

Date: December 16, 2003

Topic: Registrars

How did you accomplish this topic during your implementation?

In light of Lucent's initial registration strategy where decisions to register for TL were made locally, there were relationships established with multiple registrars. As part of the supply chain and then Lucent registration consolidation initiatives, Lucent changed to having a single registrar.

The selection criteria included more than just cost:

- What's important to the business (i.e., Lucent is global, therefore registrar should have a global reach).
- Reputation
- Years of experience
- Was have a relationship already established with any of our units
- Flexibility
- Cost
- Any existing relationship and potential risks/costs to discontinue
- Registrar's knowledge of the company to waylay any issues due to complexity

The process involved issuing and Request for Quote (RFQ) to a number of registrars; meeting with the respondents to clarify requirements and answer any questions and a final meeting with the finalists before the selection was made.

Use the registrar often for confirming assumptions about requirements, testing logic and to see if there are any flaws in the company's logic about TL

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

A small cross-Lucent team with expertise with various registrars

Was there any benchmarking activity?

No

What lead you to use this method?

See the above answers

What worked and what didn't work?

- Using the RFQ process allowed the registrars to fully understand Lucent's requirements and allowed Lucent the ability to do a comparison of registrar capabilities against the consistent set of requirements.
- Working very early in the process with registrars to build a relationship and the auditor's knowledge of the company
- Having multiple registrars that had significantly differing interpretation of the requirements, e.g., must audit 100% of all locations, versus audit 100% of large locations to audit a random sample of locations annually

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

- Generate an RFQ (requirements, cost, flexibility, global footprint, etc.) when going for the initial selection or if considering changing registrars
- To validate your impressions, get feedback from people who have used registrar before
- If you have an auditor that you are not satisfied with, ask the registrar to assign a different one explaining your issues
- Don't pick a registrar that just gives you a rubber stamp – you need one that adds value to your business

How did you measure the effectiveness of this method?

Receipt of the registration and the perceived value of the audit findings.