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esautew					
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Delivery tools classification guidelines

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1 Introduction

This document provides a detailed explanation for each available option applicable to:

1. Tool type
2. Tool license type
3. Tool license owner
4. Access method

Fields available in the Excel data collection template for ISF tools and activities.

Personnel who have been tasked with providing data **must** read and understand this document, they can also reach out to their respective SPOCs for further clarification(s) if needed.

2 Categories and options

2.1 Tool Type

2.1.1 Access Tool

Any utility which enables the user to access a specific node/ system.

Examples – SecureCRT, Putty, etc.

2.1.2 BI Visualization

A software which allows the user to visualize complex data sets

Examples – Microsoft Business Intelligence, Tableau, Metricell, etc.

2.1.3 Custom Tool

A portal created specifically for unique task which cannot be categorized as a delivery tool. Especially a customer designed portal/ utility.

Examples – Opium, IFLOW, XAKTA, IPCM, Blarney, Netsite, etc.

2.1.4 Delivery Tool

Any standard tool used by a Service Professional (SP) for a delivery task/ activity involving analysis, design, tuning, optimization, audit using CM, FM, PM, trace data.

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Examples – TEMS Investigation, TEMS Investigation Replay, TEMS Discovery, InfoVista Mentum Planet, Actix Analyzer, ESPA, ITK, ACD, EPP, etc.

2.1.5 Inventory/ Database

Tool/ portal/ system tasked with maintaining equipment inventory and databases

Examples – Site Handler, ADC Build, Nemesis, Greenplum, Maximo, etc.

2.1.6 Macro

Excel or VB macro

Examples – Exert, CR Log Analyzer, Neat etc.

2.1.7 MS Office

Microsoft Office Suite applications – Excel, PowerPoint, Word, OneNote, Outlook, Skype for Business

2.1.8 OSS in-built tool

Tools accessed from within an OSS

Examples – WinFiol, RNO, MOShell Explorer, CAN etc.

2.1.9 OSS Platform

The OSS itself.

Examples – OSS RC, SOEM, ENM, U2000, NetAct, M2000, LMT, etc.

2.1.10 Other IT Tools

Specifically, IT tools

Examples – Remedy, SAP etc.

2.1.11 Other Type

Tools which are used in the delivery process but do not perform any optimization activities.

Examples – Verdi, Cygwin, ELIS, Network Library, Lighthouse etc.

2.1.12   Process Automation

Any RPA

Examples – SoftHuman, ACE, RedBot, UIPath, Blue Prism etc.

2.1.13   Collaboration

Platform to share information like Share point

2.2   Tool Developer

Choose the appropriate developer from the list of options

Tool Developer	Explanation
Autodesk	
Microsoft	
Ericsson	
Huawei	
ZTE	
Nokia	
Samsung	
Cisco	
ALU	
Juniper	
InfoVista/ TEMS/ Mentum	
Keysight/ Nemo	
Gladiator	
iBwave	
Pitney Bowes	
Amdocs/ Actix	
Forsk/ Atoll	
Viavi/ Arieso/ JDSU	
RanPlan	
Other 3PP	To be used **only** if it does not fall into any of the 3PP categories mentioned here
Global SA NDO	
SL Optimize	
Ericsson other SA	
Ericsson PA/ PDU	
Operator	

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Ericsson MA	
Ericsson Other	To be used **only** if it does not fall into any of the above Ericsson categories
Enghouse	
SAP	
Vandyke	
Wireshark	
Greenplum	
Keysight	
Teoco	
Vandyke	
Cygwin	
Google	
Accuver	
Quantum_GIS	
Pathloss	
ENEA	
Tableau	

2.3   Tool License Type

Below are examples of tool license type --

Tool License Type	Explanation
FOC - Open Source	Free from vendor
Paid	SL Optimize pays
Shared License	Borrowed under License Sharing
Customer provided	License procured and paid for by the Operator – customer here refers to the end customer, i.e. the operator, not to be confused with Market Area/ Customer Unit etc. For all Customer Provided licenses, the license owner will always be Operator.
OSS Tool	Tool is available through OSS
MA provided	
NA	Not Applicable
Others	To be used **only** if it does not fall into any of the above categories

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2.4   Tool license Owner

Tool license Owner	
Global SA NDO	
SL Optimize	
Ericsson other SL	
Ericsson PA/ PDU	
Operator	
Ericsson MA	
Ericsson Other	Ericsson old global tools used by many, but now end of life or no support
NA	Not Applicable since ther is no license, only access is provided through credentials
Other	To be used **only** if it does not fall into any of the above Ericsson categories

2.5   Access Method

Access Method	Explanation
Local Laptop	On the resources' own laptop / local desktop
ECN	Accessible over the ECN (web interface)
Remote Desktop	Accessed through ECN / RACOM
VPN	Customer's VPN
Citrix/MSDP	Valid for MSDP/ non-MSDP customers using Citrix
RSG	OSS or Tools at customer network accessed through RSG
Operator Provided Laptop (VPN/Internet)	
Web Access on Ericsson Network	