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OF ITU

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(10/96)

SERIES X: DATA NETWORKS AND OPEN SYSTEM  
COMMUNICATION

Public data networks – Maintenance

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**Architecture for customer network management  
service for public data networks**

ITU-T Recommendation X.160

(Previously CCITT Recommendation)

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*For further details, please refer to ITU-T List of Recommendations.*

## FOREWORD

The ITU-T (Telecommunication Standardization Sector) is a permanent organ of the International Telecommunication Union (ITU). The 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 Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 1 (Helsinki, March 1-12, 1993).

ITU-T Recommendation X.160, was revised by ITU-T Study Group 7 (1993-1996) and was approved under the WTSC Resolution No. 1 procedure on the 5th of October 1996.

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### NOTE

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

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## **SUMMARY**

This Recommendation defines an architectural framework for a service to provide customers of network services with management capabilities. It also refers to Recommendations which directly relate to provision of the service. The service is called the Customer Network Management (CNM). It allows customers and service providers to interact by electronic means, for the transfer of management information relating to public data network services being used by a customer. Customer Network Management addresses the requirement for efficient and effective interaction between customers and service providers. A consistent reference point is provided regardless of network services being managed.



## **ARCHITECTURE FOR CUSTOMER NETWORK MANAGEMENT SERVICE FOR PUBLIC DATA NETWORKS**

*(revised 1996)*

### **1 Scope**

This Recommendation is applicable to Customer Network Management (CNM) for Services provided by Public Data Networks. It may also apply to services provided by other networks. It defines the architectural framework for CNM making use of the concepts of Systems management, TMN and other related management standards. The relationship between the network service provider, network management, service management and the customer is presented in this Recommendation.

The scope of management information provided to the customer extends from specific instances of communication to a comprehensive view of all the services provided to the customer's organisation.

NOTE – Access control and security mechanisms are required and are for further study.

### **2 References**

The following Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision: all users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published.

#### **2.1 Identical Recommendations | International Standards**

- ITU-T Recommendation X.281 (1995) | ISO/IEC 13642:1996, *Information technology – Elements of management information related to the OSI physical layer.*
- CCITT Recommendation X.701 (1992) | ISO/IEC 10040:1992, *Information technology – Open Systems Interconnection – Systems management overview.*
- CCITT Recommendation X.720 (1992) | ISO/IEC 10165-1:1993, *Information technology – Open Systems Interconnection – Structure of management information: Management information model.*
- CCITT Recommendation X.721 (1992) | ISO/IEC 10165-2:1992, *Information technology – Open Systems Interconnection – Structure of management information: Definition of management information.*
- CCITT Recommendation X.722 (1992) | ISO/IEC 10165-4:1992, *Information technology – Open Systems Interconnection – Structure of management information: Guidelines of the definition of managed objects.*
- ITU-T Recommendation X.723 (1993) | ISO/IEC 10165-5:1994, *Information technology – Open Systems Interconnection – Structure of management information: Generic Management Information.*
- ITU-T Recommendation X.724 (1996) | ISO/IEC 10165-6:1997, *Information technology – Open Systems Interconnection – Structure of management information: Requirements and guidelines for implementation conformance statement proformas associated with OSI management.*
- CCITT Recommendation X.730 (1992) | ISO/IEC 10164-1:1993, *Information technology – Open Systems Interconnection – Systems management: Object management function.*
- CCITT Recommendation X.731 (1992) | ISO/IEC 10164-2:1992, *Information technology – Open Systems Interconnection – Systems management: State management function.*

## 2.2 Paired Recommendations | International Standards

- CCITT Recommendation X.700 (1992), *Management framework for Open Systems Interconnection (OSI) for CCITT applications.*  
ISO/IEC 7498-4:1989, *Information processing systems – Open Systems Interconnection – Basic Reference Model – Part 4: Management framework.*
- CCITT Recommendation X.710 (1991), *Common management information service definition for CCITT applications.*  
ISO/IEC 9595:1991, *Information technology – Open Systems Interconnection – Common management information service definition.*
- CCITT Recommendation X.711 (1991), *Common management information protocol specification for CCITT applications.*  
ISO/IEC 9596-1:1991, *Information technology – Open Systems Interconnection – Common management information protocol – Part 1: Specification.*
- ITU-T Recommendation X.282 (1995), *Elements of management information related to the OSI data link layer.*  
ISO/IEC 10742:1994, *Information technology – Telecommunications and information exchange between systems – Elements of management information related to OSI Data Link Layer standards.*
- ITU-T Recommendation X.283 (1993), *Elements of management information related to the OSI network layer.*  
ISO/IEC 10733:1993, *Information technology – Telecommunications and information exchange between systems – Elements of management information relating to OSI Network Layer standards.*

## 2.3 Additional references

- ITU-T Recommendation F.400/X.400 (1996), *Message Handling: System and service overview.*  
ISO/IEC 10021-1:1997, *Information technology – Message Handling Systems (MHS) – Part 1: System and Service Overview.*
- CCITT Recommendation F.435 (1991), *Electronic data interchange messaging service.*
- ITU-T Recommendation M.3010 (1996), *Principles for a Telecommunications management network.*
- ITU-T Recommendation M.3100 (1995), *Generic network information model.*
- ITU-T Recommendation X.161 (1995), *Definition of customer network management services for public data networks.*
- ITU-T Recommendation X.162 (1995), *Definition of management information for customer network management service for public data networks to be used with the CNMc interface.*
- ITU-T Recommendation X.163 (1995), *Definition of management information for customer network management service for public data networks to be used with the CNMc interface.*
- CCITT Recommendation X.435 (1991), *Message handling systems: Electronic data interchange messaging system.*  
ISO/IEC 10021-9:1995, *Information technology – Message Handling Systems (MHS) – Part 9: Electronic Data Interchange Messaging System.*
- ISO 9735:1988, *Electronic data interchange for administration, commerce and transport (EDIFACT) – Application level syntax rules.*

## 3 Definitions

For the purposes of this Recommendation, the following definitions apply.

### 3.1 Reference model definitions

This Recommendation makes use of the following terms defined in ITU-T Rec. X.200 | ISO/IEC 7498-1:

- a) open-systems;
- b) systems-management.

## 3.2 Management framework definitions

This Recommendation makes use of the following terms defined in CCITT Rec. X.700 and ISO/IEC 7498-4 and CCITT Rec. X.701 | ISO/IEC 10040:

- a) Managed object;
- b) OSI environment;
- c) agent role;
- d) manager role;
- e) notification;
- f) managed object class.

## 3.3 Telecommunication Management Network definitions

This Recommendation makes use of the following terms defined in Recommendation M.3010:

- a) Telecommunication Management Network (TMN);
- b) X-interface.

## 3.4 Customer Network Management Service definitions

For the purposes of this Recommendation the following definitions apply.

**3.4.1 Customer:** The customer is the organization which has a business relationship with the service provider for the provision of network services to one or more end users.

**3.4.2 CNM:** CNM is a service which provides customers with the ability to access and in some cases modify management information relating to the services provided to them by the network.

**3.4.3 CNM interface:** A CNM interface is an interface between a Customer's Management System and a Service Provider's CNM System for the purpose of CNM.

**3.4.4 CNM Service:** A CNM service is a capability that is provided to the customer across the CNM interface.

**3.4.5 CNM Reference Point:** A CNM Reference Point defines a service boundary between the Customer's Management Function and the Service Provider's CNM Function.

**3.4.6 CNM user:** The Customer Network Management user is a person who is authorised to use the CNM services and through these participates in the management of the service provided to the customer by the network.

**3.4.7 Customer's Management Function:** The Customer's Management Function is the function that processes information related to CNM.

**3.4.8 Service Provider's CNM Function:** The Service Provider's CNM Function is the function that provides the CNM Services.

**3.4.9 Customer's Management System:** The Customer's Management System is the system that performs the Customer's Management Functions.

**3.4.10 Service Provider's CNM System:** The Service Provider's CNM System is the system that performs the Service Provider's CNM Functions.

## 4 Abbreviations

For the purposes of this Recommendation, the following abbreviations are used:

CMIP	Common Management Information Protocol
CMIS	Common Management Information Service
CNM	Customer Network Management
CNMA	Architecture for Customer Network Management
CNMC	OSI Management based interface realisation for CNM service

CNME	EDI Management based interface realisation for CNM service
CNMS	Customer Network Management services for public data networks
DLM	Data Link Layer Management
DMI	Definition of management information
EDI	Electronic Data Interchange
EDIFACT	Electronic Data Interchange for Administration, Commerce and Transport
GDMO	Guidelines for the Definition of Managed Objects
GMI	Generic Management Information
GNM	Generic Network Information Model
MHS	Message Handling Systems
MS	Message Store
MTA	Message Transfer Agent
NLM	Network Layer Management
NNM	Network to Network Management Interface
OS	Operations System
OSF	Operations System Function
PDN	Public Data Network
PHLM	Physical Layer Management
SMASE	Systems Management Application Service Elements
TMN	Telecommunication Management Network
UNSM	United Nations Standard Messages

## 5 Conventions

The term **Management System** used in this Recommendation refers to either a Customer's Management System or a Service Provider's CNM System.

## 6 Overview of the Customer Network Management Service

### 6.1 Relationship between the Architecture, the Services and the Management Information documents

This Recommendation is one of a set of three Recommendations which directly specify the CNM:

- X.160 (CNMA) defines the architecture for CNM;
- X.161 (CNMS) defines the management services for CNM;
- X.162 (CNMC) defines an OSI based interface realisation for CNM;
- X.163 (CNME) defines an EDI based interface realisation for CNM;

### 6.2 Overview of CNM

The CNM provides customers with the ability to access, and in some cases modify, management information relating to the services provided by a network. For example, a customer may notify the provider of a service affecting fault and the provider may keep the customer informed of progress on repairing the fault, ultimately sending notification when the fault is cleared.

CNM may only be accessed by authorised customers. The service provider will take all necessary steps to ensure that an agreed level of security is maintained.

The management information provided to the customer is generally different from that used by the service provider to manage the network. It is less detailed since the customer is only concerned with management information relating to provision of its own service and is not concerned with the precise details of how the service is provided.

By accessing management information, an authorised customer will be able to indirectly monitor and control the resources involved in the provisioning of the network service.

## 7 CNM Architecture

### 7.1 Overview of the Functional Architecture

CNM Functional Architecture is based on several function blocks. These blocks provide general functions needed for the provision of CNM. The CNM function block and customer’s management function block which exchange management information are separated by the CNM reference point. The CNM function may be further refined in term of the functional components that comprise it.

The CNM reference point is the logical point in the architecture at which conformance may be tested for a particular protocol realisation of an interface that supports CNM services.

The Functional Architecture identifies that an other reference point may exist between the CNM function and the Network Management function. Nevertheless, this reference point is not within the scope of CNM Recommendations.

The CNM Functional Architecture is shown in Figure 1.

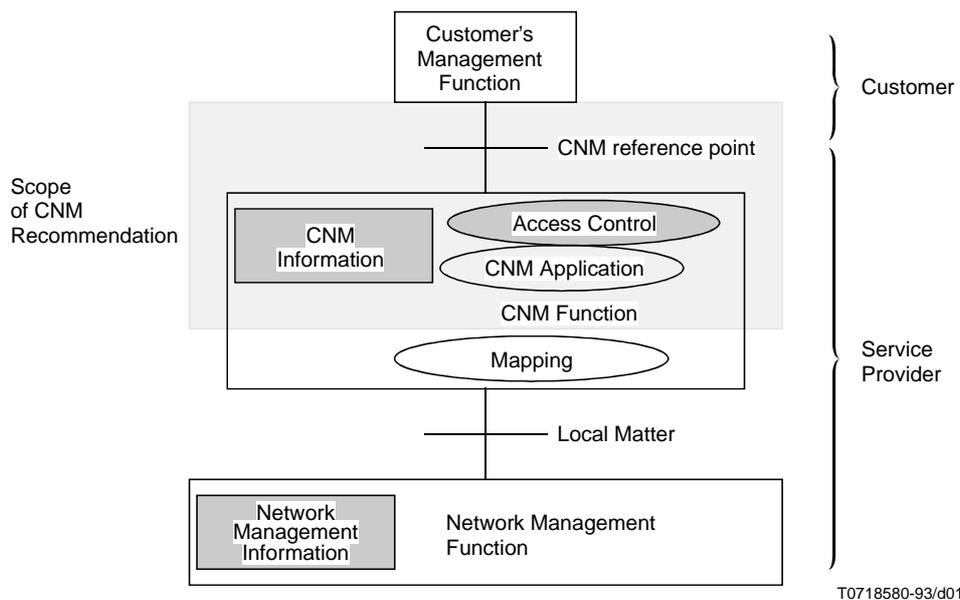


FIGURE 1/X.160  
Functional Architecture of Customer Network Management

The CNM function may include the following functional components:

- CNM information;
- access control;
- management CNM application; and
- mapping.

The CNM information component contains a customer view of network services and other services management related information.

The access control functional component may include mechanism to restrict access to authorised customers. If access is not permitted, the service provider notifies the requester that access has been refused. At the same time, the reason for the refusal may be sent to the customer. The specification of this access control component is for further study.

The CNM application functional component will actually implement the CNM services that can be found in CNMS. The CNM application functional component acts always in the agent role. This functional component is not subject to standardisation within the CNM Recommendations.

The mapping functional component may be required in order to provide the customer oriented view of the network management information. The service provider's view and the details of the mapping are beyond the scope of this Recommendation.

## **7.2 Physical Architecture**

The CNM reference point is the only point in the functional and physical architectures for CNM at which conformance applies. Currently, CNM services may be provided across two types of CNM interface: the CNMC interface or the CNME interface. These two interfaces are described below. A service provider may choose to implement only one or both interfaces. Other types of interfaces may be defined in the future, including short stacks.

The interfaces available with particular services are indicated in CNMS.

Since the reference point between the CNM function and the Network Management function is not part of CNM, the specification of the corresponding interface is a local matter and is outside the scope of this Recommendation and the associated Recommendations.

### **7.2.1 Protocol at the CNMC interface**

The CNMC interface is generally applicable. In particular, it is used where the supporting protocols must be interactive (with response time constraints), for meeting fault management and real time monitoring requirements.

The CNMC interface uses the CMIP protocol and provides/allows:

- real time/asynchronous notification;
- object oriented mechanism;
- re-use of OSI Systems management software.

Further information on the CNMC interface is provided in Annex A.

### **7.2.2 Protocol at the CNME interface**

The CNME interface is used where the supporting protocols need not be interactive/real time or the CNM service requires a contractual interaction between the customer and the service provider.

The CNME interface uses EDI with MHS as the supporting protocol and provides/allows:

- re-use of existing EDI customer premises equipment;
- buffering of messages;
- use of mail boxes, thus avoiding the requirement to support the establishment of multiple associations between the CNM Customer and the CNM Provider;
- protection against communication failures.

Further information on the CNME interface is provided in Annex B.

### **7.2.3 Example of a Physical Architecture**

Depending on the services required, implementation of the functions may lead to a variety of physical configurations.

The following examples are only provided to assist in understanding how CNM may be implemented.

In many cases, provision of CNM will be achieved by a single connexion between the Customer's Management System and the Service Provider's CNM system through a CNMC or a CNME interface (see Figure 2).

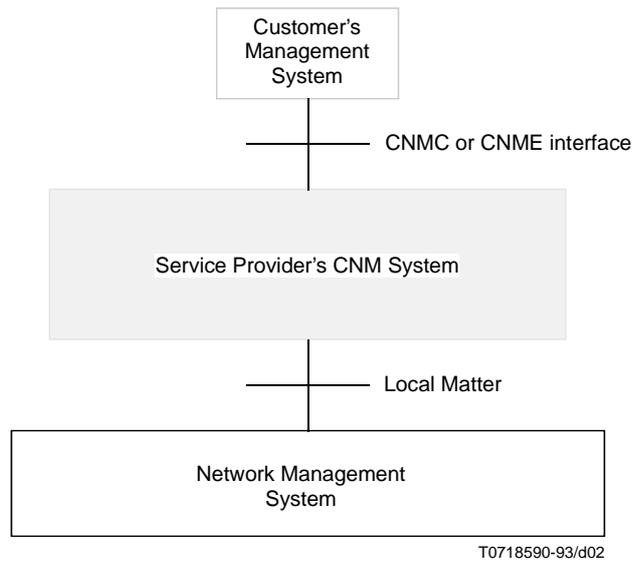


FIGURE 2/X.160  
**Example 1 of Physical Architecture**

Service providers may cooperate to provide an overall service to a customer. In this case, several Service Provider's CNM Systems exchange management information via the NNM (network-to-network management) interface.

This NNM interface is related to, but distinct from, the CNMC and CNME interfaces and is not within the scope of CNM Recommendations (see Figure 3).

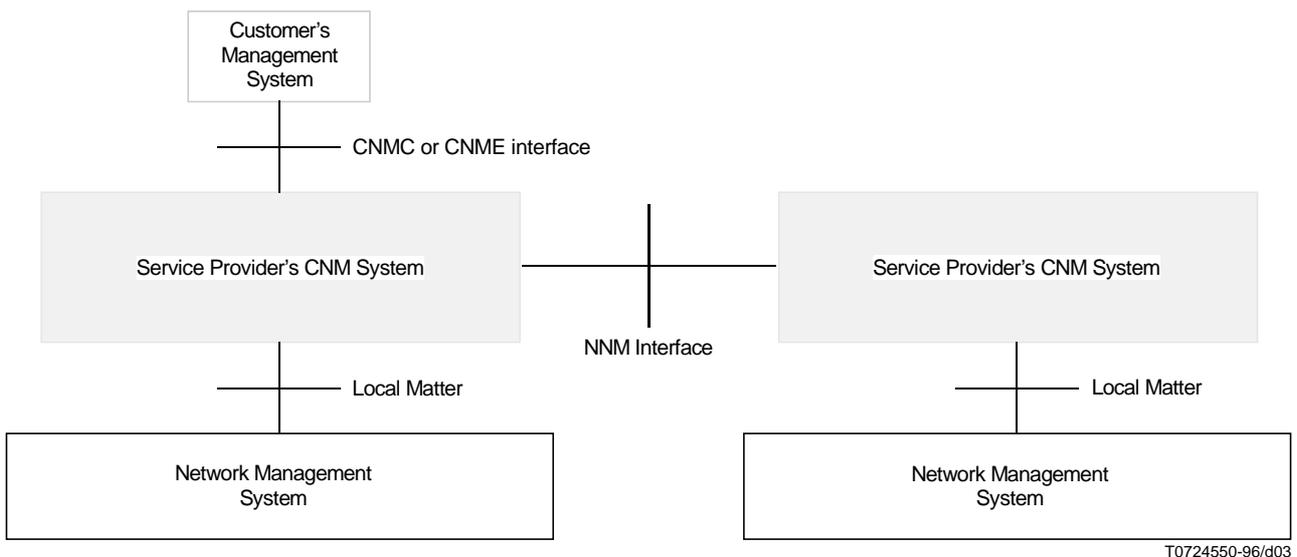


FIGURE 3/X.160  
**Example 2 of Physical Architecture**

If the customer has subscribed to several Telecommunication services (provided by several service providers), to achieve the overall CNM service, he may use the services of more than one service provider. This possibility is indicated in Figure 4. In this case, provision of CNM will be achieved by several connexion between the Customer's Management System and the Service Provider's CNM systems through CNMC or CNME interfaces.

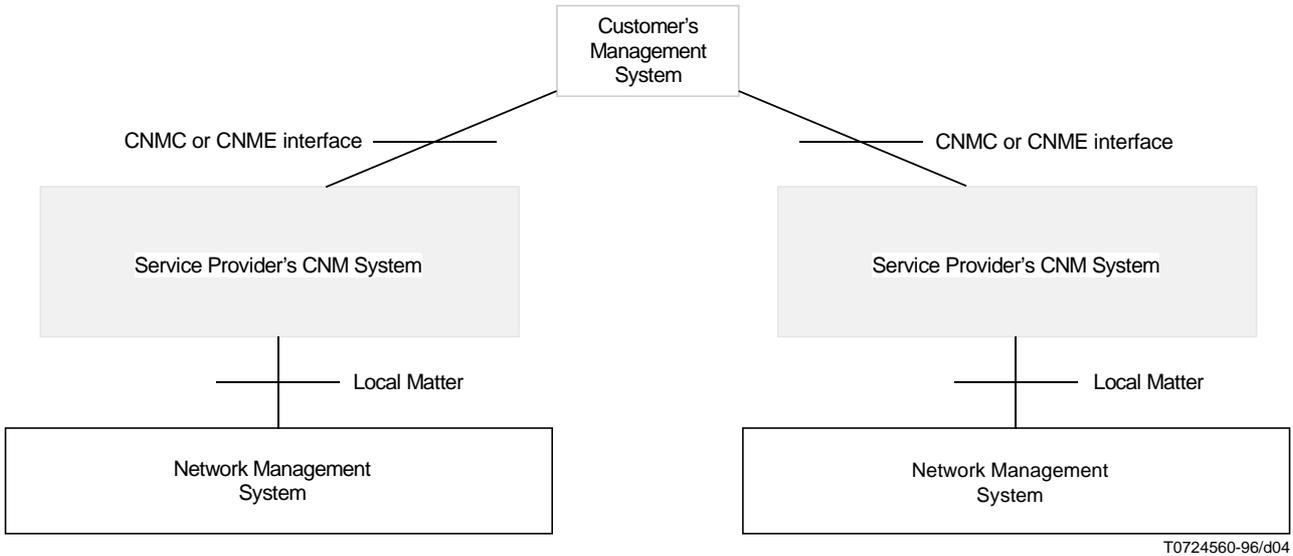


FIGURE 4/X.160  
**Example 3 of Physical Architecture**

**7.3 Relationship of CNM and TMN**

CNM may be provided within a TMN or non-TMN environment.

Within a TMN environment, an Illustration of relationship between CNM and TMN Functional and Physical Architecture is shown in Figure 5.

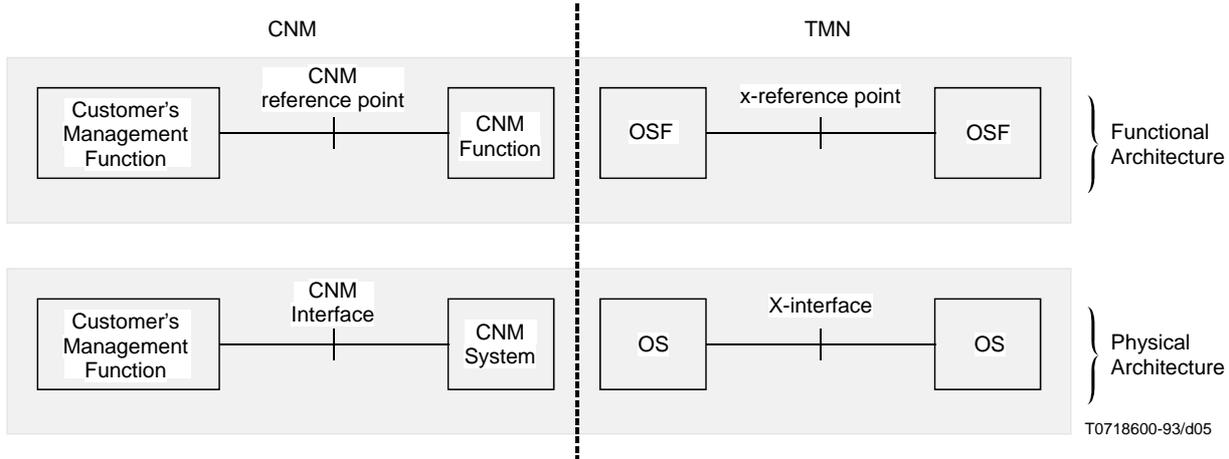
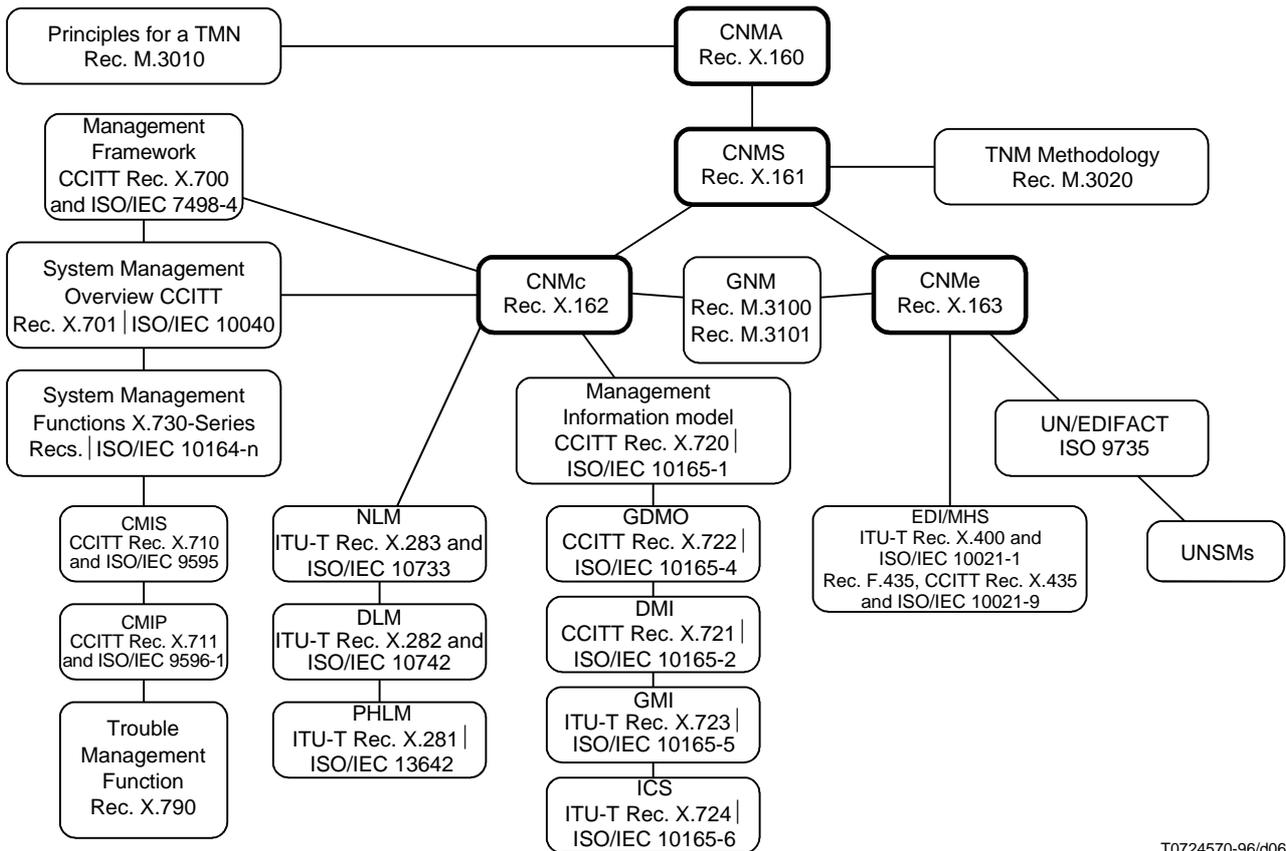


FIGURE 5/X.160  
**Illustration of relationship between CNM and TMN  
 Functional and Physical Architecture**

Within the TMN environment the following relationships apply:

- a) The Customer's Management Function and the CNM Function play the role of Operations System Functions (OSFs) that communicate via the x-reference point;
- b) The Customer's Management System and the Service provider's CNM System play the role of Operations Systems (OSs) that communicate via the X-interface;
- c) In the TMN environment, the CNM information is part of the information model for the X-interface;
- d) The protocols suites used in the TMN environment (e.g. CMIP) are also used by the customer's management system and the Service Provider's CNM System.



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FIGURE 6/X.160

### Relationship between CNM Recommendation and other Recommendations/Standards

## 7.4 Relationship between CNM and other Recommendations/Standards

The relationship between the various Recommendations and/or Standards to be used for CNM is depicted in Figure 4. The different categories of Recommendations and/or Standards to be used for CNM are:

- those defining the architecture (CNMA, CCITT Rec. X.700 and ISO/IEC 7498-4, X.701 | ISO/IEC 10040 and M.3010);
- those defining the services (CNMS);
- those specifying the transfer of management information using OSI communications (OSI System management functions, CMIS, CMIP);

- those specifying communications (see ITU-T Rec. X.400/F.400 and ISO/IEC 10021-1);
- those defining management information and methods of structuring management information (EDIFACT, Management information model, GDMO, DMI, GMI, M.3100, M.3020, X.283, X.282, X.281);
- those specifying interfaces that realise the CNM Service (see Recommendations X.162 and X.163);

NOTE – The specification of further interfaces that realise the CNM Service is for further study.

## **7.5 Relationship to Systems Management**

When CNM is provided across a CNMC interface, the concepts of the management communication and the encapsulation of managed information in a managed object are used as defined in the Systems management. Management Functions and management information will be used for defining CNM services, as far as the definitions can be applied. However, subclassing or adding necessary properties is permitted for the provision of CNM.

## **7.6 Relationship to Layer Management**

Management information defined in these Recommendations uses OSI related Management Information for OSI layers (e.g. Recommendations X.283, X.282 and X.281) whenever possible.

## **7.7 Relationship to Message Handling Systems**

When CNM is provided across a CNME interface, the Message Handling System provides a store and forward system to carry the EDIFACT interchanges with the services defined in the ITU-T Rec. F.400/X.400 and ISO/IEC 10021-1 and Recommendation F.435 and CCITT Rec. X.435 and ISO/IEC 10021-9.

## **7.8 Relationship to EDI**

When CNM is provided across a CNME interface, the management information is conveyed using EDI messages. These EDI messages use the syntax and format defined in EDIFACT (ISO 9735).

# **8 Conformance to CNM**

## **8.1 Conformance to CNMC**

When the CNMC interface is used, an implementation for which conformance to a CNM service or a set of CNM services is claimed shall be conformant to the relevant conformance clauses in Recommendation X.161 (e.g. conformance to International Standardised Profiles) and in Recommendation X.162 (e.g. Managed Object support).

Systems implementing a CNMC interface shall conform to Annex A/X.701.

## **8.2 Conformance to CNME**

When the CNME interface is used, an implementation for which conformance to a CNM service or set of CNM services is claimed shall be conformant to the relevant conformance clauses in Recommendation X.161 (e.g. conformance to International Standardised Profiles) and in Recommendation X.163 (e.g. EDI form support).

## Annex A

### CNMC Interface

#### A.1 Use of CNMC Interface

A single CNM managing system, located on the customer premises, communicates across a CNM Interface (named CNMC Interface) to one or more managed systems located in the public data network using at least one association for each of the managed systems.

A single CNM Managed System may support simultaneous associations with several Managing Systems of different customers.

#### A.2 OSI Systems Management model

Each instance of management communications is modelled using the OSI Systems Management model specified in CCITT Rec. X.701 | ISO/IEC 10040. It models the mechanism by which managed-object notifications and operations are communicated between open systems.

The manager role of the OSI System Management model is supported for CNM by the Customer's Management System and the agent role is supported by the Service Provider's CNM System.

The interface used to access the CNM may be independent of the data communication service being managed.

## Annex B

### CNME Interface

#### B.1 Use of CNME Interface

In the MHS model, the CNM Interface is named CNME Interface and is realised (as shown in Figure B.1) by a subset of the functions defined by the Message Handling Systems (MHS). In this context, the purpose of MHS is to convey CNM information between the Customer's Management System and the Service Provider's CNM System in a store-and-forward manner. This annex describes such a scenario.

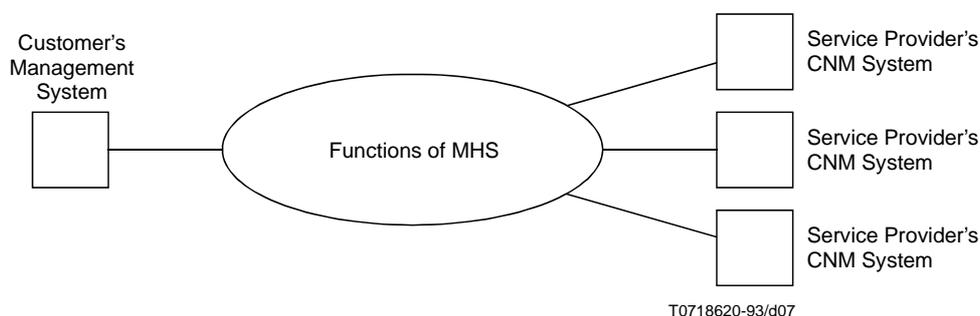


FIGURE B.1/X.160  
CNME Interface represented by MHS

The operator of the MHS may or may not be the same operator as the CNM Service provider.

In the context of CNM, the MHS comprises the Message Transfer System (MTS), User Agents (UAs) and Message Stores (MSs). The MHS, in the context of CNM, does not make use of some functional entities (e.g. Access Units) defined in the X.400 model. The MHS-users interact with the UAs. The UAs, MSs and the MTS cooperate with one another to provide the transfer of management information in a store-and-forward manner (see Figure B.2).

The MTS comprises at least one functional object named Message Transfer Agent (MTA). One MTA provides one link in the MTS's store-and-forward chain.

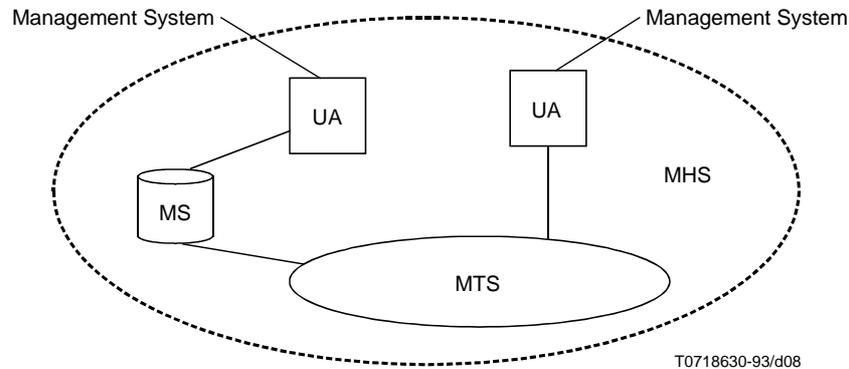


FIGURE B.2/X.160  
**The Message Handling System for CNM**

**B.2 CNME Transfer format**

CNM information is transferred between the Customer's Management System and the Service Provider's CNM System using EDI messages defined in CCITT Rec. X.435 and ISO/IEC 10021-9. These EDI messages are exchanged using the MHS supporting protocol and are defined in ISO 9735 (EDIFACT).

**B.3 Characteristics of Management systems**

The Customer's Management System and the Service Provider's CNM System of the MHS model have certain characteristics. Examples are:

- The sender of management information can begin the transfer even if the receiver is "off-line," since the information is carried in a store-and-forward manner.
- The Customer's Management System and the Service Provider's CNM System may or may not use the same OSI messaging protocols. The Customer's Management System may choose one scenario (one of those presented in B.4) while the Service Provider's CNM System may choose the same or otherwise.

**B.4 Scenarios for Management System and MHS interaction**

This subclause specifies scenarios where a Customer's Management System and the Service Provider's CNM System can interact with MHS.

### B.4.1 Interaction Using P7 Protocol

In Figure B.3, the Management System operates the CNM functions and UA that may be co-located within the same equipment (Management System). The interaction between them is a local matter depending on the Management System. The interaction between the UA and the MS is defined by the P7 protocol of the X.400-Series Recommendations.

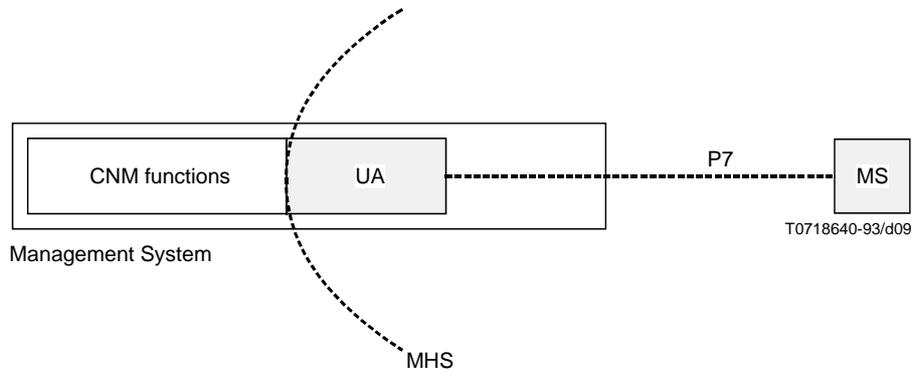


FIGURE B.3/X.160  
Interaction using X.400 P7 protocol

### B.4.2 Interaction Using P3 protocol

In Figure B.4, the Management System operates the CNM functions and UA that may be co-located in the same Management System's equipment. The interaction between them is a local matter depending on the Management System. The UA interacts with the MTA using the P3 protocol of the X.400-Series Recommendations.

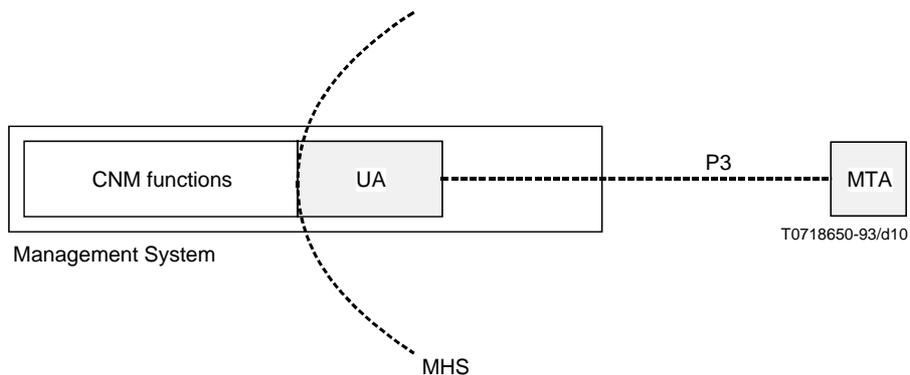


FIGURE B.4/X.160  
Interaction using X.400 P3 protocol

### B.4.3 Interaction Using P1 protocol

In Figure B.5, the Management System operates the CNM functions, UA and MTA, that may be co-located in the same equipment (Management System). The interaction between them is a local matter depending on the Management System. The two MTAs interact using the P1 protocol of the X.400-Series Recommendations. The two MTAs may belong to different MHS administration domains. The MTA within the Management System can serve other UAs that may or may not be used for management purposes.

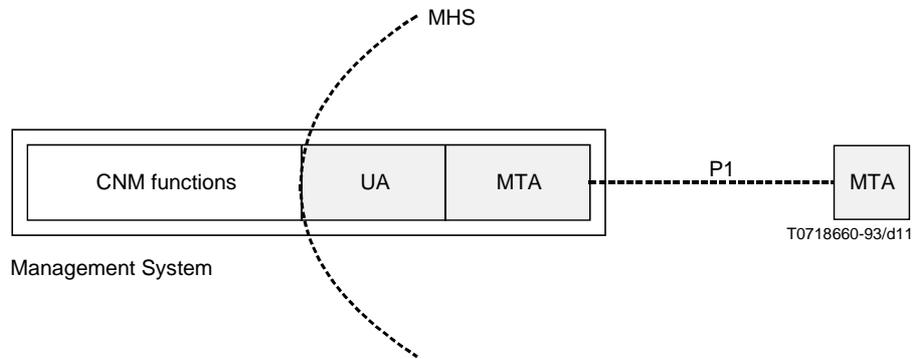


FIGURE B.5/X.160  
Interaction using X.400 P1 protocol

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