

NeoSegment: Design of an Order Management System

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Activities Report

Abstract—In the Neosegment activity, i did some requirements elicitation and system modeling, for that i made some choices and i did test some of my Soft-Skills too because i needed to work with people in real life project. This was a nice way of gaining some experience in the System Analysis area where i had some fun, did learned some lessons and at the same time, helping a start-up company.

Index Terms—Neosegment, **ABS**, **OMS**, **OSS**, **BSS**, Modeling, **IT**, System Analysis, **BPMN**

1 INTRODUCTION

This activity report tells about my experience in helping Neosegment company with the modeling of the Order Management system of a framework called **ABS**. This report talks about my motivation for the chosen activity, why i have chosen a specific software and methodologies, what is Neosegment, what is **ABS** and **OM**, what role i had in this activity, where that activity happen and the purpose of it.

2 ACRONYMS

- **ABS** - Agile Boss Suite
 - **OMS** - Order Management System
 - **BSS** - Business Support System
 - **OSS** - Operation Support System
 - **IST** - Instituto Superior Técnico
 - **IT** - Information Technology
 - **CIO** - Chief Information System
 - **BPMN** - Business Process Modeling Notation
 - **CIO** - Chief Information System
 - **CRM** - Client Relationship Management
 - **TTS** - Trouble Ticketing System
 - **eTOM** - Business Process Framework
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3 CHOICES MADE

3.1 Motivation for the chosen activity

When i had my first modeling class, i liked it very much. I was studying to be an engineer but i always liked things like management and business too, in modeling i understood how much important is to understand the business requirements and systems modeling to really help businesses, without understand what the business and people in it need, is almost impossible to do a useful system, no matter how much the programmers are experts. Normally, programmers have difficulties in understanding the business people and vice versa. The System Analyst job is about understanding both languages and develop a bridge between them, that increase the communication between all and makes everyone understand what is the purpose of the system and what they need to do.

I can say that i like system analysis because i like to be the intermediate between the business and the engineering, i like technology but i like people, business and management. My goal is to start as a System Analyst and one day become **CIO**, for that i am interested in finish my master in Information Systems but i want to gain experience too. I asked some questions to my teacher Rui Cruz to have sure about what the Neosegment activity

(1.0) Excelent (0.8) Very Good (0.6) Good (0.4) Fair (0.2) Weak	ACTIVITY					DOCUMENT						
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	19	1	3.6	0.8	7.3	0.2	0.2	0.2	0.2	0.5	0.5	1.8

was about and then **i** decided to join it because was about the System Analysis area.

3.2 Chosen software and methodologies

The chosen software to write the requirements was Microsoft Word because is few and simple writing and **i** was accustomed to use it.

To create the modeling and design specification documents **i** used the Enterprise Architecture because **i** used it at school when **i** had my modeling course.

The methodology chosen to develop the business processes was the **BPMN**, because the owner know the same language and for the same reason above.

4 NEOSEGMENT ACTIVITY

4.1 What is Neosegment?

Neosegment is a brand that represents experience, professionalism, and will to change the route of the **IT**. Is a brand specialized in systems like **BSS** and **OSS**. Their services are consulting in **BSS** and **OSS**, project management, architectural solutions, systems integration, operation and maintenance.

Their promise is transparency, dedication and professionalism. Their clients success is their business base.

One of the main concerns in the **IT** industry in this last years is about understanding and controlling the **IT** costs, because of the new complex technologies. Most companies have already, **IT** solutions for **BSS** and **OSS** but the problem is that those solutions are complex, inflexible and with their costs very high. That could be fine for big companies with complex problems and with high budget, but for small and middle companies **is bad** because they have simpler problems that **don't** need complex solutions to resolve and less budget. Here is where the Neosegment competitive advantage is, they create simpler solutions that resolve the small and middle business problems with less cost. To help with that

they are doing the **ABS** framework, to provide those simpler and efficient solutions.

4.2 What is Agile Boss Suite?

ABS is an agile **OSS/BSS** suite (framework), focused in telecommunications but adaptable and scalable to different industries .

An **OSS** is a computer system used by telecommunications service providers to manage their networks. They support management functions such as network inventory, service provisioning, network configuration and fault management.

An **BSS** is a component that a telecommunications service provider uses to run its business operations towards customers. **BSS** deals with the taking of orders, payment issues, revenues, etc. It supports four processes: product management, order management, revenue management and customer management.

ABS specification needs to comprehends the enumeration of high level business, operation and functional requirements of a **OSS** and **BSS**, heavily influenced by the TeleManagement Forum NGOSS Forum. **ABS** telecommunications industry model is the Business Process Framework **eTOM**, following three major process areas:

- **Strategy, Infrastructure, and Product** covering planning and life-cycle management
- **Operations** covering the core of day-to-day operational management
- **Enterprise Management** covering corporate or business support management

4.3 What is Order Management System?

My activity consist in the modeling of the **OMS**, this system is part of the **ABS** and can be understood as the brain of it. **His** responsible for the order entry and processing, **he** needs to interact with many systems and orchestrate orders or processes like the request of a product information or request of a service activation.

do not use contractions!

In his context he needs to deal with systems like an **CRM**, Service Activator, **TTS**, Service Inventory, Product Inventory and other external systems.

4.4 Activity Realization

Initially, before starting the activity, my coach team contact me to meet the owner of the Neosegment brand, Mr.Hugo Vieira. I contacted Mr.Hugo and we arranged a meeting at **IST** of Taguspark. We meet and he started to explain me what was **ABS** and what was **OMS**, initially was a little bit difficult to understand the system but he answered my questions and draw me a sketch of the system, helping me a lot. We talked a little bit more about his company and the purpose of this system, later we said good bye and he sent me documents explaining all the **ABS** systems (including **OM**), that was 7 documents, about 6 pages each.

I did some research in the TeleManagement Forum and then i started to read the documents given by Mr.Hugo, i put some notes on my notebook and i wrote an email to Mr.Hugo with my doubts about the system and he answered me. I started by doing the **OM** context (in the figure of the last page of this report) and a list of some of the requirements, then while doing the requirements i exchange some emails with Mr.Hugo, my intention was not only understand the requirements but make a good requirements elicitation.

Then, before starting doing the **BPMN**, i waited a little bit because i was suppose to go to one Mr.Hugo presentation of the system but it was delayed because of some Mr.Hugo personal problems. He said that he would send me an email to confirm the new presentation date but he forgot to send me and in the end we decided to simply exchange some more emails to do the **BPMN**.

I did the 2 major processes and for now, the feedback that i have from Mr.Hugo is positive but i still have some work to do in

my view at least, i offered some of my help in this project, even after my portfolio course finish and i will do it if Mr.Hugo decide to accept it.

5 CONCLUSION

This was a real life project where i could test my knowledge in the System Analysis area and try to increase not only my technical skills but my Soft-Skills too. I had fun doing it while i gain some experience. I am happy with good choices that i made and with my bad choices because these last make me learn some lessons (better explained in Learning Report). I am sure that the next similar job that i will have will be even better.

ACKNOWLEDGMENTS

I would like to thanks my Coach Team, my teacher Rui Cruz and Mr.Hugo Vieira for the help in this activity.

REFERENCES

- [1] Neosegment - <http://www.neosegment.pt>
- [2] TeleManagement Forum - <http://www.tmforum.org/>
- [3] BPMN - <http://www.bpmn.org/>

This is not the correct way to do it

APPENDIX

ORDER MANAGEMENT CONTEXT

