

Question 5/2 – Requirements, priorities and planning for telecommunication/ICT management and operation, administration and maintenance (OAM) Recommendations

(Continuation of Question 5/2)

1 Motivation

Study Group 2 is the lead study group for Telecommunication Management. Telecommunication management includes the management and operations of networks and services, by means of principles, frameworks, architectures, functional requirements, information models, and management interfaces.

In the fast evolving world of Telecoms, modern Telecom Operators, performing Service Provider (SP) and/or Network Operator (NO) roles, need to be able to evolve their management activities, processes and management systems to:

- With new telecommunication/ICTs, such as AI applications that support the enhanced more intelligent management of future telecommunication/ICT, architectures, capabilities and applications including Cloud, IMT-2020 and beyond and Computing Power Networks, etc.;
- Improve understanding of the management and operational requirements of networks, services and customers, as well as the future telecommunication/ICT architectures, capabilities, applications and services (including cloud) required to support these services;
- Enhance the customer/user experience by applying future telecommunication/ICT architectures, capabilities, applications and services in network management and operation;
- Support modern management activities to optimize the business processes and data usage, by developing smarter OAM schemes.

This Question is responsible for identifying telecom network operators' and service providers' priorities for the development of network and service management & operation Recommendations and for developing a programme or roadmap to meet these priorities.

This Question is also responsible for the coordination of management standardization work inside ITU-T.

Close cooperation is required with other SDOs and forums.

2 Question

Study items to be considered include, but are not limited to:

- 1) What are the network operators and service providers' requirements and priorities for the development of management Recommendations?
- 2) What enhancements are required to ITU-T M.3070 series to support cloud computing and cloud service management (including synergy management of cloud and networks)?
- 3) What aspects of telecommunication management and OAM are under development or need to be assigned to what Questions for timely development?
- 4) What future telecommunication/ICT architectures, capabilities, applications and services, will be used to enhance the current TMN architecture and functionalities? What future telecommunication/ICT architectures, capabilities, applications and services will be managed?

3 Tasks

Tasks include, but are not limited to:

- 1) Gain an understanding of the network operator and service provider's requirements, priorities and roadmap for the development of telecom management technology and Recommendations through workshops and joint events with other forums and SDOs.

- 2) Develop enhanced telecom management requirements and priorities to support modern ecosystem of future telecommunication/ICT architectures, capabilities, applications and services.
- 3) Establish an ongoing mechanism (e.g. by organizing a series of workshops and/or establishing a permanent advisory group) to agree on the priorities of network operators and service providers' priorities to influence the future direction of telecom management including the strategy and commit, infrastructure lifecycle management, product lifecycle management, operations support and readiness, fulfilment, assurance and billing process areas as they relate to market product and customer management, service management, resource management and supplier/partner management (ITU-T M.3050 Business Processes).
- 4) Identification of development directions, missing work areas and those that are overlapping, or potentially so, between multiple study groups, Questions and Recommendations.
- 5) Manage the responsibility associated with the lead study group on telecommunication management.
- 6) Establish and maintain an active liaison and agree priorities with key SDOs and forums.
- 7) Develop, maintain, and regularly distribute a task overview/work plan that documents the work and time schedules of all telecommunications management and OAM activities within ITU-T.

An up-to-date status of work under this Question is contained in the SG2 work programme:

https://itu.int/ITU-T/workprog/wp_search.aspx?sp=18&q=5/2.

Recommendations and Supplements under responsibility of this Question: ITU-T M.3340, M.3362, M.3363, M.3364, M.3372, M.3366, M.3367, M.3382, M.3383, M.3386, M.3387.

Texts under development: M.3364 Amd.1, M.3368, M.rcem-AI, Mrcm-AI, M.rcnitom-AI, M.rcpnm, M.recism, M.rmtsoap, M.rsca, M.rsds, M.rsmca, M.rsmti-uav, M.tpmto, TR-M.mriin.

4 Relationships

Recommendations:

- N/A

Questions:

- N/A

Study groups:

- ITU-T SG12
- ITU-T SG13
- ITU-T SG15
- ITU-T SG17
- ITU-T SG20

Other bodies:

- 3GPP
- ATIS
- DMTF
- ETSI
- IEEE
- IETF

- MEF
- OASIS
- TM Forum

WSIS Action Lines:

- N/A

Sustainable Development Goals:

- N/A