IBM Telecom Operations Pack for WebSphere Business Services Fabric, Version 6.0.2

Jumpstart deployment of SOA Solutions for Telecom Service Providers

<u>HIGHLIGHTS</u>

- ***Accelerate your SOA deliverables with Telecom operations specific reference business services templates***
- ***Employs telecom standards like NGOSS (New Generation Operations Systems and Software) to facilitate interoperability across multiple channels and networks***
- ***Enables optimization of OSS/BSS related business processes and functions***

Description

The need to integrate across and leverage all aspects of converging ecosystems in the telecommunications industry creates unique challenges. Converged ecosystems range from Telecom (IP core networks, IPTV, Wireless, Broadband, etc.), Media (Rich Content, Digital Rights Management, Broadcasting, etc.), Consumer Electronics (Smart Phones, Game Consoles, etc.) and IT Services (Applications, Middleware, etc.). The typical modern telecommunications enterprise consists of complex, proprietary and sometimes inconsistent environments. Many telecom service providers today face core challenges around providing key services to consumers while maintaining consistency between the line of business and IT. In today's competitive landscape, telecommunications organizations experience intense pressures to launch new and innovative products, while minimizing change cycles and retaining flexibility to customize products and execute service delivery. The findings are that there are constraints on the IT part of the business where complex processes, systems, applications, interfaces exist and maintenance has taken the forefront of IT expenditures.

It is in this context that Service Oriented Architecture (SOA) provides the technological architecture to map business function to software components. SOA has evolved as a key enabler for telecom service providers to deliver flexibility and responsiveness across multiple constituents, channels and service levels. The IBM WebSphere® Business Services Fabric provides an end-to-end SOA platform to model, assemble, deploy, manage and govern business services – the building blocks of service-oriented business solutions. WebSphere Business Services Fabric based SOA solutions for telecommunications service providers can be accelerated with the IBM Telecom Operations Pack that contains prebuilt industry SOA content and integrates seamlessly with the IBM WebSphere Business Services Fabric. The addition of the IBM Telecom Operations Pack provides an enhanced and more industry-specific SOA platform that retains configurability, flexibility and extensibility for your business needs.

Telecom Operations Pack

IBM Telecom Operations Pack supports billing, fulfillment, and assurance operations for telecom service providers. The prebuilt assets within the IBM Telecom Operations Pack are optimized to telecom standards from TMForum (Tele Management Forum). These assets can be extended to create the foundation of SOA Telecom business services to meet your organization's unique business needs. Included in the IBM Telecom Operations Pack are the following assets:

- Telecom Operations Reference Business Services Templates - Telecom operations specific business services definitions, associated web services and metadata (roles, channels, assertions and policy templates), based on TAM (Telecom Applications Map) and NGOSS eTOM (enhanced Telecom Operations Map)
- Telecom Operations Business Glossary – A telecom specific common vocabulary that represents a taxonomy of Telecom terms, with associated relationships and properties based on NGOSS SID (Shared Information Data) standards
- Telecom Operations Business Object Model – NGOSS SID model-based business object model that represents conceptual view of a telecom enterprise through business objects
- Telecom Operations Service Interfaces - Telecom operations specific schemas and web service interfaces to support OSS/BSS processes based on NGOSS SID model, NGOSS OSS/J (Operational Support Systems through Java(TM) Initiative) and NGOSS MTOSI model (Multi-Technology Operations System Interface)

- Telecom Operations Common Services – Telecom operations specific service implementations that enable transactions like validation, error identification, transformation, etc.; based on NGOSS SID model, NGOSS OSS/J and NGOSS MTOSI models
- Knowledge assets that include documentation and sample implementation to help consume and extend the assets packaged in IBM Telecom Operations Pack

A sample list of assets included in IBM Telecom Operations Pack.

■ **Telecom Operations Reference Business Services Templates**	■ **Telecom Operations Service Interfaces**	■ **Telecom Operations Business Glossary**
– **Handle Fallout**	– **Perform Order Feasibility**	– **NGOSS Shared Information Data Model**
– **Qualify Service**	– **Submit Customer Order**	■ **Telecom Operations Business Object Model**
– **Process Service Order**	– **Receive Status Update**	– **NGOSS Shared Information Data Model**
– **Configure Resource**	– **Check Line Qualification**	■ **Telecom Operations Common Services**
– **Auto Discover Resource**	– **Activate Physical Port**	– **Error /Rejection /Exception Code Reconciliation**
– **Manage Content**	– **Receive Status Update**	– **Customer Notification**
– **Maintain Customer Information**	– **Activate Resource**	– **OSS/J Order Management**
– **Maintain Product Inventory**	– **Query Contact Person**	
– **Check Customer Credit**	– **Create Customer**	
– **Maintain Logical Resource Inventory**	– **Check Resource Capacity**	
– **Maintain Customer Equipment Inventory**	– **Reserve Logical Resource**	
– **Ship and Track Resource**	– **Search Network Equipment**	
– **Maintain Appointments**	– **Recover Physical Resource**	
– **Test Resource**	– **Cancel Appointment**	
	– **Create Billing Account**	

Leveraging the IBM Telecom Operations Pack

The IBM Telecom Operations Pack consists of assets, that when utilized, provide benefits to telecom service providers that find challenges with flexibility and maintainability in the area of OSS/BSS processes.

- Minimization of efforts required to identify, design and develop your own services across telecom OSS/BSS business processes
- Access to prebuilt SOA assets that can extend and transform historically "siloed" product-based development as well as accelerate the deployment of new telecom products and services
- Decrease in modernization and maintenance costs of telecom operations services through reuse and consistency of IT assets by using telecom and web services standards
- Immediate usage of prepackaged telecom operations-specific vocabularies to simplify interoperability across disparate telecom applications based on telecom standards, customer-specific models, and partner models.
- Enablement of an organization's architecture and development teams to focus on design and deployment of higher value business services
- Improved speed time-to-market and time-to-value through prebuilt and frequently reused telecom operations specific common services
- Ability for organizations and their partners to expose their existing SOA assets to predefined reference business services templates

Jumpstarting your SOA with IBM Telecom Operations Pack

The IBM Telecom Operations Pack for WebSphere Business Services Fabric can accelerate your time-to-market for designing and deploying solutions in the Telecommunications industry. The IBM Telecom Operations Pack is extensible and open for configuration and customization based on how your organization implements its unique and differentiating key business processes. With the ability to jumpstart your SOA efforts with the IBM Telecom Operations Pack, your company can optimize your business processes and maximize your efforts on providing unique value to your customers and partners.

For more information

To learn more about the IBM WebSphere Business Services Fabric and its system requirements, visit: ibm.com/software/integration/wbsf/