

Integrated Technology Service

Transition Credit Roll-Up David Hahn GSA Transition Team Booz Allen Hamilton March 21, 2007

Overview

- Purpose: To obtain feedback from Transition Managers (TMs) on Agency Hierarchy Code (AHC) preferences in order to implement the transition credit reimbursement process
- TMs are asked to:
 - Verify roll-up business rules for managing AHCs
 - Validate credit allocation percentages for AHCs
- A three (3) step process will be presented to guide TMs with providing this information

Three (3) Step Process: Verification of AHC Preferences

- Step 1 TM validates AHC roll-up business rules and submits changes to networx.transition@gsa.gov
- Step 2 GSA calculates credit reimbursement percentage allocations based on updated AHC roll-up business rules and FY06 revenue, and then submits back to the TM
- Step 3 (Optional) TM will review these credit reimbursement percentages and advise if a weighted allocation across AB Codes (4 digit) is required

Step 1: Validation of AHC Business Rules by TM

- Select https://networx.mitretek.org/networx/twg/login.php
 (TWG website login account is required)
- Select AHC Roll-Up folder
- Download AHC Roll-Up spreadsheet (AHC_Roll_Ups.xls)
- Verify AHC's (8 digits) roll-up to the correct AB code (4 digits) and document changes in "Updated Roll-To" column
- Submit e-mail to <u>networx.transition@gsa.gov</u> by 3/30/07 with updated spreadsheet

Step 2: Calculation of Reimbursement Percentage Allocations performed by GSA

- Calculate credit reimbursement percentage allocations based on updated AHC business rules and FY06 revenue
- Submit updated spreadsheet back to TM for review by 4/16/07

Step 3 - Optional: Review credit reimbursement percentages and advise if a weighted allocation across AB Codes (4 digits) is required

- Conduct final review of the credit reimbursement percentages and advise if a weighted allocation across AB codes (4 digits) is required
 - For example, Agencies may need to evenly distribute credit reimbursement percentages across AB codes (4 digits)
- Submit final changes to networx.transition@gsa.gov
 by 4/27/07

Three (3) Step Process: Owners & Due Dates

Steps	Owner	Due Dates
Step 1 – Validation of AHC Business Rules	TM	3/30/2007
Step 2 – Calculation of Reimbursement Percentage Allocations	GSA	4/16/2007
Step 3 – Review Credit Reimbursement Percentages and Advise if Weighted Allocation Is Required	TM	4/27/2007



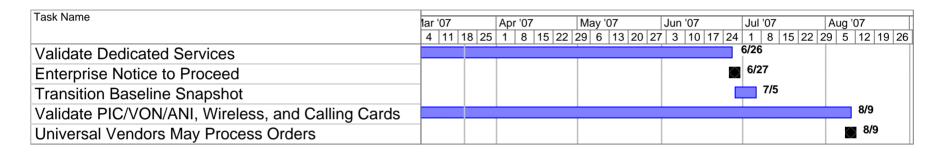
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Transition Baseline Inventory (TBI)

Debbie Hren & Dave Hahn, Booz Allen Hamilton

March 21, 2007

TBI Validation Schedule



- Transition Baseline Snapshot
 - Used for tracking progress of transition
 - Does not include PIC/VON/ANIs, Wireless, or Calling Cards
- ALL of inventory needs to be validated for transition credits, that is, before ordering

TBI Training Update

- GSA sent notification to transition stakeholders of upcoming TBI training sessions:
 - February 26: GSA added four additional training sessions
 - March 14: GSA added three additional sessions
- Each session lasts approximately one (1) hour
- Twenty five (25) attendees per session
- Send all training requests to networx.transition@gsa.gov
 with the date and time of the requested training session

Upcoming TBI Training Sessions

Upcoming TBI Training Sessions	Availability
March 27, 2007 1:00 pm - 2:00 pm EST	Yes
March 28, 2007 10:00 am – 11:00 am EST	Limited
April 3, 2007 10:00 am -11:00 am EST	Limited
April 3, 2007 1:00 pm – 2:00 pm EST	Yes
April 11, 2007 10:00 am – 11:00 am EST	Limited
April 17, 2007 10:00 am - 11:00 am EST	Limited



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Transition Coordination Center (TCC)

Debbie Hren Lead, Transition and Operations Planning

March 21, 2007

Award

- Task Order awarded on Connections contract Feb 21, 2007
- Awarded to Apptis, GTI, and CACI
- Kickoff held Feb 28
- Task Order Program Managers
 - Apptis: Herman Graham
 - GTI: Chuck Brock
 - CACI: Jeff Randall

Initial TCC Assignments

- Apptis
 - Strategic Guidance
 - 0002A--Review GSA, Agency, & Regional Services Transition Plans
 - 0002B--Track Issues & Resolution
 - 0002C—Prepare Transition Training Plan
 - 0002D—Prepare Transition Training Handbook
 - TCC Operations
 - 0006A--Develop TCC SOPs
 - 0006B—Train TCC Staff on SOPS
 - 0006C—Manage Communication with Regions
 - 0006D—Manage and Provide Content for TCC Website
 - Transition Tracking and Reporting
 - 0007A—Prepare Transition Progress Reports
 - 0007B-- Prepare Transition Problem Reports
 - 0007C—Establish and Maintain Progress Tracking Methodology & Database
 - 0007D—Establish and Maintain Methods for Tracking Disconnects

Initial TCC Assignments (cont)

- CACI
 - Customer Outreach
 - 0003B—Develop Site Transition Plan Templates
 - 0003C—Develop Site Survey Templates
- GTI
 - Cutover Monitoring and Support Assistance
 - 0004A—Develop Generic Cutover Procedures, Templates & Checklists
 - 0004D—Develop Global & Regional Guidelines for Prioritizing Services



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Draft Transition Prioritization Guidelines
Bob Collet
GSA Transition Team

March 21, 2007

FTS Networx TCC Task 0004d

Develop processes for identifying and prioritizing services to be transitioned at the Government-wide and regional levels

Deliverables: Government-Wide and Regional Prioritization Guidelines

Early draft outline completed. Need Stakeholder Inputs

Draft General Prioritization Guidelines

- Telecommunications Service Priority
- Shared Services
 - –Line of Business (LOB) Provider
 - -Multi Tenant Support
- Business Case
- Award Sequence
- Agency Preparedness
- Incumbency

Issue: Highest value transition may be the most risky.

Therefore, determine the highest level of transition risk that the agency and the contractor can support.

Risk Tolerance Assessment Approach

- During Fair Opportunity assess offerors' transition capability
- Assess Agency/Bureau Transition Management capability
- 3) Determine joint Awardee-Agency/Bureau Transition Capability
- 4) Select services for transition based upon joint Government-Contractor transition capability

Contractor Fair Opportunity response includes proposal, ALTP and TPSP review, site survey and discussions re Transition Capability

Contractor Transition Capability Assessment			
C	Contractor Status		
Score	Incumbent	New	
	 Excellent FTS2001 past performance Contractor provides compelling capability, commitment of resources and experience, e.g., Stood-up CSO, NOC. Provides comprehensive ALTP & example TPSP. Addresses Billing. PM Methodologies and ISO 9000 	 Demonstrated capability to perform multiple complex transitions, e.g, bureaus Contractor-made investment of resources and experience, e.g., Stood-up CSO, NOC. Provides exceptionally comprehensive ALTP and example TPSP PMI or PRINCE2 PM Methodology, ISO 9000, Six Sigma Methodology, ITIL Excellent FTS2001 past performance at a comparable agency 	
	 Adequate FTS2001 past performance Provides Adequate ALTP and example TPSP PM Methodologies and ISO 9000 	 Demonstrated capability that contractor can perform complex transitions and multiple basic transitions Contractor provides commitment of resources and experience Provides comprehensive ALTP and example TPSP PM Methodologies, ISO 9000 Excellent other agency FTS2001 past performance 	
	 Adequate FTS2001 past performance Provides marginally responsive ALTP and example TPSP 	 Contractor commitment proposal statement Provides comprehensive ALTP and example TPSP PM Methodologies, ISO 9000 Adequate FTS2001 past performance 	

Agency/Bur	Agency/Bureau Project Management Organization Maturity and Transition Management Capability Self Assessment		
Score	Criteria		
	 Fully funded, stood-up Networx PMO Existing PM Support Office Utilizes ITIL, and PMI or PRINCE2 methodologies Transition process asset set, Experienced Transition Project, Engineering, Operations and Contract Managers 		
	 Fully funded, stood-up agency-staffed or contractor-staffed Networx PMO. Existing project management process asset set. Agency/bureau/contractors have experienced Transition Project, Engineering, Operations and Contract Managers 		
	 Marginally funded planned agency-staffed or contractor-staffed Networx PMO Agency/bureau/contractors have experienced generic Project, Engineering, Operations and Contract Managers 		
	 Planned Networx PMO but not sufficiently funded. Will be highly dependent upon Networx contractor 		

Transition Capability		Highest Savings, Highest Risk Transition Prioritization Options	
Agency/ Bureau	Con tractor		
		Multiple complex and large scale basic transitions, e.g., Multiple Bureau VPNs	
		 Single complex transition Graduate to concurrent complex and large scale basic transitions 	
		 Multiple large scale basic transitions, e.g., private lines, telephony Graduate to a moderately complex transition 	
		 Single moderately complex transition Graduate to concurrent complex and large scale basic transitions 	
		 Multiple large scale basic transitions, e.g., private lines, telephony. Graduate to concurrent complex and large scale basic transitions 	
		 Single large scale basic transition Graduate to multiple large scale basic transitions or a complex transition 	

Transition Capability		Highest Savings, Highest Risk	
Agency/ Bureau	Con tractor	Transition Prioritization Options (Continued)	
		 Medium scale basic transition Graduate to sequential large scale basic transitions, then moderately complex, the complex 	
		•Small scale basic transition •Graduate to sequential medium scale basic, then large scale, then moderately complex,	
		•Test case basic transition •Graduate to sequential small, medium and large scale basic, then easiest complex, then	
		 Test case basic transition Graduate to sequential small, medium and large scale basic, then easiest complex, then 	
		Test case basic transition Cautiously graduate to above red/blue	

Capacity Constrained Considerations, e.g., Value

Transition Rank by Service Value	Rationale
Any service by TSP by Level/category	National Policy
High Speed Private Line (OC-X)	Likely an agency network backbone link
IP Transport (Internet Access)	Likelihood of many concurrent users
VPN	Concentration of Intra Agency traffic
Ethernet	Maybe agency network backbone link or agency site access link
Low Speed Private Line (DS1)	Agency access link
Switched Voice	Low ranking assumes agency personnel have cell phones.
CDD	TBD

DRAFT Government-Wide Transition Scenarios

Issue	General Problem Description	Preliminary Prioritization Guidelines	Comments
Networx contractor transition capacity	Networx contractor does not have capacity to accommodate awards from multiple agencies: 1.Network capacity 2.PM	1.Line of Business (LOB) providers agencies and multi tenant access 2.OMB-300 Business case 3.Award sequence 4.Agency preparedness	Consider: • Joint Risk Capacity •Use of contract remedies
Networx contractor transition capacity impact by migrations	Networx contractor does not have capacity to accommodate both transitions and migrations from non FTS2001 contracts: • Early: Treasury, DHS • Ongoing: GSA Wireless, GSA Satellite, MAA/LSC, WITS	1.Special migrations 2.Line of Business (LOB) providers 3.OMB-300 Business case 4.Award sequence 5.Agency preparedness	Same
CWA Strike	Inability for Networx contractor to provision on national or LEC regional basis	1.Complete underway transitions 2.Suspend planned transitions	

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DRAFT Government-Wide Transition Scenarios (Con't)

Issue	General Problem Description	Preliminary Prioritization Guidelines	Comments
Declaration of War	Capacity surge	1.Complete underway transitions 2.Terminate planned transitions	Must coordinate with carrier re capacity commitments
Networx contractor suspension or debarment	Networx contractor unable to accept new orders.	1.Evaluate all options from the "best interest of the Government." 2.Complete underway transitions	
An Agency needs Networx prior to OSS FISMA C&A	Orders can't be placed unless OSS is FISMA Certified and Accredited (C&A). Note that Networx contractor Network does not need FISMA C&A	1.Agency that meets its FISMA threshold/Risk	Agencies have different threat profiles. Is this scenario possible?
OMB IPv6 June 2008 Requirements	OMB requires Agencies' backbones and LAN-backbone interfaces be IPv6 capable June 2008.	1.IPv6 ready Agency 2.IPv4 Agency underway transition	Applies to Networx IP Transport, Prem Network IP VPNs.

Note: TSP orders, by level, always provisioned first.

DRAFT Regional Transition Scenarios

Scenario	General Problem Description	Preliminary Prioritization Guidelines	Comments
LEC Capacity Shortage	Insufficient LEC switched or dedicated access capacity. May be caused by substantial need increase. Use Case includes MAA/LSP and Combined.	1.Agency's Networx awardee same as incumbent 2.Multi tenant sites 3.Line of Business (LOB) provider agencies 4.OMB-300 Business Case 5.Award Sequence 6.Agency Preparedness	Do not disturb any dedicated access facilities.
GSA Regional Switch Capacity	Over subscription of GSA regional Centrex	Same as above	
Natural Disaster	Natural disaster occurs during Transition. Regional Networx contractor and LEC facilities suffer extensive damage.	1.Agency readiness 2.LOB provider	How do you validate agency readiness claim?

Note: TSP orders, by level, always provisioned first.

DRAFT Regional Transition Scenarios

(Continued)

Scenario	General Problem Description	Preliminary Prioritization Guidelines	Comments
Terrorist Attack	Regionally small but potentially significant capacity and capability loss, e.g., 9-11	1.Agency readiness 2.LOB provider	How do you validate agency readiness claim?
CWA Strike	Inability for Networx contractor to provision on national or LEC regional basis	1.Complete underway transitions	Suspend underway transitions
CWA Strike Over	Resume transitions when LEC ready	1.Complete underway transitions 2.Suspended transitions 3.Follow LEC Capacity Shortage scenario	

Note: TSP orders, by level, always provisioned first.

Conclusion

Need:

- Validation generic prioritization scheme
- Validation of joint Transition Risk Assessment Methodology
- Stakeholder Inputs for Government-Wide and Regional Scenarios
- Develop realistic scenarios
- Guidelines for accommodating multiple, simultaneous TSP profiles



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Outline of TCC Transition Guide Herman Graham GSA Transition Team

March 21, 2007

TCC Transition Guide – Outline

EXECUTIVE SUMMARY

PART 1: NETWORX TRANSITION – AN OVERVIEW

- 1 Scope of Transition
- 2 Roles and Responsibilities
- 3 Transition
- 4 Training
- **5** Financial Considerations
- 6 Other Considerations and Issues
- 7 Transition Progress Measurement

PART 2: TRANSITION AT A SITE

- 1 Approach
- 2 Service Order Management
- 3 Billing
- 4 Important Factors to Consider

<u>APPENDICES – LOCAL USE TEMPLATES</u>

Appendix A: Location and Service Provider Contacts

Appendix B: Equipment and Service Information

TCC Transition Guide - Part 1

EXECUTIVE SUMMARY

PART 1:	NETWORX TRANSITION – AN OVERVIEW		
1	Scope of Transition	<u>2</u>	Roles and Responsibilities
1.1	Networx Background	<u>2.1</u>	<u>Agency</u>
1.2	Definitions	<u>2.1.1</u>	Agency Contracting Officer
1.3	Networx Program Goals	<u>2.1.2</u>	Agency Transition Center
1.4	Transition – Keys and Goals	<u>2.1.3</u>	Regional Transition Manager
<u>1.4</u> <u>1.5</u>	Networx Project Schedule	<u>2.1.4</u>	Local Government Contact
1.6	Networx Transition Sequence	<u>2.1.5</u>	Other Agency Considerations
	· · · · · · · · · · · · · · · · · · ·	<u>2.2</u>	IMC Transition Working Group (TWG)
		<u>2.3</u>	GSA's Transition Coordination Center
		<u>2.4</u>	Office of Regional Services
		<u>2.5</u>	Service Providers
		<u>2.6</u>	Local Exchange Carriers
		<u>2.7</u>	Customer Equipment Vendor(s)
		<u>2.8</u>	Transition Support Contractors
		<u>2.9</u>	Public Building Service (PBS)

TCC Transition Guide – Part 1 (Cont)

<u>3</u>	<u>Transition</u>		
<u>3.1</u>	Transition Planning and Acceptance	3.2.4	Site Characterization
<u>3.1.1</u>	Typical Transition Steps	3.2.5	Service Order Freeze Surrounding Transition Periods
<u>3.1.2</u>	<u>Inventory</u>	<u>3.2.6</u>	<u>Termination Orders</u>
<u>3.1.3</u>	<u>Equipment</u>	3.2.7	Cross-Site Scheduling Considerations
<u>3.1.4</u>	Cost of Delay	3.2.8	<u>Optimization</u>
<u>3.1.5</u>	Activities Surrounding Award	3.2.9	Service Ordering
<u>3.1.6</u>	<u>Ordering</u>	3.2.10	Space
<u>3.1.7</u>	Acceptance Process	3.3	GSA Strategy
<u>3.2</u>	Transition Strategy	<u>3.3.1</u>	GSA's Support to Customer Agencies
<u>3.2.1</u>	Communications Plan	3.3.2	Role of GSA Regional Services
<u>3.2.2</u>	Cutover Sequencing	<u>3.4</u>	National Capital Region Transition Strategy
<u>3.2.3</u>	Cutover Strategies	<u>3.5</u>	Calling Cards

TCC Transition Guide – Part 1 (Cont)

<u>4.1</u> 4.2 4.3	Training Goals of Training Training Stakeholders Training Objectives
<u>5</u> 5.1 5.2 5.3	Financial Considerations Transition Funding Overview Billing Options Unexpected Costs
<u>6</u> 6.1	Other Considerations and Issues Award Implications
<u>6.2</u>	Possible Political Impact

TCC Transition Guide – Part 2

PART 2: TRANSITION AT A SITE

1	Approach		
<u>1</u> 1.1	Site Selection and Recommendation	<u>1.11</u>	Service Accountability
1.2	Transition Phases	<u>1.12</u>	Types of Cutovers
<u>1.3</u>	Transition Plans	<u>1.12.1</u>	Parallel Cutover
1.4	Transition Schedules	1.12.2	Managed Cutover
<u>1.5</u>	Contingency Plans	1.12.3	Coordinated Cutover
<u>1.6</u>	Contacts		
1.7	Agency Equipment	<u>2</u>	Service Order Management
<u>1.7</u> <u>1.8</u>	Cutovers	<u>2.1</u>	<u>Inventory</u>
<u>1.8.1</u>	Cutover Preparation	<u>2.2</u>	<u>Equipment</u>
1.8.2	Cutover Completion	<u>2.3</u>	New Service Orders
1.9	Site Readiness	<u>2.4</u>	<u>Disconnects</u>
<u>1.1</u> 0	Agency Equipment Vendor/LEC Technician		
	Coordination		

TCC Transition Guide – Part 2 (Cont)

<u>3</u>	Billing
<u>4</u>	Important Factors to Consider
4 .1	Coordination of Agents
<u>4.2</u>	Personnel Access
<u>4.3</u>	Office Relocation (Moves and Changes
<u>4.4</u>	<u>Unimproved Spaces</u>
<u>4.5</u>	New Equipment
<u>4.6</u>	<u>Cabling</u>
4.7	Inside Wiring

<u>APPENDICES – LOCAL USE TEMPLATES</u>

Appendix A: Location and Service Provider Contacts
Appendix B: Equipment and Service Information