

Executive Summary

This Management skills project aimed at improving the data accuracy of the Operations Support System which was the main IT system used to carry out the operations in Sri Lanka Telecom PLC. The project focused on Regional Telecom Office - Nuwaraeliya area for the study and implementation. OSS data accuracy affected the operations where an unnecessary operational cost had to be bared by the organisation which affected the financial performance.

After analysing literature it was concluded that the accuracy of the OSS could be improved by data cleansing, process improvements and staff training. Based on this theoretical framework, project objectives were selected as increasing the data accuracy of frame database and circuit cross connection database up to 95%. As sub objectives, some process improvements and several staff trainings were selected. A project team was selected from SLT Nuwaraeliya staff and resources were allocated accordingly.

Data gathered from field was updated in the system to increase the database accuracy. To sustain the accuracy level, it was needed to introduce new processes which were identified at the current situation analysis. New processes for updating OSS after loop changes in the field and after providing new connections were introduced. New connection process was further changed as the circuit designing responsibility was given to the OPMC team.

The process changes merely were not satisfactory for OSS data sustainability and it was needed to give the ownership of the OSS data to field maintenance teams and new connection teams. The accuracy of the OSS database was assigned as a KPI for the teams and a new performance scheme was created. The accuracy of the data was measured by an auditing process which was introduced through an SOP. The staff needed to be educated and trained thoroughly before starting the project and at the completion of the project.

At the completion, the project team was able to increase the frame database accuracy by 104% from the initial stage, to increase the circuit cross connection database accuracy by 95.8% and to establish new processes with a slight increase in the projected cost within the projected time. Many skills were displayed by the author during the project planning and implementation stages.