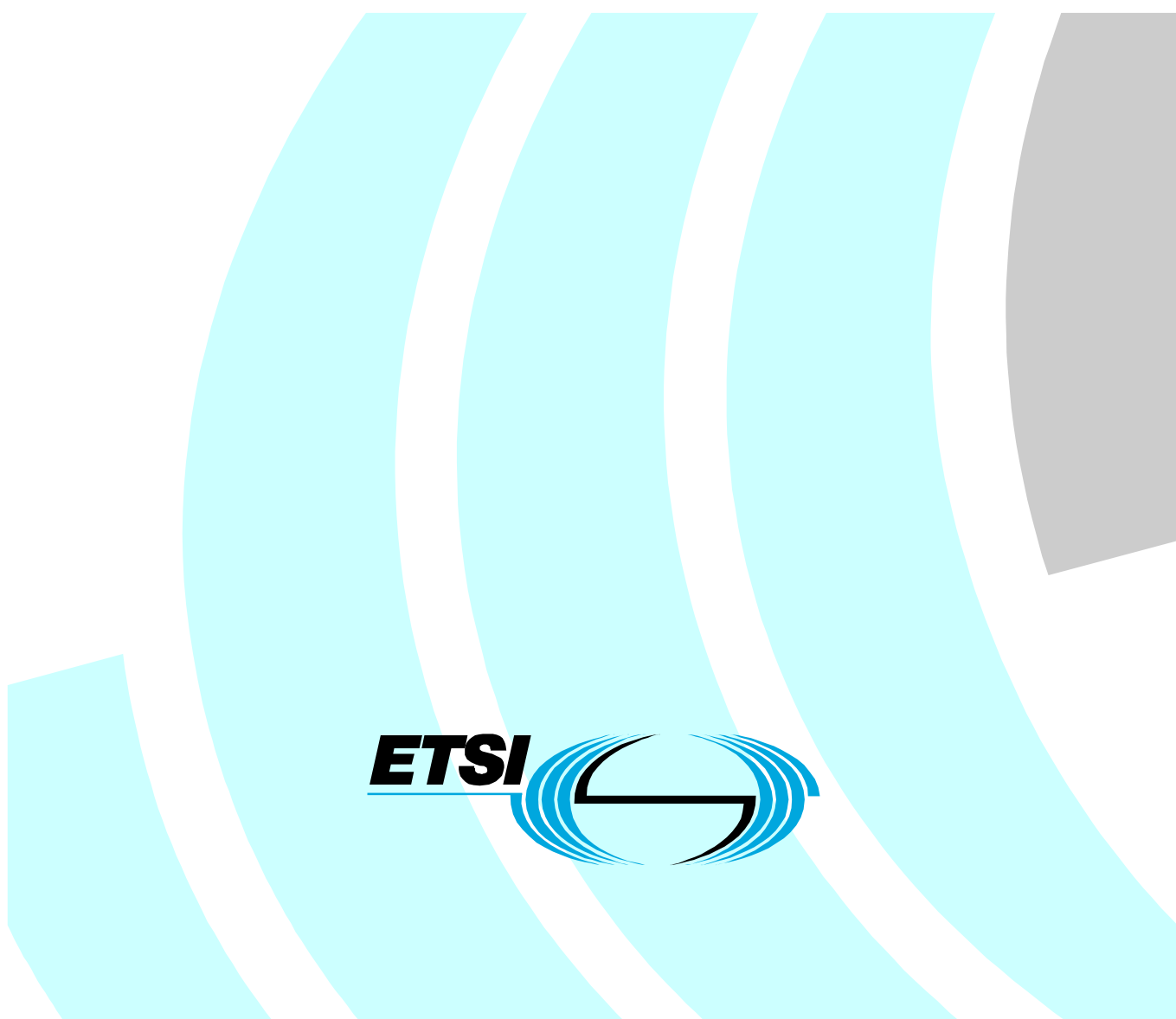


## **User Group; ETSI User members' opinion on ETSI work**

---



---

**Reference**

DSR/USER-00017

---

**Keywords**

ICT, user

**ETSI**

650 Route des Lucioles  
F-06921 Sophia Antipolis Cedex - FRANCE

---

Tel.: +33 4 92 94 42 00 Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C  
Association à but non lucratif enregistrée à la  
Sous-Préfecture de Grasse (06) N° 7803/88

---

**Important notice**

---

Individual copies of the present document can be downloaded from:

<http://www.etsi.org>

The present document may be made available in more than one electronic version or in print. In any case of existing or perceived difference in contents between such versions, the reference version is the Portable Document Format (PDF). In case of dispute, the reference shall be the printing on ETSI printers of the PDF version kept on a specific network drive within ETSI Secretariat.

Users of the present document should be aware that the document may be subject to revision or change of status. Information on the current status of this and other ETSI documents is available at

<http://portal.etsi.org/tb/status/status.asp>

If you find errors in the present document, please send your comment to one of the following services:

[http://portal.etsi.org/chaicor/ETSI\\_support.asp](http://portal.etsi.org/chaicor/ETSI_support.asp)

---

**Copyright Notification**

---

No part may be reproduced except as authorized by written permission.  
The copyright and the foregoing restriction extend to reproduction in all media.

© European Telecommunications Standards Institute 2006.  
All rights reserved.

**DECT**<sup>TM</sup>, **PLUGTESTS**<sup>TM</sup> and **UMTS**<sup>TM</sup> are Trade Marks of ETSI registered for the benefit of its Members.  
**TIPHON**<sup>TM</sup> and the **TIPHON logo** are Trade Marks currently being registered by ETSI for the benefit of its Members.  
**3GPP**<sup>TM</sup> is a Trade Mark of ETSI registered for the benefit of its Members and of the 3GPP Organizational Partners.

---

# Contents

Intellectual Property Rights .....	4
Foreword.....	4
1 Scope .....	5
2 References .....	5
3 Definitions and abbreviations.....	5
3.1 Definitions .....	5
3.2 Abbreviations .....	5
4 Introduction .....	6
5 Questionnaire .....	6
5.1 Who was questioned? Representation of the query.....	6
5.1.1 Users overall by organization type.....	6
5.1.2 Questioned ETSI User members by organization type .....	7
5.1.3 ETSI User members overall by sector .....	8
5.1.4 User group Members questioned by sector.....	8
6 Questions .....	9
6.1 Methods.....	9
6.2 Since when are ETSI Users involved in standardization work? .....	10
6.3 How many standardization meetings are they attending in the ETSI framework?.....	10
6.4 Do they participate in some ETSI TB? Which ones and since when?.....	10
6.5 Why did they become an ETSI member? Did your membership meet your expectations?.....	11
6.6 Benefits gained from participation in ETSI standardization work?.....	11
6.7 Do you consider your participation in ETSI work as valuable for your activity? Why?.....	11
6.8 In your opinion what are the strengths and weaknesses of ETSI work?.....	11
6.9 Would you rate the value/money of your participation in ETSI standardization work? .....	12
6.10 In which fields do you think ETSI should improve? .....	13
6.11 Are you a member of another Standards Development Organization (SDO)? If yes which ones? .....	13
6.12 What are your needs as far as standardization is concerned? .....	13
6.13 How many people in your organization are dealing with standardization? With ICT standardization?.....	14
6.14 Can you define the influence of standardization in your activities?.....	14
7 Conclusion.....	14
History .....	15

---

## Intellectual Property Rights

IPRs essential or potentially essential to the present document may have been declared to ETSI. The information pertaining to these essential IPRs, if any, is publicly available for **ETSI members and non-members**, and can be found in ETSI SR 000 314: *"Intellectual Property Rights (IPRs); Essential, or potentially Essential, IPRs notified to ETSI in respect of ETSI standards"*, which is available from the ETSI Secretariat. Latest updates are available on the ETSI Web server (<http://webapp.etsi.org/IPR/home.asp>).

Pursuant to the ETSI IPR Policy, no investigation, including IPR searches, has been carried out by ETSI. No guarantee can be given as to the existence of other IPRs not referenced in ETSI SR 000 314 (or the updates on the ETSI Web server) which are, or may be, or may become, essential to the present document.

---

## Foreword

This Special Report (SR) has been produced by ETSI User Group (USER).

---

# 1 Scope

The present document aims at assessing the opinion of ETSI User members on ETSI Work.

---

## 2 References

For the purposes of this Special Report (SR), the following references apply:

- [1] ETSI TR 101 019 (V1.1.2): "User requirements; Mobility; Interworking and interoperability between networks".
  - [2] ETSI EG 201 219: "User requirements; Guidelines on the consideration of user requirements when managing the standardization process".
  - [3] ETSI EG 202 308: "User Group; User interoperability criteria".
- 

## 3 Definitions and abbreviations

### 3.1 Definitions

For the purposes of the present document, the following terms and definitions apply:

**consumer:** person or group of persons using telecommunication products/services for purposes outside his/her trade, business or profession

NOTE: Such persons are often referred to as Residential Subscribers (see EG 201 219 [2]).

**interoperability:** capability to ensure the whole set of operations activated when an end-user asks for a service across a mixed environment of different equipment, networks, services including usage services, from different manufacturers and(or) providers (see EG 202 308 [3])

NOTE: Interoperability addresses the different levels: equipment interoperability (terminal, server), protocol interoperability (interconnection), service interoperability (interworking).

**SDO:** organization providing the framework for standard development

**User Group (UG):** Special Committee of ETSI dedicated to User interests

**user:** individuals, including consumers, or organizations using or requesting telecommunications services available on public or private networks

NOTE 1: The user may or may not be the person who has subscribed to the provision of the service. Without any specific addition this word is used to identify the telecommunication user community in general, e.g. end-users and IT&T managers who use products and services possibly conforming to standards (see EG 201 219 [2]).

NOTE 2: Taking into account the current developing automation, a machine has to be considered as a disembodied "user".

### 3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

ICT	Information and Communication Technology
SCUG	Special Committee User Group

---

## 4 Introduction

ETSI User community consists of twenty-six organizations, of which eighteen (see note) gave their opinion on the quality of ETSI work in a survey that was conducted early 2004.

NOTE: Normapme, EPO, ANEC, ANUIT, ITEK, EAN international, Deutscher Amateur Radio Club, Asociacion Espanola de la Industria Electrica, Eurocontrol, ITO, ECBF, AFUTT, PITO, AER, Association of Service providers, International Amateur radio, Kokom and Rete ferroviara Italiana.

The questioned organizations range from non-profit organization to private companies. They take part in the ETSI standardization process, however to different extent, and at different sectors and in different roles. Most of them have been involved in standardization for over 10 years. The survey among the ETSI User members aimed at finding out whether Members of the ETSI User members were satisfied with the standardization work ETSI does, their involvement in this work, and what the benefits are from their point of view.

---

## 5 Questionnaire

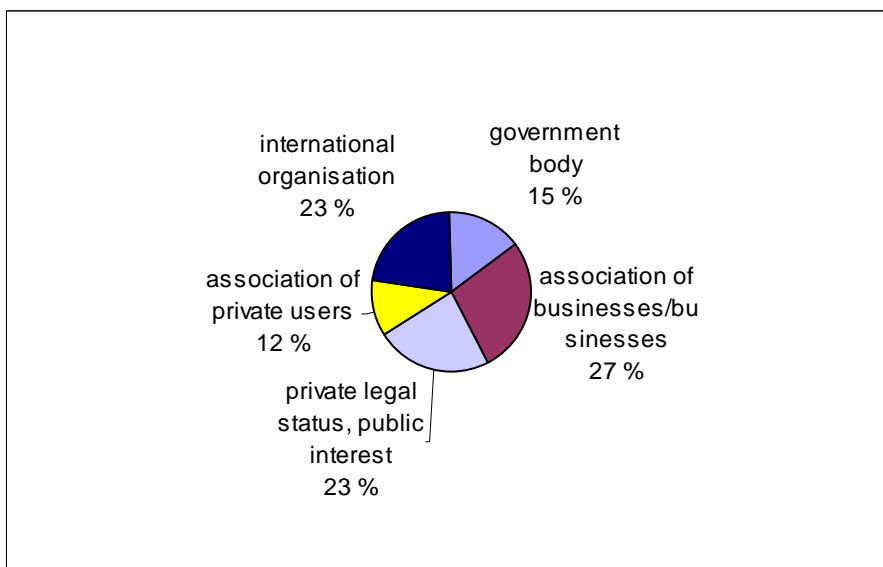
### 5.1 Who was questioned? Representation of the query

In order to evaluate the results of the query it is useful to take a look at who are the ETSI user members with regard to their nationality, the type of organization and the sector in which they are involved. We chose categorization by type of organization because it has great impact on the point of view ETSI user members on standardization. For instance an organization that derives from a public background looks at standardization issues as a representative of their citizens, whereas business organizations will focus on the interests of the businesses they represent. Organizations that represent a certain group of the society (consumers (see note), SMEs etc.) will try approach issues from their groups' point of view.

NOTE: The term "consumer" in English is used for domestic consumers but also for entities that take part in the economic circuit with no regard to being domestic, public or businesses. In the present document a consumer is never a business or a public body, as the EU consumer policies do only refer to domestic consumers as "consumers".

#### 5.1.1 Users overall by organization type

ETSI User member group is made up of international organizations, government bodies, consumers associations, businesses/business associations, as well as organizations that work under a private legal status but in favour of public interest, comparable to a government body.



**Figure 1: ETSI User members by organization type**

Originally, organizations were asked about their size in order to evaluate the impact an ETSI User can have on standardization work - how strongly certain interests are represented.

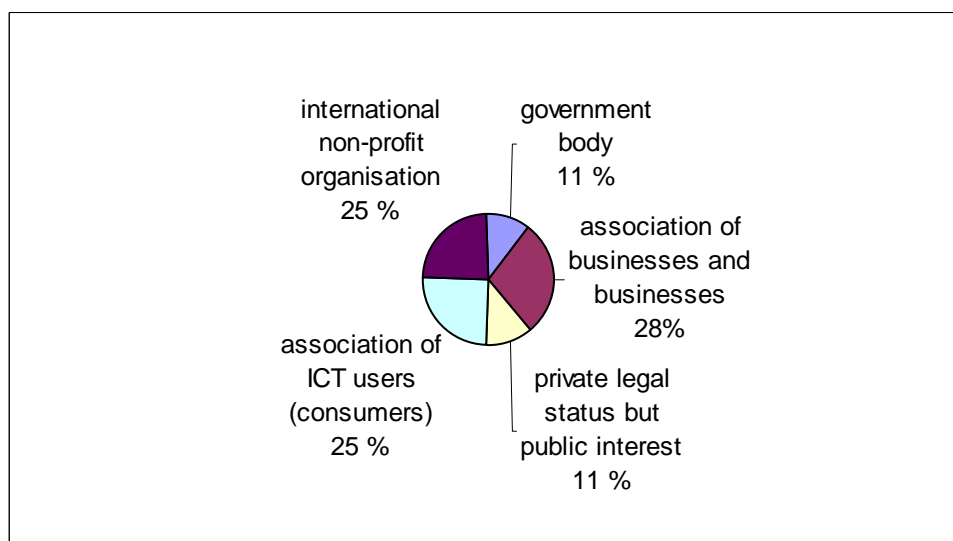
As the structure of associations differs immensely, there is a difficulty to decide how big their influence is from a figure describes the size in numbers.

The largest group of users participating are national or international non-profit associations, which do represent their members in a public interest in fields where ICT appliances are being used widely. Private businesses and associations of businesses represent themselves or their members, and therefore private business interests.

Public and government bodies represent all their citizens, whereas private societies have members that they represent. International organizations have member states or member associations from various countries that represent a certain number of people.

If an organization was marked public, it is still possible that it promotes business, but as or in combination with a public interest.

### 5.1.2 Questioned ETSI User members by organization type



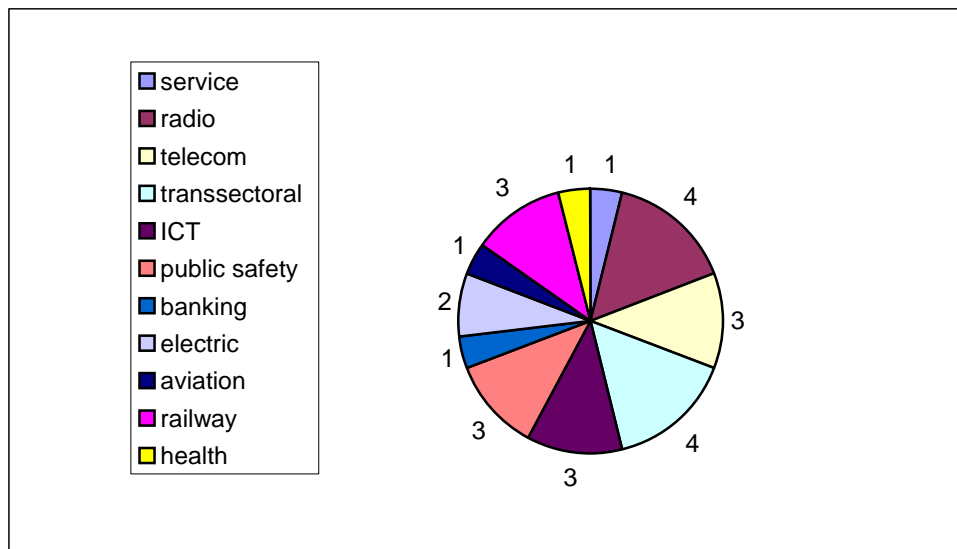
**Figure 2: Questioned ETSI User members by organization type**

The outcome of this survey might reflect better the views of organizations with some sort of public interest, but we also have received input from the business sector.

These charts can only be used for orientation; they are significant only to a limited extent, due to the immense differences in organization structure.

### 5.1.3 ETSI User members overall by sector

Also, to evaluate better the outcome of the answers to our questionnaire, it is useful to look at which economic sectors are represented in the ETSI User members.



**Figure 3: ETSI User members by sector**

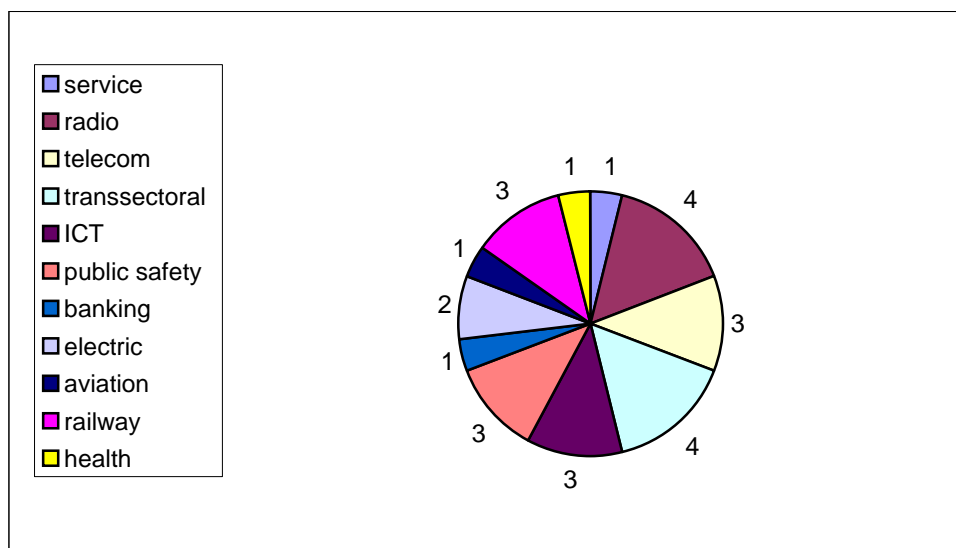
Certainly all of them are involved in ICT being a user of ICT, in this chart those are marked ICT who are at the same time acting as ICT providers or represent ICT providers.

Trans-sectoral organizations are not active in only one certain sector; they rather represent a certain group of civil society such as consumers, SMEs, or follow a particular interest such as supply chain management or patents.

### 5.1.4 User group Members questioned by sector

The following chart shows to which sector the questioned ETSI Users were assorted.





**Figure 4: Questioned ETSI UG members by sector**

Since we have answers from close to all sectors, the following results may well reflect the ETSI User Group as a whole.

By looking at the structure of the ETSI User member group, there might also be a conclusion drawn as to what organizations might find it valuable to participate in it.

This could be useful to decide which action to be taken to invite more or certain organizations to participate in order to strengthen the profile and the activities of the UG.

## 6 Questions

### 6.1 Methods

The questionnaire was composed of thirteen questions, with the goals mentioned above in the introduction.

It has been stated in a precedent survey conducted by OVUM consultancy in 1999 (see note 1) that users find participation in standardization highly important (see note 2). Our questionnaire was more focused on the needs of the ETSI User Members and their opinion on the standardization process with specific regard to standardization within the framework that ETSI provides.

NOTE 1: The survey is available under:

<http://portal.etsi.org/docbox/UserGroup/UserGroup/Archive/General/survey.ppt>.

NOTE 2: OVUM consultancy has conducted a survey in 1999 in which telecom managers were questioned, to find out the opinion of users and User Group on standardization as a whole, which delivered the result that to users standardization is to 55 % very important and to 30 % important. Users stated that they wanted to be involved, by 60 %. Involvement should be improved by approaching users, by conferences, by internet/email and publications.

## 6.2 Since when are ETSI Users involved in standardization work?

Most organizations are involved in standardization work for a long time, many of them ten years and longer.

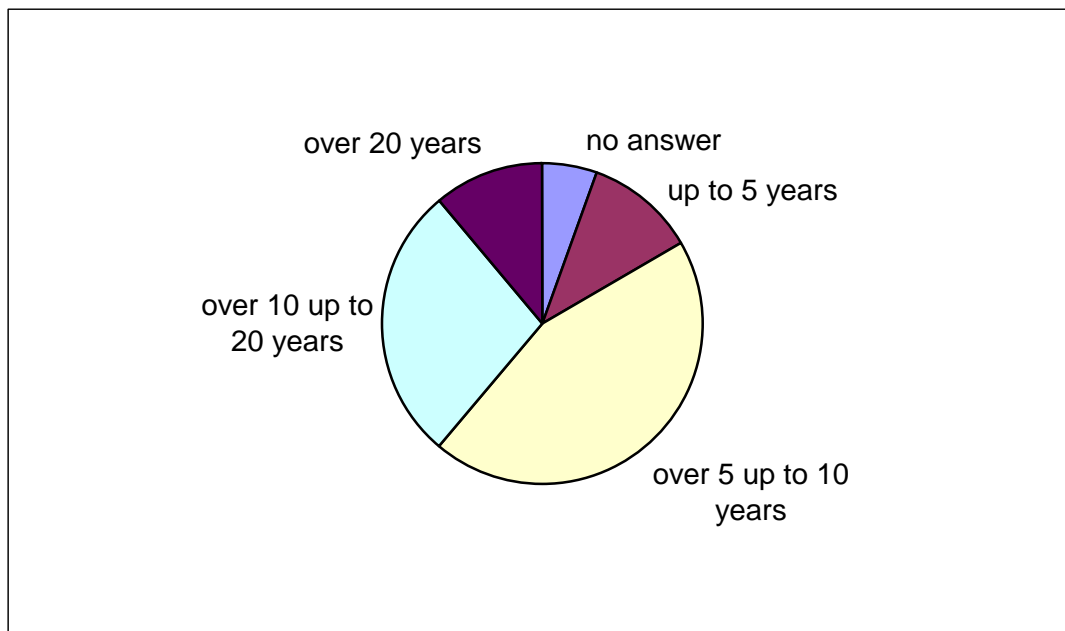


Figure 5: How long are ETSI UG members involved in standardization?

## 6.3 How many standardization meetings are they attending in the ETSI framework?

User members of the ETSI participate regularly in standardization meetings that relate to their sector or are vital to the interests of members that they represent. Only one organization has stated that they do not attend any meetings, adding that they would if it was not for the travel expenses and they always assist when events are taking place in their country.

## 6.4 Do they participate in some ETSI TB? Which ones and since when?

There are only five users that do not participate in any ETSI TBs, all others participate more or less in the field of standardization that concerns their interests.

Therefore ETSI Users are represented in the following areas: TETRA, TISPAN, ERM, Human Factor, STQ, Safety, AT. They also participate in subcommittees.

## 6.5 Why did they become an ETSI member? Did your membership meet your expectations?

Governmental Organizations will underline the importance of developing standards in their field as a reason to become ETSI member. Also, from their side ETSI is being used as a source of information on the standardization process. For example they seek information on new test methods or upcoming problems with product compatibility.

**ETSI is appreciated as a good source of information and a good forum for users.**

Organizations representing sectors certainly want to see standards developed in their sector, namely standards for radio appliances, services, telecommunication etc.. That is their reason to become an ETSI member. They expect to have more influence on the development of standards and the opportunity to enhance the development of standards in their sector being a member of ETSI.

As a member of ETSI businesses also try to grant **interoperability of products**, which is vital to their competitiveness in the market. Also, worldwide used standards are wanted because customized products could damage products of other manufacturers. In the field of interoperability Standardization is the key issue.

International Organizations will underline that they joined ETSI in order to influence the standardization process in the field of ICT in favour of the group of society they represent (SMEs, consumers).

Others are not interested in standardization itself but became a member to have **better access to standards**.

It was remarked that ETSI did not meet expectations as to how the period in between meetings is handled.

## 6.6 Benefits gained from participation in ETSI standardization work?

Some organizations see their benefit from their participation in ETSI work as the **development of standards in general**, others even in the **development of a certain standard**. Others name their **influence on the standardization process** itself as the gain. Also, **obtained information** is considered a benefit, particularly to know in time problems related to new appliances or test methods. Benefits mostly correspond to the members' expectations from their membership.

## 6.7 Do you consider your participation in ETSI work as valuable for your activity? Why?

All organizations estimated their participation in ETSI as valuable for their activity. It is a means to promote their interests, in whatever direction these interests point. Some want to obtain information for their interaction with other stakeholders, others their clientele to be heard in the standardization process (consumers), some just point out to the benefits of standardization itself (businesses).

## 6.8 In your opinion what are the strengths and weaknesses of ETSI work?

Strength of ETSI work is the development of standards that are widely supported which leads to the competitiveness of products, as mentioned above. Pointing out that ETSI is not focused on regional issues but takes a global approach to standardization, can be mentioned at this point. The cooperation with professionals from different backgrounds is appreciated. ETSI is also considered as a standards body where things can be seen moving forward - in comparison to other standardization bodies, such as CENELEC.

The profile of the organization is considered strength as well.

The aviation organization stated that there are not enough links to the bodies that are in the sector concerned with standardization. By a significant number of members the procedures of developing standards are seen as to be too lengthy. This has overall been identified as a weakness of ETSI work.

User members of the ETSI also state that ETSI is not strong enough in certain markets, services for instance or in all the markets.

Others point out that ETSI has changed into a more bureaucratic organization than it has been in earlier times, and that technical issues are not well understood at times.

It is criticized that certain groups have a great impact on the adoption of standards in their favour whereas others have difficulties in raising their voice. For instance consumers are seen as underrepresented.

Also the radio sector representatives have evaluated radio sector members as a minority, which leads to the assumption that there is a wish for more influence on ETSI work.

A weakness seems to be that ETSI rules apply to commercial entities and do not take sufficiently into account the needs of non-profit organizations, such as consumer associations. The ETSI voting system is such an example.

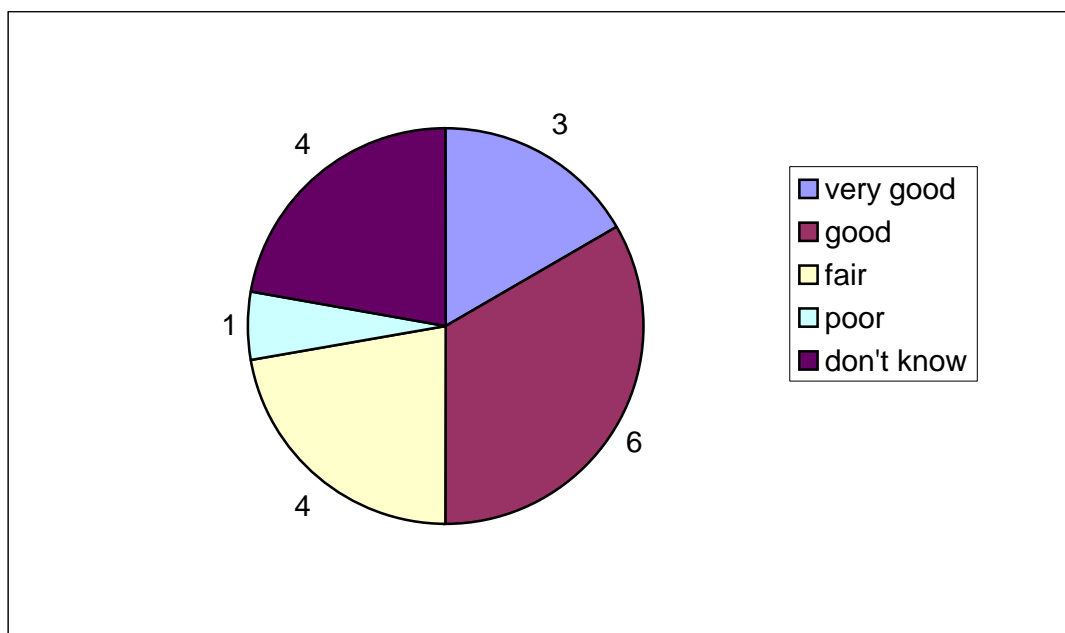
For small participants travel expenses are also a relevant factor, since meetings are being held all over Europe. Also their capability to take part in the work actively and defend their interests is affected by limited language abilities. Therefore native speakers have advantages considering participation in ETSI work.

It has been pointed out manufacturers and operators do not participate to the same degree, so misunderstandings can occur.

Consumer participation however is far from being satisfactory, which seems to be obvious due to the fact that consumers are almost not at all present.

## 6.9 Would you rate the value/money of your participation in ETSI standardization work?

The value/money of their participation in ETSI work was stated by the questioned organization as follows:



**Figure 6: Would you rate the value/money of your participation in ETSI standardization work?**

It would be unrealistic to expect that everyone would mark as very good. Half of the questioned ETSI user members have a positive view of this. But this might not be considered a straightforward positive result either.

## 6.10 In which fields do you think ETSI should improve?

Users demand more technical support for the Users and less administrative barriers. They wish for improvement of activities in certain sectors: services and radio department (ERM and ITUR).

Improvement of the length of the standardization process is a major issue that needs to be addressed, since lengthiness has been identified as a weakness before.

There should also be an improvement on the user side of ETSI work in general. There is a notion among ETSI Users that despite the efforts taken up to now, the voice of users is not heard enough. In order to improve, more facilities should be given to them.

The aviation organization in particular wishes for more coordination with other aviation bodies.

## 6.11 Are you a member of another Standards Development Organization (SDO)? If yes which ones?

Most members of the ETSI User Group are also involved in standardization work in organizations other than ETSI. Only four of the questioned members are not part of any other standardization organization. The organizations mentioned are:

- IEC (1);
- ISO (1);
- ITU (1);
- ICAO (1);
- CENELEC (5);
- CEN (2);
- CIGRE (1);
- TETRA MOU (2);
- CPT (1); and
- national standardization associations (4).

## 6.12 What are your needs as far as standardization is concerned?

It is quite evident, that the ETSI user members come from different backgrounds and therefore have a wide range of differing needs. They range from end consumers of products and services to businesses and manufacturers that use standards for the creation of products and services. Their needs reflect their field of interest and the purpose of their organization.

To take users' views more into consideration has been identified as a need by organizations that represent consumers of products. Comparable is the need of an SME organization to get appropriate standards for SMEs.

Others defined their needs very specifically, asking for open standards and more standards reports.

Some organizations define their needs exclusively according to their sector. They need a certain standard to be developed (such as: completion of standards for digital radio systems and ultra wide band system, to force legislation for CB in Europe, strengthen the basic electromagnetic compatibility (EMC equipment) not to have interferences).

## 6.13 How many people in your organization are dealing with standardization? With ICT standardization?

The answers to these questions correspond to their organization structure. There are organizations that are primarily occupied with standardization and therefore all employees are dealing with standardization. Businesses and business associations that are standardization-sensitive will have from ten to forty people concerned with standardization. Organizations that represent a certain group of users or work on a certain standardization-sensitive field will have number of people dealing with standardization, ranging from one for national end consumer organizations to fifteen for international organizations.

## 6.14 Can you define the influence of standardization in your activities?

General Statement: Organizations estimate the influence of standardization work on their activities as major and highly important. Some see their business directly influenced by standards.

In one case it has even permitted the company to stay in the market.

Standardization gives benefits and reduces the need of technical specifications. It simplifies the reference to technical norms and assures stability of products. From a more global perspective it is an incentive to unlimited trade.

---

# 7 Conclusion

Looking at the answers of User Members of ETSI there might be some points from which there can be steps taken to improve the work of the group.

After the results of the OVUM survey it was concluded that the main barrier to participation from users appears to be the lack of awareness about the correct channels for voicing their opinions (see note). The User Members of ETSI seem to see their involvement in ETSI a helpful and highly important tool to channel their interests.

NOTE: ETSI Portal: [http://portal.etsi.org/user/User\\_gr\\_art.asp](http://portal.etsi.org/user/User_gr_art.asp).

There are some points that are made by many users. For example that the length of the standardization process is not satisfactory and some organizations find it difficult to make sure that their opinion is taken into account - although they have made the first step to have a voice in the standardization process, which was to become a Member of ETSI. Also, more focus on the technical work and more technical assistance in this regard is requested repeatedly.

The vital participation in the survey should encourage working on these and all the issues mentioned above.

---

## History

<b>Document history</b>		
V1.1.1	January 2006	Publication