A

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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

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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

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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

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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

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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

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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

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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

G

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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

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Handover acceptance
CC : handover-acceptation
UF : *Transfer acceptation*
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/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

I

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

I

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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
   Provisionning

~~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

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keyExpired
CC : keyExpired

L

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lANError
CC : lANError

---

leakDetected
CC : leakDetected

---

localNodeTransmissionError
CC : localNodeTransmissionError

---

locked
CC : locked
UF : *down*

---

lossOfFrame
CC : lossOfFrame

---

lossOfSignal
CC : lossOfSignal

Low
CC : low
Low criticality application.

M

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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

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Network
USE : Network element

Network element
CC : network-element
UF : *Network*
Physical Network Element.
FR : Elément réseau

Network equipment
CC : network-equipment
Network equipment
FR : Equipement 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

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O

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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.

~~OSS~~
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

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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

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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

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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

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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

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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

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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

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

transmitterFailure
CC : transmitterFailure

U

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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

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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

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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

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warning
CC : warning

Work in progress
USE :Instantiated

status Application Status

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Decomissioned

Decomissioning asked

Development

Outsourced

Production

Preproduction

status Application Status

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French (fr)

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French (fr)	English (en)
Acceptation de transfert	Handover acceptation
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
Elément réseau	Network element
En cours	In progress
En cours	Current
En développement	Development
En pré production	Preproduction
En production	Production
Entité tiers	Third Party
Equipement d'accès sur site client	Managed access equipment on customer's premises
Equipement 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	Decomissioned
Incident	Failure
Indéterminé	Ill-defined
Infrastructure	Infrastructure
Interne	Internal User
Interne	Internal User
Majeur	Major
Mineur	Minor
Mise hors service en cours	Decomissioning asked
Modèle de Plateforme de Service	Service Platform Model
OAR Majeur	OWR Major
OAR Standard	OWR Standard

29

French (fr)

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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

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source concept			target concept
critical	Perceived severity	exact	critical

Mappings - I

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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

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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