



community and national provisions in force. From the above, a proper procedure of agreements conclusion is ensured.

7.2. Information Society

During 2003, EETT continued its active participation in Axis 4 "Communications" of the OP-IS of the 3rd Community Support Framework (3rd CSF). The OP-IS consists of a series of interventions in various areas of economic and social activities, which aim at the development of the Information Society (IS) in Greece. One of these sectors, concerns Communications.

Since 2001, when EETT completed its Business Plan (BP) for the projects integrated in the OP-IS, EETT has submitted in total 12 projects for integration, consisting of 17 sub-projects. From those, 9 projects have been integrated in Measure 4.1 "Development of mechanisms for the implementation of the institutional framework and the reinforcement of competition" of the OP-IS, and 3 project applications are already under review by the Managing Authority (MA) of the IS. The implementation of all projects integrated in the OP-IS is advancing at an increased rate.

The aforementioned 9 projects consist of 13 sub-projects, from which:

- 6 have been completed and paid in full.
- 6 have been contracted and are in the implementation phase.
- 1 is in the tender process.

Indicatively, until the 31st of December 2003:

- EETT submitted Technical Project Forms for inclusion of projects that correspond to 46.3% of the total BP budget.
- The projects included correspond to 45.87% of the total BP budget.

- EETT launched tender procedures for projects that correspond to 39.9% of the total BP budget.
- EETT signed contracts that correspond to 45.97% of the BP budget.
- The payments corresponded to 20.21% of the total BP budget.

More specifically, during 2003, EETT achieved the integration of the following projects:

- Study on the Organisation, Planning and Implementation of Voluntary Accreditation of Certification Service Providers (CSPs) and on other issues pertaining to the Provision of Electronic Signature Certification Services (see subsection 3.1.3.).
- EETT Integrated Information System (IIS) (see subsection 7.6.1.) which consists of the following two sub-projects:
 - IIS specialisation study.
 - IIS implementation.
- Organisation and Implementation Study for the Radio Spectrum Directorate (see subsection 4.5.1.).

Moreover, EETT submitted for inclusion the following projects, the applications for which are currently under review by the MA of IS:

- Technical Form of the Project "National Action Plans for Emergencies in Telecommunications" (see subsection 3.1.2.).
- Amending Technical Form for the project "National Spectrum Management and Monitoring System (NSMMS) - Phase A" (see subsection 4.4.), which concerns the inclusion of an additional unit to the approved one.
- Amending Technical Form for the project "EETT Organisation", which concerns the extension of the included project's agreement.

From the aforementioned projects, the first one is in



tender procedure phase, the second one in implementation phase and the third one has been completed and received by EETT.

7.3. EETT Business Plan 2003 - 2005

During 2003, EETT acted in accordance with its Business Plan, developed during the second semester of 2002 and concerned the three-year period of 2003 - 2005.

2003 was the first year EETT implemented this tool, which sets its operational and development framework, defining its policies, the directions and actions that must be implemented in a predefined timeframe. The Business Plan transforms EETT's strategic goals to specific action plans that have been implemented and are still being implemented by Directorates and Departments.

After the implementation of the new organisational chart, EETT revised the former Business Plan, as had been provided when it was finalised in December 2002. This revision was conducted taking into consideration:

- The new conditions that appeared in EETT's internal and external environment during the first semester of the Business Plan implementation. In detail, these changes concerned:
 - The publication of the PD on the Organisation of EETT, its implementation and the organisation of EETT according to a specific structure.
 - The establishment of EETT's first Regional Office in Thessalonica for spectrum issues.
 - The recruitment of personnel.
 - The delay in harmonising the Greek law with the new Regulatory Framework on electronic communications.
 - The conclusion of major and important project agreements (National Relational Database for

Number Portability-NRDNP, Domain Names Registry, OTE's cost control), which set specific timeframes and demands in human resources.

- The introduction of ADSL in the Greek telecommunications market, which set significant demands on EETT's operation in what concerns the control of ADSL implementation.
 - The progress of the project on the Organisation of the Spectrum Management Directorate and the drafting of the relevant Regulations.
 - The conclusion of agreement on the National Spectrum Management and Monitoring System (NSMMS) and the finalisation of the contractual implementation timeframe.
 - The experience from the up to that date operation of the Consumer Service Sector (CSS).
 - The publication of the new law on postal services.
- The experience acquired from the first semester of implementation, in what concerns the estimates in implementation schedules, as well as the estimate for the duration and the man-effort required for the implementation of different projects and the evaluation of issues that arose.
 - The approach and vision of executives who occupied responsibility positions and played an active role in the design of the revised Business Plan.

The years 2003 - 2005 are of significant importance to the evolution of competitiveness of the Greek telecommunications market and EETT's role is crucial for the establishment of competition and the promotion of consumer rights. The significance and the necessity of the successful implementation of the Business Plan lies on the fact that it will ensure to the maximum level the achievement of EETT's goals and the effectiveness of its regulatory role.