

**Date:** December 31, 2003

**Topic:** Measurements

**How did you accomplish this topic during your implementation?**

All metrics required by TL standard and related to LT Poland activity were demonstrated separately. Rules and exclusions were discussed with departments responsible for the proper metrics and small virtual team, responsible for data collection was created.

**What resources/tools/vendors were used to accomplish this task?**

Databases administrators, internal LT Poland software tools, global Lucent software tools

**Was there any benchmarking activity?**

Every quarter LT Poland results are compared with average telecommunication market results.

**What lead you to use this method?**

In scope of LT Poland activity there are several services and many products delivered to customer site. For databases recognition and metrics calculation was necessary to involve people from different areas with technical knowledge and quality skills.

**What worked and what didn't work?**

Data sources for services were recognized and collected very quickly, but problem was / is with products tracking.

**What recommendations do you have for others attempting to use your method?**

The most important is to define roles and responsibilities within virtual team and good relationship between team and management for metrics results analysis.

**How did you measure the effectiveness of this method?**

Reports are delivered on time till the end of every month.