

### **3.2 Program Management (L.30.2.3.2; C.7; G.1.3)**

Verizon, as a full-service telecommunications integrator, is the logical choice to continue serving and expanding the growing WITS customer base due to its experience and performance on WITS2001 and other federal programs; established record of commitment to customer satisfaction; and local service footprint in the NCR. The following section highlights the key features of Verizon's management approach. Each feature is discussed in greater detail in subsequent sections of this management volume, as indicated. Verizon's management approach capitalizes on the Service@once and Bill@once platform to provide for today's key ongoing management functions as well as newly-funded system enhancements to deliver: 1) a Centrex voice solution complemented by a hosted IP offering; 2) interfaces for Internet access, conferencing, and IP solutions; 3) distinctly developed solutions such as MLPP for DOD/DTS-W and COOP/disaster recovery not limited by geographic coverage; 4) "universal coverage" for NCR as linked to GSA's "continuity of service" objectives; and many other solutions for continuous technology advancements.

**World-class Teaming Partners.** The scope and complexity of the technical and management requirements of WITS 3 dictate a team with the depth of resources, skills, and specialized expertise to support WITS 3 customers in providing 360° of service. Verizon's highly trained employees are familiar with the products and services offered under WITS 3, have developed a trusted relationship with WITS2001 customers, and demonstrate cross-functional expertise across customer service, project management, engineering, security, and sales organizations. The Verizon WITS 3 team is presented in Section 3.2.1.

**Streamlined Program Management Organization.** Verizon has designed and implemented a Program Management Organization (PMO) tailored to support the specific management needs of WITS 3. The organization features clear and short lines of authority and responsibility; it is designed to be efficient and responsive to GSA's needs. An organization chart and description are presented in Section 3.2.2.

**Well-qualified Key Personnel.** Verizon is unmatched in its experience in the WITS2001 environment. The Verizon team has assigned its most qualified and experienced resources to execute the WITS 3 program. Its staff has extensive experience on WITS2001 and in delivering services on other large Federal telecommunications programs. Additional information on Verizon's selected management team is presented in Section 3.2.3.

**Program control.** Program control is a key tenet of Verizon's management approach. Verizon has integrated a professional program management support services (██████████ (██████████ - ██████████, ██████████.)) into its team specifically to implement and manage processes and procedures for control of each program element of work from contract start. Details are provided in Section 3.2.2.

**Integrated Product Team (IPT) approach.** Verizon has successfully used this cross-functional concept of work on large commercial and Government programs. The IPT structure plans for and will encourage active participation by Government representatives. Executing the WITS 3 requirements with an IPT approach provides a coordinated and resource-efficient method plan to prioritize, market, develop, and implement changes to the WITS 3 network. The IPT approach represents the "best value" benefit GSA will receive using the Verizon team as its communications integrator. Additional details are provided in Section 3.2.2.

**Open lines of communication.** Verizon's integrated program organization facilitates communication and will be supported by the IPT concept and by frequent progress and status reviews. This feature of Verizon's management approach encompasses both internal team communication as well as communication channels with the Government. Additional details are provided in Section 3.2.1.

**Improved Operational Support Systems.** For WITS 3, Verizon has improved upon the successful ordering (Service@once) and billing (Bill@once) systems to better meet customers' needs. As the breadth and scope of the WITS2001 contract has evolved, so have the systems that support the ordering, inventory, and billing of those products and services. With the inception of the WITS 3 contract, Service@once will be enhanced to provide a more robust customer experience. Users will log into a new Web portal that will provide a dashboard of information regarding their most recent service order and trouble reporting activity and have the ability to request automated e-mails for many of the required service order and trouble reporting notifications.

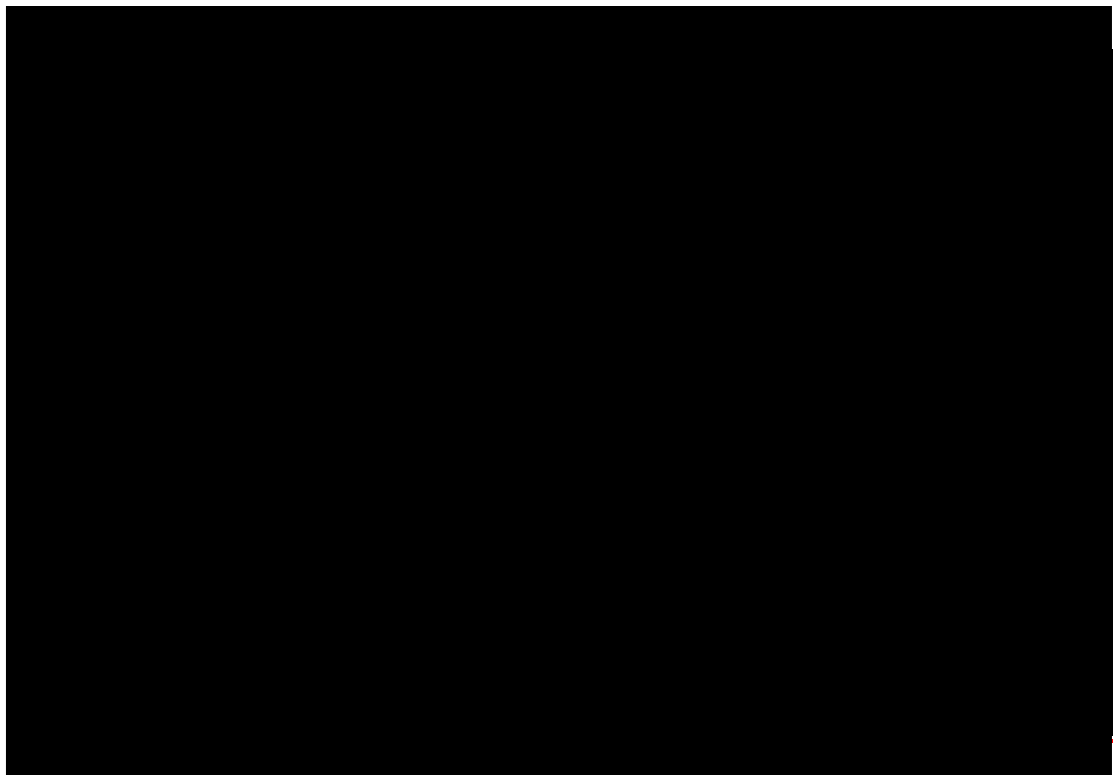
**Unwavering commitment to on-time quality service.** Verizon has established a tradition and set the standard for meeting the service delivery needs and expectations of its Government telecommunications customers. Verizon will continue this tradition and raise the standard during the transition to WITS 3.

### **3.2.1 Verizon WITS 3 Team (C.7)**

#### **World Class Team**

Verizon has assembled a WITS 3 team that combines the strengths of Verizon Telecom, Verizon Business, and a diverse team of subcontractors that have unmatched experience and success serving Federal customers. By

drawing from the management talent and service offerings available from these entities, the Verizon WITS 3 team will continue to provide exceptional customer service and increasingly diverse product offerings as part of its total integrated solutions for WITS 3 customers. Figure 3.2.1-1 depicts the 360° of service to be delivered by Verizon through the management, technical, and operational (M/T/O) support provided by the WITS 3 PMO.



**Unmatched Experience**

Verizon has proven its ability to successfully provide and manage a WITS 3-like contract with WITS2001. When WITS2001 was first awarded, there were approximately [REDACTED] end users. Since the start of the WITS2001 contract period, the number of end users has quintupled to over [REDACTED]. This growth is mainly due to ***Government Agencies choosing WITS2001, rather than continuing their own, individual***

**telecommunications contracts.** Verizon's WITS2001 performance is a prime example of the ability of industry and Government to partner for mutual benefit.

Verizon team members were chosen for their strong past performance supporting Federal Agencies during normal operations as well as their exceptional support of the Government during periods of crisis, such as rebuilding telecommunications in Washington, DC and New York after September 11, 2001 and during natural disasters like Hurricanes Isabel and Katrina. Verizon and its team members have had success executing a large number of critical Federal Government contracts.

As the predominant telecommunications carrier for access services on the WITS2001 contract, the Verizon team has a unique advantage in transitioning service. The Verizon team has unparalleled experience with Agencies' existing service configurations, which are needed to successfully provide mission critical continuity of service.

With the large embedded base of services and a detailed understanding of Agencies' existing local, metropolitan, wide area network architectures, and COOP requirements, the Verizon team can quickly transition customers to the new WITS 3 offerings with little or no risk.

This experience makes the Verizon team exceptionally qualified to assure the success of the WITS 3 program.

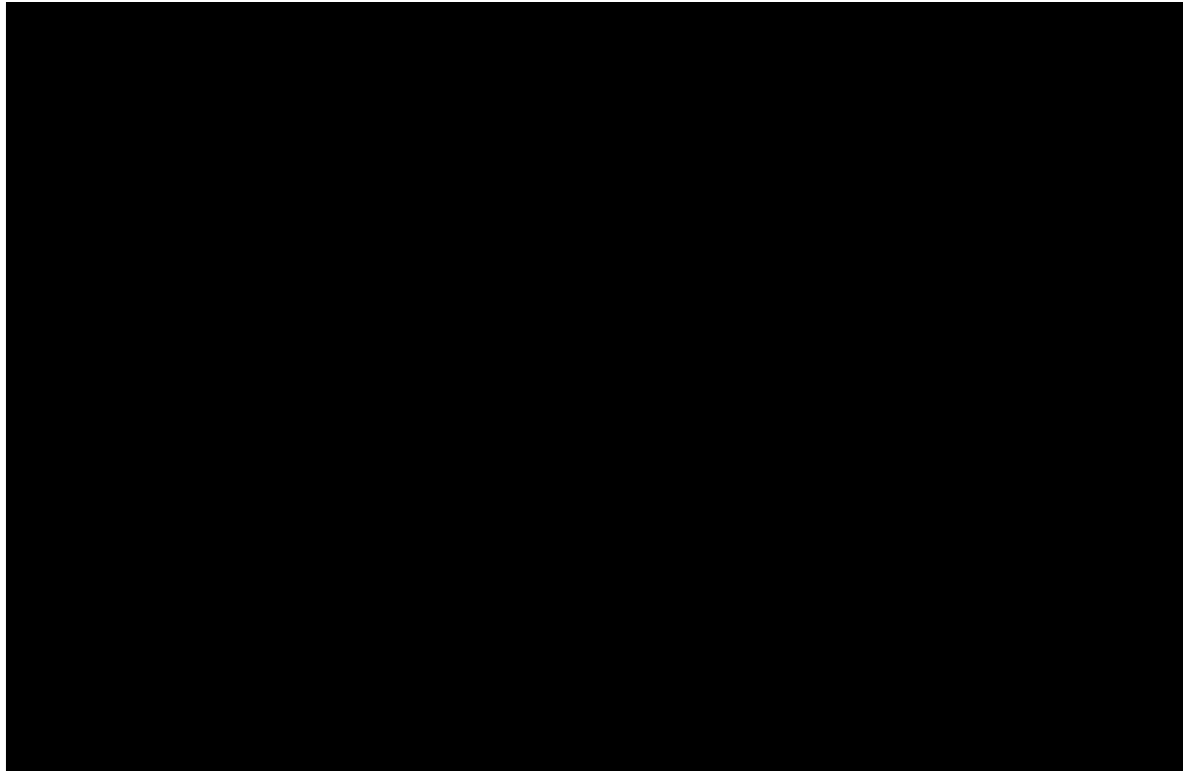
### **3.2.1.1 Areas of Responsibility**

Verizon's WITS 3 team offers an extensive menu of services from Verizon Telecom, Verizon Business, and its subcontractors. The Verizon team is centrally managed by the WITS 3 PMO with key personnel responsible for the functional areas providing services on the contract. Figure 3.2.1.1-1 shows the areas of responsibility for members of the Verizon team. Each

member is dynamic, responsive, and familiar with the unique needs of the Federal customer.

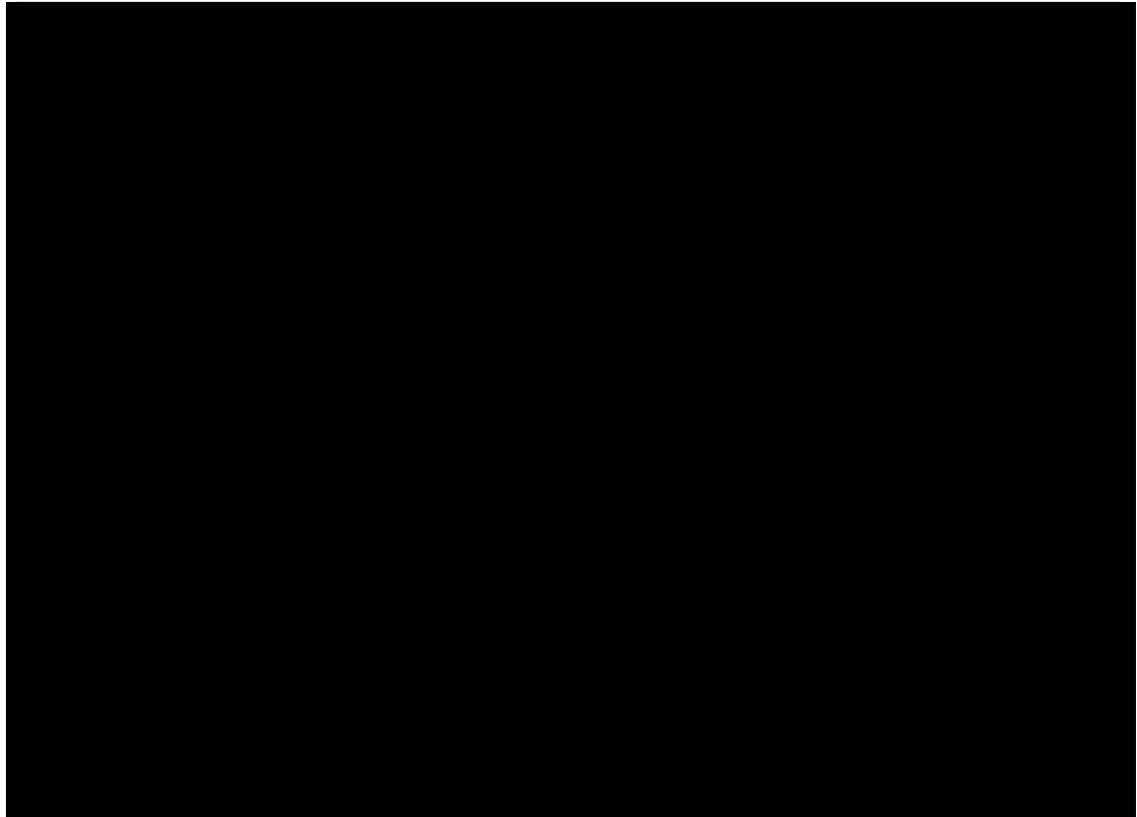
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**3.2.1.2 Functional Relationships**

The PMO, led by the Program Manager, is assigned the responsibility for management, communication, and coordination of Verizon's WITS 3 team. As shown in Figure 3.2.1.2-1, the Program Manager has both direct and matrixed reporting relationships to the functional managers responsible for meeting WITS 3 requirements.



**WITS 3 Program Management**

- The WITS 3 PMO will lead Verizon’s WITS 3 team, serve as the primary interface to GSA, and oversee operational management. Specific functions within the PMO that are outlined below include Quality Assurance; Information Services; Transition Management; and Security Management:
- PMO
- Is responsible to senior Verizon management for the overall success of WITS 3

- Is responsible to GSA for delivering on time products and services meeting contractual requirements
- Serves as primary Verizon interface to GSA for day-to-day operation and trouble resolution
- Manages the performance of subcontractors, and adds and terminates subcontractors as appropriate
- Develops and manages program budgets and forecasts
- Establishes and maintains open lines of communication within the Verizon program team and with customers
- Defines and fully understands the roles and responsibilities of each team member
- Chairs all In Progress Reviews (IPRs) with the Government
- Chairs scheduled and ad hoc internal progress and status meetings
- Quality Assurance
- Works with Contracts Manager to develop, evaluate and negotiate contractual quality and service assurance agreements with all teaming partners
- Coordinates with the VCSC, OA&M, and Project Managers to establish processes and procedures to provide end-to-end service delivery to the customer
- Develops, designs, implements, and measures processes and procedures to promote customer satisfaction and program efficiency; establishes program benchmarks; and reports performance measurements on a monthly basis or as needed
- Resolves non-routine customer satisfaction issues (systemic problems)
- Makes recommendations for improvements of work flow and overall program administration
- Participates as a principal member of all IPT committees



- Conducts customer and/or internal surveys/studies as required; analyzes results and makes recommendations
- Helps to ensure the quality and timely submission of all contract deliveries
- Serves as the single point of contact for Project Support and Finance regarding program financial tracking and measurement processes
- Is the focal point for all quality issues for the program
- Manages all products and services to meet financial targets
- Information Services
- Manages content development and functionality of the WITS 3 Web site
- Develops and maintains the Client's Guide to be accessed from the Web site
- Coordinates with Verizon and GSA teams to update information in Client's Guide and to identify contract developments and communication opportunities for posting on the Web site
- Trains and assists users in the navigation and use of features on the WITS 3 Web site
- Maintains and updates WITS 3 CLIN pricing databases available on the WITS 3 Web site
- Maintains WITS 3 program databases and responds to Government and Verizon requests for historical data
- Transition
- Defines customer specific transition requirements
- Develops customer specific transition plans
- Manages the execution of transition projects
- Provides customer feedback during transition process
- Conducts progress meetings and provides status reports

### **Security**

Develops security processes and procedures

Implements security controls

Ensures integrity, confidentiality, and availability of information

Complies with evolving security requirements and Executive Orders

Updates the security program

Reduces vulnerabilities, adapts to new threats, and maintains the latest standards and practices

Minimizes the impact of security breaches and attacks

Provides NS/EP (National Security / Emergency Preparedness) support and guidance

### **Verizon Customer Service Center (VCSC)**

The VCSC is a team of customer service representatives that is the customer's primary point of contact. In performing the following functions, the VCSC is responsible for providing quality service and customer satisfaction, for service provisioning and billing, and for trouble reporting of all products and services.

- Coordinates with OA&M to provide end-to-end service delivery for all customer requirements
- Partners with Quality Assurance to develop and implement processes and procedures for service delivery and customer satisfaction
- Provides documentation and control for service delivery processes and procedures
- Provides single point of contact for all WITS 3 products and services from initial customer contact through billing and collection
- Provides customer guidance in the processes and procedures for service delivery and trouble handling

- Acts as primary interface between Verizon's OSS organization for Service@once, Bill@once and other systems issues
- Provides input for WITS 3 Web site regarding customer contact, ordering and trouble resolution procedures
- Manages customer billing inquiries
- Reviews billing issues and verifies that the necessary adjustments are performed in Service@once and Bill@once
- Conducts end-user training to WITS 3 customers on functionality and features of various CPE, Voice Mail, and MIS applications
- Develops and provides customized training materials and documentation
- Acts as single point-of-contact for WITS 3 customers on any training issues or questions relative to the functionality of products and services offered on the contract
- Manages Service@once training for WITS2001 customers

#### Operations, Administration and Maintenance (OA&M)

The OA&M support function is responsible for provisioning, maintaining and restoring service to customers.

- Manages service delivery, network operations and trouble resolution
- Manages a team of Operations Center Specialists, Systems Administration Specialists, Network Management Specialists, Internet Specialists, Video Engineers, Data Network Engineers, and Database Engineers
- Manages out-of-hours responses to customers
- Manages all trouble resolution and escalation processes

- Monitors network performance, network maintenance, network control and analysis, and network call routing

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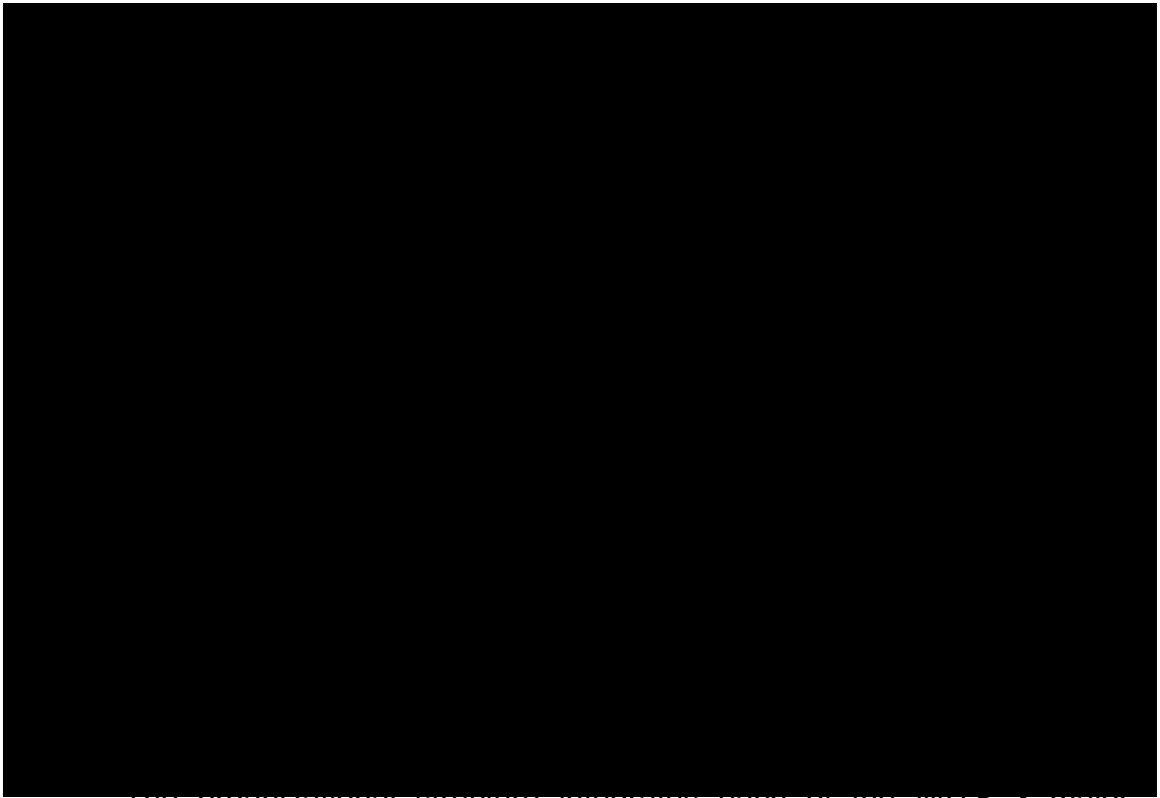
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**3.2.2 Program Management Organization (L.31.2.3.2; C.7.1)**

The Verizon approach to managing the WITS 3 program is based on the practical combination of dedicated personnel and access to the extensive corporate resources of the Verizon team.

The requirements of WITS 3 are extensions of the activities the Verizon team members already perform under the existing WITS2001 contract. Performance of WITS 3 objectives will be conducted by a matrix organization staffed with cross-functional expertise from Verizon's customer service, project management, engineering, security, and sales organizations. As shown in Figure 3.2.2-1, Verizon's WITS 3 PMO is designed to perform three main functions: program management, customer service, and business development. This organization will provide day-to-day management, as well as the strategic direction necessary to keep WITS 3 consistently on course and moving forward. Verizon's organization features short and clear lines of authority and responsibility, and establishes clear channels for the flow of program information within the organization.

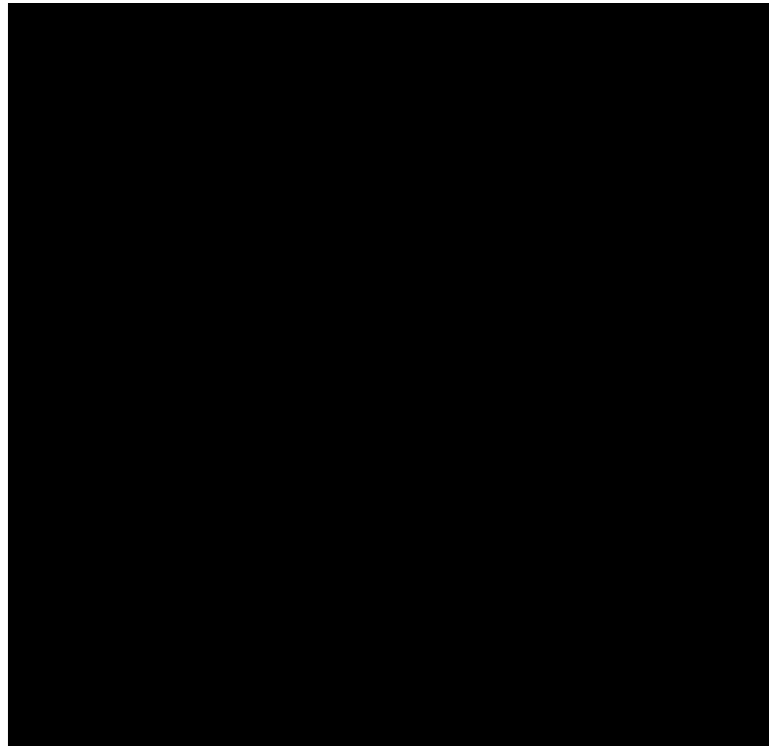




The organizational structure integrates each of the WITS 3 major functions into a cohesive organization reporting to the WITS 3 Program Manager. The WITS 3 Program Manager will make program decisions and provide the resources needed to meet program requirements. This dedicated organization is designed to respond rapidly to delivering services while looking ahead and planning for the next generation of telecommunications technology.

Verizon provides extensive corporate resources and support to the WITS 3 Program Manager along with the autonomous authority to oversee the execution and delivery of services for Verizon's Federal programs. Figure 3.2.2-2 depicts the corporate relationship of the WITS 3 Program Manager to Verizon's Chief Executive Officer (CEO).





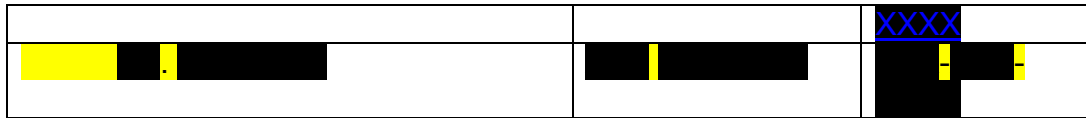
Under the Program Manager’s leadership, Verizon will establish the WITS 3 PMO to implement management structures and processes for each functional area to provide quality services; facilitate customer service and satisfaction; monitor service performance and compliance with contractual obligations; perform contract administration; and manage daily operational activities of the program. The Program Manager oversees the management of the WITS 3 VCSC, the primary point of contact for end-user agencies to administer and support customer service functions. The WITS 3 management team and support staff will retain their WITS2001 experience and continue to provide customers with familiar service and support from “Day One.” Table 3.2.2-1 lists the Verizon Points of Contact for the WITS 3 program:

**Table 3.2.2-1: Verizon WITS 3 Points of Contact**

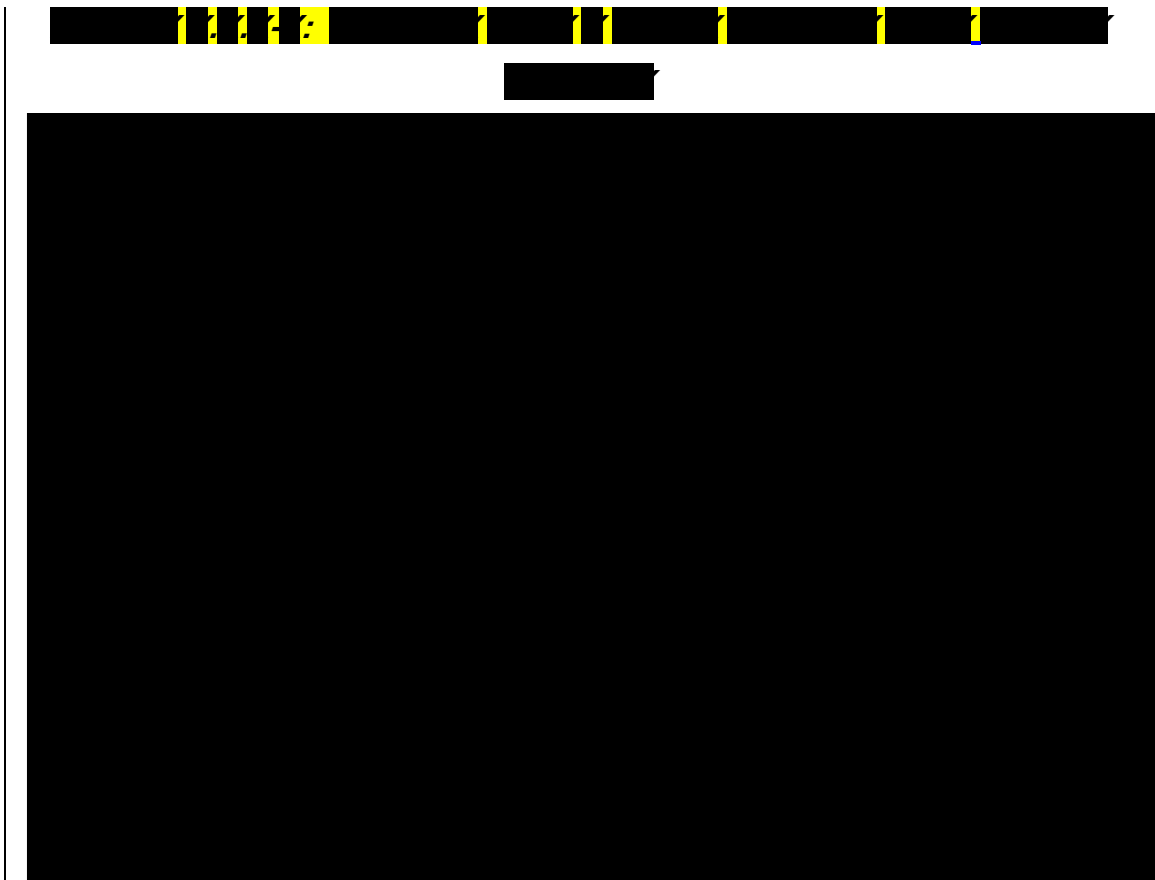
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[Redacted]	XXXXXX XXXXXX	XXX-XXX-







Verizon's PMO is structured to facilitate formal and informal communication and the day-to-day exchange of information between the Government's and Verizon's management teams. Figure 3.2.2-3 illustrates at the highest level the flow of work into, through, and out of the three functional areas of Verizon's WITS 3 organization. Major tasks performed by each of these functional areas are also shown



Verizon's successful experience on GSA telecommunications programs was used to develop a streamlined program management organization that is flexible and ready to respond to Government needs.

**Managing Service Delivery**

Verizon's solution to GSA's WITS 3 requirements provides constant, high-level quality and technical control throughout the complete service ordering and installation cycle for telecommunications services and equipment. The processes used have been proven to meet the needs of the GSA and its customers.

Verizon's general management processes will successfully guide and direct its management of the WITS 3 program. Verizon has tailored these processes, and added supporting procedures, to meet the specific service delivery requirements of GSA and Agency users. Verizon will transition, implement, and manage all WITS 3 services and deliverables using this set of proven general management processes and procedures.

The foundation of Verizon's general management practices is program, or project, control. Verizon will implement the processes within its plan for program control including, but not limited to, planning, scheduling, data management, risk management, cost containment, performance measurement, and management reporting and analysis. Verizon project management will ensure all work tasks are defined, scheduled, assigned the right type and quantity of resources, tracked, status reported, and completed on time.

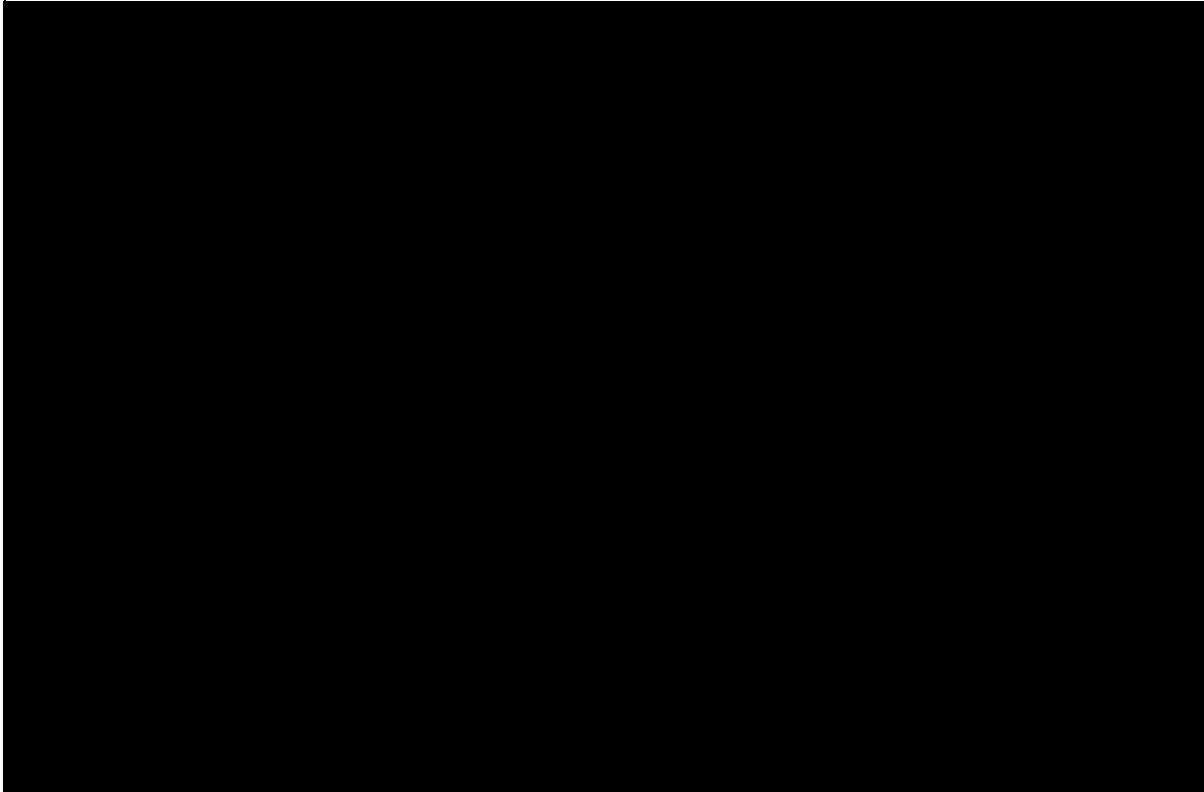
The Verizon PMO will develop and maintain schedules at two levels – individual project schedules and a WITS 3 program level schedule. Project schedules will be developed and maintained by functional managers and project managers for such activities as a new service delivery for a new customer or the transition of an agency from WITS2001 to the WITS 3 network. Project level schedules will be rolled up to comprise a master WITS 3 program schedule. Project managers may develop and use lower level schedules to meet complex task requirements. Both project level and program level schedules will be updated weekly at a minimum and daily as

the sensitivity of program activities and phases dictate. Verizon's schedule management and control processes will ensure each program element has a scheduled start and completion date, has visibility regarding current status, and provides status for look-ahead planning to assess and minimize potential schedule risks.

WITS 3 projects and deliverable requirements will be planned, scheduled, and managed within Verizon's IPT approach. Verizon's program plans, solutions, and systems, implemented within an IPT environment, provide the required services, features, and equipment that sustain performance levels equal to or higher than the requirements of the Statement of Work. Verizon's general management processes support the PMO's ability to meet sales forecasts and consistently achieve and maintain high levels of customer satisfaction at both GSA and Agency levels.

### **Operational Interfaces**

Verizon understands GSA's approach to organizing, marketing, and managing telecommunications services and the business relationships that must be developed and maintained between GSA, customer agencies, and the contractor. Figure 3.2.2-4 depicts the lines of communication to be developed between the Government (GSA and agencies) and Verizon to coordinate service delivery and support.



Verizon's WITS 3 Program Management and Business Development organizations will work with the Government to support program management, account management, and administrative activities, and will interface directly with GSA's WITS 3 Program Office. The Verizon WITS 3 PMO will be the Government's primary point of contact with Verizon for program activities. Verizon will provide data access, reports, equipment, systems access, and other information to GSA and other agencies, enabling the Government to manage the program and perform contract administration activities for the services provided.

Verizon has proven experience handling such business tasks as ordering, service management, billing, billing disputes, trouble and complaint management, and trouble resolution on behalf of GSA. Agencies subscribing

to services will work directly with the WITS 3 VCSC on any or all of these business tasks. Verizon will maintain the various means of office communication available in the VCSC, including telephone, fax, e-mail, postal service, and the Verizon WITS 3 Web site.

Maintaining open lines of communication is an integral feature of Verizon's management approach to encourage internal team communication as well as communication channels with the Government. Verizon's integrated program organization facilitates communication and will be supported by the IPT concept and frequent progress and status reviews.

### **Project Management**

Verizon and GSA will manage contractor deliverable requirements using an IPT process. Verizon will assign dedicated project managers to each task under WITS 3. These project managers are a value-added service to customers. They include both network project management and premises-based equipment installations. The WITS 3 program team keeps a master schedule for all major conversions, reports at the monthly service delivery IPT on project progress, provides to GSA the value of the project, and participates in the first bill review with the customer. Projects last from a few days for a small project to several months for a larger, more complex project.

### **Management Systems**

The Verizon WITS 3 PMO includes the automated systems that support the customer service functions of the program. Service@once and Bill@once are the primary management systems used by the Verizon team. These systems enable Verizon to oversee, direct, and control the ordering, billing, maintenance, and trouble handling functions of the program. Service@once, Bill@once, and associated systems provide the reporting capabilities to meet WITS 3 requirements.

Service@once is a Verizon ordering, service management, and trouble handling support system developed specifically for large and dynamic Federal telecommunications programs. Service@once provides access to numerous automated services that come under two categories:

1. Ordering Inquiry and Service Provisioning
  - Provide price quotes
  - Initiate service orders
  - Track service orders
  - Change service orders
  - Accept service orders
  - Disconnect service orders
  - Report status
  - Close service orders
2. Trouble Handling
  - Trouble reporting
  - Status of trouble resolution inquiries.

Bill@once is a Verizon billing system developed specifically for the Government's large telecommunications programs to:

- Interface with Service@once to formulate billing information
- Pull work completion and pricing data from Service@once
- Generate customer bills, which are transmitted to the customer.

### **Quality Assurance**

Quality is Verizon's primary business objective. Verizon plans and implements projects and programs with Quality Assurance embedded in its processes. Verizon structures program organizations so they integrate

Quality Assurance staff and processes into day-to-day operations. Verizon strives to meet a well-known quality objective, which challenges organizations to "Do the right thing right the first time." Verizon's keystone quality objective is to sustain continuous process improvement that results in superior products and services delivered to its customers.

Verizon's ability to deliver services to customers within the service intervals required, while meeting specified quality levels, will determine in large measure the overall quality of Verizon's performance on the WITS 3 Program.

Contract performance will be monitored and compared to the service delivery intervals established by the WITS 3 contract to assure that contract performance standards are being met. Service performance data for each service type will be measured, documented, and delivered in the WITS 3 Compliance Report. Analysis showing less than minimum levels of achievement will be investigated to determine root causes, and solutions to correct the problem(s) will be developed, implemented, and monitored. This quality assurance effort and analysis will be conducted under the direction of the WITS 3 Program Manager.

Verizon's WITS 3 Quality Assurance Plan is provided as a separate deliverable in Appendix 11.

### **Escalation Procedures**

Verizon takes customer care seriously and measures success on its ability to meet and exceed required performance metrics. The WITS 3 VCSC will be the initial Point of Contact for all customer service orders, trouble calls, queries, and issue resolution. This will allow customer issues to be identified, tracked, managed and resolved more efficiently and in a timely manner.

In the rare instances that problems occur in the performance of WITS 3 program tasks that cannot be resolved by service providers, Verizon has



developed corporate escalation procedures to provide immediate and total involvement from its program organization staff and upper management.

Figure 3.2.2-5 illustrates Verizon's internal escalation process flow from Customer Service Representatives and lower level managers to the Group President level of the organization. This process will be implemented so that the right level of management attention is focused on issues that prove difficult to resolve. The objective of this internal process is to identify and resolve program issues at the lowest management level possible.

[REDACTED]

[REDACTED]

[REDACTED]

### 3.2.5 Key Personnel (C.7.1)

Verizon has selected and assigned exceptionally qualified key personnel to lead and manage an organization tailored to meet the transition, service delivery, and business operations requirements of WITS 3. Since the requirements of WITS 3 are a continuation of the activities Verizon performs under the existing WITS2001 contract, Verizon’s key personnel are individuals with extensive experience performing on the WITS2001 program. Key personnel were selected based on their ability to manage services in their areas of expertise and their ability to work as effective team members and leaders within the greater GSA–Verizon WITS 3 team. Verizon has selected and assigned points of contact and key personnel whose relevant qualifications, capabilities, experience, and commitment to WITS 3 will support the timely delivery of quality services throughout the program lifecycle.

The Verizon WITS 3 PMO will provide day-to-day management as well as the strategic direction necessary to keep WITS 3 consistently and successfully on course and moving forward. With that goal in mind, Verizon has added a Marketing Manager as a key personnel position to continue to provide the level of service that customers desire – comprehensive, customized, Agency-specific, end-to-end integrated solutions.

Table 3.2.3-1 identifies the Verizon WITS 3 key personnel, contact information, and areas of responsibility within the organization. Resumes for Key Personnel can be found in Appendix 12.







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[Redacted]	[Redacted]
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### 3.2.6 Business Development

Verizon will take the lead in marketing, promoting, and selling WITS 3 products and services. Verizon [Redacted]

[REDACTED]

[REDACTED] Federal Government customers to deliver high-quality, mission-critical solutions in the NCR. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] %

[REDACTED]

[REDACTED]

Verizon recognizes that not only is it in GSA's and Verizon's best interest to provide cost effective state-of-the-art WITS 3 solutions to Government customers, but that it is also in GSA's and Verizon's best interest to promote those solutions throughout the NCR to maximize their effectiveness. For this reason, Verizon has [REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

The WITS 3 Marketing Plan, discussed in Section 3.2.5 below, will set the strategy for growing WITS 3 services to existing and future customers.







### 3.3 Transition (L.30.2.3.3)

Verizon has unparalleled experience transitioning mission-critical telecommunications services in the NCR – from the original WITS contract in 1989 to WITS2001 in 2000, and other [REDACTED]

Because Verizon’s fully compliant Service@once and Bill@once operating and business support systems are already in place supporting WITS2001 customers, existing customers and services can be transitioned to the WITS 3 systems environment on “Day One.” In response to a “multiple award” WITS 3 environment, Verizon will support transition of services to other providers by providing accurate and timely inventory information.

Verizon delivers a WITS 3 “Day One” No Risk Transition. With its successful experience transitioning from the original WITS contract (i.e., Government-owned switch environment) to WITS2001, Verizon’s current WITS2001 Key Personnel and support staff stand ready to transition to WITS

3. [REDACTED]

Over the WITS2001 contract period, Verizon has added a vast array of new technology products and services, many of which were designed as agency-specific solutions. These collective experiences will serve GSA and customer agencies well in migrating to WITS 3.

### 3.3.1 Initial Transition to WITS 3 (C.5.2)

As each Agency decides to transition to Verizon on WITS 3, Verizon will deliver a fully capable and compliant WITS 3 support environment. The Verizon WITS 3 transition means “business as usual” for Federal customers accustomed to using Verizon’s fully integrated Service@once and Bill@once support systems. Agency transitions to WITS 3 will be seamless due to these custom-built WITS2001-based Operating Support Systems (OSS) and Business Support Systems (BSS). Since the like-for-like transition of WITS2001 services to WITS 3 will be predominantly “administrative” [REDACTED], there will be no degradation of service and little-to-no impact on normal ordering and trouble reporting operations. These systems will enable a risk-free transition to WITS 3, with all services and capabilities Verizon’s customers have come to expect and depend upon – fully available on “Day One.”

#### 3.3.1.1 Transition Management Plan (C.5.2.1)

Verizon’s Transition Management Plan, found in Appendix 1, addresses the initial transition to the WITS 3 network and provides detailed descriptions regarding the following areas:

1. Management Support
2. Service and Features
3. Interconnection Plan
4. Transition Contingency Plan
5. Project Management.

The proposed Verizon transition from WITS2001 to WITS 3 provides the Agencies the lowest risk transition available. The workload for the contract transition of services to Verizon is administrative in nature, with no physical interruption of service required. [REDACTED] % [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. This approach puts Verizon in a unique position to offer a seamless, low/no risk transition solution.

**3.3.1.2 Cutover Test Plan (C.5.2.1; E.2.1.1)**

Verizon will manage and facilitate the implementation of WITS 3 services and will be responsible for cutover testing and execution planning of such services. Verizon’s Cutover Test Plan is presented in Appendix 2 and details its overall approach to testing performance for each service during service installation, the processes and procedures used, and any differences in these procedures when testing the access arrangements. The Cutover Test Plan describes the parameters to be measured, the measurement procedures, and pass/fail criteria.

Verizon will meet contract delivery schedules as required by the customer organizations. As a part of the cutover testing and execution planning, Verizon will verify that all services, functions, and features provided at SDPs conform to the specifications and requirements defined in the WITS 3 contract. Verizon will provide all necessary test equipment, data terminals, load boxes, test cables, and any other hardware and software required for system testing.

Where Verizon currently provides Government telecommunication services, it will maintain the continuity and quality of existing service until WITS 3 service has been successfully implemented.

Verizon has in-depth experience cutting over entire switching networks as well as small, single- or multiple-line customer services. Its proven track record guarantees that the risk of disruption will be minimal. Providing out-of-hours cutover is an example of how Verizon and GSA can partner to reduce risks of disruption. Verizon will continue to provide seamless operations to

the customer organization. A detailed site-specific Cutover Test Plan will be submitted to GSA within 45 days after receiving the Government's comments.

### **3.3.2 Transition from WITS 3 (C.5.2; H.34)**

Services under the WITS 3 contract are vital to the Government and must be continued without interruption. Upon contract expiration, or at any time the Government discontinues or users relocate services from Verizon, a successor may continue the services. Verizon will provide phase-in coordination (i.e., to coordinate the orderly transition to a successor such that the level and quality of service are not degraded) and will exercise its best efforts to effect an orderly and efficient transition to a successor network or service.



## 4.0 MANAGEMENT VOLUME APPENDICES

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