NOKIA

PMR/TETRA Care
Ari Aronniemi   15 June 2003

JOB DEFINITION AND TASKS FOR PMR SUPPORT MANAGER

Version 1.0

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1. Generic Responsibilities

PSST operational model (dated 8.10.2002, approved by Ari Aronniemi, location PSST/SuM quick place in the intranet) defines the environment, i.e. interfaces within which the support management operates.

The main tasks of the Support Manager are:

1.1   Customer system roll-out planning and follow up - all related products and services including TETRA.

1.2   Operative follow-up of customer network development in CAT

1.3   First controlled delivery (=pilot) selection and planning based on suggestions from marketing

1.4   Sell capability verification (Maintenance business view)

1.5   Tendering support for customer system acceptance and maintenance business related issues

1.6   Customer Care planning and follow-up with Care Mgrs incl. participation in Care meetings

1.7   Represent customer view in Problem and Change Management

1.8   SuM concept development

1.9   PMR service sales responsibility

2. Business Case Phases

The Support Manager may be involved in any or all of the following basic business phases:

2.1   Sales/Tendering

2.2   Trial

2.3   Project

2.4   Care

3. Tasks In Sales/Tendering Phase

3.1   Participation at regular meetings with Area and Sales Support. Global Sales Support invites the Support Manager to an initial meeting, meeting participants are Customer case CAT/CBT (AM) representatives, possible Project Manager, Care Manager and from PMR, Sales Support Manager and Support Manager, meeting minutes and reports for CSM.

3.2   Create building blocks for the virtual team, get to know your partners in Sales Support and in area DMS, induction for them of your role to support the customer business case.

3.3   Get to know Nokia services available in your target country/area?

3.4   TETRA Service portfolio, HWS packages, DMS applications in use? ASMS, NOLS, RD, customer complaints/CURE, product defects/Pronto, and in the near future Electra!

3.5   Is DMS in your country yet? If so, does the local DMS have a process, competence, support and resources for your product??

3.6   Get to know each service's key contacts and their processes.

3.7   Acceptance criteria defined for system acceptance; TETRA acceptance document used Link: "TETRA Acceptance Procedure"

3.8   Does your virtual team know the processes to handle the services, HWS contacts, problem management, CARE agreements, etc.

3.9   Guide and coach your virtual team with DMS/PMR processes, HWS contacts, problem management, CARE agreements.

3.10   Clarify the CARE agreement with CAT/CBT, guidance and generic templates for CAT/CBT, involve with co-operation of CAT/CBT to review the Care agreement and supervise, that it includes the services required and are fit for a customer's purposes to successfully operate their network.

3.11   What is the competence of area personnel, what measures can be taken to improve it? Product Training possibilities in the area, PMR, and the available internal courses.

3.12   Problem management applications available for DMS? Usage, and knowledge of them?

3.13   Co-ordinate technical questions between Area, Sales Support and System Support.

3.14   Review with specialists that the Network planning is adequate.

4. Tasks In Trial Phase

4.1   Regular telephone conference meetings with SSM, AM, PM. and participation in CAT, Care/Project and customer meetings when needed.

4.2   The trial team, get to know your partners in Sales Support and in area DMS, induction for them of your role to support the customer business case.

4.3   Review with SSM the trial delivery includes the necessary spare package to maintain the system during trial period.

4.4   Manage and co-ordinate the Trial system installation and maintenance, agree the installation schedule either with local resources or System Support, what is the nearest HWS, contact information, agree the HWS process locally and globally, cost centre for HWS tasks need to be known.

4.5   Manage and coach the trial team with DMS/PMR processes, HWS contacts, problem management.

4.6   Acceptance criteria defined for system acceptance; TETRA acceptance document used:
            TETRA Acceptance Procedure

4.7   Check that AM/PM organises regular customer meetings in order to follow the progress of
            the trial and to get a close touch to the customer's feelings and expectations. This will avoid
            unnecessary delays with matters reflecting to Customer Satisfaction. Reports of the
            meetings to be delivered to CSM.

4.8   Status and feedback reporting to PMR System Support Management board.

5. Tasks In Project Phase

5.1   Regular telephone conference meetings with SSM, AM, PM, (CaM). and participation in
            CAT, project and customer meetings when needed.

5.2   The CAT and project meetings held and minutes available.

5.3   Get to know your counterparts, organise a personal meeting with your area customer
            interface personnel, included in agenda; - induction to support pipe, - introduction to the
            processes, databases and aplications, - agree the common functional models (support,
            problem management, contact process and information) according area/country and
            multicultural requirements, - currents customer status, - view to customer prospects.

5.4   Does the customer project team know the processes to handle the services, HWS contacts,
            problem management, installation/commissioning, etc.?

5.5   Manage and coach the customer project team with DMS/PMR processes, HWS contacts,
            problem management, installation/commissioning.

5.6   Acceptance criteria defined for system acceptance; TETRA acceptance document used
            TETRA Acceptance Procedure

5.7   At least now the CARE agreement should be in place, supervise that it includes the
            services required, (system expansions, emergency services included?) and are fit for a
            customer's purposes to successfully operate their network.

5.8   What is the competence of project personnel, what measures can be taken to improve it?
            Product Training possibilities in the area, PMR, the available internal courses, etc?.

5.9   Area DMS shall provide a TETRA testbed either purchasing it or sharing other area's
            testbed, benefits, --> Tetra competence training, SW and HW upgrades, installations and
            testing of local applications. Self Help or organised lecturers using area resources.

5.10   Problem management and support applications available for project team? Usage, and
            knowledge of them?

5.11   Co-ordinate technical support and agree upgrade/CD schedule with counterparts, problem
            management and follow up of customer problem reports in PMB, information of corrected
            product defects and future releases of CDs to area, with major problems to co-ordinate on-
            site support resources for the customer site, manage the whole support chain from
            customer to System Support by using the available Nokia resources.

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5.12   Status of Open problems, customer's key worries, customer prospects, Customer
            satisfaction indicator --> positive or negative direction, if negative, what are the reasons
            behind the course. Status and feedback reporting to PMR System Support Management
            board.

6. Tasks In Care Phase

6.1   Regular telephone conference meetings with PM, CaM, (SSM), (AM) and participation in
            CAT, Care and customer meetings when needed.

6.2   Agenda for the meeting includes, Status and actions of Open problems, customer's key
            worries and problem reports, customer prospects, Customer satisfaction indicator -->
            positive or negative direction, if negative, what are the reasons behind the course. Problem
            cases shall have a clear definition who or what is in responsibility of the case.

6.3   A regular Customer status reporting in System Support, Product Maintenance board,
            Status and actions of Open problems, customer's key worries and problem reports,
            customer prospects, Customer satisfaction indicator --> positive or negative direction, if
            negative, what are the reasons behind the course. Problem cases shall have a clear
            definition who or what is in responsibility of the case.

6.4   The CAT and care meetings held and minutes available.

6.5   Organise a meeting occasionally on personal level with your key area contacts, in order to
            recognise the possible incoming problems or infected relations locally or with the customer
            well in advance, i.e. things that you normally wouldn't hear in the phone or via email, stay in
            touch.

6.6   Does the DMS/Care Manager know the processes to handle the services, HWS contacts,
            problem management/DMS Contact Centre, installation/commissioning, etc.?

6.7   Manage and coach the Care Manager with DMS/PMR processes, HWS contacts, problem
            management, installation/commissioning.

6.8   Review with a Care Manager the customer specific CARE agreement, supervise that it
            includes the services required, (system expansions, emergency services included?) and it
            fits for a customer's purposes to successfully operate their network.

6.9   What is the competence of Care team, what measures can be taken to improve it? Product
            Training possibilities in the area, PMR, the available internal courses, etc?.

6.10   Problem management applications available for Care team? Usage, and knowledge of
            them?

6.11   Co-ordinate technical support and agree upgrade/CD schedule with counterparts, problem
            management and follow up of customer problem reports in PMB, information of corrected
            product defects and future releases of CDs to area, co-ordination with major problems to
            on-site support resources for the customer site, manage the whole support chain from
            customer to System Support by using the available Nokia resources.

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7. Pilot Management

Support manager for the pilot customer acts as a pilot manager for the corresponding (system) product program. The tasks for a pilot, i.e. the first customer delivery, are defined in the project template in the quick place.

8. Support Management

As support management being also a line function, the standard Nokia line management processes are used. In addition, there is a set of internal meetings for planning and reporting.

8.1 Regular meetings, overall technical support status, review to major problems, gathered experiences per responsibility area, competence development, development of the CSM role.

8.2 Customer status meetings,

8.3 Line management, concept development meetings

8.4 Operative meeting; head of Support management reporting to

8.5 PSST Management team meeting, concept development meetings

8.6 PMR Projects Follow-up meeting, concept development meetings

8.7 What procedures can be copied and improved further, generic templates from each learned case when required.

8.8 Build up a forum using available applications, where information can be collected and reused, knowledge sharing.