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## Screening questions

49 messages

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**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>

8 February 2023 at 17:07

To: Ekta Chatwani <ekta.chatwani@sganalytics.com>

Cc: Parth Arora <parth.arora@sganalytics.com>

Bcc: mark.tinka@seacom.com

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

**Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web: <https://www.um.edu.mt/profile/etiennevdepasquale>



---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>

13 February 2023 at 09:30

To: Ekta Chatwani <ekta.chatwani@sganalytics.com>

Cc: Parth Arora <parth.arora@sganalytics.com>

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

[Quoted text hidden]

---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>

14 February 2023 at 09:10

To: Parth Arora <parth.arora@sganalytics.com>

Hello Parth,

This silence is a little concerning. Would you please let me know whether all is well?

Best regards,

Etienne

[Quoted text hidden]

---

**Parth Arora** <parth.arora@sganalytics.com>

14 February 2023 at 09:23

To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>

Apologies Etienne, I will check with Ekta and come back to you.

Regards,

Parth

Get [Outlook for iOS](#)

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**From:** Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>

**Sent:** Tuesday, February 14, 2023 9:10:07 AM

**To:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Fwd: Screening questions

[Quoted text hidden]

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**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>

14 February 2023 at 10:14

To: Parth Arora <parth.arora@sganalytics.com>

Thank you Parth !

Best regards,

Etienne

[Quoted text hidden]

**Ekta Chatwani** <ekta.chatwani@sganalytics.com>

14 February 2023 at 11:11

To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>

Cc: Parth Arora <parth.arora@sganalytics.com>, Talween Barthwal <talween.barthwal@sganalytics.com>

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Sent:** 13 February 2023 14:01

**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

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### **Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etienneDepasquale>

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### **Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etienneDepasquale>

---

 **Screeners - IDI.docx**  
23K

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>

14 February 2023 at 12:41

To: Ekta Chatwani <ekta.chatwani@sganalytics.com>

Cc: Parth Arora <parth.arora@sganalytics.com>

Bcc: mark.tinka@seacom.com

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),  
so as to emphasize the **centres of mass of the three critical scopes**, i.e.,  
(a) network engineers, (b) NOC engineers and (c) field engineers.  
The other names form part of a role nomenclature that  
I've included to allow some room for variety, without  
losing focus on the three above-named centres of mass.  
The rearrangement of the parts is intended to support this focus.

#### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

[Quoted text hidden]

--



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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24K

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**Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

14 February 2023 at 12:47

Thanks, Etienne.

Will look forward to your confirmation.

[Quoted text hidden]

---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Ekta Chatwani <ekta.chatwani@sganalytics.com>  
Cc: Parth Arora <parth.arora@sganalytics.com>  
Bcc: mark.tinka@seacom.com

15 February 2023 at 10:35

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,  
**experience and role count most here.**

#### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

#### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP, would be preferable.

#### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

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[Quoted text hidden]

---

**Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
To: Etienne Victor Depasquale <etienne.depassequale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

15 February 2023 at 13:29

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

[Quoted text hidden]

---

 **Screeners - IDI.docx**  
22K

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**Etienne Victor Depasquale** <etienne.depassequale@um.edu.mt>  
To: Ekta Chatwani <ekta.chatwani@sganalytics.com>  
Cc: Parth Arora <parth.arora@sganalytics.com>  
Bcc: mark.tinka@seacom.com

15 February 2023 at 17:35

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.  
How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.  
I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?  
Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

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**Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

16 February 2023 at 14:09

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

[Quoted text hidden]

---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: mark.tinka@seacom.com

16 February 2023 at 19:55

FYI

Warm regards,

Etienne

[Quoted text hidden]

--



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering  
Web. <https://www.um.edu.mt/profile/etienne.depasquale>

[Quoted text hidden]

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Ekta Chatwani <ekta.chatwani@sganalytics.com>  
Cc: Parth Arora <parth.arora@sganalytics.com>

16 February 2023 at 19:56

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

[Quoted text hidden]

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering  
Web. <https://www.um.edu.mt/profile/etienneedepasquale>

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**Mark Tinka** <mark.tinka@seacom.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>

17 February 2023 at 18:39

Thanks, Etienne.

I'm okay to join the call, but remain silent and take notes that you and I can discuss later. Thanks.

Mark.

On 2/16/23 20:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Thu, 16 Feb 2023 at 14:09  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

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**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

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Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

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Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <ekta.chatwani@sganalytics.com>  
**Cc:** Parth Arora <parth.arora@sganalytics.com>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

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I have two observations.

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I've rearranged question 2's parts (please see attachment),

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**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
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This helps to ascertain the suitability of the candidate.

### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
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Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

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Department of Communication and Computer Engineering

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--

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering  
Web. <https://www.um.edu.mt/profile/etiennedepasquale>



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**Etienne Victor Depasquale** <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
To: Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>

17 February 2023 at 19:34

You're the best.

Bear with me, I'm a Christian - I have to thank God for sending you my way.

Warm regards,

Etienne

On Fri, 17 Feb 2023 at 18:39, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:  
Thanks, Etienne.

I'm okay to join the call, but remain silent and take notes that you and I can discuss later. Thanks.

Mark.

On 2/16/23 20:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

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Date: Thu, 16 Feb 2023 at 14:09  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

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**SGA: Noted**

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**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

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**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

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I have edited the document which I sent you yesterday and  
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On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

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Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Sent:** 15 February 2023 15:05  
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This regards question #5.

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**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
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**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
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Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

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I've rearranged question 2's parts (please see attachment), so as to emphasize the **centres of mass of the three critical scopes**, i.e., (a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without losing focus on the three above-named centres of mass.

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**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
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In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

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---

**Mark Tinka** <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

17 February 2023 at 19:59

That's alright, me too :-).

Mark.

On 2/17/23 20:34, Etienne Victor Depasquale wrote:

You're the best.

Bear with me, I'm a Christian - I have to thank God for sending you my way.

Warm regards,

Etienne

On Fri, 17 Feb 2023 at 18:39, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:

Thanks, Etienne.

I'm okay to join the call, but remain silent and take notes that you and I can discuss later. Thanks.

Mark.

On 2/16/23 20:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Thu, 16 Feb 2023 at 14:09  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
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M: +91 97249 97757



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To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

3 March 2023 at 12:01

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

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Thanks & Regards,

---

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M: +91 97249 97757



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**Sent:** Friday, February 17, 2023 12:27 AM  
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I've rearranged question 2's parts (please see attachment),  
so as to emphasize the **centres of mass of the three critical scopes**, i.e.,  
(a) network engineers, (b) NOC engineers and (c) field engineers.

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The rearrangement of the parts is intended to support this focus.

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Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

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Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

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- (3) "maintenance technician"
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- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

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Web. <https://www.um.edu.mt/profile/etienneDepasquale>

To: Mark Tinka <mark.tinka@seacom.com>

Dear Mark,

I hope that you are safely back at home after Apricot '23.

SGA's people have provided the first suggestion; what do you think?

LinkedIn link (included in the attached spreadsheet) is <https://www.linkedin.com/in/hrvojejerkovic/>

Cheers,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <ekta.chatwani@sganalytics.com>

Date: Fri, 3 Mar 2023 at 12:01

Subject: RE: Screening questions

To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>

Cc: Parth Arora <parth.arora@sganalytics.com>

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Sent:** Friday, February 17, 2023 12:27 AM

**To:** Ekta Chatwani <ekta.chatwani@sganalytics.com>

**Cc:** Parth Arora <parth.arora@sganalytics.com>

**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

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Please see my comments on the other points below:

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How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
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Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

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Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

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Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

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As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP, would be preferable.

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This regards question #5.

We can include people who have no influence, or do not know what influence.

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On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

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Will look forward to your confirmation.

Thanks & Regards,

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**Ekta Chatwani | Manager- Market Research**

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I've rearranged question 2's parts (please see attachment), so as to emphasize the **centres of mass of the three critical scopes**, i.e., (a) network engineers, (b) NOC engineers and (c) field engineers.

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 **Respondent Details.xlsx**  
10K

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>

5 March 2023 at 10:17

To: Ekta Chatwani <ekta.chatwani@sganalytics.com>

Cc: Parth Arora <parth.arora@sganalytics.com>

Dear Ekta, thank you for your prompt reply.

The recruit has an impressive profile; I am now waiting for Mark to review and will revert with my complete feedback. Mark is typically responsive too, so I expect to give my full reply by Monday evening (CET).

Best regards,

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To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
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6 March 2023 at 09:49

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I've included to allow some room for variety, without  
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Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

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Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

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These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

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6 March 2023 at 11:38

I understand, and am optimistic about receiving a reply by today.

One hindrance is that this seems to be a busy time of the year for trade shows and premier conferences; Apricot '23 ended last Thursday and OFC is running this week.

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Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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**Mark Tinka** <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

6 March 2023 at 16:07

Thanks, Etienne.

Manila was very good. I'm currently in recovery mode :-).

So Hrvoje seems like a strategist and manager. His Linkedin CV does not scream "have had my hands dirty". I'd put him at the bottom of the pile for now, and see what else SGA return with. Thanks.

Mark.

On 3/5/23 11:04, Etienne Victor Depasquale wrote:

Dear Mark,

I hope that you are safely back at home after Apricot '23.

SGA's people have provided the first suggestion; what do you think?

LinkedIn link (included in the attached spreadsheet) is <https://www.linkedin.com/in/hrvojejerkovic/>

Cheers,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Fri, 3 Mar 2023 at 12:01  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
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Looking forward to news.

Best regards,

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Please see my comments on the other points below:

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**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

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**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,

I have edited the document which I sent you yesterday and tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

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Best regards,

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On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and

the latter group in particular (operations people) are less likely to be influential.  
Even if I am wrong, I think it would be good to widen the net to include those  
who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),  
so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

## **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of  
(a) network planning and  
(b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as

(b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

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**image005.jpg**

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**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>

6 March 2023 at 17:08

To: Ekta Chatwani <ekta.chatwani@sganalytics.com>

Cc: Parth Arora <parth.arora@sganalytics.com>

Bcc: Mark Tinka <mark.tinka@seacom.com>

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

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As regards the discussion, 45 minutes is a good time.

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Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering  
Web. <https://www.um.edu.mt/profile/etienne.nedepasquale>



---

**Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

7 March 2023 at 13:21

Hi Etienne,

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**Sent:** Monday, March 6, 2023 9:39 PM  
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Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

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Looking forward to your comments and we will initiate recruitment accordingly.

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**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Mark Tinka <mark.tinka@seacom.com>

7 March 2023 at 19:08

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
Date: Tue, 7 Mar 2023 at 13:22  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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---

 **Respondent Details.xlsx**  
10K

---

**Mark Tinka** <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

7 March 2023 at 19:12

Thanks, Etienne.

In case it's not clear in the screener, hands-on operational and/or engineering experience in the past (even if the candidate is currently a manager of some sort) is ideal. Thanks.

Mark.

On 3/7/23 20:08, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Tue, 7 Mar 2023 at 13:22  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

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I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
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**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

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**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Subject:** Re: Screening questions

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As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP, would be preferable.

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Will look forward to your confirmation.

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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Thank you for reverting and acting quickly.

I have two observations.

### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

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On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

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screener as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"

- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

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---

**image005.jpg**  
1K

To: Mark Tinka <mark.tinka@seacom.com>

Thank you Mark; you're so reliable, God bless you !

Cheers,

Etienne

On Tue, 7 Mar 2023 at 19:12, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:

Thanks, Etienne.

In case it's not clear in the screener, hands-on operational and/or engineering experience in the past (even if the candidate is currently a manager of some sort) is ideal. Thanks.

Mark.

On 3/7/23 20:08, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

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From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

Date: Tue, 7 Mar 2023 at 13:22

Subject: RE: Screening questions

To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Thanks for your feedback.

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Awaiting your comments on both points.

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SG Analytics  
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I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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**Etienne-Victor Depasquale | Assistant Lecturer**

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Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>



**image005.jpg**

1K

---

**Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>**

8 March 2023 at 10:32

To: Ekta Chatwani <ekta.chatwani@sganalytics.com>

Cc: Parth Arora <parth.arora@sganalytics.com>

Bcc: Mark Tinka <mark.tinka@seacom.com>

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of

Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

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On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP, would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

#### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
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- (a) Network planning: Network engineers
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Network engineers might also be known as:

- (1) "network design engineer"
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NOC engineers might also be known as:

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Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

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Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Mark Tinka <mark.tinka@seacom.com>

8 March 2023 at 11:30

Summarizing Sundeep Potluri, his best match seems to be the 2013 - 2018 spell as "area manager, technical project management".

He's now director of network services, which seems to be useful too.

There still is a gap though; there is no clear evidence of network operations.

Do you think that there's scope for better enunciation of the roles we've specified in question 2 (word document attached) ?

Cheers,

Etienne

On Tue, 7 Mar 2023 at 19:12, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:

Thanks, Etienne.

In case it's not clear in the screener, hands-on operational and/or engineering experience in the past (even if the candidate is currently a manager of some sort) is ideal. Thanks.

Mark.

On 3/7/23 20:08, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Tue, 7 Mar 2023 at 13:22  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Thanks for your feedback.

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have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Sent:** Monday, March 6, 2023 9:39 PM

**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

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Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

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**Ekta Chatwani | Manager- Market Research**

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**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

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Looking forward to news.

Best regards,

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On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

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I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

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**Ekta Chatwani | Manager- Market Research**

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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
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**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
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Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

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There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and

the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

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Etienne

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Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
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**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),  
so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

## **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etienneDepasquale>

--

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**2 attachments**

**image005.jpg**  
1K

**Screeners - IDI.docx**  
26K

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**Mark Tinka** <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

8 March 2023 at 15:35

Thanks, Etienne.

I think we can enhance question 2) to add some bits about operational and/or engineering experience/projects/

accomplishments/e.t.c., as it seems SGA are focusing on the current job title, rather than what is actually behind it. Thanks.

Mark.

On 3/8/23 12:30, Etienne Victor Depasquale wrote:

Summarizing Sundeep Potluri, his best match seems to be the 2013 - 2018 spell as "area manager, technical project management".

He's now director of network services, which seems to be useful too.

There still is a gap though; there is no clear evidence of network operations.

Do you think that there's scope for better enunciation of the roles we've specified in question 2 (word document attached) ?

Cheers,

Etienne

On Tue, 7 Mar 2023 at 19:12, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:

Thanks, Etienne.

In case it's not clear in the screener, hands-on operational and/or engineering experience in the past (even if the candidate is currently a manager of some sort) is ideal. Thanks.

Mark.

On 3/7/23 20:08, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

Date: Tue, 7 Mar 2023 at 13:22

Subject: RE: Screening questions

To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

---

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion.  
Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to  
hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested.  
Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the  
requested criteria however, it will be difficult to commit to it since some  
respondents may have started their career with a larger operator and have  
stuck with them throughout. Those would be relevant profiles as well and we  
would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic  
discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),  
so as to emphasize the **centres of mass of the three critical scopes**, i.e.,  
(a) network engineers, (b) NOC engineers and (c) field engineers.  
The other names form part of a role nomenclature that  
I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

## 2. Experience and region

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

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Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market  
Research



M: +91 97249 97757



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**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

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These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

### **Criterion: Role**

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- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

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NOC engineers might also be known as:

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- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,

the candidate must be asked whether he/she considers him/herself to be

a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

### **Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer  
Engineering

Web. [https://www.um.edu.mt/  
profile/etiennedepasquale](https://www.um.edu.mt/profile/etiennedepasquale)

--

### **Etienne-Victor Depasquale | Assistant Lecturer**

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ta' Malta**

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ta' Malta**

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Department of Communication and Computer Engineering

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**image005.jpg**

1K

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Bcc: Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>

8 March 2023 at 17:48

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management", but this is vague and does not indicate the nature of his work.

He is currently director of network services; while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:  
Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners. The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile) of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

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Awaiting your comments on both points.

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M: +91 97249 97757



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**Subject:** Re: Screening questions

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**Ekta Chatwani | Manager- Market Research**

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**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
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**Subject:** Re: Screening questions

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Looking forward to news.

Best regards,

Etienne

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Hi Etienne,

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Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

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I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757

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**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP, would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

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**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Sent:** 14 February 2023 17:11

**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

#### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>



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**Etienne Victor Depasquale** <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

8 March 2023 at 20:25

To: Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Bcc: Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management", but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)  
of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit.  
Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

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**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

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We can include people who have no influence, or do not know what influence.

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I have two observations.

**1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),  
so as to emphasize the **centres of mass of the three critical scopes**, i.e.,  
(a) network engineers, (b) NOC engineers and (c) field engineers.  
The other names form part of a role nomenclature that  
I've included to allow some room for variety, without  
losing focus on the three above-named centres of mass.  
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**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
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Thank you.

Best regards,

Etienne

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Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

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Network engineers might also be known as:

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NOC engineers might also be known as:

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- (2) "network maintenance technician"

- (3) "maintenance technician"
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In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively. This helps to ascertain the suitability of the candidate.

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I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

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## Etienne-Victor Depasquale | Assistant Lecturer

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Web. <https://www.um.edu.mt/profile/etiennedepasquale>

**Screener - IDI \_ revised\_3.docx**  
27K

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**Etienne Victor Depasquale** <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
To: Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
Bcc: Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>

19 March 2023 at 16:46

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:  
I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:  
Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services;  
while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or  
has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or  
perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to  
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On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:  
Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network  
planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile) of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

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On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

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**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**Sent:** Monday, March 6, 2023 9:39 PM  
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**Subject:** Re: Screening questions

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Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

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**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
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As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



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Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

#### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,  
would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and  
the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those  
who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the

screener as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

**Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"

- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etienneDepasquale>

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**Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

20 March 2023 at 20:47

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,  
Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
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We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

**1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

**2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

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---

**Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

21 March 2023 at 09:28

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or  
has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or  
perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to  
above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)  
of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Sent:** 15 February 2023 22:06

**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,

I have edited the document which I sent you yesterday and

tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

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**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

#### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**

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Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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**Etienne Victor Depasquale** <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
To: Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

21 March 2023 at 10:53

Noted with thanks; agreed on the course of action.

Best regards,

Etienne

On Mon, 20 Mar 2023 at 20:47, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,  
Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Sent:** Sunday, March 19, 2023 9:16:03 PM

**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

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On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:  
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There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management", but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or has had experience in network engineering.

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It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

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While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Ekta Chatwani** | Manager- Market Research

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Best regards,

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**SGA: Noted**

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**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

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**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

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**Sent:** 15 February 2023 22:06  
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Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <ekta.chatwani@sganalytics.com>  
**Cc:** Parth Arora <parth.arora@sganalytics.com>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

**1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

**2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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**Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>**  
To: Ekta Chatwani <ekta.chatwani@sganalytics.com>

21 March 2023 at 10:54

Ah, just saw this (Google's threading can be a bit misleading!).

I'll review and revert.

On Tue, 21 Mar 2023 at 09:28, Ekta Chatwani <ekta.chatwani@sganalytics.com> wrote:

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**Sent:** Tuesday, March 21, 2023 1:17 AM  
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Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

#### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

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On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

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**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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Department of Communication and Computer Engineering  
Web. <https://www.um.edu.mt/profile/etiennedepasquale>



---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Mark Tinka <mark.tinka@seacom.com>

21 March 2023 at 10:55

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Tue, 21 Mar 2023 at 09:28  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",

but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)  
of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



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M: +91 97249 97757



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**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

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This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and

the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

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Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

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**Ekta Chatwani** | Manager- Market Research

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**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),  
so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

## **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

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Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

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**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

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Network engineers might also be known as:

- (1) "network design engineer"
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NOC engineers might also be known as:

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- (1) "network technician"
- (2) "network maintenance technician"
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- (5) "supervisor, field operations"
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- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

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- (a) a small communications service providers (CSPs), as well as

(b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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Department of Communication and Computer Engineering

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Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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---

**Respondent Details.xlsx**  
11K

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**Mark Tinka** <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

21 March 2023 at 15:46

Thanks, Etienne.

- We already spoke about Hrvoje.
- I can't remember if we already spoke about Sundeep, but in any case, he is more of a manager, especially a project manager.
- Adrian seems like he has had his hands dirty in the past.
- Wadii also seems to have technical experience, but more on the mobile side, and not so much in the IP/MPLS space (at least not without association, that is).

Of the lot, Adrian and Wadii seem to be the best fits from the candidates. I hear SGA on saying candidates should not be disqualified on their Linkedin profiles alone, which is not unfair. If you have the time, you can interview them all. But if you don't, the Linkedin profile is alright, because IME, most people do not give up the opportunity to showcase their achievements on Linkedin :-).

Meanwhile, Philip had laptop trouble just after APRICOT, but he promised to get back to you once he was settled in Brisbane, which was late last week. Did he respond to you yet?

Mark.

On 3/21/23 11:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

Date: Tue, 21 Mar 2023 at 09:28

Subject: RE: Screening questions

To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly

and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management", but this is vague and does not indicate the nature of his work.

He is currently director of network services; while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,

I have edited the document which I sent you yesterday and tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have

started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### POINT #3

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential. Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,



---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment), so as to emphasize the **centres of mass of the three critical scopes**, i.e., (a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale  
<[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"

(7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,

the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

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**image005.jpg**

1K

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**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Mark Tinka <mark.tinka@seacom.com>

21 March 2023 at 17:26

Dear Mark,

Just a quick message to let you know that I am a bit sluggish in my responses, as my daughter is in hospital and my focus is a bit out.

I'll revert tomorrow.

Warm regards,

Etienne

On Tue, 21 Mar 2023 at 15:46, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:

Thanks, Etienne.

- We already spoke about Hrvoje.
- I can't remember if we already spoke about Sundeep, but in any case, he is more of a manager, especially a project manager.
- Adrian seems like he has had his hands dirty in the past.
- Wadii also seems to have technical experience, but more on the mobile side, and not so much in the IP/MPLS space (at least not without association, that is).

Of the lot, Adrian and Wadii seem to be the best fits from the candidates. I hear SGA on saying candidates should not be disqualified on their LinkedIn profiles alone, which is not unfair. If you have the time, you can interview them all. But if you don't, the LinkedIn profile is alright, because IME, most people do not give up the opportunity to showcase their achievements on LinkedIn :-).

Meanwhile, Philip had laptop trouble just after APRICOT, but he promised to get back to you once he was settled in Brisbane, which was late last week. Did he respond to you yet?

Mark.

On 3/21/23 11:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

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Date: Tue, 21 Mar 2023 at 09:28  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,

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M: +91 97249 97757



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**Sent:** Tuesday, March 21, 2023 1:17 AM  
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**Subject:** Re: Screening questions

Hi Etienne,

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I will get back with further updates.

Thanks,

Ekta

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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

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This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

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There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",

but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or

has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or

perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

| Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.  
How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

## 2. Experience and region

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



SG Analytics

Ekta Chatwani | Manager- Market Research



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

**Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,

the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

(a) a small communications service providers (CSPs), as well as

(b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**



Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>



--

**Etienne-Victor Depasquale | Assistant Lecturer**



Faculty of ICT

Department of Communication and Computer Engineering

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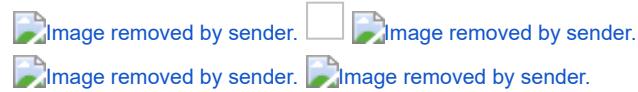


## **Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

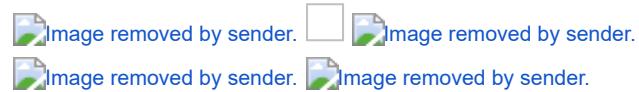


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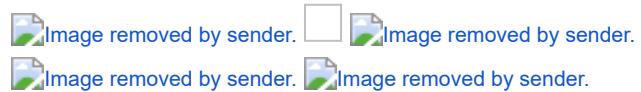


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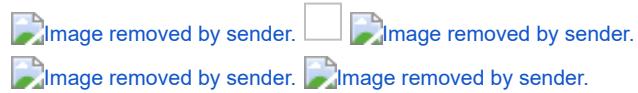
Web. <https://www.um.edu.mt/profile/etiennedepasquale>



**Etienne-Victor Depasquale | Assistant Lecturer**

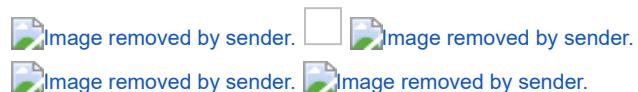
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**Etienne-Victor Depasquale | Assistant Lecturer**

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ta' Malta

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**42 attachments**

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**Mark Tinka** <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)>  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

21 March 2023 at 17:33

Sorry to hear, Etienne.

All the best - look after family first.

Mark.

On 3/21/23 18:26, Etienne Victor Depasquale wrote:

Dear Mark,

Just a quick message to let you know that I am a bit sluggish in my responses, as my daughter is in hospital and my focus is a bit out.

I'll revert tomorrow.

Warm regards,

Etienne

On Tue, 21 Mar 2023 at 15:46, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:

Thanks, Etienne.

- We already spoke about Hrvoje.
- I can't remember if we already spoke about Sundeep, but in any case, he is more of a manager, especially a project manager.
- Adrian seems like he has had his hands dirty in the past.
- Wadii also seems to have technical experience, but more on the mobile side, and not so much in the IP/MPLS space (at least not without association, that is).

Of the lot, Adrian and Wadii seem to be the best fits from the candidates. I hear SGA on saying candidates should not be disqualified on their LinkedIn profiles alone, which is not unfair. If you have the time, you can interview them all. But if you don't, the LinkedIn profile is alright, because IME, most people do not give up the opportunity to showcase their achievements on LinkedIn :-).

Meanwhile, Philip had laptop trouble just after APRICOT, but he promised to get back to you once he was settled in Brisbane, which was late last week. Did he respond to you yet?

Mark.

On 3/21/23 11:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Tue, 21 Mar 2023 at 09:28  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management", but this is vague and does not indicate the nature of his work.

He is currently director of network services; while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani  
[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com) wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani  
<[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

**Ekta Chatwani** | Manager- Market  
Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,

I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the  
discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a  
means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani  
<[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale  
<[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,  
**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and

the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those

who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani  
<[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757

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**From:** Etienne Victor Depasquale  
<[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

#### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani | Manager-  
Market Research**



M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <parth.arora@sganalytics.com>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,

the candidate must be asked whether he/she considers him/herself to be

a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. [https://www.um.edu.mt/  
profile/etiennedepasquale](https://www.um.edu.mt/profile/etiennedepasquale)



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. [https://www.um.edu.mt/  
profile/etiennedepasquale](https://www.um.edu.mt/profile/etiennedepasquale)



--



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
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Web. <https://www.um.edu.mt/profile/etiennevpasquale>



**Etienne-Victor Depasquale | Assistant Lecturer**

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

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ta' Malta

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---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Mark Tinka <mark.tinka@seacom.com>

22 March 2023 at 10:43

Hi Mark, and good to be seated with a bit of peace and calm in mind.

First, a quick elaboration about that terse note I sent yesterday.  
My daughter has had a recurrence of a problem she had in her infancy, and it gave us a tough start to the year.  
It worsened to the point where we took her to A&E on Sunday 12th March but finally the surgeon is taking concrete action today that should start her recovery.

Onto the interview matters ...  
thank you for your amazing support; you answer so quickly!  
Yes, Hrvoje and Sundeep were kept in the list by SGA; I guess they do it for completeness' sake.  
We had reviewed both and decided to keep them as second preference.

It's good to read your opinion on Adrian and Wadii; I'll let SGA know.  
I too think that an initial screening dialogue with both of them would be the best second-line screening approach.  
The thing is that SGA told us this only after they started to tire of rejections :)

I'll be avoiding interviews this week in order to improve my understanding of my availability;  
I'm hoping that today's procedure will be successful and if so, next week will be more peaceful.  
Please let me know when it would be convenient/inconvenient, from next week onward, for you to participate in the interview.

With heartfelt thanks and warm regards,

Etienne

On Tue, 21 Mar 2023 at 15:46, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:  
Thanks, Etienne.

- We already spoke about Hrvoje.
- I can't remember if we already spoke about Sundeep, but in any case, he is more of a manager, especially a project manager.
- Adrian seems like he has had his hands dirty in the past.
- Wadii also seems to have technical experience, but more on the mobile side, and not so much in the IP/MPLS space (at least not without association, that is).

Of the lot, Adrian and Wadii seem to be the best fits from the candidates. I hear SGA on saying candidates should not be disqualified on their LinkedIn profiles alone, which is not unfair. If you have the time, you can interview them all. But if you don't, the LinkedIn profile is alright, because IME, most people do not give up the opportunity to showcase their achievements on LinkedIn :-).

Meanwhile, Philip had laptop trouble just after APRICOT, but he promised to get back to you once he was settled in Brisbane, which was late last week. Did he respond to you yet?

Mark.

On 3/21/23 11:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Tue, 21 Mar 2023 at 09:28  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not

consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services; while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)  
of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
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**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

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Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

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As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
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**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence. Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential. Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

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**Ekta Chatwani** | Manager- Market Research

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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

## **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment), so as to emphasize the **centres of mass of the three critical scopes**, i.e., (a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

## **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

**Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,  
the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.  
This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:  
(a) a small communications service providers (CSPs), as well as  
(b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

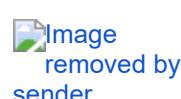
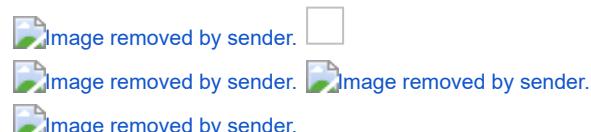
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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>



**Etienne-Victor Depasquale | Assistant Lecturer**

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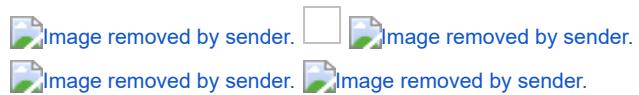


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Etienne-Victor Depasquale

### **Etienne-Victor Depasquale | Assistant Lecturer**

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Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>



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Etienne-Victor Depasquale

### **Etienne-Victor Depasquale | Assistant Lecturer**

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Etienne-Victor Depasquale

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Department of Communication and Computer Engineering

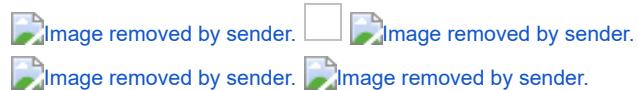
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**42 attachments**

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**Mark Tinka** <mark.tinka@seacom.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>

22 March 2023 at 10:45

Thanks, Etienne.

Wishing you all the best with the treatment of your daughter. It is alright to pour all your focus into that.

Just let me know when you are back and available, and we can nail down a time for the interviews. Things with families can often be unpredictable.

Mark.

On 3/22/23 11:43, Etienne Victor Depasquale wrote:

Hi Mark, and good to be seated with a bit of peace and calm in mind.

First, a quick elaboration about that terse note I sent yesterday.  
My daughter has had a recurrence of a problem she had in her infancy, and  
it gave us a tough start to the year.  
It worsened to the point where we took her to A&E on Sunday 12th March but  
finally the surgeon is taking concrete action today that should start her recovery.

Onto the interview matters ...

thank you for your amazing support; you answer so quickly!  
Yes, Hrvoje and Sundeep were kept in the list by SGA; I guess they do it for completeness' sake.  
We had reviewed both and decided to keep them as second preference.

It's good to read your opinion on Adrian and Wadii; I'll let SGA know.  
I too think that an initial screening dialogue with both of them would be the best second-line screening approach.  
The thing is that SGA told us this only after they started to tire of rejections :)

I'll be avoiding interviews this week in order to improve my understanding of my availability;  
I'm hoping that today's procedure will be successful and if so, next week will be more peaceful.  
Please let me know when it would be convenient/inconvenient, from next week onward, for you to participate in the interview.

With heartfelt thanks and warm regards,

Etienne

On Tue, 21 Mar 2023 at 15:46, Mark Tinka <[mark.tinka@seacom.com](mailto:mark.tinka@seacom.com)> wrote:

Thanks, Etienne.

- We already spoke about Hrvoje.
- I can't remember if we already spoke about Sundeep, but in any case, he is more of a manager, especially a project manager.
- Adrian seems like he has had his hands dirty in the past.
- Wadii also seems to have technical experience, but more on the mobile side, and not so much in the IP/MPLS space (at least not without association, that is).

Of the lot, Adrian and Wadii seem to be the best fits from the candidates. I hear SGA on saying candidates should not be disqualified on their LinkedIn profiles alone, which is not unfair. If you have the time, you can interview them all. But if you don't, the LinkedIn profile is alright, because IME, most people do not give up the opportunity to showcase their achievements on LinkedIn :-).

Meanwhile, Philip had laptop trouble just after APRICOT, but he promised to get back to you once he was settled in Brisbane, which was late last week. Did he respond to you yet?

Mark.

On 3/21/23 11:55, Etienne Victor Depasquale wrote:

FYI

Warm regards,

Etienne

----- Forwarded message -----

From: **Ekta Chatwani** <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Date: Tue, 21 Mar 2023 at 09:28  
Subject: RE: Screening questions  
To: Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management", but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or

has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or

perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale  
<[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

#### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

#### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP, would be preferable.

### POINT #3

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and

the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those

who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



**Ekta Chatwani** | Manager-  
Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale  
<[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,

the candidate must be asked whether he/she considers him/herself to be

a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--



**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. [https://www.um.edu.mt/  
profile/etiennedepasquale](https://www.um.edu.mt/profile/etiennedepasquale)



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Hello Ekta,

We have discussed the candidates and are particularly pleased with Adrian.

Furthermore, we are willing to also try and interview Wadii.

He seems to be experienced in mobile networks, rather than the aggregation and core sides of metro implementations,  
but second-line screening will help us to understand whether to proceed with the call.

Finally, I beg your pardon for taking three days on this;

I am a little slow at the moment as my daughter has been hospitalized and  
is currently undergoing a critical phase of treatment for the illness which took her there.

If possible, it would be good if we were to defer setting appointments until the beginning of next week,  
as I will then have a better idea of my availability.

Best regards,

Etienne

On Tue, 21 Mar 2023 at 10:54, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Ah, just saw this (Google's threading can be a bit misleading!).

I'll review and revert.

On Tue, 21 Mar 2023 at 09:28, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Sent:** Tuesday, March 21, 2023 1:17 AM

**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or  
has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or  
perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind  
referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network  
planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of  
Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,

I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Sent:** 15 February 2023 15:05

**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

#### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

#### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,  
would be preferable.

### POINT #3

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and  
the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those  
who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

### **2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

- (a) Network planning: Network engineers
- (b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively. This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

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The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

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Etienne

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Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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### **Etienne-Victor Depasquale | Assistant Lecturer**

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Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>



To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

Hi Etienne,

Thanks for the update!

Sorry to hear about your daughter. I hope she is doing better now and wishing her a steady recovery!

Noted that we will proceed with both these candidates for interview. To make the process efficient, it would be helpful if you can share few time slots based on your availability so that we can schedule the interview within those. Early next week should be fine and we will update the respondents on the same.

Looking forward to your availability and we will move to the next steps accordingly.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Thursday, March 23, 2023 3:39 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

We have discussed the candidates and are particularly pleased with Adrian.

Furthermore, we are willing to also try and interview Wadii.

He seems to be experienced in mobile networks, rather than the aggregation and core sides of metro implementations,

but second-line screening will help us to understand whether to proceed with the call.

Finally, I beg your pardon for taking three days on this;

I am a little slow at the moment as my daughter has been hospitalized and  
is currently undergoing a critical phase of treatment for the illness which took her there.

If possible, it would be good if we were to defer setting appointments until the beginning of next week,  
as I will then have a better idea of my availability.

Best regards,

Etienne

On Tue, 21 Mar 2023 at 10:54, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Ah, just saw this (Google's threading can be a bit misleading!).

I'll review and revert.

On Tue, 21 Mar 2023 at 09:28, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

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respondents on the next steps.

Thanks & Regards,

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**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or  
has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or  
perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind  
referred to above.

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Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network  
planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of  
Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

#### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

**1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

**2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use

the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"

- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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### **Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

---

**Ekta Chatwani** <ekta.chatwani@sganalytics.com>  
To: Etienne Victor Depasquale <etienne.depasquale@um.edu.mt>  
Cc: Parth Arora <parth.arora@sganalytics.com>

24 March 2023 at 10:28

Hi Etienne,

Hope you are doing well!

Awaiting your confirmation on the available time slots so that we can schedule these interviews.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani  
**Sent:** Thursday, March 23, 2023 1:06 PM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** RE: Screening questions

Hi Etienne,

Thanks for the update!

Sorry to hear about your daughter. I hope she is doing better now and wishing her a steady recovery!

Noted that we will proceed with both these candidates for interview. To make the process efficient, it would be helpful if you can share few time slots based on your availability so that we can schedule the interview within those. Early next week should be fine and we will update the respondents on the same.

Looking forward to your availability and we will move to the next steps accordingly.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Thursday, March 23, 2023 3:39 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

We have discussed the candidates and are particularly pleased with Adrian.

Furthermore, we are willing to also try and interview Wadii.

He seems to be experienced in mobile networks, rather than the aggregation and core sides of metro implementations,

but second-line screening will help us to understand whether to proceed with the call.

Finally, I beg your pardon for taking three days on this;

I am a little slow at the moment as my daughter has been hospitalized and is currently undergoing a critical phase of treatment for the illness which took her there. If possible, it would be good if we were to defer setting appointments until the beginning of next week, as I will then have a better idea of my availability.

Best regards,

Etienne

On Tue, 21 Mar 2023 at 10:54, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Ah, just saw this (Google's threading can be a bit misleading!).

I'll review and revert.

On Tue, 21 Mar 2023 at 09:28, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

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Hi Etienne,

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I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or  
has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or  
perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind  
referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network  
planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of  
Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

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Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,

I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

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I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

#### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

**1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

**2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use

the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"

- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms, the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

--

**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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### **Etienne-Victor Depasquale | Assistant Lecturer**

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Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

---

**Etienne Victor Depasquale** <etienne.depasquale@um.edu.mt>  
To: Ekta Chatwani <ekta.chatwani@sganalytics.com>  
Cc: Parth Arora <parth.arora@sganalytics.com>

24 March 2023 at 10:33

Hello Ekta,

My daughter is undergoing surgery today and its outcome will affect my availability.

I will have a better understanding of my availability on Sunday, as by then we will have had two days to assess her progress.

Best regards,

Etienne

On Fri, 24 Mar 2023 at 10:28, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

Awaiting your confirmation on the available time slots so that we can schedule these interviews.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Ekta Chatwani  
**Sent:** Thursday, March 23, 2023 1:06 PM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** RE: Screening questions

Hi Etienne,

Thanks for the update!

Sorry to hear about your daughter. I hope she is doing better now and wishing her a steady recovery!

Noted that we will proceed with both these candidates for interview. To make the process efficient, it would be helpful if you can share few time slots based on your availability so that we can schedule the interview within those. Early next week should be fine and we will update the respondents on the same.

Looking forward to your availability and we will move to the next steps accordingly.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Thursday, March 23, 2023 3:39 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

We have discussed the candidates and are particularly pleased with Adrian.

Furthermore, we are willing to also try and interview Wadii.

He seems to be experienced in mobile networks, rather than the aggregation and core sides of metro implementations,

but second-line screening will help us to understand whether to proceed with the call.

Finally, I beg your pardon for taking three days on this;

I am a little slow at the moment as my daughter has been hospitalized and  
is currently undergoing a critical phase of treatment for the illness which took her there.

If possible, it would be good if we were to defer setting appointments until the beginning of next week,  
as I will then have a better idea of my availability.

Best regards,

Etienne

On Tue, 21 Mar 2023 at 10:54, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Ah, just saw this (Google's threading can be a bit misleading!).

I'll review and revert.

On Tue, 21 Mar 2023 at 09:28, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757

---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or  
has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or  
perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind  
referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and  
network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile) of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,



---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Friday, February 17, 2023 12:27 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

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**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,

I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

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Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,

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**Ekta Chatwani** | Manager- Market Research

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**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,



**SG Analytics**  
excellence, BEYOND

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M: +91 97249 97757

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

**1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without

losing focus on the three above-named centres of mass.

The rearrangement of the parts is intended to support this focus.

**2. Experience and region**

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,

---

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and

I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

#### **Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,

the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

#### **Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as
- (b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etienneedepasquale>

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**Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT

Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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## **Etienne-Victor Depasquale | Assistant Lecturer**

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## **Etienne-Victor Depasquale | Assistant Lecturer**

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Department of Communication and Computer Engineering

Web. <https://www.um.edu.mt/profile/etiennedepasquale>

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## **Etienne-Victor Depasquale | Assistant Lecturer**

Faculty of ICT  
Department of Communication and Computer Engineering  
Web. <https://www.um.edu.mt/profile/etiennedepasquale>



---

**Etienne Victor Depasquale** <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
To: Etienne-Victor Depasquale <[evedpa@ieee.org](mailto:evedpa@ieee.org)>

26 March 2023 at 22:32

----- Forwarded message -----

From: **Etienne Victor Depasquale** <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
Date: Fri, 24 Mar 2023 at 10:33  
Subject: Re: Screening questions  
To: Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
Cc: Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

Hello Ekta,

My daughter is undergoing surgery today and its outcome will affect my availability.

I will have a better understanding of my availability on Sunday, as by then we will have had two days to assess her progress.

Best regards,

Etienne

On Fri, 24 Mar 2023 at 10:28, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

Awaiting your confirmation on the available time slots so that we can schedule these interviews.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Ekta Chatwani  
**Sent:** Thursday, March 23, 2023 1:06 PM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** RE: Screening questions

Hi Etienne,

Thanks for the update!

Sorry to hear about your daughter. I hope she is doing better now and wishing her a steady recovery!

Noted that we will proceed with both these candidates for interview. To make the process efficient, it would be helpful if you can share few time slots based on your availability so that we can schedule the interview within those. Early next week should be fine and we will update the respondents on the same.

Looking forward to your availability and we will move to the next steps accordingly.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Thursday, March 23, 2023 3:39 AM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

We have discussed the candidates and are particularly pleased with Adrian.

Furthermore, we are willing to also try and interview Wadii.

He seems to be experienced in mobile networks, rather than the aggregation and core sides of metro implementations,

but second-line screening will help us to understand whether to proceed with the call.

Finally, I beg your pardon for taking three days on this;

I am a little slow at the moment as my daughter has been hospitalized and  
is currently undergoing a critical phase of treatment for the illness which took her there.

If possible, it would be good if we were to defer setting appointments until the beginning of next week,  
as I will then have a better idea of my availability.

Best regards,

Etienne

On Tue, 21 Mar 2023 at 10:54, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Ah, just saw this (Google's threading can be a bit misleading!).

I'll review and revert.

On Tue, 21 Mar 2023 at 09:28, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have few shortlisted profiles for your review. Please help with your feedback so that we can update the respondents on the next steps.

Thanks & Regards,



**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Sent:** Tuesday, March 21, 2023 1:17 AM  
**To:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hi Etienne,

Hope you are doing well!

I would like to update you that we are working on the recruitment using the updated screening questions shared. Since there was a revision in the screeners, we had to tweak the efforts accordingly and are currently waiting for our prospective respondents to confirm on the additional questions. We will update you once we have a confirmation.

I would also like to mention that we are considering these screeners as the final questions and would assume any respondent clearing these to be the right fit for the project. Also, we would request to not consider the respondent's linkedin profile as a guide to their experience as respondents do not mention everything on their linkedin profile and we may lose on prospective candidates in this process. We would rather suggest to have

a discussion with the respondent and if in the initial 5 minutes you feel the respondent is not a right fit, you can end the call and we will replace the respondent. Hope that should be fine.

I will get back with further updates.

Thanks,

Ekta

---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Sunday, March 19, 2023 9:16:03 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Gentle reminder.

On Wed, 8 Mar 2023 at 20:25, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

I am attaching the revised screeners.

Question 2 presses the issue of hands-on experience, and question 3 asks for clear indication.

This should ensure that there is no further room to outmanoeuvre the questions.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 17:48, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

We've been through Mr Potluri's profile and note the same problem that we had with the first profile.

There is no evidence in Mr Potluri's profile about operational and/or engineering experience/projects/accomplishments.

He has spent 2013 - 2018 as "area manager, technical project management",  
but this is vague and does not indicate the nature of his work.

He is currently director of network services;

while this is interesting, there is no evidence that Mr Potluri has spent time on network operations, or

has had experience in network engineering.

Later today, I am going to revert with a revision to question 2 to help you screen better, or perhaps add one more screener that fails the candidate unless there is concrete evidence of the kind referred to above.

Best regards,

Etienne

On Wed, 8 Mar 2023 at 10:32, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

Thank you for replying so quickly.

Please note question 2 of the screeners.

It is heavily skewed towards the role of network engineers, NOC engineers, field engineers and network planners.

The problem with the first profile is that there does not seem to be evidence (from our interpretation of Hrvoje's profile)

of operational and/or engineering experience in the past.

We are going to start reviewing the second profile; I hope to revert by today.

Best regards,

Etienne

On Tue, 7 Mar 2023 at 13:22, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your feedback.

We ideally consider the screener as the guiding line for recruiting respondents and the respondents who clear the screeners are usually considered as qualified and that is the reason we stressed to have a thorough screener so that anyone who would clear those, will be the absolute right fit.

I would again request if there are any additional questions that you would like to add to the screener so that we have clarity on recruiting the right respondent and it would make the process quicker as well as we would not spend time on recruiting respondents those would not be helpful for your project.

While we wait to hear from you on the screeners, attaching another profile which we think should be a great fit. Please share your feedback on the same.

Awaiting your comments on both points.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** Monday, March 6, 2023 9:39 PM  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Dear Ekta,

Mark and I went through Hrvoje's LinkedIn CV and concluded that we would like someone with more hands-on experience.

His CV doesn't convey the message "I have dirtied my hands".

We tried to emphasize operations in the screening questions precisely to try and elicit a grounded respondent from your pool.

Best regards,

Etienne

On Fri, 3 Mar 2023 at 12:01, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Hope you are doing well!

We have a recruited profile for your review. Please find the screening responses attached and help with your feedback.

Looking forward to your comments.

Thanks & Regards,



**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>

**Sent:** Friday, February 17, 2023 12:27 AM

**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>

**Subject:** Re: Screening questions

Noted with thanks.

Looking forward to news.

Best regards,

Etienne

---

On Thu, 16 Feb 2023 at 14:09, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for sharing the updated screener. We will use this to initiate the recruitment efforts.

Please see my comments on the other points below:

I don't see a question regarding experience.

How do you plan to obtain this information?

**SGA: We will review this by looking at their profile during recruitment. We will also share a link of their LinkedIn profile with you along with the other responses**

As regards the discussion, 45 minutes is a good time.

**SGA: Noted**

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

**SGA: We would just request that only one person conducts the discussion with the respondent as having multiple people asking questions may be intimidating for the respondent**

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

**SGA: Yes, we Microsoft Teams, Google Meet or Zoom either could be used based on your and respondent's preference**

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 22:06  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>

**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

I didn't see any meaningful changes.

To avoid further round-trip delays,  
I have edited the document which I sent you yesterday and  
tracked changes to help you to see what I intend.

I don't see a question regarding experience.

How do you plan to obtain this information?

As regards the discussion, 45 minutes is a good time.

I would like my expert colleague (Mark Tinka) to assist me in the discussion. Would this cause a problem?

Furthermore, would the use of Zoom/Google Meet be acceptable as a means to hold the conversation?

Best regards,

Etienne

On Wed, 15 Feb 2023 at 13:29, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Thanks for your email.

Noted on the below points and I have updated the screener as requested. Please review and suggest if you would like to add any additional questions.

As regards experience, we will definitely aim to find someone meeting the requested criteria however, it will be difficult to commit to it since some respondents may have started their career with a larger operator and have stuck with them throughout. Those would be relevant profiles as well and we would not want to lose those.

Please confirm if we are good to initiate recruitment. I suppose the telephonic discussion with the respondents will be around 45 minutes. Please confirm.

Thanks & Regards,



SG Analytics

Ekta Chatwani | Manager- Market Research



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 15 February 2023 15:05  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Hello Ekta,

Here is my reply.

There are 3 points in it.

However, if I were to summarize this message pithily,

**experience and role count most here.**

### **POINT #1**

This regards question #1.

After the internal consultation, I would prefer respondents who have planned or operated on European or North American networks.

Question #1 needs to be altered to reflect this. It is not the headquarters that matter, but the location of the network.

### **POINT #2**

As regards experience, respondents with (a) 3 years in a small CSP and (b) 3 years with a large CSP,

would be preferable.

### **POINT #3**

This regards question #5.

We can include people who have no influence, or do not know what influence.

Here, what matters is their experience with planning and operations and the latter group in particular (operations people) are less likely to be influential.

Even if I am wrong, I think it would be good to widen the net to include those

who do not consider themselves influential.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 12:48, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Thanks, Etienne.

Will look forward to your confirmation.

Thanks & Regards,

---

**Ekta Chatwani | Manager- Market Research**

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 14 February 2023 17:11  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good to hear from you, Ekta :).

Thank you for reverting and acting quickly.

I have two observations.

#### **1. QUESTION 2: mind-mapping the roles into three scopes**

I've rearranged question 2's parts (please see attachment),

so as to emphasize the **centres of mass of the three critical scopes**, i.e.,

(a) network engineers, (b) NOC engineers and (c) field engineers.

The other names form part of a role nomenclature that

I've included to allow some room for variety, without losing focus on the three above-named centres of mass.  
The rearrangement of the parts is intended to support this focus.

## 2. Experience and region

Please allow me one day to consult my expert colleague and I'll revert.

Best regards,

Etienne

On Tue, 14 Feb 2023 at 11:11, Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)> wrote:

Hi Etienne,

Sorry I missed your email. Hope you are doing well!

Based on the below details, I have put up a screener for the interviews. Please review and suggest if you have any other recommendations or changes to make. We will use the screeners as the guide to recruit respondents and anyone passing the screeners will be considered as the right target for the interviews.

Also, please let us know if you have any preferences in terms of regions or operator type for these 2 interviews and we will try to meet those.

Lastly, the experience criteria suggested in the below email will narrow the universe significantly thus, we can try to look for such profiles however, it will be difficult to commit if the criteria will be met. We will definitely aim to recruit profiles who have 3+ years of experience working with operators though. Hope that should be fine.

Looking forward to your comments and we will initiate recruitment accordingly.

Thanks & Regards,



SG Analytics  
excellence, BEYOND

**Ekta Chatwani** | Manager- Market Research

M: +91 97249 97757



---

**From:** Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)>  
**Sent:** 13 February 2023 14:01  
**To:** Ekta Chatwani <[ekta.chatwani@sganalytics.com](mailto:ekta.chatwani@sganalytics.com)>  
**Cc:** Parth Arora <[parth.arora@sganalytics.com](mailto:parth.arora@sganalytics.com)>  
**Subject:** Re: Screening questions

Good day Ekta,

Would you please acknowledge receipt of this email?

Thank you.

Best regards,

Etienne

On Wed, 8 Feb 2023 at 17:07, Etienne Victor Depasquale <[etienne.depasquale@um.edu.mt](mailto:etienne.depasquale@um.edu.mt)> wrote:

Hello Ekta,

I hope that you are well. The first semester is in exam session and I have found the time to hold internal discussions leading to formulation of the screening questions.

Firstly, please let me communicate what I understand by "screening questions".

These are the questions that will be used to select interviewees suited to a discussion about the results of the quantitative survey.

Basing on this understanding, I can articulate two criteria and therefrom derive questions.

Please let me know whether these criteria are useful, and whether I can proceed to the questions.

**Criterion: Role**

I would like to hold discussions/interviews with persons who have intimate knowledge of

- (a) network planning and
- (b) network operations.

I understand that these attributes are likely to be held by people in the following roles:

(a) Network planning: Network engineers

(b) Network operations: NOC (network operations centre) engineers and field engineers

Network engineers might also be known as:

- (1) "network design engineer"
- (2) "network planning engineer"

NOC engineers might also be known as:

- (1) "operations engineer"
- (2) "technical operations manager"
- (3) "headend engineer"

Field engineers might also be known as:

- (1) "network technician"
- (2) "network maintenance technician"
- (3) "maintenance technician"
- (4) "field technician"
- (5) "supervisor, field operations"
- (6) "supervisor, technical operations"
- (7) "communications technician"

In all cases, while the alternatives in the nomenclature are suitable as search terms,

the candidate must be asked whether he/she considers him/herself to be a network engineer, NOC engineer, or field engineer respectively.

This helps to ascertain the suitability of the candidate.

**Criterion: Experience**

I would like the respondent to be in possession of experience with both:

- (a) a small communications service providers (CSPs), as well as

(b) a large CSP.

Work with a small CSP should assign breadth of vision, while work with a large CSP should assign depth of vision.

The order of employment does not matter.

The (ideal) candidate will have at least three years of experience with the small CSP and at least 3 with a large CSP.

Best regards,

Etienne

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