2023-AI Closed Loop Automation Project Charter

1. Project Information

* indicates that this field is required

Project Name*	AI Closed Loop Automation
IPR Mode*	RAND ⓘ Explanations of each mode is available at http://www.tmforum.org/IPRPolicy/11525/home.html
Type of Project*	Development Project
Strategic Program	Autonomous Operations
Previous Project Charter	2022-AI Closed Loop Project Charter
Project Workspace Link	AI Closed Loop Automation Project Home
Project JIRA Link	See Section 4 below
Project Sponsor	N/A
Project Team Chair*	Emmanuel A. Otchere - Huawei Technologies Co. Ltd
Project Team Chair*	Mathews Thomas - IBM Corporation
Project Team Chair*	Satishkumar Sadagopan - IBM Corporation
TM Forum Staff Support	Aaron Boasman-Patel - VP, AI and Customer Experience, Product & Portfolio Management Yvonne Kuimba - Head of AI & Data Stuart Dunn - Senior Project Manager Dave Milham - Chief Architect

2. Project Overview / Executive Summary

Mission	The scope and objectives of the AI closed loop automation workgroup are to define a reference architecture and related collateral to enable communication service providers (CSPs) to transform network operations by using AI driven closed-loop automation to detect anomalies, determine resolution and implement the required changes to the network within a continuous highly automated framework. The primary audience is CSP IT and network management who need to improve network operations to quickly resolve network issues and ensure the network operates efficiently.
Value	CSPs are overwhelmed with huge amounts of data, taking days or weeks to troubleshoot problems. Even though traditional expert systems have helped identify root causes and anomalies, they have significant operational expenses associated with them, not to mention being tedious and time-consuming to build. This is why we need AI/ML-based systems to help with proactive detection and automation to keep up with today's data growth and complexity. We need to understand what is required to detect an anomaly that is a service impact and what is required to automate a remediation for such an anomaly.
Strategy	TM Forum's AI Closed Loop Automation project is helping the industry deploy and manage AI at scale by reducing risks within and between different organizations. It provides a blueprint on how to deploy AI operations by redesigning and reengineering operational processes to support AI, as well as a framework and toolset for governing AI operations at scale. It empowers service providers to get more intelligence from their data, allowing better decision making.

3. Participants

This section identifies the project team members.

* indicates that this is a required field or role.

Role	Name*	Company*	Confluence "@" mention	Comments
Project Team Chairs*	Emmanuel A. Otchere	Huawei Technologies Co. Ltd	Emmanuel A. Otchere	
	Mathews Thomas	IBM Corporation	Mathews Thomas	
	Satish Sadagopan	IBM Corporation	Satishkumar Sadagopan	
Project Manager	Stuart Dunn	TM Forum	Stuart Dunn	
Subject Matter Expert	Dave Milham	TM Forum	Dave Milham	

4. Project Workstreams and Deliverables

The project workstreams and deliverables for this project are introduced in the sections below.

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5. Project Backlog

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