



ETIS Annual Report 2004|2005



Sharing Knowledge  
is our Strength

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## Foreword

*Sharing knowledge is our strength... Using it is yours...*

Once again I have the opportunity to write to the whole ETIS community and our friends. Preparing this foreword also provided me with an opportunity to look over the work we have done within ETIS during the last year, and the activities we have undertaken.

If I were asked to say what has impressed me most these last twelve months in a few words, I would reply *'the increased participation of our members and increased quality of our activities'*. Looking at many events we have had, the support and sponsorship from Associate members, the input and involvement and the participation in our many events, I was astonished by the sheer number of topics we have addressed and which we are continuing to address. Let me mention just a few of them.

The working groups and discussion forums are at the very heart of ETIS, so I can identify them easily:

Firstly, Information Security, flourishing with more than 20 participants, exchanging information on all aspects of Security Management, International Settlements remains active, having completely reviewed and distributed the User Guide and the Code Tables, the Enterprise Architecture working group, looking at Applications Integration, Sarbanes-Oxley, Service Management, IT Governance, etc. The Electronic Billing Group looking at applying web technology to Billing.

Next for the Senior Managers and CIOs, the CIO Workshops have provided a most useful opportunity to meet with peers, in an informal setting, to discuss current issues such as Outsourcing and new Business Models. These meetings have given us valuable food for thought within ETIS, and it seems that they have satisfied a real need for senior managers to find out how other companies are dealing with 'hot topics'. Our Annual Conference in June 2005 provided an ideal setting to bring together all parts of the community, to share knowledge and to discuss changes, opportunities and trends in the telecommunications industry.

We have during the last year put more effort into the relationship between the Associate members, mostly IT Suppliers, and ETIS. We see an increasing trend to strong and close relationships between companies with complementary skills, due in part to the increasing complexity and diversity of telecommunications and IT based

services and the economic pressures of the marketplace. Strategic decisions taken by major companies to build on an IP based platform, giving many advantages, but with technical challenges also lead to this kind of 'symbiotic' relationship. Initiatives such as Applications Integration are difficult without supplier co-operation and involvement.

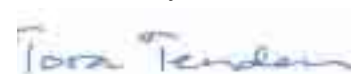
The value we provide to members has been increased by the redesign of our website, and the development of an ETIS Portal, with much input from members.

Our members also tell us that they see a role for ETIS as kind of 'broker' or 'catalyst' for such partnerships. Since we are above all, a member-led organization, these efforts are well worthwhile, and are slowly bearing fruit.

Finally, we have not neglected those other organizations such as The Open Group, GBA, FITCE, ETNO, ETR2A, as well as ETSI with which we have partnership agreements, and whose work is complementary. Our activities such as participation in joint events, reciprocal publicity arrangements have worked well.

I wish you all the very best in working with ETIS, and ask you especially to involve yourself and your company in ETIS activities, and above all spread the news of ETIS wherever you go, using our first class web portal!

Yours sincerely,



Tora Tenden  
ETIS Chairman.



## ETIS Council Report

I would like to begin this Council Report by thanking the members of the ETIS Council for their efforts to guide ETIS through challenging times and to tell you something about the work they have done. A wide range of actions and activities have been initiated by the Council, none of which could have been done without the personal sacrifice and dedication of the Council members who all contribute their personal time.

The main responsibility of the Council is to ensure that ETIS is being managed and run well so that it provides benefits to its member companies by enabling the exchange of experience and information on the use of IT within the telecoms business. All the members of the Council have this objective in mind and it is the fundamental and main guiding principle for all ETIS activities.

During the last year we have seen familiar faces leave the Council, and new ones join it. I am sad to say 'goodbye' to Ioannis Staikos, from OTE, who has served on Council since 1991, and Reinhard Pfalzgraf, from Deutsche Telekom, who has been on the Council since 2000, but, I am pleased to welcome Sinclair Stockman from BT Global Services and Juerg Haseloff, from Deutsche Telekom.

We have had eleven formal meetings and countless short conferences on specific topics since April of 2004. Here is an overview of the more important items which we have dealt.

### MANAGEMENT BOARDS

The Council members have played their part in the preparation and organization of the two Management Boards this year on 9 June 2004 in Stockholm and 17 November 2004 in Brussels.

### ANNUAL CONFERENCES

In order to provide more opportunities for the whole ETIS community, two major conferences were organised, in June 2004 in Stockholm and June 2005 in Brussels. These were supported and sponsored by Council members.

### ASSOCIATE MEMBERS PROGRAMME

The Associate Members are an important resource for ETIS as they provide valuable technical Knowledge to us whilst listening to the Telcos user requirements.

During the first half of 2004, a concerted effort was made to attract and retain potential Associate members. It is technically and strategically important for ETIS to have the top IT suppliers in its membership portfolio.

A special Associates meeting was organised in connection with the annual conference in June 2005 which yielded good results.

### PARTNERS PROGRAMME

During the past year ETIS has taken significant steps towards re-vitalising its Partners programme. This has resulted in increased co-operation with Partners such as ETSI, the Open Group and the GBA, facilitating the exchange of information and the recruitment of new partners such as ETR2A - The European Telecommunications Resilience and Recovery Association and CTO - The Commonwealth Telecommunications Organisation.



## ETIS COUNCIL 2004-2005

### RECRUITING & RETAINING MEMBERS

One of the main priorities of the ETIS Council has been the recruitment of new ETIS Members. This has resulted in a number of new memberships such as Belgacom, BT and TDC.

### FINANCIAL SITUATION

One of the main priorities of the Council has been to stabilise our financial situation. The Council is proud to report that all of the steps taken by the Central Office to reduce cost have resulted in a 50% reduction in cost and the budget is once again under control. As you can see from the Statement of Accounts, we are steadily moving into the 'black', thanks to careful management by Council and the Central Office.

### MEMBERS, ASSOCIATES & PARTNERS

As part of the Strategic Review, a number of initiatives intended to bring all the parts of the Community together have begun. The Council has been especially concerned to ensure that all of the members, associates and partners are involved in as many activities as possible throughout the year.

### MANAGING WORKING GROUPS

The council members have put much effort into a number of initiatives planned to improve the value given by the working groups. These have included a new mentoring structure, providing a mentor for each of the working groups from the council, and close involvement in their work by creating more opportunities for WG leaders and chairmen to address the Council and Management Board, oversight of MOU's, a Revised Fee Structure to encourage greater participation, increased availability of information from WG meetings and identifying Hot Topics.



Tora Tenden  
Telenor  
ETIS Chairman  
since May 2002



Jan Wensink  
KPN  
Secretary Treasurer  
since June 2001



Ivo Galea  
Maltacom  
Council Member  
since May 2002



Sinclair Stockman  
BT  
Council Member  
since Nov. 2004



Petr Jendrejčík  
Czech Telecom  
Council Member  
since June 2004



Kenneth Svensson  
TeliaSonera  
Council Member  
since Nov. 1996



Jürg Haseloff  
Deutsche Telekom  
Council Member  
since Nov. 2004

## 27th Management Board Meeting



The 27th ETIS Management Board meeting was kindly hosted by TeliaSonera in Stockholm on 9 June 2004. Kenneth Svensson welcomed the ETIS Management Board to Stockholm and to TeliaSonera's premises. Tora Tenden, Chairman of ETIS, welcomed the delegates, in particular new attendees, Petr Jendrejčik, from Czech Telecom, Eva Kostrekova and Lubica Hrbikova from Slovak Telekom and Juerg Haseloff from DT.

Terje Tondel, Managing Director of ETIS, presented and explained the Financial reports. He also introduced the Draft Audited Annual Accounts, which were approved.

The Central Office proposed a revised fee structure for Associate Membership. Members from major IT suppliers and industry leaders would pay a fee of 15K euro per year. Members from small and medium sized IT enterprises would pay a fee of 8K euro per year. The proposal was approved by all.

### ELECTION OF COUNCIL MEMBERS

The Management Board re-elected Tora Tenden (Telenor) as Chairman for 2 years, Kenneth Svensson (TeliaSonera) and Ivo Galea (Maltacom) as Council members for 2 years. Petr Jendrejčik (Czech Telecom) was elected as a new Council member for a period of 2 years. David Fox, Sandor Hegedus and Milan Beles ended their period and the Chairman, thanked them all for their valuable contributions.

### REVIEW OF STRATEGIC OBJECTIVES 2003-2004

Ian Clark reminded members of the difficult situation within ETIS which had prompted the review in 2003, and explained the considerable progress which had been made to enable ETIS to meet its members needs. The biggest challenge which remains is how to recruit the new members into ETIS.

### ETIS EXECUTIVE CIO FORUM

Fred Werner evaluated the success of the CIO meetings. They had been a major vehicle in attracting new members and potential members. The meeting in Frankfurt hosted by Deutsche Telekom had demonstrated that they fulfil a need for CIOs to meet with their peers, to discuss the burning issues of the day, and to hear from informed experts.

### INTERNATIONAL SETTLEMENTS

Anne Lerailliez reported on the progress which had been made by the group, following the set-back it had received as a result of the break-away group led by a former consultant to the group. The work of the group continues, and support from remaining members, particularly in Europe, is strong.

### ELECTRONIC BILLING

Fred Werner reported that the Electronic Billing group was actively developing the new ETIS EBG XML Demo tool which was launched in July 2004. This tool will be a key factor in the recruitment of new members for the EBG. The EBG had also spent considerable efforts reviewing all of its marketing and communications materials such as leaflets, presentations and letters.

### ENTERPRISE ARCHITECTURE

Lennart Lilja from TeliaSonera reported on the activities addressed by the group. Of particular importance he spoke of the Applications Usage Study, which had gathered much useful information showing the potential for improved integration and cost reduction.


### INFORMATION SECURITY

Terje Tondel reported on the success of the group, which had been set up in January 2004. The working group is chaired by Bjørn Larsen of Telenor and boasts members from 20 companies.



27th Management Board Meeting hosted by TeliaSonera in Stockholm - 9 June 2004

## 28th Management Board Meeting

 ETIS held its 28th Management Board meeting in Brussels on 17 November 2004. The meeting covered a number of topics, namely the revised ETIS Membership Fee strategy which aims to provide more value for our members while encouraging participation in more activities, sharing more knowledge and attracting new members. The meeting also had an animated brainstorming session which helped to define the long term vision and strategy of ETIS.

The following provides a brief summary of the 28th Management Board Meeting.

Tora Tenden, Chairman of ETIS, welcomed the delegates and gave an overview of the ETIS meetings and activities over the last months.

Tora Tenden reviewed the Minutes of the Stockholm meeting, which were approved. Terje Tondel presented and explained the ETIS Financial status as at 30/09/04 (6 months of the fiscal year).

### ELECTION OF COUNCIL MEMBERS

The Management Board elected Sinclair Stockman (BT Global Services) and Jürg Haseloff (DT) as new Council members for a period of 2 years.

### UPDATED FEE STRATEGY FOR WORKING GROUPS

Ivo Galea, Maltacom, presented a proposal for a Revised Fee Strategy for ETIS Working Groups which in effect means that full members have the right to participate in every working group without any additional fee. The Management Board approved the updated fee strategy for working groups.

### SYNDICATE SESSIONS

The Management Board split into two syndicates to discuss:

- What will ETIS be like in 2 years time?
- What can I do to help to achieve this?

The outcomes from the syndicate sessions formed the basis for the Strategic Review of ETIS carried out in January 2005, which is described in this annual report.



28th Management Board Meeting  
Brussels - 17 November 2004





Terje Tøndel  
Managing Director



Ian Clark  
Senior Advisor &  
Projects Director



Fred Werner  
Marketing Manager



Anne Leraillez  
Office Manager

## ETIS Central Office

The Central Office, is a permanent group of personnel employed by ETIS to provide stable administrative support, management, project co-ordination, internal and external communication and information to facilitate the activities of the Council, the Management Board and Working Groups.

The increased activity of ETIS and challenges the Central Office faced during 2004-2005 have served to unify all of the staff members into a real team resulting in a very positive work environment under the leadership of Terje Tøndel, Managing Director of ETIS.

### NEW ETIS OFFICES

In a continuing effort to reduce costs, the central office renegotiated its contract for office space and relocated to more cost-effective offices within the same building resulting in savings 60% in office rent. Keeping offices in the same building resulted in minimal disturbance especially with regards to communication system, administration and avoiding a postal address change.



## ETIS INTERNSHIP PROGRAMME

In 2004/2005 ETIS continued its internship program which gives University students the chance to gain skills, experience and knowledge in an exciting international business environment. This year ETIS took on students from United Business Institutes (UBI), The Free University of Brussels (ULB) and the Norwegian University of Science & Technology. These students have been key in helping to build the ETIS marketing databases and were also a great help during ETIS Annual Conference.

ETIS would like to extend a special thank you to Jørn Skaaraas and Pedro Obando who were instrumental in developing and launching the new ETIS Website and Portal.



Anne Lerailez & Kerry Lydon at the 27th Management Board meeting in Stockholm



Information Stand at the ETIS Annual Conference  
Brussels - 15-16 June 2005

## FAREWELLS

ETIS would also like to bid farewell and wish the best of luck to Kerry Lydon who has moved on to pursue other professional and personal goals. Kerry Lydon was an Information Manager for ETIS during 2004 and ETIS sincerely thanks her for all the effort invested in ETIS.



## New ETIS Members



ETIS is proud to announce that BT, one of ETIS' founding companies, formally joined ETIS as a full member in November 2004 and is now set to share knowledge and add value to the upcoming activities and events.

During the past year BT has been increasingly involved in a number of ETIS activities, which resulted in full membership being the next logical step. Sinclair Stockman, President of Technology & Operations for BT Global Services, was a keynote speaker at the landmark ETIS Executive CIO Workshop in Paris in 2003 and Martin Roberts, Head of BT Group Security, was one of the driving forces behind the creation of the new ETIS Information Security Working Group as well as a key speaker at the ETIS Global Conference in Stockholm in June 2004. BT also hosted the 3rd ETIS CIO/IT Director Workshop "How can sourcing be a competitive advantage?" which was held in Brussels on 18-19 November 2004.

BT is one of Europe's leading providers of telecommunications services. Its principal activities include local, national and international telecommunications services, higher-value broadband and internet products and services, and IT solutions. In the UK, BT serves over 20 million business and residential customers with more than 29 million exchange lines, as well as providing network services to other licensed operators.

*"The recent burst of activity from ETIS has made it impossible for BT to ignore the value of being part of the ETIS community. BT is looking forward to an active membership with ETIS especially during this exciting turning point in the Telecom industry."*

**Sinclair Stockman**  
CIO, BT Global Services



ETIS is proud to announce that Belgacom, Belgium's leading Telecommunications provider, formally joined ETIS as a full member in January 2005.

During the past year Belgacom has been increasingly involved in a number of ETIS activities, which helped their decision to become full members. Chris De Backer was a keynote speaker at the ETIS Global Conference as well as one of the driving forces behind the landmark ETIS Executive CIO Workshop in Paris in 2003. Rene Dewil, has been one of the most active participants in the ETIS Enterprise Architecture Group and has kindly hosted one of the meetings. Dirk Pollet has been very active in the Information Security Group and hosted the last working group meeting.

The Belgacom Member Representative will be Philippe Ribonnet, head of Network and IT, who had the following to say about ETIS:

*"During this year Belgacom has been involved in many ETIS working groups and events. We have had the pleasure of hosting two ETIS Working Group meetings and it is through these meetings that we saw the true value of ETIS membership first hand. Being a full member of ETIS is a strategic commitment that will benefit many areas in Belgacom."*

**Philippe Ribonnet**  
Head of Network & IT, Belgacom

Belgacom is the leading provider of telecommunications services in Belgium and a market leader in a number of areas, including retail and wholesale fixed-line telephony services, mobile communications services and broadband data and Internet services. Belgacom has 5.2 million fixed connections, 4.2 million mobile subscribers and over one million narrowband and broadband connections. The company also offers a range of corporate data services.

## New Associates, Partners & Sponsors



GLI - Gesellschaft für Logistik und Informationssysteme mbH (company for logistic and information systems) joined ETIS as an Associate Member after many years of contributing to the development of the Electronic Billing Working group. GLI was founded in Munich in 1983 and from the beginning it has been specialising in the development and practical application of Electronic Data Interchange EDI. GLI was key in helping ETIS develop its electronic billing data model and the new XML data model.

Today GLI supports nearly every economic sector by implementing EDI-software and providing consulting services. GLI-Software is used in more than 100 different industrial and administrative areas. About 400 EDI message-types can be offered for implementation.



ETIS has formed a new partnership with The European Telecommunications Resilience and Recovery Association (ETR<sup>2</sup>A) which has been an active participant and contributor to the Information Security Working Group.

ETR<sup>2</sup>A is a European forum for discussion, debate and information. Based in the UK, it aims to extend understanding of the relationship between telecommunications, information, security, disaster management and governance.

ETR<sup>2</sup>A was formed in response to the need to address telecommunication weaknesses as resilient communications infrastructures become increasingly more essential in the 21st Century.

The Association addresses subjects crucial to business resilience, such as business continuity, risk assessment, risk management, crisis management, security, mission critical infrastructure protection and best practice; through a series of short courses and research in partnership with Universities, industry experts and associated organisations.



During the year The Commonwealth Telecommunications Organisation (CTO) became an ETIS Partner and is now co-operating with us in the areas of events and exchange of information.

The Commonwealth Telecommunications Organisation (CTO) is an international development partnership between Commonwealth and non-Commonwealth governments, business and civil society organisations. It provides the international community with effective means to help bridge the digital divide and achieve social and economic development, by delivering to developing countries unique knowledge-sharing programmes in the use of information and communication technologies (ICT) in the specific areas of telecommunications, IT, broadcasting and the Internet.

### ETIS SPONSORS

The involvement of ETIS sponsors is a key factor in making our events a success. ETIS had the pleasure of co-operating with the following companies as sponsors for our events during 2004-2005.



## ETIS Conferences & Workshops

### ETIS ANNUAL CONFERENCE 2005

ETIS held its annual Global Conference, *'Aligning IT & Corporate Goals in the Face of Convergence'* which was held on 16-17 June 2005, in Brussels. This highly successful conference gathered together over 80 delegates from 18 countries and 44 organisations.

The conference programme gave delegates an opportunity to learn more about convergence strategies from leading Telcos and discuss changes, opportunities and future trends in the telecommunications industry. The presentations covered topics such as Information Security, VoIP Regulations, Customer Self-Service on Web, Product Portfolio Management, IT Strategy and Process Integration. The speakers were senior executives from the world of telecommunications, including speakers from BT, Belgacom, Deutsche Telekom, France Telecom, TDC, TeliaSonera, Telenor and HP.

In addition to the education programmes, there were plenty of opportunities for networking, with lunches, networking breaks and a unique gala dinner, on the roof-top of the Musical Instruments Museum in Brussels.

Due to the success of this year's annual conference and its practical location in the heart of Europe, it has been decided that future ETIS Annual Conferences will take place in Brussels, Belgium.



ETIS Annual Conference 2005  
Tora Tenden - ETIS, Sinclair Stockman - BT,  
Michael Bartholomew - ETNO, Jurgen Kratz - Deutsche Telekom,  
Jean-Philippe Vanot - France Telecom



ETIS Billing Workshop  
hosted by Deutsche Telekom  
Bonn - 21 April 2005

### ETIS BILLING WORKSHOP

The ETIS Billing Workshop *'Convergent Charging Strategies in a Competitive Environment'* was kindly hosted by Deutsche Telekom in Bonn, Germany on 21-22 April 2005.

The keynote speaker was Pascal Courtier, Senior Partner & CTO at Logan Orviss who presented on 'Convergent Charging: beyond the buzzword, what are the real challenges and opportunities?'. Some of the companies who presented at this event were Deutsche Telekom, T-Mobile, Telenor, TeliaSonera, HP, LHS, INTEC and Swisscom Innovations.

The event was attended by over 55 participants from 28 companies. There was much positive feedback received on the event as stated by Caroline Skoldberg from TeliaSonera:

*"First let me thank you and your ETIS colleagues for the excellent workshop in Bonn last week! It was very interesting and enjoyable and gave much food for thought. And of course, the Thursday night dinner and the arrangements at T-mobile were excellent. My colleague Svein Knudsen, from Netcom, and I agree that it is one of the better conferences we have been to!"*

### 3RD ETIS EXECUTIVE CIO WORKSHOP

ETIS held its 3rd ETIS Executive CIO Workshop: *'How to use Sourcing as a competitive advantage'* which was kindly hosted by our member, BT in Brussels on 18-19 November 2004. This workshop was chaired by Tora Tenden, ETIS Chairman, and brought together CIOs from the telecommunications industry in order to share knowledge and experiences on the topic of Sourcing. The Workshop was well attended by 21 participants from 17 organisations from all over Europe.

The keynote speaker was Mr. Robert Morgan, Director of Morgan Chambers, who is a leading authority on the topic of Sourcing. Robert delivered presentations on the topics of "Business models for Outsourcing" and "Retained organisation and how to avoid the most common mistakes". Additional compelling presentations were delivered by BT, T-Systems, France Telecom, TDC, Maltacom, Mahindra BT and ETIS. The presentations provided real insights into the Telco's perspective of Sourcing whilst providing a balanced view from users of in-house Sourcing and suppliers.

*"I wish there were more industry bodies like ETIS where you share knowledge between competitors... There are very few that exist and ETIS is truly unique..."*

**Robert Morgan,**  
Director of Morgan Chambers



3rd ETIS Executive CIO Workshop hosted by BT  
Brussels - 19 November 2004



ETIS Voice over IP Workshop  
Brussels - 15 December 2004

### ETIS VoIP WORKSHOP

ETIS held a Voice over IP Workshop: *"Identifying how VoIP is Enabling New Entrants to Challenge Established Operators"* which was held in Brussels on 15 December 2004 at the Four Points Sheraton Hotel.

This workshop brought together key players from the telecommunications industry in order to share knowledge and experiences on the topic of Voice over IP. The presentations provided insights geared towards the threats and challenges for the Telcos concerning VoIP whilst demonstrating a balanced view from providers of VoIP services.

The Key-note speaker for the workshop was Alain Van Gaever from the EC - DG Information Society who delivered a presentation on "The regulatory challenges with VoIP technology".

Other topics covered at the VoIP workshop were:

- Threats and challenges for the Telcos concerning VoIP
- Assessing the implications of VoIP as a common service platform for Mobile, fixed and Broadband service providers
- Transition Strategy for the migration to VoIP to generate more business and cost savings
- VoIP Technology to bypass the traditional Telcos network

As is usual, the workshop also provided plenty of opportunities for interaction and networking via the roundtable session, without forgetting the evening reception.

## Information Security WG

The role of the group is to share knowledge and experiences among members concerning Information Security and related matters and when relevant provide requirements to the industry. The group is the only Information Security group to concentrate on the telecom market. The working group is chaired by Bjørn Larsen of Telenor and boasts around 30 members from 22 companies.

Some of the topics that are being studied by the group are:

- Cultural aspects of the information security including governance models
- Information security as a business enabler
- Financial losses due to security breaches
- Customer Self-service / e-business Security
- Data-retention
- Network security
- Security standards, information insurance
- Security across borders
- The threat of terrorism from a Telco's perspective
- Outsourcing related to security aspects

All ETIS members are in the same business and use the same technologies and often have the same challenges regarding information security. They often co-operate in the provision of service to customers, or in specific business relationships.

There is much to be gained by working together. The quality of security can be improved, the ultimate performance of business can be improved and customer service enhanced. The impact of criminal activities against one or more members can be reduced through information sharing and co-ordinated activities.

The working group held three physical meetings during this reporting period as well as conducted phone conferences.

The Information Security Working Group had a meeting in Brussels, Belgium on 24 September 2004 which was kindly hosted by Belgacom. The purpose of this meeting was to discuss IT Network Security and Client Security under the earlier discussed and prioritised area of Information Security Standards.

ETIS then held a second Information Security Working Group meeting which was hosted by Telenor in Oslo, Norway on 20-21 January 2005. The meeting covered a wide range of security related topics such as Information Security Culture, Resilience & Recovery of Telecommunications networks, Revenue Assurance, VoIP Security, Sarbannes-Oxely and Data Retention.

The last meeting in the reporting period was hosted by Turkcell in Istanbul, Turkey on 14-15 April 2005. The meeting began with a tour of Turkcells network center and the presentations covered a wide range of security related topics such as Information Security Management, WARPs, Data Retention, End user Security, Boundaryless Networks and Information Security Awareness Campaigns.

*'Phishing is a detrimental activity that may impact e-commerce severely. In certain aspects, protection against phishing is similar to protection versus spam. Software suppliers are working on new statistical based solutions that may provide important part of a greater defence. Such software is rather costly but can become economically more attractive if we join purchasing forces under the umbrella of ETIS.'*

**Torkel Norda**  
**CIO Office - Teliasonera**



Information Security Working Group Meeting  
 Hosted by Turkcell in Istanbul

## DATA RETENTION

The Information Security Working Group has also been hard at work responding to the Data Retention issue from the European Commission under the guidance of Thomas Tschersich from Deutsche Telekom. In 2004, ETIS has sent a letter regarding the 'Framework Decision on the retention of data', the Commissioner for Enterprise and the Information Society within EU, on behalf of our Information Security WG members, as a follow up from the roundtable discussion in Stockholm. The recommendation would be to look at data preservation rather than data retention as this could be less costly to business and provide quicker response to law enforcement authorities.

The group has put up a joint front to deal with this issue and has created a survey to measure the potential cost of data retention to the Telcos. This data will be used to support all lobbying efforts whether it will be via individual members companies or lobbying bodies like ETNO and ECTA.

## PARTNERSHIPS

The ETIS Information Security working group has also been adopted as 'the Telcos representing body' within ETR2A, which is the European Telecommunications Resilience and Recovery Association and a partner of ETIS.



**Think Big - Start Small - Deliver Quickly!**



**Bjorn Larsen - Telenor**  
Chairman of the Information Security Working Group

*'Chairing a working group in ETIS gives you access to a first-class network of professional colleagues around Europe. It also puts you in a position of influence on the agenda for information security in the telco world. I have enjoyed my time as a chair for this working group and can highly recommend the position. It's fun, interesting and opens up a large network.'*

**Bjorn Larsen - Telenor**  
**Information Security Group Chairman**

### WORKING GROUP PARTICIPANTS

Telenor, BT, Deutsche Telekom, Teliasonera, TDC, Turkcell, Belgacom, Vimpelcom, TMN, Slovak Telekom, Czech Telecom, Swisscom, Lattetekom, Versatel, OTE, CYTA, Makedonski Telecom, HP, IBM, Siemens, The Open Group, ETR2A

## Electronic Billing WG

In recognition of the growing interest in electronic commerce, and of billing as an integral part of this, ETIS set up a working group to develop and promote the use of a standard subset of the UN EDIFACT INVOIC message. This subset was completed some years ago and is now in everyday use within several ETIS member companies, and is in a trial phase within other companies.

The Electronic Billing Group (EBG) has been dealing with the development of standards for electronic end-customer billing since 1992. Standards developed by the group are implemented successfully by many Telecom providers. Due to the fact that new technologies have to be supported, the EBG is mainly focused on XML developments today. However, the group's EDIFACT subsets for billing in the telecommunication world are also maintained and widely used.

One major meeting was held last year on 7-8 October 2004 in Larnaca, Cyprus and was hosted by CYTA. This two day meeting began by providing an information session for newcomers and presenting the latest activities of the Electronic Billing group, in particular the XML Billing package which was ready to be used by the Telecom industry. The rest of the meeting was focused on dealing with technical issues and dealing with Electronic Billing Group matters.

This meeting was targeted towards the existing members of the Electronic Billing group as well as some potential new members and observers. Companies such as Deutsche Telekom, Austria Telecom, CYTA, GLI, T-Systems, Amdocs and Maltacom participated in this meeting.

### LOOKING AHEAD

The priority of the EBG is to have its XML deliverables for Electronic Billing used by as many ETIS members as possible. In order to do this the group has been approaching some key Telco Billing suppliers to help spread the use and acceptance of the EBG XML schema as a standard for Telco-billing.

Beside the XML schema itself the EBG offers a converter software which allows to create an XML file based on the group's XML schema from any existing in-house file and also to define a flat file from this XML data. A Data Model, Code Lists, draft style sheets and a demo tool are also available.

### NEW PARTICIPANTS

The EBG was pleased to announce that Maltacom joined the Electronic Billing Working Group in November 2004 after participating in the EBG meeting in Cyprus.

#### WORKING GROUP PARTICIPANTS

Deutsche Telekom, GLI, KPN, Magyar Telekom, Slovak Telecom, T-Systems, SPEOS, Telekom Austria, Maltacom



EBG / EA Working Group Meeting  
hosted by CYTA  
Larnaca, Cyprus - 7-8 October 2004

## International Settlements WG

The ETIS International Settlements Working Group is a group of experts from different Telecom Operators dealing with the developments and implementation of standards for electronic data interchange of accounts, invoices and settlement statements for global intercarrier billing and accounting.

This year, the IS Group worked actively through telephone conference calls, physical meetings (one of them kindly hosted by TeliaSonera in Stockholm), exchange of email messages and discussions posted on the ETIS members corner forum dedicated to the International Settlements Working Group.

First and foremost, a new Management Team was elected with Vegard Halvorsen from Telenor as Chair of the group, Gertrud Halter from Telekom Austria and Gisela Huber as Vice-Chairs. Multiple tasks were shared among the members of the group leading to real achievements:

The group reviewed the User Guide, which defines the standard content and format for all files to be exchanged between Telecom Operators to support the International Settlements operations. This document was renamed 'Technical Reference Document' and it consists in the description of the ETIS Flat File formats to be maintained according to recommendation D.190 from the ITU.

As a result, the group has been able to involve billing system vendors in the implementation of the solution and the group offered them the possibility to find a common agreement, consisting of integrating their solution in their product and customizing it for ETIS members. As a matter of fact, the implementation scenario is different in every case, depending on the billing software that has been developed for each carrier.

In addition, some members showed further motivation and interest by complementing the physical meetings with conference calls in order to update the carrier code tables. New code tables are now available and an effective process for updating operators table has been put in place by the working group.



International Settlements Working Group meeting  
hosted by ETIS  
Brussels - September 2004

The group was also able to discuss more generic questions and ideas such as:

- the use of a converter,
- Carrying out surveys and questionnaires on an ongoing basis to keep the group updated on new trends and obligations
- ITU topics, like 'Changes in the Accounting Procedures'
- VoIP/Next Generation Network products and their impact in the billing environment

### WORKING GROUP PARTICIPANTS

Deutsche Telekom, Marconi, Maltacom, Magyar Telekom, NITEL, Slovak Telekom, TeliaSonera, TDC, Telekom Austria, Telecom Serbia, Telekom Slovenije, Telenor, Telesur

## Enterprise Architecture WG

This group continues to arouse a great deal of interest. The core members are TeliaSonera, Cyprus, KPN, Czech Telecom, TDC, Belgacom, and Maltacom and they have been joined often during the year by Telenor, BT, Deutsche Telekom, Versatel, Slovak Telecom, Elion, Magyar Telekom (Matav), and Vimpelcom.

The Year 2003/2004 was notable because of the production of the Application Usage Study. This last year has seen a most lively and in depth exchange of information on a number of 'hot topics' by a series of experts from a number of participating companies. The group was also supported and informed by Associate members HP and Graham Technology, and by invited speakers from Intelliden and ISOC Belgium.

### CORPORATE GOVERNANCE & IT GOVERNANCE

There is an increasing emphasis on corporate governance world-wide, partly because of the corporate scandals such as ENRON, and partly because of the increasing awareness of the fundamental role of (information) technology, and the need for good management to be seen to be done. This in turn has an effect on IT Governance, and the need to have processes in place to manage and control the use of IT. A major topic of discussion has been and continues to be Aligning Business and IT Strategies.

There are major initiatives in many companies, such as KPN, TeliaSonera to ensure conformance to Sarbanes-Oxley. The group has exchanged views on best practice in these and related topics including the role of the CIO, how to get maximum benefit from mergers inside and outside the organisation. Under this general heading could be included topics such as Service Management, Service Level Agreements, about which participants have exchanged information, as well as comparing sources such as ITIL and COBIT, and so evolving ideas on best practice.

### SEEKING SIMPLICITY

Many companies, TeliaSonera, Telenor and Belgacom among them, have initiatives, owned by the CEO or other top executives to find Simplicity, to reduce product lines, to merge departments (and skills) such as Networks and IT, often traditionally organizationally separate.

This is needed to reduce the complexity as seen by customers, to streamline marketing, to reduce costs, and to achieve synergies. This has given rise to many discussions on 'technical' subjects such as;

- Managing the Applications Portfolio
- EA Integration- Integration Centres of Excellence
- Service Oriented Architectures
- Systems Integration

Within these subjects we have had informative presentations and deep discussions on topics including:

- Data Exchange Models
- MetaData Models
- Corporate Data bases
- Data Warehouse

The use, or indeed the absence of such topics in some companies is of great interest, because it depends often on a Strategic Business decision, which has very important implications for the IT and other technology Architectures, and Strategies. Companies can often be trapped by their past, and must make difficult decisions and strong action to change their situation. No one would disagree that Data is of fundamental importance, and will continue to be so.

### IP PLATFORM

One of the hot topics for all companies is the growing and inevitable move towards an IP platform. This is driven by many forces such as competition, technology, reduced costs, availability of applications, convergence, web services of all kinds, especially Customer Facing.

### WORKING WITH ASSOCIATES

The group has had useful input from two of the ETIS Associate Members, HP and GT. One of our challenges will be to see if we can develop this relationship further in order to get more value from them as suppliers, and whether we are able to find synergies with other major suppliers.

### ADMINISTRATIVE

The Group is chaired by Lennart Lilja of TeliaSonera. Four meetings were held during the year, April 2004 in Brussels, October 2004, kindly hosted by CYTA, December 2004 hosted by Belgacom and March 2005, hosted by Graham Technology in Inchinnan, Scotland.

## TEBIT BENCHMARKING STUDY

This year we made very strenuous efforts to carry out the survey and to publish the results in time for the Budget cycle in most companies. This has largely been achieved. The survey was distributed in mid February, many replies by end of April, cut-off end May, and a first draft produced in June for discussion by the group. The quality of questions too has improved, thanks to the involvement of the Enterprise Architecture Working Group, and the usefulness increased as a result of discussion of the content.

Sadly, the number of participants has not lived up to our hopes, even so, all of them have expressed their satisfaction. This suggests that perhaps either another format or a number of smaller surveys with a limited scope would attract more companies, alternatively we might accept to have a kind of 'rolling' report, taking input as we receive it

Here are some of the conclusions of the report, but we would stress again, that the greatest value lies in participation, the availability of the full report, and the discussion of the content.

The productivity of employees continues to rise, measured by revenue per employee 4% increase, or customers per employee, 11% increase.

IT spend as a proportion of revenue has fallen by about 5% to 4.5%, small but in contradiction to general views. IT spend per customer is also down by more than 14% to less than 20 Euro per customer.

IT spend per employee is down by almost 5% in the last year. The average spend on training per head of IT person remains almost the same at around 900 Euro per person.

Outsourcing seems to be increasingly mature, we have more instances per company than last year, and fewer instances of 'not satisfied'. The report gives more detail.

Finally looking at the Main Business Drivers, we see...

- Improving Service to Customers. This is quoted in 20% of all cases, back to first place again after being relegated to second place last year.
- Cost Reduction and Revenue related topics, this year in second place to Customer Service.



Enterprise Architecture Meeting  
hosted by CYTA in Cyprus

- Improved Time-to-Market and Product related topics, such as availability of Broadband, Triple play.

We will continue our analysis of the data we receive from members and we would like to encourage more members to participate.

### EA WORKING GROUP PARTICIPANTS

BT, TDC, Belgacom, Telenor, TeliaSonera, Czech Telecom, CYTA, Lattelekom, Turkcell, Slovak Telecom, OTE, Vimplecom, KPN, Magyar Telekom

## ETIS Information Services

### NEW ETIS WEBSITE LAUNCHED

One of the main activities of the Central Office this year has been the complete revision of the ETIS Website with regards to design, technology, structure and content. The goal of this exercise was to create a stronger site integrating all of the ETIS information services whilst improving functionality, user-friendliness, technical capabilities and ease of maintenance.

Special attention has been placed on the layout of the welcome page as well as the integration of the Members Corner and the new ETIS Portal.

The new ETIS website has a host of new features such as:

- New functionalities (universal search function, industry news-feeds, dynamic calendar, etc...)
- New menu system & simplified navigation
- Seamless integration with the ETISPortal.org, E-Telit & Members Corner
- Working group pages integrated into members corner
- Quick links to key site areas
- More modern design, look and feel, in line with the new ETIS marketing image & branding

The discussion forums, search engines, email alerts, distribution lists and upload functions all help to facilitate knowledge sharing in between the physical meetings. All of these features have been design to reinforce the use of the ETIS website as a 'knowledge hub' and to better share information with our members and the Telecom industry as a whole.



New ETIS Website Launched Summer 2005

### ETIS PORTAL LAUNCHED

In an effort to continually increase the sharing of knowledge between our members ETIS has launched an ICT portal - [www.ETISPortal.org](http://www.ETISPortal.org). The primary objective of ETISPortal.org is to give users fast and reliable access to ICT information for Telcos.

The portal brings together relevant websites focused on topics related to ICT use in Telcos, similar to a 'specialised ICT library'. In order to do this a Directory has been created which organise thousands of ICT related websites into useful categories. A powerful search engine has also been created to help you search through thousands of indexed web pages as well as the ETIS website and Members Corner. Additionally, the portal consists of a number of features such as daily industry news-streams, links to info-sources & events, discussion forums, polls and more...



Former ETIS Website 2003-2004



ETISPortal.org Launched May 2005

## ETIS Strategic Review 2005 - 2007

Last year's Annual Report gave an update on the implementation of the Strategic Plan set out in early 2003, which was without doubt the most important change undertaken by ETIS, and had the most profound effect in bringing ETIS up to date and creating a really vibrant and lively organisation.

It was natural therefore to ask the question near the end of 2004 - 'Do we need to carry out a fresh Review of ETIS?' After some discussion, in Cyprus at the Council Meeting in October 2004, it was agreed that no organization can afford to stand still, it must be constantly questioning itself, and renewing itself.

A process similar to that carried out in 2002/2003 was begun, but this time with several new Council members. The outcome was finally agreed at the Management Board Meeting in Bonn on 21 April 2005.

One of the outputs of this strategic exercise was the creation of a new ETIS Mission and Vision in line with the new strategic objectives.

The Strategic Objectives for 2005-2007 are as follows:

1. To increase the participation and business value of all ETIS activities.
2. To have 30 active, vigorous members by April 2007.
3. To improve the Benefits of Associate Membership to Members and Associates substantially.
4. To obtain the support and commitment from ETIS members Management to ETIS ideals.
5. To improve the value to members of the 'Partners' Program.

As this report is going to print, the Council members have taken individual responsibility for the different Strategic Objectives, and they have developed detailed plans and actions to ensure that these objectives are realised over the coming years.

### **NEW ETIS MISSION...**

*To enable its members to improve their business performance by personal exchange of information on using ICT effectively.*

### **NEW ETIS VISION...**

*To be the acknowledged best platform for sharing knowledge on the use of ICT in Telcos.*



## Balance Sheet & Income Statement as at 31st March 2005

<b>ASSETS</b>		
<b>FIXED ASSETS</b>		<b>47,029</b>
<b>TANGIBLE ASSETS</b>		<b>38,960</b>
- Furniture and vehicles	9,206	
- Other tangible assets	29,754	
<b>FINANCIAL ASSETS</b>		<b>8,069</b>
<b>CURRENT ASSETS</b>		<b>1,146,324</b>
<b>AMOUNTS RECEIVABLE WITHIN 1 YEAR</b>		<b>461,507</b>
- Trade debtors	458,020	
- Other amounts receivable	3,487	
<b>INVESTMENTS</b>		<b>437,402</b>
<b>CASH AT BANK &amp; IN HAND</b>		<b>239,774</b>
<b>DEFERRED CHARGES &amp; ACCRUED INCOME</b>		<b>7,641</b>
<b>TOTAL ASSETS</b>		<b>1,193,353</b>
<b>LIABILITIES</b>		
<b>EQUITY</b>		<b>651,429</b>
<b>RESERVES</b>		<b>247,894</b>
<b>ACCUMULATED PROFITS</b>		<b>403,535</b>
- Previous years	326,075	
- Current year	77,461	
<b>CREDITORS</b>		<b>541,924</b>
<b>AMOUNTS PAYABLE WITHIN 1 YEAR</b>		<b>102,340</b>
- Trade debtors	70,987	
- Taxes, remuneration and social security	31,353	
<b>Accrued charges &amp; deferred income</b>		<b>439,584</b>
- Accrued charges	659	
- Subscriptions 2005/2006	438,925	
<b>TOTAL LIABILITIES</b>		<b>1,193,353</b>
<b>INCOME STATEMENT</b>		
<b>OPERATING PROFIT</b>		<b>71,081</b>
<b>OPERATING INCOME</b>		<b>652,867</b>
- Turnover	640,915	
- Other operating income	11,952	
<b>OPERATING CHARGES</b>		<b>-581,787</b>
- Services and other goods	-418,235	
- Remuneration, social security costs and pensions	-134,949	
- Depreciation on assets	-21,388	
- Other operating charges	-7,215	
<b>FINANCIAL RESULT</b>		<b>6,380</b>
<b>FINANCIAL PRODUCTS</b>		<b>7,314</b>
<b>FINANCIAL CHARGES</b>		<b>-934</b>
<b>Extraordinary Result</b>		<b>0</b>
<b>Profit for the period available for appropriation</b>		<b>77,461</b>

THE ETIS FINANCIAL YEAR IS FROM APRIL 1ST TO MARCH 31ST (ALL FIGURES IN EURO)

## ETIS FULL MEMBERS



## ETIS ASSOCIATE MEMBERS



## ETIS PARTNERS





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