Overview of TMF, Work Areas, Liaison
Agenda

- Outline of TeleManagement Forum (TMF)
- TMF in Operation
- NGOSS (New Generation Operations Systems and Software)
  - eTOM (Business)
  - SID (Information)
  - Architecture (Systems)
- NGOSS Release 3.0
- Working with other Industry Groups
- Working with DMTF
What is TM Forum?

- Non-profit global consortium focused on Operations Support Systems (OSS) and management issues for the communications industry
  - Service providers, software and hardware suppliers, systems integrators
- Source of leadership, knowledge, technical solutions and market awareness for the industry
- 340+ members in 36 countries
- Provides a collaborative environment in which companies can address service provider’s most critical business and technical requirements
- Provides an on-line knowledgebase featuring industry information and potential solutions

The voice of the OSS industry
Create a portal which is a resource center which the industry can use as first port of call for OSS/BSS info

Communicate

Develop proof of concept solutions to real industry problems that can subsequently be productised and sold

Demonstrate

Market Focus

A Place to Do Business

Provide the premier global OSS/BSS environment within which members can conduct business

Collaborate

Create a collaborative work environment within which competitor can solve problems of mutual interest

Market Centers

• Mobile
• Value Chain
• Service Provider interest group

Technical Teams

Business, System & Implementation Architecture

Catalyst Showcase

Draw direction and requirements in a market-centric fashion from key industry players

TMF Central Website

TeleManagement World
What does TM Forum do?

- Provides strategic leadership and guidance on:
  - Business Process Modeling and Automation
  - Managing Next Generation Network Technologies
  - Systems Integration and Implementation
  - Service Management
  - Web-Based Customer Care (E-Care) and Customer Relationship Management (CRM)
  - Managing E-Commerce

- New Generation Operations Systems and Software (NGOSS)

- Enables collaborative, business-driven solutions based on commercially available software and industry standards
What is NGOSS?

- NGOSS is a comprehensive, integrated framework for developing, procuring and deploying operational and business support systems.

- Industry-agreed, business & systems framework to guide the implementation of process automation:
  - Defines methodologies for evolving OSS and BSS infrastructure into a lean operations approach.
  - Specifies the key characteristics of OSS/BSS (business processes, data models and integration architectures) that allow high degrees of process integration and automation.
  - Developed by major operators and suppliers worldwide.
  - Driven and managed by TM Forum.
  - Implemented as a set of programs and maps.
NGOSS – New Generation OSS

- Systems Analysis & Design
- Support Tools
- Business Process Analysis & Design
- Shared Information & Data Model (SID)
- Business Process Map (eTOM)
- Contract Interface & Technology Neutral Architecture
- Solution Design & Integration
- Compliance Tests
- Conformance Testing & Deployment

NGOSS Supporting Tools
eTOM: enhanced Telecom Operations Map

Customer

Strategy, Infrastructure & Product
- Strategy & Commit
  - Marketing & Offer Management
  - Service Development & Management
  - Resource Development and Management (Application, Computing and Network)
  - Supply Chain Development and Management

Enterprise Management
- Strategic & Enterprise Planning
- Brand Management, Market Research & Advertising
- Human Resources Management
- Financial & Asset Management
- Stakeholder & External Relations Management
- Research & Development, Technology Acquisition

Operations
- Operations Support and Readiness
- Fulfillment
- Assurance
- Billing
- Customer Relationship Management
- Service Management & Operations
- Resource Management & Operations (Application, Computing and Network)
- Supplier/Partner Relationship Management
- Disaster Recovery, Security & Fraud Management
- Enterprise Quality Management, Process & Technology Planning & Architecture
<table>
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<tr>
<th>NGOSS Element:</th>
<th>Business Process Map - eTOM</th>
<th>Shared Data Model -- SIM/SID</th>
<th>Integration Framework -- TNA, Contract Interface</th>
<th>Conformance -- Compliance Tests</th>
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<td>GB921 GB921 addendum</td>
<td>GB914 GB922 GB922 addenda</td>
<td>TMF 052 TMF 053 TMF 053 addenda</td>
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<td>Near Term Deliverables</td>
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TM Forum Working in Cooperation with Other Industry Groups
Industry Group Liaison – Why?

➢ Principal focus of TM Forum work = OSS for Comms. Industry. But this has wide scope: Business Processes, Systems Framework, Info. Modelling, etc.

➢ Increased Convergence with the work of other Industry Groups

➢ TM Forum wants:
  • Cost-effective solutions that receive wide industry support
  • Reduced industry duplication and confusion

➢ Hence TM Forum must:
  • Build upon work of other Industry Groups – where applicable
  • Influence the work of other Industry groups – where necessary

➢ Objectives achieved through Liaison Programme
TM Forum - Liaison Program

- Business Relationship – Liaison Agreement
- Technical Detail – Work Register

Example Liaison Areas:
- Management (DMTF, T1M1)
- Network Technology (MSF, OIF)
- Internet (IETF, IPDR.org)
- System (OSS/J, Open Group)
- eBusiness (UN/CFACT – ebXML, RosettaNet)
- Mobility (3GPP, OMA)
- “Standards Bodies” (ITU-T, ATIS, ETSI, TTC)
Industry Group Advisory Board

- Focal point within TM Forum for knowledge on the work of other Industry Groups

- Position TM Forum work in relation other Industry Groups.

- Advice to TM Forum Working Teams, Board of Directors etc. on developments available from other Industry Groups

- Focus for the dissemination of TM Forum’s work into other Industry Groups

⇒ *Build closer working relationships with selected Industry Groups to reduce duplication, cost and confusion within the Information Communications Industry.*
Liaison Partnership in Action

Examples of co-operative work:

- Input into 3GPP Releases 5&6
- Wireless Services Measurements - Key Performance Indicators
- Involvement in Catalyst projects
- Information model input into SID, use of eTOM
- Convergence of Telecoms / Enterprise Management
- Convergence of Information Models (SID / CIM)
- Membership swap
- Joint development of SLA / QoS Handbook
- Membership swap
- Extensions to UML MetaModel
- MDA / NGOSS – White paper
Telecoms / Enterprise Convergence

Why?

- Services increasing involve integration of Telecom / Enterprise technologies (Eg VoIP, Multi-Media)

- Increased need to manage services to customers through multiple Service Level Agreements (SLAs)
  - SLA jeopardised equally by failure of Telecom / Network resource (eg SDH cross-connect) as by failure of Enterprise / IT resource (eg computer)

- Hence need to manage the complete Telecoms / Enterprise environment in a more integrated fashion
TMF / DMTF Information Models (CIM and SID)

Similarities:
- Broad-reaching, technology-neutral, object-oriented model
- Describes Service, Network, Resource, Policy (albeit differently)
- “Federates” information from multiple sources (ITU-T, vendors etc)

Differences:
- Scope
  - SID = Telecoms, NGOSS / Multiple “Viewpoints”
  - CIM = Enterprise / IT, Comprehensive Information Model
- MetaModel / Standards
  - SID = Full UML + extensions, ODP, Rational Rose + HTML
  - CIM = MoF, UML / Visio, Web (SOAP, XML etc)
- Start Dates
  - SID = 2 years
  - CIM = 8 years
(Different tool sets / techniques available)
Deliverables

- TMF analysis of CIM from SID perspective (June 2002) (Used in potential harvesting of CIM information into SID)

- TMF / DMTF Joint Industry Positioning Statement (June 2003) on Telecoms / Enterprise Management Convergence
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Thanks for Listening!!

Questions?