

## CrossTalk™ Trouble Ticket OSS/J Adapter For TeMIP

- ◆ Trouble Ticketing Client conforms to OSS/J standard JSR91 1.0
- ◆ Support for XML/JMS profile and JVT/RMI profile
- ◆ TeMIP Client Plug-in
- ◆ Highly resilient and performant architecture founded on production environment proven CrossTalk™ components
- ◆ Simple user-customisable mapping between TeMIP Alarms and OSS/J Alarms and Trouble Tickets via dynamically reloadable mapping rules
- ◆ Platform-independent OSS/J business logic and mapping layer

### Overview

The CrossTalk™ Trouble Ticket OSS/J Adapter for TeMIP offers:

- ◆ Creation of trouble tickets with one or more associated events
- ◆ Association of events to existing trouble tickets
- ◆ Dissociation of events from existing trouble tickets
- ◆ Cancellation of a trouble ticket
- ◆ Closure of a trouble ticket
- ◆ Query and display of a trouble ticket (the supported queries are tailored to customer's requirements)
- ◆ Handles notifications from the trouble ticketing systems (creation, closure, cancellation and attribute value changes of trouble tickets);
- ◆ Re-synchronisation;
- ◆ Integration with TeMIP using a TeMIP Plug-in.

The profiles implemented are XML over JMS and JVT over RMI as defined in JSR91 1.0. The adapter integrates with ESBs.

The solution is composed of the CrossTalk™ Mapping and Mediation Engine (MME) which provides great flexibility in the customisation of the mapping of the data and the business logic.

### Performance & Reliability

The adapter is designed to handle sustained high alarm volumes. CrossTalk™ MME business logic applied through mapping rules is highly optimized enabling alarm details to be processed efficiently. Cooperating CrossTalk™ components have been rigorously tested in demanding Telco production environments.

### Configurable Mapping Rules

The adapter is delivered with default mapping rules providing a standardised mapping of TeMIP X.733 Alarm attributes to the OSS/J model. These mapping rules can be quickly and easily customised to the requirements of individual Operators and dynamically reloaded to the operational environment without the need to restart components.

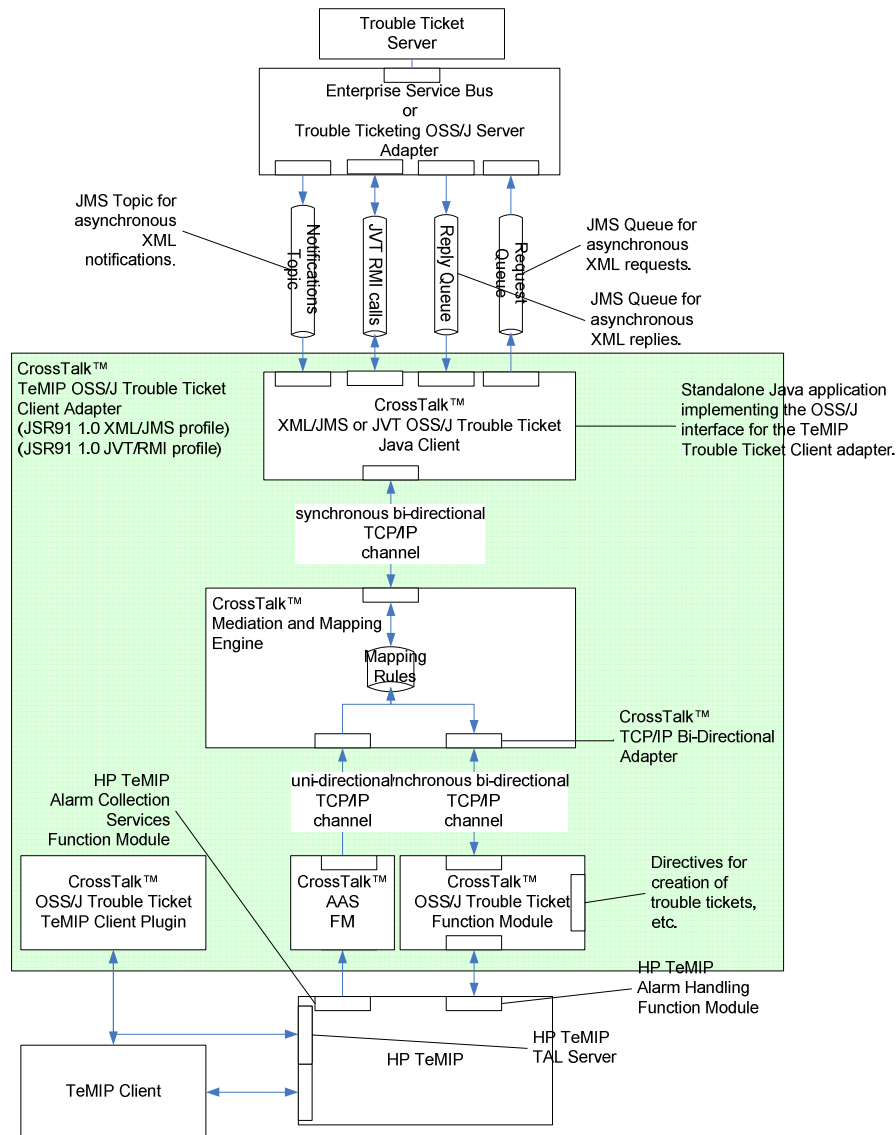
### Alarm and Tickets Resynchronisation

Full resynchronisation between TeMIP Operation Contexts and the trouble ticketing server is supported.

### Platforms

Supported on TeMIP 5.x and 6, on all Unix OS and hardware supported by these versions of TeMIP.

# Architecture



## Key Features:

- ◆ Highly resilient and performant
- ◆ Configurable alarm mapping rules facilitating customised alarm attribute mapping and annotation to individual Operator requirements
- ◆ Fully automated resynchronisation between TeMIP and Trouble Ticketing server
- ◆ Based on mature, "tried and tested" CrossTalk™ components
- ◆ Tightly integrated in the TeMIP framework and TeMIP Client
- ◆ Platform independent business logic and mapping layer

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