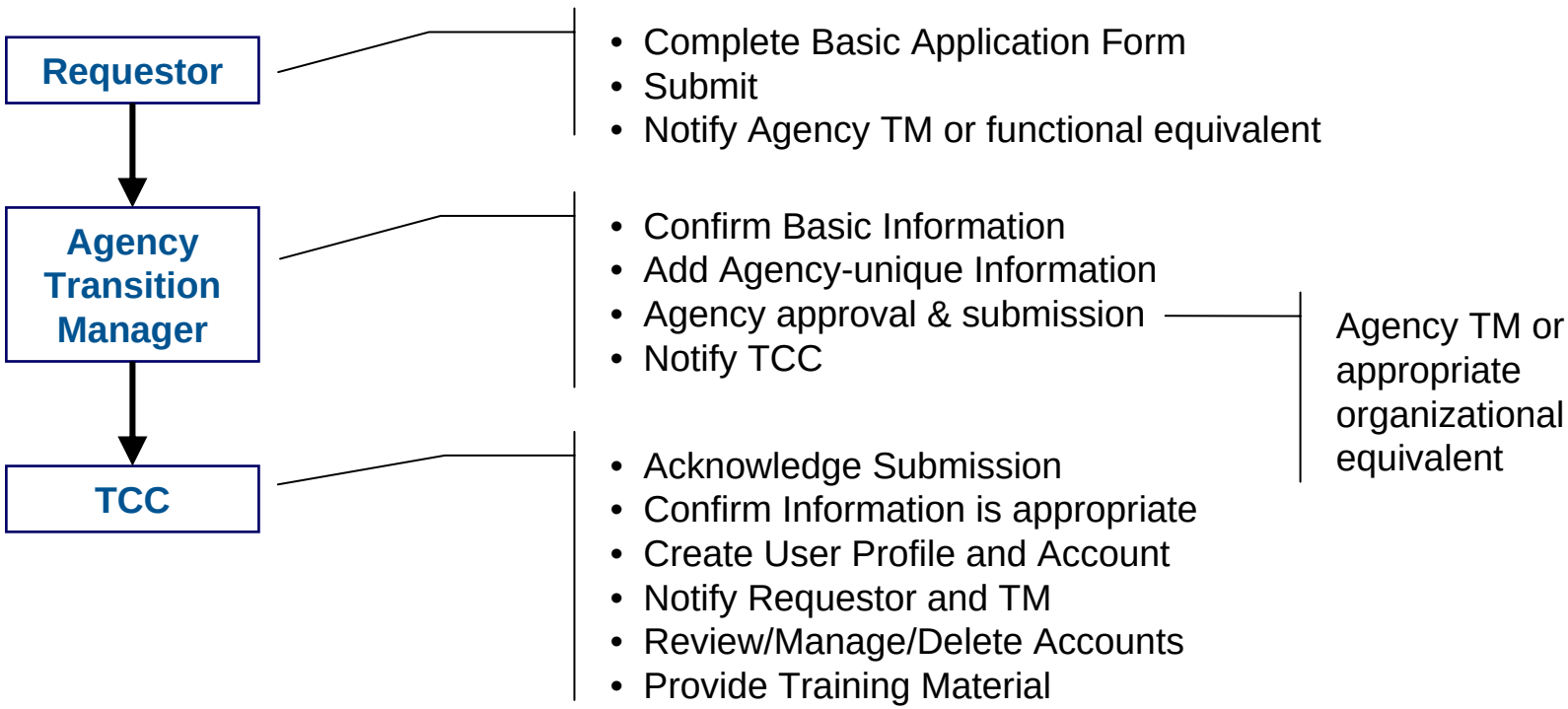
Basic User Actions

- 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 Mangers – assigned Agencies & AHCs
  - Networx Program Management – all Agencies, all AHCs
  - GSA TCC Analysts – all Agencies, all AHCs
  - GSA Senior Management

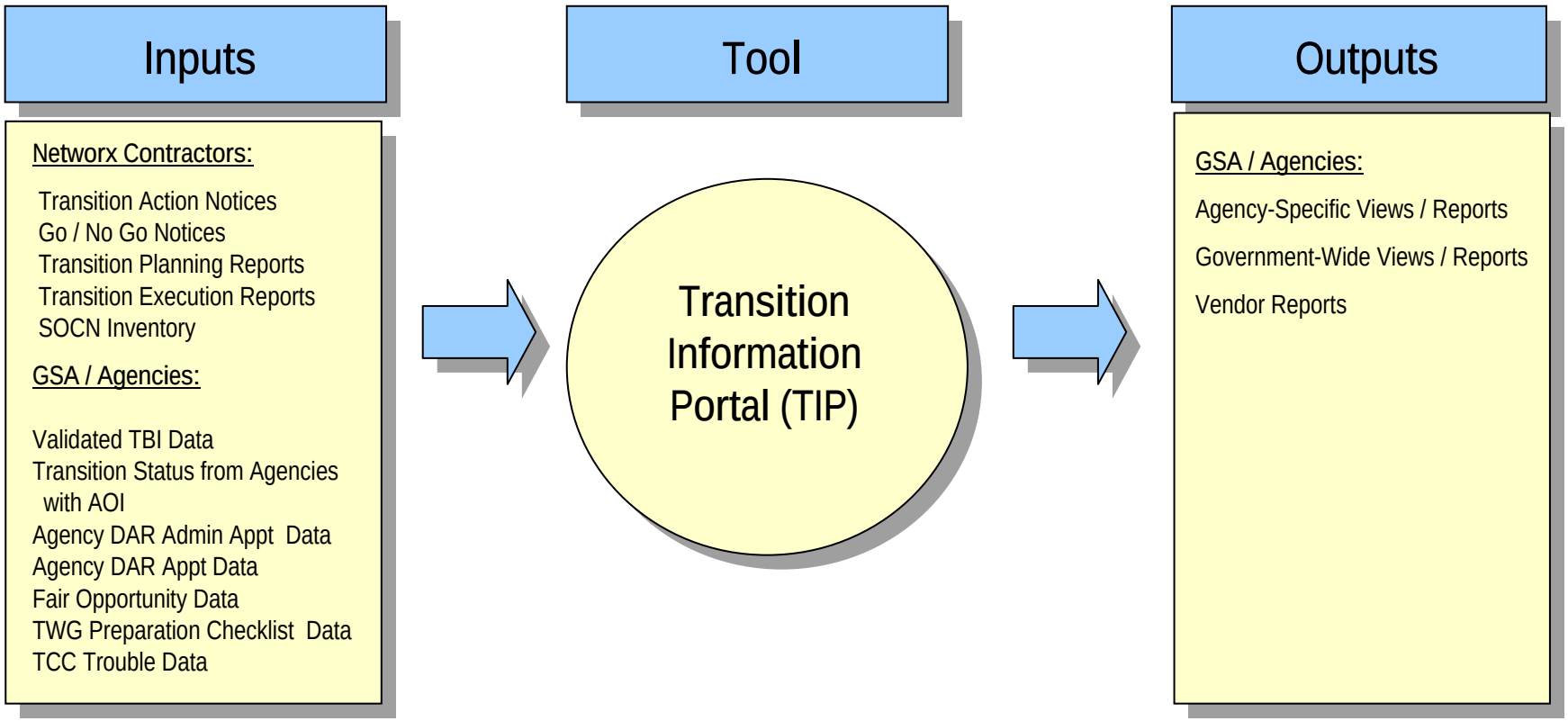
TIP Account Management Process

- 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

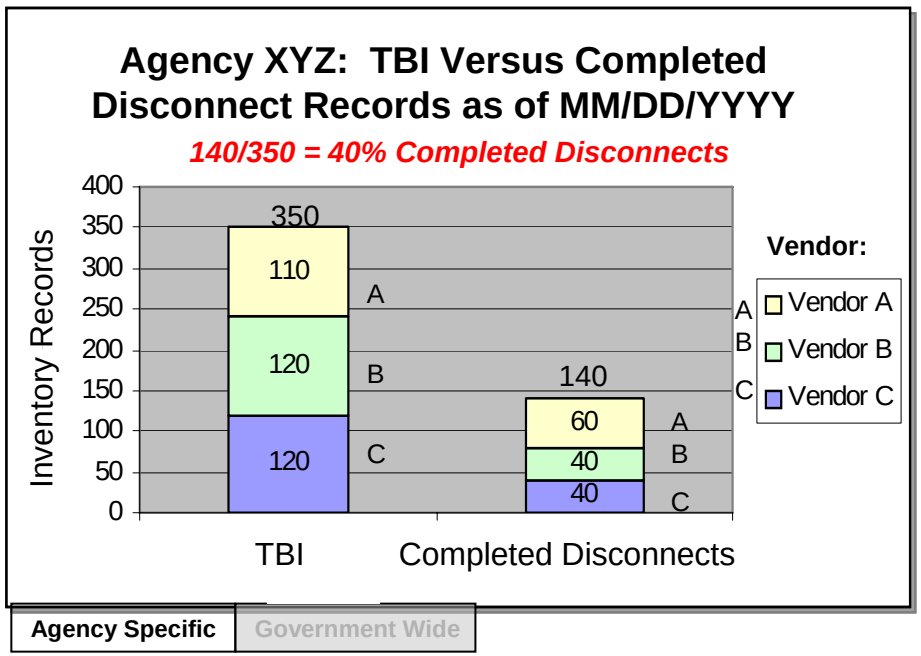
TIP Transition Tracking Requirements – Phase 1, 2, 3

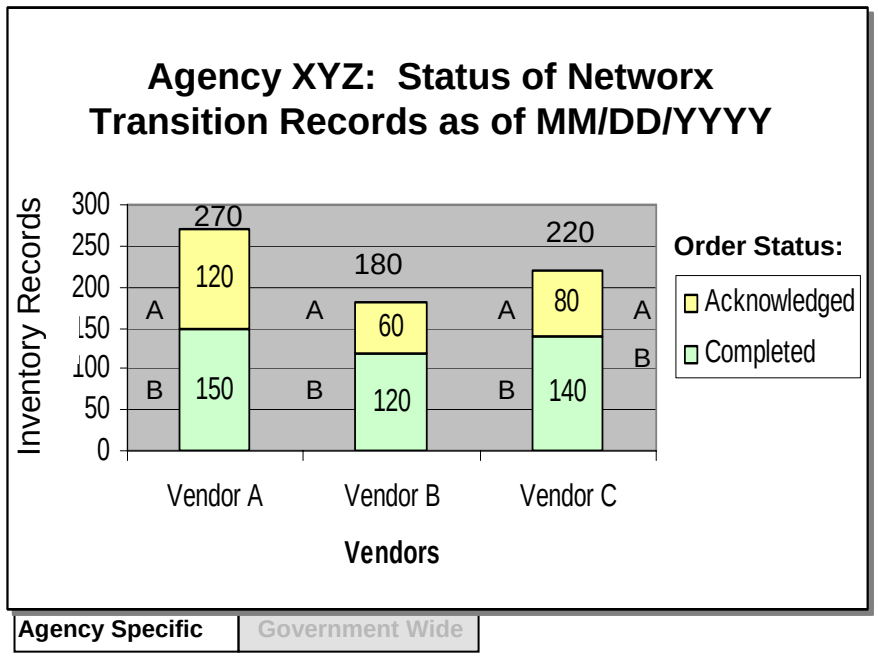
- Phase 1: Tracking Status of FTS2001/Crossover Disconnects and Networx Transition Orders
- Phase 2: Tracking of Additional Transition Information:
  - Agency Fair Opportunity Decisions & Final Notice
  - Summary Transition Preparation Checklist (Voluntary)
  - TCC Trouble Reports
- Phase 3: Tracking 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

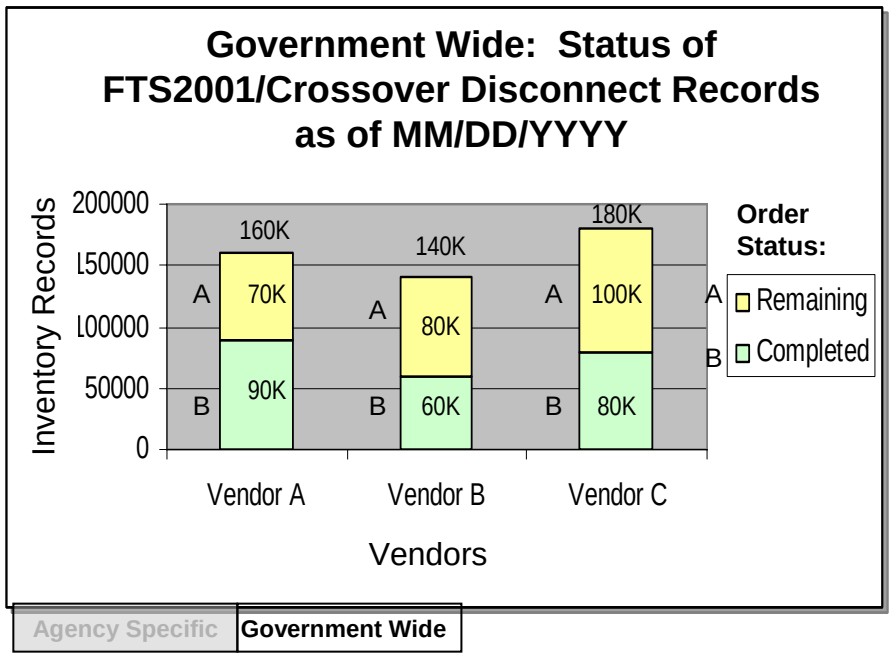


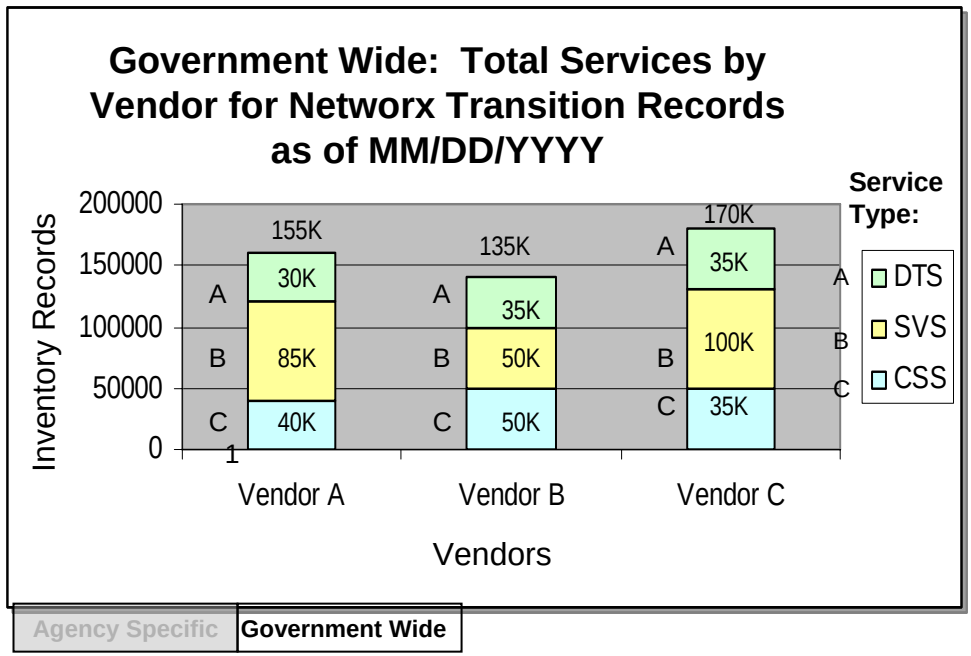
Phase 1 - Agency-Specific Reports for FTS2001/ Crossover Disconnects and Networx Transition Orders





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





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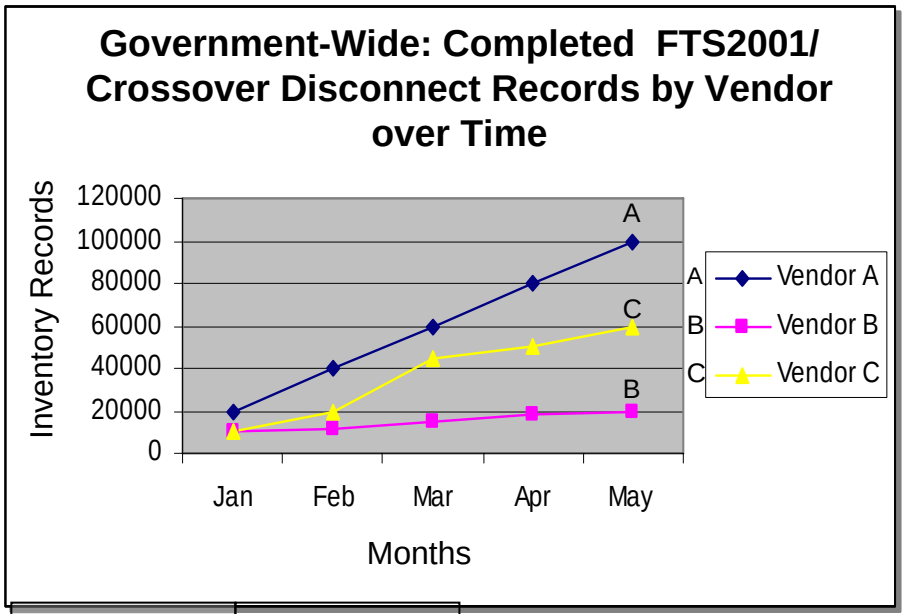
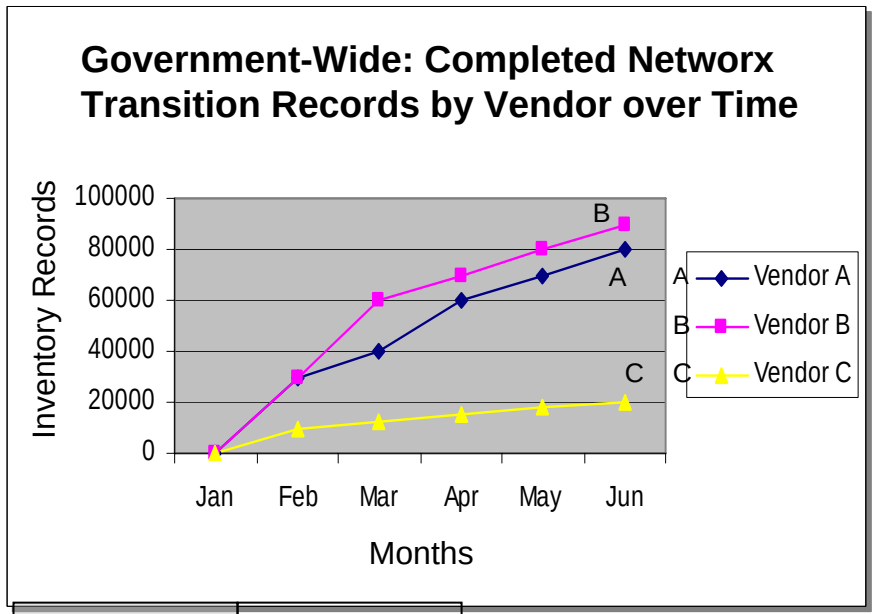


Agency Specific | **Government Wide**



Agency Specific | **Government Wide**

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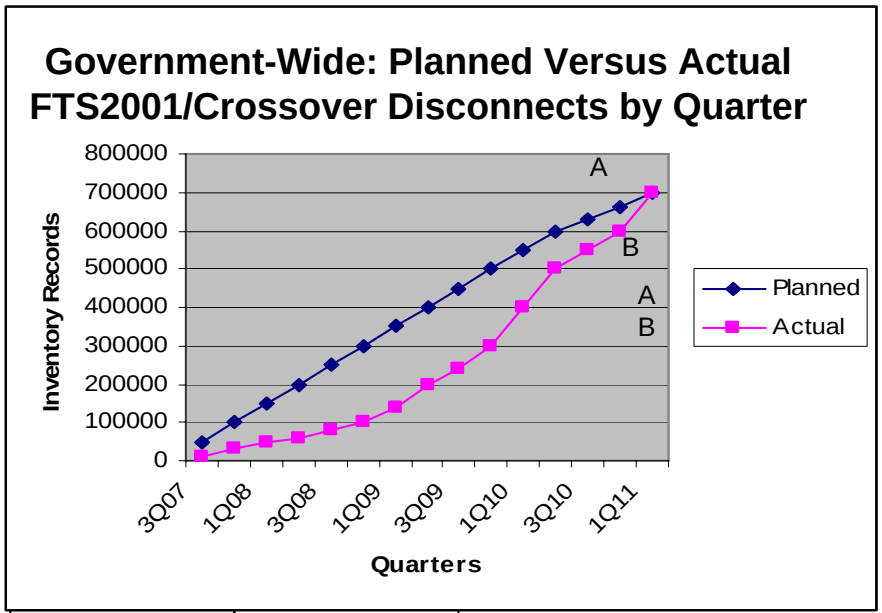
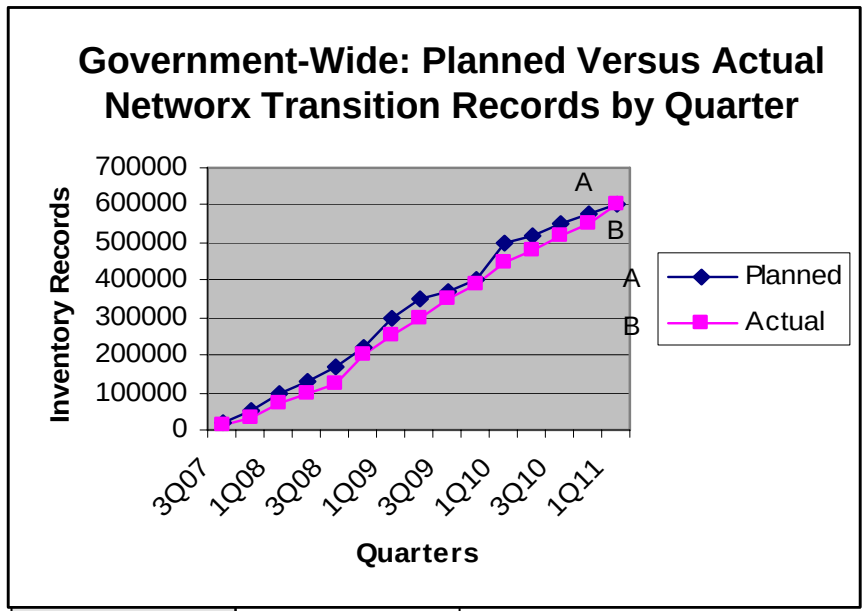


Agency Specific | Government Wide



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

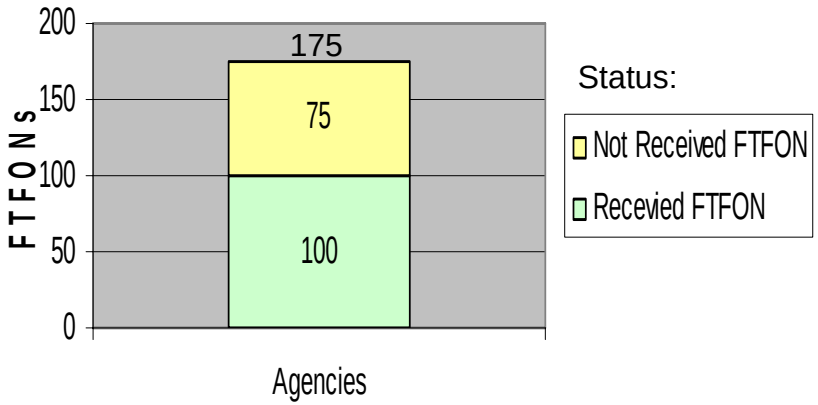
Phase 2 - Tracking of Agency FTFONs

Agency-Specific Reports:

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

Agency Specific | Government Wide

Government-Wide Reports:



Agency Specific | Government Wide

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

Data Elements Tracked:

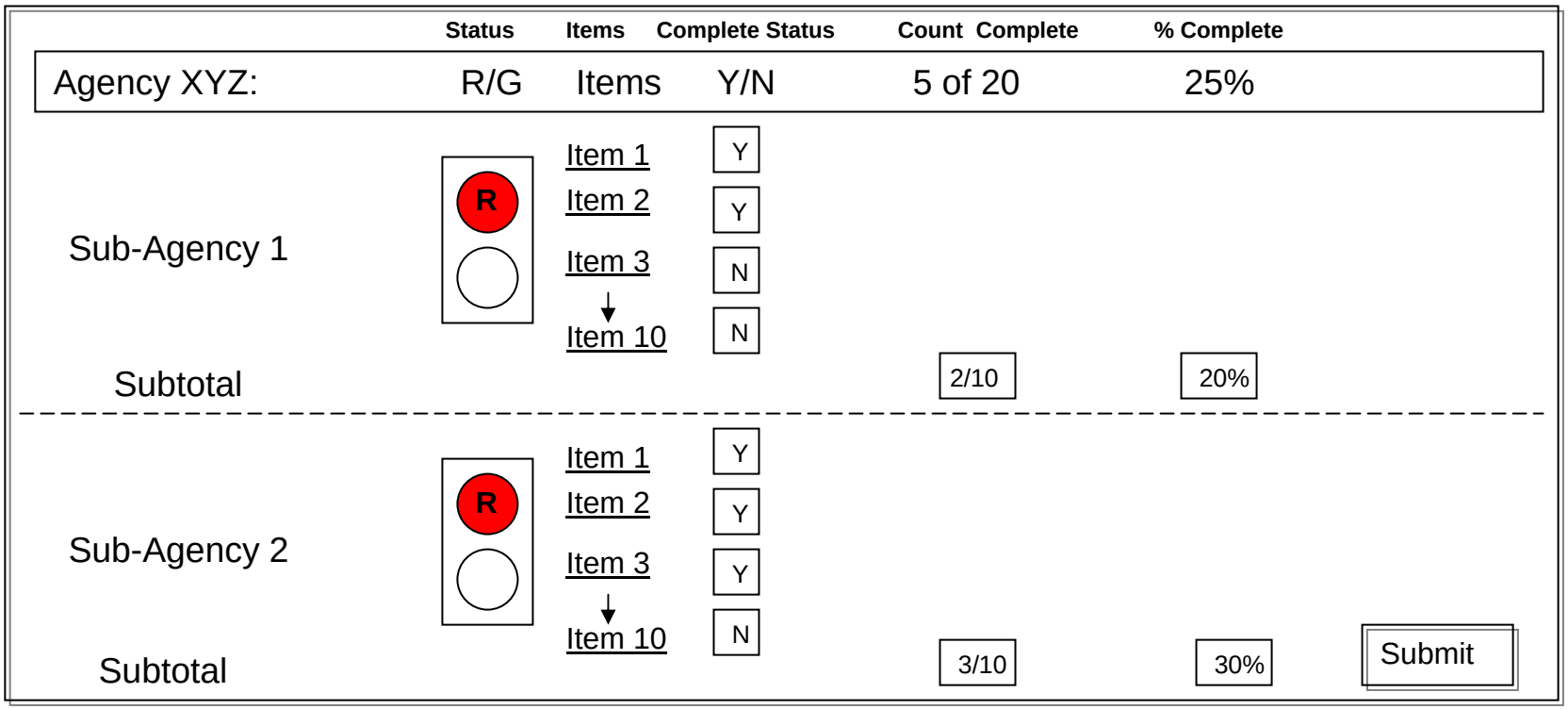
- Checklist Item #1
- Checklist Item #2
- Checklist Item #3
- Checklist Item #4
- Checklist Item #5
- Checklist Item #6
- Checklist Item #7
- Checklist Item #8
- Checklist Item #9
- Checklist Item #10

Requirements:

1. Transition preparation checklist items can be updated by Transition Managers (TMs) using an on-line form.

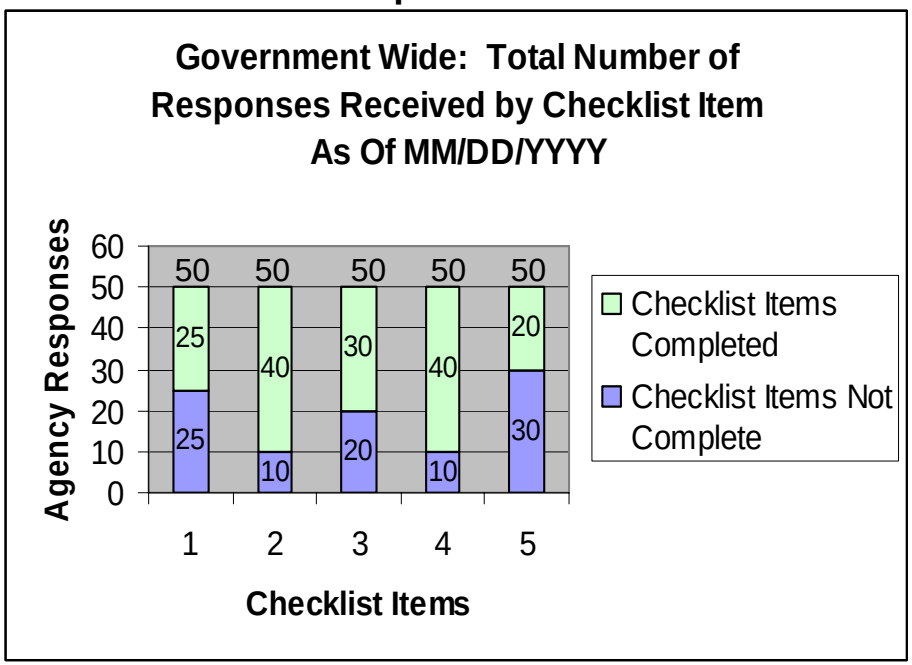
2. The completion of checklist items will be tracked on a Government-wide basis.

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



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

Government-Wide Reports:



- This example assumes that 50 Agencies have submitted responses

Agency Specific | Government Wide

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)

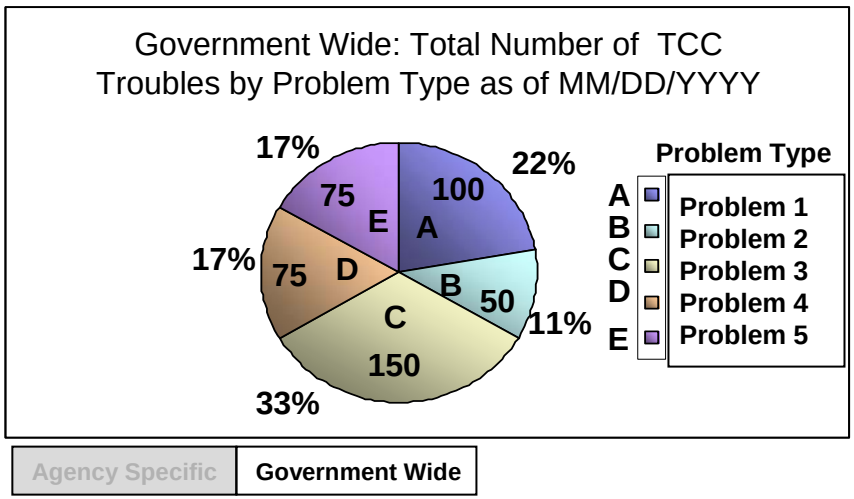
Government-Wide Reports:

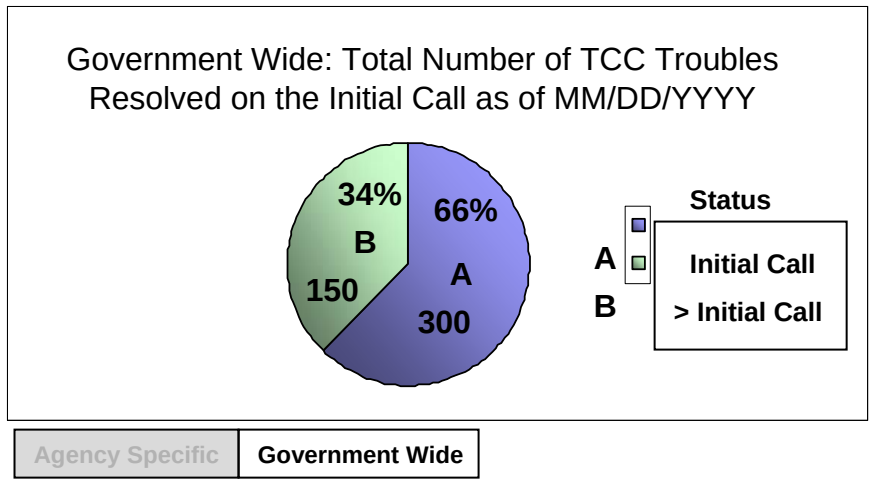
Problem Type	Priority Level	Total Open	Total Resolved	Total Closed	MTTR	Goal	Missed Goal
Type 1	Priority 2	50	40	10	7.5 hours	8.0 hours	8
Type 2	Priority 1	40	20	20	3.0 hours	4.0 hours	4
Type 3	Priority 2	60	55	45	6.0 hours	8.0 hours	7

Agency Specific | Government Wide

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

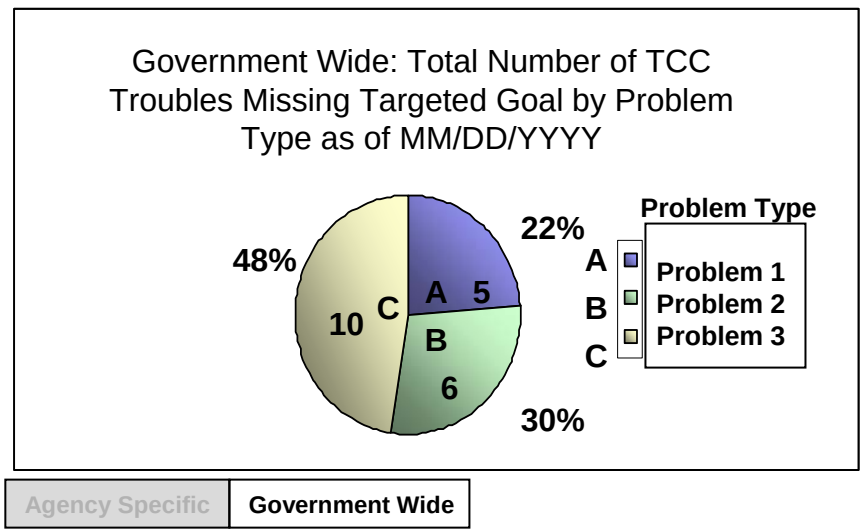
Government-Wide Reports:

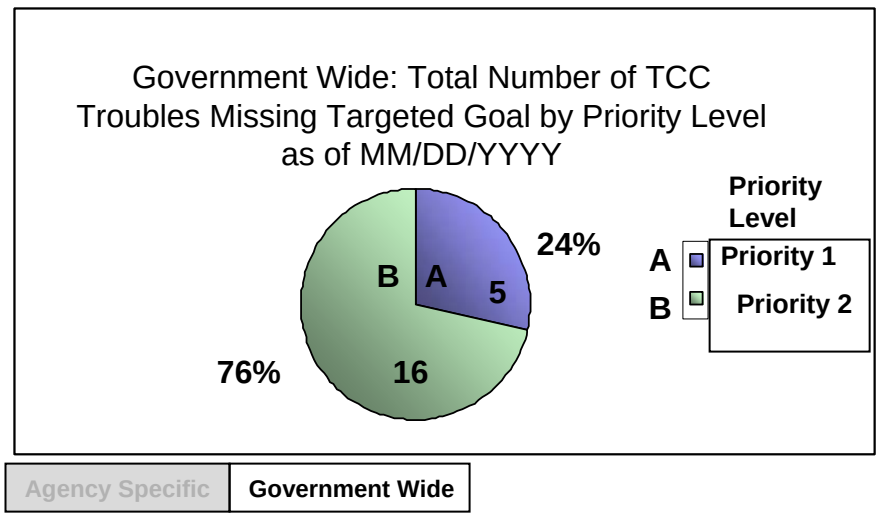




Phase 2 - TCC Trouble Reports (Problem Type and Priority Level)

Government-Wide Reports:





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

DAR Admin Appt Letter | DAR Admin Appt Letter

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.

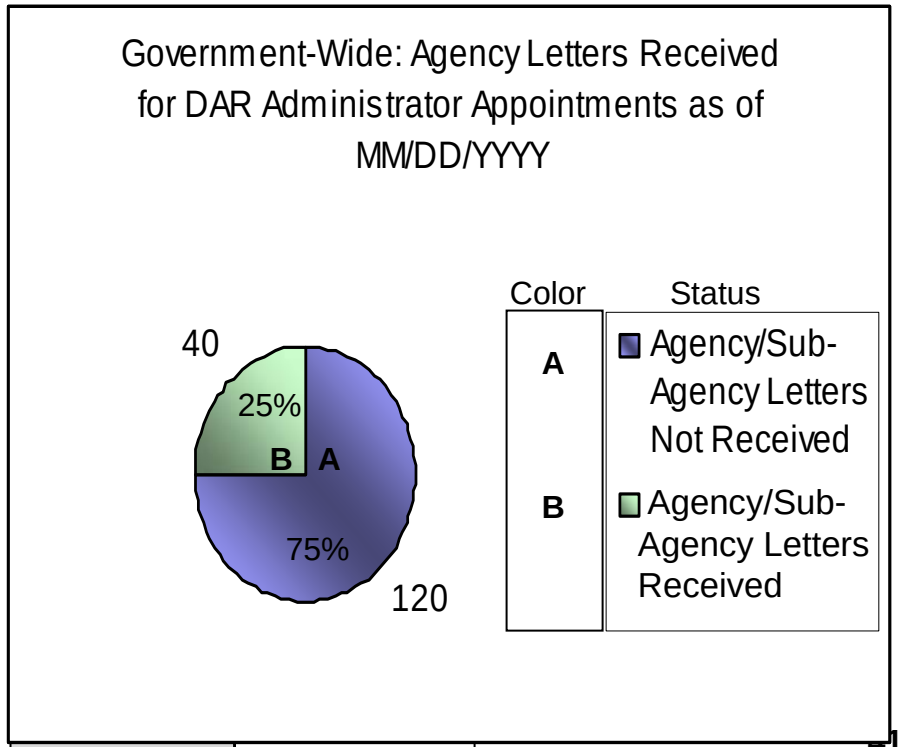
Phase 3 - Tracking Agency Appointments of DAR Administrators

Agency-Specific Reports:

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

U.S. General Services Administration

Integrated Technology Services

Networx Transition Reporting Demonstration
Agency Specific

June 13, 2007

Agenda

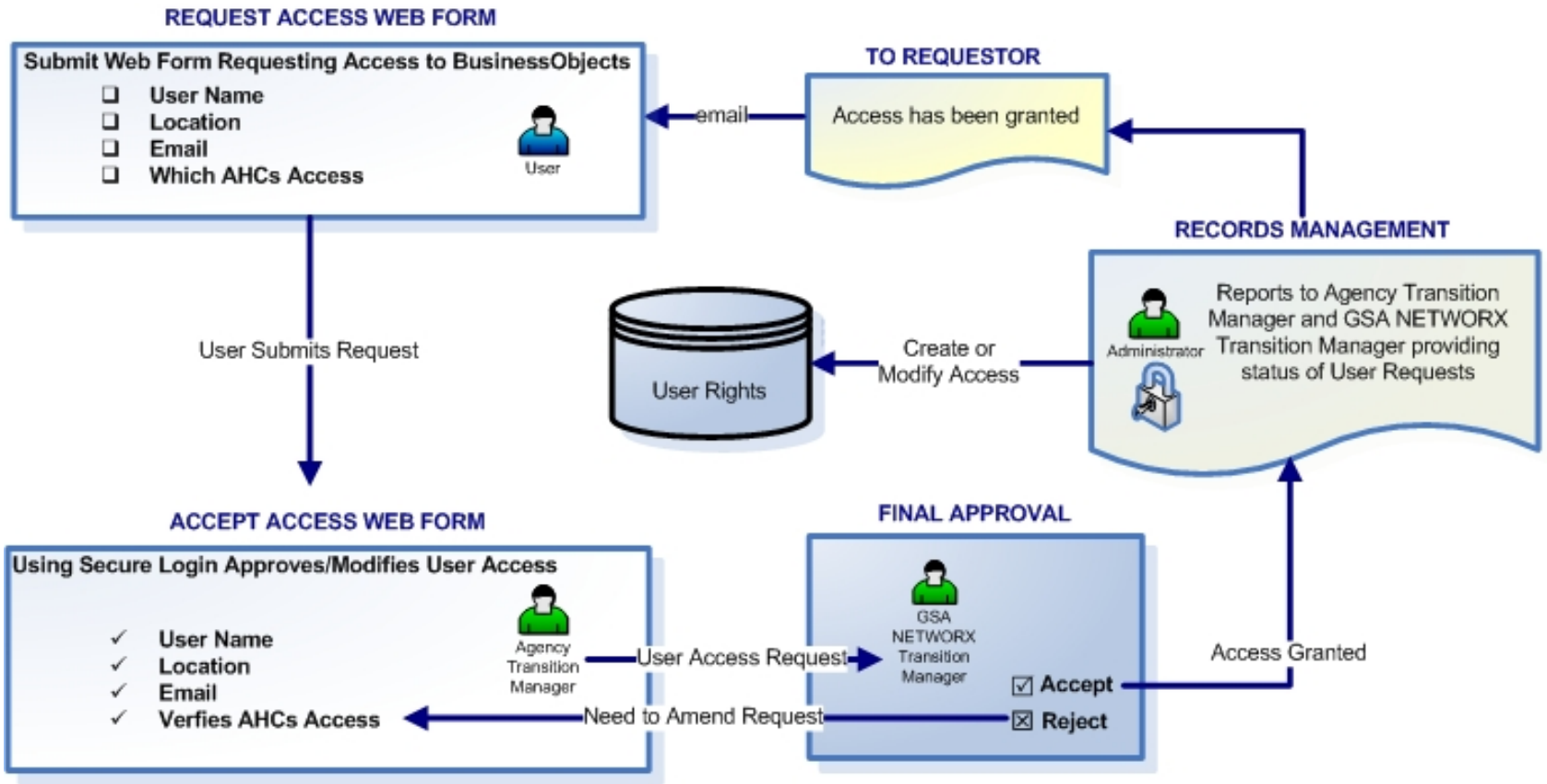
- Overview of the Transition Information Portal (TIP)
  - Process Flow
  - User Access Tool
  - Logging-In
  - Bringing up Reports

Agenda (*continued*)

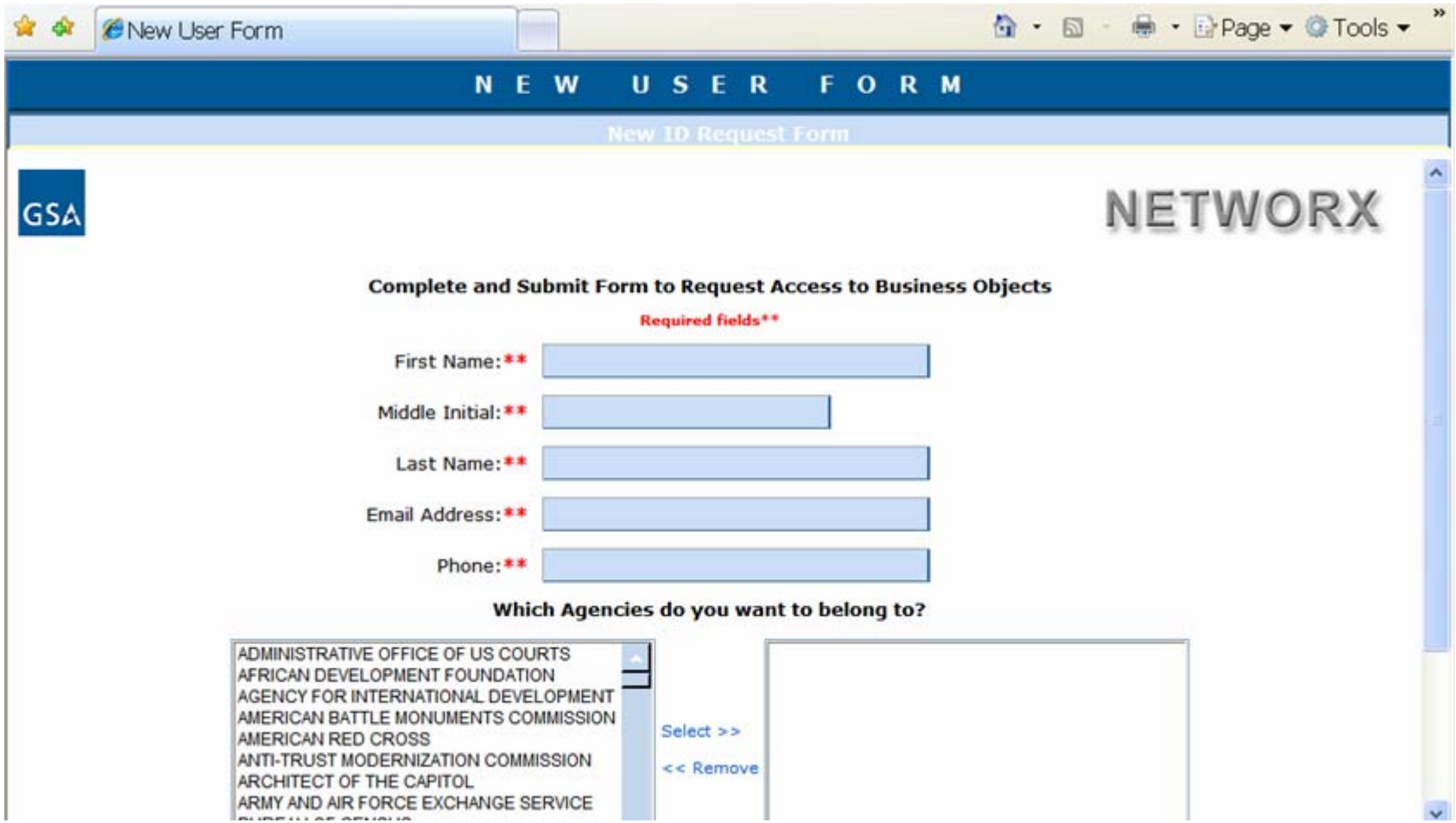
- Selecting & Opening Reports
- Refreshing Data & Interacting with Reports
- Exporting Reports
- Saving Reports as PDF and Into Excel
- Printing Reports

➢ Questions and Answers

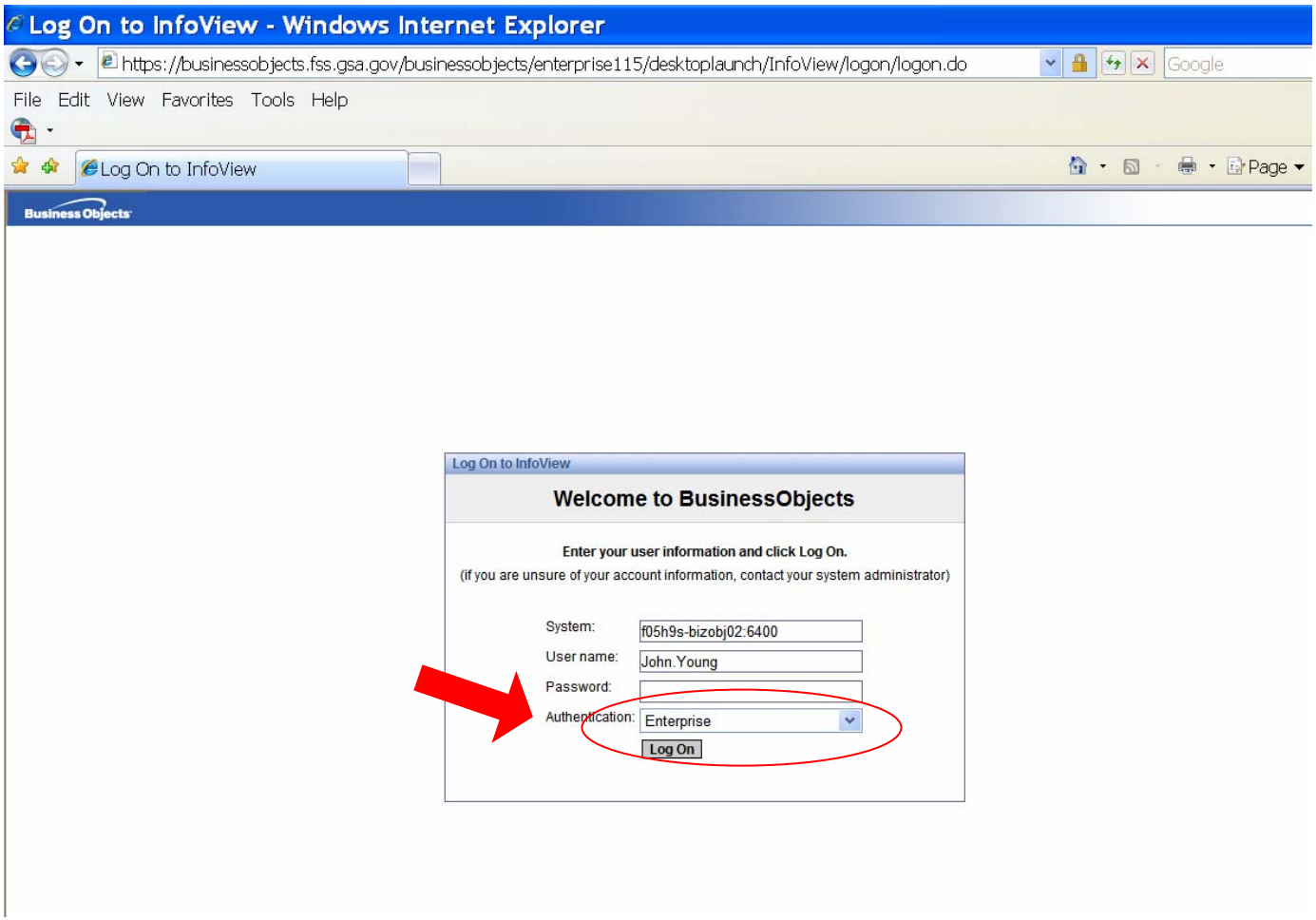
Process Flow



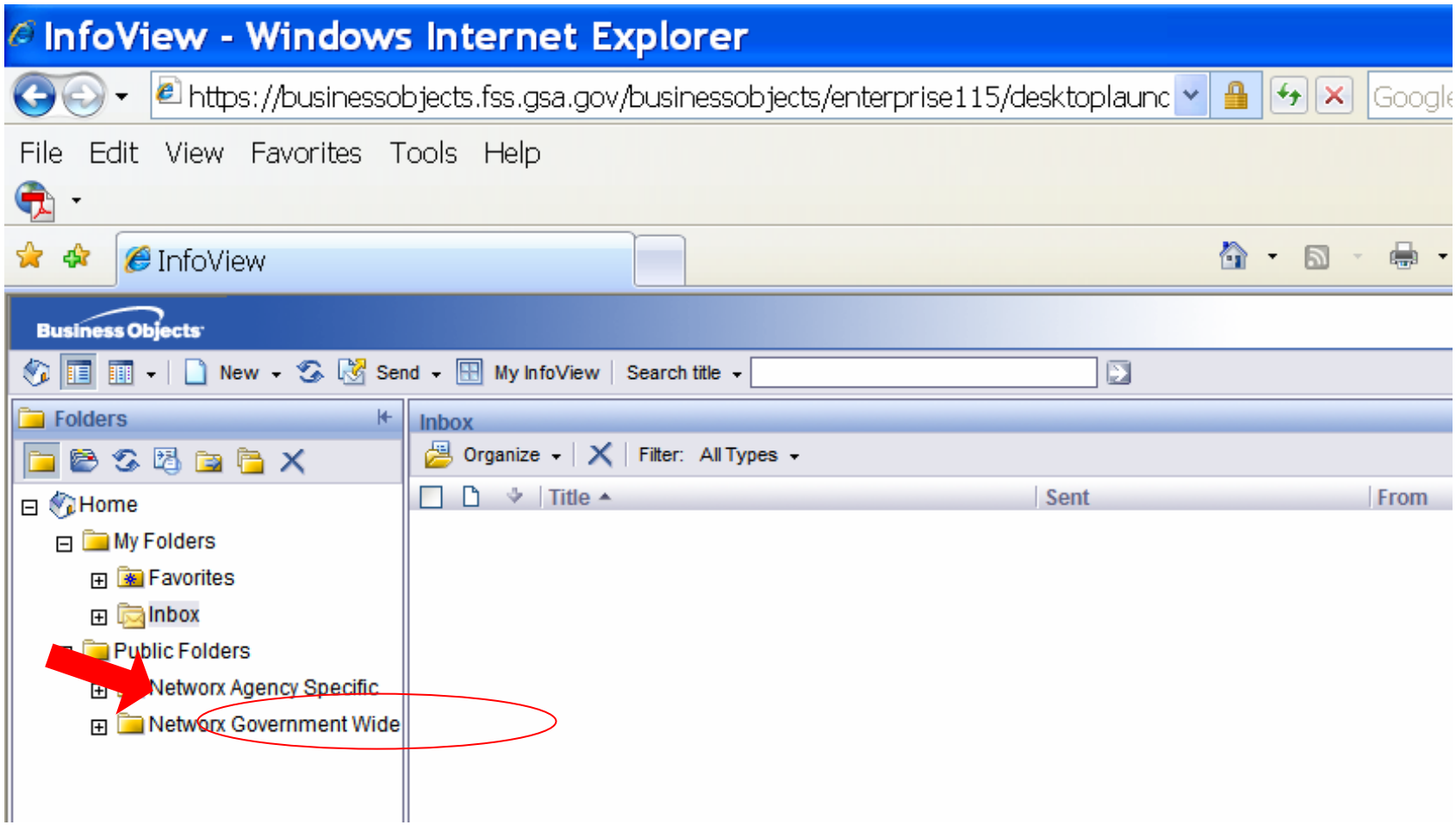
User Access Tool



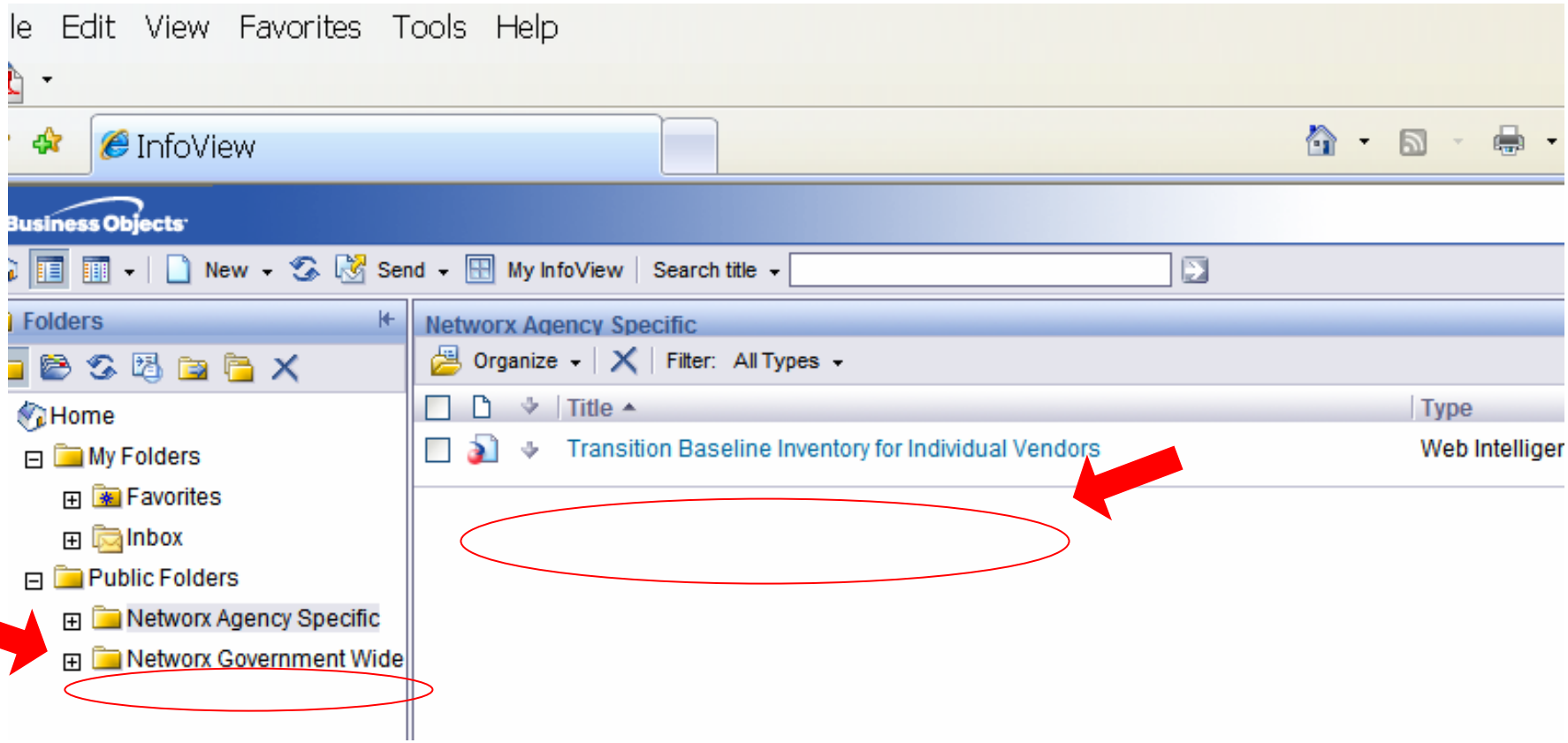
Logging-In


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
Page
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:
Authentication:
Enterprise
Log On

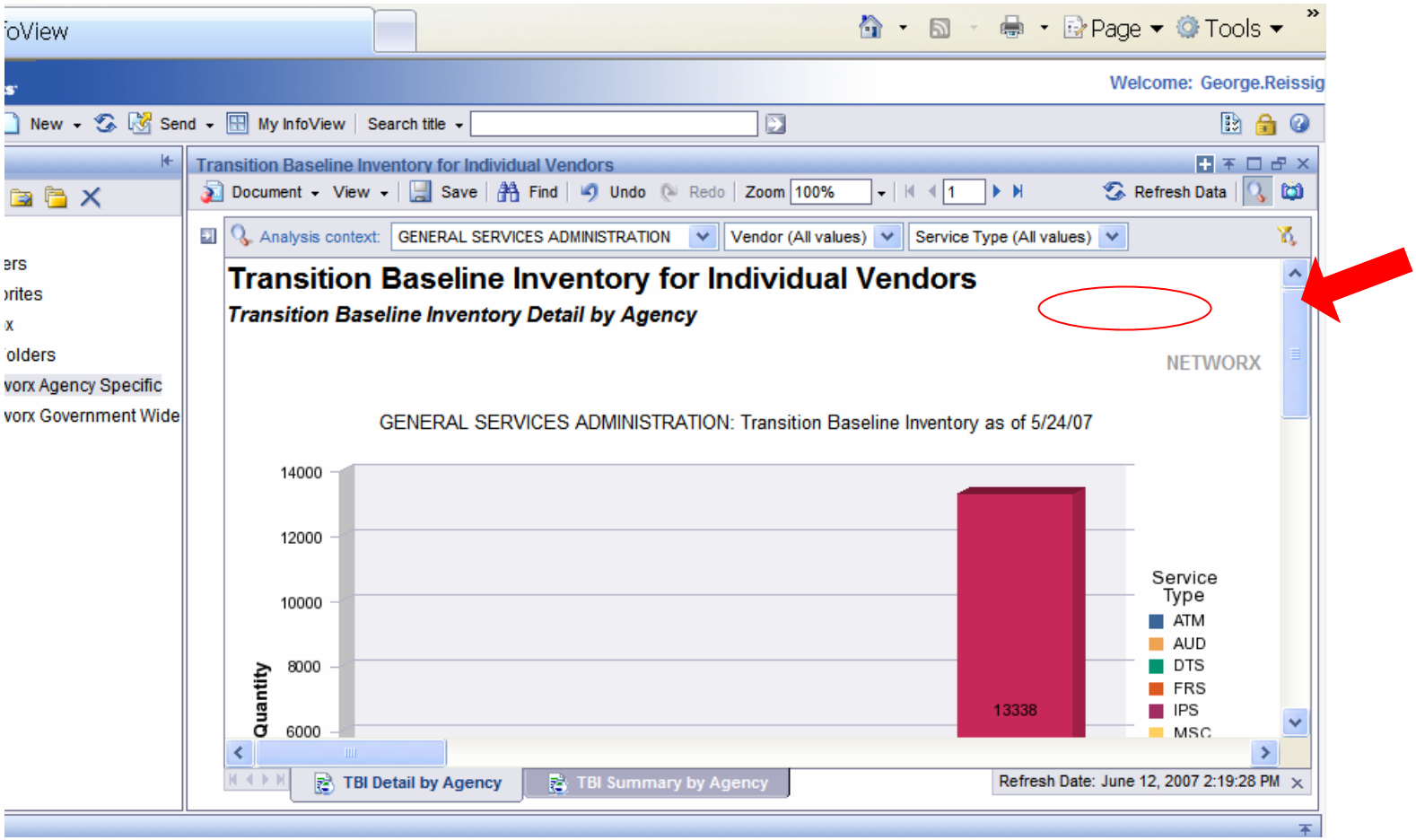
Bringing Up Reports



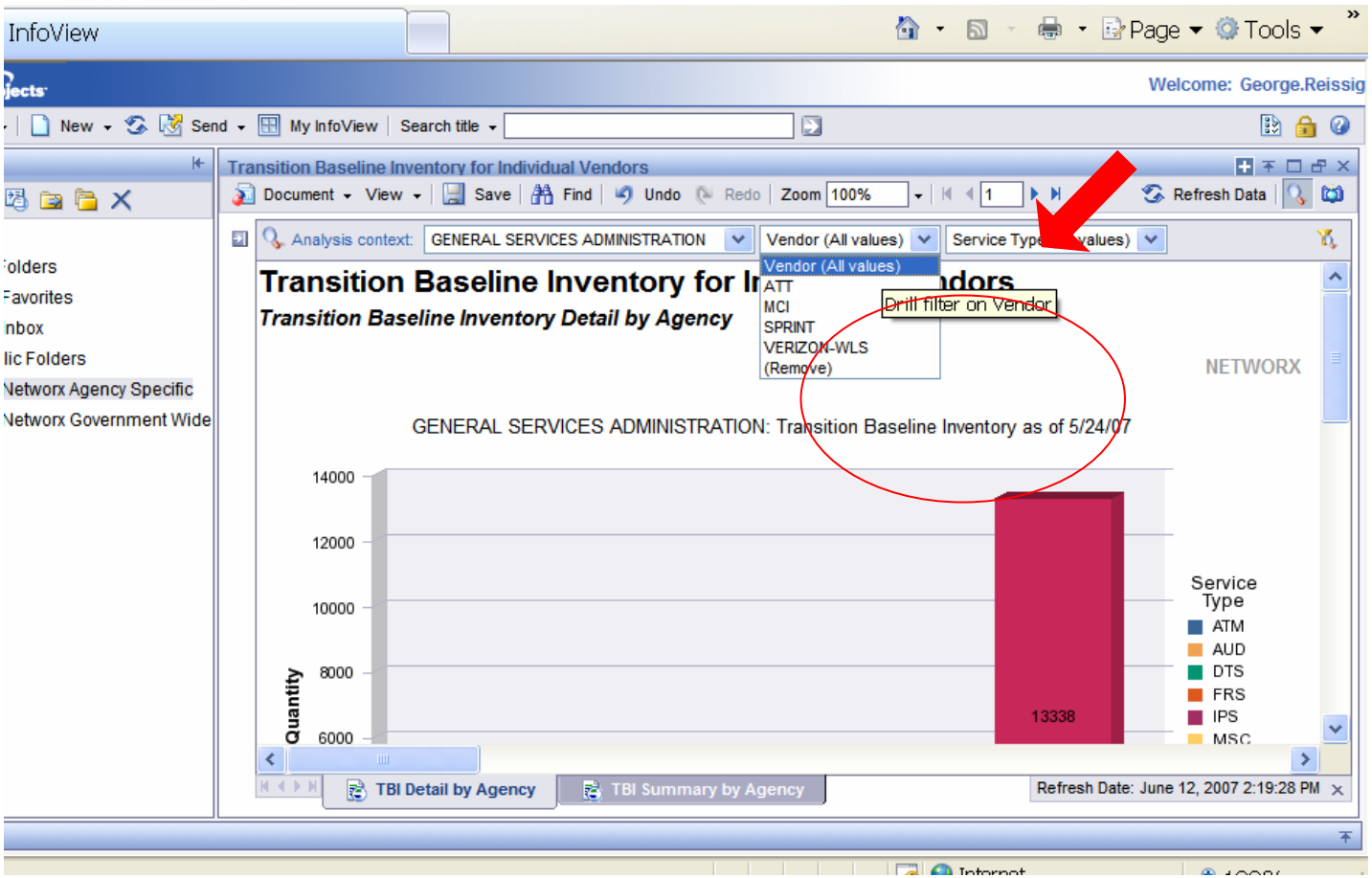
Selecting and Opening Reports



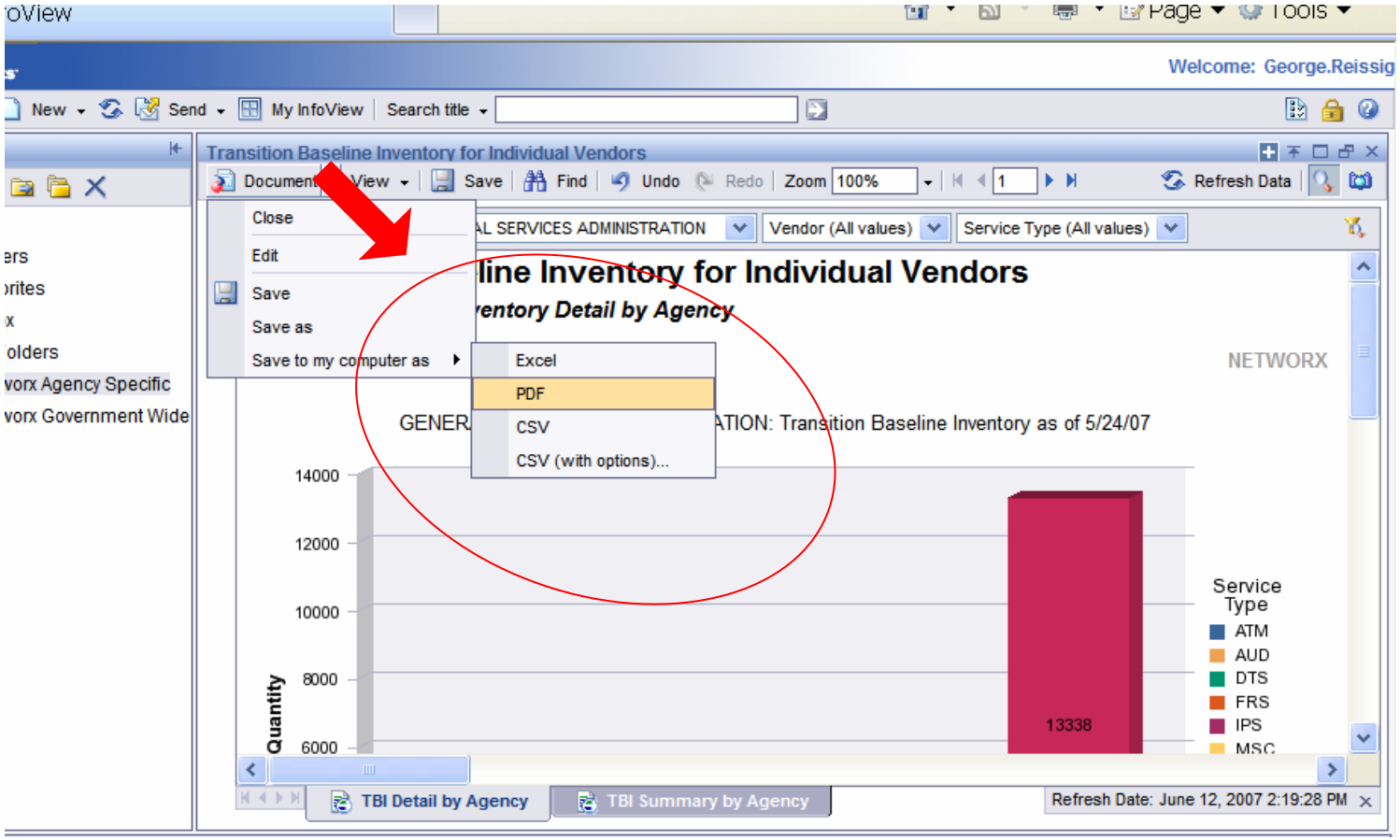
Refreshing Data



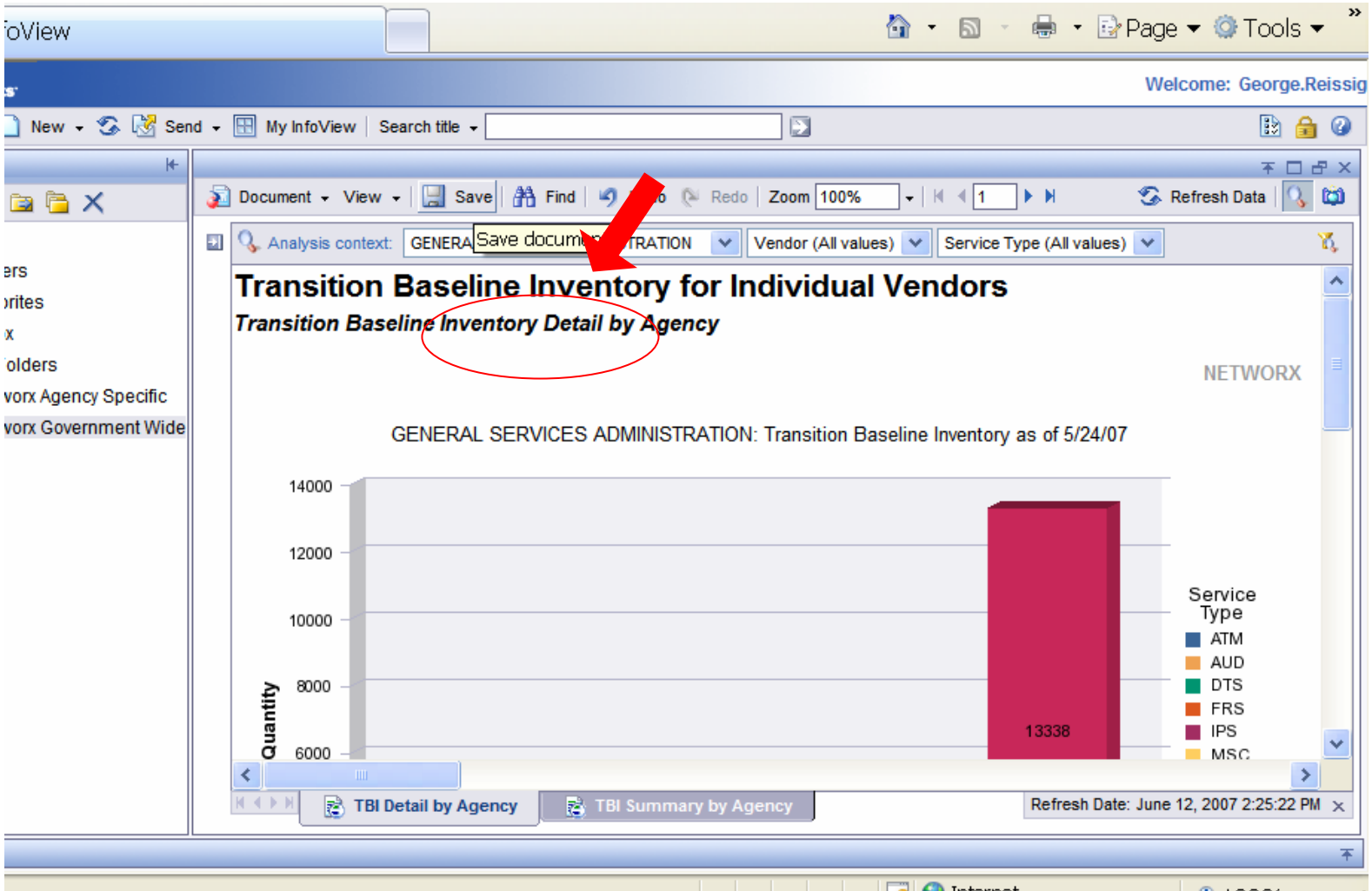
Interacting with Reports



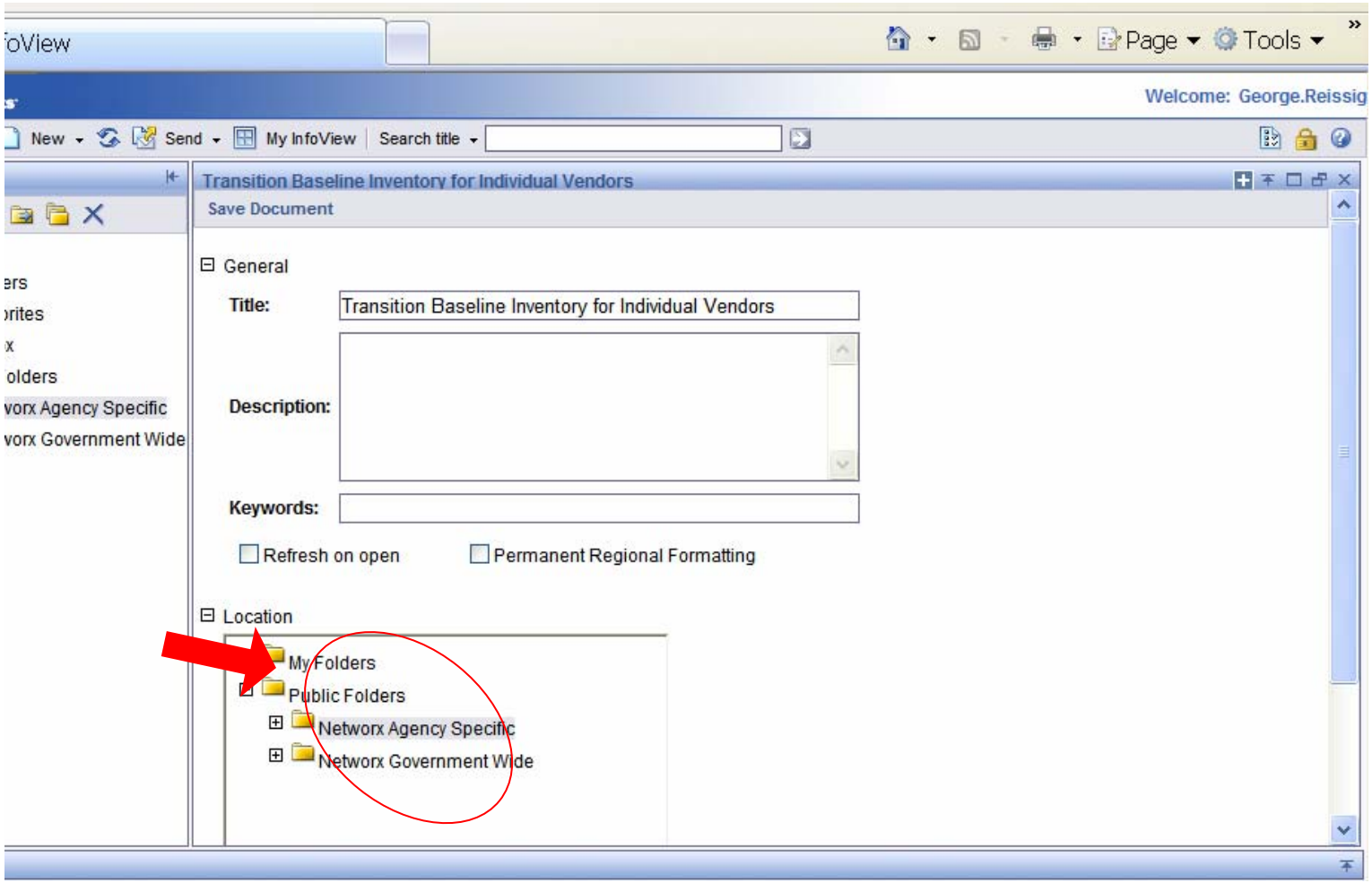
Exporting Reports



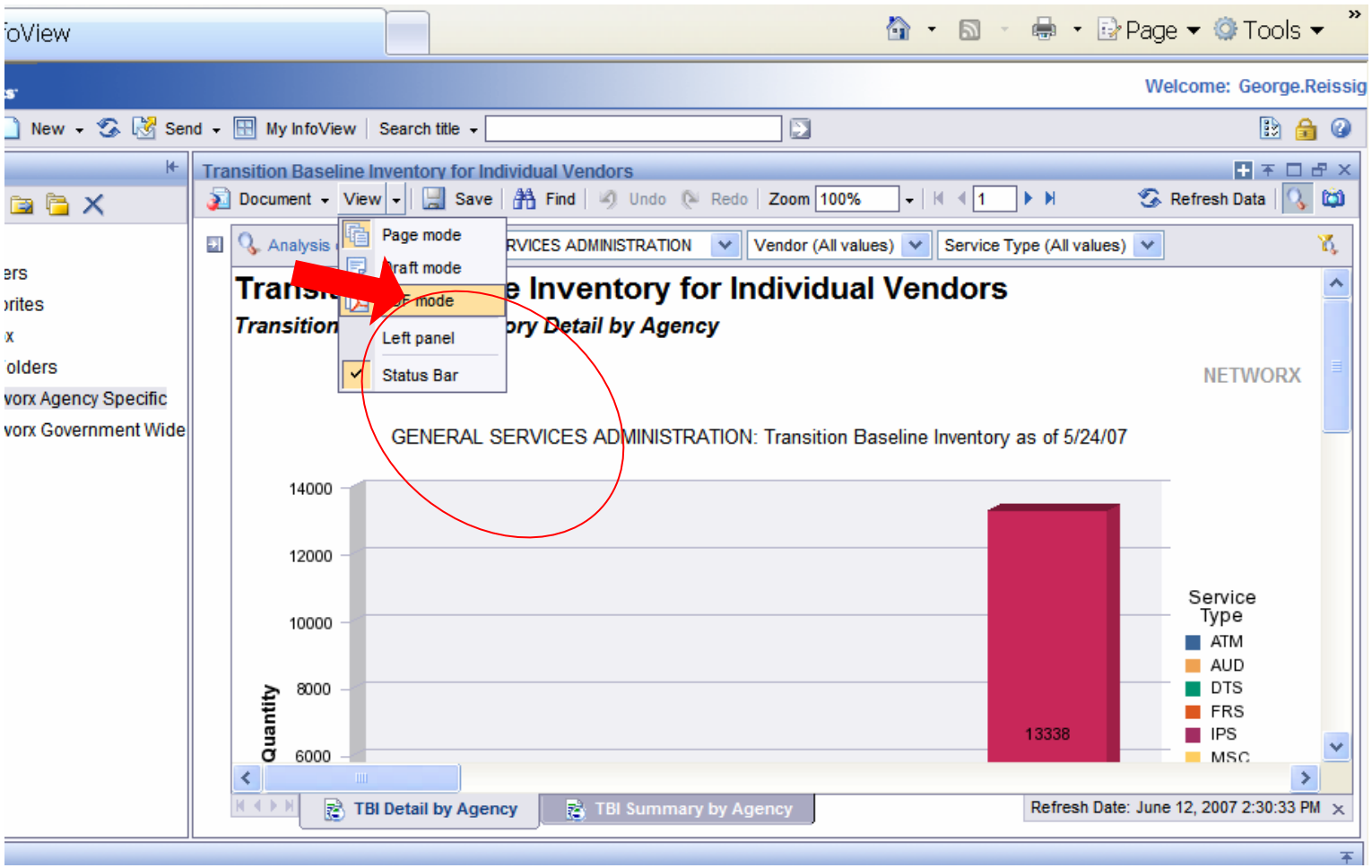
Saving Reports



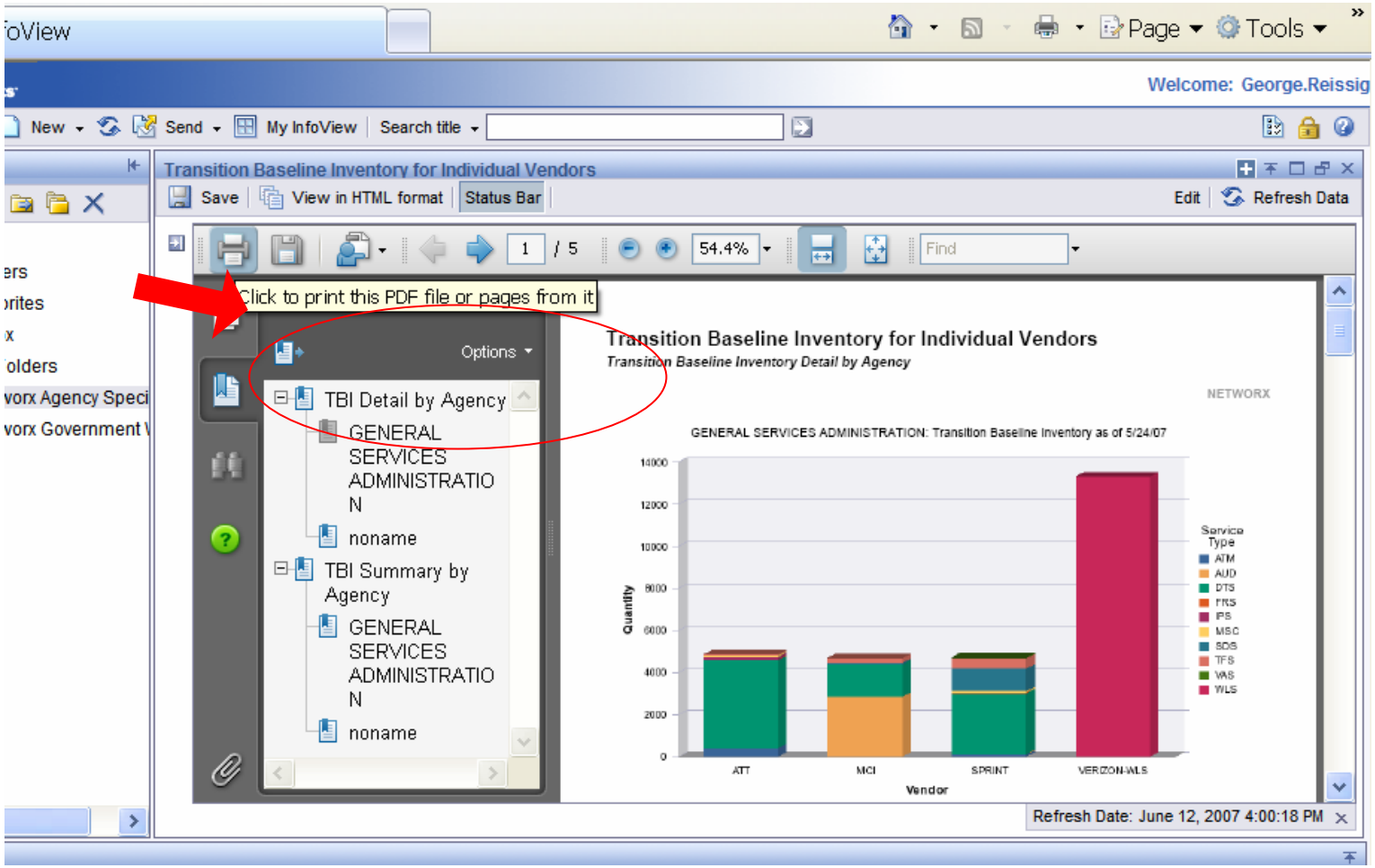
Saving Reports (*Continued*)



Printing Reports



Printing Reports (*Continued*)



Questions and Answers

- Please forward inquiries to:
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