

# E2E Service Orchestration for Smarter Health Catalyst - Live 2016

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<b>Latest Update:</b> March 30, 2016	<b>Status:</b> Draft
<b>Version:</b> 0.5	<b>IPR Mode:</b> RAND

## Notice

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Direct inquiries to the TM Forum office:

240 Headquarters Plaza,  
East Tower – 10th Floor,  
Morristown, NJ 07960 USA  
Tel No. +1 973 944 5100  
Fax No. +1 973 944 5110  
TM Forum Web Page: [www.tmforum.org](http://www.tmforum.org)

## 1. Charter Identification

Strategic Program or Industry	Agile Business & IT (ZOOM) , eHealth
Sector:	
Project Type:	
IPR Mode:	RAND
Project Name:	E2E Service Orchstration for Smarter Health
Project Champion / Sponsor:	Telecom Italia, Telia Sonera
Expiry Date of Charter	
<b>Note:</b> <i>This charter is subject to an annual review at which time a decision will be made to extend the work period or terminate the charter</i>	
Project Leader / Chairperson	Yuval Stein, TEOCO
Previous Project:	
<b>Note:</b> <i>Only applies if this is the next phase of an older Catalyst</i>	

## 2. Project Details

<< This is a mandatory section to provide a **VERY BRIEF** description of the project by completing the sub-sections below.>>

### 2.1. Description of this project

The digital economy is evolving and Service Providers constantly seeks to expand beyond their traditional services and revenue streams. In Emergency Healthcare, their Operations management expertise, combined with Health expertise partners, results in a vertically integrated health and communication eco-system providing significantly improved lifesaving services.

An efficient ecosystem that can support such services should include tools for near-real-time tracking of the required spots of attention, dynamically ensure that the required network resources are allocated and monitor their lifecycle and their quality of service.

From a technical perspective, this Catalyst will explore an architecture of comprehensive End-to-End orchestration for NFV/SDN along with the orchestration of eco-systems that can support the dynamicity of resource allocation and assurance for advanced services encompassing information sources beyond traditional telecom network boundaries

### 2.2. Project Business Benefit

<< This is a mandatory section to answer the following questions:

What business challenge are you addressing (metrics/KPI targets)?

- Supporting Service providers with providing new digital services, medical services in our case

Do we not want to insert BOX for information to be included and ditto below[JD1] ?

What technical challenges are you addressing?

- End-to-End management of digital services among a hybrid of domain management systems and OSS/BSS systems
- Supporting micro-services
- Dynamically adjust the management by the requirements of the digital services, reaching the level of specific customers

Core Message/Supporting Statement

1. Service providers are in a position to play a significant role in providing new digital services The digital services echosystem should include a dedicated digital operation center with supporting systems. Some of the supporting systems are very similar to telecommunication support systems, so Service providers have the required experience as well as OSS vendors.
2. The right frameworks (data models, APIs) should be generated to tie the digital services echosystem and the OSS/BSS systems to provide end-to-end cross vertical orchestration.
3. To provide the right quality of service at end customer level, both Fulfillment (Orchstration) and Assurance should dynamically change policies, using NFV capabalities

Proof Points in catalyst that support core messages

1. Potential supporting systems for medical services are demonstrated.
2. Use cases of end-to-end cross vertival orchstration are demonstrated.
3. The NFV capabalities are used to dynamically allocate resources as required by the medical services.

How is this Catalyst technically innovative?

The catalyst presents a wide concept of managing digital services and the required frameworks. Theis concept is not yet used as a general concept in the industry. The specific usage of NFV for "persnalized" customer experience is also not yet there.

The catalyst also ties up flexibility related to NFV with end customer use cases and extends the concept of orchestration to higher levels of management.

How is this Catalyst commercially innovative?

From a commercial point of view the catalyst explores a platform (Cross Vertical Orchestrator) to leapfrog CSP into digital world of multiple industry verticals interacting with each other where Telco becomes the platform.

Unlike normal view getting into digital through IoT platform we look at entering at a much higher level of management basically as orchestrator of different vertical expert systems .

This role does not depend IoT and NFV (though they enhance the power of this role) but straight away attacks the lacuna related to multiple verticals working together,

Which Collaboration project are you associating with your project[JD2] ?

ZOOM, Smart eHealth

How will the champions validate the solution and results?

The champions have provided the specific Use cases and have been involved in weekly discussions to ensure that catalyst does not diverge

If this project is successful, what are the next steps?

This will be extended to explore how the new scope of Telco can be extended to fill all the gaps when digital services solutions (e.g. smart city) span across verticals. Additional specific points of interest could be billing, security , privacy, identity , new business model for smart solution providers etc., Decision on which direction can be made as we interact in the event

What TM Forum assets are being used? List, be precise and show value derived[JD3]

Performance Management - Network performance may be extended to other verticals

Fault Management - Network Fault , also used raise alarms related to Patient monitoring

Product Order management interfaces for ordering precise short lived communication services

### **What will be contributed back into TM Forum collaborative process? List, be precise and show value expected**

Will contribute on the concept of Cross vertical orchestrator and the functionalities it can take up. The idea is to extend the Telco scope and make it the key player enabling smart X /digital services

### **PRESUMABLY THIS IS THE INTENT OF Relationships to other TM Forum projects and Industry Groups[JD4]**

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## **2.3. Resourcing of Project**

This is a **mandatory** section for each Catalyst Project. The goal of this section is to clearly identify all the resources and skills required by the project to successfully deliver all the items listed in each Appendix to the charter.

This section identifies the human resources committed to participate in this work and the role to be filled by each participant. Unless otherwise noted, the level of commitment of all project participants is Best Effort.

At the time the charter is written, the individuals listed below are considered tentative participants. When the charter is approved, the tentative participants will be notified and they can "join" the project in the online community. From that point forward the project

resources will be maintained and viewable in real-time.

**Definition of Project Sponsor/Champion Role**

Project Sponsor or a Champion role is usually taken on by a Service Provider, whose responsibilities include:

- - Confirming that the project solves a specific industry problem and the proposed deliverable would provide value for the industry.
  - Providing business requirements & clarifications
  - Providing feedback and help with the use cases within the project

There is no extra cost associated with being a Sponsor; however, those who are listed as Sponsors should be willing to commit to the time necessary to actively participate within the project as described above.

**Resourcing of Deliverable(s)**

<<List the resources that are committed to start the work for the deliverable or group of deliverables in this appendix.>>

Member Project Resources and Roles

Role	Name	Company
Project Leader	Yuval Stein	TEOCO
Marketing Lead	Yuval Stein	TEOCO
Champion 1	Massimo Banzi	Telecom Italia
Champion 2	Pekka Olli Tapani Nareaho	Telia Sonera
Champion 3		
Participant 1	Valentin Plotnichenko	NetCracker
Participant 2	Vinay Devadatta	Wipro Technologies
Participant 3	Anbu Ganesh	CanGo Networks
Participant 4	Yuval Stein	TEOCO
Supporter 1		
Supporter 2		

**3. Project Deliverables**

This is a **mandatory** section for each Catalyst Project. The project deliverables for the project are introduced in the sections below, with the

deliverables detailed in the associated Appendices, each of which is developed in a separate document but combined for easy display in the project area. Subsequent iterations of the deliverables can be submitted as amendments to the charter, thus allowing convenient in-project revisions as deemed necessary. Hyperlink appendix headers to corresponding appendices when added to the document.

### 3.1. Appendix 1.A – << Deliverables>>

The project deliverables for <<Team Name>> are introduced in the sections below.

<b>Deliverable Type</b>	The catalyst demonstration
<b>Deliverable Description &amp; Purpose</b>	
<b>Deliverable Work Stream Start Date</b>	
<b>Planned Approval Submission Date</b>	
<b>Work Requests To be Implemented</b>	
<b>Dependencies</b>	
<b>Comments</b>	
<b>Deliverable will go to which Work stream?</b>	

<b>Deliverable Type</b>	Feedback of best practices
<b>Deliverable Description &amp; Purpose</b>	Feedback to TM Foerum ZOOM and possibly TM Forum interfaces program, about: - ZOOM context: End-to-End orchstration architecture with the necessary additions for digital services - Potential Frameworks contributions (eTOM, interfaces) related to the cross-vertical orchstration
<b>Deliverable Work Stream Start Date</b>	Frameowrks 16.5 or 17.0
<b>Planned Approval Submission Date</b>	
<b>Work Requests To be Implemented</b>	
<b>Dependencies</b>	
<b>Comments</b>	
<b>Deliverable will go to which Work stream?</b>	

## 4. Additional Project Information

### 4.1. Project inputs & risks

#### 4.1.1. Inputs to project

<< **OPTIONAL Complete only if applicable** -- this section should list and hyperlink the input specifications and artifacts on which this project will work during the term of this charter. >>

#### 4.1.2. Outside project scope

<< **OPTIONAL Complete only if applicable**>>

### 4.1.3. Risk Identification and Risk Mitigation

<< This section is **OPTIONAL** and should be used only to identify potential blocking items that require immediate attention. Note that in general, if there are risks related to lack of appropriate resources identified, this will result in the charter not being approved until such point as that risk is mitigated by securing the correct resource levels or by re-scoping the work to be appropriate for the known participants to complete in the timeframe. >>

Name of Deliverable and Risk Description	Urgent	Impact	Mitigation Options	Risk Owner
	High/Med/ Low	High/ Med/ Low		

## 4.2. Interactions with other groups, projects & departments

### 4.2.1. Relationships to other TM Forum projects and Industry Groups

<< This section is to be used to identify the relationship that the project has, or plans to have, with other TM Forum projects and communities, what deliverables a project expects to receive from, and what items a project expects to deliver to other projects. If the project deliverables include work that relates to or enhances Framework or the framework elements (Application Framework (TAM), Business Process Framework (eTOM), Information Framework (SID), Integration Framework), the project is **Required** to call out the anticipated connection and contact the appropriate Framework projects. If the project deliverables include metrics or data analytics, the project is **Required** to call out the anticipated area of metric development and to contact the Business Metrics and Scaffold projects. >>

### Internal TM Forum Projects

Relevant Deliverable	Description of to/From Deliverables	Associated CR/FR  (list or indicate if project expects to raise them)	Contact person	Comments

Relevant API	Description of to/From Deliverables	Associated API
PM API FM API		

### External Standards Organizations (SDO)

External SDO	Linkages and/or Scope of work	Liaison statement  (Required, in place, N/A )	Work Register  (Required, in place, N/A)	Contact person	Comments

## 5. Administrative Section

### 5.1. Rules of Engagement

This project will operate under the terms set out in the Operating Guidelines with development following the process outlined in [The Collaboration Program process](#) and specific rules listed in the board-approved [Rules of Engagement](#).

## 5.2. Approval Decisions

<<This section is completed by TM Forum staff during the approval phase>>

<b>Approval Received</b>	<< Yes/No >>
<b>Date Approval Received</b>	<< DD – Month - YYYY>>
<b>Expiry Date of Charter</b>	<< DD – Month - YYYY >>
<b>Staff Support Assigned</b>	<< Provides list of name(s) and details of availability >>
<b>Additional resources supplied</b>	<< Provide details >>

## 5.3. Document History

<< It is **mandatory** to complete this section each time a modification is made.>>

Revision	Date	Author	Description
0.5	April 10 2016	Yuval Stein	a draft