SERVICE ASSURANCE PROCESS IMPROVEMENT AND RE-ENGINEERING SERVICES

OPTIMIZE YOUR NETWORK'S PERFORMANCE – MAXIMIZE YOUR INVESTMENT

CHALLENGES

As Telecom and IT Operators, Governments and Small Business, you are faced with situations requiring process improvement within and between organizations that manage daily operations:

- Does your organization manage daily operations with well defined processes?
- If processes do exist, are they isolated or scattered? Do they have relevance to the work that your resources are doing?
- Is your work place becoming people dependent rather than process dependent? Does the knowledge required to execute the tasks rest in the minds of people vs. in a documented process?
- Are projects executed in an ad-hoc manner leading to inconsistent results?
- Is your organization eTOM, ITIL or TMF compliant?

SOLUTIONS

Aviat Networks' Process Improvement and Process Re-engineering Services focuses on network operations to improve existing processes and enhance the process maturity of an organization. Process Improvement and Re-engineering Services are aimed at fulfilling an organization's quality goals efficiently and intelligently through a flexible approach. Aviat Networks has the industry "know how", required manpower and hands-on experience in defining, implementing and improving Operations' processes. With more than a decade of experience in integrating our customers' processes globally, our core strength lies in leveraging industry best practices and aligning organizations with globally accepted process models. With Aviat Networks' Process Re-engineering services:

- Align your operations and processes with your company's performance objectives
- Eliminate gaps in existing and fragmented processes
- Accelerate operational efficiencies between organizations and locations

- Re-focus internal resources - ensure they are using their time wisely and efficiently
- Increase network performance and reliability

AVIAT NETWORKS' PROCESS IMPROVEMENT AND RE-ENGINEERING SERVICES

Operations Process Improvement and Re-engineering Services are the redesign of day-to-day operational processes and the associated systems and organizational structure to achieve an improvement in performance.

Processes are essential to meet operations and business goals. Many organizations seem to lack the resources to elaborately plan and implement detailed Process and Quality related initiatives and programs. They also face conflicting demands related to resources and budget. Aviat Networks' Process Improvement and Re-engineering Services enable organizations to execute the Process and Quality related initiatives well within budget without compromising on effectiveness. Customers choose Process Re-Engineering to optimize the efficiency and capability of their Network Management Systems, methods, processes and people.
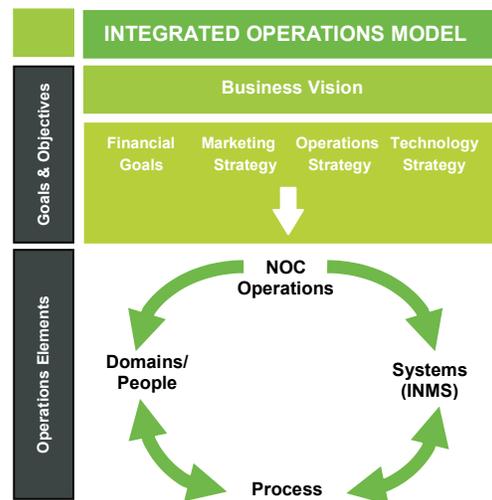
Integrated Operations Model

The re-engineering professionals of Aviat Networks are seasoned veterans with the global experience required to tackle any Operations optimization challenge. Aviat Networks' NOC re-engineering professionals are former NOC Managers with a solid history of success in both fixed and wireless telecom service providers worldwide- people you can trust to help you best utilize state-of-the-art process improvement techniques to reach your operational objectives.

WHAT IS SERVICE ASSURANCE?

Experience in the Telecom business shows that maximizing customer satisfaction inevitably maximizes the long-term profitability of a business or enterprise. Service Assurance means reliably responding to those customer demands for service. It means business and staying in business.

Therefore, the goal of Service Assurance is to provide a pro-active approach to avoid service downtime and, at worst, to minimize it. How is this accomplished?

1. With well defined performance goals (KPIs) that drive the design of integrated Assurance processes.

2. With NOCs that are specifically designed to use the integrated Assurance processes to prevent or coordinate response to downtime and provide guidance to Network Planning and Engineering to avoid it.

AVIAT NETWORKS' APPROACH TO PROCESS ENGINEERING FOR SERVICE ASSURANCE: A MODULAR PROCESS

Aviat Networks uses a unique, modular re-engineering process built on decades of experience to meet the network management and systems integration challenges of our customers. The objective is to evolve the customer's organizations into a "quantitatively managed organization" using data collection and analysis techniques.

The three phases of the process include: Assessment, Design and Implementation.

ASSESSMENT PHASE

The initial step in the re-engineering process is to focus on the assessment of Assurance processes for technical domains, systems, personnel and information flows that are already in place. Input is gathered from NOC Managers, Engineering, and various other functional teams such as Sales, Marketing, Business Operations, etc. that are affected by the integration or interfacing of processes. For example,

Aviat Networks would evaluate existing performance metrics and analysis used in a NOC and then assess for recommendations for process improvement. Then each existing process and sub-process is mapped to define the current process flow. Once this mapping is complete, a future "Mode of Operation" map is created, incorporating all functional teams into an integrated Service Assurance Operations structure designed to meet business objectives.

A gap analysis is then performed by comparing these two maps (current and future state) to include the underlying sub-processes and systems. This analysis clearly defines which areas require change or re-engineering in order to effect a new, integrated Service Assurance Operations environment.
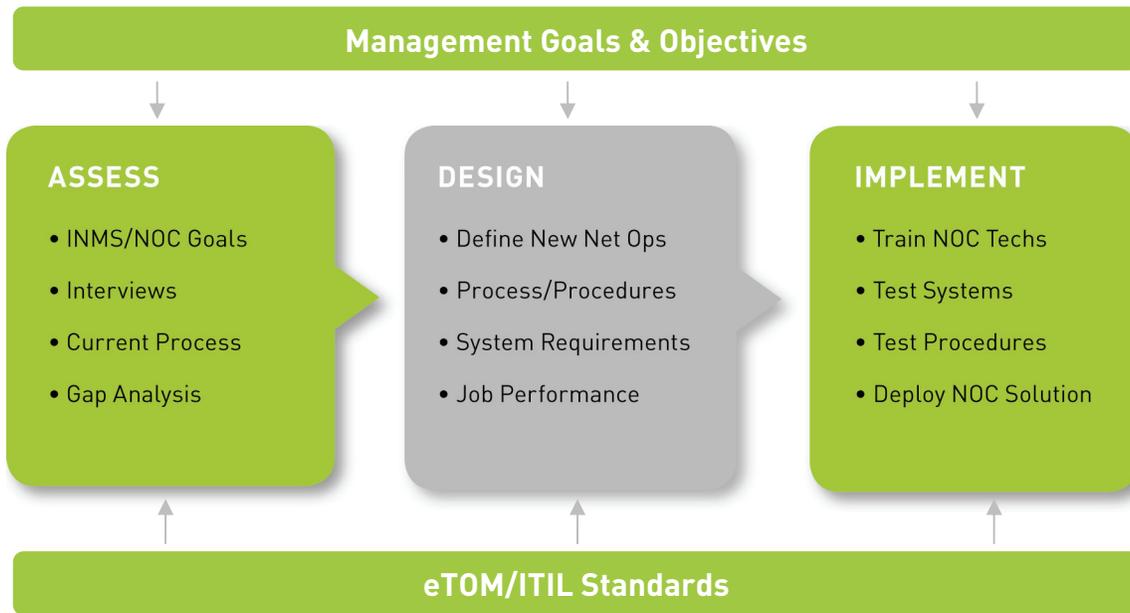
DESIGN PHASE

This phase of the re-engineering process takes the outputs from the gap analysis and the current process mapping to design the new integrated Service Assurance model. This new model is used to drill down to redesign and document supporting processes, sub-processes, metrics, procedures, and ultimately individual job roles, responsibilities, training requirements and job aids. The Design phase involves the alignment and integration of Assurance Operations, trouble management, and quality management activities. These processes cover a wide range of activity to include:

- Service problem resolution
- Trouble analysis and Trouble ticketing
- Dispatch
- Restoration, escalation, and reporting and corrective actions to prevent reoccurrence.

The outputs of the Design Phase detail the process changes recommended for implementation.

IMPLEMENTATION PHASE

The final phase of the Process Re-engineering process brings together all outputs of the assessment and design phases to launch a new Mode of Operation to support the Service Assurance model. This is largely accomplished through targeted selection of resources as well as classroom and hands-on training of personnel affected by the redesign. Training is reinforced with exercises designed to test personnel on their new responsibilities based on defined metrics. As part of the implementation phase, the Aviat Networks Process Re-engineering team provides full documentation of all the new processes, procedures, job descriptions, job aids and training materials.

Management Goals & Objectives

ASSESS

- INMS/NOC Goals
- Interviews
- Current Process
- Gap Analysis

DESIGN

- Define New Net Ops
- Process/Procedures
- System Requirements
- Job Performance

IMPLEMENT

- Train NOC Techs
- Test Systems
- Test Procedures
- Deploy NOC Solution

eTOM/ITIL Standards

A typical end-to-end turnkey engagement model

LET'S GET STARTED TODAY!

Aviat Networks has the experience and the skilled professionals required to re-engineer and optimize your Operations processes. We work side by side with your team to assess your network environment and recommend a more effective and efficient operating solution that encompasses your people, processes and daily operations. Our goal is to ensure that your infrastructure investments provide maximum returns and are aligned with your business objectives. Call Aviat Networks today!

Data subject to change without notice.