

IBM Telecom Operations Content Pack for WebSphere Business Services Fabric, Version 6.1

Highlights

■ **Accelerates development of composite business applications with prebuilt assets**

■ **Supports custom configurations to match your unique business processes**

Within the telecommunications industry, service providers are challenged by the need to leverage and integrate with a number of converging ecosystems. In today's competitive landscape, telecommunications service providers experience intense pressure to launch new and innovative products while minimizing change cycles and retaining the flexibility to customize products and service delivery. The IT infrastructure to support this can consist of complex processes, systems, applications and interfaces, making maintenance one of the largest IT expenses for telecommunications providers.

Service oriented architecture (SOA) provides a more flexible infrastructure to map business functions to software

■ **Helps decrease the cost of development and maintenance needs by simplifying interoperability across multiple channels and networks**

components. IBM WebSphere® Business Services Fabric is a comprehensive SOA offering that extends the IBM business process management platform to assemble and manage composite business applications. The IBM Telecom Operations Content Pack contains prebuilt SOA content and integrates seamlessly with WebSphere Business Services Fabric to help accelerate the development of telecom-specific composite business applications.

Providing standards-based telecom SOA assets

The IBM Telecom Operations Content Pack supports your billing, fulfillment and assurance business processes using standards such as New Generation Operations Systems and

Software (NGOSS). The following assets are included in the IBM Telecom Operations Content Pack:

- *Capability and process maps – telecom-specific capability and process decompositions to enable top-down visibility into the business, and to leverage NGOSS enhanced Telecom Operations Map (eTOM)*
- *Business services templates – telecom-specific business services definitions based on Telecom Applications Map (TAM) and NGOSS eTOM, as well as associated Web services and business metadata*
- *Business glossary – a common vocabulary of telecom terms, with associated relationships and properties based on NGOSS Shared Information Data (SID) standards*
- *Business object model – an NGOSS SID-based business object model that represents a conceptual view of a telecom enterprise and a logical data model*
- *Service interfaces – schemas and Web service interfaces to support Operational Support System (OSS)/Billing Support System (BSS) processes based on NGOSS SID, OSS through Java™ Initiative (OSS/J) and Multi-Technology Operations System Interface (MTOSI) models*

Here is a sample list of assets included in the IBM Telecom Operations Content Pack.

Telecom Operations business services templates

- Handle Fallout
- Qualify Service
- Process Service Order
- Configure Resource
- Manage SLA
- Process Trouble Ticket
- Ship and Track Resource
- Monitor Service Quality

Telecom Operations service interfaces

- Perform Order Feasibility
- Check Line Qualification
- Activate Physical Port
- Modify Record of Service Outage
- Check Resource Capacity
- Reserve Logical Resource
- Create Billing Account
- Activate Resource

Telecom Operations business glossary

- NGOSS Shared Information Data Model

Telecom Operations business object model

- NGOSS Shared Information Data Model

Telecom Operations common services

- Error /Rejection /Exception Code Reconciliation
- Customer Notification
- OSS/J Order Management

- *Common services – service implementations based on NGOSS SID, OSS/J and MTOSI models that enable transactions such as validation and error identification*
- *Knowledge assets – documentation and sample implementation to help you consume and extend the assets packaged included in the content pack*

Increasing flexibility and simplifying interoperability

The assets within the IBM Telecom Operations Content Pack can help you design more flexible and maintainable OSS/BSS processes such as service provisioning and service assurance. Furthermore, WebSphere Business Services Fabric enables ongoing, easier and less costly process maintenance through increased levels of service reuse. Specifically, these prebuilt SOA accelerators can help you to:

- *Minimize the efforts required to identify, design and develop your own business services across telecom OSS/BSS business processes.*

- *Extend and transform siloed applications and accelerate the deployment of new products and services.*
- *Decrease modernization and maintenance costs through increased reuse, consistency and reliability of IT assets by using telecom and Web services standards.*
- *Simplify interoperability between disparate telecom applications.*
- *Expose existing SOA assets to predefined reference business services templates.*

Offering a customizable solution

The IBM Telecom Operations Content Pack is extensible and open for configuration and customization based on your organization's key business processes.

For more information

To learn more about IBM WebSphere Business Services Fabric software and its system requirements, visit:

ibm.com/software/integration/wbsf



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