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A Guide for the introduction of a Computerised Subscriber Management System (CSMS) 1st Edition 1999



via ITU Website

The Guide is mainly addressed to Least Developed Countries (LDCs) and developing countries which have less experience in introducing CSMS. The purpose of the guide is to provide some guidance on how to introduce a CSMS and to show how a properly established CSMS will enable a telecommunication operator to manage most of the problem efficiently and cost-effectively, preparing the operator for a future competitive market.

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1st Edition 1999

The Guide for the introduction of a Computerised Subscriber Management System (CSMS) was prepared in order to provide least developed countries (LDCs) and developing countries with a document which will enable them to introduce a CSMS into their network.

The audience

The audience will include:

- Telecommunication operator managers.
- Engineers in charge of the maintenance of subscriber line networks.
- Engineers in charge of the computerisation of the management and maintenance of line networks.

Structure of the Guide

The Guide comprises seven chapters:

Chapter 1 describes the current status of outside plant (OSP) and of the CSMS in the developing countries, and highlights a number of significant problems which need to be resolved in order to improve the situation.

Chapter 2 provides an outline of CSMS. It describes each one of the key process areas (service provisioning and fault management) and how they relate to one another.

Chapter 3 explains why a CSMS is needed, its benefits and consequences in terms of productivity, quality of service, customer satisfaction and increase of revenues.

Chapter 4 is aimed at directors, managers and engineers to help them understand what is involved when there is a need to automate subscriber management activities.

Chapter 5 defines the main functionality of a CSMS. The CSMS is considered from the standpoint of individual modules for the management of each field (customers, requests, the network and faults). Proposed scenarios for CSMS configurations are described at the end of the chapter, together with some elements to guide a telecommunication organisation in choosing the option best suited to its budget and its expectations.

Chapter 6 sets out a list of measures to be taken for the purpose of conducting an efficient and successful exercise to improve data reliability. It is the fruit of experience gained from contracts for the computerisation of telecommunication operators' networks, and particularly in the case of one operator with 2.4 million subscribers and some 6 million pairs which were subjected to reliability.

Chapter 7, conclusion, reproduces in summary form the main questions addressed in this Guide.

Appendix 1 contains the Glossary.

Appendix 2 makes a comparison between TMN and CSMS.

Appendix 3 indicates the list of equipment testing/advisory committees.

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