



07 EETT: Organizational Development



EETT is an Independent Administrative Authority, enjoying administrative and financial independence. Its main role is to regulate, supervise and monitor the Electronic Communications market and services, as well as the Postal Services market in Greece. EETT's efforts are directed towards the smooth operation of the two markets in a competitive environment, on the one hand, and the protection of consumers' rights and interests, on the other hand.

7.I. Internal Organization

7.I.1. Organizational Structure

EETT consists of:

- A nine-member Committee, which consists of the President, the Vice President for the Electronic Communications sector, the Vice President for the Postal Services sector and six more Members. The President and the Vice Presidents are selected and appointed by the Ministerial Council, upon the proposal of the Minister of Transport and Communications and the opinion by the Parliament's Committee on Institutions and Transparency. The rest of EETT's members are appointed by the Minister of Transport and Communications.
- The Legal Advisor.
- The Scientific Experts.
- The Permanent Personnel.

The organizational structure of EETT is presented in Chart 2.

7.I.2. Human Resources

At the end of 2007, EETT's personnel added up to 173 employees, compared to 150 at the end of 2006. Out of the above, 150 were employed on a permanent basis (i.e. holding a permanent position) and 20 were External Associates – Members of Working Groups. Also, 3 seconded policemen were serving at EETT for the needs of the Spectrum Monitoring Department. Furthermore, in 2007, 16 new staff members –Scientific Experts- were incorporated in EETT through a formal recruitment procedure⁸⁰.

The evolution of EETT's human resources is presented in Figure 8 and the number of employees per personnel category in Table I4.

The educational level of EETT's Personnel is presented in Figure 9.

7.I.3. Education Program for EETT's Employees

One of EETT's primary concerns is to keep its personnel constantly educated and to further train and qualify them according to their job specialization. To this purpose, EETT carries out an education program consisting of training seminars, participation in forums and international conferences etc.

The education program that was implemented during 2007 comprised of the following subjects:

1. Operation of Regulatory Authorities: the training focused on legal and economic issues that EETT deals with in its capacity as a Regulatory Authority.
2. State-of-the-art technologies: training in new technologies in the fields of radiocommunications, spectrum, satellite systems, Electronic Communications and numbering. Also, emphasis was laid on informing the staff who work in the Spectrum Monitoring Department regarding the safety precautions that need to be taken during their work in an environment with powerful electromagnetic fields.
3. Use of modern Information Systems: the employees were trained and specialized in information management systems and applications, as well as in the use of the Integrated Information System (IIS) of EETT.
4. Financial Analysis and Management: training and information on financial issues, payroll, financial management and accounting.
5. Managerial Skills: development of skills for the improvement of administrative support, internal and external communication, quality of service to the citizens, human resources and projects management.

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Chart 2
EETT's Organizational Chart



Figure 8
Evolution of EETT's Human Resources, 2000 - 2007

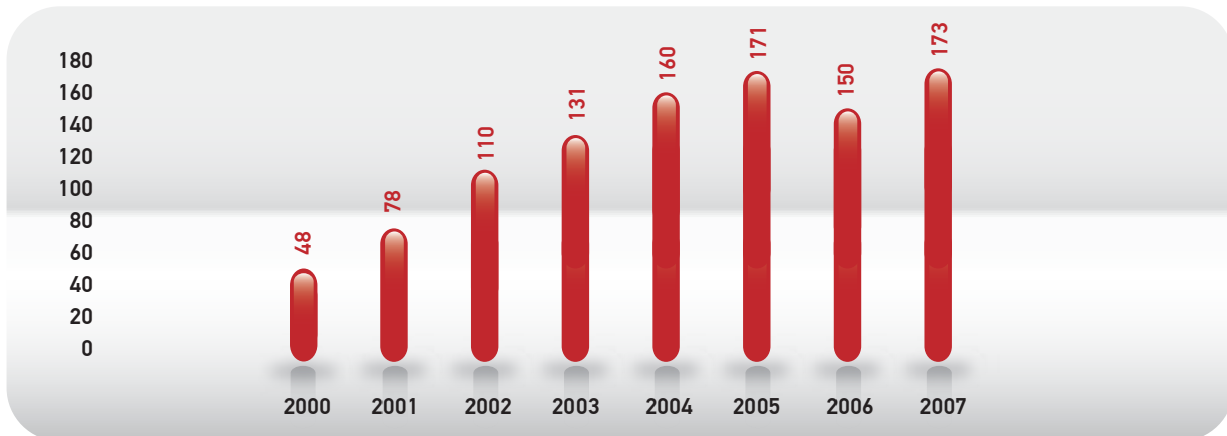
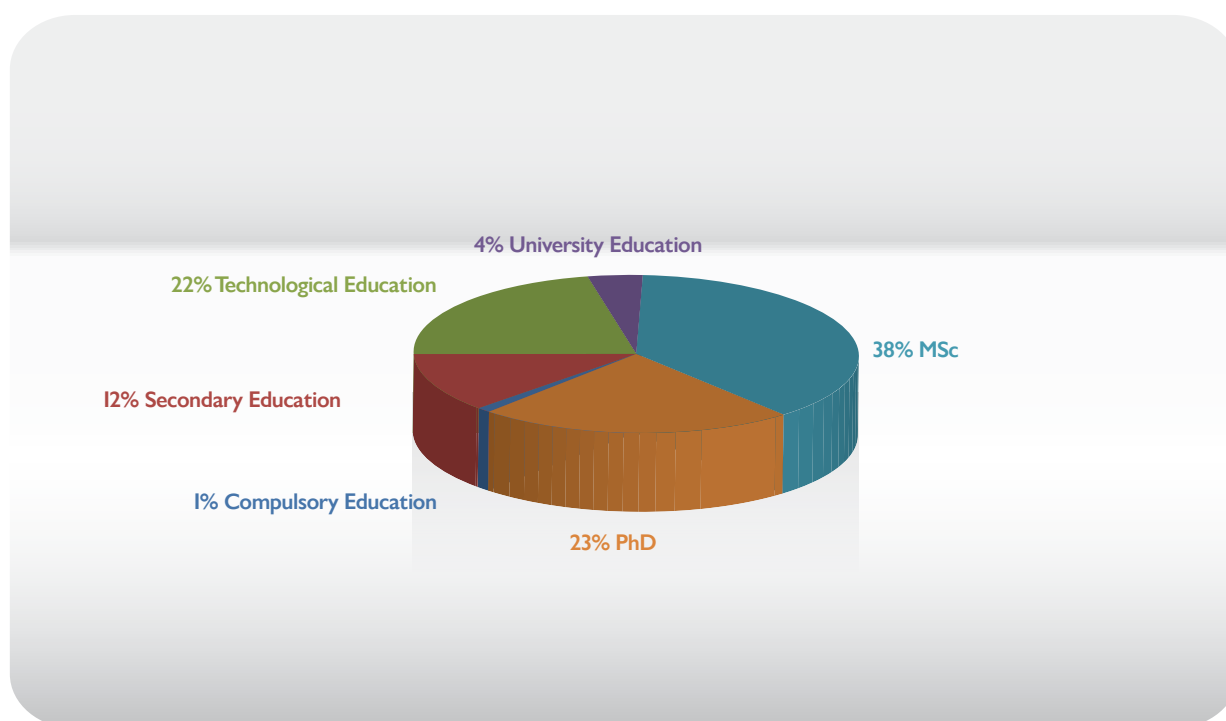


Table I4
Number of employees per Personnel Category, 2000 - 2007

Personnel Category	31.12.00	31.12.01	31.12.02	31.12.03	31.12.04	31.12.05	31.12.06	31.12.07
Scientific Experts	26	37	56	69	64	70	69	85
Permanent Personnel	10	21	35	42	42	63	66	68
Temporary Personnel	0	0	0	0	34	0	0	0
External Associates*	12	20	19	20	20	38	15	20
	48	78	110	131	160	171	150	173
* Members of Working Groups								

Figure 9
Educational Level of EETT's Personnel



In total, 20 educational programs were implemented of a total duration of 750 hours and with the participation of the entire EETT personnel. It should be noted that an important part of this education program was funded by the Information Society Operational Programme (OPIS), which is part of the 3rd Community Support Framework (CSF III).

7.1.4. Introductory Information of the New Personnel

EETT, aiming at incorporating more quickly in its working environment the new personnel that has been recruited, issued a manual with general introductory information. It

includes information regarding the mission, the role and operation of EETT, as well as other useful information that facilitates the adjustment and work routine of the employees in exercising their duties.

7.1.5. Interest for the Employees

Health and Safety Services

With a view to guaranteeing the safety and health of its workforce, EETT offers to its personnel the services of a health and safety inspector and of a work doctor; in co-operation with an external health and safety service associate.

This initiative aims at minimizing professional risk and preventing work accidents and diseases through taking the necessary measures and informing the employees.

To this purpose, a specialized company carried out measurements, using high technology instruments, in order to gauge the quality of air and level of light in all the offices, with positive results.

Moreover, EETT took additional measures in order to improve the working conditions following the recommendations of the safety inspector and in co-operation with an external health and safety service associate. Moreover, all the employees were informed by the inspector and the work doctor on individual measures of prevention to be taken during work time.

Free ADSL

As of 2006, EETT offers free ADSL connections to the homes of its employees. In this way, they become familiar with up-to-date methods of Internet access and enjoy all the benefits of broadband Internet, with regard to research, information and communication. In mid-2007, the speed of these connections was upgraded.

7.2. Operational Programme for the Information Society

During 2007, EETT continued implementing projects that are included in the OPIS, which is part of the CSF III. In total, 10 projects have been incorporated in the OPIS, which consist of 15 sub-projects. Out of them, 11 have already been completed and 4 of them are at an implementation stage, which will be concluded by the end of 2008.

7.3. Integrated Information System (IIS)

EETT's IIS is an ambitious project, which aims at upgrading the operation of EETT and improving the quality of services to consumers in the Electronic Communications and Postal Services markets.

The project aims at:

- Improving the productivity/ efficiency of the personnel.
- Reinforcing the prospects of horizontal co-operation among administrative units.
- Upgrading the information mechanisms and possibilities.
- Improving the services that EETT provides to the

citizens and to the organizations with which it converses.

The IIS consists of the following 4 sub-systems:

- Document and Process Management: it has a horizontal character and will support the electronic circulation and monitoring of documents.
- Support of Business Operations: it relates to the management and monitoring of Licences in the Electronic Communications and Postal Services sectors, as well as the management of consumers' complaints.
- Financial Management and Human Resources Management.
- Support of Communication with the External Environment: it provides the necessary infrastructure for the automation of EETT communication, publicity and information actions.

The software was implemented in 2007 and at the beginning of 2008 the first sub-systems are expected to be put into functional operation. The functional operation of all the IIS sub-systems has been scheduled for the spring of 2008.

7.4. Website

EETT continued improving its website, which began in 2006, aiming at upgrading its usability and functionality, and further enriching its content.

To this end, emphasis was given to areas of special interest, such as antennas, Rights of Way, broadband and frequently asked questions. At the same time, EETT has been investigating the possibility to create a discussion forum, thus enabling online consultations with the interested parties to be conducted via the Internet. Furthermore, it improved the structure of its homepage and simplified navigation in the menu and the various sections.

EETT used its website for publicizing the events that organized in 2007. More specifically, in the spring of 2007, EETT created a special microsite for the "2nd International Conference on Broadband Internet". Likewise, it embedded a web banner, advertising the forum "Electronic Communication Service Quality and Consumers' Protection".

Furthermore, the public was informed about EETT's activities, such as the Forum in Thessalonica under the topic "Mobile Telephony Antennas: Responsible Dialogue for