


# 2023-AI Closed Loop Automation Project Charter

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## 1. Project Information

\* indicates that this field is required

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

## 2. Project Overview / Executive Summary

<b>Mission</b>	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.
<b>Value</b>	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.
<b>Strategy</b>	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	<a href="#">Emmanuel A. Otchere</a>	
	Mathews Thomas	IBM Corporation	<a href="#">Mathews Thomas</a>	
	Satish Sadagopan	IBM Corporation	<a href="#">Satishkumar Sadagopan</a>	
Project Manager	Stuart Dunn	TM Forum	<a href="#">Stuart Dunn</a>	
Subject Matter Expert	Dave Milham	TM Forum	<a href="#">Dave Milham</a>	

### 4. Project Workstreams and Deliverables

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

#### Sprint 2023-1

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#### Sprint 2023-2


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#### Sprint 2023-3

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#### Sprint 2023-4

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#### Sprint 2023-5

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#### Sprint 2023-6

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## 5. Project Backlog

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