

The background of the slide is a photograph of a sunset or sunrise. The sky is filled with vibrant orange and red clouds, with a darker blue area at the top. The sun is low on the horizon, reflecting a bright orange glow on the water. In the foreground, several thin, dark trees or poles are silhouetted against the bright water and sky.

Americatel Project Kickoff Meeting

DRAFT

PwC

Agenda

Section 1 - Introductions- Justo Valladares

Section 2 - Project Background - Justo Valladares

Section 3 - Project Objectives - Justo Valladares

Section 4 - Project Scope and Assumptions - Chris Rudiman

Section 5 - Project Organisation - Chris Rudiman

Section 6 - Project Approach - Don Russell

- Anticipated Deliverables
- Anticipated Project Milestones

Section 7 - Project Management Procedures - Don Russell

Section 8 - Technical Architecture / Project Logistics - Team

Agenda (...continued)

Section 9 - Infrastructure Approach - Team

Section 10 - Portal/NetSurfer Workshop - Team

Section 11 - iPlanet Approach - Team

Section 12 - Next Steps / Open Discussion / Planning - Team

Introductions

SECTION 1

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Project Background

SECTION 2

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Project Background

- Americatel is establishing a Spanish-language branded ISP in Miami, FL. Subscribers will register on-line via a distribution CD or downloaded registration software and will choose from multiple service plans.
- Subscribers will pay either flat rate or usage based fee and each subscriber will be provided from 2-6 email boxes, calendaring, 5 megabytes of storage for a personal home page, and local dial-up access.
- Americatel will implement a branded portal to establish brand identity and provide additional services to subscribers including calendaring, news feeds, stock quotes, weather, and other managed content.

Project Background

- We shall keep the initial service offering simple and complete the project within the 90 day timeframe established by PricewaterhouseCoopers.

Project Objectives

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Project Objectives

- Implementation of a scalable architecture based on Sun Microsystems servers and Solaris operating system to support the transaction requirements of the software solution.
- Implementation and rollout of Portal Infranet for revenue capture and billing operations including the Portal customer care/help desk application and RADIUS server.
- Implementation and rollout of iPlanet's Enterprise Web Server, Messaging Server, Calendar Services, and Directory Services to handle basic ISP functionality.

Project Objectives

- Development of interfaces and modification of packages to provide an integrated solution between each of the five operational components.
 - Hardware Infrastructure
 - Basic ISP Services
 - Portal ISP Services (iPlanet)
 - Billing & Revenue Capture (Portal Infranet Suite)
 - Registration

Project Scope and Assumptions

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Project Scope and Assumptions

- PricewaterhouseCoopers will be responsible for overall project management activities. PwC's project manager will have an Americatel counterpart to assist in resolving issues and management of Americatel resources allocated to the project.
- In support of Americatel's aggressive implementation timeframe, we have assumed no new custom enhancements to the Portal, iPlanet, NetSurfer, Sun, Hewlett-Packard, and CheckPoint software will be required as part of the implementation. It is assumed that the implementation of the operational components will leverage as much "out-of-the-box" functionality as possible.

Project Scope and Assumptions

- The team will require formal approval from the Project Steering Committee at "check points" throughout the engagement to ensure "buy-in" from Americatel management.
- Development of the "back-end" interface specifications and the interfaces themselves (e.g. Order Management and Inventory) will be the sole responsibility of Americatel per this proposal. Should Americatel require assistance in this area, PwC would welcome the opportunity to propose our services under separate cover.
- Americatel will be responsible for obtaining and paying for all license and maintenance fees. The selection and acquisition of these packages must occur in a timely manner consistent with the project milestone plan.

Project Scope and Assumptions

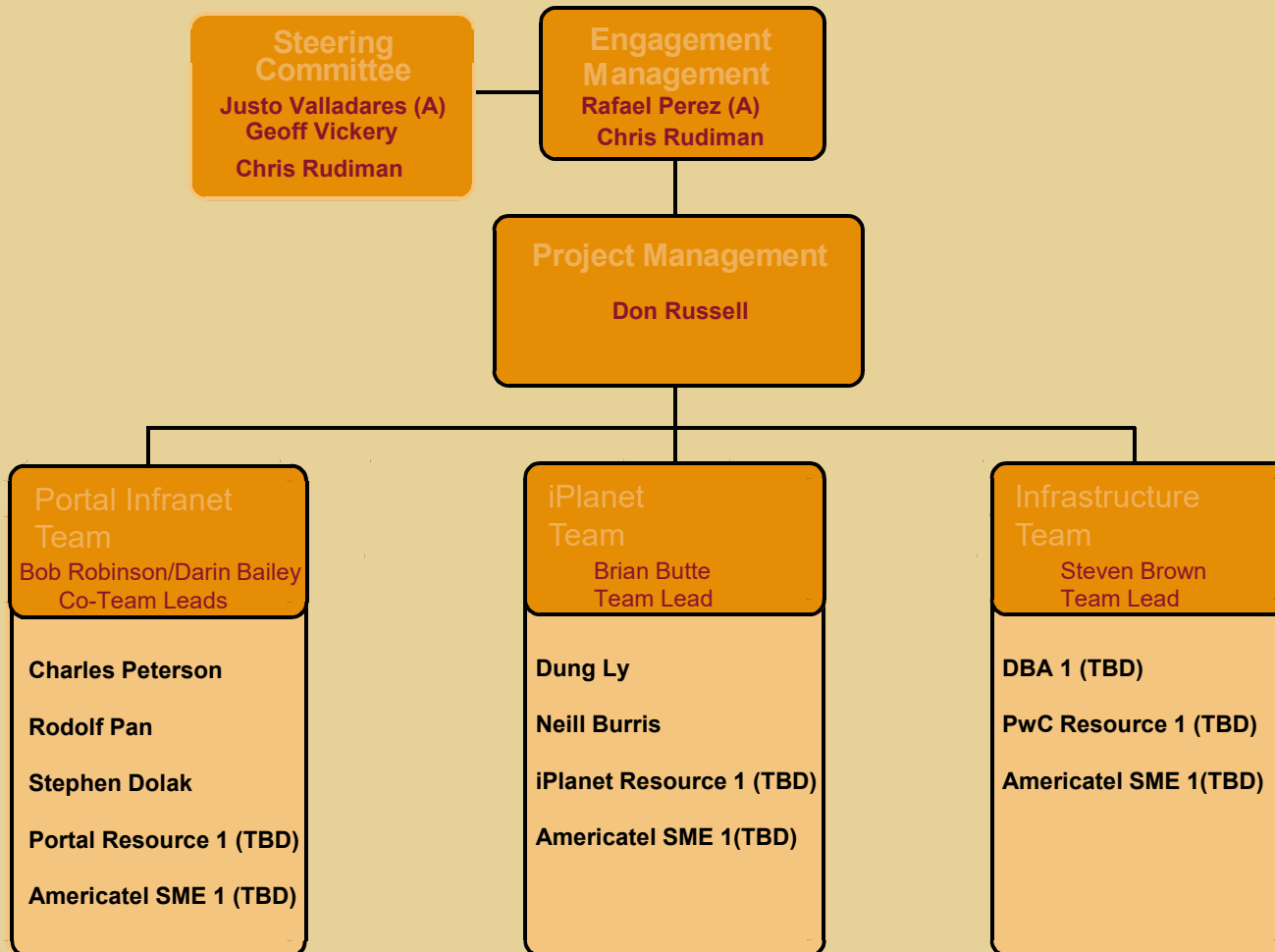
- PwC assumes that the target architecture (development, test and production) environment will be in place by the start of the project and will be supported by Americatel personnel throughout the engagement.
- Americatel will be responsible for technical infrastructure support including system administration, database administration, hosting, security, etc.
- Americatel staff will be responsible for the data migration from existing systems to the target system.
- Americatel staff will be responsible for all necessary data / content (I.e. product graphics, language translations, etc.) for use by the web site.
- Americatel will be responsible for providing acceptance testing resources

Project Organisation

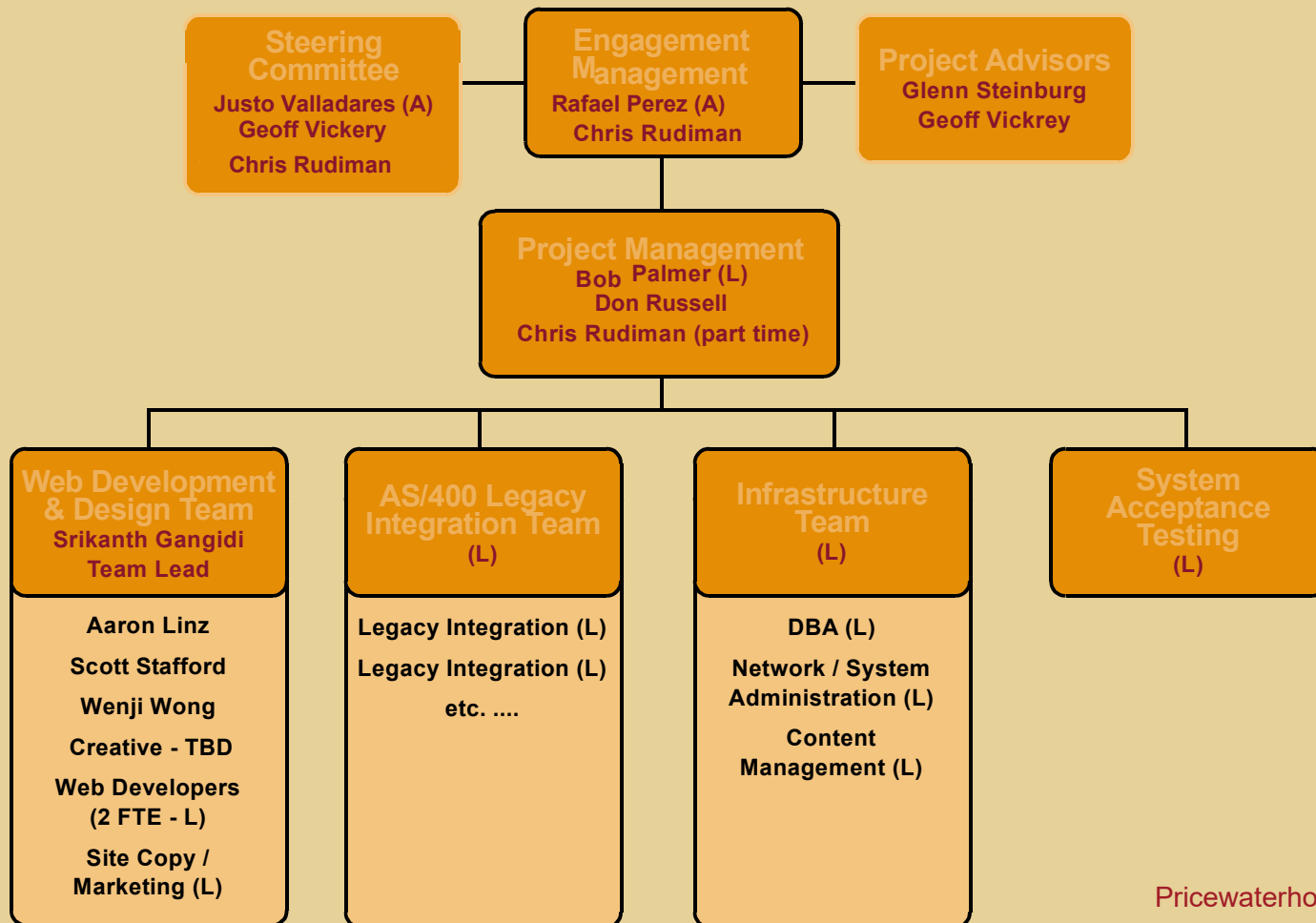
SECTION 5

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Organisational Structure



Organisational Structure



Project Approach

SECTION 6

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Project Approach

- Form a joint Americatel/PwC project team assembled to accomplish the aggressive September 18, 2000 roll-out date.
- It is essential for Americatel personnel to actively participate in the various tasks of the project to ensure transfer of knowledge and to provide continuity for future web development.
- Our approach is structured into three primary phases:
 - Infrastructure Build-Out
 - Portal Intranet Implementation
 - iPlanet Basic ISP Services

Project Approach - Anticipated Milestones

Americatel Startup Estimated Timeline		
Month One	Month Two	Month Three
Program Management Office		
FTE: 1.25		Cost: \$132,000
- Portfolio management - Communications		
◆ Order Equipment	Infrastructure Buildout	
	FTE: 4.6	Cost: \$162,000
	- Network buildout - Hardware setup - O/S Install/Config	
	◆ Infrastructure Complete	
	iPlanet Basic ISP Services	
	FTE: 9.75	Cost: \$343,000
	- Project Management - Email, web, directory, calendar services - Integration	
		◆ Beta Testing of Basic Services
		◆ Beta Testing of Dial-up Services
Portal Infranet		
FTE: 5.66		Cost: \$598,000
- Installation/Configuration - RADIUS Server setup - LDAP Integration - Email Integration - Customer Service / Help Desk		
		◆ Live!

Project Approach - Anticipated Deliverables

Order hardware and software	June 23, 2000
Setup program management office	June 23, 2000
Portal Infranet workshop	June 30, 2000
Project Planning & Initiation	June 30,
2000 Hardware infrastructure build-out	July 28, 2000
iPlanet Basic ISP install/configuration	August 11,
2000 Testing of Basic ISP services	August 18,
2000 BASIC ISP SERVICE OFFERING	August 23, 2000
Portal Infranet install/configuration w/NetSurfer	September 8,
2000 Integration testing	September 15, 2000
Go live date (with Portal Infranet)	September 18, 2000

Project Management Procedures

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Knowledge Management Procedures

Americatel Engagement - Contact Information - Lotus Notes

File Edit View Create Actions Window Help

Folders and Views

- Action Item
 - a. by Assigned Person
 - b. by Status
 - c. by Assignee
- All Documents
- Calendar
- Contact Information
- Document
- Issue Resolution
 - a. iPlanet Messaging
 - b. iPlanet Directory
 - c. NetSurfer
 - d. Revenue Capture and Billing
 - e. Virtual Customer Record
 - f. All by Priority
 - g. All by Type
 - h. All by Status
 - i. All by Assigned Person
- Status Report
 - a. Team
 - b. Readiness
 - c. Author
- System Change Request

Last Name	First Name	Work Phone
Bailey	Darin	(704) 444-54
Brown	Steven T.	678.419.651
Buchanan	Greg	(407) 359-66
Butte	Brian	(704) 344-75
Cole	Cynthia	(707) 829-50
Covell	Rich	(617) 619-39
Francisco	Cass	(770) 956-78
Henley	Craig	(770) 844-90
Ly	Dung	(704) 350-79
Marquina	Zellinett	(305) 717-02
Pan	Rodolf	(703) 289-70
Perez	Rafael	(305) 717-02
Peterson	Charles	(704) 347-16
Robinson	Bob	(704) 444-54
Russell	Don	(704) 344-43
Williams	Larklyn	(650) 254-19

In a PwC Office

Status Reporting

Status Report		PRICEWATERHOUSECOOPERS  Project Team
Author:		
Team:		
Date:	10/13/99	
Overall Readiness		
Overall Status Description	(Provide a high level status description consisting of one or two sentences.)	
Major Issues (All issues MUST be logged in Lotus Notes database): (List major issues that will slow or impede your team's progress, regardless of which team logged the issue.)		
Accomplishments this week include: (List accomplishments made for this week ending Friday.)		
Planned activities for following week include: (List team member's name and assigned activities planned for the following week.)		
Vacation: (List team member's vacation scheduled within the next month.)		

Issues Management

 Issue Resolution	System:		Created By:		Edited By:	
	Sub-system:		Created Date:		Edited Date:	

Issue Number:	1.1	Issue Title:	
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Priority:		Status:		Assigned To:		IR Type:	
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Source of Issue:
Description of Issue:
Supporting Details (cross-references):
Alternatives:
Recommendation and Rationale:
Impact Assessment:

Technical Architecture / Project Logistics

SECTION 8

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Systems Architecture

- Development Server Platform (Sun Solaris Unix)
- Production Server Platform (Sun Solaris Unix)
- Web Server(s) (iPlanet)
- Database (Oracle)
- Other (NetSurfer, Portal Infranet)
- Primary Scripting language (server side JavaScript, Cold Fusion)
- Client Scripting (JavaScript, VbScript)
- Other (dhtml, java applets, java pages, EJB, java servlets)

Project Logistics

- Remote development / connectivity
- Project web-site / communication
- Travel policy / contact lists
- Onsite facilities

Infrastructure Approach

SECTION 9

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Infrastructure Approach

- Validate Infrastructure Plan
- Discover and Resolve Technology Gaps
- Identity opportunities to Leverage Existing Architecture
- Initiate Hardware Purchase Orders
- Configure Development Servers

Portal/NetSurfer Workshop

SECTION 9

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Portal/NetSurfer Workshop

- Subscriber
 - Registration
 - Account Administration
 - Customer Self Care
 - Branding
 - Localization
- Back Office
 - Services
 - Pricing Plan/Rating

Portal/NetSurfer Workshop (cont...)

- Accounting
 - Tax
 - Billing
 - Payment Processes
 - Currency
 - GL
 - Reports

Portal/NetSurfer Workshop (cont...)

- Technical
 - Interfaces with External Systems
 - Conversion/Migration
 - Authentication/Authorization
 - Production and Test Environments
- Other Project Topics
 - System Test and Acceptance Criteria (certification)
 - Production Rollout Methodology

Portal/NetSurfer Workshop (cont...)

- Other Project Topics (continued...)
 - Technical Support
 - Training
 - Timeline and Responsibilities

Next Steps / Open Discussion / Planning

SECTION 10

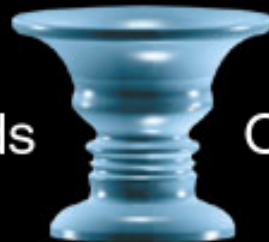
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Next Steps

- Plans for this week
- Beyond

pwc

Your worlds



Our people