

A



AAA Business Group

EX : Active Directory (AD) Groups.

CC : aaa-business-group

An AAA Business Group (BG) is a users list.

FR : Groupe Métier AAA

AAA Technical Group

EX : - The user `User5` can access to `Server5` and `Server6` of `Application2` with `write` right to DB accounts (e.g. oracle, bddadmin, etc.) on these servers. - AAA RADIUS Profile.

CC : aaa-technical-group

An AAA Technical Group (TG) is an abstract group representing usage and/or administration access rights for Applications and Resources. It is a combination between an application (devices list) and a profile (type of account access, for example: admin, application, db, etc.). Associations between Business Groups (BGs) and TG define the rights of users to access on Resources. Each BG / TG combination is created with *Read* or *Write* right to the operating accounts.

FR : Groupe Technique AAA

adapterError

CC : adapterError

adapterError

CC : timingProblem

adapterError

CC : transmitFailure

adapterError

CC : underlyingResourceUnavailable

adapterError

CC : versionMismatch

Alert

USE : critical

Alert Bot

USE : Bot

Anomaly Report

CC : anomaly-report

Anomaly report.

Application

CC : application

Application.

FR : Application

Application Group

CC : application-group

Application Group

FR : Groupe Applicatif

applicationSubsystemFailure

CC : applicationSubsystemFailure

Assistance

CC : assistance

UF : Request for information
Information request

Assistance.

FR : Demande d'assistance

Attached document

CC : attached-document

FR : Ajout pièce jointe

attributeValueChange

CC : attributeValueChange

This notification type is used to report changes to the attribute such as addition or deletion of members to one or more set valued attributes, replacement of the value of one or more attributes and setting attribute values to their defaults.

authenticationFailure

CC : authenticationFailure

authenticationFailure

CC : delayedInformation

B



bandwidthReduced

CC : **bandwidthReduced**

Blocking

CC : **blocking-minor**

UF : **Blocking/Minor**

Blocking incident with minor effect.

FR : *Bloquant*

Blocking/Major

CC : **blocking-major**

Blocking incident with major effect.

FR : *Bloquant/Majeur*

~~Blocking/Minor~~

USE : **Blocking**

Bot

EX : **Operation Support System (OSS), Alert Bot, Support Bot.**

CC : **sys**

UF : **OSS**

Alert Bot

Support Bot

NT : **Internal User**

The comment originates from an automated system.

FR : *Système*

breachOfConfidentiality

CC : **breachOfConfidentiality**

Bronze

CC : **bronze**

The Application has 'Bronze' SLA.

FR : *Bronze*

Business Customer

CC : **clt-pro**

UF : **Corporate Customer**

NT : **Customer**

Business customer.

FR : *Client Entreprise*

C

cableTamper

CC : cableTamper

callEstablishmentError

CC : callEstablishmentError

Cancelled

CC : cancelled

Planned operations are cancelled and cancellation documents have been sent to Related Party (e.g. customers).

FR : Annulé

~~CFS~~

USE : Customer Facing Service

Change Auto

CC : pw-automated

Automated Planned Work (PW).

FR : Change Auto

Change Coordinator

CC : ccr

Responsible for coordination of all changes realized by the GNOC. Identifies/prevents risks in changes (e.g. situations when changes each with no impact, could generate incidents if performed simultaneously). All changes with high impact/risk are managed by the CCR.

Change Management Process

CC : change-management

Change management.

cleared

CC : cleared

The Cleared severity level indicates the clearing of one or more previously reported alarms. This alarm clears all alarms for this managed object that have the same Alarm type, Probable cause and Specific problems (if given).

Closed

CC : closed

Assessment done, the Change Request is closed. Typical next status : [].

FR : Clos

Closed

CC : closed

RT : Incident closure

The customer has validated the service restoration. The Trouble Ticket's originator has acknowledged the 'resolved' state of the Trouble Ticket. Typical next status : ['Validated', 'Closed for dashboard'].

FR : Clos

Closed for dashboard

CC : closed-for-dashboard

The Ticket has been processed by a monthly treatment to enter in the dashboard and is no longer modifiable. Typical next status : [].

FR : Clos pour tableau de bord

Cluster

EX : - VMWARE cluster, - Datastore, - network stack.

CC : cluster

Cluster of resources.

FR : Cluster

Comments

CC : comment

Nota-taking about on-going operations.

FR : Commentaires

communicationsAlarm

CC : communicationsAlarm

This notification type is used to report when the object detects a communications error.

communicationsProtocolError

CC : communicationsProtocolError

communicationsSubsystemFailure

CC : communicationsSubsystemFailure

Company department - Management entity

EX : Sales department, human resources department, production department.

CC : company-department

An administrative or technical division of a company or organization.

FR : Département d'entreprise - Unité de gestion

configurationOrCustomizationError

CC : configurationOrCustomizationError

congestion

CC : congestion

Connection timeout

CC : timeout

The resource or service is unreachable.

FR : Délai d'attente de connexion écoulé

Contract application-hosting services

CC : contract-application-hosting-services

Contract application-hosting services.

FR : Service hébergé chez un partenaire

~~Corporate Customer~~

USE : Business Customer

corruptData

CC : corruptData

cpuCyclesLimitExceeded

CC : cpuCyclesLimitExceeded

~~Created~~

USE : installed

C



crit

USE : critical

Critical

CC : critical

A CRITICAL event.

Critical

CC : critical

Critical application.

critical

CC : critical

UF : *Emergency*
emerg
panic
Alert
Critical
crit

The Critical severity level indicates that a service affecting condition has occurred and an immediate corrective action is required. Such a severity can be reported, for example, when a managed object becomes totally out of service and its capability must be restored.

Critical

USE : critical

critical

CC : critical

Current

CC : current

UF : *In progress*
InProgress

The Trouble Ticket was validated by the Trouble Ticket handler and is being processed. The ticket is being processed (and not frozen) and the resolution process is started. The time counter is running to count the elapsed processing time in relation to the maximum resolution time specified in the contract. It is used to anticipate a possible deadline overrun. Typical next status : ['Restored', 'Pending'].

FR : *En cours*

Customer

CC : clt

RT : Customer Care Center

BT : General Public Customer
Business Customer

Customer.

FR : *Client*

Customer

CC : customer

Issue induced by customer action.

FR : *Client*

Customer

CC : clt

The comment originates from a customer.

FR : *Client*

Customer Care Center

CC : ccc

RT : Customer

Customer Care Centers (CCC).

Customer Facing Service

CC : CustomerFacingService

UF : *CFS*

A Customer Facing Service (CFS) is possibly visible and usable by a Customer.

Customer Information

CC : t2

The Customer Information ensures that the customer is aware of the progress of the Incident Management.

D



dataSetOrModemError

CC : dataSetOrModemError

Debug

USE : indeterminate

Decomissioned

CC : decomissioned

The Application is no more in use and its resources have been decomissioned.

FR : Hors service

Decomissioning asked

CC : decomissioning-asked

The Application is no more in use and decomissioning of its resources is under way.

FR : Mise hors service en cours

Degraded QoS

CC : service-impaired

UF : *Impaired service*

BT : Packet loss

Quality of Service is degraded.

FR : Service dégradé

Degraded resilience

CC : resilience-impaired

UF : *Switchover impossible*

Disabled active/passive redundancy capability

NT : No service impact

Failover mechanisms or resources are broken or unavailable.

FR : Redondance dégradée

degradedSignal

CC : degradedSignal

denialOfService

CC : denialOfService

Development

CC : development

The Application has been declared into the Information System and its development is started (i.e. analysis, design, coding).

FR : En développement

Diagnosis

CC : t4

The Diagnosis milestone is the end of the root cause analysis (RCA) of the incident.

Diagnosis Activation

CC : t3

The Diagnosis Activation marks the entry in the active analysis part of the process.

disabled

CC : disabled

UF : *down*

Disabled active/passive redundancy capability

USE : Degraded resilience

down

USE : disabled

down

USE : locked

Draft

CC : draft

A Change Request have been initialized by Requester and is currently under definition.

FR : Brouillon

dTE-DCEInterfaceError

CC : dTE-DCEInterfaceError

duplicateInformation

CC : duplicateInformation

E



Electronic mail

USE : e-mail

e-mail

CC : e-mail

UF : *Electronic mail*

The agent should preferably be contacted by e-mail.

emerg

USE : critical

Emergency

USE : critical

enabled

CC : enabled

UF : *up*

enclosureDoorOpen

CC : enclosureDoorOpen

environmentalAlarm

CC : environmentalAlarm

This notification type is used to report a problem in the environment.

equipmentAlarm

CC : equipmentAlarm

This notification type is used to report a failure in the equipment.

equipmentMalfunction

CC : equipmentMalfunction

Error

USE : major

Event Appearance

CC : t0

The Event Appearance, reported by the customer or a partner application, starts the Incident Management process.

excessiveVibration

CC : excessiveVibration

Executed

CC : executed

Planned operations are done. Modifications are possible but will be tracked. Typical next status : ['Final'].

FR : Réalisé

F



Failover activated with no service impact

CC : **service-with-standby-activated**

NT : **No service impact**

Switchover to the hot/cold standby has been observed/done and no service impact is observed.

FR : *Service avec secours activé*

Failure

CC : **failure**

Failure.

FR : *Incident*

Field intervention

USE : **Field management**

Field management

CC : **fm**

UF : **Field intervention**

RT : **Internal User**

Technical Support Team

Field managements.

fileError

CC : **fileError**

Final

CC : **final**

Planned operations are done and no more modifications will be carried out. Typical next status : ['Closed'].

FR : *Terminé*

fireDetected

CC : **fireDetected**

floodDetected

CC : **floodDetected**

framingError

CC : **framingError**

Frozen

CC : **frozen**

UF : **Pending**

The Trouble Ticket handler freezes the Trouble Ticket because the technician is waiting a customer action or complementary information. The process freeze needs the customer agreement. The time counter is stopped, the Ticket processing is awaiting an action from the customer. Typical next status : ['In progress'].

FR : *Gelé*



General Public Customer

CC : clt-gp

UF : *GP Customer*

NT : **Customer**

General public customer.

FR : Client Grand Public

Gold

CC : gold

The Application has 'Gold' SLA.

FR : Or

~~*GP Customer*~~

USE : General Public Customer

H



Handover acceptance

CC : handover-acceptation

UF : *Transfer acceptance*

FR : *Acceptation de transfert*

Handover denial

CC : handover-denial

FR : *Refus de transfert*

Handover request

CC : handover-request

UF : *Transfer request*

FR : *Demande de transfert*

heatingOrVentilationOrCoolingSystemProblem

CC : heatingOrVentilationOrCoolingSystemProblem

High critical

CC : high-critical

Highly critical application.

<https://w3id.org/noria/ontology/kos/org/agent-contact-method/sms>

CC : sms

UF : *Short text message*

Text message

Short message

SMS message

The agent should preferably be contacted by SMS message.

humidityUnacceptable

CC : humidityUnacceptable



Ill-defined

CC : ill-defined

Ill-defined.

FR : Indéterminé

~~Impaired service~~

USE : Degraded QoS

Incident Closure

CC : t8

The Incident Closure, concluded with the Customer, validates the end of the process.

Incident closure

CC : incident-closure

RT : Closed

The incident is considered closed and the incident process ends.

FR : Clôture

Incident Coordinator

CC : icr

Responsible for coordination of failure removal, i.e. to restore service in the shortest possible time and to minimize failure impact. All high priority incidents (e.g. Priority 1 and 2) are managed by the ICR.

Incident escalation

CC : incident-escalation

Incident escalation happens when an incident requires advanced support, such as sending an on-site technician or assistance from certified support staff.

FR : Escalade

Incident Management Process

CC : incident-management

RT : Problem Management Process

Incident management: an incident is a failure or a deterioration of service detected and declared by the customer or by internal operator. The associated process is to find and solve the causes of the incident and to restore the service. The incident is an urgent situation calling for a very short term action and resolution

Incident Repairing

CC : t7

The Incident Repairing indicates that the causes of the Incident are resolved, ensuring that it will not occur again.

Incident Resolution

CC : t6

The Incident Resolution marks the end of the Incident, that is to say that the service works again.

indeterminate

CC : indeterminate

UF : Unknown

Notice

Informational

info

Debug

The Indeterminate severity level indicates that the severity level cannot be determined.

indeterminate

CC : indeterminate

inferredAlert

CC : inferred-alert

This notification is used to report that a risk or error condition has been deduced by an external Anomaly Detection (AD) component.

Info

CC : info

UF : Informational

An INFORMATION event.

~~info~~

USE : indeterminate

~~Informational~~

USE : Info

~~Informational~~

USE : indeterminate

informationMissing

CC : informationMissing

informationModificationDetected

CC : informationModificationDetected

informationOutOfSequence

CC : informationOutOfSequence

~~Information request~~

USE : Assistance

Infrastructure

CC : infrastructure

Infrastructure

FR : Infrastructure

Infrastructure area

CC : infrastructure-area

Infrastructure area

FR : Domaine d'infrastructure

Infrastructure service

CC : infrastructure-service

Infrastructure service

FR : Service d'infrastructure



Initialised

CC : initialised

UF : *Submitted*

The initial state of a Trouble Ticket when created by a Trouble Ticket originator (not managed by API operation). Typical next status : ['In progress'].

FR : *Ouvert*

InProgress

USE : Current

In progress

CC : current

At start date of the operation. Typical next status : ['Executed'].

FR : *En cours*

In progress

USE : Current

inputDeviceError

CC : inputDeviceError

inputOutputDeviceError

CC : inputOutputDeviceError

installed

CC : installed

UF : *Created*

Instantiated

Provisionnement

Instantiated

USE : installed

Instantiated

CC : instantiated

UF : *Running*

Work in progress

FR : *Production*

Instantiating

USE : planned

integrityViolation

CC : integrityViolation

This notification is used to report that a potential interruption in information flow has occurred such that information may have been illegally modified, inserted or deleted.

Internal User

CC : int

RT : **Field management**

Internal user.

FR : *Interne*

Internal User

CC : int

BT : **Bot**

The comment originates from an internal user.

FR : *Interne*

Interrupted service

CC : **service-breakdown**

UF : **Service breakdown**

The service is interrupted.

FR : *Service interrompu*

intrusionDetection

CC : intrusionDetection

Inward Customer contact

CC : inward-customer-contact

FR : *Contact Client entrant*

Isolated customer site

CC : isolated-customer-site

Isolated customer site.

FR : *Site client isolé*

IT Tool

CC : it-tool

IT Tool

FR : *Solution logicielle*

K



keyExpired
CC : keyExpired

L



IANError
CC : IANError

leakDetected
CC : leakDetected

localNodeTransmissionError
CC : localNodeTransmissionError

locked
CC : locked
UF : *down*

lossOfFrame
CC : lossOfFrame

lossOfSignal
CC : lossOfSignal

Low
CC : low
Low criticality application.



Main Customer Contact

CC : mcc

Entity or person to be contacted for feedback or escalation.

Major

CC : major

An MAJOR event.

major

CC : major

UF : Error

The Major severity level indicates that a service affecting condition has developed and an urgent corrective action is required. Such a severity can be reported, for example, when there is a severe degradation in the capability of the managed object and its full capability must be restored.

major

CC : major

Major

CC : major

Major incident.

FR : Majeur

Managed access equipment on customer's premises

CC : managed-access-equipment

Managed access equipment on customer's premises.

FR : Equipement d'accès sur site client

Managed backbone networks

CC : managed-backbone-networks

Managed backbone networks.

FR : Réseau coeur

Managed specific networks

CC : managed-specific-networks

Managed specific networks.

FR : Réseau spécifique

Manufacturer

CC : manufacturer

An organization assuming a manufacturing activity of some product.

materialSupplyExhausted

CC : materialSupplyExhausted

Minor

CC : minor

An MINOR event.

minor

CC : minor

The Minor severity level indicates the existence of a non-service affecting fault condition and that corrective action should be taken in order to prevent a more serious (for example, service affecting) fault. Such a severity can be reported, for example, when the detected alarm condition is not currently degrading the capacity of the managed object.

minor

CC : minor

Minor

CC : minor

Minor incident.

FR : Mineur

miscellaneousError

CC : miscellaneousError

When a processing error failure has occurred and the error condition encountered does not match any of the object's defined specific error types, this value is used.

multiplexerProblem

CC : multiplexerProblem

N



Network

USE : Network element

Network element

CC : network-element

UF : *Network*

Physical Network Element.

FR : *Élément réseau*

Network equipment

CC : network-equipment

Network equipment

FR : *Équipement de réseau*

Non-managed Product

CC : non-managed-product

Object necessary to describe a technical component to carry operations and where there is no record of the technical element.

nonRepudiationFailure

CC : nonRepudiationFailure

No preference

CC : no-pref

The agent have no preferred contact method.

No service impact

CC : no-service-impact

BT : Degraded resilience

Failover activated with no service impact

An issue has been raised but no service impact has been observed.

FR : *Sans perturbation du service*

Not applicable

CC : not-applicable

Defining the business importance is not relevant for the application.

Not defined

CC : not-defined

The business importance is not defined yet for the application.

Notice

USE : indeterminate



objectCreation

CC : **objectCreation**

This notification type is used to report the creation of a managed object to another open system.

objectDeletion

CC : **objectDeletion**

This notification type is used to report the deletion of a managed object to another open system.

OK

CC : **ok**

An OK state event.

On hold

CC : **incident-freeze**

UF : **Pending**

indicates that the incident requires some information or response from the user or from a third party. The incident is placed “on hold” so that SLA response deadlines are not exceeded while waiting for a response from the user or vendor.

FR : *Demande de Gel/Dégel*

Operational Skill Center

CC : **osc**

Operational Skill Centers (OSC) related to material suppliers.

operationalViolation

CC : **operationalViolation**

This notification is used to report that the provision of the requested service was not possible due to the unavailability, malfunction or incorrect invocation of the service.

ØSS

USE : **Bot**

ouputDeviceError

CC : **ouputDeviceError**

outOfHoursActivity

CC : **outOfHoursActivity**

outOfMemory

CC : **outOfMemory**

outOfService

CC : **outOfService**

Outsourced

CC : **outsourced**

The Application is outsourced and is currently actively used by internal/external customers.

FR : *Externalisé*

Outward Customer contact

CC : **outward-customer-contact**

FR : *Contact Client sortant*

OWR_Major

USE : **OWR Major**

OWR_Normal

USE : **OWR Standard**

OWR_Standard

USE : **OWR Standard**

OWR Major

CC : **owr-major**

UF : **OWR_Major**

Operation With Risk (OWR) - Major mitigation effort.

FR : *OAR Majeur*

OWR Standard

CC : **owr-standard**

UF : **OWR_Normal**
OWR_Standard
Task Order

Operation With Risk (OWR) - Normal mitigation effort.

FR : *OAR Standard*

P



P0

CC : P0

A problem or error subject to official request.

P1

EX : Complete loss of System functionality or loss of system capacity where service usage is significantly impacted e.g. more than 20% of transactions are failing or more than 20% of planned capacity is unavailable.

CC : P1

A problem or error causing a Service or any portion thereof to be completely inoperative or severely affected causing immediate and significant degradation of service to customers.

P2

EX : Loss of redundancy or loss of system capacity during busy hour where service usage is impacted e.g. less than 20% of transactions are failing or less than 20% of planned capacity is unavailable.

CC : P2

A problem or error causing a Service or any portion thereof to be adversely affected causing some congestion/service degradation but is not significantly impacting yet a customer ability to utilize the service or the ability to manage/operate the service.

P3

EX : Minor service degradation with minor impact to customer's ability to utilize the service or the ability to manage/operate the service.

CC : P3

An error causing a Product or portion thereof to fail to perform but such failure is non-critical to business.

P4

CC : P4

Packet loss

CC : packet-loss

NT : Degraded QoS

Packet loss occurs when one or more packets of data travelling across a computer network fail to reach their destination. Packet loss is either caused by errors in data transmission, typically across wireless networks, or network congestion. Packet loss is measured as a percentage of packets lost with respect to packets sent.

FR : Perte de paquets

panic

USE : critical

Partition

CC : partition

UF : Slice

Virtual Machine

Physical or logical partitioning of a device into independent entities.

FR : Partition

Pending

USE : Frozen

Pending

USE : On hold

pendingRemoval

CC : pendingRemoval

UF : Terminating

performanceDegraded

CC : performanceDegraded

Phone

CC : phone

The agent should preferably be contacted by phone.

FR : Téléphone

physicalViolation

CC : physicalViolation

This notification is used to report that a physical resource has been violated in a way that indicates a potential security attack.

planned

CC : planned

UF : Instantiating

Platinum

CC : platinum

The Application has 'Platinum' SLA.

FR : Platine

p-mail

CC : p-mail

UF : Postal mail

The agent should preferably be contacted by postal mail.

FR : Courrier postal

Postal mail

USE : p-mail

powerProblem

CC : powerProblem

Prepared

USE : Scheduling

Preproduction

CC : testing

The Application development is under review before going into production (i.e. testing, implementation).

FR : En pré production

pressureUnacceptable

CC : pressureUnacceptable

P



Problem Management Process

CC : **problem-management**

RT : **Incident Management Process**

Problem management: a problem is a risky situation which can cause an incident and is generally observed by internal operators. The associated process is to analyse the causes of the problem and to correct them in order to avoid the incident from occurring. The problem is a middle / long term situation calling for deep analysis and reliable solution.

proceduralError

CC : **proceduralError**

processingErrorAlarm

CC : **processingErrorAlarm**

This notification type is used to report processing failure in a managed object.

processorProblem

CC : **processorProblem**

Product

CC : **product**

A Product is a service provided and charged to the customer and it relies on one or several Resources. A Product is associated to a customer and it can carry warranties and SLAs. These two points make the difference between Resource and Product.

Production

CC : **production**

The Application development is done and it is currently actively used by internal/external customers.

FR : *En production*

Provisionning

USE : **installed**

pumpFailure

CC : **pumpFailure**

PW_Major

CC : **pw-major**

UF : **PW Normal**

Planned Work (PW) - Major mitigation effort.

FR : *TP_Majeur*

PW_Normal

USE : **PW Normal**

PW Normal

CC : **pw-normal**

UF : **PW_Normal**

Planned Work (PW) - Normal mitigation effort.

FR : *TP Normal*

PW_Normal

USE : **PW_Major**

Q



qualityofServiceAlarm

CC : `qualityofServiceAlarm`

This notification type is used to report a failure in the quality of service of the managed object.

queueSizeExceeded

CC : `queueSizeExceeded`

R



Rack

CC : rack

Equipment rack.

FR : Conteneur

receiveFailure

CC : receiveFailure

receiverFailure

CC : receiverFailure

Registration

CC : t1

The Registration is the event of entering in Orange internal process and the information due to the Customer.

relationshipChange

CC : relationshipChange

This notification type is used to report the change in the value of one or more relationship attributes of a object, that result through either internal operation of the managed object or via management operation.

remoteNodeTransmissionError

CC : remoteNodeTransmissionError

Request for information

USE : Assistance

Resolved

CC : resolved

RT : Service recovery

The service is definitively repaired. The Fault indicated in the Trouble Ticket was corrected by the Trouble Ticket handler and acknowledgement is awaited from its originator. Typical next status : ['Closed'].

FR : Résolu

Resource

CC : resource

The Resources are shared elements of the network on which the Customers' Products and Services are implemented.

resourceAtOrNearingCapacity

CC : resourceAtOrNearingCapacity

Resource Facing Service

CC : ResourceFacingService

UF : RFS

A Resource Facing Service (RFS) is not visible and usable by a Customer.

responseTimeExcessive

CC : responseTimeExcessive

Restored

CC : restored

RT : Service restoration

"The service is restored after a temporary repair and the time counter is stopped. The service concerned by the Trouble Ticket has been restored, but it may need more technical action to definitively solve the causes of the incident. Typical next status : ['Resolved'].

FR : Réparé

retransmissionRateExcessive

CC : retransmissionRateExcessive

Revised

CC : revised

The Ticket is modified (modification of the accounting). Typical next status : [].

FR : Révisé

RFS

USE : Resource Facing Service

Running

USE : Instantiated

S



Scheduling

CC : scheduling
UF : Prepared

Planned operations have been defined and distributed to all technical and reception groups. Typical next status : ['Validated'].

FR : Plannifié

securityServiceOrMechanismViolation

CC : securityServiceOrMechanismViolation

This notification is used to report that a security attack has been detected by a security service or mechanism.

Server

CC : server

Physical serveur without partitioning.

FR : Serveur

~~Service breakdown~~

USE : Interrupted service

Service Management Center

CC : smc

RT : Technical Support Team

Service Management Centers (SMC).

Service Management Center

CC : smc

Service Management Centers (SMC).

Service Platform

CC : service-platform

Service Platform

FR : Plateforme de service

Service Platform Model

CC : service-platform-model

Service Platform Model

FR : Modèle de Plateforme de Service

Service recovery

CC : service-recovery

RT : Resolved

Doing an RCA to get to Service Recovery.

FR : Rétablissement complet du service

Service Restoration

CC : t5

The first step after the diagnosis is the Service Restoration, which restores the service (sometimes in degraded mode) to the Customer.

Service restoration

CC : service-restoration

RT : Restored

Service restoration thanks to a work around.

FR : Rétablissement du service

shuttingDown

CC : shuttingDown

Silver

CC : silver

The Application has 'Silver' SLA.

FR : Argent

SLA

CC : sla

Service Level Agreement (SLA).

FR : SLA

~~Slice~~

USE : Partition

softwareError

CC : softwareError

softwareProgramAbnormallyTerminated

CC : softwareProgramAbnormallyTerminated

softwareProgramError

CC : softwareProgramError

Special Group

CC : special-group

Special Group

FR : Special Group

Standard

CC : standard

Standard criticality application.

stateChange

CC : stateChange

This notification type is used to report the change in the the value of one or more state attributes of a managed object, that result through either internal operation of the managed object or via management operation.

Storage

CC : storage

Data storage equipments.

FR : Stockage

storageCapacityProblem

CC : storageCapacityProblem

Storage Robot

CC : storage-robot

FR : Robotique

~~Submitted~~

USE : Initialised

S



Supervision loss

CC : **supervision-loss**

Supervision of the resource or service is unavailable.

FR : *Perte de supervision*

Supplier

CC : **supplier**

Suppliers.

Support Bot

USE : **Bot**

Support Team

USE : **Technical Support Team**

Switchover impossible

USE : **Degraded resilience**

T



Task Order

USE : OWR Standard

Technical Management Center

CC : tmc

RT : Technical Support Team

Technical Management Center (TMC).

Technical Management Center

CC : tmc

Technical Management Center (TMC).

Technical Support Group

CC : tsg

An organizational operational unit (team) with a technical support role; i.e. a group of employees with specific skills or devoted to some specific task/work/project w.r.t. IT Service and Resource management. The unique identifier of the team (e.g. the operation code) can be instantiated with the `org:identifier` property.

Technical Support Team

CC : ent

UF : *Support Team*

RT : Technical Management Center

Service Management Center

Field management

The comment originates from an internal technical support team.

FR : EDS

temperatureUnacceptable

CC : temperatureUnacceptable

Terminated

USE : Uncommissioned

Terminating

USE : pendingRemoval

Third Party

CC : third-party

Third party application.

FR : Entité tiers

thresholdCrossed

CC : thresholdCrossed

Ticket Initiator

CC : tir

Entity or person identifying the incident and opening the trouble ticket.

timeDomainViolation

CC : timeDomainViolation

This notification is used to report that an event has occurred at an unexpected or prohibited time.

toxicLeakDetected

CC : toxicLeakDetected

Transfer acceptance

USE : Handover acceptance

Transfer request

USE : Handover request

transmitterFailure

CC : transmitterFailure

U



unauthorizedAccessAttempt
CC : unauthorizedAccessAttempt

Uncommissioned
CC : uncommissioned
UF : *Terminated*

unexpectedInformation
CC : unexpectedInformation

Unknown
CC : unknown
An UNKNOWN state.

Unknown
USE :indeterminate

unlocked
CC : unlocked
UF : *up*

unspecifiedReason
CC : unspecifiedReason

up
USE :enabled

up
USE :unlocked

V



Validated

CC : validated

"The Validating Party has received and approved operations characteristics with respect to technical or customer constraints (e.g. date and time of finalization). Typical next status : ['In Progress', 'Cancelled'].

FR : Validé

Validated

CC : validated

A notice has been sent to the customer or a validation has been made in the Trouble Ticket management system by a manager. The Ticket is Validated when its closure is official. This validation may be cancelled to go back to 'Closed' status. Typical next status : ['Revised', 'Closed for dashboard'].

FR : Validé

Virtualized Network Function

CC : vnf

Instance of a software implementation of Network Function that can be deployed in a virtualized infrastructure. See ETSI 'NFV Terminology for Main Concepts in NFV' Oct 2013.

FR : Fonction de réseau virtualisée

Virtual Machine

USE : Partition

W



~~warn~~

USE : warning

Warning

CC : warning

An WARNING event.

warning

CC : warning

UF : *Warning*
warn

The Warning severity level indicates the detection of a potential or impending service affecting fault, before any significant effects have been felt. Action should be taken to further diagnose (if necessary) and correct the problem in order to prevent it from becoming a more serious service affecting fault.

~~Warning~~

USE : warning

warning

CC : warning

~~Work in progress~~

USE : Instantiated

status Application Status



Decomissioned

Decomissioning asked

Development

Outsourced

Production

Preproduction

status Application Status

|||||

French (fr)



French (fr)	English (en)
Acceptation de transfert	Handover acceptance
Ajout pièce jointe	Attached document
Annulé	Cancelled
Application	Application
Argent	Silver
Bloquant	Blocking
Bloquant/Majeur	Blocking/Major
Bronze	Bronze
Brouillon	Draft
Change Auto	Change Auto
Client	Customer
Client	Customer
Client	Customer
Client Entreprise	Business Customer
Client Grand Public	General Public Customer
Clos	Closed
Clos	Closed
Clos pour tableau de bord	Closed for dashboard
Clôture	Incident closure
Cluster	Cluster
Commentaires	Comments
Contact Client entrant	Inward Customer contact
Contact Client sortant	Outward Customer contact
Conteneur	Rack
Courrier postal	p-mail
Délai d'attente de connexion écoulé	Connection timeout
Demande d'assistance	Assistance
Demande de Gel/Dégel	On hold
Demande de transfert	Handover request
Département d'entreprise - Unité de gestion	Company department - Management entity
Domaine d'infrastructure	Infrastructure area
EDS	Technical Support Team
Élément réseau	Network element
En cours	In progress
En cours	Current
En développement	Development
En pré production	Preproduction
En production	Production
Entité tiers	Third Party
Équipement d'accès sur site client	Managed access equipment on customer's premises
Équipement de réseau	Network equipment
Escalade	Incident escalation
Externalisé	Outsourced
Fonction de réseau virtualisée	Virtualized Network Function
Gelé	Frozen
Groupe Applicatif	Application Group
Groupe Métier AAA	AAA Business Group
Groupe Technique AAA	AAA Technical Group
Hors service	Decommissioned
Incident	Failure
Indéterminé	Ill-defined
Infrastructure	Infrastructure
Interne	Internal User
Interne	Internal User
Majeur	Major
Mineur	Minor
Mise hors service en cours	Decommissioning asked
Modèle de Plateforme de Service	Service Platform Model
OAR Majeur	OWR Major
OAR Standard	OWR Standard

French (fr)



French (fr)	English (en)
Or	Gold
Ouvert	Initialised
Partition	Partition
Perte de paquets	Packet loss
Perte de supervision	Supervision loss
Plannifié	Scheduling
Plateforme de service	Service Platform
Platine	Platinum
Production	Instantiated
Réalisé	Executed
Redondance dégradée	Degraded resilience
Refus de transfert	Handover denial
Réparé	Restored
Réseau coeur	Managed backbone networks
Réseau spécifique	Managed specific networks
Résolu	Resolved
Rétablissement complet du service	Service recovery
Rétablissement du service	Service restoration
Révisé	Revised
Robotique	Storage Robot
Sans perturbation du service	No service impact
Serveur	Server
Service avec secours activé	Failover activated with no service impact
Service d'infrastructure	Infrastructure service
Service dégradé	Degraded QoS
Service hébergé chez un partenaire	Contract application-hosting services
Service interrompu	Interrupted service
Site client isolé	Isolated customer site
SLA	SLA
Solution logicielle	IT Tool
Special Group	Special Group
Stockage	Storage
Système	Bot
Téléphone	Phone
Terminé	Final
TP_Majeur	PW_Major
TP Normal	PW Normal
Validé	Validated
Validé	Validated

Mappings - C



source concept		target concept	
critical	Perceived severity	exact	critical

Mappings - I



source concept		target concept	
indeterminate	Perceived severity	exact	indeterminate

Mappings - M



source concept			target concept	
major	Perceived severity	exact	major	
minor	Perceived severity	exact	minor	

Mappings - S



source concept			target concept	
Service Management Center	IMP Group	exact	Service Management Center	

Mappings - T



source concept			target concept
Technical Management Center	IMP Group	exact	Technical Management Center

Mappings - W



source concept		target concept	
warning	Perceived severity	exact	warning

