

DIO

Standard for common view of operational data between operators within the electronic communications sector.



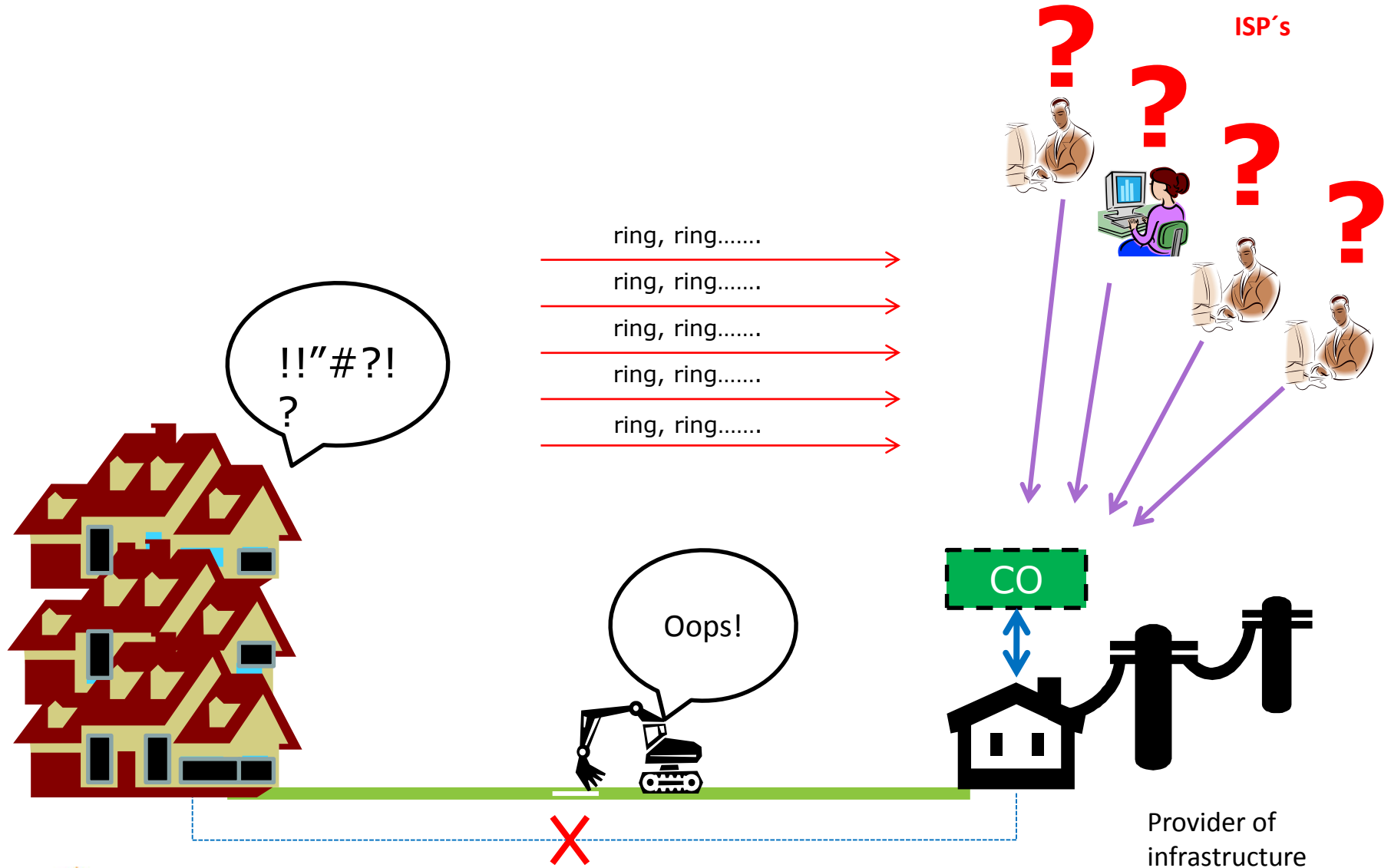
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What is going on – when is it ready????





National Telecommunications Coordination Group (NTSG)



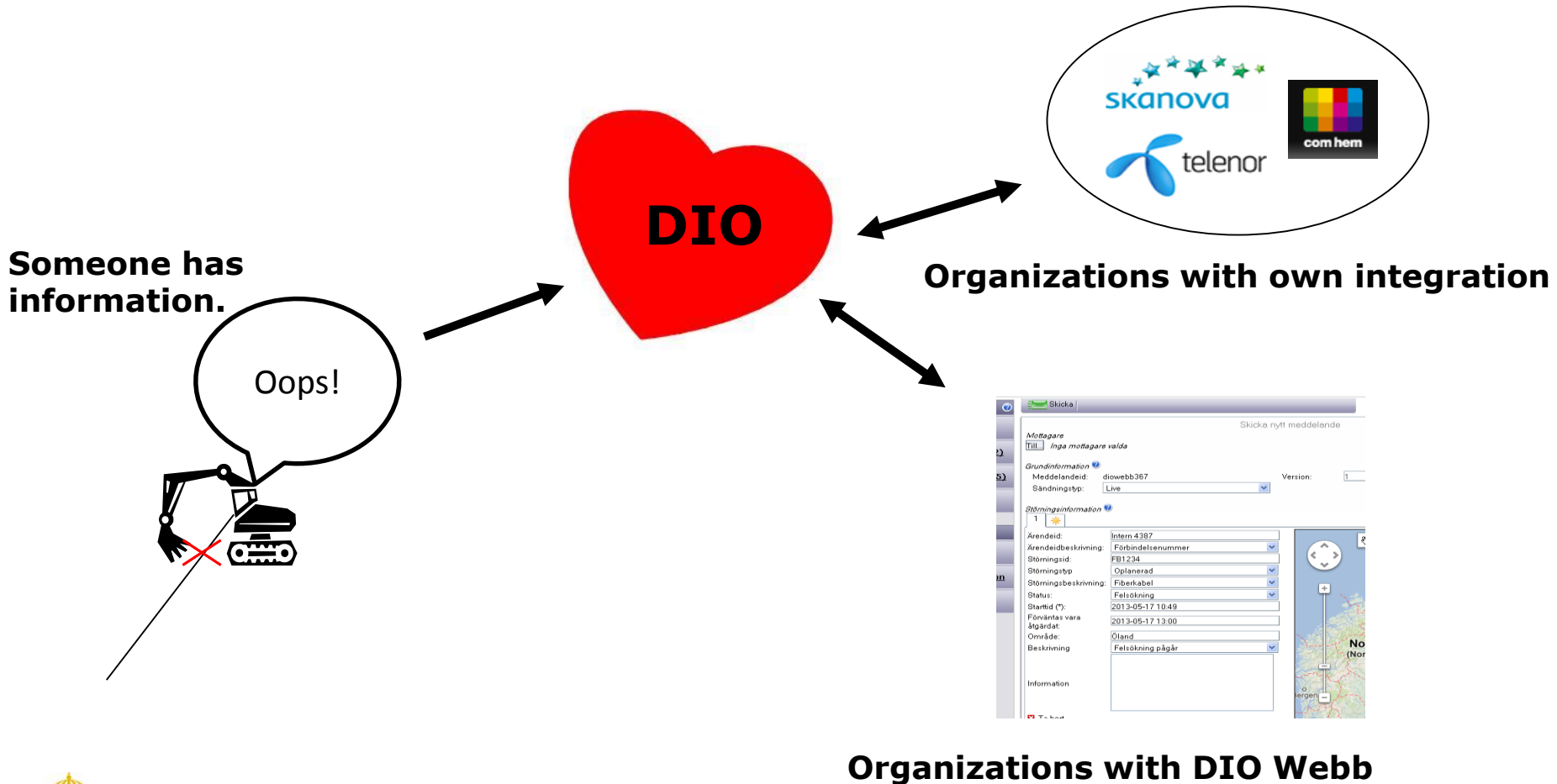
DIO, main objectives:

- With **correct information in real time** can respective operator take correct measures in short time.
- **Minimise the interruption times** for the operators within the electronic communication sector.
- Correct measures that can minimize interruption times, costs reduces and **decreases inconvenience** for the society (county boards, municipalities, authorities and the general public).

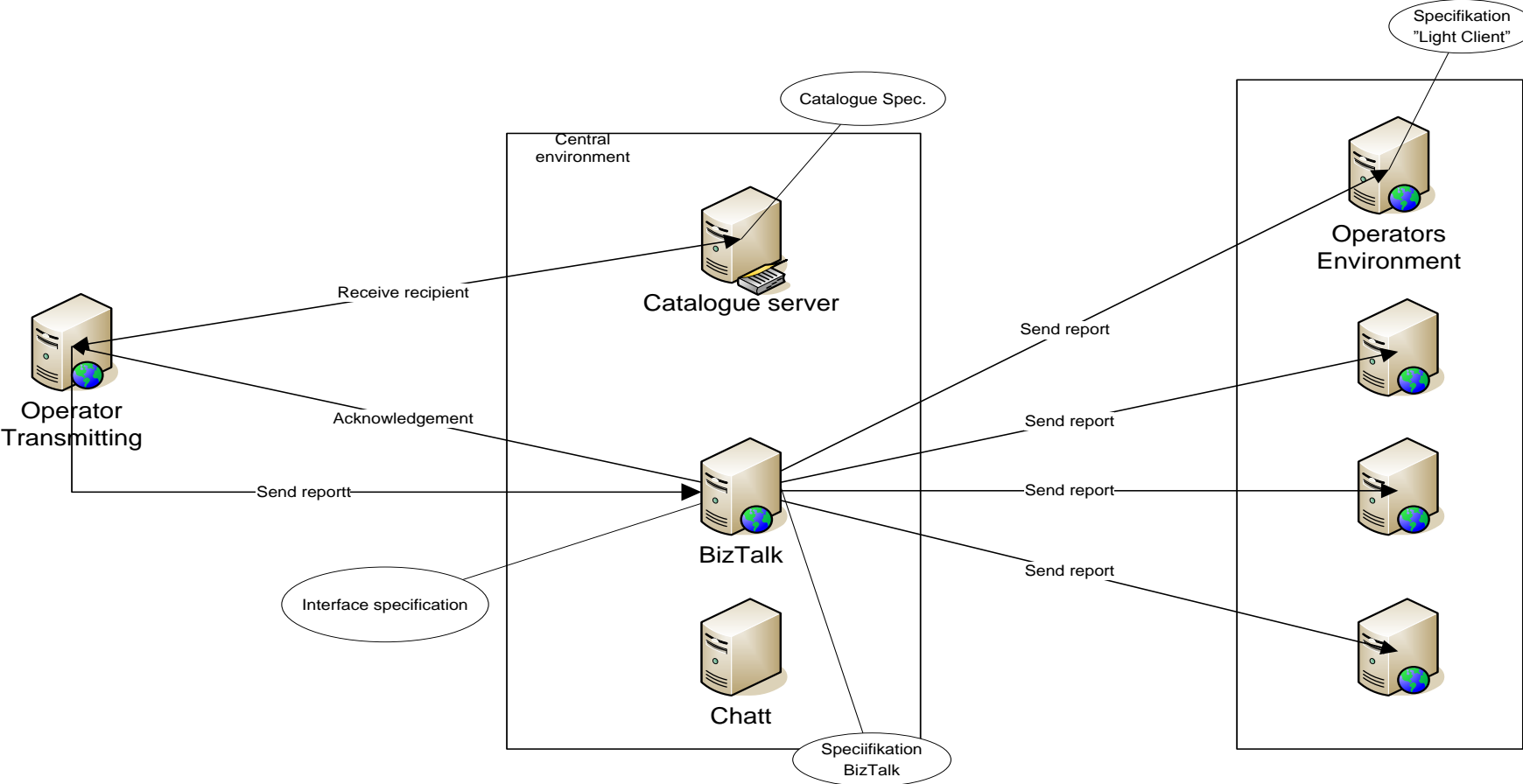


Operational information is passed through the “DIO-channel” to chosen receivers -

- Which then can pass the info further on.



DIO system overview



DIOWeb, easy straight forward interface for manual handling of operational data.

The screenshot displays the DIOWeb interface. On the left is a sidebar with navigation options: Messages (New, Draft (1), Received (22), Ended (215), Sent (76)), and Misc. (DIO Chat, Administration, Receivers, Statistics, Start page). The main area shows a message form with the following sections:

- Recipients:** To: iTUX; TDC; TeliaSonera;
- Basic Information:** Message Id: diowebb235653, Message version: 2, SendMode: Live, Save in folder: Sent.
- Disturbance information:** 1 disturbance icon.
- Form fields:** Issue id, Issue id description (Link number), Disturbance id, Disturbance type (Unplanned), Disturbance description (Fiber cable), Status (Troubleshooting), Start time (2015-01-28 10:47), Expected to work, Area (Huddinge), Description (Troubleshooting underway), and Information (Unplanned disturbance south of Huddinge).
- Actions:** Delete button.

On the right, a Google Map of Stockholm is shown with a red circle highlighting the Huddinge area. The map includes labels for various districts like Solna, Lidingö, and Huddinge, and shows major roads like E4 and E226.

DIO – key benefits for actors

- Very easy and intuitive to use.
- Combines the simplicity of an “e-mail-application” with the possibility for advanced data exchange through integrating.
- Free of charge for web users.
- One common standard and terminology, easy for ISP’s to quickly grasp and sort out information from various actors.
- Easy to inform end customers.
- Quicker and more accurate information can shorten interruption times, reduce costs, provide better information to end customers and reduce pressure on customer support.

DIO – key benefits for regulatory agencies

- Minimised interruption times - > a more robust telecom sector and a decreased inconvenience for the society.
- Receive good will in providing useful tool free of charge.
- Possible platform for other types of information exchange between RSA and operators.

DIO - summary

- In production since early 2013.
- About 150 participating organizations, steadily growing.
- a mix of operators, ISP's, CO's and major end customers.
- 3 organizations has an integration, a few more in the pipeline.
- Several more organizations receives "DIO e-mail".
- possible to combine DIO-messages to connected organizations and others.
- Well established maintenance organization with yearly user forum.
- End-user "app" launched spring 2015.

DIO

Suggestion upon how to get a DIO project up and running outside Sweden.

