IT TRANSFORMATION STRATEGY:
A STUDY OF INDIAN TELECOMMUNICATIONS
SECTOR

An Abstract
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SUBMITTED BY:
RANDEEP SINGH

SUPERVISOR:
DR. AMANDEEP SINGH MARWAHA
Abstract of “IT Transformation Strategy: A study of Indian Telecommunications”

The purpose of this study is to analyze IT Transformation strategy in Indian telecom operators, providing Enterprise solutions. In order to evaluate the existing processes, systems, pain points, Competitive market imperatives to propose an effective IT Transformation framework. This is to provide the guideline for Telco's to achieve Competitive market imperatives, addressing Challenges. The Objectives of the study includes understanding the requirement of IT Transformation, to study the possible challenges during IT Transformation, to define the Base line Parameters and to analyze the impact of IT Transformation. Full Time Employees from leading wire line operators like MTNL, BSNL, RCoM, TTML and Bharti have been identified and System Random Sampling has been conducted to access the actual information. Review of literatures has been carried out with respect to Evolution of Telecommunication, IT Transformation in other industries and IT Transformation in Telecom sector. In order to analyze the data, Simple techniques like frequencies, percentages, averages and the advance techniques like Chi Square Analysis, ANOVA tests have been used. This is concluded that IT transformation has been considering in all the Operators, Operational Efficiency and Increased Customer Satisfaction are the main objective Vis a Vis Cost optimization and Business Agility are of less priority. Order validation activity has highest degree of automation in Service Delivery than Service Design, order management etc. and Bill Generation has a highest degree of automation in Service Assurance than Fault Monitoring,
RCA etc. In most of the manual activities FTE’s are putting extreme manual efforts. IT Transformation impacts the Human resource function to acquire necessary knowledge for OA&M skills. Up to 60% revenue is lost due to missed SLAs, Ongoing disputes on SLAs and Revenue Leakage which can be reduced with the help of IT Transformation.