



PROJECT MANAGEMENT

When it comes to changing the network that your business relies on, don't underestimate the power of the team you choose to be by your side through the entire process. After all, when the life blood of your organization undergoes a change, it's critical that the change not disrupt business operations in the slightest – e-mail must be delivered, phone calls must be properly routed, productivity must not be lost. Your users are counting on you. Who are you counting on?

How can you be sure your new network integration will be transparent to your users? Simple. Choose a proven provider to build your critical network infrastructure -- a provider with the right people and processes in place to ensure a smooth implementation. Choose Qwest.

Qwest's world-class service underscores every aspect of your network migration experience. With our experienced project management team, award-winning customer service, expert technical design and support and customized solutions, we work hard to provide peace-of-mind every step of the way.



PROJECT MANAGER ROLES AND RESPONSIBILITIES

Qwest's experienced team of approximately 80 project and program managers, serving our largest customers across the United States are ready to guide you through your network migration. With the average project manager having 20 years of telecommunications experience and certification by the Project Management Institute (PMI), we deliver the experience and expertise that produces results.

Your Qwest project manager will guide you through a detailed planning process, implementation and cutover. And, to make certain no detail is overlooked or issue addressed, you are given a Project Management Analysis book that documents your concerns and allows you to follow along with the process.

Your Qwest project manager oversees the overall implementation including planning, development, execution, and change control. This lead position serves as your main point-of-contact to ensure consistent integration of your objectives throughout the project.

Qwest project manager:

Maintains overall responsibility for meeting your timelines and objectives.

- Builds a comprehensive implementation team, and provides overall direction and coordination of the network implementation.
- Schedules and conducts a project kick-off meeting to review the scope, introduces team members and define the steps needed to successfully complete the project.
- Acts as the primary liaison between Qwest and your organization.
- Hosts project status calls and/or face-to-face meetings in the format and frequency you dictate
- Tracks the daily status of implementation activities and provides you with weekly reports.
- Drives project issues to resolution and escalates as necessary.
- Reviews and analyzes the reporting documentation (i.e. project plan, timeline, change management plan, quality control and risk management plan).
- Maintains an implementation database of your information, including site locations, points of contact, hours of operation, access requirements, equipment inventory, physical plant, and site-specific conditions or constraints that may impact the implementation.
- Ensures key stakeholder policies, procedures and standards are in place for successful, continuous operation of the network after delivery.

Qwest Project Management adheres to Best Practices Methodology as prescribed by the National PMI standards. Our charter emphasizes our commitment to facilitate a seamless transition from your current network to the Qwest network, ensure compliance with the terms of the contract, and maintain your complete satisfaction throughout the project life cycle.

PROJECT MANAGEMENT PROCESS

PLANNING

Once Qwest has officially gained your business, our project management team will engage all Qwest and customer resources to begin the planning phase. Your priorities will drive the scheduling and implementation of project tasks.

Project team members from both Qwest and your organization will be identified and their corresponding implementation roles and responsibilities will be established. This plan assumes that your technical resources will be engaged to assist in the project plan and schedule development, existing network detail identification, IP addressing, dialing plans, etc.

The planning phase includes:

- Detailed design and technical review to ensure all segments of the Scope of Work (SOW) are identified.
- Preparation of detailed Work Breakdown Structure (WBS). This becomes a project book describing in detail the service and how it will be implemented.
- Assignment of owners to project tasks. The result is a detailed list of roles and responsibilities to ensure each team member is accountable for their part of the project.
- Development of project schedule using a software tool which creates a detailed Gantt chart. The project schedule becomes the baseline for measuring the progress of the project.
- Establishment of Change Management Plan. This plan outlines the method of reviewing change requests and will include the team members who will be responsible for review and approval of change requests.
- Creation of Communication Plan. This plan includes regular meeting schedules, agreement on project documentation preparation and storage, escalation procedures and project reporting structures.
- Development of Cutover Plan. This plan details the steps required and personnel needed to transition to the new Qwest services. Cutover for a large project may require several phases.
- Development of risk assessment and risk mitigation procedures.

“ I would definitely recommend anyone doing a big rollout like what we did with this type of solution is to definitely take advantage of their offer of a project manager; that definitely made things go a lot smoother for us. One of the things that we've been very pleased with and made us happy that we chose Qwest was we definitely developed a pretty good working relationship both with our sales rep, the engineers, and with our project manager for our rollout.”

BLOOD SYSTEMS

IMPLEMENTATION

A formal project kick-off meeting follows the planning phase signifying the official transition from project planning to project execution. At the project kick-off meeting, key project team stakeholders from Qwest and your organization review and obtain formal acceptance of the Project Plan. Changes made to the project scope following the kick-off meeting will be executed according to the Change Management Plan stated in the Project Plan.

Following acceptance of the Project Plan, Project execution commences with the placement of network and equipment orders and identified site-specific responsibilities are carried out as applicable.

Prior to Cut-over:

- Coordination of network services and equipment delivery takes place for each phase and each site.
- Network and equipment testing is conducted.
- The project team assists in preparation of each site and coordination of circuit installation.
- The project manager maintains an Outstanding Issues Log to ensure that team members are held accountable for items that need to be completed, and to ensure that open issues are followed through to resolution.

CUTOVER

A detailed Cutover Plan, outlining all tasks required to transition to the new Qwest services, is developed during the planning phase of the project. This plan identifies each organization and individuals necessary to make the transition. Your Qwest project manager will coordinate cutover schedules with Qwest, vendors, other carriers, if applicable, and your personnel to schedule cutover during the maintenance window specified by you. In the event that prior service needs to be restored, contingency plans will be in place.

The Cutover Plan includes testing procedures for the new services.

“ The customer service has been excellent. I've been very impressed with the technical knowledge of the people who are the technicians in the company. I've worked with a lot of technical folks in other industries and a lot of them know the buzzwords, but the people at Qwest seem to actually really know what the buzzwords mean. Our contact's been very reliable and responsive and he's visited the site many times. I feel like if there is a problem, Qwest takes ownership. I also feel like they work very well with our communications staff, and therefore I don't have too many worries about the phone system that we've put in because of the reliability, the technical knowledge, and the responsiveness.”

BMA CORP

CUTOVER APPROACH

- In preparation for the cutover, Qwest will pre-test and loop-up the circuit in customer equipment rooms at all locations.
- Qwest encourages customer participation in pre-testing, where feasible. Potential technical problems can be identified and resolved prior to the official cutover by pre-testing the new Qwest circuits, and new or reconfigured customer equipment.
- Qwest will pre-test circuits through the equipment. All T-1s will be available for pre-testing six business days prior to the date of the cut.
- The recommended approach is for Qwest to pre-test the new T-1 and T-3s through their equipment with a remote Qwest/LEC tester. If existing equipment will be used, the test may be scheduled during the customer's change management window.
- Once Qwest and the customer have agreed that sites are ready, the customer will schedule the test and turn-up with the Qwest project manager.

PARTICIPANTS FOR SITE ACTIVATIONS:

1. Customer technical contact, remote or on site
2. Customer site contact – required
3. Qwest technician
4. Qwest/LEC remote tester
5. Qwest Project Manager

At the time of activation, your vendor will have premises equipment installed. Qwest will run loops to the premises, and confirm that connectivity is established. Your technical contact will then provide verbal acceptance.

PROJECT CLOSURE

Upon installation completion and your acceptance of the network, the Qwest project manager will hold a formal closure meeting with the appropriate customer personnel. This will ensure that the customer has a clear understanding of Qwest's trouble handling process and procedures, as well as a contact list with phone numbers in case of emergency. In addition, the following tasks will be completed to close out the project. Qwest will work with you to determine the level of post-cutover support appropriate for your specific situation.

Project Termination Tasks Include:

- Negotiate and close out all changes with you, the customer. Review the contract terms, SOW and individual site results to ensure all of your expectations have been met.
- Complete the filing of project documentation and archiving. Update all project timelines with planned versus actual results.

- The Qwest project manager will prepare lessons learned by conducting a Qwest meeting to review the results of the project. Results will be shared with Qwest management for review and potential action.
- Transition to post install/support team. Re-introduce customer's, your, team to your Qwest Account Team and dedicated Service Manager for subsequent order activity, service concerns, and any billing questions or concerns.
- Present a customized procedure for reporting any subsequent repair issues -- including Qwest contact numbers.
- Qwest will request the completion and submission of a project feedback form. Qwest management uses feedback materials for performance management and continual improvement.

ESCALATIONS

We understand that sometimes an issue will arise that requires our attention at the highest level. With that in mind, Qwest provides a clear escalation path. All project managers are able to quickly engage their managers as a point of escalation. Should the issue need to proceed further in order to find resolution, Directors stand ready to engage their counterparts across any part of Qwest to make your concerns heard by those best able to help.

QWEST'S COMMITMENT TO SERVICE

Qwest's Spirit of Service™ is our top priority and has gained us the trust of 95% of Fortune 500 companies. We know trusting any partner to handle your networking and migration needs is not easy and never to be taken lightly. That is why every employee of Qwest knows our job is of top importance when you put your trust in us.

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HOWARD SYSTEMS INTERNATIONAL

QWEST SERVICE ASSURANCE

Qwest's world class service underscores every aspect of your communications experience. With award winning customer service, expert support and customized solutions, we strive to provide peace-of-mind every step of the way. Consult with your Qwest sales representative on applicability.

YOUR TEAM

From educated sales engineers to custom design, Qwest will ensure your communications solution is built right for you.

Account Managers extend your team with end-to-end support from someone you know and who cares about your needs.

Sales Engineers provide you with expert consultation and advice from the very start for all your communications questions.

Account Consultants are your on-going personal contacts who work in tandem with the Account Manager to resolve issues, address escalations and host service reviews.

Service Managers actively identify potential service problems, manage the overall service resolution process, ensure SLA compliance and escalate service issues.

Network Technicians coordinate installation, maintenance and are always available to help solve issues.

TRANSITION & IMPLEMENTATION MANAGEMENT

Qwest can ease your transition with project and order management professionals to keep your business on track.

Order Management manages your orders and as a team, has reduced orders being held by 33% leading to decreases in provisioning time.

Project Managers are your single point-of-contact for complex projects to help transition your business to new Qwest services.

MPLS Transition Management helps offset the cost of transitioning from legacy to MPLS when both networks are in service at the same time.

Qwest's Migration Program for non-MPLS transitions, provides migration credits for qualifying services. Always check with your account team for applicability.

Network Design Center teams with you and your sales engineers, researches equipment, addresses capital funding and coordinates with project managers.

AdaptiveBuild® is an award-winning, customer-centric process that helps build custom designed networks specifically for your business based on your needs.

SERVICE SUPPORT

Experience Qwest's award winning customer service and you'll see why we're the choice of 95% of the Fortune 500.

Customer Care & Advocacy Group ensures adherence to Qwest's Spirit of Service with measurable results including 90% of issues resolved in one contact and 99% accurate billing.

Network Reliability & Operations Centers strive to exceed your expectations by ensuring the health and reliability of the Qwest local network. Our team of highly trained, motivated professionals watches over the network and responds to issues.

Ticket Reporting provides several ways issues can be reported and to ensure quick response times, Qwest professionals stand ready to troubleshoot and make repairs.

QControl™ is a free, secure self-service Web portal that provides access to critical tools which enables easy, safe and fast management of invoices, network configuration and statistics and trouble reporting.

Qwest's Disaster Preparedness includes Qwest's 14 Emergency Operations Centers, 12 Emergency Teams and Homeland Security bulletins and updates to help prevent natural, manmade or Internet-based attacks from harming your business.

“Qwest has been rock solid in terms of the technology services it provides, the people, the responsiveness, the service and the overall partnership.”
-Will Wise, INTEROP Director of Sales

“We've built a relationship, a partnership out of it - and that's what we were looking for when we started down this path.”
- Dusty Williams, Outback Steakhouse CIO