



## Ongoing Program Management Plan

### Program Manager

CenturyLink offers DIR a single point of contact for all installation, service, and management needs for all services for the entire term of the CTSA. DIR will have a common and consistent interface for DIR and its customers. Through the TEX-AN NG Program Manager, CenturyLink will work diligently on the following items:

- Maintain and improve current performance levels.
- Provide a single point of contact for all move, add, and change activity and trouble resolution.
- Provide a single point of contact to manage all telecommunications vendors for network and equipment maintenance, repair, and triage necessary to support end-user issues.
- Provide professional engineering when designing current and future network designs and platforms.
- Manage bandwidth through network utilization studies and implement appropriate action.
- Manage vendors to ensure they are meeting agreed upon service levels.
- Ensure Service Level Agreements (SLAs) are being met.
- Manage the end-user experience to a high customer satisfaction level.





During the implementation and transition period CenturyLink will provide a Project Manager to support the TEX-AN NG Program Manager for designated DIR projects and programs. The Project Manager and Program Manager will define and manage the delivery of services for DIR and its customers. The Project Manager will oversee and direct the implementation activities to deliver CenturyLink's high quality telecommunications products and services. While working with DIR and its customers, the Project Manager will have overall responsibility for planning, installation, initial repair activities, and overall end user satisfaction. The Program Manager will be the primary point of contact for DIR leadership to the CenturyLink Account Team.

### **Procedures to Control, Track, and Manage Projects**

The PM will work closely with DIR to establish communications and detailed metrics on performance of projects and programs as designated by DIR. This process incorporates predetermined metrics reporting, as well as periodic review sessions as part of the guidelines. The joint communication and status review can occur on a weekly, monthly and quarterly basis as designated by DIR.

The PM will maintain detailed methods and a procedure to facilitate both DIR's and CenturyLink's continuing success. These processes will be established during the transition period and updated on an ongoing basis to meet the supported environment needs, and will include risk analysis and contingency planning.

### **Disaster Recovery Planning and Execution Procedures**

The PM and the CenturyLink Account Team will work closely with DIR and its customer to review and establish Disaster Recovery and execution plans for critical applications and services as designated by DIR. Planning would include the following:

- Develop, implement, and manage business continuity and disaster recovery plans.
- Perform risk assessment analysis and provide documentation.
- Provide any necessary documentation to support DIR executives in federal and other government activities as required.
- Evaluate manufacturer upgrades and patches prior to implementation.

### **Interoperability Problem Resolution**

The CenturyLink Account Team will manage and optimize the DIR standard operating network environment. The team will work to identify service inefficiencies and opportunities to reduce expenses, while creating new efficiencies in the existing processes. CenturyLink will manage and maintain accurate records of all telecommunications engineering related issues and perform the following functions:

- Capacity planning within the network.
- Traffic routing/re-routing and network optimization.
- Providing network health reports.
- Performing annual system audits.
- Identifying needs for upgrades/additional service requirements.
- Site configuration.
- Toll fraud surveillance.
- Provisioning support and coordination as required.
- Coordinating and supporting software upgrades/patches.



- Managing the system alarm monitoring process.
- Providing Tier II and III support for DIR's daily requirements and overall operational requirements.
- Interfacing with manufacturers for chronic and escalated issues.

### **Response to Service Concerns/ Trouble Management**

CenturyLink shall provide end-to-end fault management, including trouble isolation and multi-vendor coordination, dispatch, and site access for resolution of all telecommunications-related troubles within DIR's network. As one function of transitioning services to CenturyLink, CenturyLink will establish processes for proper notification, trouble isolation, repair coordination, administration, and performance reporting with DIR's network and equipment vendors. We will provide the following:

- 24 x 7 break/fix reporting services.
- Updates on an agreed to schedule for priority one trouble tickets, major outages, and the clearing of those outages as required.
- Routinely scheduled preventative maintenance services.
- Engagement of appropriate Tier II, Tier III, and manufacturer support on behalf of DIR and its customers as required to resolve issues.
- Coordination of vendors and other entities and manage all issues to resolution to the satisfaction of the DIR's end users.
- Initiation of business continuation/emergency response processes.

### **Additional Program Manager Responsibilities**

The CenturyLink Program Manager and Service Manager will manage all escalations within the overall CenturyLink / DIR engagement. Typically hardware and software escalations are supported via a tiered approach. For example, routine problems or questions that cannot be handled by the Customer Service Center Tier 1 Technician are escalated to Tier 2 Support Engineers. If the CenturyLink Tier 2 Engineer cannot resolve the problem or answer the question, it will be escalated to CenturyLink Tier 3 Engineers and / or directly to the manufacturer's support organization (i.e., Nortel Emergency Technical Assistance and Service or Cisco's Technical Assistance Center). The method for the escalation will be predetermined (typically via an on-line trouble ticket system). This will ensure that the issue is properly managed, tracked, and resolved in the shortest amount of time possible.

In all cases, even if the problem requires a field dispatch or an outside supplier resource for resolution, the CenturyLink Service Manager will manage the issue to resolution per the established SLAs and provide status to DIR as required. Clear escalation procedures will be documented and updated as needed between CenturyLink and DIR complete with names, numbers, and timeframes.