Technical Specification Group Services and System Aspects Meeting #24, Seoul, KOREA, 07-10 June 2004

Source: SA5 (Telecom Management)

Title: 2 Rel-6 CR 32.101 (Telecommunication management; Principles and

high level requirements)

Document for: Decision

Agenda Item: 7.5.3

Doc-1st-	Spec	CR	R	Phas	Subject	Cat	Ver	Doc-2nd-	Workitem
SP-040239	32.101	024	-	Rel-6	Subscription Management Corrections - Align with SA5's 32.140/1	F	5.5.0	S5-042334	OAM-AR
SP-040239	32.101	025	-	Rel-6	Align with SA5 SWGC WT01 Security terminology and architecture	F	5.5.0	S5-042336	OAM-AR

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Change in Clause 2

2 References

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The following documents contain provisions which, through reference in this text, constitute provisions of the present document.

- References are either specific (identified by date of publication, edition number, version number, etc.) or non-specific.
- For a specific reference, subsequent revisions do not apply.
- For a non-specific reference, the latest version applies. In the case of a reference to a 3GPP document (including a GSM document), a non-specific reference implicitly refers to the latest version of that document *in the same Release as the present document*.

Release as th	he present document.
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End of Change in Clause 2

Change in Clause 7.10

7.10 Subscription Management

Subscription Management (SuM) is a feature that permits Service Providers, Value Added Service Providers and Mobile Operators to provision services for a specific subscriber. The feature is necessary to allow Service Providers and Operators to provision, control, monitor and bill the configuration of services that they offer to their subscribers. SuM focuses on the OAM processes to manage subscription information. These correspond to the 'Fulfillment' Process areas of the TeleManagement Forum Telecom Operations Map [100].

<u>SuM</u> is an area of service operation management that sets a complex challenge for Service Providers and Operators in their support of new or existing subscribers during their every day network operation.

In 2G solutions the main repository of the subscription information is in the Home Locations Register (HLR). However the management and administration interfaces for controlling this information is proprietary to each vendor. The use of proprietary interfaces is inconvenient for those Operators using multiple vendors' equipment since their provisioning systems have to accommodate multiple proprietary interfaces, which perform essentially identical functions. Moreover, it makes it more difficult to generate customer self care applications that allow subscribers to provision, and amend subscription data.

The 3G environment requires more complex service delivery mechanisms than in 2G and SuM is no longer simply an internal matter for a single operator but a capability that is achieved by linking together features across multiple Service Providers and Operators Operations Support Systems (OSS). Historically, the services provided by Operators have been defined within standards groups such as ETSI or 3GPP. With the advent of Open Services Access (OSA) being adopted by 3GPP the User Service Definitions will be replaced by Service Capabilities traded amongst Service Providers and Network Operators. This will allow Operators and Service Providers to define customized service environments that roam with users as they move amongst networks - this is the Virtual Home Environment (VHE) 3GPP TR 22.121 [56]. This customized service environment means that subscription information is held in a number of locations including the Home Network, the Visited Network, the User Equipment, Application VASP Equipment (e.g. servers accessed by the subscriber for content and information based services) and the Operations Systems of the Service Providers, and Operators supporting the subscriber's service subscription.

Service delivery and support across multiple vendors' solutions and organizations is a feature of other industries, and the solutions adopted are secure supply chain solutions based upon mainstream e-commerce principles, methods and technologies.

There is a relationship between this feature and the PS Domain, CS Domain, IP Multimedia Subsystem (IMS), Authentication Center (AuC), Open Services Access (OSA) and Generic User Profile (GUP) documented in other 3GPP specifications.

The conceptual model for SuM is illustrated in figure 1.

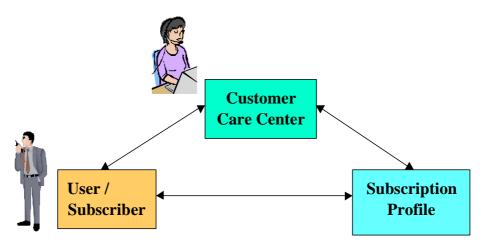


Figure 1: High level view of Subscription Management (SuM)

SuM is concerned with provisioning the subscription profile throughout all the systems and trading partners needed to realize the customer service, SuM provides specifications that define the interfaces and the procedures that interconnect the three points of the SuM triangle: Customer Care Center, the User and the network (s) where the Subscription profile resides (such as HSS, USIM, etc.).

The SuM requirements are described in more detail in TS 32.140 [57], The SUM Architecture is described in TS 32.141[58]

Subscription Management is a feature that permits operators to provision services for a specific customer subscription. Subscription Management is related to the "Customer Care Processes" and "Service Development and Operations Processes" described above. Subscription Management is an area of Service Operation Management that sets a complex challenge for operators in their support of new or existing customers during their every day network operation.

In 2G solutions the main repository of the subscription information is in the Home Locations Register (HLR). However, the management and administration interfaces that were implemented for controlling this information were proprietary to each vendor.

In 2.5G networks the HLR has been extend to form the Home Subscriber Server (HSS), which also holds information about the customer's data subscription. Again the management and administration implemented for these interfaces were proprietary.

The use of proprietary interfaces is inconvenient for those operators using multiple vendors' equipment since their provisioning systems have to accommodate multiple proprietary interfaces, which perform essentially identical functions. Moreover, it makes it more difficult to generate customer self care applications that allow customer to the provisioning, and amendment of subscription data.

The 3G environment requires more complex service delivery mechanisms than in 2G and subscription management is no longer simply an internal matter for a single operator but a capability that is achieved by linking together features across multiple operators' Operations Support Systems. The parallel trend in 2G toward Virtual Network Operators is accentuating this need.

Service delivery and support across multiple vendors' solutions and organisations is a feature of other industries, and the solutions are adopted are supply chain solutions based upon mainstream e commerce principles, methods and technologies.

7.10.1 Business Requirements

The justification for the feature "Subscription Management" is defined as follows: the network operator/service provider delivers to its subscribers various forms of services through its network operations. The delivery of such services requires a sophisticated network control that dynamically adjust the manner and the extent of the delivery based on many parameters and variables pertinent to both network and the subscriber such as, e.g., the subscriber's static subscription limitation, the subscriber's service time request, the network's temporal resource availability, etc., etc. It is clear that the subscriber's static subscription profile data is one of the most crucial factors that determine the network's service control mechanism.

Although the network's service delivery mechanism of today's network is very much automated, it still requires the operator's OA&M involvement. One can envision in this picture two different levels of operator's operational involvement, which both fall in the scope of service operations management:

-Operator's management of the network service control mechanism;

-Operator's management of the subscriber's service profile.

Subscription Management is targeted to address the needs of the Service Provider. By providing well thought out standardized management procedures for subscription management, the cost of network deployment and operation will be enormously reduced because of the streamlined customer care activities.

As illustrated in figure 10, the core part of the work will consist of the specifications that will define the interfaces and the procedures that interconnect the three points of the subscription management triangle: network operation center (usually realized as Customer Care Center), the Customers and the network wherever the subscription profile resides (such as HLR/HSS, USIM, etc.).

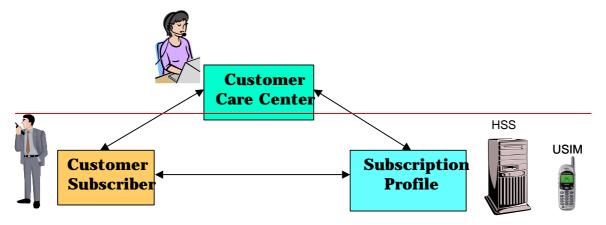


Figure 10: The Subscription Management Triangle

How the static data once provisioned into the subscription profile through the subscription management is used to determine the service control mechanism is a matter to be considered in the service control mechanism level, and it lies beyond the scope of subscription management. In this framework, any derivative forms of the subscription profile produced afterward in the network in order to facilitate the service control mechanism are considered as components defined for the service control mechanism setting and they are not visible in the subscription management realm.

7.10.2 High-level Architecture Overview

This subclause identifies the high level Architecture and Interfaces involved in the subscription management feature.

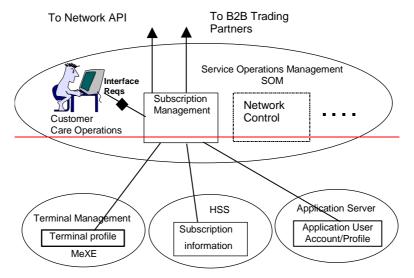


Figure 11: High Level Management Architecture

End of Change in Clause 7.10

Annex E (informative): Change history

					Change history		
Date	TSG #	TSG Doc.	CR	Rev	Subject/Comment	Old	New
Dec 1999	S_06	SP-99577			Approved at TSG SA #6 and placed under Change Control		3.0.0
Mar 2000	S_07	SP-000014	001		Clarify use of X.25 as a Network Layer Protocol	3.0.0	3.1.0
Mar 2000	S_07	SP-000014	002		Correction of IRP-related terminology	3.0.0	3.1.0
Mar 2000	S_07	SP-000014	003		Clarification of Software Management	3.0.0	3.1.0
Mar 2000					Cosmetic	3.1.0	3.1.1
Jun 2000	S_08	SP-000225	004		Add and Update Correct Normative Reference List	3.1.1	3.2.0
Jun 2000	S_08	SP-000226	005		Terminology corrections	3.1.1	3.2.0
Dec 2000	S_10	SP-000522	006		Update references to allow both CORBA Versions 2.1 and 2.3	3.2.0	3.3.0
Mar 2001	S_11	SP-010022	007		Removal of Reference to 32.105 (not available for R99).	3.3.0	3.4.0
Mar 2001	S_11				Automatic upgrade to Rel-4	3.3.0	4.0.0
Apr 2001					Created Rel-4 from the latest R99 version (3.4.0 instead of 3.3.0)	3.4.0	4.0.1
Jun 2001	S_12	SP-010231	800		Scope update for Rel4	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	009		Updates and Corrections for Rel4	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	010		Alignment with TMF GB910 and associated Editorial improvements	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	011		Update and re-organisation of clause 8 (Functional Architecture)	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	012		Introduce Subscription Management	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	013		Introduction of QoS Management Annex	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	014		Update the definition of IRP terminology	4.0.1	4.1.0
Jun 2001	S_13	SP-010465	015		Reference Corrections	4.1.0	4.2.0
Mar 2002					Cosmetics	4.2.0	4.2.1
Mar 2002	S_15	SP-020013	016		Correction and update to QoS Management (alignment on Policy Management with S2, CN3 in 23.207, 29.207)	4.2.1	5.0.0
Mar 2002	S_15	SP-020013	017		Introduction of Subscriber and Equipment Trace Management	4.2.1	5.0.0
Mar 2002	S_15	SP-020013	018		Update of Accounting Management to cover the IMS (alignment with SA5's 32.200 Charging management; Charging Principles)	4.2.1	5.0.0
Sep 2002	S_17	SP-020449	019		Introduction of a new subcaluse (7.12) on O&M of the UMTS "Management Infrastructure"	5.0.0	5.1.0
Dec 2002	S_18	SP-020726	020		Aligning IRP related terminology with SA5's SWGC IRP specifications (32.6xy)	5.1.0	5.2.0
Mar 2003	S_19	SP-030043	021		Align QoS Terminology with SA2's 23.207 & CN3's 29.207	5.2.0	5.3.0
Jun 2003		SP-030266	022		Correction and update of Management System Interactions	5.3.0	5.4.0
Sep 2003	S_21	SP-030401	023		Removal/Replacement of the term UMTS - Alignment with SA1/2 specifications	5.4.0	5.5.0

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3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

API Application Programming Interface ASN.1 Abstract Syntax Notation One ATM Asynchronous Transfer Mode B2B Business to Business

B2B Business to Business
B-ISDN Broadband ISDN
BOOTP Boot protocol

CLI Command Line Interface

CMIP Common Management Information Protocol

CMIP/GDMO Common Management Information Protocol/Guidelines for the Definition of Managed Objects

COPS Common Open Policy Service COPS-PR **COPS** Usage for Policy Provisioning

Common Object Request Broker Architecture Internet Inter-ORB Protocol **CORBA IIOP**

CORBA Common Object Request Broker Architecture

Common Object Request Broker Architecture/Interface Definition Language CORBA/IDL

DCN Data Communications Network

DECT Digital Enhanced Cordless Telecommunications

Dynamic Host Configuration Protocol DHCP

DNS Directory Name Service Digital Subscriber System 1 DSS₁

EM Element Manager

EMS Element Management System

For Further Study FFS

File Transfer Access and Management **FTAM**

FTP File Transfer Protocol

ftp FTP

GDMO Guidelines for the Definition of Managed Objects

GGSN Gateway GPRS Support Node

Go interface The interface between the GGSN and the Policy Decision Function (PDF)

GSM Global System for Mobile communications

HLR Home Location Register Home Subscriber Server **HSS** Interface Definition Language IDL Internet Engineering Task Force **IETF** HOP Internet Inter-ORB Protocol

IN Intelligent Network

INAP Intelligent Network Application Part

IRP Integration Reference Point

Information Service IS

ISDN Integrated Services Digital Network **LDAP** Lightweight Directory Access Protocol

LDUP LDAP Duplication/Replication/Update Protocols

LLA Logical Layered Architecture MAP Mobile Application Part **MExE** Mobile Execution Environment **MIB** Management Information Base MMI Man-Machine Interface

NM Network Manager

Network Management System **NMS** NRM Network Resource Model

OAM&P Operations, Administration, Maintenance and Provisioning

Operations System OS

Open Systems Interconnection OSI **Operations Support System OSS PDF** Policy Decision Function

PDH Plesiochronous Digital Hierarchy

Policy Decision Point PIR Policy Information Base Public Key Infrastructure PKI Public Land Mobile Network **PLMN PSTN** Public Switched Telephone Network

Ouality of Service OoS

PDP

RNC Radio Network Controller Resource ReserVation Protocol **RSVP** SDH Synchronous Digital Hierarchy **SLA** Service Level Agreement

SNMP Simple Network Management Protocol (IETF) SNMP/SMI SNMP/Structure of Management Information

SOM Service Operations Management

SS Solution Set SS7 Signalling System No. 7

TCP/IP Transmission Control Protocol/ Internet Protocol

tftp trivial ftp

TM Telecom Management
TMF TeleManagement Forum

TMN Telecommunications Management Network (ITU-T)

TOM Telecom Operations Map (TMF)
UML Unified Modelling Language

UPT Universal Personal Telecommunication
USIM Universal Subscriber Identity Module
UTRA Universal Terrestrial Radio Access
VHE Virtual Home Environment

5.1.2 Interfaces from Operations Systems to NEs (Type 1 & 2)

In some cases, the management interfaces to NEs have been defined bottom-up, trying to standardise the complete O&MOAM&P functionality of the various NEs.

For PLMN management, a top-down approach will be followed to streamline the requirements from the perspective of Operators top priority management processes.

It is assumed that this will not fully cover the O&MOAM&P functionality of all NE types at once; therefore a part of the functionality will be phased for further work and consideration. Some proprietary solutions (local and/or remote) will be needed in the interim. The rationale of this approach is not only the best use of resources, but also to follow a pragmatic step-wise approach that takes into account the market forces (the manufacturers and operators capabilities). A further rationale is to define clear and easy-to-agree steps that allow Management functionality to be implemented in the same time frame as the telecom functionality in the network (i.e. to synchronise the management and network releases).

The approach for NE Management Interfaces will be to concentrate on protocol independent information models, allowing a mapping to several protocol suites. The rational is:

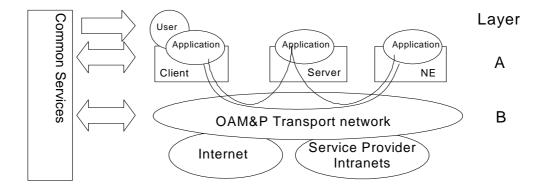
- due to the convergence of Information and Telecommunication technologies, it is required to work on a more open approach (acknowledging the market status and foreseen evolutions);
- the life cycle of information flows is 10 to 20 years, while that of protocols is 5 to 10 years;
- developments in automatic conversion from information models to various protocols/technologies will allow a more pragmatic and open approach (e.g. UML to GDMO, UML to IDL).

However, it is the intention to a least recommend one mapping for each interface.

7.6 Security Management

761 Overview

This clause describes an architecture for security management of the TMN that is divided into two layers, as shown in figure 7. No individual layer is dependent on any specific technology in the other one.



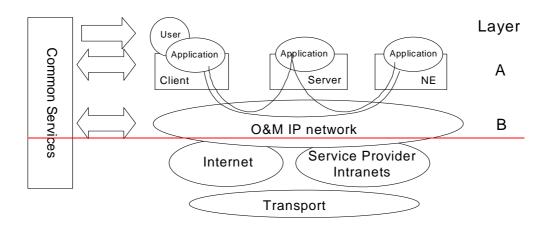


Figure 7: Security Management Architecture

7.6.1.1 Layer B - O&M IPOAM&P Transport Network

Some Service Providers might build their O&MOAM&P IPtransport network as a completely private, trusted network. In the normal case though, the O&M IPOAM&P transport network should be regarded as partly insecure due to its size, complexity, limited physical security and possible remote access from dial-up connections or from the Internet. The only security service provided then is that the O&M-OAM&P transport network when based on IP-network is logically separated from the Internet. For IP based transports infrastructure aspects on security are handled to the extent possible utilizing IP classic features (addressing schemes, DNS, DHCP, BOOTP, protection with firewalls etc.).

Additionally, a trusted IP-environment to the application level might be provided, e.g. an environment with no masquerading IP-hosts and where potential intruders cannot communicate. One way to accomplish such a secure DCN is to use IP security mechanisms (IPSec; see IETF RFC2401 [7]) to achieve authentication of IP hosts (servers, gateways, Network Elements) and optional encryption of <a href="https://example.com/occupation-network-n

7.6.1.2 Layer A - Application Layer

On this layer we find Telecom Management applications performing their tasks in the normal management functional areas. Managed objects residing in the network resources are often accessed or manipulated.

Layer A provides authentication of users ensuring that every party involved in O&M@OAM&P traffic is securely authenticated against every other party. The implementation of the authentication service supports "single log-on" (a user only has to log-on once to get access to all O&MOAM&P applications in the network) and "single point of administration" (an administrator only needs to maintain a user and his/her profile in one place).

Layer A also provides authorization (access control) - to verify if a user is authorized to perform a certain operation upon a specified target object at a given time. In addition, it addresses the use of signing and logging of events. Logging of events here means "logging of actions" (not necessarily logging of ALL actions) to be able to check "who did what". At least all "critical" actions (configurations etc.) should be logged.

Interface definitions addressing authentication and authorization are needed. Also note that layer A requires confidentiality. Layer B may provide this service. If not, layer A instead has to provide it itself.

7.6.1.3 Common Services

In common services we find the security infrastructure components:

- Directory (for storage of user information, certificates, etc.);
- PKI (Certificate Authority, Registration Authority, Public Key Certificate, etc.).

Layer A relies on, and interacts with, the Common Services through distribution of certificates and keys, authentication of users, authorization, utilities for security administration (setting access rights), etc.

7.12 O&MOAM&P of the PLMN "Management Infrastructure"

As described earlier in the present document, each PLMN organisation has a management infrastructure consisting of a collection of systems (computers and telecommunications) - a TMN in ITU-T parlance - used to manage its network. Though this management network is logically distinct from the PLMN, the operations systems and supporting data communications network comprising it have the same management needs as described for network elements and where possible should be managed using the same principles and similar management processes and functionality.

Annex E (informative): Change history

					Change history		
Date	TSG #	TSG Doc.	CR	Rev	Subject/Comment	Old	New
Dec 1999	S_06	SP-99577			Approved at TSG SA #6 and placed under Change Control		3.0.0
Mar 2000	S_07	SP-000014	001		Clarify use of X.25 as a Network Layer Protocol	3.0.0	3.1.0
Mar 2000	S_07	SP-000014	002		Correction of IRP-related terminology	3.0.0	3.1.0
Mar 2000	S_07	SP-000014	003		Clarification of Software Management	3.0.0	3.1.0
Mar 2000					Cosmetic	3.1.0	3.1.1
Jun 2000	S_08	SP-000225	004		Add and Update Correct Normative Reference List	3.1.1	3.2.0
Jun 2000	S_08	SP-000226	005		Terminology corrections	3.1.1	3.2.0
Dec 2000	S_10	SP-000522	006		Update references to allow both CORBA Versions 2.1 and 2.3	3.2.0	3.3.0
Mar 2001	S_11	SP-010022	007		Removal of Reference to 32.105 (not available for R99).	3.3.0	3.4.0
Mar 2001	S_11				Automatic upgrade to Rel-4	3.3.0	4.0.0
Apr 2001					Created Rel-4 from the latest R99 version (3.4.0 instead of 3.3.0)	3.4.0	4.0.1
Jun 2001	S_12	SP-010231	800		Scope update for Rel4	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	009		Updates and Corrections for Rel4	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	010		Alignment with TMF GB910 and associated Editorial improvements	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	011		Update and re-organisation of clause 8 (Functional Architecture)	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	012		Introduce Subscription Management	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	013		Introduction of QoS Management Annex	4.0.1	4.1.0
Jun 2001	S_12	SP-010231	014		Update the definition of IRP terminology	4.0.1	4.1.0
Jun 2001	S_13	SP-010465	015		Reference Corrections	4.1.0	4.2.0
Mar 2002					Cosmetics	4.2.0	4.2.1
Mar 2002	S_15	SP-020013	016		Correction and update to QoS Management (alignment on Policy Management with S2, CN3 in 23.207, 29.207)	4.2.1	5.0.0
Mar 2002	S_15	SP-020013	017		Introduction of Subscriber and Equipment Trace Management	4.2.1	5.0.0
Mar 2002	S_15	SP-020013	018		Update of Accounting Management to cover the IMS (alignment with SA5's 32.200 Charging management; Charging Principles)	4.2.1	5.0.0
Sep 2002	S_17	SP-020449	019		Introduction of a new subcaluse (7.12) on O&M of the UMTS "Management Infrastructure"	5.0.0	5.1.0
Dec 2002	S_18	SP-020726	020		Aligning IRP related terminology with SA5's SWGC IRP specifications (32.6xy)	5.1.0	5.2.0
Mar 2003	S_19	SP-030043	021		Align QoS Terminology with SA2's 23.207 & CN3's 29.207	5.2.0	5.3.0
Jun 2003		SP-030266	022		Correction and update of Management System Interactions	5.3.0	5.4.0
Sep 2003	S_21	SP-030401	023		Removal/Replacement of the term UMTS - Alignment with SA1/2 specifications	5.4.0	5.5.0