Table 31

Projects included in the Operational Program "Information Society" under the 3rd 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.

In parallel to the development of new applications, the existing EETT applications were upgraded in 2004, aiming at improving its relevant operations and increasing user-friendliness. We indicatively mention the following:

- The application "Postal licensed Companies Registry" was adapted to the new Legislative and Regulatory Framework governing the market of postal services.
- The Consumers Service System application was improved, enabling automated monitoring and processing of requests/ complaints by the Consumer Service Sector (CSS).

8.3.2. Automated Internal Procedures – Integrated Information System

In order to further improve and automate the internal operations, EETT held a tender for the implementation of the IIS, which was cancelled due to lack of competition in the tendering process. Due to the importance of the project, it was decided a new tender to be announced. Following the updating of the tender requirements, a new Tender Document was prepared, which was put for Public Consultation in December 2004. The Invitation to Tender was scheduled for early 2005. The main IIS goals are:

- Upgrade the services provided by EETT to the market and the consumers in relation to the quality of service, information and operational cost.
- Improve the productivity and efficiency of personnel in terms of quality and speed in the completion of daily tasks, as well as more effective management and exploitation of human resources.
- Upgrade the EETT information mechanisms with standardization, simplification and organization of information flow.
- Enhance the prospects for horizontal collaboration among EETT's administrative units.

In parallel to the aforementioned tender, EETT prepared a special project for modeling the business processes related to document flow with the use of widely accepted modeling methods.

8.3.3. User Support

Information Technology Performance Measurement System

Particular emphasis was placed in the quality of services provided to users of EETT information systems during 2004. In this context, an Information Technology (IT), Performance Measurement System was designed and implemented, with the following goals:

- Identification and measurement of performance indicators of IT services.
- Evaluation of the automation of procedures and the IT contribution to the increase of productivity.
- Evaluation of quality of information provided by IT systems to the Management, the employees and the public.
- Action planning in order to improve the quality of IT services.

The performance measurement system was based on:

- Research made through a questionnaire which recorded the satisfaction of employees in terms of EETT's information infrastructure.
- The identification of objectively measurable indicators (such as average response time to users' requests, average fault restoration time, etc.) and the implementation of measurement software.

Security Policy of the EETT Network

In the context of achieving a higher quality level for computerized services, a number of actions was designed and implemented, aiming at increasing the security of EETT's information systems and network. More specifically:

- The users' access policy to the network and systems was revised.
- A central distribution system of the security software was created.
- Security of the network equipment and central systems of EETT was enhanced.

- A software application was installed, assisting the monitoring of EETT of computer resources' use and informing system administrators about incidents, such as non-availability or excessive use of the hardware, in real time.

8.3.4. Intranet

EETT's intranet, set in operation in 2003, was enriched with more information and upgraded in 2004. It constitutes a useful tool for the dissemination of information in EETT and for enhancing the communication among its members.

An indicative example of the intranet usage towards improving the support of personnel is the creation of a special web page containing Frequently Asked Questions (FAQ) concerning the use of hardware, software and network. This page assists users to resolve any problems they encounter without the intervention of the IT Department personnel.

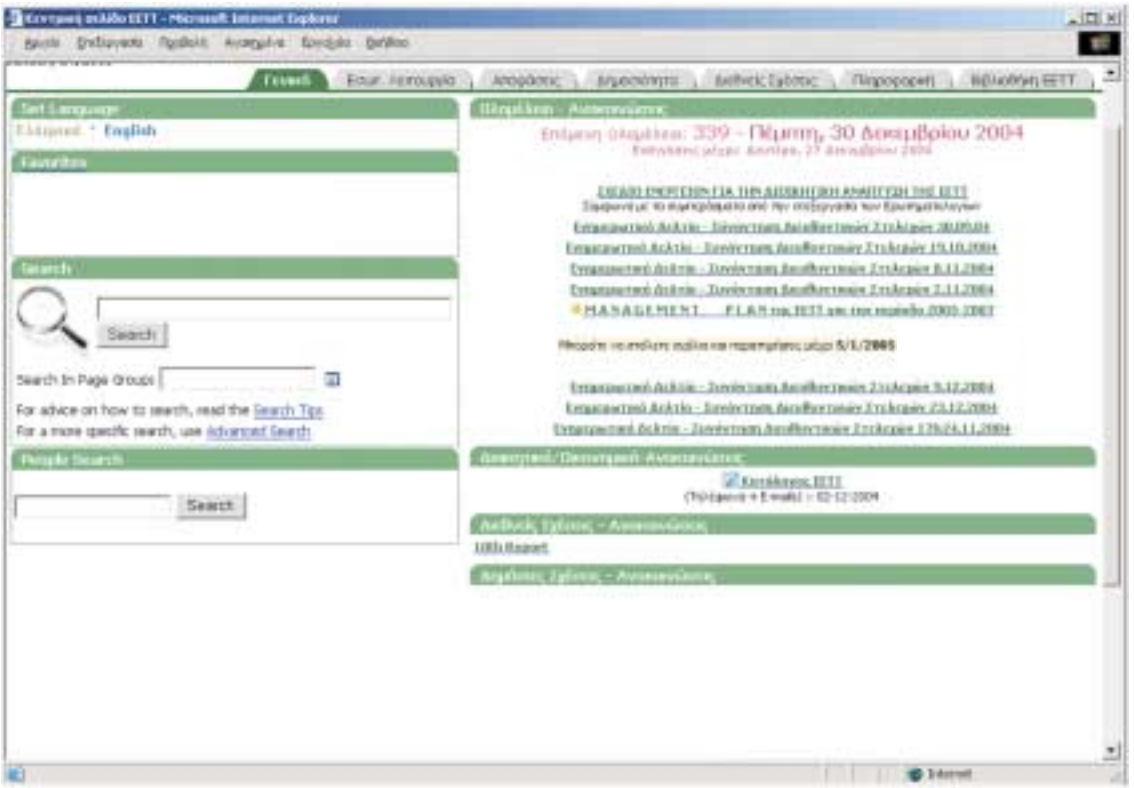

Image 11: EETT's intranet