

TMF656 Service Problem API User Guide v4.0.0

This Service Problem Management API is used by service providers (Defined as the Middle B) to manage the service problems in their service area. Service problem is generated based on the information declared by Middle B or the event information notified from infrastructure providers (Defined as the First B) who provide the infrastructure of cloud or network. The event information includes alarm information, performance anomaly information, trouble ticket information, SLA violation, maintenance information and prediction information. Middle Bs can refer the service problems and the event information from First Bs and when the service problems occur or its status have been changed, Middle Bs can receive notifications. According to these functions, Middle Bs are able to grasp the service problems quickly and accurately.

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