Federal Acquisition Service

Integrated Technology Services

Transition Coordination Center (TCC)

Maria Filios
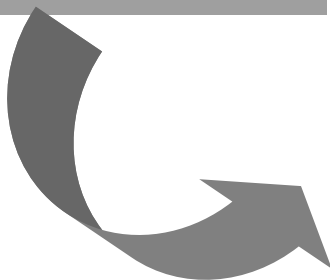**Networx Transition Team**

January 30, 2007

Overview

- Transition Key Points
- TCC Purpose
- TCC Partners
- TCC Proposed Components
- TCC Functions

Transition is the movement of services from expiring FTS2001 contracts to Networx
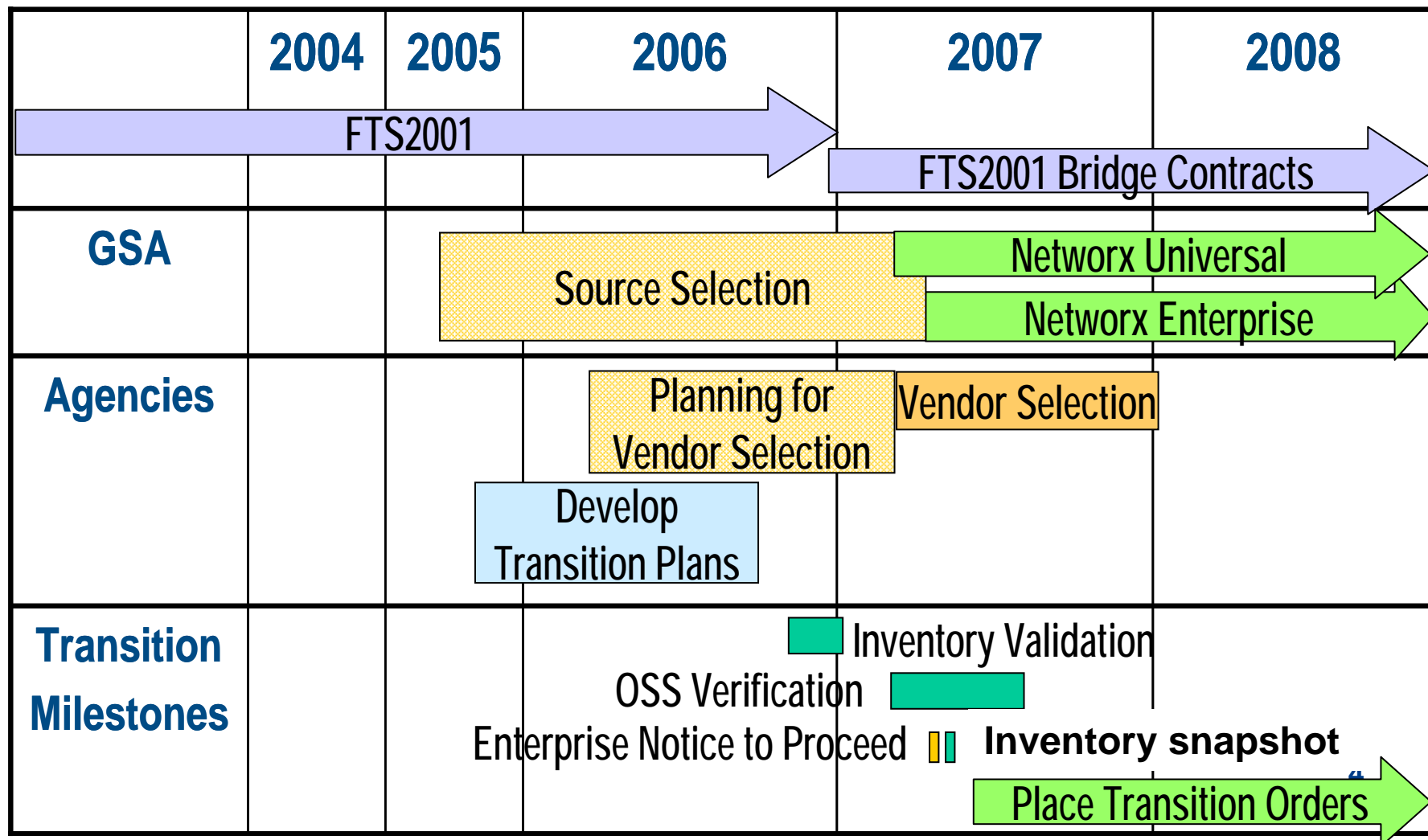
Program Goals

- Service Continuity
- Highly Competitive Prices
- High Quality Service
- Full Service Providers
- Alternative Sources
- Operations Support
- Transition Assistance & Support
- Performance-Based Contracts

Networx Transition Goals

- Move all services from current contracts to Networx before they expire
- Expedite availability of enhanced service
- Ensure no loss of service
- Minimize transition expenses

Transition Sequence of Events

	2004	2005	2006	2007	2008
			FTS2001 →	FTS2001 Bridge Contracts →	
GSA			Source Selection	Networx Universal →	
				Networx Enterprise →	
Agencies			Planning for Vendor Selection	Vendor Selection	
			Develop Transition Plans		
Transition Milestones			Inventory Validation / OSS Verification / Enterprise Notice to Proceed	Inventory snapshot / Place Transition Orders →	

Transition Management--GSA

- Transition Planning and Support

- Facilitate Agency-specific planning

- Track Program Status and Cost

- Manage Performance of Industry Partners

- Mediate Issue Resolution

- Report Status to Administrator, Congress, Agencies, OMB, GAO, etc

- Liaison Between Agencies and Industry Partners

TCC Purpose

- Facilitate and coordinate the transfer of Agencies' telecommunications products and services from FTS2001 to Networx
  - − Provide guidance
  - − Help Agencies develop transition plans and other documentation
  - − Respond to transition-related questions and problems
  - − Perform liaison between customers (Agencies and Regions) and telecommunications contractors (incumbent and new)
- Monitor transition from a global perspective to identify common issues and problems and be proactive in resolving them and preventing recurrence
- Provide reports and briefings on transition status and progress to GSA leadership, the TWG, and the IMC

TCC Partners

- **Regional Services** – Supports service transitions, trouble shoots service disruptions, resolves customer service issues for local customers, and performs other regional/local Tier 2 and Tier 3 issue resolution, as needed

- **Networx Program Management Office (PMO)** – issues requiring PMO assistance, includes COTRs

- **Program Operations** – Supports GSA's Operational Support Systems (OSS), verification of the Networx vendors' OSS, and systems security, and performs Tier 2 and Tier 3 issue resolution

- **Billing** – Handles billing questions and disputes and performs other Tier 2 and Tier 3 issue resolution , as needed

TCC Partners (cont)

- **Customer Service/Global Account Managers (GAMs)** – Supports continuation of FTS2001 services, introduces new services, participates in agency planning, and resolves problems and issues with vendors, and performs Tier 2 and Tier 3 issue resolution

- **Contracting** – Responds to contractual issues for FTS2001/Crossover and Networx contracts, Tier 2 & Tier 3 issue resolution

- **Legal** – Provides transition-related legal advice, responds to legal questions, Tier 2 and Tier 3 issue resolution

- **Networx PMO Help Desk** – Trouble Ticket issuance, referral, & tracking, Tier 1 issue resolution

TCC Components

- **Transition Management (TM) Team (Debbie Hren)** – Provides strategic transition guidance, defines transition-related roles

- **TCC** –Reports directly to the TM Team and includes the Networx Transition Manager (Maria Filios).
  - **Cut Team** – Provides cutover assistance to TCC customers, as needed
  - **TCC Systems Support Team** – supports TCC applications such as the TCC web site, Transition Management Portal (TMP), and Remedy ticketing system
  - **TCC Project Management and Control (PM&C)** Team – Develops and maintains a schedule of all TCC activities, performs Task Order management and administration
  - **TCC Operations (TCC Ops) Team** – Is responsible for the day-to-day TCC activities

Organizational Relationships
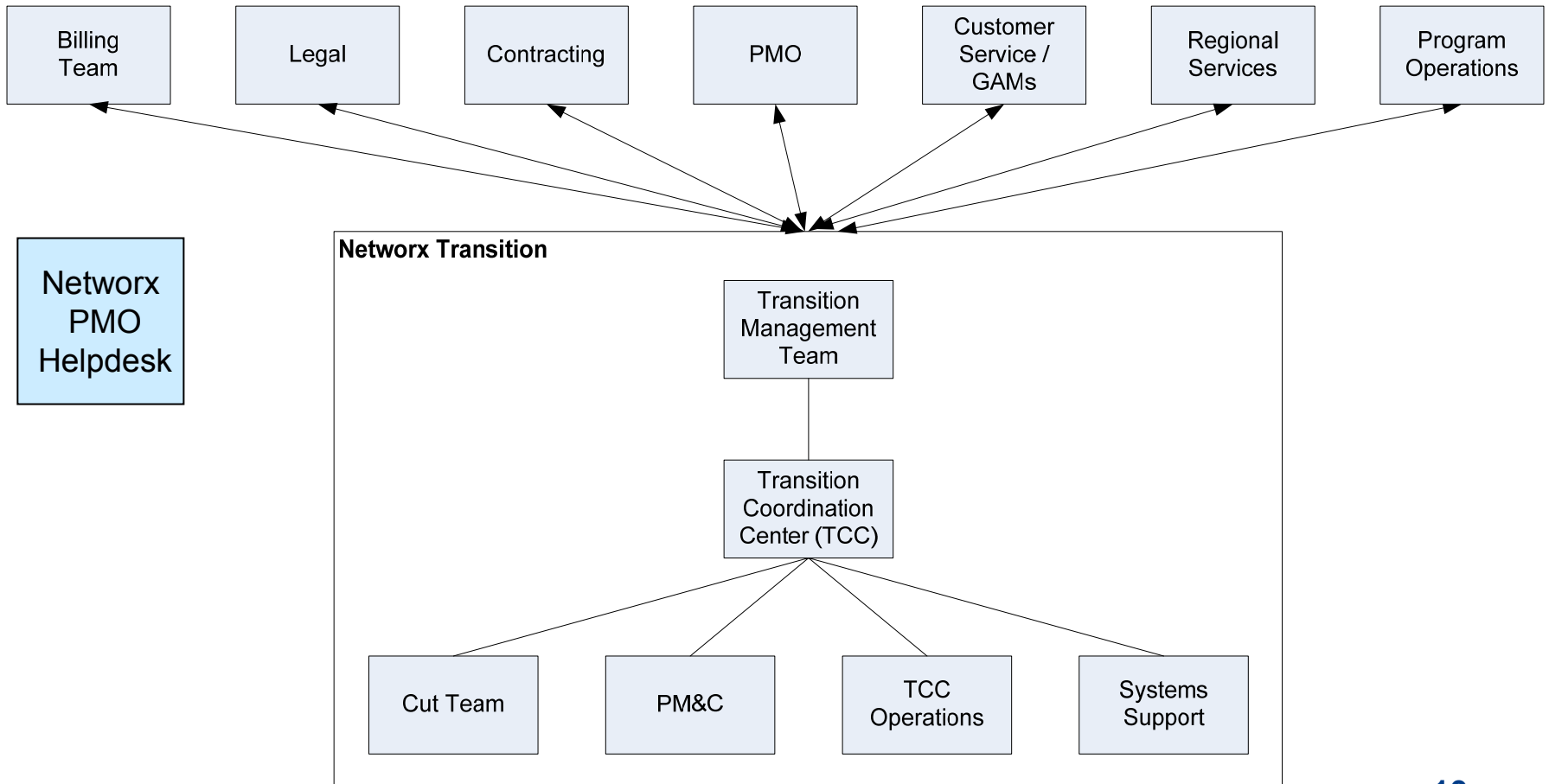
Transition Activities

- Strategic Guidance
- Customer Outreach
- Cutover Assistance
- Agency-Specific Transition Support
- TCC Operations
- Transition Tracking and Reporting
- Tier 2 and Tier 3 Help Desk Referrals

Strategic Guidance

- Transition Program Management
- Review Transition Plans
- Coordinate Regional Services' Plans with other Plans
- Transition Strategic Management Plan
- Transition Training Plan
- Transition Handbook
- Monitor Contractor Performance
- Define Roles and Responsibilities

Customer Outreach

- Continuation of FTS2001 services
- Advise Agencies on Transition Planning & Review Plans
- Assist Agencies in Selecting Networx Services
- Site Transition Plan & Site Survey Templates
- Provide Transition Related Information
- Support Agency Meetings with Vendors to Resolve Issues
- Customer Education on Networx contracts, Services, Transition Activities, costs
- TWG & TM Meetings

Cutover Assistance

- Cutover Procedures and Templates

- Prioritization Guidelines

- Review Agency Cutover Procedures

- Mediate Schedule Conflicts

- Cutover Monitoring to Identify Trends, Investigate or Resolve Issues

Agency-Specific Transition Support (Agency Requested & Funded)

- Perform Agency Transition Management Functions
- Identify and Prioritize Services to be Transitioned
- Facilitate and Coordinate Cutovers
- Participate in Cutover Planning
- Participate in Cutover Execution

TCC Operations

- TCC Stand Up
- SOPs, Escalation Procedures and Communications Plan
- Regional Liaison and Consolidated System Transition Support
- Internal TCC Training
- Contractor Management
- Master Schedule
- Website Maintenance
- Interface with Transition Management Portal

Transition Tracking and Reporting

- Develop Methodology for Tracking Transition Progress

- Track Disconnects

- Review, Manage & Track Networx Transition Notices & Reports

- Develop Schedules

- Monitor Installation of Networx Services

- Track and Report on Fair Opportunity Decisions & DAR Assignments

- Perform Root Cause Analysis

- Analyze and Report on Trends

Tier 2 and Tier 3 Help Desk Referrals

- Maintain Contact and Escalation Lists
- Ensure Smooth Interface between Tier 2 & 3
- Train Tier 2 & 3 Resources
- Resolve Tier 2 & 3 Issues, Document (Close Tickets)
- Monitor Tier 2 & 3 Ticket Processing

TCC Organization
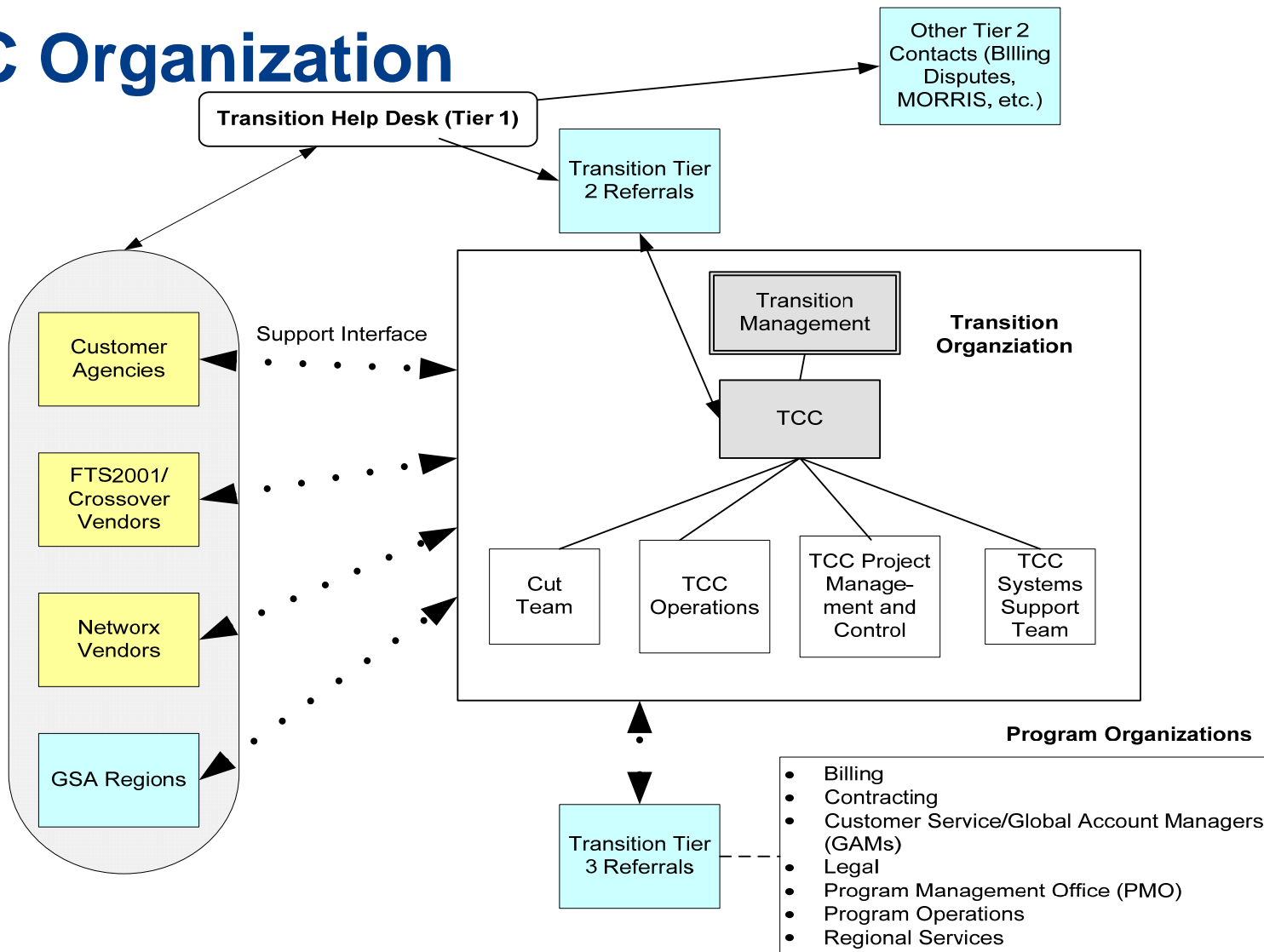
TCC Contractor Support

- Connections Contract
- T&M Task Order
- Multiple Awards
- Augmentation for multiple areas – TCC Ops and Customer Outreach
- Agency Dedicated Support at Agency Expense

Questions, Comments, Suggestions, Concerns?

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