

# Network Deployment Newsletter

VOLUME 2 ISSUES 2 & 3

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## Network Deployment Newsletter February & March 2008

Welcome to the February & March 2008 issue of the Network Deployment Newsletter. This issue will combine February and March in order to sync up the Newsletter with results from those months and to align with the following months.

This issue will cover news from each of the departments in Network Deployment, a feature on In Building Solution activities, an employee profile and more.

## Message from Nick

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### *Thought for the day*

*“Your ability to negotiate, communicate, influence, and persuade others to do things is absolutely indispensable to everything you accomplish in life. The most effective men and women in every area are those who can quite competently organize the cooperation and assistance of other people toward the accomplishment of important goals and objectives.”*

*-Brian Tracy*

## News from Network Deployment Departments

### Quality Control

Members of the department received training, and are now certified with access to the new quality tool. (The migration has been postponed until some reporting issues are resolved). After the cut, the existing quality tracking tool and the new quality tool will run in parallel for a short while.

### Operational Support

Multiple finance and field workshops were held for the Change Order Process reengineering project. The process has been mapped (which includes roles and timelines) and a plenary meeting will be held in week 12.

The department has been working with the PMs and the AMs to establish measurements for the staffing models

The prestudy for the BD tool implementation started in week 10 and is expected to be completed by weeks 12 or 13.

### Delivery Management

Members of the Delivery Management Department have been providing support in New Jersey..

In Building Solutions continues to grow. Please see the In Building Solutions feature in this issue.

The vendor database is almost ready for production\_more details to come next month.

### Business Management

Members of the department have been working with the IS department to optimize the RSS tool. These efforts resulted in an increase in speed which reduced the time PM's spend "waiting" on the tool by approximately 20 minutes/RSS.

Deena provided support to the AM in structuring SH for the UMTS project. This included customizing it for deliverable requirements for the Customer Acceptance Process, and Data Management.

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*“Our business is about technology, yes. But it's also about operations and customer relationships.”*

*-Michael Dell*

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## News from Network Deployment Departments (cont).

### Product Management & Marketing

Solution Packaging – The department has targeted to have 55 service packages completed by the end of March. The group is also participating in a process to reduce the number of RSS' in the RSS tool. The anticipated result of this clean-up is to have 153 RSS' remaining, with 180 removed from service and archived.

Marketing – Focus has been on one page marketing materials for Network Deployment for CTIA. Additionally, marketing materials specific for MU US have been created for our customers.

Strategic Planning – The department is also in the process of developing a local strategic plan for ND based on the requirements from the MU Services Strategic plan and the PA ND&I 2012 global plan.

## Feature: In Building Solutions activities

Activities for In Building solutions are forecast to increase substantially in 2008. In the past we have done primarily small to medium sized projects in shopping malls, casinos and office buildings.

In brief, Multi-carrier and multi-band system In Building Solutions rely on Distributed Antenna Systems (DAS) to distribute wireless RF signals through low power amplifiers and antennas. The system is linked through passive and or active coaxial and fiber cables and is fed by BTS' or repeaters. A few examples of indoor as well as Outdoor DAS applications can be seen in the photographs below.



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If the link above doesn't take you to the presentation, try the link below.

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If you don't yet have access to the KS Tool, go to the Intranet home page, and click on the "myInside" link in the upper left of the page, then click on the KS Tool link. Register to join the Network Roll-out Knowledge base. You can also join other communities such as the In Building-Knowledge base. Or if you prefer, the following link will take you straight to the tool. If you have any questions about accessing the KS Tool, please feel free to contact Jim Hogston.

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## Bragging Board

### Kudos from;

Michael to Mark for the effort and time spent even over the holidays on the LA Integration 2008 RFP.

Torbjorn regarding the ND Newsletter.

Torbjorn, Brian, and Cindy stated they had received the ND Newsletter and thought it was great. They even stated they were planning to steal with pride some of the ideas for the PMO Newsletter.

### Kudos to members of the Network Deployment Department

The Market Unit North America President's Eagle Award program recognizes and rewards individuals or teams annually for outstanding contributions in the following categories:

- Customer Satisfaction
- Innovation in the Workplace
- Process Efficiency
- Community Service & Corporate Image
- Solutions Development/Implementation
- Leadership Excellence

As part of the selection process, each organization submits names of individuals or teams for achievements that met specific criteria in one or more of the six categories during the 2008 calendar year. The entries were reviewed by the Executive Management Team and the winners were chosen.

### For Customer Satisfaction;

Ashish, Joe, Paul i, Gert

## Knowledge Sharing Tool (KSTool)

The focus for the Knowledge Sharing Tool is to review the knowledge base and reuse information where applicable. Everyone in the Network Deployment department is encouraged to search the appropriate communities and make use of any Knowledge Objects or Project One Pagers (POPs) they might find.

When you identify a knowledge object that can be reused, just drop a note to Jim Hogston with a brief description of the object, and how you were able to reuse.

You can see the process for reuse in this link. Deleted, proprietary information

### **Please note:**

The community, previously named Network Roll-out Knowledge base, has been changed to Network Deployment and Integration community following the organizational name change.

The direct link to the community remains unchanged. Bookmark this URL for fast login:  
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The community description, found under View All communities / Community list inside KS Tool has also been updated.

## Employee profile: Gunnar

Gunnar has been with the company for 36 years. He started in the Marketing Invoicing department working to insure all of the customs requirements were met for shipment. He then moved to the installation area, and actually installed the original cross bar (all manual) switches. Based on that experience, he ran installation training courses and also acted as lead installer in Idaho. Gunnar also worked in China in 1993, Indonesia in 1996, and Belgium in 1998 before moving to the U.S. in 1999.

In his role as Quality Auditor, Gunnar conducts quality audits for both Switch and RBS installations. The auditors inspect many aspects of the quality of the installations which include the cabling, cabinets, and connectors, as well as insuring the required documentation is completed by the sub-contractor. Some examples of quality issues that can be found include; more than one grounding line connected to a single ground lug connection, screws and nuts not torqued to spec., and whether cables leaving a cable rack or entering a cabinet have abrasion protection. Most recently he conducted RBS audits in Chicago and switch expansion audits in New Jersey.

*Gunnar*



## Training opportunities:

For an interesting look at products in use around the world, see the brand video

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More information about the company's history, and the business environment can be found in the following links:

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### Upcoming LLOE classes

#### April

Consulting Skills	April 3 - 5
Lateral Thinking	April 10
Presentation Skills	April 18 - 19
Negotiation & Conflict Management	April 24 - 26



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*“Let us think of education as the means of developing our greatest abilities, because in each of us there is a private hope and dream which, fulfilled, can be translated into benefit for everyone and greater strength for our nation.”*

*-John F. Kennedy*

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## SOX training

Don't forget SOX training is mandatory for all employees and contractors.

Here's the link;

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## Mandatory Course in Corporate Responsibility (CR)

All employees globally are expected to complete the CR Course by April 30, 2008.

The company is committed to being a leader in Corporate Responsibility (CR), an area involving all employees. This web-based course has been developed to help you understand what The company does in the area of corporate responsibility, as well as your obligations as responsible corporate citizens.

Completion of this course is a mandatory part of our Group Level ISO 14001 Certification.

Please take the time to learn more about environmental issues, the digital divide and the other important subjects for enabling a more sustainable society.

The standard installation of Flash (8.0.24.0) is required in order to take the course. Click to complete the CR Course or read more about the installation requirements.



## February & March 2008 Anniversaries & Birthdays

Mandy	10 years
Andre	3 years
George	1 year
Stephen	February 3 <sup>rd</sup> .
Silvia	February 4 <sup>th</sup> .
John	February 17 <sup>th</sup> .
Ingvar	February 19 <sup>th</sup> .
Gary	February 21 <sup>st</sup> .
Blaise	February 21 <sup>st</sup> .
Mandy	March 2 <sup>nd</sup> .

## Upcoming Events

<b>Performance Management reviews</b>	2008 IPMs need to be in place by 2/28/08
<b>Mandatory Course in Corporate Responsibility (CR)</b>	To be completed by April 30 <sup>th</sup> .

FEBRUARY 2008						
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24	25	26	27	28	29	

MARCH 2008						
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23	24	25	26	27	28	29
30	31					

APRIL 2008						
S	M	T	W	T	F	S
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29				

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### *Reader's corner:*

*Do you have a suggestion on content?*

*Do you have interesting ideas or have you re-used information from the Knowledge Sharing tool that you'd like to have included in this newsletter?*

*If the answer is yes, please email Jim Hogston*

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