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Cross-Industry Collaboration in the Telecom Sector Using Agile Project Management

Ruther Stud*

Department of Engineering, University of Dhaka, Dhaka, Bangladesh

Introduction

An excellent chance to overcome digital disruption exists in the telecommunications service provider (TSP) strategy for collaborating with the Internet of Things (IoT) industry. Since TSP only serves human-type customers, developing new business processes for the IoT's non-human customer base presents a challenge. The strategic framework can be difficult to use for large businesses undergoing process transformation for a variety of reasons, including inadequate management of organizational change, internal resistance, technical issues, and conflicts between frameworks and business requirements. An extensive strategic framework that includes company analysis, design, and solution implementation is the enterprise architecture (EA).Using the idea of three intersections between project management, strategic management, and business processes, this study examines transformation project implementation from business strategy to practice using the EA model as a prototype.

Description

The goals of this study are to come up with a method for putting a telecommunications cross-industry collaboration project with an IoT-based company into action and to use the heuristic implementation of the method as a research project to produce an EA model as a prototype for the project. The dynamic systems development method (DSDM), which includes pre-project, feasibility, business study, functional model, design and build, and implementation, is required for the development of the proposed methodology. The implementation phase suggests a transformation plan that addresses the following aspects of the business: at the business layer, at the application layer, at the technology layer, and 15 relationships that the company must carry out in order to raise the competitive value of the business. The expanding use of the Internet of Things (IoT) across industries presents a unique opportunity for telecommunications service providers (TSPs) to offer internet connectivity services and network devices. Industries are becoming more competitive in the industrial era 4.0 as a result of adoption.

TSP services are connected to mobile phones owned by human customers in the telecommunications infrastructure. There is a pre-paid, post-paid, or hybrid service available to each TSP customer, each with its own unique set of features. TSPs serve both human and non-human customers by meeting their communication needs through Internet of Things (IoT) devices that communicate with the TSP infrastructure. TSPs have business processes designed specifically for human customers, despite the fact that the existing infrastructure technically supports both human customers and IoT devices. Human customers can communicate with TSPs through a highly developed business process and are served by a customer service interface, virtual assistance, head office, mobile apps, and online customer care. An IoT-based business, on the other hand, does not have the right business procedures in place to communicate with TSPs; they are served by TSPs through one connection point — an undertaking director. In a complex TSP corporate structure, coordination among organizations is therefore ineffective. As a result, TSPs must create a brand-new business procedure for the IoT-based customer domain that is the subject of this study.

To provide services to IoT-based businesses and institutions, TSPs need to acquire new telecom capabilities. The red text in Figure 1 depicts a connectivity gap for the Internet of Things. An enterprise architecture (EA)-based strategy is required to close this gap.EA is a framework that helps corporate, business, and information systems strategies by showing a company's current capabilities and making it possible to get the results you want. Because it facilitates communication, decision-making support, and the development of migration strategies, EA can be utilized in complex situations. It also allows for interoperability, client orientation, and flexibility. Businesses may also be able to achieve strategic goals and produce better organizational results through the use of business processes that are based on an EA strategy. Redefining a new customer base is crucial to the company's value chain, making it difficult to implement business process transformation within a company. A comprehensive corporate environment, stakeholders, corporate organizations, and actors in multiple directorates of the organization are all involved in the necessary changes. Employee behaviour ought to change in line with the fundamental changes made [1-5].

Conclusion

In summary, our results suggest that may have a positive impact on. Adherence at this setting was remarkably good. Not only does efficacy of a therapy appear to be crucial for adherence, but also a holistic approach, the physician- relationship, and the quality of treatment delivery are determining factors has begun to develop strategies for enhancing adherence to extensive education as well as constant therapy monitoring can perceptibly increase adherence. The clinical benefit of a full cycle of can only be achieved with better adherence, which is dependent on a number of factors relating to the, the disease, the treatment itself, the physician, and the healthcare system in general. Therefore of therapy needs further research and guidelines on how optimal adherence can be achieved for.

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Conflict of Interest

The Author declares there is no conflict of interest associated with this manuscript.

***Address for Correspondence:** Ruther Stud, Department of Engineering, University of Dhaka, Dhaka, Bangladesh, E-mail: stud693@edu.in*

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