## 2023-Al Closed Loop Automation Project Charter

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# 1. Project Information \* indicates that this field is required

Project Name*	Al 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-Al Closed Loop Project Charter				
Project Workspace Link	Al 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, Al and Customer Experience, Product & Portfolio Management  Yvonne Kuimba - Head of Al & 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 Al/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 Al Closed Loop Automation project is helping the industry deploy and manage Al at scale by reducing risks within and between different organizations. It provides a blueprint on how to deploy Al operations by redesigning and reengineering operational processes to support Al, as well as a framework and toolset for governing Al 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.

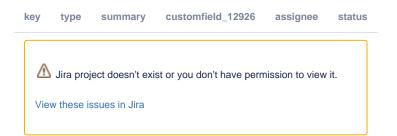
<sup>\*</sup> indicates that this is a required field or role.

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.

#### **Sprint 2023-1**



#### **Sprint 2023-2**



#### **Sprint 2023-3**



#### **Sprint 2023-4**



#### **Sprint 2023-5**



#### **Sprint 2023-6**



### 5. Project Backlog



### 6. Legal Notice

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