

1.2.6 Resource Performance Management

Sommario

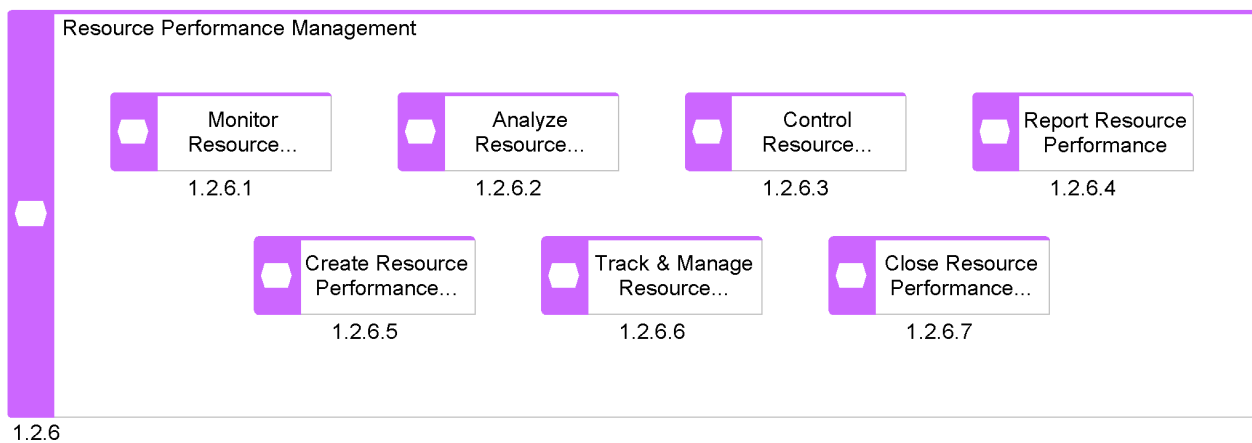
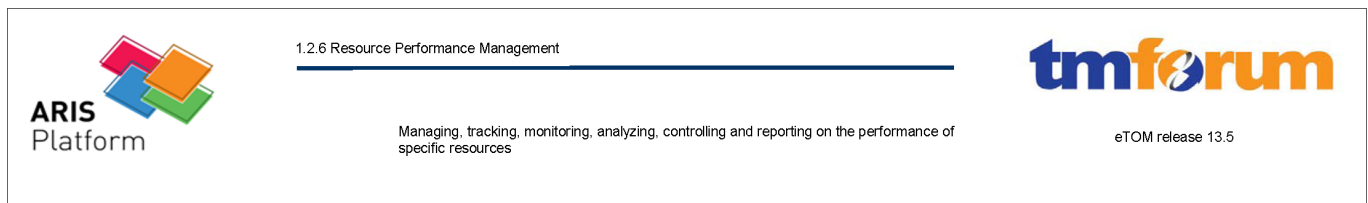
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## 1 1.2.6 Resource Performance Management

### Grafici dei modelli



### Informazioni modello

Nome	1.2.6 Resource Performance Management
Descrizione	Managing, tracking, monitoring, analyzing, controlling and reporting on the performance of specific resources
Autore	eTOM release 13.5
Tipo	Catena del valore
Momento di creazione	10-apr-2015 8.46.25 GMT+2
Autore	system
Ultima modifica	11-ott-2016 17.37.16 GMT+2
Ultimo utente	system

### Contenuto del modello

1 Resource Performance Management	
Nome	Resource Performance Management
Codice	1.2.6

<b>Livello</b>	Level 2
<b>Descrizione</b>	Resource Performance Management processes encompass managing, tracking, monitoring, analyzing, controlling and reporting on the performance of specific resources. They work with basic information received from the Resource Data Collection & Distribution processes. If the analysis identifies a resource performance violation or a potential service performance violation, information will be passed to Resource Trouble Management and/or Service Quality Management as appropriate. The latter processes are responsible for deciding on and carrying out the appropriate action/response. This may include requests to the Resource Performance Management processes to install controls to optimize the specific resource performance. The Resource Performance Management processes will continue to track the resource performance problem, ensuring that resource performance is restored to a level required to support services.
<b>Nome esteso</b>	1.2.6 Resource Performance Management
<b>Descrizione breve</b>	Managing, tracking, monitoring, analyzing, controlling and reporting on the performance of specific resources
<b>Identificatore</b>	ETOM.3126
<b>Tipo</b>	Attività
<b>Momento di creazione</b>	10-set-2009 16.16.26 GMT+2
<b>Ultima modifica</b>	3-lug-2015 15.42.27 GMT+2
<b>Ultimo utente</b>	system
<b>easy eTOM</b>	L'obiettivo del processo Resource Performance Management è quello di gestire, tracciare, monitorare, analizzare le performance di specifiche risorse. Se l'analisi identifica una violazione dei livelli di performance di una specifica risorsa o di servizio, il processo informa i processi Resource Trouble Management e/o il processo Service Quality Management. Su indicazioni del processo Service Quality Management questo processo potrebbe mettere in campo controlli al fine di ottimizzare le performance di specifiche risorse.
<b>L1 di riferimento</b>	1.2 Assurance
<b>L0 di riferimento</b>	1 Operations

2 Monitor Resource Performance	
<b>Nome</b>	Monitor Resource Performance
<b>Codice</b>	1.2.6.1
<b>Livello</b>	Level 3
<b>Descrizione</b>	The objective of the Monitor Resource Performance processes is to monitor received resource performance information and undertake first-in detection. The responsibilities of the processes include, but are not limited to: -{T}Undertaking the role of first in detection by monitoring the received specific resource performance data; -{T}Comparing the received specific resource performance data to performance standards set for each specific resource (available from the Resource Inventory); -{T}Assessing and recording received specific resource performance data which is within tolerance limits for performance standards, and for which continuous monitoring and measuring of specific resource performance is required; -{T}Recording the results of the continuous monitoring for reporting through the Report Resource Performance processes; -{T}Detecting performance threshold violations which represent specific resource failures due to abnormal performance; -{T}Passing information about resource failures due to performance threshold violations to Resource Trouble Management to manage any necessary restoration activity as determined by that process; -{T}Passing information about potential specific service performance degradations arising from specific resource degradations to Service Quality Management to manage any necessary restoration activity as determined by that process; -{T}Detecting performance degradation for specific resources which provide early warning of potential issues; -{T}Forwarding resource performance degradation notifications to other Resource Performance Management processes, which manage activities to restore normal specific resource performance; and -{T}Logging specific resource performance degradation and violation details within the repository in the Manage Resource Inventory processes to ensure historical records are available to support the needs of other processes.

<b>Nome esteso</b>	1.2.6.1 Monitor Resource Performance
<b>Descrizione breve</b>	Monitor received resource performance information and undertake first-in detection.
<b>Identificatore</b>	ETOM.3200
<b>Tipo</b>	Attività
<b>Momento di creazione</b>	10-set-2009 16.16.31 GMT+2
<b>Ultima modifica</b>	3-lug-2015 15.42.27 GMT+2
<b>Ultimo utente</b>	system
<b>easy eTOM</b>	L'obiettivo del processo Monitor Resource Performance è quello di monitorare le informazioni relative alle performance di specifiche risorse e di effettuare una prima analisi. Tra le attività principali: analizzare i differenti dati sulle performance di risorse, tenere sotto controllo risorse con valori di performance entro il limite dei valori tollerati, informare i processi Report Resource Performance, Resource Trouble Performance, Service Quality Management qualora i valori di performance superino le soglie di tolleranza
<b>L1 di riferimento</b>	1.2 Assurance
<b>L2 di riferimento</b>	1.2.6 Resource Performance Management
<b>L0 di riferimento</b>	1 Operations

3 Create Resource Performance Degradation Report	
<b>Nome</b>	Create Resource Performance Degradation Report
<b>Codice</b>	1.2.6.5
<b>Livello</b>	Level 3
<b>Descrizione</b>	The objective of the Create Resource Performance Degradation Report process is to create a new resource performance degradation report, modify existing resource performance degradation reports, and request cancellation of existing resource performance degradation reports. A new resource performance degradation report may be created as a result of specific resource performance notifications undertaken by the Monitor Resource Performance processes, or at the request of analysis undertaken by other RM&O, SM&O or S/PRM processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific resource performance. If the resource performance degradation report is created as a result of a notification or request from processes other than Monitor Resource Performance processes, the Create Resource Performance Degradation Report processes are responsible for converting the received information into a form suitable for the Resource Performance Management processes, and for requesting additional information if required.
<b>Nome esteso</b>	1.2.6.5 Create Resource Performance Degradation Report
<b>Descrizione breve</b>	Create a new resource performance degradation report
<b>Identificatore</b>	ETOM.3312
<b>Tipo</b>	Attività
<b>Momento di creazione</b>	10-set-2009 16.16.30 GMT+2
<b>Ultima modifica</b>	3-lug-2015 15.42.27 GMT+2
<b>Ultimo utente</b>	system
<b>easy eTOM</b>	L'obiettivo del processo Create Resource Performance Degradation Report è quello di creare un nuovo report sul degrado di prestazioni di una specifica risorsa,, modificare o cancellare report già esistenti. Un nuovo report può essere creato sulla base di evidenze fornite dal processo Monitor Resource Performance o da altri processi che rilevano una qualsiasi forma di deterioramento o violazione dei livelli di performance attesi per una specifica risorsa.
<b>L1 di riferimento</b>	1.2 Assurance
<b>L2 di riferimento</b>	1.2.6 Resource Performance Management
<b>L0 di riferimento</b>	1 Operations

4 Analyze Resource Performance	
Nome	Analyze Resource Performance
Codice	1.2.6.2
Livello	Level 3
Descrizione	The objective of the Analyze Resource Performance processes is to analyze the information received from the Monitor Resource Performance process to evaluate the performance of a specific resource. The responsibilities of the processes include, but are not limited to: -{T}Undertaking analysis as required on specific resource performance information received from the Monitor Resource Performance processes; -{T}Initiating, modifying and cancelling continuous performance data collection schedules for specific resources required to analyze specific resource performance. These schedules are established through requests sent to the Enable Resource Data Collection & Distribution processes; -{T}Determining the root causes of specific resource performance degradations and violations; -{T}Recording the results of the analysis and intermediate updates in the Resource Inventory for historical analysis and for use as required by other processes; and -{T}Undertaking specific detailed analysis (if the original requested came from Service Quality Management processes) to discover the root cause of service performance degradations that may be arising due to interactions between resource instances, without any specific resource instance having an unacceptable performance in its own right.
Nome esteso	1.2.6.2 Analyze Resource Performance
Descrizione breve	Analyze and evaluate the performance of specific resources
Identificatore	ETOM.3125
Tipo	Attività
Momento di creazione	10-set-2009 16.16.26 GMT+2
Ultima modifica	3-lug-2015 15.42.27 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo principale del processo Analyze Resource Performance è quello di analizzare le informazioni ricevute dal processo Monitor Resource Performance al fine di determinare la causa principale di un possibile degrado del livello di performance
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.6 Resource Performance Management
L0 di riferimento	1 Operations

5 Track & Manage Resource Performance Resolution	
Nome	Track & Manage Resource Performance Resolution
Codice	1.2.6.6
Livello	Level 3

<b>Descrizione</b>	The objective of the Track & Manage Resource Performance Resolution processes is to efficiently assign, coordinate and track specific resource performance analysis and control activities, and escalate any open resource performance degradation reports in jeopardy. Responsibilities of these processes include, but are not limited to: <ul style="list-style-type: none"> <li>· Adding additional information to an open resource performance degradation report based on the first-in and on-going analysis;</li> <li>· Scheduling, assigning and coordinating analysis and specific resource performance restoration activities and/or repair activities delegated to other processes;</li> <li>· Generating the respective S/P problem report creation request(s) to Initiate S/P Problem Report processes based on specific resource performance degradation reports where analysis the root cause is related to S/P products;</li> <li>· Modifying information in an existing resource performance degradation report based on assignments;</li> <li>· Modifying the resource performance degradation report status;</li> <li>· Canceling a resource performance degradation report when the specific request was related to a false resource failure event; and</li> <li>· Monitoring the jeopardy status of open resource performance degradation reports, and escalating resource performance degradation reports as necessary.</li> </ul> These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. The Track & Manage Resource Performance Resolution processes will also inform the Close Resource Performance Degradation Report processes by modifying the resource performance degradation report status to cleared when the specific resource performance issues have been resolved.
<b>Nome esteso</b>	1.2.6.6 Track & Manage Resource Performance Resolution
<b>Descrizione breve</b>	Ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource performance degradation reports in jeopardy
<b>Identificatore</b>	ETOM.3078
<b>Tipo</b>	Attività
<b>Momento di creazione</b>	10-set-2009 16.16.33 GMT+2
<b>Ultima modifica</b>	3-lug-2015 15.42.27 GMT+2
<b>Ultimo utente</b>	system
<b>easy eTOM</b>	L'obiettivo del processo Track & Manage Resource Performance Resolution è quello di tracciare, gestire e assegnare efficacemente le analisi sulle performance di risorse e le attività di controllo. Questo processo coordina tutte le attività necessarie alla risoluzione del problema, garantendo il completamento di ogni task assegnato, ingaggiando se necessario, enti/strutture esterni all'azienda, verificando, infine, la risoluzione effettiva della problematica e monitorandone lo status.
<b>L1 di riferimento</b>	1.2 Assurance
<b>L2 di riferimento</b>	1.2.6 Resource Performance Management
<b>L0 di riferimento</b>	1 Operations

6 Control Resource Performance	
<b>Nome</b>	Control Resource Performance
<b>Codice</b>	1.2.6.3
<b>Livello</b>	Level 3
<b>Descrizione</b>	The objective of the Control Resource Performance processes is to apply controls to resource instances in order to optimize the resource performance. The responsibilities of the processes include, but are not limited to: <ul style="list-style-type: none"> <li>·{T}Instantiating controls to attempt to restore resource instances to normal operation, at the request of Analyze Resource Performance processes. These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance processes depending on circumstances.</li> <li>·{T}Instantiating controls to attempt to restore failed resource instances to normal operation, at the request of Resource Trouble Management or Service Quality Management processes. These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance process depending on circumstances.</li> </ul>
<b>Nome esteso</b>	1.2.6.3 Control Resource Performance

Descrizione breve	Apply controls to resources in order to optimize the resource performance
Identificatore	ETOM.3214
Tipo	Attività
Momento di creazione	10-set-2009 16.16.29 GMT+2
Ultima modifica	3-lug-2015 15.42.27 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo principale del processo Control Resource Performance è quello di applicare dei controlli alle risorse istanziate al fine di ottimizzarne le performance
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.6 Resource Performance Management
L0 di riferimento	1 Operations

7 Close Resource Performance Degradation Report	
Nome	Close Resource Performance Degradation Report
Codice	1.2.6.7
Livello	Level 3
Descrizione	The objective of the Close Resource Performance Degradation Report processes is to close a resource performance degradation report when the resource performance has been resolved. These processes monitor the status of all open resource performance degradation reports, and recognize that a resource performance degradation report is ready to be closed when the status is changed to cleared.
Nome esteso	1.2.6.7 Close Resource Performance Degradation Report
Descrizione breve	Close a resource performance degradation report when the resource performance has been resolved
Identificatore	ETOM.3111
Tipo	Attività
Momento di creazione	10-set-2009 16.16.29 GMT+2
Ultima modifica	3-lug-2015 15.42.27 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Close Resource Performance Degradation Report è quello di chiudere il report/ticket relativo al degrado di performance quando la problematica è rientrata.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.6 Resource Performance Management
L0 di riferimento	1 Operations

8 Report Resource Performance	
Nome	Report Resource Performance
Codice	1.2.6.4
Livello	Level 3
Descrizione	The objective of the Report Resource Performance processes is to monitor the status of resource performance degradation reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of resource performance degradation reports and managing notifications to other processes in the RM&O and other layers, and to other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Resource Performance Management processes. These processes record, analyze and assess the resource performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Performance Management process. These specialized summaries could be specific reports required by specific audiences.
Nome esteso	1.2.6.4 Report Resource Performance

<b>Descrizione breve</b>	Monitor the status of resource performance degradation reports, provide notifications of any changes and provide management reports
<b>Identificatore</b>	ETOM.3256
<b>Tipo</b>	Attività
<b>Momento di creazione</b>	10-set-2009 16.16.31 GMT+2
<b>Ultima modifica</b>	3-lug-2015 15.42.27 GMT+2
<b>Ultimo utente</b>	system
<b>easy eTOM</b>	L'obiettivo del processo Report Resource Performance è quello di Monitorare lo stato dei report sul degrado di performance di specifiche risorse, fornendo notifiche di relative variazioni ad altri processi/strutture aziendali. Fornisce, inoltre, report di efficacia/efficienza sui processi Resource Performance Management
<b>L1 di riferimento</b>	1.2 Assurance
<b>L2 di riferimento</b>	1.2.6 Resource Performance Management
<b>L0 di riferimento</b>	1 Operations



## 2 Allegato

### 3 Panoramica generazione di documenti

<b>Modello selezionato</b>	
<b>1.2.6 Resource Performance Management</b>	1671632414499338654
<b>Opzioni selezionate</b>	
<b>Livello di gerarchia</b>	0
<b>Stampa grafica del modello</b>	Sì
<b>Stampa attributi di modello</b>	Sì
<b>Stampa attributi oggetto</b>	Sì
<b>Stampa allegato</b>	Sì
<b>Ambiente</b>	
<b>Generazione data (avvio)</b>	25-mag-2020 0.53.30
<b>Database</b>	pubblicazione del 25 febbraio 2020.Viewer Publisher (Gruppo Telecom)
<b>Profilo</b>	Profile 1 (8b76a050-f32e-11e4-6971-0050560102a1)
<b>Lingua</b>	italiano
<b>Utente</b>	anonymous