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Summary

This contribution proposes the text of a GSMA liaison statement to 3GPP TSG-SA (on its September #9 meeting in Honolulu, HI, USA). In this proposed liaison statement, GSMA will convey its wish that, in 3G, differently from the 2G (GSM) standardisation, the service operation management aspect must also be standardised, and that the standardisation should be done at the very onset of the entire system architecture definition.

GSMA Liaison to TSG SA Plenary

The GSM Association notes that the GSM specifications produced by ETSI did not cover the management of service operation aspect. The lack of standards in 2G in that area had made GSM operators define by themselves individually or collectively solutions to their service operation management needs, such as, for example, service provisioning, subscription management, etc.

With the services in 3G significantly more diverse and sophisticated than in 2G, the management of such services is expected to be order of magnitude more complex in the 3G system operation. The availability of a set of well-thought-out service management standards will be, undoubtedly, essential to streamlining the service-related customer care activities of the operators in the most cost-efficient manner.

For this, the GSM Association believes that it is very important for operators to have from the very beginning of the 3G system deployment a comprehensive set of good service operation management standards to facilitate their service operation management that encompasses such activities as definition of services, subscription provisioning, maintenance of subscription profiles, to name a few.

It is a GSM Association's wish, on this ground, that 3GPP consider undertaking the standardisation work of 3G service operation management at the earliest possible stage of the system architecture.