> ## User Group Work Programme
> ## June 1999

Source: ETSI User Group Chairman

1   BACKGROUND

1.1   First stage

The ETSI User Group intended to gather User representatives and, in particular IT&T managers, from different countries and activity sectors in order to analyse different subjects (topics), each of them being dealt with in one Topic Group.

In this framework:
The topic 4 - Network/Service Management Information provided by the PNOs has been completed;
The topic 8 - Testing and Certification is in process;
A first analysis on available information on topic 7 - Security of Information Policy has been started;

1.2   Second stage

A survey has been carried out among telecoms managers with 25% of interviewees from SME via 100 telephone and 24 face to face interviews among 5 European countries:
- France
- Germany
- Italy
- Sweden
- UK

The classification by nature of business was the following:
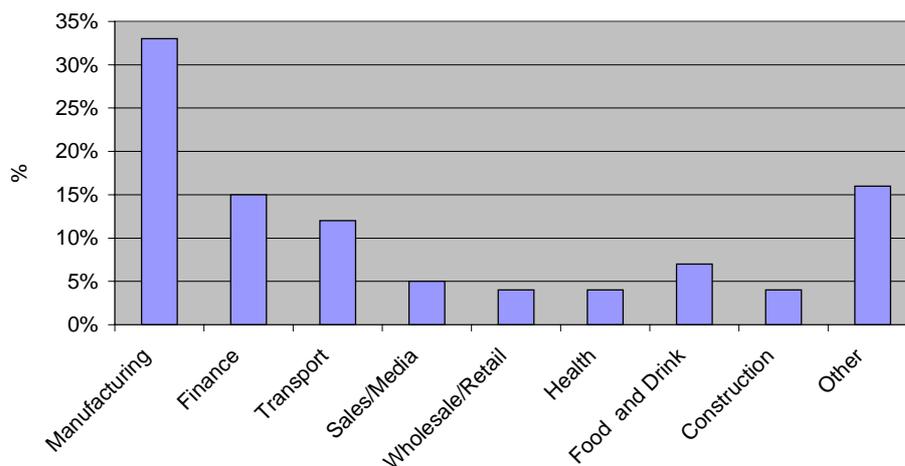
One of the key results of the survey is that a number of user organizations and/or single companies are not willing to contribute directly for several reasons even if a few of these organizations might relay the User Group stuff to their members.

Therefore since not enough users are willing to come to ETSI, we have to come to them to identify their requirements in ETSI's work via workshops on the identified issues, highlighting in a language that users can understand what are the benefits of a standard for the users as well as the advantages and drawbacks of the various possible solutions.

Such workshops will be given in the main European countries with the support of the local organizations (user/consumer organizations or NSO) and as far as possible using the local language to enlarge the audience. Every opportunity to merge with a local event will be taken.

This survey has given the following relative priority order for the topics currently identified as the main users' concerns:

Topic	Value
Security	**65**
LAN Interconnection	**31**
Interfaces	**31**
Services	**24**
Voice over IP	**24**
Management Information	**23**
FMC	**22**
Number Portability	**21**
Testing & Certification	**19**
Residential Gateways	**10**

Within some of these topics, several items have been identified where additional standardization work is required:
e.g. management indicators for:
- Network reliability
- Alarms
- Fault management
- Cost information
- Performance
- Quality

or services in:
- Data telephony,
- Numbering
- Access authentication

Taking into account that the UG is already dealing with Testing and Certification and Cost Management information, that a deliverable on LAN Interconnection is available and that TBs are expected to start soon a new work on User Identification, the UG topics currently identified are:
1. Security of Information Policy
2. User Identification
3. Tools for Management of Quality of Service
4. Generic features of Man-Machine Interfaces
5. Principles for consistency of Services and Applications
6. Voice over IP
7. Fixed Mobile Convergence
The following are for further study:
8. Residential Gateways
9. Number Portability
10. Universal Personal Telecom

These titles should only be understood as a first identification of these issues and may be amended if necessary during the work.

A Working Method has been defined, taking advantage of the experience from the first Topic Groups, in particular aiming to improve the co-operation with the TBs and trying a new approach of the users.

The principles are the following:

- In co-operation with the appropriate TBs a User Group appointed expert will identify which work is on-going on the identified topics, which are the available standards and where users' inputs are the most suitable.
- The User Group representative will prepare a document summarizing the state of the art in the considered area to be presented at a meeting with the users in the main European countries with the support of the local organizations (user/consumer organizations or NSOs) and as far as possible using the local language;
- A workshop during the above event will collect the users comments and requirements in order to identify the current users' concerns among the european user community on these topics;
- A draft report will be prepared by the User Group representative to consolidate the results of the workshops held in the various countries for circulation and comment through the users' community;
- Completion of the final deliverable taking into account the received comments;
- Final approval of the deliverable by the users' community.

2   WORK ITEMS IN PROCESS

2.1   DTR/USER-08 - Testing and Certification

The definitions and the meaning of the concepts and vocabulary used in this area have been clarified, in particular on the following topics:

- Testing
- Certification/Qualification
- Testing specifications
- Conformance testing
- Validation
- Test suites, etc…

The intention is to discover whether or not users, when ordering products/services, are relying in getting products/services actually interworking/interoperable with the following procedure:

- find a standard developed with the aim to ensure interworking/interoperability in the corresponding area and tested accordingly;
- specify product/service conformity to that standard;
- ask for certification of the product/service conformity to that standard.

2.1.1   Context

Acceptance tests are very popular among users (93% perform such tests) but only 20% are aware that ETSI is developing conformance testing specifications when 40% are using testing specifications. 40% would like to participate in the development of such testing specifications.
For 60% a test pass is a credible product guarantee.
The objectives expected from a standardization body in this area are:

Confidence in testing procedures and avoidance of repeated testing	60%
Ensure the existence of a consistent market for testing tools	40%
Share the cost of developing testing specifications between ETSI participants	53%
Use ETSI test specifications in calls for tender	87%
Use ETSI test specifications to show product quality	53%
Provide a common ground for Interoperators service testing	60%

ETSI should decide which laboratories are qualified to carry testing out - and then monitor them
To set a minimum standard for Europe
ETSI should put more pressure on vendors to achieve conformance
Standardisation is up to vendors - ETSI should set general guidelines

2.1.2   Objective

An analysis of the Users' needs regarding testing and certification.

This work will be done through a survey among the European user community and several meetings within the Topic Group in order to improve the knowledge of which types of interworking and

corresponding test and certification are needed.

This will result in:
1. Contribution to a testing and certification policy meeting the IT&T managers' needs.
2. Elaboration of guidelines to the IT&T managers in this area.
3. Possible guidance to Standardization Bodies to improve existing standards.

2.1.3   Key TBs to link with

Liaison will be maintained during the activity with TC/MTS and possible other relevant committees.

3   NEW TOPICS

3.1   USER-07 - Security of Information Policy

Security of information, in this context, embraces all the procedures and systems used to ensure that no one other than authorized persons can access to a piece of information (i.e. read, alter or destroy) and that the information is delivered in the appropriate time to the expected destination. It is not intended to deal with any issue related to harm that an equipment can bring to its user.

The purpose is to identify which type of security procedures and systems users want to ensure the Security of Information and the Privacy they need. It is intended to get enough information to be able later on to define which standardized features are needed at the network level (e.g. remote access, encryption, authentication, network security, firewalls, etc.) provided that appropriate means exist at the application level.

3.1.1   Context

89% users are not at all or not well aware of the current Security standards although there are in >75% in house function for risk analysis, security policy and monitoring. 2/3 think that DES standard is adequate.

Whether Information security regulations should be developed by government or self regulated is quite differently seen with respect of the different countries.

The uncertainty is the same for "trusted certification services" and "management of encryption keys". Nevertheless, standardization of security/encryption is felt crucial in Voice over IP and for authentication of service access interfaces as well.

3.1.2   Objective

Therefore, the first aim is to draft, in co-operation with the relevant TBs, a document explaining the issue to the users in order to raised the key points.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to TBs on that issue.

The purpose is to come to some functional specifications outlining the users' requirements.

3.1.3   Key TBs to link with

SAGE, TC SEC, SMG, EP UMTS, EP TIPHON.

3.2   USER-11 – User Identification

With the current development of telecommunications, telephone numbers are getting more and more digits and are becoming difficult to remember. This is an everyday issue for every body but in the

current business world, easy to remember numbers are crucial to attract consumers.

In this context several studies have been carried out with proposals to use alphanumeric identification rather than purely numeric just like IP addresses and even several identifications for the same physical address.

Using such new concepts, could provide a lot of advantages but also bring some critical drawbacks. Asking users' point of view on this issue could raise some issue to work on in the User Group.

3.2.1   Context

A new STF is expected to be created shortly on this issue with participation of all TBs working in this area.
According to the survey results, numbering is one of the 2 or 3 most popular issues where users think that standardization work is required to enable for better ease of use.

3.2.2   Objective

Therefore, the first aim is to draft, in co-operation with the relevant TBs, a document explaining the numbering issue to the users in order to raised the key points.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to STF on that issue.

The purpose is to come to some generic requirements outlining the users' requirements.

 (To be refined when more information will be available)

3.2.3   Key TBs to link with

Liaison will be maintained during the activity with TC/SPAN, TC/HF, EP/TIPHON, EP/UMTS, ECMA TC32 and other possible relevant committees.

3.3   TOPIC-17 - Erreur! Source du renvoi introuvable.

3.3.1   Context

Although QoS was not a topic of the survey, this issue was raised in several of the topics inquired as a major concern:
e.g. management information:
- network reliability,
- alarm monitoring,
- Fault management

e.g. LANs: 95% would like agreed performance measures.
e.g. interfaces: Fault and information reporting should be standardised
e.g. Voice over IP:
- Voice quality
- Service availability
- Fault management

e.g. FMC: network reliability (95%)

3.3.2   Objective

Therefore, the first aim is to draft, in co-operation with the relevant TBs, a document explaining the quality of service issue to the users in order to raised the key points.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to the appropriate TBs on that issue.

The purpose is to come to some functional specifications able to fulfil the users' requirements.

 (To be refined when more information will be available)

3.3.3   Key TBs to link with

Liaison will be maintained during the activity with TC/STQ and other possible relevant committees.

3.4   TOPIC-06 - Generic features of Man-Machine Interfaces

3.4.1   Context

80% users inquired require standardization of interfaces and those that say standardization will hinder competition ALL think it should still be pursued.
Data telephony, numbering and access authentication are the area where interface standardization is most required to enable ease of use. Unified messaging, call forwarding, voice mailboxes, UPT are also required but at a lesser level. Interface standardization is also required to get better interoperability in most of these areas.
Focus on the man to machine interface
Key areas are
- ease of use
- functionality
- consistency
- ergonomics (where appropriate)
Also concerned with the billing to account interface

3.4.2   Objective

Therefore, the first aim is to draft, in co-operation with the relevant TBs, a document defining the possible generic features of the man-machine interfaces to explain the issue to the users in order to get their point of view.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to the appropriate TBs on that issue.

(To be refined when more information will be available)

3.4.3   Key TBs to link with

Liaison will be maintained during the activity with TC/HF and other possible relevant committees.

3.5   TOPIC-10 - Principles for consistency of Services and Applications

Service providers argue that standardization of services would hinder the development of competitive advantages in this area. Nevertheless, interoperability of services to enable links between various sources of information is also crucial to the users. Therefore, standardization of appropriate interfaces is needed but also some common ergonomic in the activation of services of the same nature from different providers could ease the use of these services by those who have to use several of them.

3.5.1   Context

Data telephony, Numbering and Access authentication are the most often given topics where additional

standardization work is needed. Unified messaging, Call forwarding, Voicemail boxes and UPT got also a score close to the previous ones.

3.5.2 Objective

The first aim is to draft, in co-operation with the relevant TBs, a document defining the possible priciples for consistency of services and applications to explain the issue to the users in order to get their point of view.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to the appropriate TBs on that issue.

(To be refined when more information will be available)

3.5.3 Key TBs to link with

Liaison will be maintained during the activity with TC/SPAN, TC/HF, TC/SMG, EP/EASI, EP/ATA, EP/DTA, EP/BRAN, EP/PTS and other possible relevant committees.

3.6 TOPIC-14 - Voice over IP

Telecommunications over Internet is a technology currently under validation. It is expected that voice communications using such means will not have exactly the same performances as usual communications.

3.6.1 Context

The survey has shown that 20% users intend very seriously and 50% possibly to use voice over IP for all voice traffic. For non critical voice traffic, this figures are in reverse order. In this context, standardization work is required in:
- Voice quality
- Service availability
- Fault management
- Terminals
- Security/encryption

All with a score > 3,7/5

3.6.2 Objective

The first aim is to draft, in co-operation with the relevant TBs, a document defining the possible framework for specifications of the above parameters for voice over IP intending to explain the issue to the users in order to get their point of view.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to the appropriate TBs on that issue.

The purpose is to come to some functional specifications able to fulfil the users' requirements.

(To be refined when more information will be available)

3.6.3 Key TBs to link with

Liaison will be maintained during the activity with EP/TIPHON and other possible relevant committees.

3.7 TOPIC-13 - Fixed Mobile Convergence

Fixed and Mobile Convergence (FMC) is concerned with the provision of network and service capabilities that are independent of the access technique. This does not necessarily imply the physical convergence of networks. It is concerned with the development of converged network capabilities and supporting standards. This set of standards may be used to offer a set of consistent services via fixed or mobile access to fixed or mobile, public or private networks.

An important feature of fixed mobile convergence is to make the subscriptions and services independent from individual access points and terminals and to allow users to access a consistent set of services from any fixed or mobile terminal via any compatible access point. An important extension of this principle is related to internetwork roaming, users should be able to roam between different networks and to be able to use the same consistent set of services through those visited networks. This feature is referred to as the Virtual Home Environment (VHE).

Taking into account that this definition is relevant to the ultimate goal to be reached, users should prioritize the functions to fulfil first in a context of progressive implementation. Any specific concern users may have in this area should also be identified.

3.7.1 Context

It's clear that the user awareness on FMC is rather low and that there is much confusion about this issue even if future use is much expected taking into account that accessing services from fixed and mobile networks is important or business critical to 70% of them. This lack of knowledge is still stronger for VHE.

Therefore, before asking any question to the users it is still more necessary than in the other areas to give additional explanations.

The main concerns in this area are:
- network reliability (95%)
- security
- service consistency when roaming
- Lack of compatibility with other networks

3.7.2 Objective

The first aim is to draft, in co-operation with the relevant TBs, a document explaining the FMC issue to the users in order to get their point of view.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to the appropriate TBs on that issue.

The purpose is to come to some functional specifications able to fulfil the users' requirements.

(To be refined when more information will be available)

3.7.3 Key TBs to link with

Liaison will be maintained during the activity with TC/SPAN, EP UMTS, TC SMG, EP/TIPHON and other possible relevant committees.

4 TOPICS FOR FURTHER STUDY

4.1 TOPIC-15 - Residential Gateways

Since there are projects to develop a gateway which should offer coherent interfaces between home

networks or systems and outside networks, users' requirements in this area should be identified in order to specify which interfaces should be standardized.

4.1.1   Context

The main expectation (90%) in this area is
1.   Defining an evolutionary interface which enables new applications to be added at a later date

Then come 4 other big expectations:
2.   Exchange of information between home and outside networks
3.   Developing a generic interface to support several kinds of appliances with different protocols
4.   Defining a point to multipoint interface which permits the connection of several home automation systems
5.   Defining an interface able to manage the two addressing plans (telecoms and business)

and the 3 last ones are less popular:
6.   Managing supplementary services interactions
7.   Manage access priority with other terminal equipment on same line
8.   Generic terminal equipment

The most popular applications for residential gateways are:
1.   Home PC's linked to corporate networks
2.   Openings like windows
3.   E-commerce/online order processing
4.   Burglar alarms
5.   Heating controls

4.1.2   Objective

The first aim is to draft, in co-operation with the relevant TBs, a document explaining the issue to the users in order to get their point of view.

The following step will be to present this document to the users to get a better view of their needs and requirements.

These requirements will then be consolidated for input to the appropriate TBs on that issue.

The purpose is to come to some functional specifications outlining the users' requirements.

 (To be refined when more information will be available)

4.1.3   Key TBs to link with

Liaison will be maintained during the activity with TC/SPAN, TC/HF, EP/TIPHON and other possible relevant committees.

4.2   TOPIC-12 - Number Portability

Number portability seems to be a key competition enabler, making change of a PNO much easier. Moving to a more attractive operator offer is problematic if a number change is necessary.

In the absence of portability, users are forced to use two operators, one incoming only. This is inefficient.

In such a context there are obvious regulatory issues but the achievement of number portability is also raising standardization issues and it would be crucial to identify the users' needs. In particular how far they expect this portability to take place, within a city, a district, a country, a region or Europe is critical.

4.2.1   Context

The awareness is also rather low on this matter even if 81% users want this service with an extent of location portability to:

Suburb	City	County/state/	Country	Europe
88	94	94	69	31

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4.2.2   Key TBs to link with

(To be refined when more information will be available)

Liaison will be maintained during the activity with TC/SPAN, TC/HF, TC SMG, EP/TIPHON and other possible relevant committees.

4.3   TOPIC-16 - Universal Personal Telecom (UPT)

Universal Personal Telecommunication has been required for many years by moving users to achieve a better efficiency of incoming calls. In the current business context people are more and more on the move and therefore much efficient means are needed to communicate with those people.

In such a context there are obvious regulatory issues but the achievement of UPT in particular between fixed and mobile areas is also raising standardization issues.

It would be crucial to identify the users' needs and in particular which kinds of users are needing UPT e.g. wants to have their incoming calls following them everywhere they stands or to have their own calls charged on their account wherever they call or both.. Another important issue is also to evaluate how far those who need UPT are expecting this UPT to take place, within a city, a district, a country, a region or Europe is critical.

5   TIMETABLE

The following timescale is planned to provide the expected deliverables:

DTR/USER-00008 - Testing and Certification

Preliminary work	11/97 - 2/98
1st meeting	3/4/98
2nd meeting	12/6/98
3rd meeting	27/11/98
4th meeting	12/7/99
5th meeting	30/8/99 - 3/9/99
6th meeting	29/10/99
7th meeting	26/11/99

Draft TS Testing and Certification for approval by the Topic Group	12/98
Approval by the User Community	2/99
Final Draft approved by the User Group	6/99
Published TS	7/99