

# David Young

## Telecoms Infrastructure Programme Manager



## Global VoIP service design & build – "Next Gen" global telecoms carrier

### Summary:

In order to turn business plan into revenue, this start-up telco needed to quickly design, build and implement a global 'Next Generation' MPLS QoS based VoIP infrastructure and organisation. Due to funding agreements, it was necessary to have the network and supporting OSS/BSS systems based predominantly Cisco and HP equipment. As Programme Director, David ensured the realisation of the business plan in terms of technical infrastructure (network, systems and data centres) and an operating infrastructure (people and processes) in time and to the co-managed budget. He achieved this by:

- Managing the expectations of the business and it's stakeholders (investment bodies) against the agreed end-to-end requirements
- Coaching Network, Systems and Voice interconnect streams to over deliver against agreed plans
- Building relationships with suppliers to ensure quality of deliverables and joint alignment of objectives and reporting of performance
- Outsourcing the day-to-day project management, detail (specialist) design and physical implementation
- Challenging the technical designs and retaining in-house Technical Design Authority
- Negotiating Data Centre locations and contracts
- Negotiating and planning interconnection with various carriers, both traditional and VoIP based
- Providing over-sight management, industry knowledge and expertise for deployment of all local LAN and Systems infrastructure, International WAN and local Carrier interconnects
- Developing / recruiting in-house knowledge and expertise (primarily to build, later to support)
- Ensuring stakeholder engagement, awareness and continuous buy-in by reporting of progress, risks and issues on a regular basis

### Key Skills Deployed:

- Senior stakeholder management
- Technical and Operational Strategy
- Programme Governance, development and reporting
- Organisational design and implementation
- Supplier Management and Negotiation
- Service Introduction (Customer facing and back-office teams)
- Hands on Technical advisory and Coaching
- Investment community and Press liaison

### Approach and Outcome:

The initial deliverable (a US based integration lab environment with a true representation of all network and systems) was built and tested prior to main roll-out. In parallel, planning of the first four global pops (2 x US, 1 x Europe and 1 x Asia) was carried out and processes for further deployment and operation written along with commissioning test scripts for each location. Following successful testing man-power was ramped up and deployment of a true QoS responsive MPLS network, IP billing system and integrated network management / provisioning system took place. Following commissioning and hand-over to support teams, the network went live – on time and within budget.