

WITS2001 Customer Training Plan

Draft



As implemented and managed by:

Qwest Government Services, Inc.

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Qwest's WITS2001 Customer Training Plan

(Section F, Customer Training Plan - C.3.6)

Customer Training

Qwest will provide customer training to the following groups:

- ▶ Contracting Officer's Technical Representatives (COTRs) and Contracting Officer's Representatives (CORs)
- ▶ Designated Agency Representatives (DARs)
- ▶ End-users of Qwest's WITS2001 services
- ▶ Government trainers
- ▶ Government executives

This training will be provided as part of the basic service when Qwest provides a WITS2001 service or feature to a site for the first time, when a new Qwest service is being introduced, or when a major upgrade to installed Qwest WITS2001 service is being implemented.

Qwest's training may be conducted on Government premises or Qwest premises or via the World Wide Web depending on the service type and applicable media. Specific services may not lend themselves to Web-based training, and require the DAR or user to be at the installed equipment/service and participate "hands on" in demonstrations and training. When the training is conducted at a Qwest site, Qwest will provide an appropriate classroom environment and all necessary equipment and support. When the training is conducted at a Government site, the Government will provide the necessary space and environmental support. The Government is welcome to observe training being performed by Qwest to ensure compliance with the contract.

COTR and COR Training

Qwest will train designated WITS2001 COTRs and CORs to understand fully all WITS2001 services and features as part of

the basic service. Class size will be limited to a maximum of 20 students, and classes will begin prior to cutover at a time that is acceptable to Qwest and the Government. Qwest will provide the necessary training to the students so they have the opportunity to become proficient in performing such tasks as:

1. Using all available Qwest WITS2001 support systems
2. Obtaining all of Qwest's data regarding WITS2001 performance on a read-only basis
3. Obtaining price quotes for Qwest WITS2001 services and features
4. Ordering WITS2001-related CPE from Qwest via CLINs or ODCs
5. Placing a service order with Qwest electronically to add, change, cancel, or disconnect services
6. Adding or changing the features, calling privileges, telephone number or other line attributes than can be changed via "soft" reconfigurations
7. Calling Qwest to the site for WITS2001-related operational support
8. Obtaining status reports from Qwest's service order tracking system
9. Accepting or rejecting a service order or part of a service order
10. Reconciling a WITS2001 invoice from Qwest.
11. Initiating and tracking billing disputes for Qwest provided services.
12. Placing and tracking trouble reports with Qwest for routine and emergency troubles involving Qwest provided services.
13. Identifying and preventing WITS2001 fraud associated with Qwest provided services.
14. Using Qwest's security services.
15. Obtaining and analyzing each of the WITS2001 Qwest provided reports described in Section G.2

DAR Training

Qwest will train WITS2001 DARs to understand fully all Qwest provided WITS2001 services and features as part of the basic service. Class size will be limited to a maximum of 20 students, and classes will begin prior to cutover at a time that is acceptable to Qwest and the Government. Qwest will provide the necessary training to the students so they have the opportunity to become proficient in performing such tasks as:

1. Obtaining price quotes for Qwest provided WITS2001 services and features
2. Ordering WITS2001-related CPE from Qwest via CLINs or ODCs
3. Placing a service order electronically to add, change, cancel, or disconnect services
4. Adding or changing the features, calling privileges, telephone number or other line attributes than can be changed via “soft” reconfigurations
5. Calling Qwest to the site for WITS2001-related operational support
6. Obtaining status reports from Qwest’s service order tracking system
7. Accepting or rejecting a service order or part of a service order
8. Reconciling a WITS2001 invoice from Qwest.
9. Initiating and tracking billing disputes for Qwest provided services.
10. Placing and tracking trouble reports with Qwest for routine and emergency troubles involving Qwest provided services
11. Identifying and preventing WITS2001 fraud associated with Qwest provided services.
12. Using Qwest’s security services

End-User Training

Qwest is responsible for providing initial training to all end users. Qwest will provide training to end users of such services that require end user training in order to operate Qwest

services, and who request training. Class size will be limited to 40 students, and classes will begin prior to cutover at a time that is acceptable to Qwest and the agency. Many of the transport based services that Qwest will be proposing for WITS2001 are “transparent” to end users.

Training Government Trainers

Government trainers will be responsible for remedial training. Qwest will be responsible for training up to one Government trainer per agency per building. The trainer responsible for a particular site will be trained prior to cutover at a time that is acceptable to Qwest and the Government. Class size will be limited to a maximum of 10 students, and the length of the class will be that required to present the students with the opportunity to become proficient. The training will be supported by desktop reference guides as appropriate, Internet-based instruction, or other media, if appropriate to the Qwest services, targeted to first-time end users and users in need of remedial training. Qwest will distribute Government-provided brochures to each Government trainer at the time of training.

Executive Level Training

Qwest will train heads of agencies and departments and senior-level staff to use Qwest’s WITS2001 services and provide effective oversight. At a minimum, this course will provide an overview of the Qwest WITS2001 architecture, services, features, support systems, backup and recovery, and procedures for priority restoration of services and facilities. Class size will be limited to a maximum of 12 students, the length of the class will be at least two hours, and classes will be conducted prior to cutover.

Qwest will work with the COTRs and CORs to schedule training sessions and to arrange for appropriate facilities to conduct the training. Qwest will accommodate requests for additional or makeup training by the Government when requested.

Classroom Training Formats

Qwest utilizes various training modalities and media dependent upon the topic, training environment, and availability of the subject matter experts and level of difficulty. Many of today's computer based trainings were historically taught in classroom settings and/or a laboratory environment.

Computer based interactive training has proven more effective as a learning environment, more efficient in terms of reaching greater audiences without the need for any special facilities, and most importantly it is proving that students learn faster and gain proficiencies with a minimum of time away from their daily duties.