ETIS - The Global IT Association for Telecommunications

e-tel*it* Newsletter

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e-tel*it* Editorial

Dear e-tel*it* Readers,

Welcome to the last edition of the e-telit of 2010. First of all we would like to thank everyone who attended the ETIS Community Gathering 2010 which was hosted in Stockholm on October 14/15. This highly successful event brought together 153 participants from 54 companies to share knowledge on key ICT issues facing the Telecom industry.

This has been an exciting year as ETIS has continued to show record levels of activity and cover many new topics and activities. ETIS has been hard at work setting the agenda for the coming year and the dates and locations of all the working group meetings for the first six months of 2011 can be viewed below.

A good part of 2010 was spent designing and building a new ETIS members' corner. The goal of the new site is to take advantage of web 2.0 technology, social networking and collaboration tools in order to encourage more openness and sharing of information online and in between the physical meetings. We are currently testing the site and the plan is to launch the new site in January 2011.

2011 will be special year for ETIS as it will celebrate its 20th anniversary. To mark this special occasion ETIS will be hosting its ETIS Community Gathering in Cyprus on 13/14 October 2011 so be sure to already put this date in your calendars.

We hope to see you all again in 2011 and that you will once again benefit from the numerous opportunities for sharing knowledge with your peers. Last but not least, on behalf of ETIS , I would like to take this opportunity to wish you all a happy holiday season and a prosperous new year.

Yours Sincerely,

Fred Werner
Business Development Manager

ETIS NEWS

ETIS Community Gathering 2010 Summary

ETIS Members met in Stockholm on October 14/15 to share knowledge at the ETIS Community Gathering 2010. The Gathering was held in conjunction with the 40th Management board hosted by TeliaSonera. This highly successful event brought together over 150 participants from 54 companies to share knowledge on key ICT issues facing the Telecom industry.

The Gathering began with a common session on the topic of '*The Future of Telecom Services – How to stay relevant in a 2.0 world*'. The session looked at the future of Telecom services, with an emphasis on how service providers can position themselves to get the full value out of their next generation network investments, as well as how to monetize new services, applications and partnerships. The keynote presentation was made by Lars Nyberg, CEO of TeliaSonera who outlined his 'One Company' strategy with an emphasis on world class customer service.

The remainder of the Gathering was dedicated to parallel sessions for the following working groups: Information Security, Enterprise Architecture, Billing, Procurement & Vendor Management, Business Intelligence & Data Warehouse and Customer Self Service. The Gathering also featured a CIO Stream that covered the topics of Next Generation Networks, using and offering Cloud services as well as architecture and anti-trust issues.

This Gathering was an ideal opportunity for all of the members, associates, partners and working groups to get to know one another, learn about each other's activities, plans and expectations and above all, share knowledge.

ETIS will be hosting its ETIS Community Gathering in Cyprus on 13/14 October 2011. This meeting is open to ETIS Members, Associate Members, Partners and Working Groups participants. If you are interested in membership or sponsoring this event please contact Fred Werner at, fw@etis.org

ETIS Anti-Spam Best Practices 2010

In early 2007, ETIS initiated a pilot project to explore the potential of active Anti-Spam co-operation among ETIS member ISPs. This has now turned into an established ETIS Anti Spam Co-operation Group who's members are Telecom Italia, KPN, TDC, Telenor, Belgacom, Turk Telekom, Deutsche Telekom, Swisscom and BT.

One result from the project, was a specification of best practices in anti-spam as an advisory document for the ETIS community and beyond.

The purpose of this advisory document is twofold:
- Specify a baseline set of best practice measures in Anti-Spam that is both effective and feasible within the business context of most ETIS member ISPs.
- Specify a supplementary set of measures that may be adopted by ETIS member ISPs who already have an effective Anti-Spam baseline in place, but wish to develop their maturity in this field in further.

The document was recently revised by our members during the last Anti-Spam

ETIS Events

Below is an overview of the confirmed Working Group meeting dates and locations for the first 6 months of 2011.

Information Security WG
27-28 January
Hosted by Telenor in Oslo

Procurement & Vendor Management WG
24-25 February
Hosted by Swisscom, Zurich

Customer Self Service WG
3-4 March
Hosted by KPN, Amsterdam

Enterprise Architecture WG
10-11 March
Hosted by Telecom Italia, Rome

Anti-SPAM Co-operation
17-18 March
Hosted by Returnpath, Berlin

Business Intelligence & Data Warehouse WG
31 March-1 April
Hosted by TeliaSonera (eurasia) Istanbul

Billing WG
14-15 April
Hosted by OTE, Athens

Information Security WG
5-6 May
Hosted by Slovak Telekom, Bratislava

Procurement & Vendor Management WG
19-20 May
Hosted by Belgacom, Brussels

ETIS 41st Management Board
26 May
Hosted by A1 Telekom Austria,

meeting hosted by Cloudmark in London on 23/24 September. A special thanks is also in order for Jaco Blokker from KPN who was responsible for compiling all the updates.

The document is available for download from our website at:
http://www.etis.org/activities/antispam2010form.asp

For more information on how to join the Anti-Spam Co-operation Group, please contact Fred Werner at fw@etis.org

ETIS Anti-Spam Feedback Loop Project

During the past year the members of the ETIS Anti-Spam Co-operation Group, started to formulate ideas on a project which would help reduce the spam volume of incoming mail streams by optimizing existing data and resources. Led by KPN and TDC the basic idea was to utilize the data each ISP has on the spam being sent to each other to create statistics and identify the sending culprits on each other's networks.

Reporting back to the sending ISP details on abusive mail originating from their mail system in a format which can be machine read and therefore automated was an essential part of any labour saving spam detection system. Individually each ISP has great data about what is hitting their network but sadly an inefficient amount about what is leaving. What leaves your network... arrives into someone else's and collectively the ETIS members are the best qualified to help each other. Together they have the bigger picture.

Most external data sources are expensive and never deliver a 360 degree view. This ETIS project allows each member to share complaints with all other participating members, while fully adhering to European data privacy regulations, and delivers useful statistic measuring successful spam reduction, relative to each other and over time.

This project is not only open to all ETIS members, even those who are currently not participating in the Anti-Spam Co-operation Group, its success depends on it. We would like to take this opportunity to ask those not yet participating to come forward and join this project either by attending our regular meetings or by participating online.

This project is being run with the support of Return Path: http://www.returnpath.net
For more information and details on first steps, please contact Fred Werner at fw@etis.org

TOGAF Certification Training

On 14-17 September our members gathered in Bonn for a TOGAF Certification Training offered by ETIS in co-operation with Detecon. The TOGAF training received a lot of positive feedback and was much appreciated by the members of the ETIS Architecture Working Group. The organization, facilities and logistics were perfectly handled.

One of the benefits is that the training also arranges for the certification of attendees with The Open Group who owns the TOGAF certification. The content of the training follows the TOGAF curriculum. An added benefit was the Detecon content which helped to complement the TOGAF methodology.

In conclusion, the TOGAF training was very informative and could be useful for members who want to find a way of making it work in our Telcos. It's a very

Vienna

ETIS CIO Executive Forum
27 May
Hosted by A1 Telekom Austria, Vienna

Enterprise Architecture WG
9-10 June
Hosted by TeliaSonera, Stockholm

Customer Self Service WG
16-17 June
Hosted by Deutsche Telekom, Berlin

For additional information on how to join these meetings please contact Fred Werner at fw@etis.org

Media Partner Events

Anti-Botnet-Advisory Centre, a service from eco – Association of the German Internet Economy with support from the Federal Office for Information Security (BSI).
More info: https://www.botfrei.de

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adaptable model but requires help to startup and keep the first project running. When implemented it could accelerate architecture projects considerably.

This certification is offered to ETIS members as part of the ETIS membership. The next TOGAF certification training will take place on 20-23 September 2011.

TeBIT Benchmarking 2010

ETIS is very pleased to announce its very close to finalising TeBIT 2010 Report.

TeBIT is the yearly IT Benchmarking Survey that ETIS carries out. The Survey allows members to compare their own effectiveness and efficiency with others, and it also provides an opportunity for the exchange of experiences and knowledge about business drivers and KPIs in the telco industry.

This year the joint effort of ETIS & Boston Consulting Group managed to increase the interest of the members and recruit 14 member companies.

ETIS recently hosted a meeting in Brussels 13 December to present and discuss preliminary results. The findings are very interesting, creating numerous actionable recommendations. The final TeBIT 2010 Report will be distributed early next year.

For more information on how to join TeBIT please contact Eirini Markoula at: em@etis.org

ETIS Gathering 2010 - Spotlight on Sponsors

>> Gold Sponsor - Introducing Sybase
Sybase, an SAP company, serves hundreds of communications service providers of all types in North America, Europe, Asia, and Africa. These providers depend on powerful Sybase technologies to answer questions that were previously impractical or impossible, and deliver the business-critical information they use to ensure efficient network utilization, customer satisfaction, and service reliability.

More than 250 operators use Sybase IQ technologies to dramatically reduce the "time to answer" in the battle to grow revenues and protect profits in highly saturated markets. Sybase products and services empower Communications Service Providers to harness the value of data to reduce customer churn by giving carriers the network and business information they need to resolve problems quickly. Using Sybase technologies CSPs are increasing their ARPU and AMPU with new service offerings based on precision analysis of customer usage and profitability.

Sybase is recognized globally as a performance leader, proven in the most data-intensive industries — including telecommunications — and across all major systems, networks, and devices. Sybase is proud to sponsor the ETIS Community Gathering 2010.

For more information: www.sybase.com. Read Sybase® blogs: blogs.sybase.com. Follow us on Twitter at @Sybase.

>> Silver Sponsor - Introducing Ericsson
Ericsson is a world-leading provider of telecommunications equipment and related services to mobile and fixed network operators globally. Over 1,000 networks in more than 175 countries utilize our network equipment and 40 percent of all mobile calls are made through our systems. Ericsson is one of the few companies worldwide that can offer end-to-end solutions for all major mobile communication standards.

Through our Sony Ericsson Mobile Communications joint venture we offer a range of mobile devices, including those supporting multimedia applications and other services allowing richer communication.

We invest heavily in R&D and actively promote open standards and systems. Also reflecting our ongoing commitment to technological leadership, we have one of the industry's most comprehensive intellectual property portfolio containing over 23,000 patents.

Our origins date back to 1876. The parent company is Telefonaktiebolaget LM Ericsson (company registration number 556016-0680). Our headquarters are located, and the Board of Directors is seated, in Stockholm, Sweden.

For more information, please visit: http://www.ericsson.com

>> Bronze Sponsor - Introducing Detecon

Detecon is one of the world's leading consulting companies for ICT management consulting. Our services focus on consulting and implementation solutions which are derived from the use of information and communications technology (ICT). They encompass classic strategy and organization consulting as well as the planning and implementation of complex, technological ICT architectures and applications. Detecon's expertise bundles the knowledge from the successful conclusion of management and ICT consulting projects in more than 160 countries. Detecon is a subsidiary of T-Systems International, the business customer brand of Deutsche Telekom.

For more information, please visit: http://www.detecon.com

>> Bronze Sponsor - Introducing Comarch

Comarch is a leading supplier of business-driven software solutions and services for telecommunications service providers, including convergent billing, interconnect/wholesale billing, SaaS billing, CRM and self care, as well as inventory, configuration management and network planning, in addition to network and service assurance. Comarch's portfolio also includes service quality management software and the development of mobile applications and services.

With 17 years of experience, Comarch is an expert with regard to the design, implementation, as well as integration of its solutions and services. Comarch works with customers from four different continents, including some of the market's largest players, such as T-Mobile International, E-Plus Germany, Vodafone Germany, Telefónica O2 Germany, as well as MVNO operators, such as Auchan Telecom, France.

Comarch's solutions for telecom operators are intended for Fixed, Cable and Broadband Operators, Mobile Operators, Wholesale Departments, MVNO/MVNE Operators, ISPs and VoIP Operators, Content Providers and IPTV Operators, and Satellite Service Providers.
More information is available at: telecoms.comarch.com.

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