1.1.4 Service Configuration & Activation

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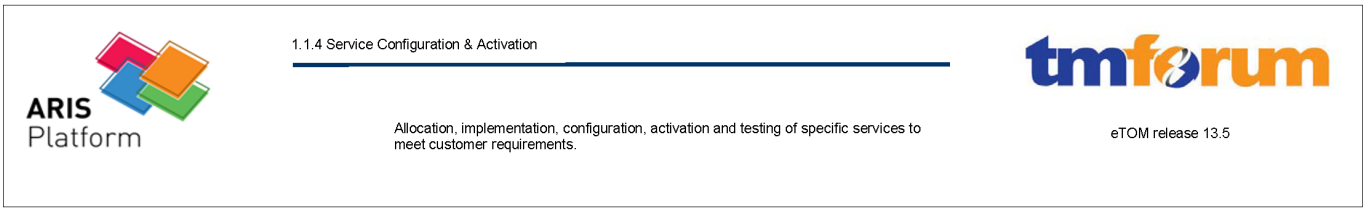
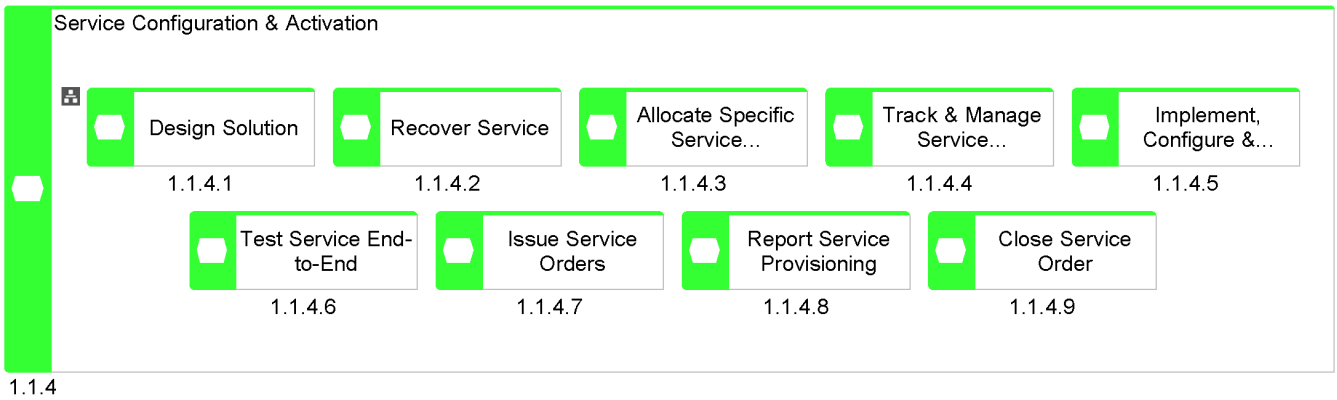
1 1.1.4 Service Configuration & Activation

Grafici dei modelli





Informazioni modello

Nome	1.1.4 Service Configuration & Activation
Descrizione	Allocation, implementation, configuration, activation and testing of specific services to meet customer requirements.
Autore	eTOM release 13.5
Tipo	Catena del valore
Momento di creazione	9-apr-2015 21.28.36 GMT+2
Autore	system
Ultima modifica	11-ott-2016 17.37.12 GMT+2
Ultimo utente	system

Contenuto del modello

1 Service Configuration & Activation	
Nome	Service Configuration & Activation
Codice	1.1.4
Livello	Level 2

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Descrizione	Service Configuration & Activation processes encompass allocation, implementation, configuration, activation and testing of specific services to meet customer requirements, or in response to requests from other processes to alleviate specific service capacity shortfalls, availability concerns or failure conditions. Where included in the service provider offering, these processes extend to cover customer premises equipment. Responsibilities of the Service Configuration & Activation processes include, but are not limited to: · Verifying whether specific service designs sought by customers are feasible as part of pre-order feasibility checks; · Allocating the appropriate specific service parameters to support service orders or requests from other processes; · Reserving specific service parameters (if required by the business rules) for a given period of time until the initiating customer order is confirmed, or until the reservation period expires (if applicable); · Implementing, configuring and activating specific services, as appropriate; · Testing the specific services to ensure the service is working correctly; · Recovery of specific services; · Updating of the Service Inventory Database to reflect that the specific service has been allocated, modified or recovered; · Assigning and tracking service provisioning activities; · Managing service provisioning jeopardy conditions; and · Reporting progress on service orders to other processes.
Nome esteso	1.1.4 Service Configuration & Activation
Descrizione breve	Allocation, implementation, configuration, activation and testing of specific services to meet customer requirements.
Identificatore	ETOM.3018
Tipo	Attività
Momento di creazione	10-set-2009 16.16.26 GMT+2
Ultima modifica	3-lug-2015 14.42.21 GMT+2
Ultimo utente	system
easy eTOM	Configurazione del servizio: l'obiettivo è quello di configurare, attivare, implementare e collaudare servizi specifici per soddisfare le esigenze del cliente o in risposta a richieste provenienti da altri processi.
L1 di riferimento	1.1 Fulfillment
L0 di riferimento	1 Operations

2 Design Solution	
Nome	Design Solution
Codice	1.1.4.1
Livello	Level 3

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Descrizione	The purpose of the Design Solution processes is to develop an end-end specific service design which complies with a particular customer's requirement. These processes are invoked when a customer order requires special or unusual end-end service arrangements, which are not able to be satisfied using standard service arrangements. These processes may be invoked as part of a service feasibility assessment, or as a result of a confirmed customer order. The responsibilities of these processes include, but are not limited to: ·{T}Developing an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility; ·{T}Developing an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process; ·{T}Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks; ·{T}Consideration of the time schedule according with customer requirements; ·{T}Ensure service and provisioning efficiency; ·{T}Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment; and·{T}Developing a detailed design identifying the relevant service orders to be issued to the Implement, Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes. A specific service design may require inclusion of some or all of the above aspects depending on whether the service design is being undertaken as part of a feasibility assessment, or is being developed as a result of a committed customer order. These processes invoke requests to RM&O provisioning processes to determine the availability of suitable specific resources, or to suppliers /partners though the S/PRM process in the event that the service design requires either the inclusion of outsourced or partner provided specific services.
Nome esteso	1.1.4.1 Design Solution
Descrizione breve	Develop an end-end specific service design which complies with a particular customer's requirement
Identificatore	ETOM.3335
Tipo	Attività
Momento di creazione	10-set-2009 16.16.41 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	Disegnare la soluzione: l'obiettivo di Design Solution è quello di progettare una soluzione specifica che risponde alle esigenze di un cliente. Questo processo si attiva quando occorre sviluppare offerte personalizzate che richiedono ad esempio anche studi di fattibilità, customizzazioni sugli apparati del cliente, specifici SLA, training sull'utilizzo della soluzione, etc ...
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

3 Test Service End-to-End	
Nome	Test Service End-to-End
Codice	1.1.4.6
Livello	Level 3
Descrizione	The responsibility of the Test Service End-to-End processes is to test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels before its activation for the customer. This purpose is performed through testing the service end-to-end as far as possible. These processes test specific services against supplier/partner defined test plans, or against test plans developed by the service provider. Where appropriate test plans are not available these processes are responsible for developing appropriate test plans. These processes are also responsible for capturing and storing the test results for historical and downstream testing comparison purposes. If these tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers.

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Nome esteso	1.1.4.6 Test Service End-to-End
Descrizione breve	Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels
Identificatore	ETOM.3347
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	Collaudo: è la fase per testare che lo sviluppo del servizio risponda ai parametri definiti prima del rilascio verso il cliente.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

4 Recover Service	
Nome	Recover Service
Codice	1.1.4.2
Livello	Level 3
Descrizione	The responsibility of the Recover Service processes is to recover specific services that are no longer required by customers. These processes follow recovery plans specified by the supplier/partner, or against recovery plans developed by the service provider. Where appropriate recovery plans are not available these processes are responsible for developing appropriate recovery plans. Where recovery of services is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the recovery proposal and ensuring authorization is received to proceed with the recovery plan. When the recovery activity is about to commence, these processes are responsible for notifying when recovery work is commencing and when it is completed. When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.
Nome esteso	1.1.4.2 Recover Service
Descrizione breve	Recover specific services that are no longer required by customers.
Identificatore	ETOM.3033
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	Processo di "sostituzione" (recovery plan) di specifici servizi e/o soluzioni in via di ritiro dal mercato di prodotti e servizi non più richiesti dai clienti. Tali processi possono (devono) includere anche i recovery plan di service provider o fornitori esterni di servizi (inclusi nella soluzione Telecom) a loro volta non più richiesti dai clienti.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

5 Issue Service Orders	
Nome	Issue Service Orders
Codice	1.1.4.7
Livello	Level 3

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Descrizione	The purpose of the Issue Service Orders processes is to issue correct and complete service orders. The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from suppliers/partners in relations to specific services. These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or supplier/partner initiated request, to determine the associated service orders that need to be issued. The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process. The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.
Nome esteso	1.1.4.7 Issue Service Orders
Descrizione breve	Issue correct and complete service orders
Identificatore	ETOM.2989
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo di Issue Service Orders è quello dell'emissione di ordini di servizio completi di tutte le informazioni. L'ordine può scaturire dalla richiesta cliente,da esigenze di provisioning, da attività di recupero di ordini precedenti, per risolvere eventuali problemi, ecc., ingaggiando anche fornitori o partner.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

6 Allocate Specific Service Parameters to Services	
Nome	Allocate Specific Service Parameters to Services
Codice	1.1.4.3
Livello	Level 3

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Descrizione	The purpose of the Allocate Specific Service Parameters to Services processes is to issue service identifiers for new services. Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes, these processes determine whether the requested service parameters are available. Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request, these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time, and releasing them when the time period has expired. These processes are responsible for creating a response to the initiating processes with respect to the feasibility assessment. Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, these processes are responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated.
Nome esteso	1.1.4.3 Allocate Specific Service Parameters to Services
Descrizione breve	Issue service identifiers for new services.
Identificatore	ETOM.3135
Tipo	Attività
Momento di creazione	10-set-2009 16.16.26 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo di Allocate Specific Service Parameters to Services è quello di fare le analisi di di pre-fattibilità tecniche al fine di verificare il rispetto dei parametri di servizio richiesti. Questi processi sono responsabili dell'avvio della conferma dell'ordine e in fase di progettazione ordine/servizio concorrono alla valutazione di fattibilità e dei relativi tempi di rilascio.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

7 Report Service Provisioning	
Nome	Report Service Provisioning
Codice	1.1.4.8
Livello	Level 3
Descrizione	The objective of the Report Service Provisioning processes is to monitor the status of service orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of service orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes. These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. These specialized summaries could be specific reports required by specific audiences.
Nome esteso	1.1.4.8 Report Service Provisioning
Descrizione breve	Monitor the status of service orders, provide notifications of any changes and provide management reports.
Identificatore	ETOM.3006
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system

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easy eTOM	L'obiettivo del Report Service Provisioning è quello di monitorare lo stato degli ordini, fornire le notifiche di eventuali modifiche e monitorare la gestione degli ordini.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

8 Track & Manage Service Provisioning	
Nome	Track & Manage Service Provisioning
Codice	1.1.4.4
Livello	Level 3
Descrizione	The objective of the Track & Manage Service Provisioning processes is to ensure service provisioning activities are assigned, managed and tracked efficiently. Responsibilities of these processes include, but are not limited to: · Scheduling, assigning and coordinating service provisioning related activities; · Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders; · Escalating status of service orders in accordance with local policy; · Undertaking necessary tracking of the execution process; · Adding additional information to an existing service order; · Modifying information in an existing service order;·{T} · Modifying the service order status; · Canceling a service order when the initiating customer order is cancelled; · Monitoring the jeopardy status of service orders, and escalating service orders as necessary; and · Indicating completion of a service order by modifying the service order status. Note that some specific service components may be delivered by suppliers/partners. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific service components.
Nome esteso	1.1.4.4 Track & Manage Service Provisioning
Descrizione breve	Ensure service provisioning activities are assigned, managed and tracked efficiently.
Identificatore	ETOM.2992
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del Track & Manage processi è quello di garantire che le attività di provisioning siano assegnate, gestite, monitorate in modo efficiente.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

9 Close Service Order	
Nome	Close Service Order
Codice	1.1.4.9
Livello	Level 3
Descrizione	The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed. These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed.
Nome esteso	1.1.4.9 Close Service Order
Descrizione breve	Close a service order when the service provisioning activities have been completed
Identificatore	ETOM.3327
Tipo	Attività

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Momento di creazione	10-set-2009 16.16.36 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	Espletamento dell'ordinativo: obiettivo è quello di chiudere un ordine quando sono completate le attività di provisioning. Questo processo verifica lo stato dell'ordine modificandolo da aperto a chiuso quando completo.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

10 Implement, Configure & Activate Service	
Nome	Implement, Configure & Activate Service
Codice	1.1.4.5
Livello	Level 3
Descrizione	The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order. These processes are responsible for, but not limited to: ·{T}Assessing and planning the approach to be undertaken for implementation, configuration and activation; ·{T}Re-using standard implementation, configuration and activation processes applicable to specific services; ·{T}Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering. ·{T}Providing notifications as required if the implementation, configuration and activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications; and ·{T}Updating the information contained in the service inventory as to the configuration of specific services and their status. At the successful conclusion of these activities, the status of the specific services will be changed from allocated to activated, which means they are in-use.
Nome esteso	1.1.4.5 Implement, Configure & Activate Service
Descrizione breve	Implement, configure and activate the specific services allocated against an issued service order.
Identificatore	ETOM.3021
Tipo	Attività
Momento di creazione	10-set-2009 16.16.45 GMT+2
Ultima modifica	3-lug-2015 14.59.59 GMT+2
Ultimo utente	system
easy eTOM	Implementare, configurare e attivare il servizio sui sistemi.Il termine dell'attività determina l'attivazione e il conseguente utilizzo del servizio/prodotto.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.4 Service Configuration & Activation
L0 di riferimento	1 Operations

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Modello selezionato	
1.1.4 Service Configuration & Activation	2050187287689310738
Opzioni selezionate	
Livello di gerarchia	0
Stampa grafica del modello	Sì
Stampa attributi di modello	Sì
Stampa attributi oggetto	Sì
Stampa allegato	Sì
Ambiente	
Generazione data (avvio)	25-mag-2020 0.11.57
Database	pubblicazione del 25 febbraio 2020.Viewer Publisher (Gruppo Telecom)
Profilo	Profile 1 (8b76a050-f32e-11e4-6971-0050560102a1)
Lingua	italiano
Utente	anonymous

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