CenturyLink Government

Ongoing Help Desk Management Plan

A. Support for DIR and DIR Customers

One of CenturyLink's initiatives and focus has been to provide outstanding customer service. The CenturyLink motto, "Perfecting the Customer's Experience," reflects our continued focus to provide premier customer service in the industry. Your Account Team will provide supporting documentation, training, and ongoing assistance for opening trouble tickets and escalation processes and reporting requests for DIR and its customers. Should DIR or one of its customers need to make a report request, the CenturyLink Account Team is easily available to support those requests. It is as easy as an e-mail request or call to one of the team members for assistance. The following are members of your Account Team :

Account Consultant

The Account Consultant (AC) is the State's dedicated personal contact for support. Your Account Consultant holds a position on the implementation team and is responsible for ensuring the State receives and understands their first invoice for installed services. Once the project is completed your Account Consultant will continue to support the State by working in conjunction with your Account Manager to provision any additional services on the State's behalf. The Account Consultant is responsible for resolving billing issues and coordinating moves, adds, and changes. The Account Consultant provides proactive contract and billing audits and will host Quarterly Service Reviews with the State to review CenturyLink's performance in meeting SLAs, to introduce new products and services, to review the State's inventory, etc.

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Service Managers (Report to Support Manager)

The Service Manager is your first point of contact regarding post-sale service issues and interruptions. Your Service Manager will actively identify potential service problems on a 24 x 7 basis and manage the overall service resolution process. The Service Manager ensures all contractual SLAs and that services meet or exceed Mean Time to Repair (MTTR). If needed, your Service Manager will escalate service issues within CenturyLink on the State's behalf and will work with the responsible departments to assist in the timely resolution of performance issues. Your Service Manager is also responsible for analyzing outages for chronic issues and initiates action to resolution of performance issues. Service Managers coordinate and deliver the Request for Outage (RFO) explanations if required, provide status to the Account Team and CenturyLink executive management on CenturyLink's performance, and produce Monthly/ Quarterly Operational Service Reviews. The Service Manager will also assist with preparing contingency plans for the state in the area of diversity and disaster recovery for CenturyLink products and services.

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B. Process and Procedures to support DIR Customers in Transition

CenturyLink project management adheres to Best Practices Methodology as prescribed by the Project Management Institute standards. Our charter underscores our commitment to facilitate a seamless transition of the customer's communications services to CenturyLink's network, ensure compliance with the terms of the contract, and maintain customer satisfaction throughout the project life cycle. We believe that by following these proven project management practices, the project milestones can be achieved successfully. Implementation of the project will include the following:

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Planning

Upon bid award CenturyLink will assign a project manager along with project team members to work with your team to define the project Scope of Work. The CenturyLink project manager will lead the development of a detailed Project Plan that will outline the project tasks, assign responsibility, identify risks, and define the schedule for project implementation. Our project management approach relies heavily on detailed planning to ensure that the transition to new services is as transparent to end users as possible. The planning phase of the project includes the following items:

- Detailed design and technical review to ensure all segments of the Scope of Work have been identified.
- Preparation of detailed Work Breakdown Structure (WBS).
- Assign responsibility to each project task. A detailed list of roles and responsibilities will be prepared to ensure each team member is accountable for their part of the project.
- Development of project schedule using a software tool to develop a detailed Gantt chart. The project schedule will become the baseline for measuring the progress of the project.
- Establishment of Change Management Plan. This plan will outline the method of reviewing change requests and will include the team members who will be responsible for reviewing and approval of change requests.
- Creation of Communication Plan. This plan will include regular meeting schedules, agreement on project documentation preparation and storage, escalation procedures and project reporting structures.
- Development of Cutover Plan. This plan will detail the steps required and personnel needed to transition to the new CenturyLink services. Cutover for a large project may require several phases as the implementation progresses.
- Risk assessment and risk mitigation procedures development.

Implementation

After the Project Plan is approved, the implementation will commence with the placement of network and equipment orders. The customer will assist in preparation of each site and coordination of circuit installation. Network and equipment testing will be conducted prior to cutover. The project manager will maintain an Outstanding Issues Log to ensure that team members are held accountable for items that need to be completed, and to ensure that open issues are followed through to completion.

Cutover/Transition

A detailed Cutover Plan will be developed during the planning phase of the project that will outline all the tasks required to transition to the new CenturyLink services. This plan will also identify each organization and individual necessary to make the transition. The CenturyLink project manager will coordinate cutover schedules with CenturyLink, vendors, other carriers if applicable, and customer personnel to schedule cutover during the maintenance window specified by the customer. Contingency plans will also be in place in the event that prior service needs to be restored.

The Cutover Plan will also include testing procedures for the new services and CenturyLink will work with the customer to determine the level of post-cutover support appropriate for the individual situation.

Project Closure

Upon completion of the implementation, the CenturyLink project manager will compile the documentation for the services installed including circuit identification, equipment lists, and network diagrams. Detailed contact information for maintenance and repair services will also be provided. A closure meeting will be held with the customer to review the documentation and ensure that the project is completed according to specifications. The CenturyLink account consultant will review the first invoice for each new service to verify accuracy.

C. Process for Responding to a General Information Request

General information inquires are welcome to any member of the CenturyLink Account Team. The request can be by phone or by e-mail. Depending on the general information being requested, the Account Team members will engage the individuals that support the area in question. The Account Management Team includes team members that provide product detailed information and assist with pricing of services. Follow up and responses by the Account Team will be in e-mail or proposal form to provide review documentation to the requestor.

D. Support for at DIR Customer conferences

The Account Team will be readily available to support DIR in customer conferences at no cost to DIR for briefing related to CTSA and service offerings, training sessions, and AAR briefings. We can have Account Managers on site to answer questions and document special topic issues, including demonstrations of new or emerging technology offerings. CenturyLink is eager to partner with DIR in supporting its customers.

E. Reporting

The CenturyLink Account Team will work closely with DIR to provide meaningful reporting to DIR and its customers. Control Center readily provides DIR and its customers many types of reporting regarding usage and utilization, product inventory, repair ticket history, and billing and cost analysis reporting.

Control Center is a proprietary Web-based application that provides complete management control over a broad range of CenturyLinkservices. Control Centerallows customers to access a wide variety of network management, billing, and reporting tools via a secure Web site. Users need a PC with Internet access, a certified browser, and a user name and a password.

In addition to the online tools, your Account Team Service Manager can provide DIR with reports regarding trouble tickets during a specific time range, root cause analysis, MTTR, and potential chronic issues.

Reporting can be provided to compare restoral times against SLA standards. These reports can include severity level, proactive notification versus customer initiated tickets, network fault tickets, and CPE caused issues.

Utilization reports can be provided for specific products to ensure DIR or its customers are not saturating services and trending toward potential service degradation issues.

Usage reports for voice service can include trunk utilization reports, recommendations for customer busy hour needs, call completion percentages, and trunk over flow reporting. Usage reports for IP services can include trunk utilization reports, peak usage time, recommendations for increased bandwidth needs, error, packet loss, and traffic trending reports.

The CenturyLink Account Consultant can provide reporting regarding billing issues and credits. Reporting can provide bill trending, orders placed, orders in process, and orders completed.