

Innovation and Consulting Services for High Security ICT – Infrastructure, Knowledge Transfer and Clean Energy

NGN (Next Generation Networks)

(eTOM / ITIL Implementation Strategy)



QM-Systems, Zurich, Jan. 2014, Daniel Kellenberger



Technology Radar to identify, categorize, and prioritize emerging Technologies with Business Relevance - NGN Features prominently on focus worldwide

- Consider initial Training to ramp up Network Operation Centre
- Make sure CMDB runs through the Reconciliation from Network Planning Data
- Ensure professional Monitoring for all Systems and Network Components
- Establish Platform to integrate Provisioning Processes into CMDB
- Provide legal and administrative Conditions for Call Out and 7 / 24 / 365 Operations

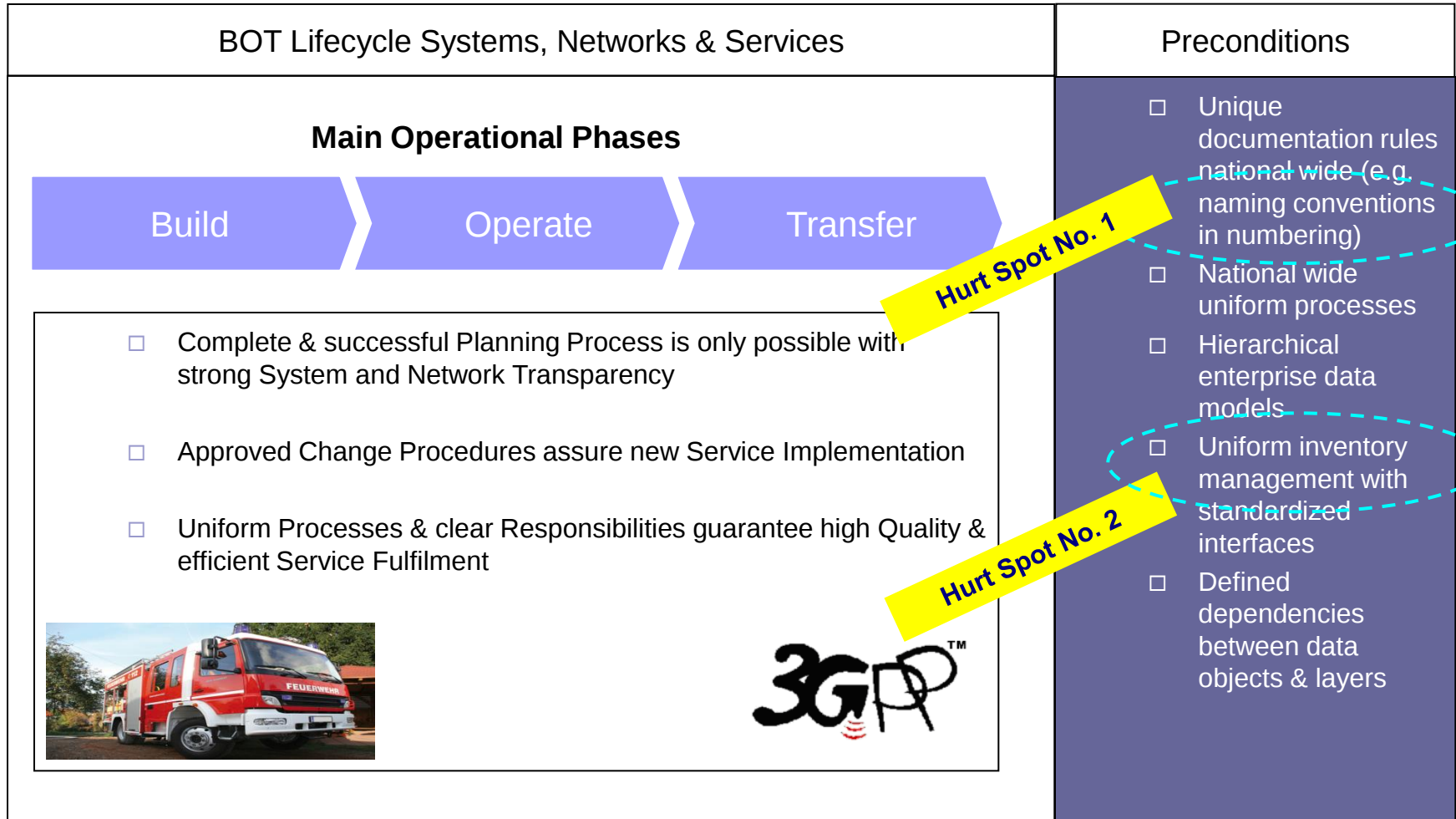


Rescue Authorities
Mission Critical Organizations



- All-IP for TETRA – coming with new switch generation from leading manufactures (e.g. Cassidian, Motorola and others)

Operations and Organization – Preconditions necessary to create successful NGOSS Strategy, including Handover and Knowledge Transfer



Hurt Spot No. 1

Hurt Spot No. 2

Mission critical Clientele and Rescue Authorities require 100% secure and resilient Systems, Platforms and Networks – every Day, and especially during Events like Olympic Games, Demonstrations (1. May) or Nuclear Transports

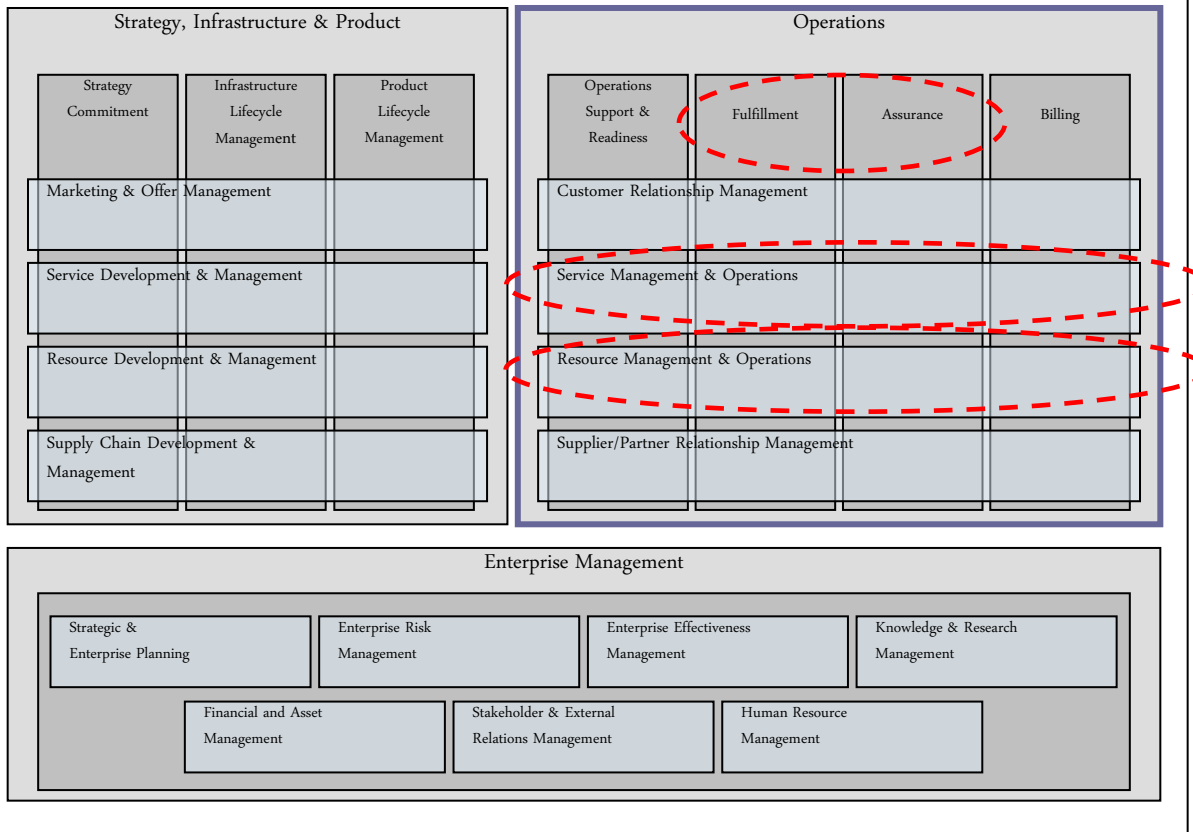
- Help Desk available 24 hours/day, 7 days/week and 365 days/year
- Worldwide available 00800 – Nummer (UIFN = universal international freephone number)
- Spell-out identification network operator: „ITHelpdesk“ (network identifies company name and ISDN-number)
- Monitoring, Network Surveillance, Troubleshooting, First Line Maintenance, Fault Management, Replace and Return
- Operations Levels clearly defined and structured: 1st to 4th Level Support
- Live TV-Broadcast in Network Operation Centre for Customer Briefing and Press Management



Check current Structure of Process Designs & OSS Landscape with NGOSS Functional Building Blocks

■ TMF provides NGOSS Standard Framework

eTOM Major Processes



Rollout Recommendations

1. Start with **eTOM** as a **simple Baseline**
2. Use **only** the **Operators'** relevant **Areas** from the eTOM Reference
3. Focus on **Operations** and **follow Strategy** for Infrastructure and Products
4. eTOM Enhancements or substitutions must be **implemented with ITIL**

Revenue Operation Centre in an IMS / FMC Environment

Revenue Operation Centre from Network Planning to Network Operations

Service Delivery

Pricing &
Rating
Assurance

Service
Provisioning &
Activation

Inventory &
Usage Integrity
Assurance

Device &
Content
Management

Interconnection
& Partner
Management

Service Fulfilment Platform

Order
Management
Tool

Activation &
Inventory
System

Configuration
& Capacity
System

Customer Care Platform

CRM – System

Customer
Interaction
Tool

Subscriber
Management
System

Billing Assurance Platform

Fraud &
Revenue
Management

Credit
Risk
Management

Margin
Optimization
Management

Services Assurance Platform

Performance &
Capacity
Management

Fault & Event
Monitoring

Troubleshooting
& Signaling
Monitoring

Margin Development & NGN – Evolution Management

Network Management Systems

Fixed Networks
(PSTN/POTS/VoIP)

Mobile Networks
(2G, 2.5G, 3G, 4G)

Residential Broadband
(Retail Data)

Business Enterprise
(Wholesale Data)

Middleware

Smart Electricity is Reality – TODAY and NOW for Retail and Enterprise; Zero Emission Energy as well – very soon to come



First Prototype Worldwide: QM HP Catalyst™

The QM HP Catalyst™ is a true Zero Emission Energy Module

The QM HP Catalyst™ produces heat (steam at 100 - 130°C) with hydrogen peroxide (H_2O_2) as an ecological balance carrier through dissociation and no wastage.

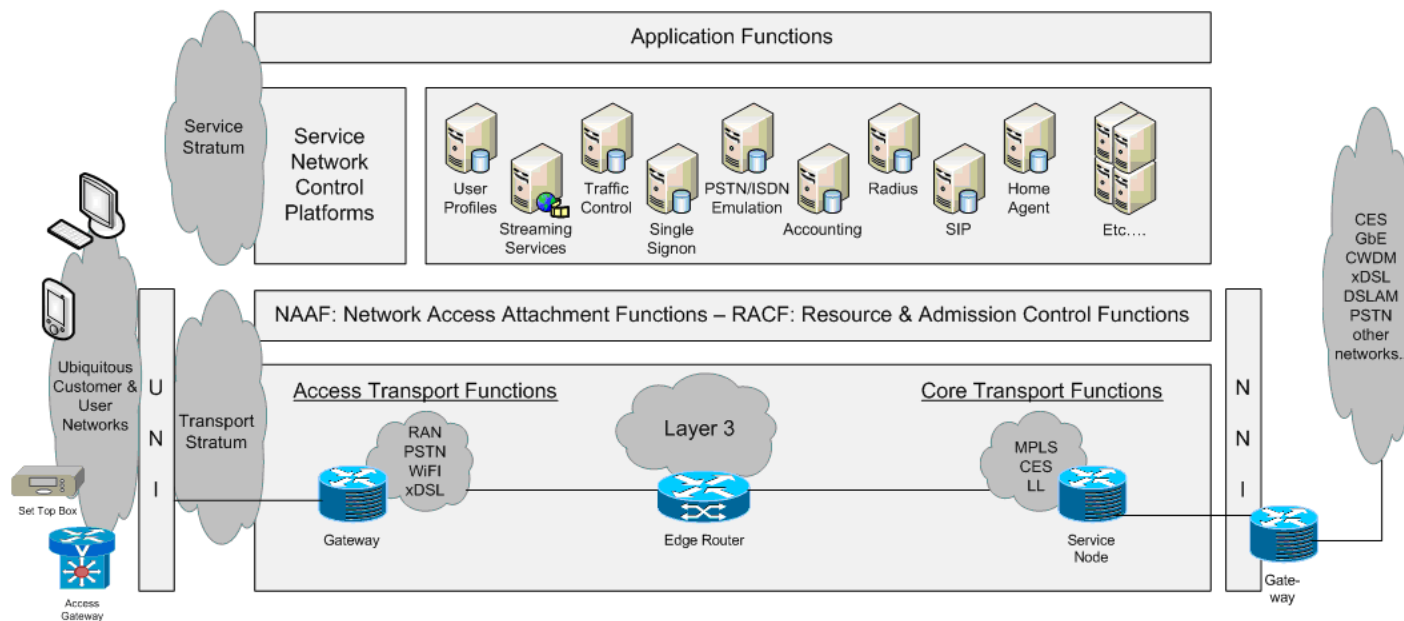
The 100% environment friendly production of energy is deployable for heating systems and potentially decentralized power plants. There is no competitive product available worldwide. Our manufacturer for mass production in Switzerland provides expertise with heating systems and specialised polymechanics since more than 30 years.

The QM HP Catalyst™ produces heat (steam at approx. 100°C) with hydrogen peroxide (H_2O_2). Due to the fact that H_2O_2 does not produce waste, the system is 100% environment friendly. The water like liquid simply dissociates and requires no waste disposal. Since this liquid has been applied for various purposes for many decades, it is easy and cheap to acquire.

Backup 1: Competence Practice Network & Systems Architecture & Tool Summary



ITU-T FG – NGN Network Architecture (ITU-T Rec. Y.2001)



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Legend

ICT: Information and Communication Technologies
 ITIL: IT Infrastructure Library
 NGOSS: Next Generation Operation Support System
 CMDB: Configuration Management DataBase
 IMS: IP Multimedia Subsystem
 FMC: Fixed to Mobile Convergence

Backup 2: Thank you for your Support to preserve a clean Environment

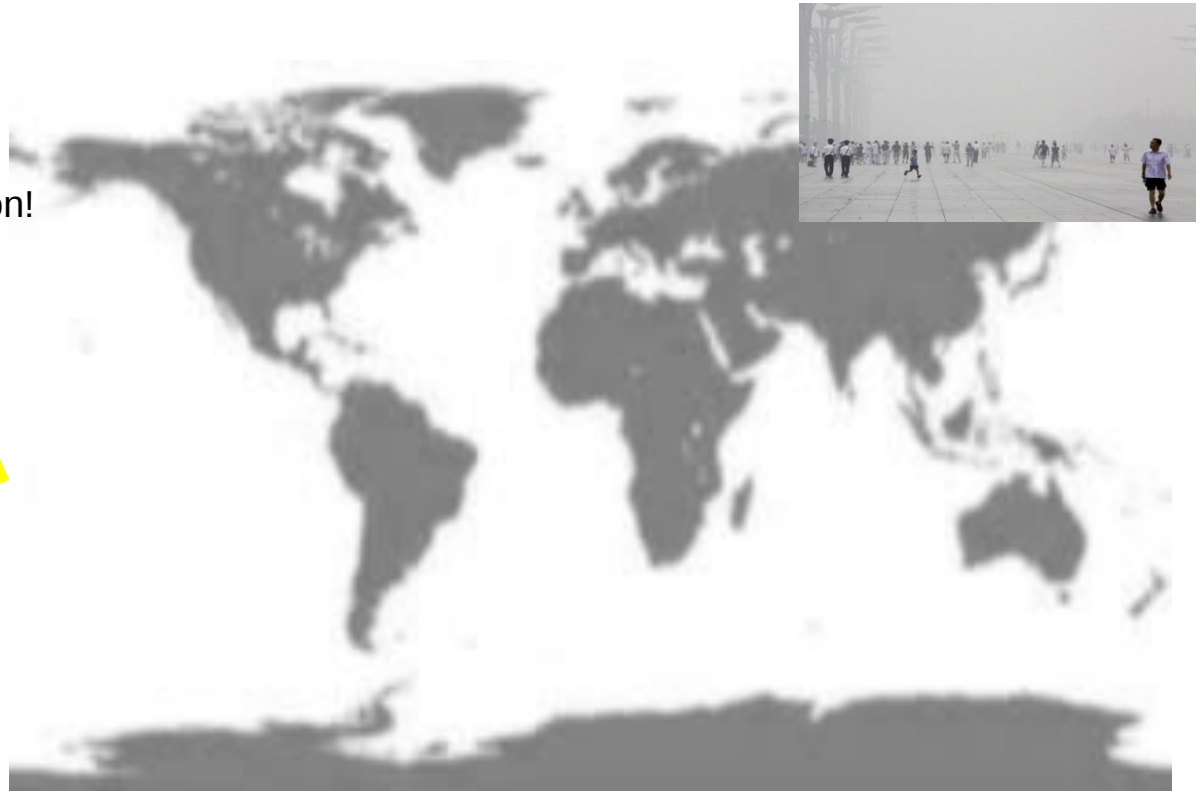


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QM HP Catalyst™

Reduce Pollution with Innovation!



Thank You!
**Thank you for your support to
preserve a clean environment!**

