

EXECUTIVE SUMMARY

TATA Communications Lanka Ltd is a subsidiary of Tata Communications, a TATA group company and one of the largest telecom players in the world. Tata Communications Lanka provides international wholesale voice services, Internet leased lines, IP transit services, global virtual private network links, international private leased circuits, data center services to the enterprises customers. Because of economic downturns and new telecommunication regulations, profit margins had decreased drastically which resulted in increase in competition in the telecommunication industry. The service providers could not able to differentiate them self from commercials anymore and most of them had to start focusing on their quality of services and value added services to attract and retain the customers. Service delivery and service assurance are two most critical functions in technical operations and quality of service in both functions is a critical success factor.

The Author holds the position of “Assistant Manager, Data Operations” and manage the core network of the organization and directly reports to the chief technical officer. The author had identified an issue in service delivery and service assurance function of the organization. From the service delivery perspective, the organization had failed to deliver 45% of their services on time and 23% of solutions were rejected after delivery in year 2014. From service assurance perspective, the organization had failed to ensure the signed network uptime of 99.95% in year 2014. Organization had to incur a financial loss 12 Million rupees due to the mentioned issues in Technical Operations department. The author had planned to achieve a revenue increase of 4.03 Million rupees by the end of March 2015 and 10.3 Million rupees revenue at the end of year 2015.

The Author being the Project Head addressed the project covering seven project components. The components are current situation analysis, implemented capacity plan, inventory management, and standard operations procedure for service delivery, knowledge base, training, redundancy implementation and 5S implementation. Next, the project was executed to achieve the desired outputs and outcomes. Finally a post analysis was carried out in order to find weather the performance gap has been reduced. Some challenges were confronted throughout the project implementation due to variations from projected cost and time. The Author had successfully managed the project within the stipulated time and achieved all the outputs.