

DISN Service Management System

Overview

The Service Management System (SMS) of the DISN OSS provides a flexible, customer-facing system that allows DISN customers to order new services, get status on existing service orders, obtain reports on operational service levels, and report troubles. It includes the systems, data, and processes that enable ordering, instantiating, and activating services.

The core functional capabilities delivered by the SMS include the following:

- Service Design
- Service Order Management & Service Provisioning
- Service Catalog
- Service Quality Management



Service Design

Service Design provides visual tools for the development of Services. Service development is based on network capabilities exposed via the integration between the Service Design and the Configuration and Inventory Management systems.

Service Design supports the development of user configurable templates, which enable faster service creation through reuse. It enables the definition of service on service dependencies as well as the definition of Quality of Service (QoS) requirements for each service.

The capabilities of Service Design include:

- Enables the definition of new Services
- Enables the definition of Service Topology
- Enables the definition of Service Capabilities
- Provides visual tools for managing service components and defining the relationships among them

Order Management & Provisioning

Service Order Management & Service Provisioning enables the management of the end-to-end lifecycle of a customer's service request. They capture the order and determine the required configuration of the services that support the order. The Order Management system retrieves the composition of the service requested from the Service Catalog and decomposes the order for provisioning and activation. Service Order Management & Service Provisioning includes all processes from the receipt of a Service Request through the completion of Change Management.

In addition to a rich set of workflow management features, the capabilities of Service Order Management & Service Provisioning include:

- Order Capture
- Customer data validation
- Determine Pre-Order Feasibility
- Issue Service Requests, and change tickets
- Decouple order lines into sequenced actionable items
- Assign Tasks
- Update the current status of service configuration components

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Service Catalog

The Service Catalog is the single repository for DISN Services. The Service Catalog enables the rapid introduction of new services by providing a layer of abstraction between how Services are developed and sold and how they are provisioned. Services are network centric—that is, they are based on capabilities of the network. The Service Catalog identifies which network components and groups of network components are available for service construction to create orderable DISN products.

The Service Catalog provides a clear picture of services currently in use by DISN customers. It provides information about:

- Which customer account is associated with a service
- Which resources are assigned to a service
- SLA, QoS, CoS, and other quality and Service Level parameters associated with a service
- Operational information (orders, trouble tickets) associated with a service
- Moves, adds, changes, and disconnects (MACDs) planned for a service

Service Quality Management

The Service Quality Management enables the effective management of service level commitments with DISN customers, to include DISA Service Managers, DoD Combatant Commands, and the JTF-GNO. In addition to providing information on the quality of DISN services, the SQM system monitors and reports on metrics relating to the operations of the services such as the number of trouble reports, Mean-time-to-Repair (MTTR), inventory levels, and failure rates on service-providing resources. The SQM automates the definition, collection, calculations, and reporting for all configured Key Performance Indicators (KPIs) required

for service level commitments with customers, as well as those for operating the services at optimal performance.

SQM enables the detection of deviations from the regular or expected level of performance. The SQM collects and correlates data with service and service-level definitions, resulting in preventative, corrective and reporting actions, with the goal of enabling DISA to take a proactive role in assured services for the GIG.

Benefits

The DISN OSS SMS supports the evolving nature of the DISN by providing a means of developing, delivering and providing customer service for DISN services and products. Its network resource centricity and abstraction between how services are sold and how they are provisioned makes the SMS agile and flexible in support of the rapidly evolving requirements of the Department of Defense in support of the warfighter.

The SMS provides the necessary tools that allow DISN customers to order network services, track their progress from the initial request through activation, and monitor the health and status of the service.

It enables:

- End-to-end situational awareness of the health of DISN services
- Complete data reporting in support of Service Level Agreements
- Complete end-to-end service health information to better align roles and responsibilities for the support of systems and sub-systems
- Comprehensive information by DISA service to reduce MTTR and service downtime