

8.2. EETT Management Plan 2003 - 2007

During 2004, EETT implemented its Annual Management Plan, as shaped in the framework of its strategic planning for 2003-2004, aiming at the improvement of its efficiency to the benefit of consumers and the telecommunications and postal market.

In 2004 the strategic directions set by EETT were adjusted, to the extent required, to the developments or any changes which arose in the two markets and the EETT internal environment, as well as to the experience gained from the first year of implementation of the Management Plan.

More specifically, the main factors to be taken into account in the adaptation and reformation of the 2004 Plan were the following:

- Increased requirements arisen from the organization of the Olympic Games.
- Enhancement of EETT's supervisory role.
- Strengthening of the consumer's position in relation to developments in the two markets.
- The preparation of critical projects for the market of telecommunications services, that were strictly scheduled and highly demanding in human resources, such as the implementation of Number Portability, the creation of a Registry for Domain Names with a [.gr] suffix, the implementation of OTE cost accounting control, market analysis and competition evaluation.
- The implementation of the National Spectrum Management and Monitoring System (NSMMS) project.
- The promotion of broadband networks and services in the market.
- The publication of the new Law on postal services and the expansion of EETT's competences in this specific area.
- The delay in the harmonization of the new regulatory framework on telecommunications in

Greek Law.

- The establishment of EETT's first Regional Office in Thessaloniki and the need for decentralization of spectrum monitoring activities.
- The organization of EETT's internal operation according to its Organizational Chart.
- EETT's recruitment with new personnel.

In this context, new goals were set, action plans were prepared and projects were specified to their achievement. Also, performance indices were set, whose development is closely monitored.

Moreover, in December 2004 EETT began its strategic planning for the years 2005 - 2007. The Management Plan for 2005 will evaluate the existing situation of the telecommunications and postal market and specify improvement policies, together with priorities and actions on issues such as information and protection of consumers, improved level of competition per service, promotion of alternative infrastructures, reviewing of rules for licensing, promotion of EETT's work and strengthening of its position at national and European level.

Operational Plan "Information Society"

During 2004, EETT continued the implementation of its projects subject to the OP IS of the 3rd Community Support Framework (3rd CSF). These are 9 projects under the EETT Management Plan for 2003 - 2007, which consist of 13 sub-projects. 9 of the sub-projects have already been completed (3 already in 2004), 1 is at the stage of re-announcement of tender and 3 are about to be completed during the first six-month period of 2005. Also, the Managing Authority of the IS processes the application of EETT for one more project.

In 2004 6 subprojects were in the process of implementation and were completed in their majority according to the schedules provided. The percentage of project completion, as at the end of 2004, is shown in the following Table.

Table 31

Projects included in the Operational Program "Information Society" under the 3 rd CSF	
Project/ Sub-project	Completion Percentage
Depiction of the Postal Market ➤ Quality Measurement of the Universal Postal Service	86%
EETT Network Infrastructure and Equipment ➤ Procurement of EETT Network Equipment	90%
National Spectrum Management and Monitoring System (NSMMS), Phase A ➤ National Spectrum Management System and Monitoring Stations for the Prefectures of Attica and Thessaloniki	96%
Organization, Design and Application Study for the Voluntary Accreditation of Certification Service Providers (CSP) and other issues related to the Electronic Signature Certification Service Provision	100%
Organization Study and Application of the Radio Frequency Spectrum Division	100%
Integrated Information System (IIS) of EETT ➤ IIS Specialization Study	100%

8.3. Information Technology Infrastructure

The EETT local network includes 8 central servers, approximately 200 workstations and 70 printers. The activities of EETT supported by software applications are the following: Management of the Telecommunications and Postal licensed companies Registry, NSMMS, Consumers Service System, presentation of telephony tariffs on EETT's website, management of complaints concerning the spectrum, market data analysis, management of contacts, recruitment management, fixed asset management, financial management, payroll, electronic protocol, security systems for access control to EETT premises and EETT's Intranet.

8.3.1. Support of Administrative Units with Software Applications

The telecommunication market monitoring by EETT lies in the collection and analysis of data related to the infrastructure, activities and financial status of providers. The primary source of data is questionnaires sent by EETT to be filled in by telecommunications providers. The volume of data is

large and their processing is highly demanding.

In 2004, in order to facilitate the monitoring of that market, an information system was developed, which allows the automation of the collection, storage and analysis of market data. In the new system, the end-user has access to data with modern software data analysis tools, which offer an aggregated or detailed presentation of data, enable calculation of indicators (e. g. market shares) and assist the creation of charts and graphs. At the same time, the possibility is offered to monitor the progress of figures and indicators in time.

In 2004 a software application was developed especially for the support of the Olympic Games, aiming at the efficient use of the radio frequency spectrum. More specifically, supporting software for intermodulation studies was developed for the procedure of radio frequency assignment of the land mobile service. Moreover, a special application was designed and implemented for the immediate (real time) forwarding of the description of problems submitted to the Technology Operating Centre (TOC), accommodated at the offices of the Athens Organizational Committee (ATHOC) Athens 2004, to the National Control Centre at EETT premises.