



the Minister of Transportation and Communications, Mr. Christos Verelis. The two principal subject areas were: "The Development Policies of Electronic Communications" and "The Electronic Communications Market and its Perspectives". The first subject area focused on the views of the political world on the development of electronic communications, where all political parties with parliamentary presence were represented. The second subject area gave its own mark on the course and perspectives of electronic communications.

## 7.6. Information Systems

### 7.6.1. Expert Study on the Integrated Information System

During 2003, a study was conducted on the design of EETT's Integrated Information System (IIS), which has the following objectives:

- ▶ Quality upgrade of EETT's provided services, which includes:
  - Establishment of a "client-centered" approach.
  - More effective service provided to the citizen.
  - Improvement of information quality.
  - Minimisation of mistakes.
  - Reduction of operational cost.
- ▶ Improvement of productivity/ efficiency of personnel, which includes:
  - Ensuring the effectiveness and speed in the management of daily tasks.
  - More effective management and utilisation of human resources.
  - Upgrading of internal working environment.
- ▶ Upgrading of EETT's information mechanisms and capabilities, which includes:
  - Standardisation, simplification and organisation of the information flow towards the internal environment of

EETT, as well as with external collaborating bodies and persons.

- Availability for valid and reliable information.
- ▶ Strengthening of the perspective for horizontal collaborations between EETT's administration units.

The study resulted in a series of applications that are organised in subsystems, according to Figure 4.

Specifically, the Works and Documents Management subsystem aims at supporting EETT's procedures, with document's registration and management operations, task monitoring and scheduling etc.

The Market Data Management and Business Operations Support subsystems provide the necessary functionality for the support of EETT's main business activities. Specifically, the Market Data Management subsystem concerns the collection, management and exploitation of gathered data and the Business Operations Support subsystem, concerns the licensing, management of scarce resources, radio equipment issues etc.

The Financial Management and Human Resources Management subsystem aims at supporting the Directorate of Financial and Administrative Services.

The Communication Support with the External Environment subsystem provides contact data management operations, mass communication automation, telephone contacts management (i.e. complaints) etc. Thus, automated communication services are provided also for the activities of the other operational areas.

The Services and Communication subsystem through the Internet, includes information publication services and services through the Internet for the electronic submission of applications, notifications, complaints etc.



The study set the specifications for the drafting of an Invitation to Tender Document, aiming to implement the IIS. EETT has begun the tender procedure.

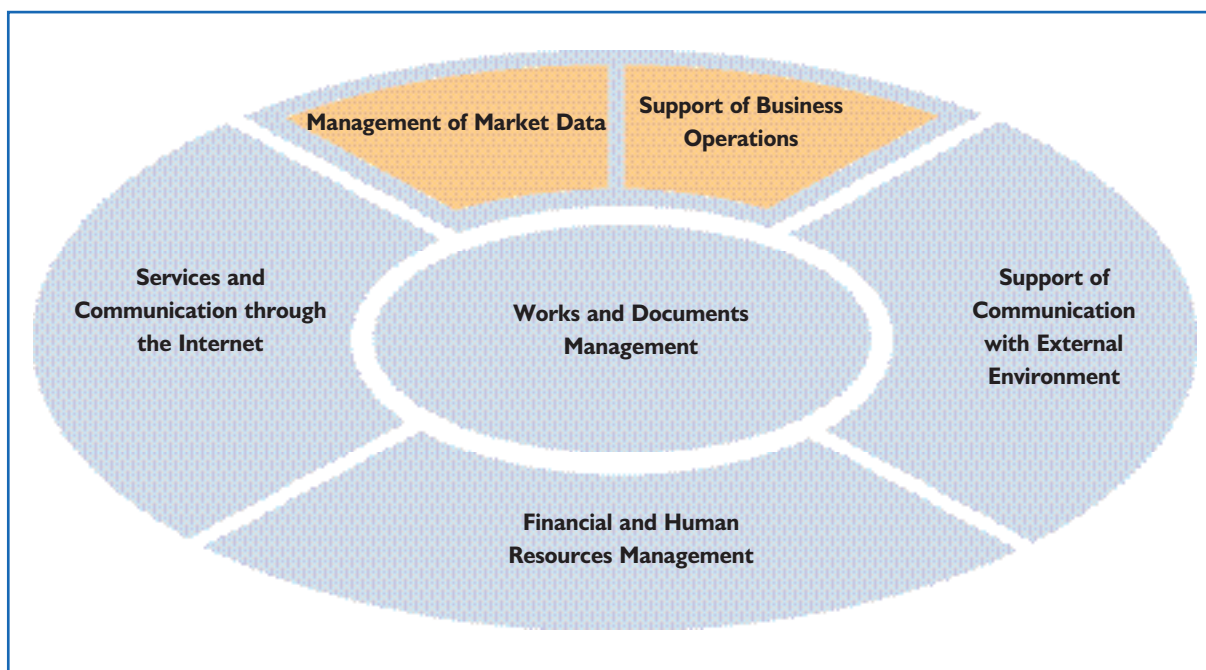
- A special application for the management of radio frequencies complaints, which supports EETT's staff in the organisation and investigation of complaints concerning the radio spectrum, was developed.

### 7.6.2. Development of Support Applications

In order to improve EETT's operation, new software applications were developed internally, and the existing ones were upgraded. Specifically:

- The application for the radio spectrum management was upgraded by the introduction of the automated tariffs calculation, according to EETT's new Regulations.
- The software infrastructure for the support of the integrated radio frequencies and antenna mast constructions licences registry was developed.
- The development of the application for the management of consumer requests/ complaints, which allows their automated monitoring and management, was completed.

**Figure 4: Subsystems of EETT's Integrated Information System**





### 7.6.3. EETT Website

EETT's website (www.eett.gr) was in 2003 once again the key point for the publication of information concerning EETT's undertakings and the telecommunications and postal market in general.

The number of visits to EETT's website exceeded 200,000. Chart 66 presents the frequency of visits to the website in relation to 2002, for the second semester of the year.

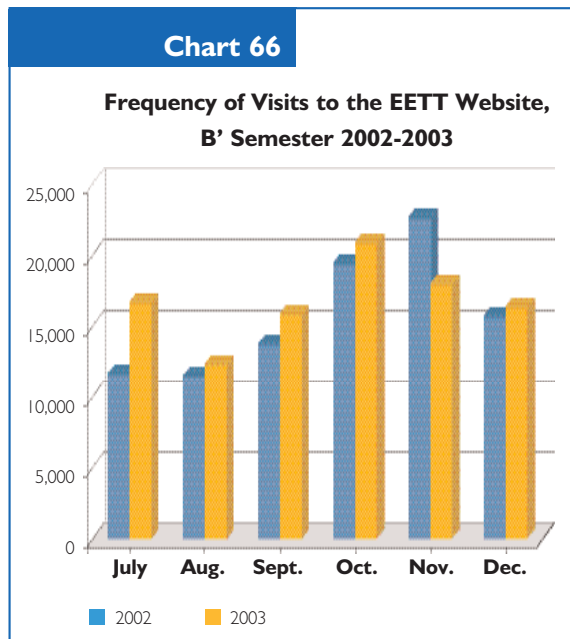
Chart 67 presents the analysis of the aforementioned visits, in terms of subject areas that compose the EETT website. As for the year 2002, most visits were made in the subject areas of Telecommunications and Publications. The number of visits to the subject area of Jobs was also remarkable, as in this area EETT publishes the announcements for personnel recruitment.

Especially for the subject area of Telecommunications, which attracted most of the public's interest, we present in Chart 68, the breakdown of visits to its subsections.

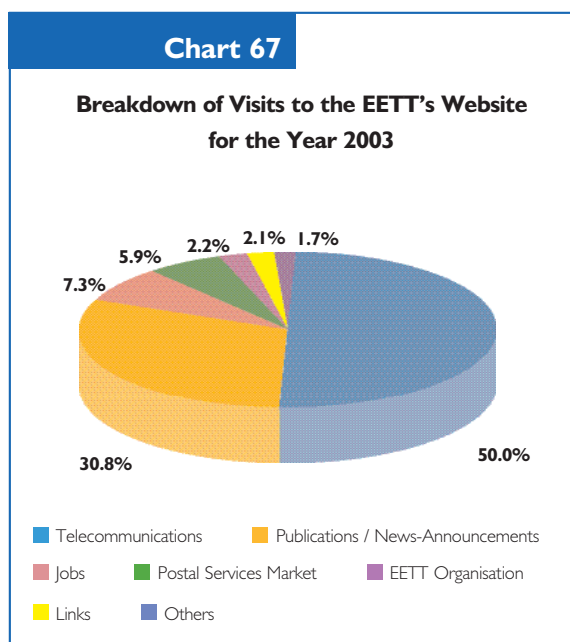
The subsection of Licensing, as in 2002, presented the highest number of visits. Furthermore, great interest was recorded for the subsection of Numbering, even though it presented a decrease in comparison to the former year, due to the familiarisation of the public with the changes in the telephone dialing scheme according to the National Numbering Plan (NNP).

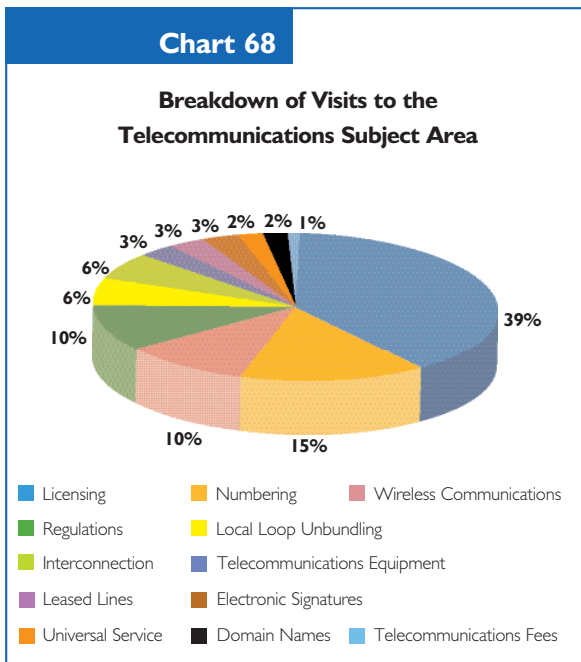
In particular EETT actions supported by the website were the Public Consultations concerning:

- a) The Universal Service Provider (USP) designation criteria and the US cost allocation mechanisms.
- b) The definition of the mobile Call Termination Market.
- c) The project "Definition of Action Plans for



- Emergencies in Telecommunications".
- d) The operation and use of GSM-Gateways.
- e) The Channelisation of Radio frequencies Bands for their use by the Fixed Service.
- f) The Declaration Document for the implementation of EETT's IIS.





use of new tools that will be introduced to EETT's daily operation with the IIS implementation.

The main goals of the intranet is to constitute the main access point, to provide valid information on business issues, to contribute to the optimisation of the decision making procedure and to the strengthening of communication among executives, as well as to constitute a knowledge management tool.

The intranet's content is structured, presented and traced in various ways, based on the principle of easy navigation and use. Its content is presented hierarchically and in groups, based on its notional framework. In addition, the tracing of the content is feasible through a powerful search engine with the capability to process a full (indexed) text, as well as to choose multiple criteria.

**7.6.4. EETT Intranet**

In 2003, EETT's intranet was implemented, which constitutes a handy tool for its personnel. It is based on internet technologies, it offers the possibility to exploit information and at the same time prepares the staff for the

The types of information that are available, mostly concern legislation, regulations, practices, books, links, exhibitions, working papers, meeting minutes, conference minutes, presentations, templates, cd-rom, announcements, articles, standards, and cover a wide range of issues. A sample of EETT's intranet is presented in Figure 5 (see page 138).



Figure 5: EETT's Intranet

The screenshot shows the EETT intranet interface. At the top left is the EETT logo and the date '1 Δεκεμβρίου 2003'. A navigation bar contains tabs for 'Είδη', 'Ένταξη Απομαρτυρίας', 'Ανακοινώσεις', 'Ανακοινώματα', 'Αιτήσεις', and 'Εγγραφή'. Below this is a search bar and a 'Διαβάστε το Υπολόγιστο αναζήτησης' section. The main content area features several news items, including 'Αιτήσεις Ανακοινώσεων' and 'Ανακοινώσεις'. The bottom of the page contains contact information and a footer with the address 'Παλαιά Πλατεία Αθήνας, 10562 Αθήνα, Τηλ: 210 3737373'.

Figure 6: Proposed Staffing of EETT's Organisational Units

