Source: **SA5 Chairman**

Title: **Overview of the Subscription Management**

Document for: **Information**

Agenda Item: **7.5.3**

1   Introduction

The GSMA liaison statement to TSG-SA (TDoc SP-000428) points out that the service operation management was recognized as a significant operational burden of the GSM network operators and emphasises the urgent need of standardisation in this area from the beginning of the 3G system definition.

To address this market requirement, the TSG-SA WG5 is proposing to the TSG-SA #9 Plenary a new feature-level work item for the subscription management. This contribution is a statement by the SA5 Workig Group Chairman to help TSG-SA delegates better understand the essence of the proposed work item by clarifying the subscription management's importance within the overall service operation management area.

2   Service definitions, controls and managemen

During the network operation, various forms of services are rendered to the subscribers by the network operators. Such service delivery by the network requires quite sophisticated network controls that interact with the subscriber's service-time request, network's temporal resource availability, and the subscriber's static subscription limitation. The service control mechanism is a matter to be studied and specified by the system architecture experts group (such as SA2) so that the system will be able to efficiently and adequately deliver to the end users all services as defined by the service specification experts group (such as SA1).

We can envision in this picture two different levels of operator's operational involvement, which all fall in the scope of the service operation management:

- **operator's management of the network service control mechanism;**

- **operator's management of the subscriber's service limitation.**

There is no question that a network operator must be equipped with adequate management means at the both levels to operate a network to its customers' satisfaction.

3   Subscription management

The design of the management of the network service control mechanism is very closely coupled with the architecture of the network service control mechanism (e.g., VHE), and the role of telecom management experts (such as SA5) appears to be more dependent on the ground work of the service definition group (such as SA1) and system architecture group (SA2).

On the other hand, the specification of the management of the subscribers' static service limitation (known as the subscription profile) is relatively far less dependent on the general system architecture. Nevertheless, the importance of a well-thought-out standardised subscription management realized to the operators is never trivial when one considers the amount of time and effort spent by the operators to deal with the subscribers requests, which all amount to the initialization, maintenance, and termination of customers' subscription profiles.

4 Subscription Management Work Item

The SA5 proposal of the "Subscription Management" feature-level WI is precisely targeted to address this need of operators' network operation business operation. By providing a well-thought-out standardised management procedures for subscription management, the cost of operators' network deployment and operation will be enormously reduced because of the streamlined customer care activities.

As illustrated in the following picture, the core part of the WI is expected to consist of the specifications that will define the interfaces and the procedures that will interconnect the three points of the the network operation center (usually realized as Customer Care Center), the Customers and the network wherever the subscription profile resides (such as HLR, USIM, etc.).
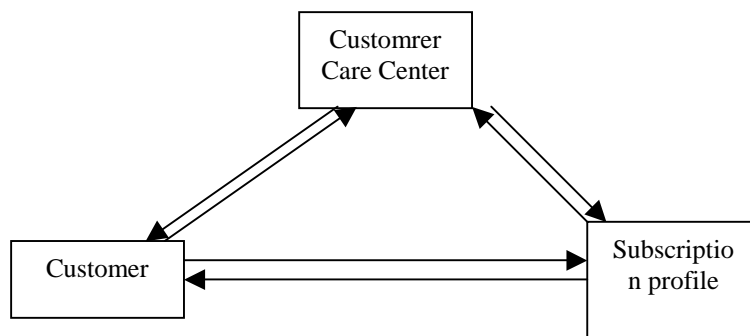
Figure: Subscription Management Traiangle