



Tellabs® PartnerPlus Services Program: Product Deployment Guidelines

A better way to partner.

Introduction

Scope

This document provides an overview of the requirements for Tellabs Partners that will be providing product deployment services to their customers. It shall be used as a guide to develop, maintain and update the Partner deployment service functions, processes and infrastructure requirements, along with the service performance objectives.

Abbreviations and Definitions

24x7x52	24 hours a day, 7 days a week and 52 weeks a year customer access to a service
DS	Deployment Services
HW	Hardware
Partner	Company participating in the Tellabs PartnerPlus Program
PH	Product House
PC&A	Project Commissioning and Acceptance
PM	Project Management
PO	Purchase Order
Program	The Tellabs PartnerPlus Program
SW	Software
TBD	To Be Determined
Tellabs	Tellabs Operations, Inc. and its affiliates.
TSS	Technical Support Service
VAR	Value-Added Reseller

Service Organization and Processes for Quality Service

Deployment Services are all activities and operations necessary to implement a Tellabs product in the customer's network. "Tellabs Product" can mean the implementation of a new system in the customer's network, the upgrade of an existing system and/or the addition of new functionality to a system.

The essential activities and responsibilities for each function of the deployment process are summarized in the right column and on the following pages. While a separate resource is not required for each area, the Partner should be competent in all of these functional areas prior to accepting any customer orders for Tellabs product Deployment Services.

Project Management

The Project Management function is responsible for the management and control of project deployment. The goal of the project manager is to complete the project execution and the project acceptance by the customer on time, within budget and with the quality that the customer expects.

The Partner will have at least one person with project management skills. During the adaptation phase of the program, the number of people dedicated to project management will be agreed upon based on a function of the installed base complexity and the number of customers.

Based on size, some projects may have more than a single individual performing project manager functions; in this case, a single "lead" individual should be identified for the project.

Project Management tasks may include:

- Acting as a single point of contact
- Establishing a project timeline
- Communicating project status
- Coordinating shipments
- Scheduling resources
- Tracking progress
- Ensuring project completion and acceptance
- Maintaining project plans and risk logs
- Managing the project

Detail Engineering

The detail engineering function is responsible for generating detailed, site-specific installation specifications based upon the overall network design. This includes generating bill of materials, installation specifications and scope of work development, materials ordering and maintaining installation specification records.

This function may require a visit to the customer site prior to the installation activity to perform a site survey, which will be used to ensure that accurate installation specifications and scope of work are generated.

Detail Engineering Resources

The Partner will retain in their employment at least one individual with the appropriate skill set to perform the detail engineering function. During the program adaptation, the number of people dedicated to detail engineering will be based on a function of the installed base complexity and the number of customers.

Detail Engineering Documentation

The Partner's detail engineering will create and maintain installation specification documents for all product deployments. The documents will include detailed installation information, including items such as:

- Rack and shelf location information
- Circuit breaker or fuse panel information
- Cable running lists
- Overhead/subfloor cabling layouts
- System layout

The installation specification documents will be used as a reference during installation activities and must be maintained at the site during the installation of the system. The documents may be used as a reference for future customer deployments at the same location.

Project Procurement and Logistics

This function is responsible for the administrative and logistics management of all purchases required for a successful project. This includes packaging and transportation coordination, materials tracking and staging, materials integration, shipping and customs clearance.

The Partner must provide procurement and logistics as required to support project implementation.

Project Installation

This function is responsible for the physical installation of the equipment (e.g., site preparation, equipment transportation, unpacking, mounting and connection, site cleaning and a site documentation update).

Installation Resources

The Partner will retain in their employment a minimum of two Certified Installation Professionals when certification is available. A Certified Installation Professional is defined as an individual who has successfully completed all training and examinations required in the Tellabs Certification Program. Additional Certified Installation Professional resources required will be agreed upon as a function of the installed base complexity and the number of customers.

Throughout Tellabs equipment installation projects, the Partner's Certified Installation Professional provides oversight and guidance to all Partner installation personnel working on the project.

Training and Experience

Partner Installation Professionals shall fulfill the requirements of the Tellabs Certification Program for any Tellabs product that the Partner will be deploying (as available). Typically, certification will require completing training classes as well as passing both knowledge-based and practical examinations. At the discretion of the Tellabs Regional Service Channel Manager, a Partner may select the option of attempting the certification examinations without completing the associated training classes. This option will be reserved for Partners that have the appropriate level of comparable training and experience deploying similar technologies.

Installation Standards Documentation

The Partner shall utilize the current version of all applicable Tellabs product documentation, as posted on the Tellabs Portal. Additionally, the Partner will maintain written documentation that provides general installation quality standards. This document may be developed by the Partner or may be an existing document produced by a recognized standards body such as Telcordia, ETSI, etc.

All installation personnel will reference these documents in addition to any customer-specific installation requirements documentation.

Installation Quality Audits

The Partner will conduct periodic formal quality audits of their installation projects to ensure that the work is being performed in accordance to the standards described in the quality documents listed above. Results of the audits will be recorded and retained by the Partner. It is the Partner's responsibility to take appropriate action to resolve any issues that the audit detects.

Acceptance Testing and Commissioning

Acceptance testing is defined as a set of test procedures to check the product functionality and verify that the installation and cabling of the product are correct. Commissioning includes the basic level of network element configuration required to bring the element to an operational state, such as loading software and entering IP address information, etc. These functions may include tasks such as:

- Verifying network and node connectivity
- Verifying network signal paths
- Provisioning test circuits
- Executing circuit and facility validation tests
- Measuring span loss and signal-to-noise ratios
- Testing the embedded operations network
- Verifying network surveillance alarming capabilities
- Creating a customized Network Acceptance Test Report
- Examining equipment and labeling

The Partner's Certified Installation Professional will perform all acceptance testing and commissioning procedures as defined in the Tellabs product documentation as well as any additional customer-specific requirements. Customer-specific requirements should be defined, documented and mutually agreed upon prior to the project start and shall be the sole responsibility of the Partner to complete unless mutually agreed upon with Tellabs.

The Partner will retain records, including any applicable system logs and test results, of all acceptance testing and commissioning activities. These records will be made available to Tellabs upon request.

Tools and Equipment

The Partner will maintain the set of test instruments needed for product hardware acceptance testing and commissioning. This includes all required cabling, computers, software and test sets. Tellabs will supply the partner with the list of tools and equipment required to support the acceptance test and commissioning activities. The Partner is responsible for purchasing, leasing or renting the required test instruments when performing the services.

Partner Qualification

The Partner must achieve the level of a qualified Tellabs Product Deployment Services Provider for each Tellabs product being deployed prior to accepting any deployment service orders for Tellabs products.

Enablement Assessment

A Tellabs Regional Channel Service Manager will meet with the Partner's key support representatives for the purpose of jointly reviewing and ensuring that the Partner has a clear understanding of the Tellabs Deployment Service requirements compared to the Partner's current support structure and capabilities.

Enablement Action Plan

Based upon the description of the current Partner support structure and capabilities, the Tellabs Regional Channel Service Manager will work with the Partner to develop an action plan detailing all open areas that need to be addressed by either party and the time frames in which these items need to be closed to enable the Partner to perform Deployment Services in accordance with the standards described in this document.

Partner Mentoring

The Enablement Action Plan will include a mentoring program that will ensure that the Partner is fully capable of delivering Deployment Services. Based on the Partner's level of expertise and experience as well as the complexity and scope of the anticipated customer deployment, the Tellabs Regional Channel Service Manager will develop a partner enablement plan consisting of some or all of the following components:

- For a minimum of the first Tellabs product deployment, the Partner will subcontract Tellabs to perform the installation, acceptance test and commissioning, with the Partner deployment professionals on-site to observe. The quantity of deployments that the Partner must observe before assuming the primary role of installation, acceptance test and commissioning responsibilities will be determined by the Service Channel Manager based on the Partner's current capabilities and trained resources as well as the size and complexity of the project. Any exceptions to this component of the program will be determined by the Tellabs Channel Service Manager based on Partner experience and expertise.
- The Partner will perform the installation, acceptance test and commissioning, with an on-site Tellabs subject matter expert present to observe and provide guidance and support. The quantity of deployments in which the Tellabs subject matter expert will be present will be determined by the Service Channel Manager based on the Partner's current capabilities and trained resources as well as the size and complexity of the deployment.
- Tellabs will conduct quality audits of the Partner's deployment activity of Tellabs products. The audit may consist of a review of the documentation and installation of the product as well as customer satisfaction surveys. Installation audits may be conducted by a Tellabs representative in person or by the submission of photographs and any other applicable log or trace files to Tellabs for remote review.

Declaration of Qualification

A Partner will be considered qualified when a Tellabs Regional Channel Service Manager has verified that all actions in the Enablement Action Plan have been completed and that the Partner is operating in accordance with the standards described in this document.

Performance Reviews

Tellabs will conduct periodic performance reviews of each Partner, normally on an annual basis. These reviews will be performed in order to determine whether the Partner has continued to meet Tellabs service standards. In addition, Tellabs reserves the right to conduct a performance review at any time, particularly if Tellabs becomes aware of any changes in the Partner's ability to support the service(s) or to address a specific customer complaint.

The requirements outlined in this document will provide the guidelines for performance reviews. Emphasis will be placed on Partner activities during the review period. The intention of a performance review is early detection and correction of problems, either on the part of the Partner or Tellabs.

If the Partner fails to satisfy any requirements of this program, a "get-well" plan will be developed and implemented by the Partner in order to become compliant with the requirements once again. If the Partner fails to successfully complete the actions in the get-well plan in a time frame mutually agreed upon between Tellabs and the Partner, Tellabs reserves the right to exclude the Partner from the Program.

Occasional Training Activities

The Partner will send at least one deployment professional for training for new major product releases, as applicable to the Partner's customer installed base. Tellabs will reserve the right to select the location of the training.

Take the next step. Contact Tellabs today.



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