

Schedule N-2 Service Metrics and Network Management

Instructions: Please describe your organization's specific target metrics for customer service, order fulfillment, capacity planning, and how you will manage network resources to ensure quality services.

The Application Guide contains examples of detailed information you can provide to explain these elements of your customer care plans and quality assurance strategies. For each of these four elements, please identify the target service(s) or capability(-ies) you plan to provide ("Target Objectives"). Then, for each Target Objective, please address the following:

- **Constraints:** Limitations or boundaries on when/where the objectives apply (e.g., the hours of operation for call center).
- **Triggers:** Typical or specific points at which a corrective action is taken. Examples include a service outage lasting longer than 6 hours, or a circuit that is consistently more than 80% utilized.
- **Systems and Tools:** A description of the methods or tools that are/will be used to automate, collect, analyze, or report data (e.g., network management system, software, process, etc.)
- **Provider:** Whether the proposed service is to be performed by an outside contractor or internally within the company.

1. CUSTOMER SERVICE:

(For each Target Objective, remember to discuss the Constraints, Triggers, Systems and Tools, and Provider. Example Target Objectives for Customer Service include: Providing Customer Call Center, providing online bill-pay, etc.)

2. ORDER FULFILLMENT:

(For each Target Objective, remember to discuss the Constraints, Triggers, Systems and Tools, and Provider. Example Target Objectives for Order Fulfillment include: Provisioning Process, Installation and Change of Service, Outage Response and Repair, etc.)

3. CAPACITY PLANNING:

(For each Target Objective, remember to discuss the Constraints, Triggers, Systems and Tools, and Provider. Example Objectives for Capacity Planning include: Capturing and archiving utilization data, determining network congestion, oversubscription, latency and throughput, etc.)

NETWORK MANAGEMENT:

(For each Target Objective, remember to discuss the Constraints, Triggers, Systems and Tools, and Provider. Example Objectives for Network Management include: capturing and storing performance data for analysis, regularly polling network devices, methods of reporting, etc.)