1.2.4 Service Quality Management

Sommario

1 1.2.4 Service Quality Management

Grafici dei modelli
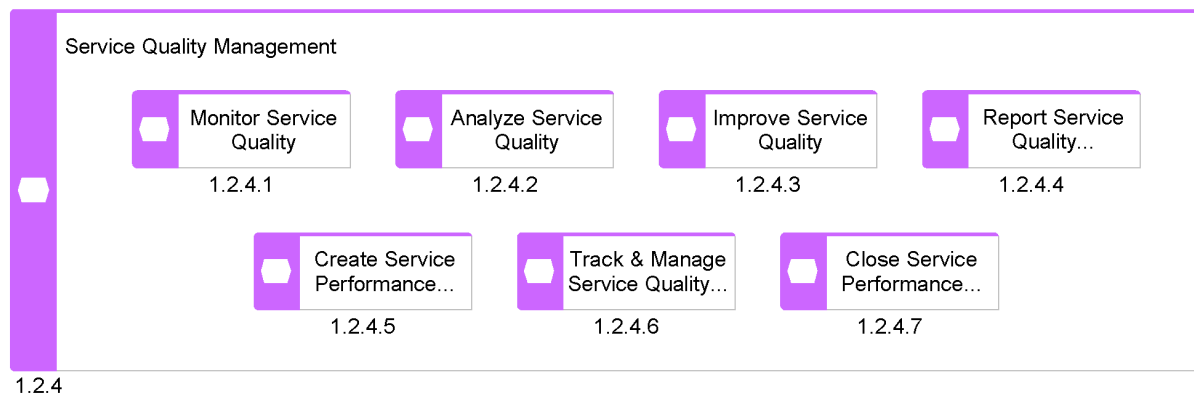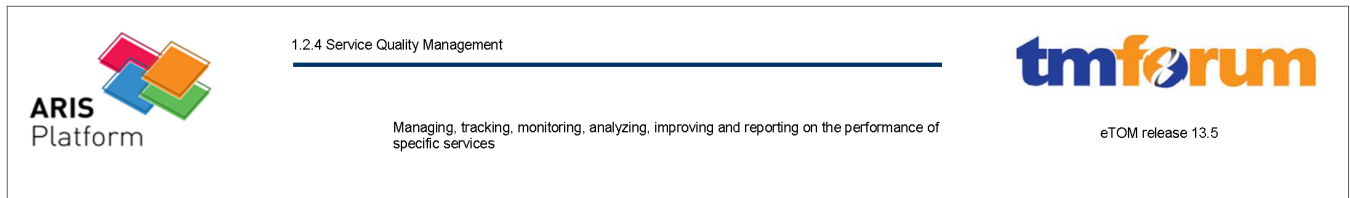
Informazioni modello

Nome	1.2.4 Service Quality Management
Descrizione	Managing, tracking, monitoring, analyzing, improving and reporting on the performance of specific services
Autore	eTOM release 13.5
Tipo	Catena del valore
Momento di creazione	10-apr-2015 8.42.24 GMT+2
Autore	system
Ultima modifica	11-ott-2016 17.37.27 GMT+2
Ultimo utente	system

Contenuto del modello

1 Service Quality Management	
Nome	Service Quality Management
Codice	1.2.4
Livello	Level 2

Descrizione	Managing, tracking, monitoring, analyzing, improving and reporting on the performance of specific services.
Nome esteso	1.2.4 Service Quality Management
Descrizione breve	Managing, tracking, monitoring, analyzing, improving and reporting on the performance of specific services
Identificatore	ETOM.2993
Tipo	Attività
Momento di creazione	10-set-2009 16.16.27 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system
easy eTOM	Service Quality Management monitora ed analizza anche in ottica di miglioramento le performance di specifici servizi producendo opportuna reportistica.
L1 di riferimento	1.2 Assurance
L0 di riferimento	1 Operations

2 Monitor Service Quality	
Nome	Monitor Service Quality
Codice	1.2.4.1
Livello	Level 3
Descrizione	The objective of the Monitor Service Quality processes is to monitor received service quality information and undertake first-in detection. The responsibilities of the processes include, but are not limited to: · Undertake the role of first in detection and collection by monitoring and logging the received specific service performance quality data; · Comparing the received specific service performance quality data to performance quality standards set for each specific service (available from the Service Inventory); · Assessing and recording received specific service performance quality data which is within tolerance limits for performance quality standards, and for which continuous monitoring and measuring of performance is required; · Recording the results of the continuous monitoring for reporting through the Report Service Quality Performance processes; · Detect performance quality threshold violations which represent specific service failures due to abnormal performance; · Pass information about specific service failures due to performance quality threshold violations to Service Problem Management to manage any necessary restoration activity as determined by that process; · Pass information about potential specific customer SLA/QoS performance degradations arising from specific service quality performance degradations (using knowledge about service to purchased product offering linkages) to Problem Handling to manage any necessary restoration activity as determined by that process; · Detect performance degradation for specific services which provide early warning of potential issues; · Forward service performance degradation notifications to other Service Quality Management processes, which manage activities to restore normal specific service performance quality; and · Log specific service performance quality degradation and violation details within the repository in the Manage Service Inventory processes to ensure historical records are available to support the needs of other processes. The processes also perform automated service testing using simulated calls simulating standard user behavior, and collect data related to service usage which may supply information to other processes (i.e. marketing, service cost, etc) and identify abnormal usage by the service users (i.e. bad passwords, terminal configurations, etc).
Nome esteso	1.2.4.1 Monitor Service Quality
Descrizione breve	Monitor received service quality information and undertake first-in detection
Identificatore	ETOM.3308
Tipo	Attività
Momento di creazione	10-set-2009 16.16.31 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system

easy eTOM	lo scopo dei processi di Monitor Service Quality è quello di monitorare la qualità del servizio effettuando le prime analisi. Il livello di qualità è comparato ai dati obiettivo ed eventuali scostamenti o degradi della QoS/SLA sono inviati al processo di Service Problem Management o Service Quality Management per gestire l'attività correttiva. Questi processi effettuano inoltre test del servizio E2E simulando il comportamento cliente.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.4 Service Quality Management
L0 di riferimento	1 Operations

3 Create Service Performance Degradation Report

Nome	Create Service Performance Degradation Report
Codice	1.2.4.5
Livello	Level 3
Descrizione	The objective of the Create Service Performance Degradation Report process is to create a new service performance degradation report, modify existing service performance degradation reports, and request cancellation of existing service performance degradation reports. A new service performance degradation report may be created as a result of specific service performance notifications undertaken by the Monitor Service Performance processes, or at the request of analysis undertaken by other CRM, SM&O or RM&O processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific service performance. If the service performance degradation report is created as a result of a notification or request from processes other than Monitor Service Performance processes, the Create Service Performance Degradation Report processes are responsible for converting the received information into a form suitable for the Service Performance Management processes, and for requesting additional information if required.
Nome esteso	1.2.4.5 Create Service Performance Degradation Report
Descrizione breve	Create a new service performance degradation report.
Identificatore	ETOM.3184
Tipo	Attività
Momento di creazione	10-set-2009 16.16.30 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system
easy eTOM	Lo scopo del processo di Create Service Performance Degradation Report è di gestire (creare, modificare, cancellare) ticket di degrado di servizi. Un nuovo ticket è generalmente creato dietro richiesta del processo di Monitor Service Performance.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.4 Service Quality Management
L0 di riferimento	1 Operations

4 Analyze Service Quality

Nome	Analyze Service Quality
Codice	1.2.4.2
Livello	Level 3

Descrizione	The purpose of the Analyze Service Quality processes is to analyze the information received from the Monitor Service Quality process to evaluate the service quality performance of specific services. Using the data from Monitor Service Quality, these processes will correlate events in order to filter repetitive alarms and failure events that do not affect the quality delivered, and they will calculate key service quality indicators, (such as Mean Time Between Failures and other chronic problems). The responsibilities of the processes include, but are not limited to: ·{T}Undertaking analysis as required on specific service performance information received from the Monitor Service Quality processes; ·{T}Initiating, modifying and cancelling continuous performance data collection schedules for specific services required to analyze specific service performance. These schedules are established through requests sent to the Enable Service Quality Management processes. ·{T}Determining the root causes of specific service performance degradations and violations; ·{T}Recording the results of the analysis and intermediate updates in the Service Inventory for historical analysis and for use as required by other processes; and ·{T}Undertaking specific detailed analysis (if the original requested came from Customer QoS/SLA Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between service instances, without any specific service instance having an unacceptable performance in its own right.
Nome esteso	1.2.4.2 Analyze Service Quality
Descrizione breve	Analyze and evaluate the service quality performance of specific services
Identificatore	ETOM.3030
Tipo	Attività
Momento di creazione	10-set-2009 16.16.26 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system
easy eTOM	lo scopo di Analyze Service Quality è di analizzare a fondo le informazioni ricevute dal processo di Monitor Service Quality. Vengono correlati eventi in modo da filtrare eventi ridondanti (cioè senza impatti aggiuntivi sulla qualità del servizio) e vengono calcolati indicatori significativi del servizio (es MTBF). Vengono identificate le cause che originano i degradi del servizio E2E (o QoS/SLA) storicizzando i risultati.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.4 Service Quality Management
L0 di riferimento	1 Operations

5 Track & Manage Service Quality Performance Resolution	
Nome	Track & Manage Service Quality Performance Resolution
Codice	1.2.4.6
Livello	Level 3

Descrizione	The objective of the Track & Manage Service Quality Performance Resolution processes is to efficiently assign, coordinate and track specific service performance analysis, restoration and improvement activities, and escalate any open service performance degradation reports in jeopardy. Responsibilities of these processes include, but are not limited to: · Adding additional information to an open service performance degradation report based on the first-in and on-going analysis; · Scheduling, assigning and coordinating analysis and specific service performance restoration activities and/or repair activities delegated to other processes; · Generating the respective resource trouble report creation request(s) to Create Resource Trouble Report based on specific service performance degradation reports where analysis the root cause is related to resources; · Modifying information in an existing service performance degradation report based on assignments; · Modifying the service performance degradation report status; · Canceling a service performance degradation report when the specific request was related to a false service failure event; and · Monitoring the jeopardy status of open service performance degradation reports, and escalating service performance degradation reports as necessary. Note that some specific resource components may be owned and managed by suppliers/partners. In these cases the Track & Manage Service Quality Performance process is responsible for initiating requests, through S/P Performance Management for resolution by the supplier/partner of the specific resource components. 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 Service Quality Performance Resolution processes will also inform the Close Service Performance Degradation Report processes by modifying the service performance degradation report status to cleared when the specific service performance quality issues have been resolved.
Nome esteso	1.2.4.6 Track & Manage Service Quality Performance Resolution
Descrizione breve	Efficiently assign, coordinate and track specific service performance analysis, restoration and improvement activities, and escalate any open service performance degradation reports in jeopardy.
Identificatore	ETOM.3284
Tipo	Attività
Momento di creazione	10-set-2009 16.16.33 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system
easy eTOM	Compito del processo di Track & Manage Service Quality Performance Resolution è quello di tracciare, assegnando e coordinando, la lavorazione e risoluzione dei ticket di degrado. In particolare completa le informazioni sui ticket, assegna e controlla le assegnazioni dei ticket (anche ad altri processi o fornitori esterni) , genera richieste per apertura ticket al processo di Create Resource Trouble Report (laddove necessario) presdia gli stati di sospensione (Jeopardy) . Infine informa il processo di Close Service Performance Degradation Report a completamento.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.4 Service Quality Management
L0 di riferimento	1 Operations

6 Improve Service Quality	
Nome	Improve Service Quality
Codice	1.2.4.3
Livello	Level 3

Descrizione	The objective of the Improve Service Quality processes is to restore the service quality to a normal operational state as efficiently as possible. These processes follow service improvement plans specified by the supplier/partner, or use service improvement plans developed by the service provider. Where appropriate service improvement plans are not available these processes are responsible for developing appropriate service improvement plans. Where activity to improve service quality performance is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the improvement proposal and ensuring authorization is received to proceed with the service improvement plan. When the service improvement activity is about to commence, these processes are responsible for notifying when service improvement activity is commencing and when it is completed. Based on the information determined within the Analyze Service Quality processes and the nature of the specific service degradation, these processes may possibly re-assign services or re-configure service parameters.
Nome esteso	1.2.4.3 Improve Service Quality
Descrizione breve	Restore the service quality to a normal operational state as efficiently as possible.
Identificatore	ETOM.3106
Tipo	Attività
Momento di creazione	10-set-2009 16.16.30 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system
easy eTOM	il processo di Improve Service Quality ha il compito di presidiare la qualità del servizio riportandolo a valori normali. Questo viene fatto sviluppando e seguendo piani di rientro specifici anche coinvolgendo altri processi.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.4 Service Quality Management
L0 di riferimento	1 Operations

7 Close Service Performance Degradation Report	
Nome	Close Service Performance Degradation Report
Codice	1.2.4.7
Livello	Level 3
Descrizione	The objective of the Close Service Performance Degradation Report processes is to close a service performance degradation report when the service performance has been resolved. These processes monitor the status of all open service performance degradation reports, and recognize that a service performance degradation report is ready to be closed when the status is changed to cleared.
Nome esteso	1.2.4.7 Close Service Performance Degradation Report
Descrizione breve	Close a service performance degradation report when the service performance has been resolved
Identificatore	ETOM.3045
Tipo	Attività
Momento di creazione	10-set-2009 16.16.29 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system
easy eTOM	l'obiettivo del processo di Close Service Performance Degradation Report è quello di chiudere un ticket di degrado di servizio quando la criticità è stata superata.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.4 Service Quality Management
L0 di riferimento	1 Operations

8 Report Service Quality Performance	
Nome	Report Service Quality Performance
Codice	1.2.4.4
Livello	Level 3
Descrizione	The objective of the Report Service Quality Performance processes is to monitor the status of service performance degradation reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of service performance degradation reports and managing notifications to other processes in the SM&O and other process layers, and to other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Service Quality Management processes. These processes record, analyze and assess the service performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences. These processes also report any identified constraints that can affect service quality standards to other processes. These constraints may include specific resource failures, capacity shortages due to unexpected demand peaks, etc.
Nome esteso	1.2.4.4 Report Service Quality Performance
Descrizione breve	Monitor the status of service performance degradation reports, provide notifications of any changes and provide management reports
Identificatore	ETOM.3159
Tipo	Attività
Momento di creazione	10-set-2009 16.16.32 GMT+2
Ultima modifica	3-lug-2015 15.36.57 GMT+2
Ultimo utente	system
easy eTOM	L'obiettivo dei processi di Report Service Quality Performance è di monitorare i report dei disservizi provvedendo a generare summary manageriali anche di efficienza/efficacia complessive del processo di Service Quality Management. Si occupa anche di analizzare particolari cause che possono influenzare gli standard di qualità come picchi di attività non previsti o mancanza di risorse sufficienti per fronteggiare le criticità.
L1 di riferimento	1.2 Assurance
L2 di riferimento	1.2.4 Service Quality Management
L0 di riferimento	1 Operations

2   Allegato

3 Panoramica generazione di documenti

Modello selezionato	
1.2.4 Service Quality Management	1239311536124760853
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 0.52.31
Database	pubblicazione del 25 febbraio 2020.Viewer Publisher (Gruppo Telecom)
Profilo	Profile 1 (8b76a050-f32e-11e4-6971-0050560102a1)
Lingua	italiano
Utente	anonymous