

## 8. Information Technology Support

Developing its activities within the dynamic and constantly evolving environment of new technologies, EETT has acknowledged the important role that information technologies play in the more efficient implementation of its tasks and in its internal operation.

In this light, EETT has defined its Information Technology (IT) support strategy for the next years. The goal is for IT to help improve the quality of the services provided by EETT and upgrade communication with organisations with whom transactions are held, and with users-consumers. In line with this strategy, the key directions on which IT support tasks focused during 2002 were the development of software and the preparations for the deployment of the EETT IIS.

### 8.1. Software Development

EETT developed software that allows quicker turnaround times for the following procedures:

- ▶ Radio Spectrum Management: The software supporting the licence granting procedure was upgraded, mainly by conducting studies on interference and introducing computerised calculation of radio spectrum usage fees.
- ▶ Registry of Telecommunications and Postal Undertakings: The IT support of the Registry was improved, so that statements of registration for General Authorisations are processed quickly, and the corresponding web pages containing the data of authorised undertakings are updated immediately.
- ▶ Consumer Service Section: The software development concerned computerised recording, monitoring and processing of consumer requests/complaints. The pilot application will help EETT redefine needs, in view of the implementation of the IIS (see subsection 1.4.3.).

- ▶ Internal information dissemination: An internal Intranet was developed, serving as a “central repository” for the information and know-how resulting from the performance of EETT activities. By utilising new technologies, EETT aims to provide its personnel with direct access to information on its activities and operation.

### 8.2. Integrated Information System

EETT is planning the deployment of an IIS that will support the performance of its activities and will improve its internal operation. The IIS aims to improve the performance of EETT and the quality of the services it provides, taking into consideration the provision of e-Government services. The functional areas, which are expected to form part of the IIS, are the following:

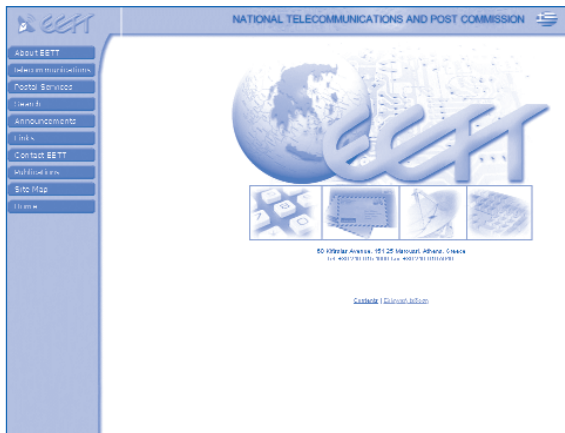
1. Management of Licences.
2. Management of scarce resources (other than the radio spectrum).
3. Market and Competition Monitoring.
4. Quality-of-Service and tariff monitoring.
5. US management monitoring.
6. Mapping of telecommunications and postal infrastructures across the Greek territory.
7. Management of Radio Equipment and Telecommunications Terminal Equipment issues.
8. Management of Electronic Signature issues.
9. Management of applications/complaints by consumers and undertakings.
10. Knowledge Management.
11. Management of Publicity Issues.
12. Protocol & Documents Management.
13. Financial Administration and Human Resources Management.
14. Management Information.
15. Internet-based information and communication.



By competitive tender conducted in 2002, EETT assigned to a Technical Consultant the project to conduct a study to establish the technical and economic specifications for the IIS, in order to proceed to a tender for implementation.

These two actions have been submitted for inclusion in the OPIS under CSF III.

## 9. EETT Website



In 2002, the EETT website (<http://www.eett.gr>) continued to represent an important and steadily growing channel for communication between EETT and consumers, operators and interested organisations. The number of visits to the website in 2002 was more than 150,000.

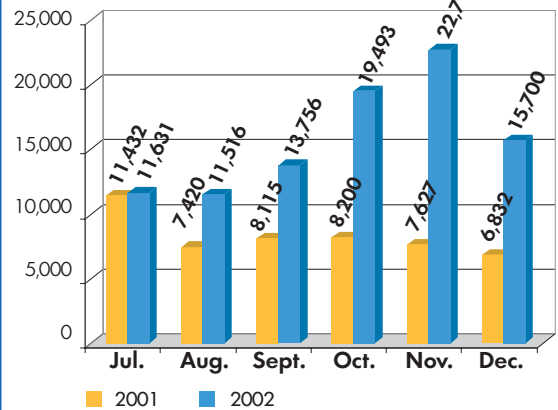
Chart 45 presents the frequency of visits compared to 2001, using the second semester of each year as the reference period. A steadily growing trend, coupled with significant differentiation, can be observed compared to the second semester of the previous year, corresponding to an increase of over 87% in the frequency of visits.

Chart 46 presents the breakdown of visits in terms of the subject areas that compose the EETT

website. The “Telecommunications Market” Area attracted most of the public’s interest.

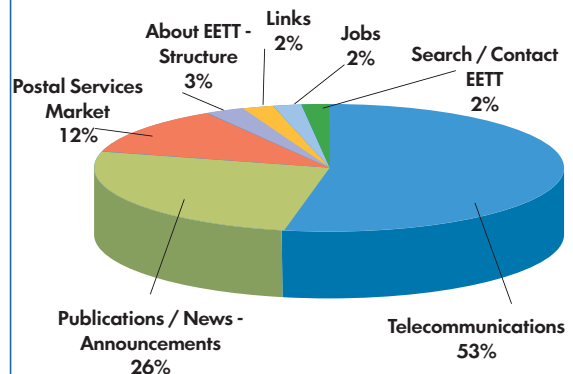
**Chart 45**

**Frequency of Visits to the EETT Website  
2<sup>nd</sup> Semester 2001 - 2002**



**Chart 46**

**EETT Website – Frequency of Visits  
by Subject Area**



Apart from the “Licensing” Subject Area, which had the highest number of visits, a great deal of interest was recorded for the changes introduced