

Telecommunication Management Networks

Operation Support Systems/Business Support Systems

The students have to work in three person groups. Every 3 weeks each group will receive a practical OSS/BSS task. Each task will be linked to the previous one. In the end of each 3 week period the result has to be presented by a group member in front of the audience. Each presentation will be filmed and the presenter will be able to watch himself after the presentation. In the end of the course each group has present the complete solution.

Course Outline

- History and Architecture
 - o TMN
 - o NGOSS
 - o E-TOM model
- E-TOM Layer 0 - looks nice and straight, isn't it
 - o Strategy, Infrastructure, and Product (SIP) covering planning and lifecycle management
 - o Operations covering the core of day-to-day operational management
 - o Enterprise Management covering corporate or business support management
- E-TOM Layer 1 - let's dig into the details
 - o Strategy, Infrastructure, and Product (SIP) covering planning and lifecycle management
 - Strategy and Commit
 - Infrastructure Lifecycle Management
 - Product Lifecycle Management
 - o Operations covering the core of day-to-day operational management
 - Customer Relationship management
 - Fulfillment
 - Assurance
 - Billing and Revenue Assurance
 - o Enterprise Management
 - Strategic and Enterprise Planning
 - Enterprise Risk assessment
 - Enterprise Effectiveness Management
 - Knowledge and research Management
 - Financial Asset Management
 - Stakeholder & External Relations Management
 - Human Resources Management
- E-TOM Layer 1 - let's dig deeper into the details
 - o FAB (Fulfillment, Assurance and Billing) model sub processes in details
 - o Operations model processes in details
- E-TOM Layer 2 - Stop digging let's try to model something by ourselves
 - Workshop on the Modeling an Order to Service process for a certain new operator's service (for example - Fleeting Communications has to deploy a new service - high speed GPON Internet access)

- TM Forum Applications Framework (TAM): Stop talking and modeling strange things, let's have a look in what software products are doing the real job
 - o Customer Management Domain
 - o Service Management Domain
 - o Resource Managemen Domain

- Examples for real platforms, applications and tools
 - o Open Source
 - o Commercial

- Workshops with people from the business (BSS)
- Workshops with pepole from the business (OSS)

- Final presentations

End of the course

Let's gather one last time and have a beer together!

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