



CIO Council

JUNE 2008

The ATIS CIO Council identifies and discusses Information Technology (IT) issues common to the service provider community; frames, coordinates and advances solutions to common IT issues; and provides perspective and direction to the development of industry standards, guidelines and best practices. Members of the CIO Council are the senior most Chief Information Officers from among the largest service provider companies.

CIO Council Initiatives

In 2007, the CIO Council shared information across member companies on infrastructure, technical issues and applications in order to identify IT challenges and best practices for:

Intracarrier Business Process Alignment: The CIO Council reviewed the overall process and the applications behind the process alignment strategy and methodology. Areas of focus included organizational alignment, service level agreement (SLA) development and information technology architecture.

Social Networking: The CIO Council explored the need to manage the company use of the Web as a result of blogging and other social networking technology. Areas of focus included internal/external policies, existing technologies, protection of intellectual property and internal/external hosting.

Free and Open Source Software (FOSS): The CIO Council addressed concerns about desktop protection, guarding against hidden licenses, and governing the use of software and general product support. Areas of focus for open source software included license management, vendor software support, security of open source, implementation and staff training.

The CIO Council also promoted the development of IPTV Serial Programming and Internet Video standards: The ATIS IPTV Interoperability Forum (IIF) develops standards and engages in related technical activities that enable the interoperability, interconnection and implementation of IPTV systems and services. In recognition of the evolving IPTV technology, the CIO Council conducted an analysis to determine if the ATIS IIF Work Plans already include or could be expanded to incorporate emerging IT challenges identified by the CIO Council. All ATIS fora/committees with IPTV-related work were asked to ensure that their respective work plans aligned with the IIF roadmap and timeline. The analysis and coordination of all milestones will support the ongoing effort to identify and define IT requirements for IPTV.

Other CIO Council Areas of Focus

Diversity assurance continues to be relevant in a consolidated multi-carrier environment due to customer concerns around diversity and the ability to address legal and regulatory issues associated with sharing sensitive data. Under the auspices of the CIO Council, work progressed this past year on the Diversity Assurance Analysis (DAA) objective, culminating with the release of a Final Report in mid-year. The DAA project emanated from the National Diversity Assurance Initiative (NDAI), which concluded in February 2006 and was based on a recommendation for a small-scale scoping effort to determine requirements and costs required to provide an end-to-end diversity assurance solution. ATIS submitted to the National Communication System the DAA Final Report and recommendations that included a set of common data elements and business assumptions and an analysis of potential technical model alternatives.

Status Report on Previous Priority Areas

Efforts continued on past CIO Council priority areas referred to other ATIS fora/committees.

Work progressed to develop a common OSS/ BSS architecture model to improve efficiency of IPTV support systems and operations.

ATIS published a reference architecture standard for IPTV to guide IPTV service providers in implementing more flexible and cost-effective operational platforms. The joint team of TMOC and OBF representatives will next address Ordering Application Program Interfaces (API) for IPTV.

The ATIS Information and Data Security Committee (IDSC) addressed issues related to privacy concerns through three white papers distributed to CIOs for use within their respective organizations.

New CIO Council Initiatives

The Council has identified the following priority initiatives for 2008:

Optimization of FOSS: Building upon the findings from the 2007 initiative to share information about open source software, the next steps will be to examine the best practices of lifecycle management of FOSS.

Explore business models that more closely align IT and network responsibilities within the enterprise: As the lines blur regarding the scope of these responsibilities, there is a potential for increased efficiencies and service improvements. This issue results from the findings of the previous Intracarrier Business Process Alignment initiative.

Assess and respond to the implications of Customer Proprietary Network Information (CPNI) requirements: Additional regulatory protective measures are forthcoming.



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