

1.2.5 Resource Trouble Management

Sommario

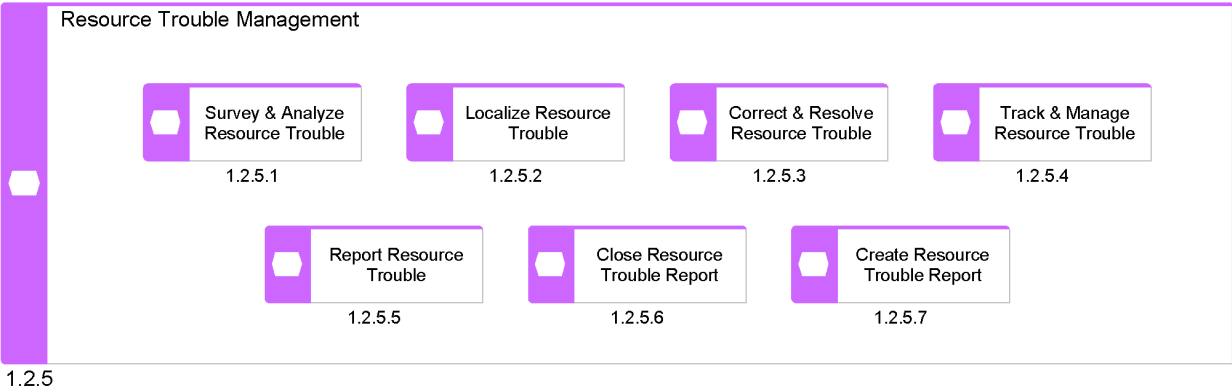
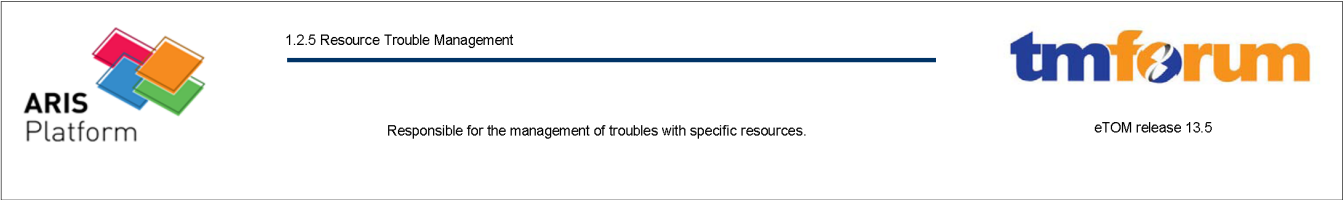
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1 1.2.5 Resource Trouble Management

Grafici dei modelli



Informazioni modello

Nome	1.2.5 Resource Trouble Management
Descrizione	Responsible for the management of troubles with specific resources.
Autore	eTOM release 13.5
Tipo	Catena del valore
Momento di creazione	10-apr-2015 8.44.24 GMT+2
Autore	system
Ultima modifica	11-ott-2016 17.37.22 GMT+2
Ultimo utente	system

Contenuto del modello

1 Resource Trouble Management	
Nome	Resource Trouble Management
Codice	1.2.5
Livello	Level 2

Descrizione	Resource Trouble Management processes are responsible for the management of troubles associated with specific resources. The objectives of these processes are to efficiently and effectively manage reported resource trouble, isolate the root cause and act to resolve the resource trouble. Responsibilities of the Resource Trouble Management processes include, but are not limited to: <ul style="list-style-type: none"> - Detecting, analyzing, managing and reporting on resource alarm event notifications; - Initiating and managing resource trouble reports; - Performing resource trouble localization analysis; - Correcting and resolving resource trouble; - Reporting progress on resource trouble reports to other processes; - Assigning & tracking resource trouble testing and repair activities; and - Managing resource trouble jeopardy conditions. On one hand, resource troubles may relate to Problems in the Service domain and therefore also potentially in the customer domain. On the other hand, they may relate to specific resource failures or performance degradations, which are caused by resource faults. As such, the Resource Trouble Management processes work with specific resource alarm event notifications received from Resource Data Collection & Distribution, specific resource performance notifications from Resource Performance Management, and potential specific resource trouble notifications from Service Problem Management processes. Resource Trouble Management processes perform analysis, decide on the appropriate actions/responses and carry them out with the intent of restoring normal operation on specific resources. However these activities need to interact with the Service Problem Management processes, as the latter have a view on service impact. Resource Trouble Management processes are responsible for informing Service Problem Management of any potential service problems. Where the original report arose as a result of service problems, the Resource Trouble Management processes may be co-ordinated by Service Problem Management processes.
Nome esteso	1.2.5 Resource Trouble Management
Descrizione breve	Responsible for the management of troubles with specific resources.
Identificatore	ETOM.3253
Tipo	Attività
Momento di creazione	10-set-2009 16.16.32 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Resource Trouble Management è quello di gestire i guasti legati a risorse tecniche (di rete, IT, etc), isolandone la causa e risolvendo la problematica. Il processo analizza e gestisce le notifiche di allarmi di risorse di rete, apre il relativo trouble ticket, risolve il guasto riportandone gli avanzamenti. Questo processo può ricevere notifiche di guasti specifici dal processo Resource Data Collection & Distribution, notifiche sul degrado prestazionale di specifiche risorse dal processo Resource Performance Management e notifiche da parte del Processo Service Problem Management.
L1 di riferimento	1.2 Assurance
L0 di riferimento	1 Operations

2 Survey & Analyze Resource Trouble	
Nome	Survey & Analyze Resource Trouble
Codice	1.2.5.1
Livello	Level 3

Descrizione	The objective of the Survey & Analyze Resource Trouble processes is to monitor resource alarm event notifications and manage resource alarm event records in real-time. Responsibilities of the Survey & Analyze Resource Trouble processes include, but are not limited to: · Detecting and collecting resource alarm event notifications; · Initiating and managing resource alarm event records; · Performing resource alarm event notification localization analysis; · Correlating and filtering resource alarm event records; · Reporting resource alarm event record status changes to other processes; and · Managing resource alarm event record jeopardy conditions. Resource alarm event notification analysis encompasses the identification of the resource alarm event in terms of reporting entity and nature of the resource alarm event. It will then analyze the resource alarm events based on a number of criteria and then suppress redundant, transient or implied resource alarm events by means of filtering and correlation. It includes the notification of new resource alarm event records, or status changes of previously reported resource alarm event records, as well as abatement messages when resource alarm event records have been cleared. The analysis will correlate resource alarm event notifications to planned outage notifications to remove false resource alarm event notifications arising as a result of the planned outage activity. These processes may determine that a resource alarm event notification may represent a service impacting condition. In these circumstances this process is responsible for indicating a potential service problem to the Service Problem Management processes. As a part of this indication this process is responsible for identifying the impacted service instances associated with the resource instances presenting alarm event notifications and passing this information to the Service Problem Management processes. Resource alarm event record correlation and filtering encompasses the correlation of redundant, transient or implied resource alarm event notifications with a specific "root cause" resource alarm event notification and associated resource alarm event record. The Survey & Analyze Resource Trouble processes might trigger a well-defined action based on specific resource alarm event notification information as well as the non-arrival of resource alarm event notification information after a specific time interval has elapsed. These processes are also responsible for monitoring and triggering the appropriate action when a resource alarm event record is not cleared within a pre-defined period of time.
Nome esteso	1.2.5.1 Survey & Analyze Resource Trouble
Descrizione breve	Monitor resource alarm event notifications and manage resource alarm event records in real-time
Identificatore	ETOM.3094
Tipo	Attività
Momento di creazione	10-set-2009 16.16.32 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Survey & Analyze Resource Trouble è quello di monitorare gli eventi di allarme di risorse ed analizzarne i relativi problemi/guasti in modo da individuare specifiche azioni di risoluzione in tempo reale. Se l'analisi del guasto effettuata determina impatti su uno specifico servizio (con possibili problemi al cliente), questo processo deve comunicarlo al processo Service Problem Management
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.5 Resource Trouble Management
L0 di riferimento	1 Operations

3 Report Resource Trouble	
Nome	Report Resource Trouble
Codice	1.2.5.5
Livello	Level 3

Descrizione	The objective of the Report Resource Trouble processes is to monitor the status of resource trouble reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of resource trouble reports and managing notifications to processes and other parties registered to receive notifications of any status changes, for example, Resource Performance Management and Service Quality Management. Notification lists are managed and maintained by the Support Resource Trouble Management processes. These processes record, analyze and assess the resource trouble report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Trouble Management process. These specialized summaries could be specific reports required by specific audiences. These processes will make the necessary reports about the resource trouble that occurred, the root cause and the activities carried out for restoration.
Nome esteso	1.2.5.5 Report Resource Trouble
Descrizione breve	Monitor the status of resource trouble reports, provide notifications of any changes and provide management reports
Identificatore	ETOM.3282
Tipo	Attività
Momento di creazione	10-set-2009 16.16.32 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Report Resource Trouble è quello di Monitorare lo stato dei trouble ticket di guasti relativi alle risorse, fornendo notifiche di relative variazioni ad altri processi/strutture aziendali. Fornisce, inoltre, report di efficacia/efficienza sui processi Resource Trouble Management
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.5 Resource Trouble Management
L0 di riferimento	1 Operations

4 Localize Resource Trouble	
Nome	Localize Resource Trouble
Codice	1.2.5.2
Livello	Level 3
Descrizione	The objective of the Localize Resource Trouble processes is to identify the root cause of the specific resource trouble. These processes are invoked by the Track & Manage Resource Trouble processes. The responsibilities of these processes include, but are not limited to: -{T}Verifying whether the resource configuration matches the appropriate service features; -{T}Performing diagnostics against the specific resources; -{T}Running tests against the specific resources; -{T}Starting and stopping audits against specific resources; and -{T}Scheduling routine testing of the specific resources. The Localize Resource Trouble processes will make the results of the root cause analysis available to other processes. The Localize Resource Trouble processes will update the open resource trouble report, as required during the assessment, and when the root cause has been identified. When the process is complete the Localize Resource Trouble processes will notify the Track & Manage Resource Trouble processes.
Nome esteso	1.2.5.2 Localize Resource Trouble
Descrizione breve	Identify the root cause of the specific resource trouble
Identificatore	ETOM.3350
Tipo	Attività
Momento di creazione	10-set-2009 16.16.30 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system

easy eTOM	L'obiettivo del processo Localize Resource Trouble è quello di localizzare le cause principali di specifici problemi di risorse, opportunamente ingaggiato dal processo Track & Manage Resource Trouble, attraverso una serie di verifiche tecniche opportune. Una volta determinata la causa principale, questo processo la comunica al processo Track & Manage Resource Trouble
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.5 Resource Trouble Management
L0 di riferimento	1 Operations

5 Close Resource Trouble Report	
Nome	Close Resource Trouble Report
Codice	1.2.5.6
Livello	Level 3
Descrizione	The objective of the Close Resource Trouble Report processes is to close a resource trouble report when the resource trouble has been resolved. These processes monitor the status of all open resource trouble reports, and recognize that a resource trouble report is ready to be closed when the status is changed to cleared.
Nome esteso	1.2.5.6 Close Resource Trouble Report
Descrizione breve	Close a resource trouble report when the resource trouble has been resolved
Identificatore	ETOM.3223
Tipo	Attività
Momento di creazione	10-set-2009 16.16.29 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Close Service Trouble Report è quello di chiudere il problema sulla risorsa quando risolto
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.5 Resource Trouble Management
L0 di riferimento	1 Operations

6 Correct & Resolve Resource Trouble	
Nome	Correct & Resolve Resource Trouble
Codice	1.2.5.3
Livello	Level 3
Descrizione	The objective of the Correct & Resolve Resource Trouble processes is to restore or replace resources that have failed as efficiently as possible. Based on the nature of the resource failure leading to the associated resource alarm event notification, automatic restoration procedures might be triggered. Manual restoration activity is assigned to the Correct & Resolve Resource Trouble processes from the Track & Manage Resource Trouble processes. Depending on the nature of the specific resource failure, these processes may possibly repair or replace the failed unit or specific resource. These processes are also responsible for isolating a unit with a fault and managing the redundant resource units (e.g. hot standby). For large resource failures requiring extensive repair and/or replacement activity to restore normal operation, these processes will attempt to implement work-arounds to recover the specific resource operation. In these circumstances, recover of normal operation may require invocation of the Support Resource Trouble Management processes. They will also report successful restoration of normal operation, restoration through temporary work-arounds or an unsuccessful attempt at restoration to Track & Manage Resource Trouble through updates to the associated resource trouble report.
Nome esteso	1.2.5.3 Correct & Resolve Resource Trouble
Descrizione breve	Restore or replace resources that have failed as efficiently as possible
Identificatore	ETOM.3279

Tipo	Attività
Momento di creazione	10-set-2009 16.16.29 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Correct & Resolve Resource Trouble è quello di correggere e risolvere il problema di risorsa in maniera efficiente. Questo processo è ingaggiato dal processo Track & Manage Resource Trouble, verso il quale è necessario il reporting di chiusura (ripristino normale o tramite work around) o di non chiusura del guasto.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.5 Resource Trouble Management
L0 di riferimento	1 Operations

7 Create Resource Trouble Report	
Nome	Create Resource Trouble Report
Codice	1.2.5.7
Livello	Level 3
Descrizione	The objective of the Create Resource Trouble Report process is to create a new resource trouble report. A new resource trouble report may be created as a result of resource alarm event notification analysis, and subsequent creation of new resource alarm event records, undertaken by the Survey & Analyze Resource Trouble processes, or at the request of analysis undertaken by other processes in the RM&O, SM&O (in particular a Service Trouble Report can generate one or more Resource Trouble Reports) or S/PRM layers which detect that some form of failure has occurred for which resource restoration activity is required to restore normal operation. If the resource trouble report is created as a result of a notification or request from processes other than the Survey & Analyze Resource Trouble processes, the Create Resource Trouble Report processes are responsible for converting the received information into a form suitable for the Resource Trouble Management processes, and for requesting additional information if required. These processes will make estimates of the time to restore resource which will be included in the new resource trouble report so that other processes can gain access to this information.
Nome esteso	1.2.5.7 Create Resource Trouble Report
Descrizione breve	Create a new resource trouble report
Identificatore	ETOM.3257
Tipo	Attività
Momento di creazione	10-set-2009 16.16.30 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Create Resource Trouble Report è quello di aprire un trouble ticket sui problemi e le casistiche di problematiche relative alle risorse di rete. Un nuovo ticket può essere aperto a seguito di analisi su una notifica di allarme, ingaggiato dal processo Survey & Analyze Resource Trouble o a seguito dell'ingaggio da parte di altri processi (in particolare Service Trouble Report) Il processo, inoltre, riporterà nel ticket il relativo tempo stimato di risoluzione.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.5 Resource Trouble Management
L0 di riferimento	1 Operations

8 Track & Manage Resource Trouble	
Nome	Track & Manage Resource Trouble
Codice	1.2.5.4
Livello	Level 3

Descrizione	<p>The objective of the Track & Manage Resource Trouble is to ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource trouble reports in jeopardy. Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none">·{T}Initiating first-in testing using automated remote testing capabilities;·{T}Adding additional information to an open resource trouble report based on the first-in testing;·{T}Scheduling, assigning and coordinating repair and restoration activities;·{T}Initiate any final testing to confirm clearance of the service problem;·{T}Undertake necessary tracking of the execution progress;·{T}Modifying information in an existing resource trouble report based on assignments;·{T}Modifying the resource trouble report status;·{T}Canceling a resource trouble report when the specific trouble was related to a false alarm event; and·{T}Monitoring the jeopardy status of open resource trouble reports, and escalating resource trouble reports as necessary. 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 Trouble processes are responsible for engaging external suppliers in correction and recovery activities when higher level expertise and/or higher level support is required to resolve the resource trouble. This engagement can be linked to the priority of the resource trouble report, and could occur automatically for highest priority resource trouble reports. The Track & Manage Resource Trouble processes will also inform the Close Resource Trouble processes by modifying the resource trouble report status to cleared when the resource trouble has been resolved.
Nome esteso	1.2.5.4 Track & Manage Resource Trouble
Descrizione breve	Ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource trouble reports in jeopardy
Identificatore	ETOM.3192
Tipo	Attività
Momento di creazione	10-set-2009 16.16.33 GMT+2
Ultima modifica	3-lug-2015 15.39.46 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo del processo Track & Manage Resource Trouble è quello di tracciare e gestire le modalità con cui il problema sulle risorse è assegnato, gestito e risolto. Questo processo coordina tutte le attività necessarie alla risoluzione del problema, garantendo il completamento di ogni task assegnato, monitorando lo stato del ticket, ingaggiando se necessario, enti/strutture esterni all'azienda, verificando, infine, la risoluzione effettiva del guasto.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.5 Resource Trouble Management
L0 di riferimento	1 Operations

2 Allegato

3 Panoramica generazione di documenti

Modello selezionato	
1.2.5 Resource Trouble Management	1999256870580300715
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)	10-mag-2020 23.40.19
Database	pubblicazione del 25 febbraio 2020.Viewer Publisher (Gruppo Telecom)
Profilo	Profile 1 (8b76a050-f32e-11e4-6971-0050560102a1)
Lingua	italiano
Utente	anonymous