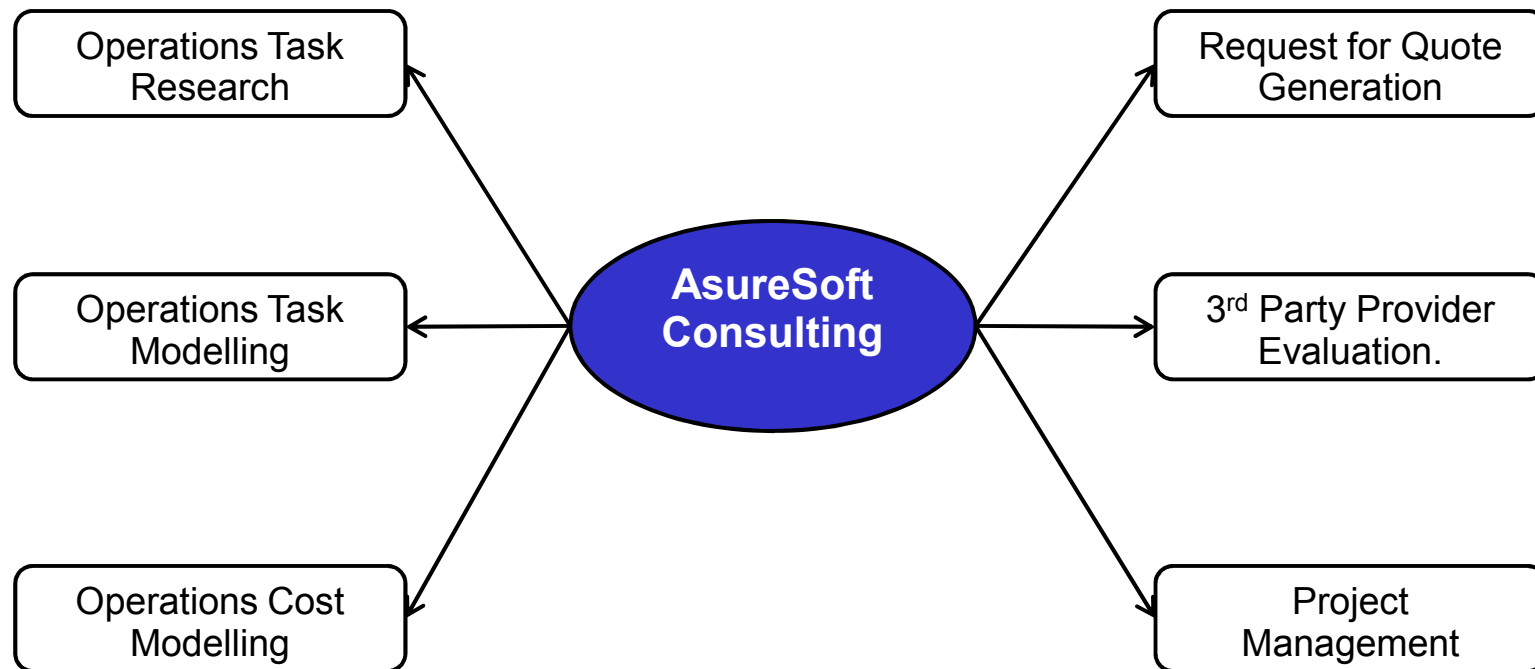


# AsureSoft Consulting

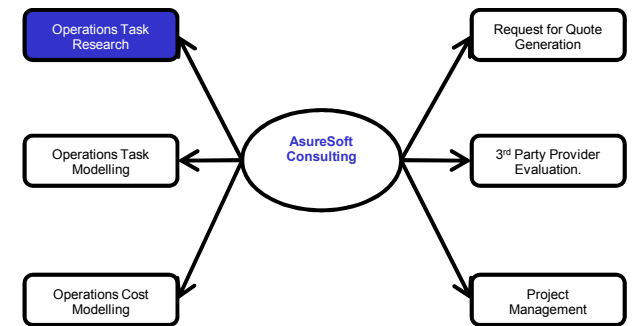
*Assuring your Information Technology  
Environment*

# Telecoms Operation Support -

***Reduce costs, know your operation, keep focused on the evolution of the industry.***

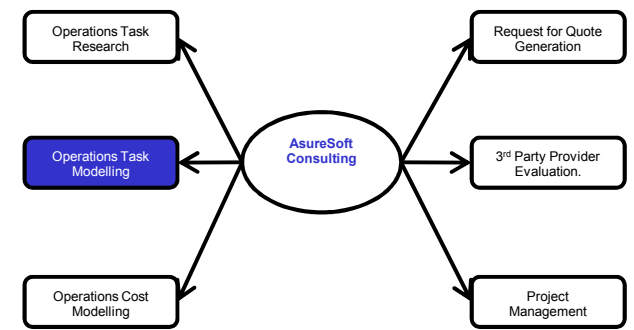


# Operations Task Research -



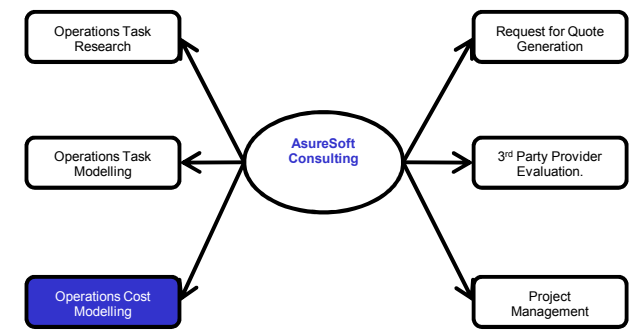
- **Application of the enhanced Telecoms Operation Model (eTOM).**
- **Definition of the processes that an operator should carry out –**
  - **Scenarios - high level activities that must be carried out while managing the network.**
  - **Tasks - Atomic, self-contained defined activities that make up a scenario.**
  - **eTOM – enhanced Telecoms Operations Model.**
- **Define the scenarios and tasks that an organisation should carry out to conduct the business -**
  - **Common language that defines the work to be done.**
  - **Data and work orders are designed to fit the tasks to be done.**
  - **Provide information that accurately reports on the scenarios and task.**
- **Provide a basis for analysis of the operating procedures –**
  - **Are the right procedures in place, e.g. timely, effective, etc.**
  - **Are they productive ?**
  - **Are they cost effective ?**

# Operations Task Modelling -



- **Model and document the processes that an operator is carrying out –**
  - Which high level activities (end-to-end workflows) are being carried out while managing the network.
  - Which individual tasks make up the scenarios.
  - How often are the tasks conducted, how much time do they take, who does them, when can they be done.
- **Output – Model of the scenarios and tasks that constitute the scenarios -**
  - Map that defines the tasks from an operations perspective, focus on the individuals (actors) involved – NGOSS.
  - Frequency, productivity, effectiveness measurement.
  - Who is doing what task, what are the required skills, what training is required, what planning is required, data/information needs.
  - Identify opportunities for improvement, accuracy, dead time, overlaps, planning, standard information needs, do the outputs from the previous task match the inputs for the next task.
  - What tasks are duplicated across multiple vendor platforms, i.e. rationalisation of tasks.

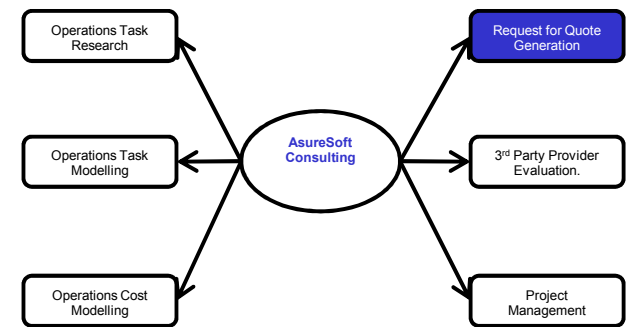
# Operations Cost Modelling -



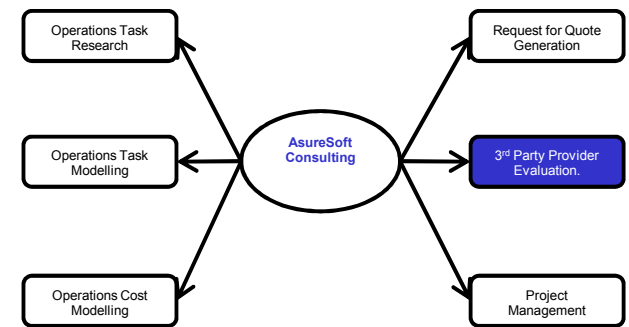
- **Model cost of the processes that are completed when operating a network –**
  - Network operations – Fault Management, Performance Management, Provisioning, Optimisation, Installation & Maintenance, Planning, Administration.
- **Cost Factors -**
  - Fixed Costs – # Staff Required, Staff Calibre, Training Costs, Infrastructure required.
  - Temporal Costs – Task Freq, Task preparation time, Task execution time, Task verification time, Overhead costs, (e.g. Travel to site), Probability of success.
  - General/Overhead Costs - Service contract costs, Lost revenue (non outage), Lost revenue (outage), Capital expense.
- **Outputs -**
  - Pareto of tasks costs, from highest to lowest.
  - Profile of cost factors associated with tasks performed.
  - Recommendations on cost improvement - task duration improvement, service contracts, staff training, staff expertise required, etc.
  - Recommendations on how to target standardization of processes across different vendor equipment/systems.

# Request for Proposal/Quote Generation -

- **Generate Request for Proposal (RFP) /Quote (RFQ) documents –**
  - **OSS, NMS, EMS focus – NGOSS, eTOM based.**
  - **Coverage - Network operations – Fault Management, Performance Management, Provisioning, Optimisation, Installation & Maintenance, Planning, Administration.**
  - **Integration with operator Management Information Systems & Operations Support Systems.**
  - **Service Level Agreement factors –**
    - **Outstanding problems, Service requests.**
    - **Problem & service priority definition.**
    - **Response times.**
    - **System availability.**
  - **Review of supplier responses to RFQs –**
    - **Provide scoring model for adherence to RFQ.**
    - **Assessment of Compliance to International Standards (GSM, 3GPP, 3GPP2, IEEE, IETF, WiMAX etc)**

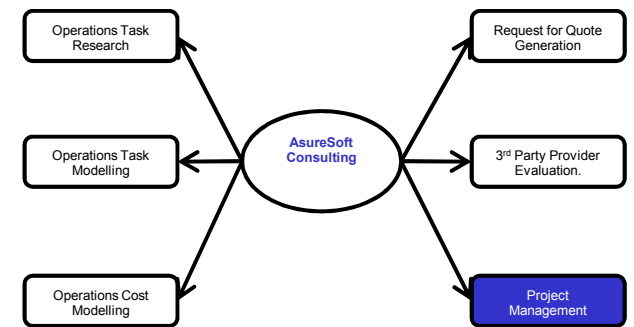


# 3<sup>rd</sup> Party Provider Evaluation -



- **Evaluation of 3<sup>rd</sup> party product capability –**
  - Does the 3<sup>rd</sup> party supplier provide product and/or which is consistent with the product and/or service requirements and specification.
  - Have the limits of the product and/or service specification been agreed & tested in conjunction with the 3<sup>rd</sup> party supplier.
- **Evaluation of 3<sup>rd</sup> party business and development processes –**
  - Does the 3<sup>rd</sup> party supplier have a viable business, with documented results and plans.
  - Does the supplier have a process in place to develop the product and/or service.
- **Evaluation of 3<sup>rd</sup> party quality system – quality system review –**
  - Does the supplier have a quality system in place to monitor the quality of the product and/or service.
  - Does the supplier monitor the quality of the product and/or service
  - Does the supplier have process in place to address quality issues.
- **Evaluation of 3<sup>rd</sup> party support capability –**
  - Does the supplier have the capability to support the product and/or service post deployment, e.g. capability to support a Service Level Agreement.

# Project Management -



- **Project Planning -**

- Cost planning, schedule planning, resource planning, 3<sup>rd</sup> party product supplier/integration planning, project quality planning.

- **Project Control and Overview –**

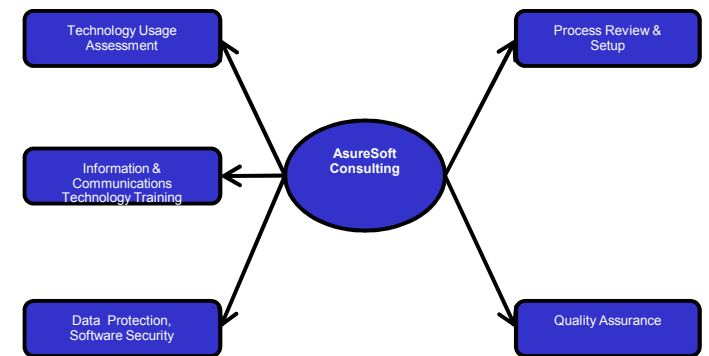
- Project management on a timely basis, project issue tracking, project status reporting, project milestone audit, project earned value analysis, 3<sup>rd</sup> party project interface, integration & monitoring support.

- **Phases covered –**

- Inception, business case development, requirements and project lock down, design (high-level, low-level), implementation, test (unit, sub-system, system test), first office application, commercial delivery, support, end of life.



# Benefits of using AsureSoft -



- **31 years experience in the software industry –**
  - All of which were in major blue-chip companies, e.g. Motorola.
  - 18 years involved in Software used to support communications systems.
- **Covered all areas of product development from requirements definition, design, development and deployment.**
- **Significant knowledge of state of the art technologies, both in IT and communications.**
- **Significant national and international customer relationship development, ranging from the Americas, Europe & Asia –**
  - Includes both large and small organisations.
- **Independent, objective, focused support tailored to meet your company needs in an evolving business environment.**

# Benefiting Organisations -

- **Standards Bodies -**

- **Telemanagement Forum.**
- **ETSI (European Telecommunications Standards Forum)**
- **WiMAX Forum. (Worldwide Operability for Microwave Access)**

- **Telecomms Industry -**

- **Vallent, Ericsson.**
- **Eircom, Vodafone, O2, Esat, Meteor,**
- **Eirteic**

- **Regulatory Authorities -**

- **Telecommunications Regulator.**

