U.S. General Services Administration

Federal Acquisition Service

Transition Coordination

August 7-9, 2007

FAS Office of Integrated Technology Services
2007 Network Services Conference

Agenda

- Transition Overview
- Roles and Responsibilities
- Planning
- Tools
- Implementation
- Transition Coordination Center (TCC)
- Risk Management
- Further Information
- Q & A

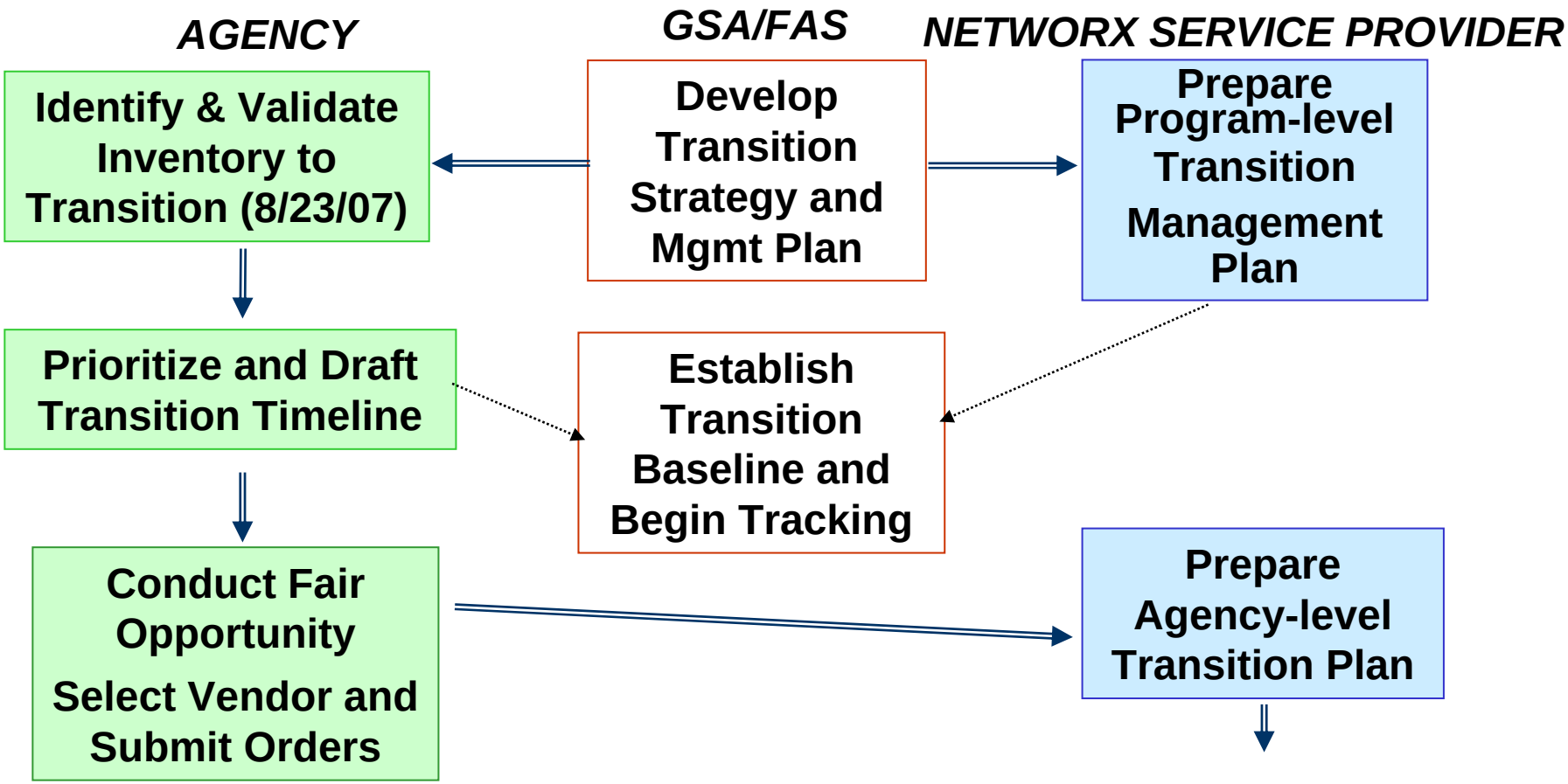
Transition Overview

- **Transition from FTS2001 Services**
  - **FTS2001 Bridge Contracts (MCI/Verizon Business, Sprint)**
  - **FTS2001 Crossover Contracts (AT&T, Qwest, SBC, Verizon, Winstar/IDT)**
- **Transition to Networx Services**
  - **Universal (AT&T, Qwest, Verizon Business)**
  - **Enterprise (AT&T, Level 3 Communications, Qwest, Sprint, Verizon Business)**

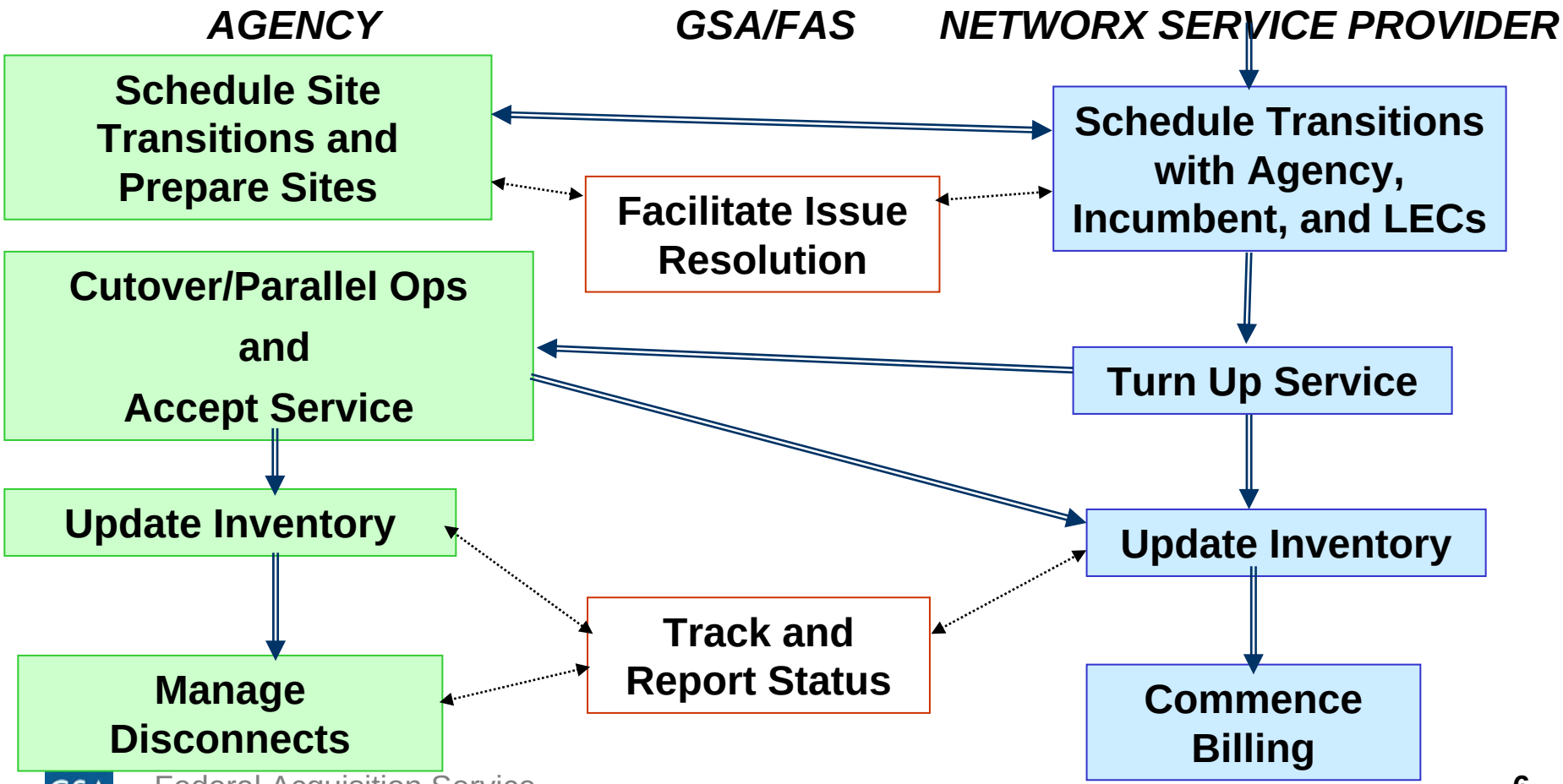
Transition Overview

- **Goals**
  - **Transition before FTS2001 contracts expire**
  - **Minimize service impact**
  - **Expedite availability of new services**
  - **Minimize Transition expenses**
- **Guiding Principles**
  - **Accurate inventory**
  - **Strategic analysis of requirements**
  - **Structured management approach**
  - **Resource Management**
  - **Transition Plan**

Transition Planning Activities



Transition Implementation Activities



Transformation:
A Different View

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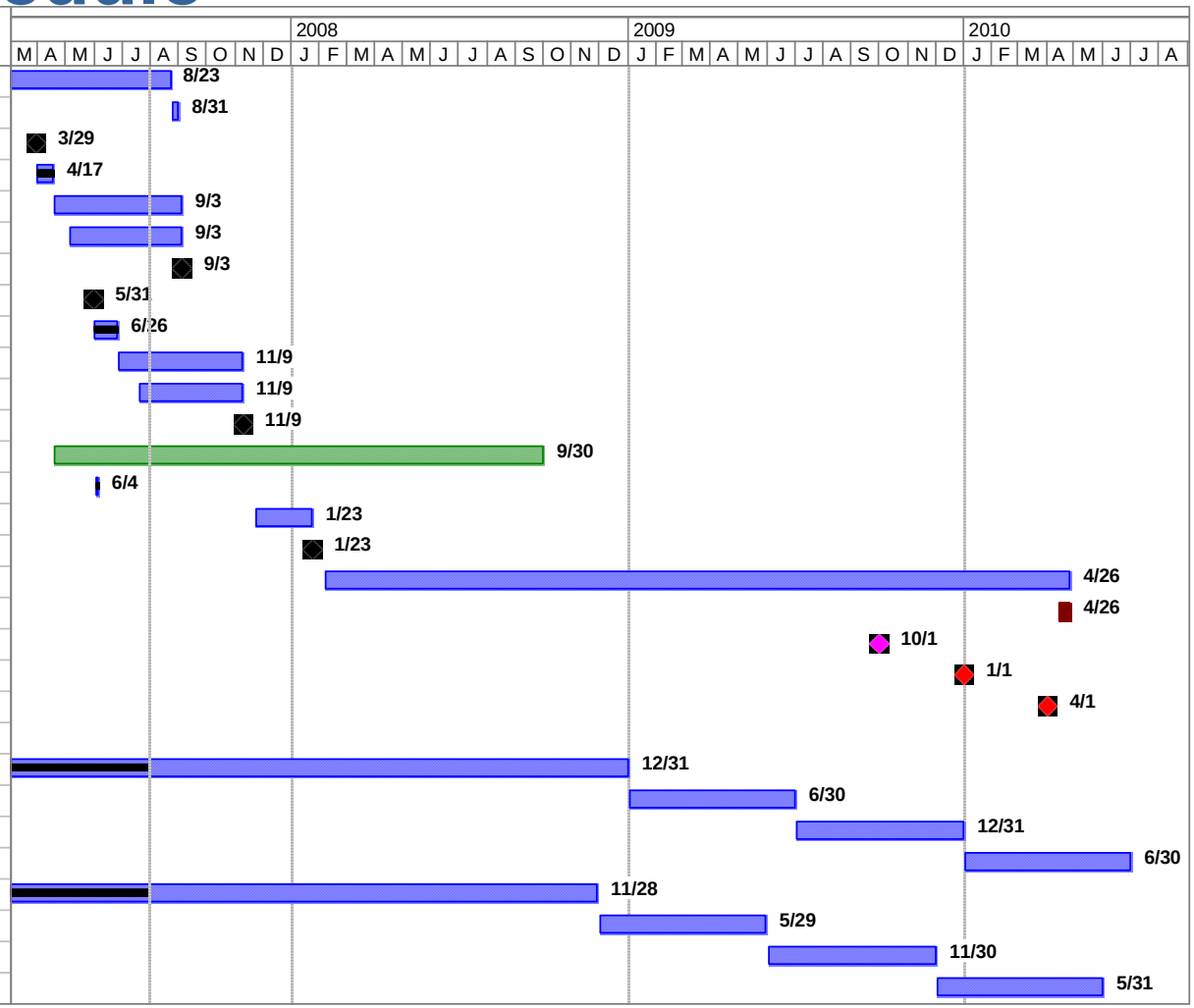
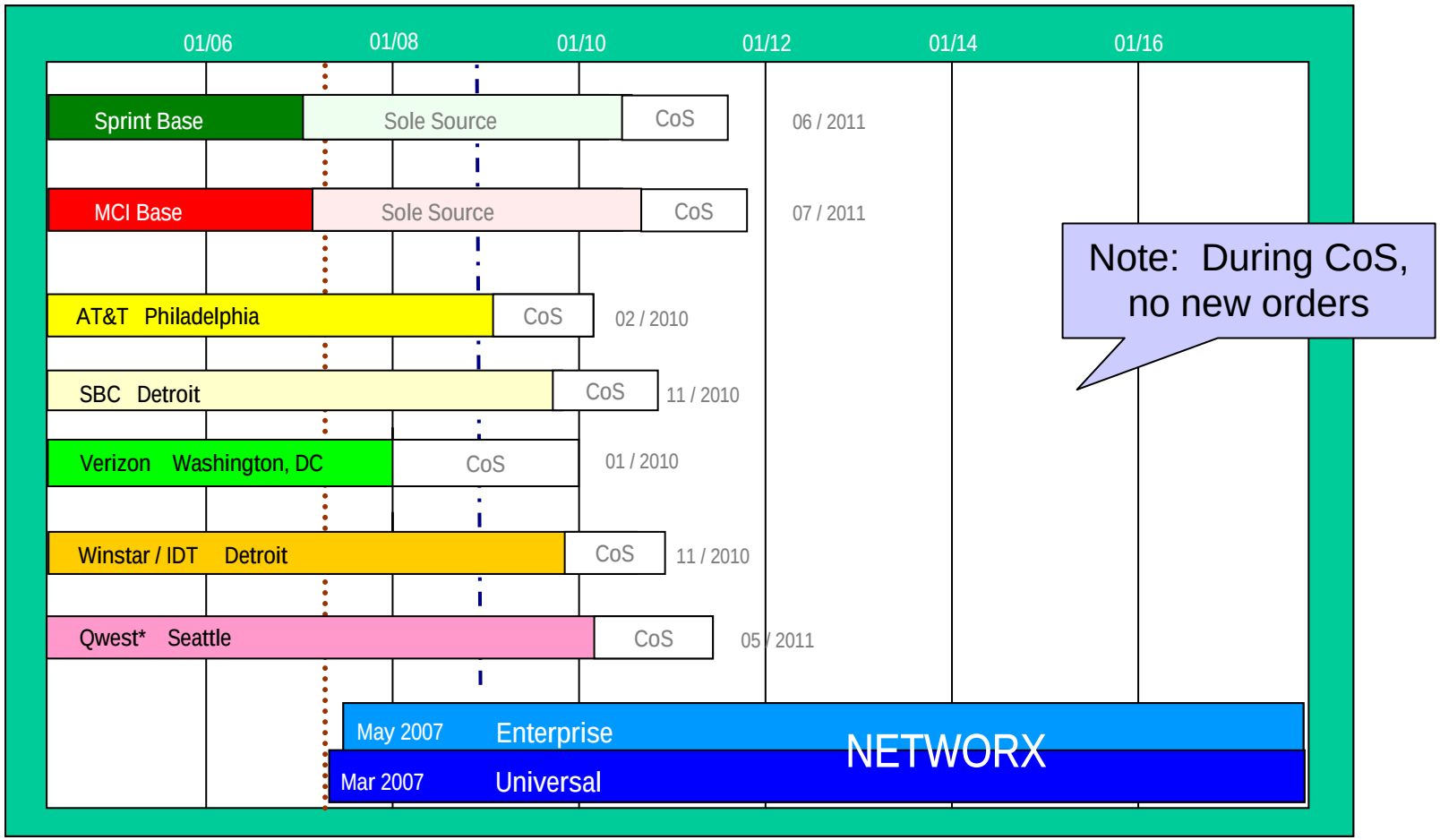
Transition Schedule

Task Name	Date
Agencies Validate Transition Baseline	8/23
Establish Transition Baseline Snapshot	8/31
Award Networx Universal contract	3/29
Issue Networx Universal Notice to Proceed	4/17
Verify Universal OSS	9/3
C&A Universal OSS	9/3
Universal Vendors May Process Orders	9/3
Award Networx Enterprise contract	5/31
Issue Networx Enterprise Notice to Proceed	6/26
Verify Enterprise OSS	11/9
C&A Enterprise OSS	11/9
Enterprise Vendors May Process Orders	11/9
Agencies conduct Fair Opportunity for Reimbursement	9/30
Production Release of Pricer for FO	6/4
Conduct C&A of E-MORRIS (Billing Functions)	1/23
Production Release of E-MORRIS (Billing Functions)	1/23
Transition services to Networx, other contract, or disconnect	4/26
Submit Final FTS2001 Disconnects	4/26
Warning to Agencies Regarding Time Left to Transition	10/1
Expiration of Reimbursement for Parallel Operations	1/1
Expiration of Reimbursement for All Transtion Expenses	4/1
Bridge Contracts	
MCI Bridge Base Period	12/31
MCI Bridge First Option	6/30
MCI Bridge 2nd Option	12/31
MCI Bridge 3rd Option	6/30
Sprint Bridge Base Period	11/28
Sprint Bridge First Option	5/29
Sprint 2nd Option	11/30
Sprint 3rd Option	5/31



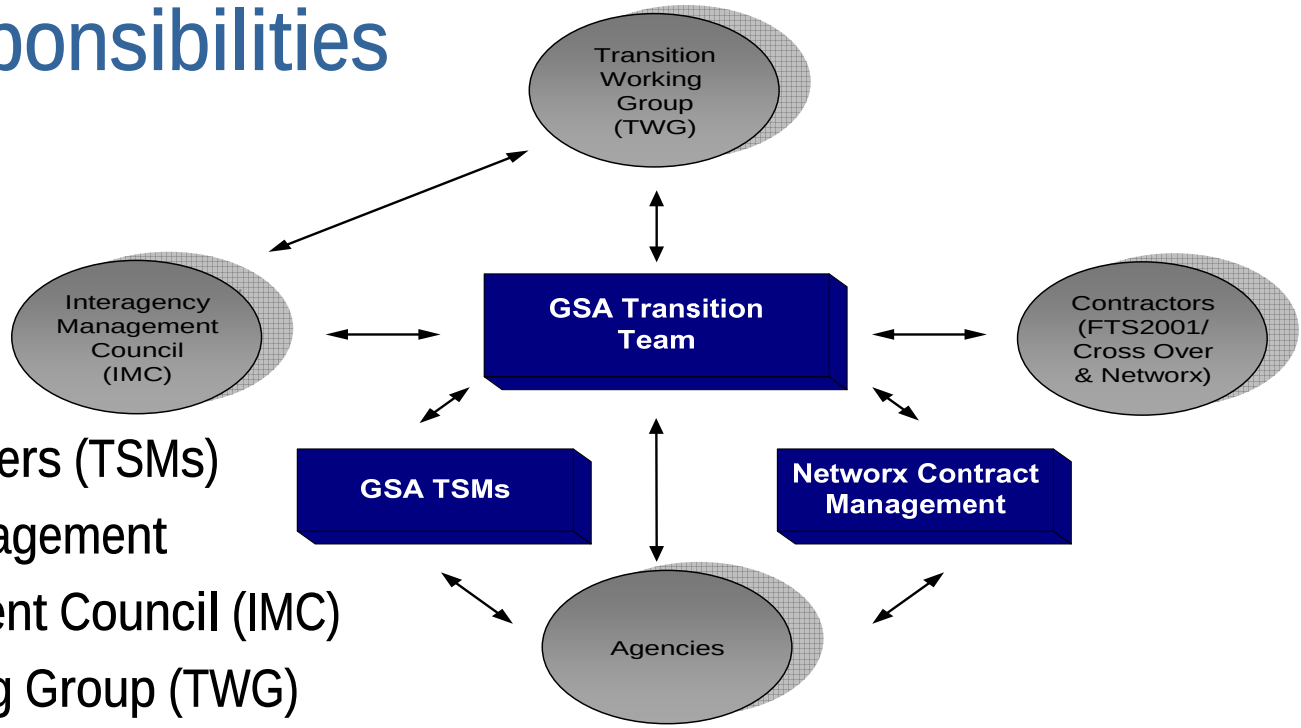
FTS2001 - NETWORX Transition Timeline



Networx Award Pending Sole Source Base Years * Awards within 2 months of each other – could use either

Roles and Responsibilities

- GSA Transition Team
- Global Account Managers (TSMs)
- Networx Contract Management
- Interagency Management Council (IMC)
- IMC Transition Working Group (TWG)
- Agencies
- FTS2001 Contractors
- Networx Contractors



Transition Planning

- Inventory Validation
- Transition Costs
- Regional Services
- Other Strategic Planning
- Staffing and Training
- Agency Level Planning

Inventory Validation

- **Identifies FTS2001 services to transition and be disconnected**
- **Provides a baseline for measuring Agency, vendor, and service(s) transition progress**
- **Provides input for Fair Opportunity planning**
- **Supports transition cost reimbursement**

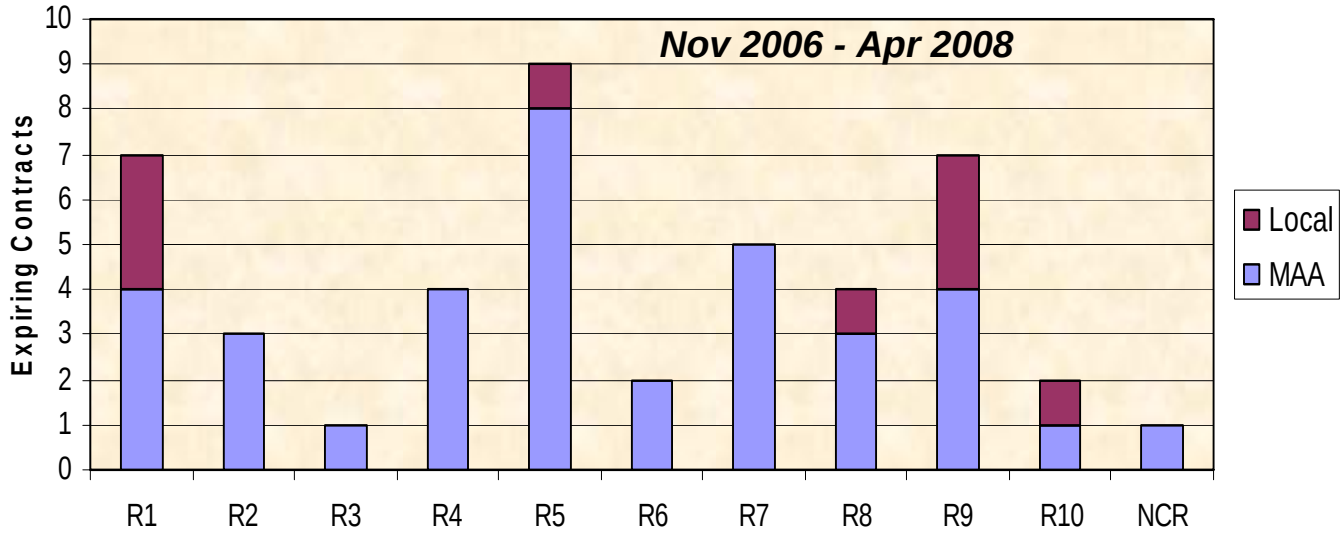
Transition Costs

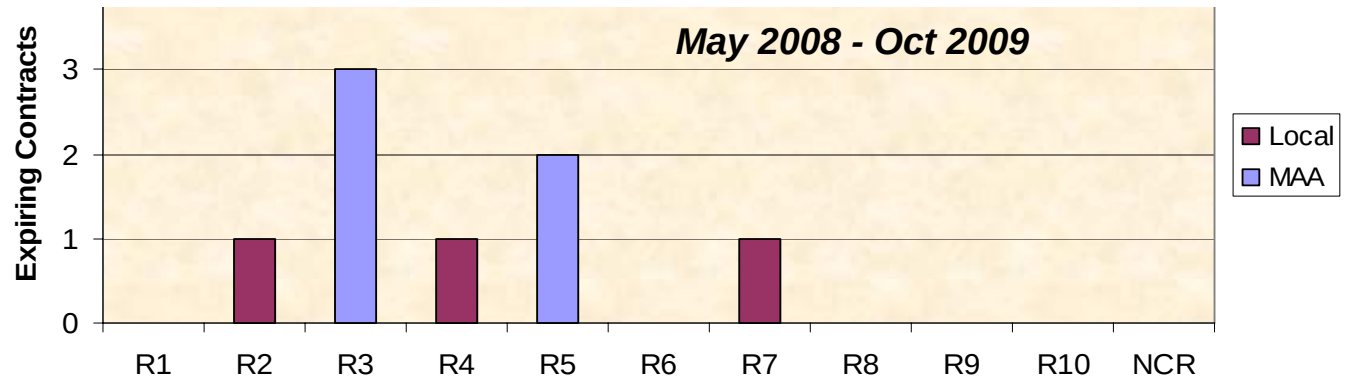
- **Taxonomy of Transition Costs allocated to Networx program and to Agencies**
- **Transition Cost Estimate for Networx program costs**
- **Reimbursing Agencies' costs**

Regional Services

- **Regional Transition Plan**
  - **Analyze inventory/capacity planning**
  - **Coordinate/deconflict multi-tenant transitions**
  - **Streamline ordering for transition**
  - **Identify Transition Managers and POCs**
  - **Define Roles and Responsibilities**
- **TCC Regional Liaison**
- **Customer Outreach**
- **Provide guidelines for using Networx in conjunction with regional contracts**

Local and MAA Contract Expirations





Other Strategic Planning

- **Modify FTS2001 Contracts**
  - **Assist in planning and inventory**
  - **Participate in transition with Networx contractors**
  - **Provide disconnect reports**
- **C&A**
- **DAR Guidelines**
- **OSS Enhancements**
- **Support for Fair Opportunity**
- **Contractors' Transition Management Plans**

Training

- Transition Baseline Inventory (TBI) tool
- Transition Information Portal (TIP)
- Pricer
- Transition Training Handbook (TTH)
- Networx Contractors

Agency Level Planning

- Validate inventory
- Fair Opportunity
- Agency Transition Plans
- ALTPs
- Preparing for ordering
- CDDs and MDDs on FTS2001

Tools

- **Points of Contact**
- **Transition Baseline Inventory (TBI)**
- **Website and Transition Information Portal (TIP)**
- **E-MORRIS**
- **Pricer**

Points of Contact

- **GSA**
  - **Transition Coordination Center (TCC)**
  - **Global Account Managers (TSMs)**
  - **Networx Contract Management**
- **Agencies**
  - **Transition Managers**
  - **Designated Agency Representatives (DARs)**
  - **Local Government Contacts (LGCs)**

Transition Baseline Inventory (TBI) Tool

- **Validates Agency Inventory**
- **https://morris.ftsbilling.gsa.gov**
- **Training and assistance available through Help Desk at networx.support@gsa.gov or 866-472-0274**

Tracking Disconnects

- **Vendor data**
  - **Updated monthly using automatic aging algorithm**
- **Upload of Agency Owned Inventory (AOI) data**
  - **Agency updates monthly**
- **AOI One-time Load**
  - **Agency doesn't update in TBI; provides GSA report of disconnects**

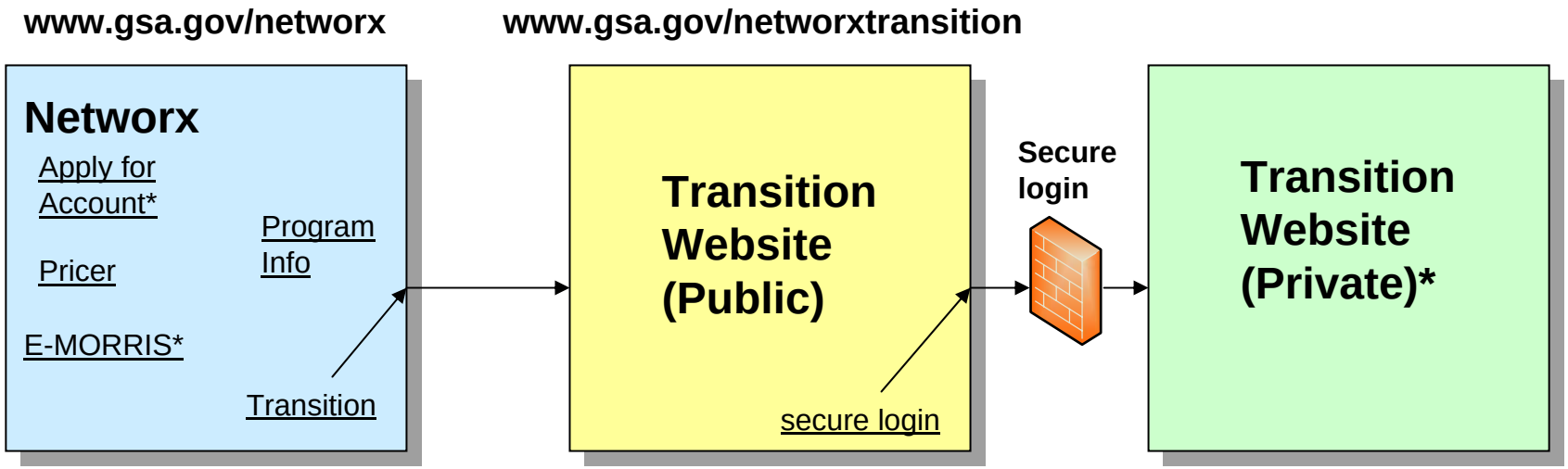
Agencies With AOI One-Time TBI Load

- Agency provides its own “disconnected” and “added” data in aggregate reporting terms
- Agency informs GSA monthly number of items disconnected and added for each AB Code, Vendor, and Service
- GSA adds or marks as Disconnected the number of items in the appropriate categories in TBI, and ensures the updates to TBI match the Agency’s report, without a one-for-one correspondence

TBI Variance Reports

- **Gives a consistent view of both Vendor and AOI data in TBI to help track disconnected items**
  - AB Code
  - Vendor
  - Service
- **TBI not only supports aggregate reports, but is able to track the Active/Disconnect status of each individual inventory item**

Transition Website

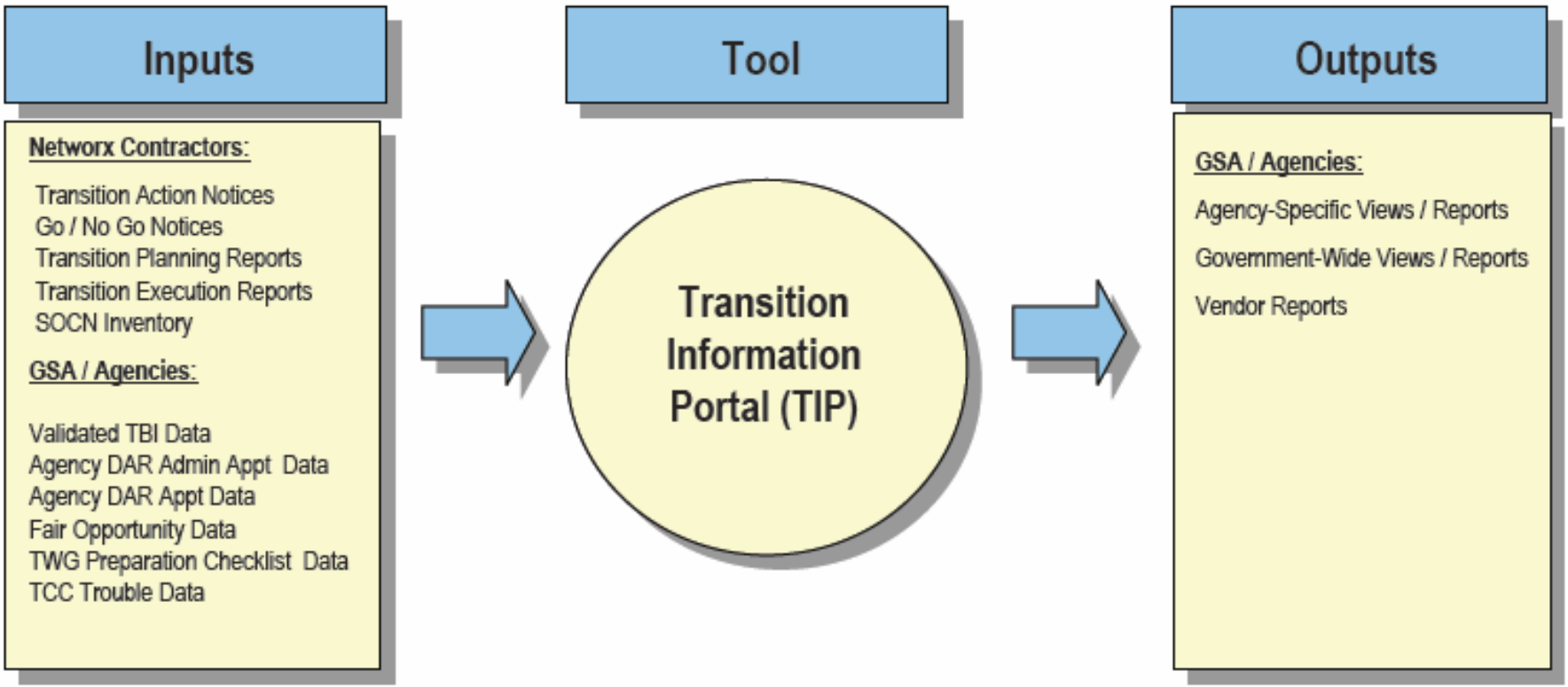


- TWG Website (Public Data)
- Public Data on GSA website

- TWG Website (Sensitive Data)
- TIP Tracking Tool

*Under construction

Transition Information Portal (TIP)



TIP Account Request Process

Requestor

- Complete Basic Application Form
- Submit
- Notify Agency TM or functional equivalent

Agency Transition Manager

- Confirm Basic Information
- Add Agency-unique Information
- Agency approval & submission
- Notify TCC

TCC

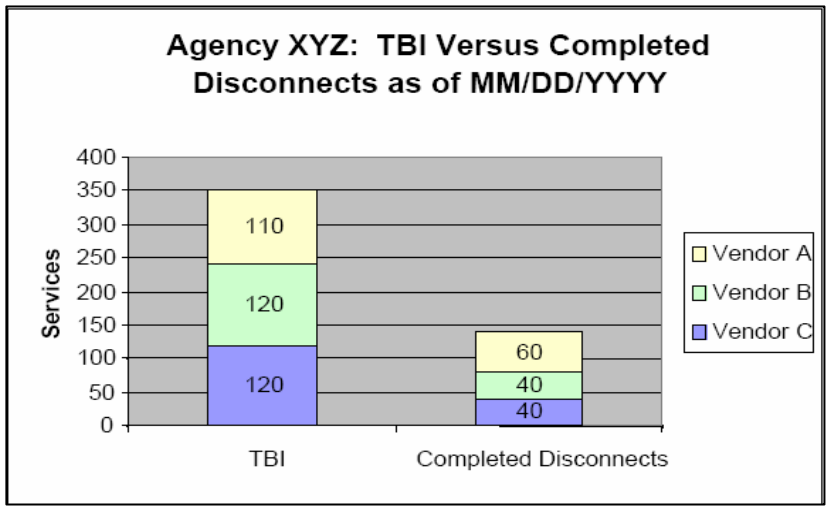
- Acknowledge Submission
- Confirm Information is appropriate
- Create User Profile and Account
- Notify Requestor and TM
- Review/Manage/Delete Accounts
- Provide Training Material

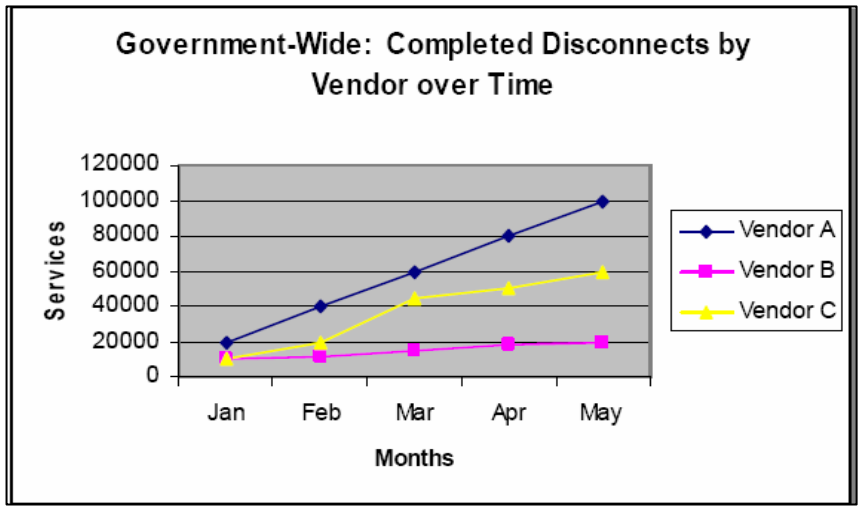
Agency TM or appropriate organizational equivalent

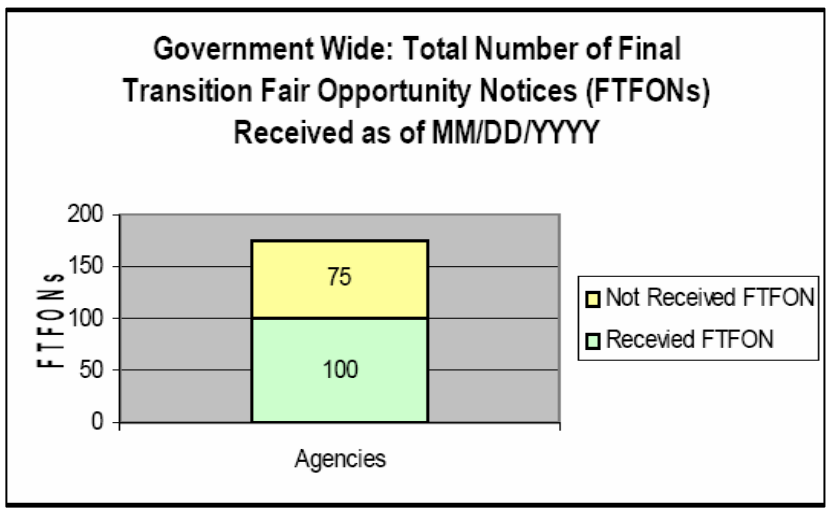
TIP Transition Tracking Requirements

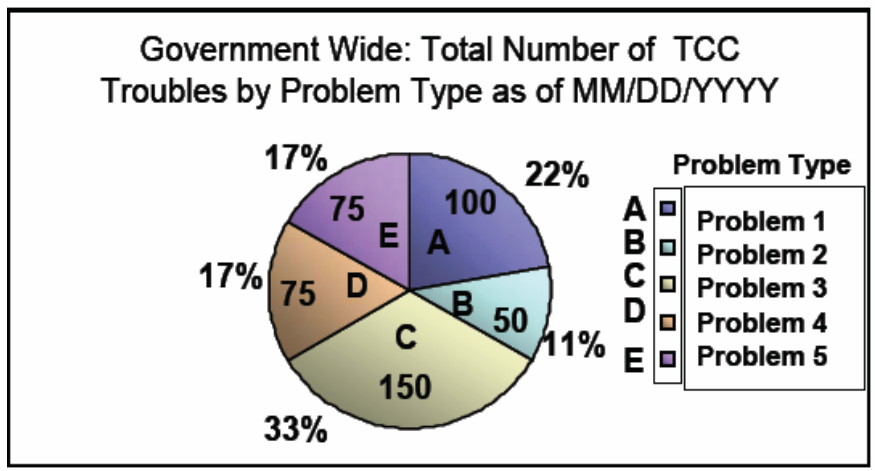
- **Phase 1**
  - **FTS2001/Crossover Disconnects**
  - **Networx Transition Orders**
- **Phase 2**
  - **Agency Fair Opportunity Decisions & Final Notice**
  - **Agency Appointment of DAR Administrator**
  - **Appointment of DARs**
- **Phase 3**
  - **TCC Trouble Reports**
  - **Credit Reimbursement Tracking (under review)**

Sample TIP Dashboard









TIP Tracking Final Transition Fair Opportunity Notifications (FTFON)

- **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**

Implementation

- **Ordering for Transition**
- **Transition Coordination Center (TCC)**
- **Reference Materials**

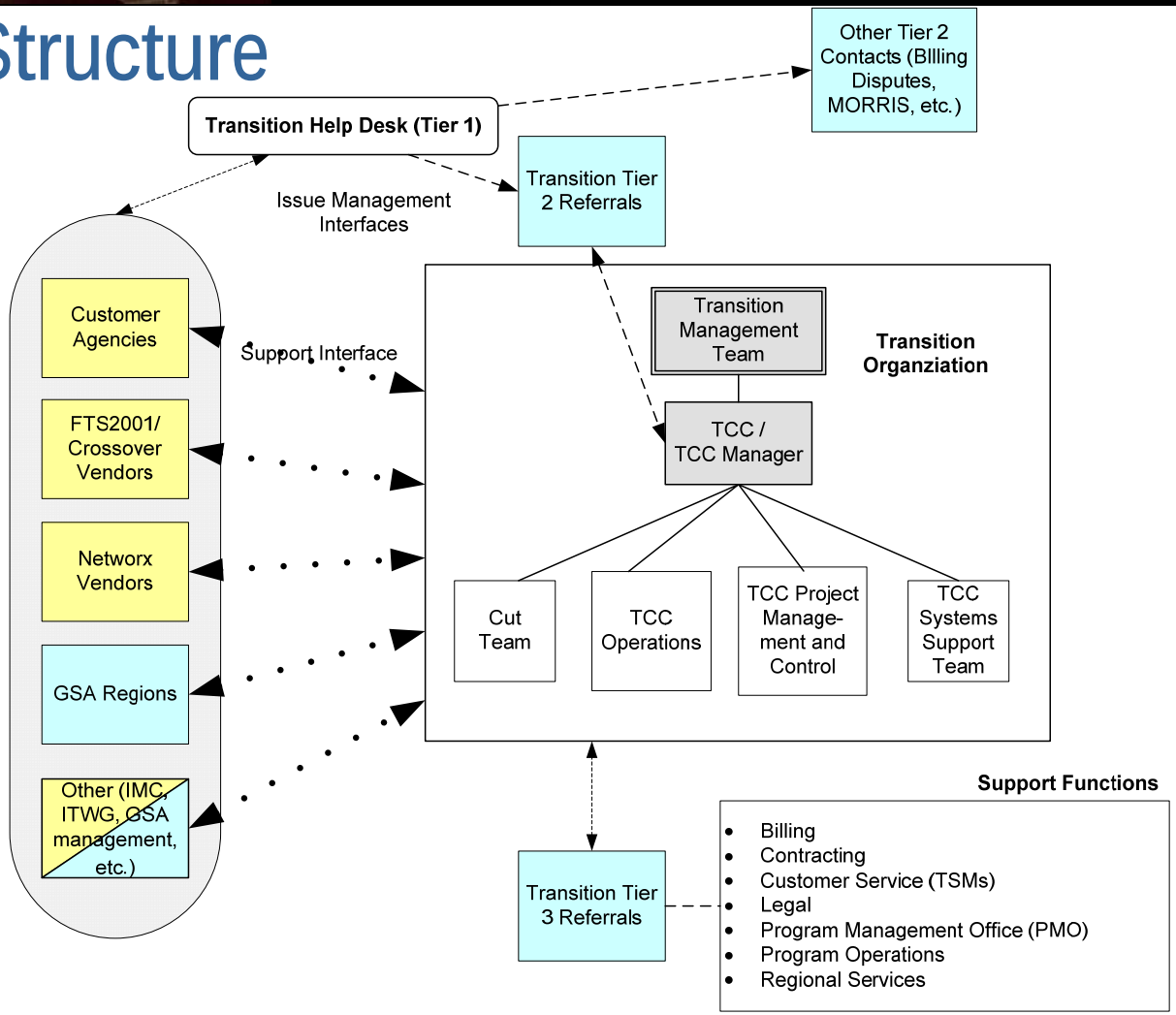
Ordering for Transition

- **Transition Project Specific Plans (TPSP)**
- **Transition = Y**
- **ASRN for Project or Other Common Designation**
- **Supplemental Information for Transition Orders**
  - **Incumbent contractor**
  - **FTS2001 Agency Hierarchy Code (AHC)**
  - **FTS2001 SDP ID, if applicable**
  - **Service provided by incumbent**
  - **Details of service**
  - **Government Equipment connected to service**
  - **Incumbent Contractor's access information**
- **Criteria for reimbursement**

Transition Coordination Center (TCC)

- Operational March 2007
- Located in GSA Willow Wood office
- 6 AM-10 PM eastern

TCC Structure



Functions

- Guidance
- Customer Outreach
- Cutover Monitoring and Support Assistance
- Agency-Specific Transition Support
- Operations
- Transition Tracking and Reporting
- Help Desk

Guidance

- **Transition Training Plan (TTP)**
- **Transition Training Handbook (TTH)**
- **Networx Vendors' Performance Report Reviews**
- **Summaries of GSA's, Agencies' and Vendors' Transition Plans**

Customer Outreach

- Customer Training
- Site Transition Plan Template
- Site Survey Template
- Assistance to Agencies for Selecting Networx Services
- Comments on Agency Site Transition Plans

Cutover Monitoring & Support Assistance

- Generic Cutover Procedures
- Cutover Plan Template and Checklists
- Comments on Agency Cutover Procedures
- Cutover Schedules
- Government-wide and Regional Prioritization Guidelines

Agency-Specific Transition Support

- **Site Transition Plans**
- **Site Visit Reports**
- **Site Surveys**
- **Agency Transition Plans**
- **Cutover and Installation Reports**

Operations

- **Standard Operating Procedures (SOPs)**
- **Communications Packages**
- **Web Site and Transition Information Portal (TIP)**
- **Operations Schedule**

Transition Tracking & Reporting

- Transition Progress Reports
- Transition Problem Reports
- Progress Tracking Methodology and Database
- Tracking Disconnects
- Trends Analysis Report
- Detailed Trouble Reports

Networx PMO Help Desk

866-472-0274

networx.support @gsa.gov

- **Contacts and Escalation Criteria**
- **Monitor Trouble Tickets**
- **Knowledge Base**

Reference Materials

- **Summaries of Plans**
  - **Transition Strategy and Management Plan (TSMP)**
  - **Regional Transition Plan**
  - **Networx Contractors' Transition Management Plans**
- **Transition Training Handbook (TTH)**
- **Templates**
  - **Site Transition Plan**
  - **Site Survey Plan**
  - **Cutover Procedures**
  - **Cutover Plan per Service**
- **Agency-specific Support**

Risk Management

Phase	Risk Description	Risk Impact	Risk Mitigation Strategy
Planning	Magnitude was not fully appreciated	Cost/schedule overruns; inadequate training for staff	Outlined in Section C.1.2 of the Networx RFP the scope of the activities required to transition to the Networx contracts.
			GSA has created planning documents such as the TSMP, Transition Timeline, and Site Transition Template, that outline the specific roles and responsibilities relative to transition. These documents did not exist in previous transition efforts
Execution	Poor contractor support during transition	Schedule delays and service interruptions	SLAs in Section C.3.2.2 of the Networx RFP to which Networx contractors must adhere.
Monitoring, Controlling, & Tracking	Different Government-wide reporting structures	No clear understanding of transition objectives and/or progress measurements	Protocol regarding transition reporting has been outlined in Section 4.4 of the Networx RFP. Reporting formats have been defined to ensure that desired data elements are presented in a consistent manner.
			Progress monitoring and tracking procedures have been clearly articulated in a users' requirements document the TWG developed, representing the agreement for all Agencies to use a single source of transition status across the government.

Transformation:
A Different View

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