ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

E.480
Amendment 1
(10/2007)

SERIES E: OVERALL NETWORK OPERATION,
TELEPHONE SERVICE, SERVICE OPERATION AND
HUMAN FACTORS

Network management – Checking the quality of the
international telephone service

Framework for service management operational
requirements – Service management

Amendment 1

ITU-T Recommendation E.480 (2006) – Amendment 1

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For further details, please refer to the list of ITU-T Recommendations.

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Framework for service management operational requirements – Service management

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Summary

Amendment 1 to ITU-T Recommendation E.480 modifies the note in Figure 7.

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

Compliance with this Recommendation is voluntary. However, the Recommendation may contain certain mandatory provisions (to ensure e.g. interoperability or applicability) and compliance with the Recommendation is achieved when all of these mandatory provisions are met. The words "shall" or some other obligatory language such as "must" and the negative equivalents are used to express requirements. The use of such words does not suggest that compliance with the Recommendation is required of any party.

INTELLECTUAL PROPERTY RIGHTS

ITU draws attention to the possibility that the practice or implementation of this Recommendation may involve the use of a claimed Intellectual Property Right. ITU takes no position concerning the evidence, validity or applicability of claimed Intellectual Property Rights, whether asserted by ITU members or others outside of the Recommendation development process.

As of the date of approval of this Recommendation, ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementers are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database at http://www.itu.int/ITU-T/ipr/.

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Framework for service management operational requirements – Service management

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Replace the current note under Figure 7 with the following:

NOTE 1 – Except for the addition of the service request management block, and a recasting of a central role for service level management, this picture is a re-statement of the ITIL [BS 15000] best practice picture whose copyright is owned and licensed by the UK Office of Government Commerce.

NOTE 2 – The alignment of terminology between ITIL [BS 15000] and [ITU-T M.3050] series is for further study.

SERIES OF ITU-T RECOMMENDATIONS

Series A	Organization of the work of ITU-T
Series D	General tariff principles
Series E	**Overall network operation, telephone service, service operation and human factors**
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Series G	Transmission systems and media, digital systems and networks
Series H	Audiovisual and multimedia systems
Series I	Integrated services digital network
Series J	Cable networks and transmission of television, sound programme and other multimedia signals
Series K	Protection against interference
Series L	Construction, installation and protection of cables and other elements of outside plant
Series M	Telecommunication management, including TMN and network maintenance
Series N	Maintenance: international sound programme and television transmission circuits
Series O	Specifications of measuring equipment
Series P	Telephone transmission quality, telephone installations, local line networks
Series Q	Switching and signalling
Series R	Telegraph transmission
Series S	Telegraph services terminal equipment
Series T	Terminals for telematic services
Series U	Telegraph switching
Series V	Data communication over the telephone network
Series X	Data networks, open system communications and security
Series Y	Global information infrastructure, Internet protocol aspects and next-generation networks
Series Z	Languages and general software aspects for telecommunication systems