

# Professional Services

## Assessment Tool

This assessment tool is designed to help you qualify and select experienced, high-quality, multiskilled professional services partners. While not all of the sections may apply to your specific project, it's important to work with a service partner who can demonstrate expertise in all aspects of installation and deployment, including network and inventory auditing as well as decommissioning and removals. That way, you can be assured that your projects are fully understood and completed on time, on budget and with the utmost quality.

Yes No

### General Information

- |  |                       |   |
|--|-----------------------|---|
| <input type="radio"/>  | <input type="radio"/> | Can the professional services provider document financial stability?  |
| <input type="radio"/>  | <input type="radio"/> | Can the professional services provider provide its Dunn & Bradstreet rating?  |
| <input type="radio"/>  | <input type="radio"/> | Does the professional services provider have a federal tax identification number?   |
| <input type="radio"/>  | <input type="radio"/> | Is the professional services provider incorporated in any state in the U.S.?  |
| <input type="radio"/>  | <input type="radio"/> | Does the professional services provider have demonstrated experience with multivendor, multitechnology and multiservice networks? |
| Can the professional services provider demonstrate successful projects that include: |                       |   |
| <input type="radio"/>  | <input type="radio"/> | Program and Project Management?   |
| <input type="radio"/>  | <input type="radio"/> | Engineering?  |
| <input type="radio"/>  | <input type="radio"/> | Material Services   |
| <input type="radio"/>  | <input type="radio"/> | Preconfigured Equipment Solutions?  |
| <input type="radio"/>  | <input type="radio"/> | Power Services?   |
| <input type="radio"/>  | <input type="radio"/> | Installation Services   |
| <input type="radio"/>  | <input type="radio"/> | Commissioning and Integration?  |
| <input type="radio"/>  | <input type="radio"/> | Provisioning?   |
| <input type="radio"/>  | <input type="radio"/> | Decommissioning and Removals?   |
| <input type="radio"/>  | <input type="radio"/> | Does the professional services provider have resources located across your geographic markets?                                    |
| <input type="radio"/>  | <input type="radio"/> | Can the professional services provider provide reference accounts representing both long-term relationships and recent projects?  |
| <input type="radio"/>  | <input type="radio"/> | Can the professional services provider document the methodologies it uses?  |
| <input type="radio"/>  | <input type="radio"/> | Will the professional services provider provide a copy of its quality manual?   |
| <input type="radio"/>  | <input type="radio"/> | Can the professional services provider readily provide a list of its OEM equipment experience?                                    |
| <input type="radio"/>  | <input type="radio"/> | Does the professional services provider comply with industry standards such as Telecordia?  |
| <input type="radio"/>  | <input type="radio"/> | Can the professional services provider show proof of insurance?   |

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Yes No

Does the professional services provider have Environment, Health and Safety programs or procedures in place for:

Asbestos awareness?

Confined spaces?

Energized equipment?

Fall protection?

Hazard communication?

Personal protective equipment?

Specialty vehicles and equipment?

Waste disposal?

Work-site environment management?

Can the professional services provider provide on-line project tracking available 24 hours a day, seven days a week?

### Program and Project Management

Can the professional services provider demonstrate expertise in program and project management?

Does the professional services provider have a demonstrated management process to ensure that projects and programs are driven to successful completion on time and on budget?

Does the management process incorporate industry-recognized best practices?

Does the professional services provider have processes to develop and define:

The scope of work?

A project schedule and critical path?

A communications plan?

A quality management plan?

OEM and materials procurement?

Change management processes?

Risk identification?

Vendor management?

A project budget and cost-control plan?

Does the professional services provider have proven success in:

Managing multiple vendors and their deliverables?

Proactively managing all materials required for a project?

Facilitating project meetings?

Maintaining the project schedule, critical path and documentation using business systems?

Providing real-time project status information including change requests, schedule variances and issue logs?

Maintaining and ensuring quality control?

Assessing and reporting on project financials?



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Yes No

- Are the professional services provider's project managers trained and certified using the standards of the Project Management Institute?
- Are project and program managers direct employees of the professional services provider?

### Engineering Services

- Can the professional services provider demonstrate extensive experience in design and detail engineering of voice, video and high-speed data networks?
- Does the professional services provider have its own design and detail engineers?
- Are the professional services provider's engineers trained to develop:
  - Comprehensive and accurate bills of material?
  - Drawings for your records?
  - Specifications for installation teams?
- Are the professional services provider's engineers trained to access customer engineering systems for updates?
- Does the professional services provider have AutoCAD expertise to develop engineering documentation?
- Can the professional services provider deliver:
  - Site surveys?
  - Firm price quotes based on a detailed scope of work?
  - Bills of materials?
  - Floor plans and equipment drawings?
  - Assignment records and database updates?
  - Installation specification?

### Installation Services

- Does the professional services provider have its own installation teams?
- Do the installers conform to industry-accepted and customer specific standards as well as ISO practices?
- Are installers given detailed drawings, specifications, procedures, materials and documentation in advance of starting a project?
- Are the installers equipped with the appropriate job-specific tools and test equipment?
- Are the installers competent in multivendor, multitechnology environments?
- Can the professional services provider provide hands-on installation for all projects?
- Does the professional services provider have experience with network equipment from the leading platform vendors as well as component vendors?
- Can the professional services provider readily provide you with an up-to-date list of its equipment experience?
- Prior to the installation, does the professional services provider provide a method of procedure that includes procedures for:
  - Work schedules, conditions and approvals?
  - Emergency restoration?
  - Equipment delivery, storage and staging?



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Yes No

Testing, observations and job verification?

Safety and security requirements?

Does the professional services provider have an on-time completion rate of 95% or better?

Does the professional services provider have a skills assessment program in place to ensure that installers meet expected skill-level criteria?

Does the professional services provider have an extensive training program in place to assure that skill levels remain current, based on industry, OEM and customer-specific standards?

### Material services

Does the professional services provider provide material services?

Can the professional services provider show on-time material shipment of more than 95%?

Does the professional services provider have its own trained materials managers with experience in:

Supply chain management?

Warehousing?

Project staging?

Distribution?

Does the professional services provider provide:

A single point of contact from order to invoice?

Procurement and handling of all OEM, connectivity and minor miscellaneous material?

Secured warehousing and staging facilities?

Regional distribution centers?

### Preconfigured Equipment Solutions

Does the professional services provider have demonstrated experience in the design and assembly of preconfigured equipment solutions?

Does the professional services provider build and test custom solutions in controlled environments and using standardized manufacturing processes?

Does the professional services provider have facilities with controlled environments for rack-and-stack and pre-assembly operations?

Does the professional services provider have a lab for pretesting?

Does the professional services provider have a procedure in place to ensure the integrity of equipment before field deployment?

Does the professional services provider have processes for:

Definition of customer requirements?

Equipment of component specification?

Detailed equipment and assembly design?

Material acquisition?

Equipment assembly?

Testing?

Customer acceptance?



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Yes No

Packaging?

Logistics?

### Commissioning and Integration

Does the professional services provider have demonstrated experience in commissioning and integration?

Does the professional services provider have multivendor experience?

Can the professional services provider readily provide you with an up-to-date list of its commissioning and integration experience?

Can the professional services provider show its ability to commission and integrate simple-to-complex network elements?

Will the professional services provider:

Install plug-in modules?

Verify power-on sequence?

Manage IP addressing?

Load and verify operation software, configuration files and parameters?

Establish network center communications?

Perform local and remote continuity, loopback and alarm testing?

Measure and adjust optical signal performance?

Integrate inter- and intra-office network elements?

Validate network readiness?

Provide documentation?

### Network Inventory and Audit

Does the professional services provider provide network inventory and audit services?

Can the professional services provider show extensive network expertise, along with a breadth and depth of resources to support a large-scale network-wide audit and analysis?

Can the professional services provider provide summary documentation on actual completed audits?

Can the professional services provider show experience in audits and analysis of both telephony and data service infrastructures?

Does the professional services provider offer:

Identification and documentation of active and passive equipment and connections?

Reconciliation of network element inventory?

Detailed infrastructure drawings?

A complete "as-built" network model?

Recommendations for ongoing maintenance of network information?

Does the professional services provider have a demonstrated ISO 9001 certified process that includes:

Project design?

Audit and data collection?

Deliverables?

Change management?



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Is the professional services provider's project design customizable to include any or all of the following objectives:

- Asset verification for financial reporting and assessing inventory levels?
- Optimization of network utilization and capacity management?
- Accuracy in planning for facility and capacity expansion?
- Ability to efficiently integrate and implement new services and technology?
- Quality improvement in service delivery?

Does the professional services provider have its own professional auditors?

Does the audit of passive and active equipment include:

- Mounting positions?
- Dimensions?
- Interconnections?
- Port connections?
- Model numbers?
- Serial number?
- Version numbers?

Do the deliverables include:

- Rack elevation drawings?
- Infrastructure drawings?
- Interconnect tables for power, fiber and copper facilities?
- Detailed inventory data, including serial number, data codes, and hardware and software versions?
- Signal flow drawings?
- Digital pictures?
- Label, tag, barcode equipment and racks as applicable?

Will the professional services provider provide operational recommendations for change management?

### Decommissioning and Removals

Can the professional services provider show experience in making recommendation to either decommission or remove network elements?

Does the professional services provider offer decommissioning and removal services?

Can the professional services provider perform cable mining to optimize its use?

Does the professional services provider's decommissioning service include:

- Site surveys?
- Engineering input?
- Methods of procedure defining the work?
- Power down equipment?
- Removal of circuit packs?
- Equipment packaging?
- Shipment or disposal of equipment?



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As-built drawings and records updates?

Final quality audits?

Does the professional services provider's removal service include the above as well as:

Complete bay, rack and shelf removal?

Infrastructure removal?

Power and signal cable mining?

Proper disposal or recycling of equipment?

### About ADC Professional Services

Through its Professional Services organization, ADC helps plan, deploy and maintain telecommunications networks throughout the United States and Europe. ADC's unique experience in multivendor, multitechnology, multiservice solutions makes ADC the ideal choice for projects that require an in-depth, hands-on understanding of simple to complex network environments.

#### Planning Services

- Project and Program Management
- Network Inventory and Audit
- Engineering

#### Deployment Services

- Project and Program Management
- Engineering
- Material Services
- Preconfigured Equipment Solutions
- Power Services
- Installation Services
- Commissioning and Integration
- Decommissioning and Removals

#### Maintenance Services

- Project and Program Management
- Network and Inventory Audit
- Preventive and Routine Maintenance
- Decommissioning and Removals

ADC Professional Services offers comprehensive solutions for network operators delivering voice, video and data services over wireless, wireline and cable networks. Learn more at [www.adc.com/professionalservices](http://www.adc.com/professionalservices)

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**Web Site: [www.adc.com](http://www.adc.com)**

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