

## ...solutions for the telecommunity

### Corporate Background

**US WEST Global Village Labs (GV Labs)**, led by Sherman Woo, is one of the world's leaders in creating and deploying web-based business tools. Initiated as a grass roots intranet project at U S WEST in 1994, GV Labs continues to grow from the web explosion and provides software development expertise. GV Labs is a custom solutions team, delivering significant financial savings and business value to U S WEST.

The expertise of the GV Labs 80-person team includes advanced degrees and expertise in the following disciplines:

- computer science
- cognitive modeling and analysis
- business administration
- human factors
- technical communications
- process design and metrics
- knowledge management
- GUI Design
- work flow analysis
- networks and telephony
- CMM organizational development
- artificial intelligence
- object oriented design
- rule-based systems

GV Labs technical skills include:

- Perl
- JAVA
- JavaScript
- C++
- C
- Visual Basic
- COBOL
- Oracle
- SQL Server
- UNIX
- PL/SQL
- LDAP
- Shell Scripting
- TCL/TKL
- HTML
- CGI
- CORBA
- JDBC
- Digital certificates
- 3270 Emulation
- Mainframe MVS
- Wireless Technology
- E-Commerce
- One-to-One Marketing

Our success factors include:

- A team approach to deliver customer solutions
- Knowledge of complex telecomm business and experience with legacy systems
- Developing prototypes that serve as discovery tools
- Leveraging state of the art technology
- Co-locating with the client and building collaboration through requirements, design, and delivery
- Rapid applications development and working in a 12 week timebox -- The Value Discovery Methodology
- Successfully re-using knowledge.

GV Labs leverages our experience in the telephony business, the principles of knowledge management, and rapid applications development to provide solutions which quickly translate into business value.

## GV Labs Solutions

GV Labs is poised to offer services for U S WEST large business customers and build a similar capability for leveraging web techniques and tools to maximize organizational effectiveness. The unique collaboration provides clients with a one stop shop that will help analyze their specific needs and also be able to design and deliver technical solutions.

GV Labs can provide the following:

- Establishment of a common e-mail platform, messaging infrastructure, systems integration with Human Resource systems, distribution list management, directory administration functions, and maintain user identities for a security framework
- A suite of web applets, such as to deliver project reporting, Human Resources (employee self-service) forms, job notification and self-nomination, time reporting, compliance training, and many other applications that streamline workflow processes.
- Consulting services to connect client companies with their legacy through knowledge of emerging technologies such as Java, and legacy integration, evaluation of network computing environments, and wireless technology connected to web sites.

We know how to take the web and connect business to the network!

## GV Labs Software Development Approach - Value Discovery Methodology

The purpose of the Value Discovery Methodology is to provide a life-cycle framework for projects that use a development life cycle built on three phases- alpha, beta, maintenance and enhancement.

This methodology encourages the GV Labs to quickly identify and develop technical and business solutions that provide an effective software application in a rapid development cycle to realize business value and shepherd the application from prototype to certification of production-quality operational capability. The three-phase approach embodied in the Value Discovery Methodology enables technology efforts to:

- stay competitive
- reduce cycle time for decision making and grant screening process
- stay linked to the business your clients are in
- supports and parallels the evolution of your organization

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## International Highlights

- Sherman Woo - Speaker, "E-Commerce and the supply chain revolution", London, England, September 1998
- Greg Arbon, Invited Delegate - Technical Exchange in China covering Artificial Intelligence, Networks, and the Internet, Beijing, Xi'an, Guangzhou, Honk Kong, China, June 1998
- Peter Briggs - Speaker, Knowledge Management in the Telecom Industry, "Case Study - Keeping vital knowledge within the organization", London, England, October 1997
- Sherman Woo - Speaker, Project Leadership Conference, "Waterfall Method and the Web", Chicago, USA, June 1997
- Sherman Woo - Speaker, Wired World 97, "Harnessing Complexity", Johannesburg, South Africa, June 1997
- Daya Haddock - Speaker, ICM Conference, "Managing the Effects of the Intranet on Corporate Culture", Toronto, Canada, June 1997
- Sherman Woo - Speaker, Corporate Intranet 97: Building the New Information Architecture, "Building a Global Village: Transforming Culture and Information Management at U S WEST", London, England, February 1997
- Sherman Woo - Speaker, Putting Knowledge To Work: Intellectual Capital and Knowledge Transfer, "The Way of the Web: The Transformation of Work at U S WEST Through the Development of the Global Village", Miami, USA, January 1997
- Jim Mohrhauser - Speaker, Intr@net.Works '96, "Positioning Data Mining Over the Intranet to Enhance Daily Operations", San Jose, USA, September 1996

## Publications

The GV Labs team and the U S WEST Intranet nicknamed the "Global Village" have been highlighted in a number of business and technology publications. Below is a representative sampling of these articles:

- ComputerWorld, Intranet apps applauded, March 23, 1998
- ComputerWorld, How the intranet was won : U S West pioneers push change, March 16, 1998
- CIO WebBusiness, Construction Crew - Renovating the Business is a team sport, February 1, 1998
- Knowledge Inc., U S WEST's Intranet Democratizes Knowledge, November, 1997
- Wired, Corporate Rebels, Sherman Woo - Global Village Builder, May, 1997
- Application Development Trends, Maverick development team builds software its own way, February 1997
- Fortune Magazine, The Internet Inside Your Company, November 27, 1995

### Questions or Comments:

Daya Haddock, Marketing Manager  
(dhaddoc@uswest.com)

Correy Honza, Marketing Manager  
(chonza@uswest.com)

### Or write to us at:

US West - GV Labs  
1801 California / Suite 150  
Denver, CO 80202  
FAX 303.965.3127