2024-AI Operations Project Charter

1. Project Information

* indicates that this field is required

Project Name*	AI Operations (AIOps)
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	2023-AI Operations Project Charter
Project Workspace Link	AI Operations (AIOps) Home
Project JIRA Link	See Section 4 below
Project Sponsor	N/A
Project Team Chairs*	Luca Franco Varvello - Huawei Technologies Ltd. Kumar Goyal - Nokia Zhang Ke - China Telecom
TM Forum Staff Support	Aaron Boasman-Patel - VP, AI and Customer Experience, Product & Portfolio Management Yvonne Kuimba - Head of Data & AI Stuart Dunn - Senior Project Manager

2. Project Overview / Executive Summary

Mission	TM Forum's AI Operations (AIOps) project is helping the industry design, develop, deploy, operate and maintain AI systems & components at scale by reducing risks and ensuring the effectiveness of the investment in AI. It provides a blueprint on how to manage AI operations by redesigning and reengineering operational processes to support AI, as well as a framework for governing the E2E AIOps lifecycle. It empowers service providers to incorporate AI driven solutions in their organisations safely and effectively.
Value	Enabling members to adopt the best practices and standards supporting the massive deployment of AI across the Telecoms industry, allowing operations to utilize AI efficiently.
Strategy	The focus of this work is the analysis & assessment of the development and operations processes to identify gaps and challenges and define principles and guidelines for the reengineering of those processesin order to prepare them to manage and govern large deployments of AI systems and AI components in CSPs operations environments. The end goal of our journey is to enable and drive the transformation of traditional operation into AI driven operations.

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*	Luca Franco Varvello Kumar Goyal Zhang Ke	Huawei Technologies Ltd. Nokia China Telecom	Luca Franco Varvello Kumar Goyal Ke Zhang	
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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key	type	summary	customfield_12926	assignee	status

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Sprint 2024-2

Sprint 2024-3

Sprint 2024-4

Sprint 2024-5

Sprint 2024-6

5. Project Backlog

6. Legal Notice

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