

WITS2001 Implementation Plan

Project Management/Single Point of Contact

The following steps are part of the process for establishing a project.

The Federal Account Executive (AE), Federal Account Manager or Program Manager will have obtained a confirmation of sale. Qwest Program Manager will determine the levels of service coordination required to determine if the work request meets the criteria to receive special Project Management.

If the work request qualifies as a special Project, the Project Manager/Single Point of Contact Coordinator will establish a Project Implementation Team.

- The Project Manager/Coordinator will notify the Service Delivery Coordinator (SDC)

Roles and Responsibilities

Project Manager/Coordinator

All Project Managers/Coordinators are responsible for the end-to-end process of the Project to be worked. The following list states the general responsibilities.

- Owning the project and all associated critical dates and hand-offs.
- Notifying the Design Service Center contacts and negotiating critical dates with those contacts.
- Establishing status schedules with internal employees.
- Identifying the employees from provisioning and making contacts.
- Gaining acceptance/concurrence and understanding of all internal contacts associated with the implementation.
- Monitoring critical dates and the hand-offs associated with each function.
- Escalating as required to meet critical dates and resolve customer issues.
- Status customers as appropriate.
- Attending implementation meetings as required to ensure successful coordination.
- Generating and updating a coordination document.

Program Manager/Project Lead

As directed by the Project Manager/Coordinator, it is the responsibility of the Program Manager/Project Lead to do the following:

- Critical date management and jeopardy management, a process where continuous effort is made to meet the objective of providing quality, on-time service to customers.
- Managing jeopardy conditions, in order to identify the proper solution to all problems in an expedient manner, to get back on track without adding delay.
- Track each piece of work throughout its life cycle so that, at any given moment, it is known what has been done, what is being done, and what will be done with that work item (project management of each order).
- Completion of the tasks necessary to meet service delivery.
- Determine if location is On Net or Off Net related to the Qwest Metropolitan Area infrastructure.
- Refer facility issues to Capacity Provisioning - notify Project Engineer.
- Ensure related orders are grouped and assigned to same installation/implementation team.
- Refer service order design problems to Customer Service Center or designer as appropriate for supplement or reissue.
- Ensure circuit continuity tests are performed mechanically or manually.
- Prepare work item for outside dispatch by resolving all test failures and jeopardy situations,
- Contacting customer or Project Mgr/Coordinator for local access arrangements before dispatch.
- Follow the Customer Not Ready Process to establish new critical dates when appropriate.
- Ensure completion of all critical dates, and all work steps in the field and Central Office have been taken
- Coordinate any work activities, which require scheduling and document status.
- Post jeopardy situations, and keep logs current.

Ensure circuit is fully functional and the customer informed that all work has been completed, obtain customer acceptance of the service(s).

Generic Implementation Steps

Qwest will accomplish the following:

- Review the Service Order for completeness;
- Identify whether the Customer location is on-net or off – net in relation to Qwest’s Metropolitan Infrastructure;
- Conduct any required site survey/customer visits as appropriate;
- Conduct Implementation Team meetings and status meetings through acceptance;
- Coordinate with any required Subcontractor(s);
- Coordinate with the local access provider(s);
- Coordinate with the Customer and Qwest’s CSC to schedule and conduct any required Training;
- Coordinate with the Qwest Engineer to assure all equipment and services are ordered correctly and on time;
- Identify Test and Acceptance steps required;
- Assure service is correctly billed on next invoicing period.