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B2B TROUBLE-TO-RESOLVE (T2R) INTERNATIONAL GAP ANALYSIS

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Document history

Revision	Date	Notes
Issue V1.0.0	28 th September 2007	Prepared for NICC publication by updating version number, adding NICC ND reference and converting from spreadsheet to document format

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1.0 Introduction

The “NICC B2B Interface Framework document” provides the introduction and framework for all NICC B2B standards. It is important to read the Framework in conjunction with this document.

2.0 Purpose & Scope

A key principle of NICC and NICC B2B is to reuse international standards where appropriate, and equally to ensure NICC B2B agreed standards are included in the relevant international standards where there are gaps.

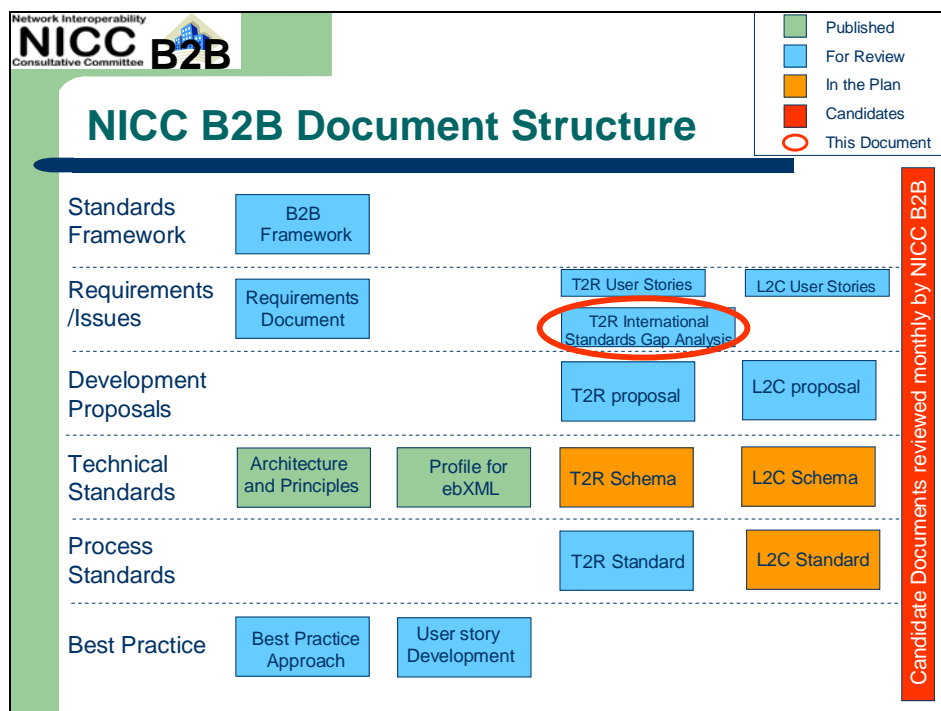
This document provides details of a gap analysis conducted in the development of the “ND1416 2007 - B2B Trouble-to-resolve (T2R) Interface Standard”. It provides an analysis of the NICC B2B T2R standard versus relevant national and international standards.

Standards reviewed included eTOM B2B BOM, ITU X790/M.3343, ITIL, but exclude RosettaNet & ebXML as these are technical protocol standards at different a level from this document.

See below for a summary of the analysis and Annex 1 for the full analysis

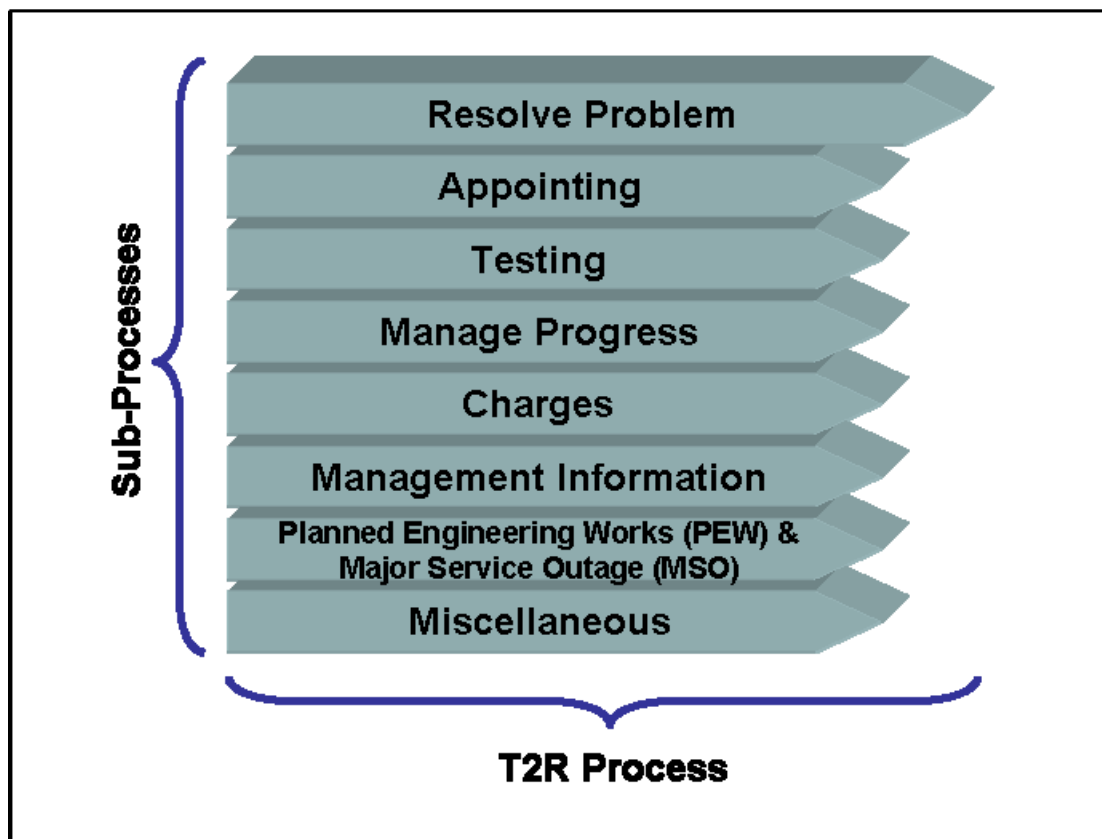
3.0 NICC B2B Document Structure & Further Information

This document forms part of a suite of documentation developed and maintained by NICC B2B as shown below. They can be accessed from the NICC publication web site @ <http://www.nicc.org.uk/nicc-public/publication.htm>. and if they are in development from <http://niccb2b.org.uk/> . For access and further details please contact niccb2b@niccb2b.org.uk .



4.0 Macro T2R Process

This section shows the sub-processes used to make up the T2R standard process that was used for the gap analysis.



5.1 Gap Analysis Summary

The following summarises the findings from a gap analysis between International Standards and “ND1416 2007 - B2B Trouble-to-resolve (T2R) Interface Standard”.

5.2 TMF (TeleManagement Forum): eTOM (Enhanced Telecom Operations Map) B2B : Business Operations Map (BOM)

Ref: eTOM_B2B_BOM_V4.0-J-v2.doc. Review of Buyer and Supplier initiated interactions. The following conclusions and recommendations are made:

Sub-Process	Components Aligned	Component Gaps	Gap Details
Buyer-Supplier			
Resolve Problem	5	0	none
Manage Progress	2	0	none
Testing	1	4	Scheduled testing
Appointing	3	1	Change Appt
Supplier-Buyer			
Resolve Problem	0	2	Refer & Transfer PR
Manage Progress	6	1	KCI on all PR attribute changes
Testing	0	1	Scheduled testing
Appointing	0	0	none

- A gap was identified around Scheduled Testing. It was agreed by the NICC B2B to be a probable area of new requirements and has been added to the workstack.

- A gap was identified around Change of Appointment. This scenario is covered by the standard through the reservation of a new Appt, and amendment of the PR with the new Appt, and is therefore not required.
- A gap was identified around the Refer and Transfer of PRs. It was agreed by the NICC B2B to be a probable area of new requirements and has been added to the workstack.
- A gap was identified around sending a KCI on every change of state or attribute in the PR. Other KCI components adequately cover the requirements, and therefore this specific component is not required.
- The NICC B2B standard identifies 18 Buyer-Supplier Components not specified in the eTOM B2B BOM, and 17 Supplier-Buyer. These relate to Sub-Processes: Charges, PEW & MSO; Management Information; Miscellaneous which are not covered by the eTOM BOM. These are to be considered for further updates to the eTOM standard.

5.3 ITU (International Telecommunication Union) X790/M.3343

Ref: ITU-T M.3343 Requirements and Analysis for NGN Trouble Administration across B2B and C2B interface. Review of Business Level Requirements – Interactions – Sections 2 & 3. The following conclusions and recommendations are made:

Sub-Process	Components Aligned	Component Gaps	Gap Details
Buyer-Supplier			
Resolve Problem	4	5	Grouping of PRs Querying PRs Managing 'Trouble Types'
Manage Progress	2	0	none
Supplier-Buyer			
Resolve Problem	2	4	Grouping of PRs Managing 'Trouble Types'
Manage Progress	5	0	none

- A gap was identified around Grouping PRs. Although M.3343 implies these grouping functions are internal to either Buyer or Supplier domains, it was agreed by the NICC B2B to be a probable area of new requirements and has been added to the workstack.
- The querying of PRs based on searchable parameters was also agreed to be a gap. This was agreed as a probable area of new requirements and has been added to the workstack
- A gap was identified around the management of Trouble Types. A Trouble Type is a category of problem, against which the PR can be attributed. The Clear would normally identify the Trouble Type as a 'clear code'. The NICC B2B agreed this is a potential future enhancement to the standard, but is currently out-of-scope.
- The NICC B2B standard identifies 22 Buyer-Supplier Components not specified in M.3343, and 15 Supplier-Buyer. These relate to Sub-Processes: Appointing; Testing; Charges, PEW & MSO; Management Information; Miscellaneous which are not covered by M.3343. These are to be considered for further updates to the ITU standard

5.4 ITIL V2

ITIL deals with T2R in the context of IT Service Management. The ITIL processes applicable here are Incident Management, Problem Management and Change Management. ITIL is in the process of being up-issued to version 3 – therefore a further item has been added to the workstack to review any information relevant to this standard in that version.

The following conclusions and recommendations are made:

- NICC B2B to consider expanding the market segment scope (as with Mobile, Broadcast etc – see Section 1.1) to include IT Service Management B2B requirements.

- NICC B2B to consider the adoption of ITIL terminology (Incident/Problem etc) to reduce the diversity of terms (e.g. Problem, Trouble, Fault etc).
- Review ITIL version 3 with respect to influence on this standard.

6.0 Keeping this document up to date and relevant

In order to keep NICC B2B standards and best practice up to date and relevant the documents it publishes together with any new issues and requirements are reviewed on a regular basis. If you have any comments or suggestions for improvement please forward them to niccb2b@niccb2b.com or place them directly on to the NICC B2B website @ http://niccb2b.org.uk/wiki/index.php/Main_Page/work/Issues

Annex 1: International Standards Gap Analysis

NICC B2B Standards Development		eTOM_B2B_BOM_V4.0-J-v2.doc			Gap Analysis (against Touchpoint & Scenarios Draft 0c)		
Touchpoint Component ID	Touchpoint Component	Sub-Process	Buyer/Supplier Initiated Interactions	Description	Findings	Conclusions	Recommendations
			Buyer Initiated Interactions				
TP008	requestProblemReport	Resolve Problem	Request Trouble Report	X.790 Para 8.2.1 Enter Trouble Report used to allow a manager to request that a trouble report be created by the agent with the appropriate information.	Aligned	We cover this requirement	No change to current scope of Framework
TP010	buyerRequestTaskStatus	Manage Progress	Request Trouble Report Status	X.790 para 8.2.2 used to allow a manager to request status information on a trouble report.	Aligned	We cover this requirement	No change to current scope of Framework
TP011	requestProblemReportAmendment	Resolve Problem	Request Trouble Report Change	X.790 para 8.9 Modify Trouble Administration Information Functional Unit used to allow the manager to modify the “writable” attributes that are not covered for a similar function under other functional units.	Aligned	We cover this requirement	No change to current scope of Framework
Touchpoint not defined		n/a	Request Trouble Report Clear	X.790 Para 8.14 Delete Telecommunications Trouble Report The Delete Telecommunications Trouble Report functional unit allows the manager, in a service provider to service provider application environment, to delete “closed” Telecommunications Trouble Reports. Consequently an Object Deletion Notification will be emitted. If the manager attempts to delete a telecommunications trouble report which is not in a “closed” state then “trouble ReportChangeDenied” specific error is returned	Gap This is an internal function within the Buyer domain.	Does not impact B2B Touchpoints	No change to current scope of Framework

NICC B2B Standards Development		eTOM_B2B_BOM_V4.0-J-v2.doc			Gap Analysis (against Touchpoint & Scenarios Draft 0c)		
Touchpoint Component ID	Touchpoint Component	Sub-Process	Buyer/Supplier Initiated Interactions	Description	Findings	Conclusions	Recommendations
TP012	requestProblemReportCancellation	Resolve Problem	Request Trouble Report Closure	X.790 Para 8.12 Cancel Trouble Report used to allow a manager to attempt to remove a trouble report from the agent. Typically, the manager made an error in reporting the trouble or has resolved the trouble and wants to abort the trouble report. In all cases, the agent will respect the manager's request.	Aligned	We cover this requirement	No change to current scope of Framework
TP007	queryFaultHistory	Resolve Problem	Review Trouble History	X.790 para 8.5 used to allow a manager to request information about past troubles reported for a particular CNM service or object instance representing a telecommunications resource	Aligned	We cover this requirement	No change to current scope of Framework
TP011	requestProblemReportAmendment	Resolve Problem	Add Trouble Information	X.790 para 8.6 used to allow a manager to provide additional descriptive text for an open trouble report. This additional information will be added to the description provided upon trouble entry	Aligned	We cover this requirement	No change to current scope of Framework
TP013	requestProblemReportClearConfirm	Manage Progress	Verify Repair Completion	X.790 para 8.8 used to allow the manager to verify that repair has been completed to its satisfaction before the trouble report is permanently closed-out by the agent. This service only applies after the service provider has repaired the trouble and changes the Trouble Report Status attribute value to "clearedAwaitingCustVerification"	Aligned	We cover this requirement	No change to current scope of Framework
Touchpoint not defined		n/a	Modify Trouble Administration Information	X.790 para 8.9 used to allow the manager to modify the "writable" attributes that are not covered for a similar function under other functional units	Gap This is an internal function within the Buyer domain.	Does not impact B2B Touchpoints	No change to current scope of Framework

NICC B2B Standards Development		eTOM_B2B_BOM_V4.0-J-v2.doc			Gap Analysis (against Touchpoint & Scenarios Draft 0c)		
Touchpoint Component ID	Touchpoint Component	Sub-Process	Buyer/Supplier Initiated Interactions	Description	Findings	Conclusions	Recommendations
Touchpoint not defined		n/a	Update State and Status	X.790 para 8.17 invoked by the manager using PT-SET service in a service provider to service provider application environment to modify the Trouble Report State, Trouble Report Status and other associated attributes that need to be modified as the trouble resolution process progresses	Gap This is an internal function	Does not impact B2B Touchpoints	No change to current scope of Framework
TP006	requestTest	Testing	Initiate Test (Simple uncontrolled or one-shot test)	X745 para. 7.2.1. Test initiation [9]	Aligned	We cover this requirement	No change to current scope of Framework
Touchpoint not defined		Testing	Initiate Scheduled Test	X745 para. 7.2.2 Test scheduling	Gap We do not have any User Stories or Touchpoints relating to scheduled testing. This is probably not a current requirement, but may be applicable to e.g. use of TAMs for routine testing.	Discussed on NICC B2B call 10/7/07 - requirements for scheduled testing should be included in the NICC standards. We need to meet to develop User Stories and consequential collateral (Touchpoints, scenarios etc) to include in the Framework	TBA
Touchpoint not defined		Testing	Request Test Suspension	X745 para. 7.2.4 Test suspension and resumption	Gap We do not have any User Stories or Touchpoints relating to scheduled testing. This is probably not a current requirement, but may be applicable to e.g. use of TAMs for routine testing.	Discussed on NICC B2B call 10/7/07 - requirements for scheduled testing should be included in the NICC standards. We need to meet to develop User Stories and consequential collateral (Touchpoints, scenarios etc) to include in the Framework	TBA

NICC B2B Standards Development		eTOM_B2B_BOM_V4.0-J-v2.doc			Gap Analysis (against Touchpoint & Scenarios Draft 0c)		
Touchpoint Component ID	Touchpoint Component	Sub-Process	Buyer/Supplier Initiated Interactions	Description	Findings	Conclusions	Recommendations
Touchpoint not defined		Testing	Request Test Resumption	X745 para. 7.2.4 Test suspension and resumption	Gap We do not have any User Stories or Touchpoints relating to scheduled testing. This is probably not a current requirement, but may be applicable to e.g. use of TAMs for routine testing.	Discussed on NICC B2B call 10/7/07 - requirements for scheduled testing should be included in the NICC standards. We need to meet to develop User Stories and consequential collateral (Touchpoints, scenarios etc) to include in the Framework	TBA
Touchpoint not defined		Testing	Cancel Test	X745 para.7.2.5 Test termination	Gap We do not have any User Stories or Touchpoints relating to scheduled testing. This is probably not a current requirement, but may be applicable to e.g. use of TAMs for routine testing.	Discussed on NICC B2B call 10/7/07 - requirements for scheduled testing should be included in the NICC standards. We need to meet to develop User Stories and consequential collateral (Touchpoints, scenarios etc) to include in the Framework	TBA
TP001	requestAppointmentAvailability	Appointing	Request Appointment Availability	returns a set of appointment slots	Aligned	We cover this requirement	No change to current scope of Framework
TP002	requestAppointmentReservation	Appointing	Request Appointment	No description in standard	Aligned	We cover this requirement	No change to current scope of Framework

NICC B2B Standards Development		eTOM_B2B_BOM_V4.0-J-v2.doc			Gap Analysis (against Touchpoint & Scenarios Draft 0c)		
Touchpoint Component ID	Touchpoint Component	Sub-Process	Buyer/Supplier Initiated Interactions	Description	Findings	Conclusions	Recommendations
Touchpoint not defined		Appointing	Request Appointment Change	No description in standard	Aligned	We do not have a Touchpoint for change - a change would be invoked through a cancel and new reservation (or Supplier may invoke the cancel automatically when a new appt is made). Discussed/agreed on NICC B2B call 10/7/07	No change to current scope of Framework
TP004	requestCancelAppointment	Appointing	Request Appointment Cancel	No description in standard	Aligned	We cover this requirement	No change to current scope of Framework
			Supplier Initiated Interactions				
TP009	notifyKeepCustomerInformed	Manage Progress	Notify Trouble Report Change	No description in standard	Aligned	We cover this requirement	No change to current scope of Framework
Touchpoint not defined		n/a	Notify Trouble Report History Status	X.790 para 8.4.1 Trouble History Event Notification allows a managed system to report the trouble report close-out information (when the trouble report state transitions to the closed value) to the managing system or log the information in the managed system.	Gap This is an internal function within the Supplier domain.	Does not impact B2B Touchpoints	No change to current scope of Framework
TP009	notifyKeepCustomerInformed (status change)	Manage Progress	Notify Trouble Report Status/Commitment Time Update	X.790 para 8.7.1 allows the agent to notify the manager of changes in the value(s) of a Trouble Report's Status or Commitment Time attributes	Aligned	We cover this requirement	No change to current scope of Framework

NICC B2B Standards Development		eTOM_B2B_BOM_V4.0-J-v2.doc			Gap Analysis (against Touchpoint & Scenarios Draft 0c)		
Touchpoint Component ID	Touchpoint Component	Sub-Process	Buyer/Supplier Initiated Interactions	Description	Findings	Conclusions	Recommendations
Touchpoint not defined		Manage Progress	Notify Trouble Administration Configuration Event	X.790 para 8.10 allows the manager to be notified by the managed system when: – the value of an attribute is changed in the Telecommunications Trouble Report or Trouble Report Format Definition object; – a Telecommunications Trouble Report or Trouble Report Format Definition object instance is created or deleted by the agent.	Gap KCIs are not sent for every attribute change - only significant ones like progress milestones or state change.	Discussed/agreed on NICC B2B call 10/7/07 - need to clarify the type of change which is notified on a KCI - this has been included in 'Touchpoints & Scenarios Draft 0d.xls' Descriptions	No change to current scope of Framework
TP009	notifyKeepCustomerInformed (progress)	Manage Progress	Notify Trouble Report Progress	X.790 para 8.11.1 allows an agent system to indicate progress made in resolving the trouble report	Aligned	We cover this requirement	No change to current scope of Framework
TP009	notifyKeepCustomerInformed (Close)	Manage Progress	Notify Trouble Report Closure	No description in standard	Aligned	We cover this requirement	No change to current scope of Framework
TP009	notifyKeepCustomerInformed (Clear)	Manage Progress	Notify Trouble Report Clear	No description in standard	Aligned	We cover this requirement	No change to current scope of Framework
Touchpoint not defined		Resolve Problem	Refer Telecommunications Trouble Report	X.790 para 8.15 allows the manager, in a service provider to service provider application environment, to delegate problem resolution to a hand-off person	Gap Refer means to pass the PR to another party, but retain responsibility for it, including the SLA. We have not User Storie or Touchpoints that cover this.	Discussed on NICC B2B call 10/7/07 - requirements for Refer and Transfer should be included in the NICC standards. We need to meet to develop User Stories and consequential collateral (Touchpoints, scenarios etc) to include in the Framework	TBA

NICC B2B Standards Development		eTOM_B2B_BOM_V4.0-J-v2.doc			Gap Analysis (against Touchpoint & Scenarios Draft 0c)		
Touchpoint Component ID	Touchpoint Component	Sub-Process	Buyer/Supplier Initiated Interactions	Description	Findings	Conclusions	Recommendations
Touchpoint not defined		Resolve Problem	Transfer Telecommunications Trouble Report	X.790 para 8.16 allows the manager, in a service provider to service provider application environment, to either assign a Responsible Person, or re-assign to another Responsible person	Gap Transfer means to pass the PR and responsibility to another party, We have not User Storie or Touchpoints that cover this.	Discussed on NICC B2B call 10/7/07 - requirements for Refer and Transfer should be included in the NICC standards. We need to meet to develop User Stories and consequential collateral (Touchpoints, scenarios etc) to include in the Framework	TBA
Touchpoint not defined		Testing	Notify Test Results	X745 para.7.2.3	Gap We do not have any User Stories or Touchpoints relating to scheduled testing. This is probably not a current requirement, but may be applicable to e.g. use of TAMs for routine testing.	Discussed on NICC B2B call 10/7/07 - requirements for scheduled testing should be included in the NICC standards. We need to meet to develop User Stories and consequential collateral (Touchpoints, scenarios etc) to include in the Framework	TBA
TP009	notifyKeepCustomerInformed	Manage Progress	Notify Appointment Required	No description in standard	Aligned Covered by KCI with specific notes.	We cover this requirement	No change to current scope of Framework

Additional Buyer Touchpoints <u>not</u> included in M.3343	
TP001	requestAppointmentAvailability
TP002	requestAppointmentReservation
TP003	queryAppointment
TP004	requestCancelAppointment
TP005	requestServiceInformation

Additional Supplier Interactions <u>not</u> included in M.3343	
TP015	notifyCharge
TP016	notifyAppointmentCharge
TP019	notifyPlannedOutage
TP022	notifyEndUserInformationRequired
TP024	notifyJeopardy

TP006	requestTest
TP014	requestProblemReportClearReject
TP017	requestChargeConfirm
TP018	requestChargeReject
TP020	requestPlannedOutageConfirm
TP021	requestPlannedOutageReject
TP025	requestEscalateProblemReport
TP028	requestAppointmentCancellationConfirm
TP029	requestAppointmentCancellationReject
TP030	requestProblemReportSuspend
TP031	requestProblemReportResume
TP034	notifyBuyerTaskStatus
TP036	requestThirdPartyReport
TP038	requestDamageReport
TP039	notifyReportableIncident
TP044	requestPerformanceData
TP045	requestAgencyTasks

TP026	notifyEndUserVisitNotRequired
TP027	requestAppointmentCancellation
TP033	notifyBuyerProblemReport
TP035	requestBuyerTaskStatus
TP037	notifyThirdPartyReport
TP040	notifyPlannedEngineeringWorks
TP041	notifyMajorServiceOutage
TP042	notifyPewOrMsoStatus
TP043	notifyPerformanceData
TP046	requestSupplierInput

- End -