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## LIAISON STATEMENT

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**Title:** Formation of a new ETSI ISG for Zero Touch Network and Service Management (ZSM)

Date: 12 January 2018

**From (source):** [ETSI ISG ZSM](#)

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**To:** [3GPP TSG SA WG5, ETSI ISG NFV, NGMN, MEF, BBF, TMF, OASIS, ONF, ITU-T SG 15, ITU-T SG 13, ETSI ISG MEC, ETSI ISG ENI](#)

**Copy to:** [3GPP TSG SA](#)

Response to: [N/A](#)  
(if applicable)

Attachments: [N/A](#)  
(if applicable)

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### 1. Overall description:

The recently formed ETSI Industry Specification Group (ISG) Zero-Touch Network and Service Management (ZSM) aims to produce a new, future-proof, horizontal and vertical end-to-end operability architecture and solutions which enable agile, efficient and qualitative management and operational automation of emerging and future networks and services.

In this context, horizontal end-to-end refers to cross-domain, cross-technology aspects, while vertical end-to-end refers to cross-layer aspects, from the resource-oriented layers up to the customer-oriented service layers. The goal is to have all operational processes and tasks (e.g., planning and design, delivery, deployment, provisioning, monitoring and optimisation) executed automatically, ideally with 100% automation and without human intervention. Existing solutions will be leveraged wherever applicable.

The ISG ZSM aims to work with and facilitate the coordination and cooperation between relevant standardization bodies and open source projects to achieve automated end-to-end network and service management solutions and architecture.

The ISG ZSM looks forward towards close and fruitful cooperation

Further details on the ISG terms of reference, planned deliverables and other documentations are available through the following link: [Link to ZSM Portal](#).

### 2. Actions:

For information; no action required

### 3. Date of next meetings of the originator:

ZSM#02	March 13-15, 2018	Helsinki, Finland
ZSM#03	June 5-7, 2018	TBC
ZSM#04	October 22-25, 2018	TBC