



A Brief Synopsis for the Board of Directors

Enterprise Software: *integrated Telecommunications Management System (iTMS)*

Vision Statement

Provide the regulatory authority/commission with a software system to facilitate and optimize the delivery of a harmonized telecommunications service. The system will present enterprise wide information on key performance indices, offer management data driven decision support, provide administrative efficiencies, and monitor frequency spectrum, customer demographics and revenue.

Executive Summary for the Board

As the administration of the National Spectrum Plan continues to increase in complexity the requirement for an enterprise management system for this critical resource has become a high priority. Telecommunications providers are constantly changing and improving their technology and systems to improve services. Today's **telecommunications networks** consists of a multiple switching points, interconnected by various transmission technologies; cable, radio, microwave or optical-fiber transmission links. These networks carry individual or group transmission and must rely on equipment that connects and complies with established international and transmission standards. This compliance results in improved *network quality, security and safety*. Enforcement is necessary for equipment connecting to modern networks, and certifies that the equipment will not degrade network performance. It's not just about a device failing. Regulatory compliance can stop a device from interfering with **life critical communications** such as air traffic control and navigation systems like GPS. Regulatory commissions require equivalent technologies to keep pace with changes in the ICT sector, enforce regulations and ensure public safety. The regulatory response to the escalating number of technologies and the licensed services that use spectrum is critical. A comprehensive *Type Approval* protocol for all technologies is obligatory. Optimal management of operations and the protection of the interoperable Information and Communications Technology (ICT) network demands precise evaluation of services provided, technologies utilized and constant scrutiny of the limited spectrum resource. The adoption of



the iTMS will improve business speed for certifying service providers and police the delivery of these services; maintaining public safety.

Moreover, this regulatory response must demonstrate **clear regulatory procedures** that assure and maintain the confidence of suppliers, importers, end users and new technologies developers. Consequently, a system designed to manage all of the various operational tasks in a consistent, thorough and efficient manner is required. The commission needs to be secure in the knowledge that all procedural tasks have been completed and that the appropriate source documentation is available. In effect that the legislative duty to collaborate with national, regional and international standardization organization is in place and that the regulators can publish and update the requirements for equipment that has been introduced. Specifically, the iTMS *Document Management* capability will result in an authoritative library of critical documents to support the National Spectrum Plan and strengthen the government's ability to improve or defend *ICT policy and strategies*

The iTMS system offers a permanent **knowledge repository** on all of the various aspects of the daily operations and regulatory activities of the regulatory commission. In effect a single resource that can be relied upon for the administration of the National Spectrum Plan. Given that key telecommunications personnel retire or relocate, having such a system offers continuity and supports critical *ICT succession planning*. Moreover, the creation of a knowledge repository on spectrum use will foster data mining to improve ICT and close the "Digital Divide". The open source *Technology Platform* will promote local ICT capacity building and offers an exciting opportunity for the region wide "Women in ICT" initiative.

Financial Optimization will expand and speed **revenue generation** by automatically tracking all fees from all sources. Customer licensing and application processing is optimized and the certification of various services for Marine, Aeronautical and Land based providers will be quickly available at any time for evaluation; ensuring regulatory compliance.

In summary, the iTMS will protect the public and the interoperability of the national telecommunications network, provide clear regulatory procedures, establish a knowledge repository that support succession planning and optimize the financial health and regulatory compliance for the authority/commission.

NOTE: Published summaries on *Document Management*, *Technology Platform*, *Type Approvals* and *Optimized Financials* are available for review by the Board.