

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 and 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.

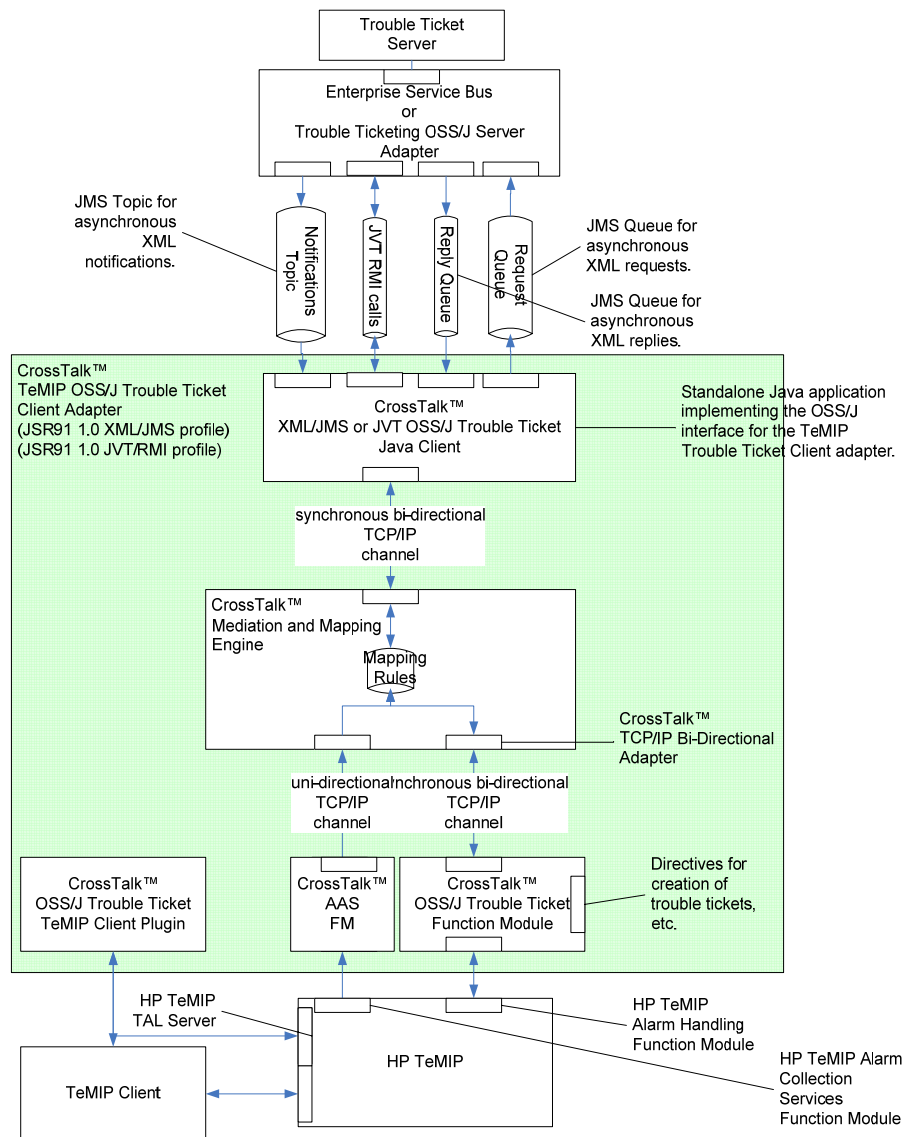
Alarm and Tickets Resynchronisation

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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