



ONGOING PROGRAM MANAGEMENT

AT&T Program Manager:

Heather Giordano will serve as the Program Manager and Single Point of Contact (SPOC) for all Tex-AN NG matters.

Heather Giordano
512-750-4848
Hg2730@att.com

AT&T Program Control:

The AT&T program management activities will include working with DIR and the responsible AT&T resources to develop program control procedures, including program tracking and communications, change control, risk management, quality assurance, customer acceptance, and transition.

AT&T has a depth of certified resources that use standard industry practices that include Program Management Institute (PMI) and ITILv3. An example of the processes that follow these standards are described below.

Initiating Processes

- **Formal start of project through a “Kickoff Meeting”.** Recognizing that a project or phase should begin and officially committing to start.

Planning Processes

- **Scope Planning.** Developing a written scope statement as the basis for future project decisions.
- **Scope Definition.** Subdividing the major project deliverables into smaller, more manageable components.
- **Risk Identification.** Determining which risks are likely to affect the project and documenting the characteristics of each risk.
- **Risk Quantification.** Evaluating risks and risk interactions to assess the range of possible project outcomes.
- **Quality Planning.** Identifying which quality standards are relevant to the project and determining how to satisfy them.
- **Activity Definition.** Identifying the specific activities that must be performed to produce the various project deliverables.
- **Activity Sequencing.** Identifying and documenting interactivity dependencies.
- **Activity Duration Estimating.** Estimating the number of work periods which will be needed to complete individual activities.



- **Schedule Development.** Analyzing activity sequences, activity durations, and resource requirements to create the project schedule.
- **Resource Planning.** Determining what resources (people, equipment, materials) and what quantities of each should be used to perform project activities.
- **Communication Planning.** Determining the information and communications needs of the stakeholders: who needs what information, when will they need it, and how it will be given to them.
- **Risk Response Development.** Defining enhancement steps for opportunities and responses to threats.
- **Project Plan Development.** Taking the results of all the planning processes and putting them into a consistent, coherent document called the "Project Plan."

Implementing Processes

- **Project Plan Execution.** Carrying out the project plan by performing the activities included therein.
- **Scope Verification.** Verification that the deliverables agree with the project scope.
- **Quality Assurance.** Evaluating overall project performance on a regular basis to provide confidence that the project will satisfy the relevant quality standards.
- **Information Distribution.** Making needed information available to project stakeholders in a timely manner.

Controlling Processes

- **Overall Change Control.** Coordinating changes across the entire project.
- **Scope Change Control.** Controlling changes to project scope.
- **Schedule Control.** Controlling changes to the project schedule.
- **Performance Reporting.** Collecting and disseminating performance information. This includes status reporting, progress measurement, and forecasting.
- **Risk Response Control.** Responding to changes in risk over the course of the project.

Closure Processes

- **Administrative Closure.** Generating, gathering, and disseminating information to formalize project completion; organizing records for archiving; and publication of a "Lessons Learned" statement when required.
- **Project Closure.** Completion and official closure of the Project, including resolution of any open items.

AT&T will also work in collaboration with DIR to develop change controls, manage risk, and provide quality assurance, customer acceptance and transition. Examples of these are provided below.



AT&T Procedures for DR planning and execution:

The program manager will work with the AT&T Network Disaster Recovery (NDR) team to recover voice and data service network elements to an area affected by a disaster. Telecommunications is vital for our business and government customers following a disaster—both for the impacted area and for the rest of the country. NDR is responsible for the rapid recovery of service at AT&T network sites following catastrophic events.

DIR is the top priority of the TMAC help desk and AT&T customer care organizations. Comprehensive disaster recovery information can be found in the Disaster Recovery and Business Continuity Plan.

AT&T Procedures to resolve interoperability problems:

In the event of a Remedy or eticketing system failure, the TMAC help desk is available 24/7 to manually create and manage tickets. AT&T will provide IT support for interoperability issues related to the AT&T interface systems.

Additional Program Manager Responsibilities:

The program manager activities will include monitoring escalated service issues and follow up as appropriate. The Program Manager will participate in CTSA amendment negotiations.

AT&T Subcontractor Management:

AT&T will manage our subcontractors to meet or exceed agreed to performance thresholds upon mutual agreement by AT&T and DIR for the services being provided.

AT&T Program Management Reporting:

AT&T will provide a weekly electronic status report for all current projects as required. AT&T will provide quarterly project status reports by Customer as required. AT&T will work with DIR to address requests associated with performance shortfalls or issue escalations including additional reporting and in person meetings.

AT&T Audits:

AT&T will participate and cooperate in a reasonable manner with the DIR in an Independent Verification & Validation (IV&V) audit should the performance results fall short of the standards set forth in the CTSA. AT&T will work with DIR to address associated reasonable costs.

AT&T Subcontractor Reporting:

AT&T will integrate subcontractor performance data into required reports unless the DIR requests that the data be separated in a mutually agreed upon format.

AT&T Cost Avoidance Support:

AT&T will cooperate with DIR in assembling and reporting the cost avoidance realized by the State for the products and services obtained under DIR contracts.