

## Standardisation Bodies

The challenge for Standardisation Bodies is to provide a development framework that allows components to be developed that satisfy the business needs of

- Component Vendors
- System Integrators
- Service Providers

but without being too prescriptive to exclude specific technologies or solutions.

## Standardisation Guidelines

FORM is developing a set of white papers to disseminate project results to standardisation bodies and European Industry.

FORM customises the (Rational) Unified Development Process for B2B management solutions and utilises UML notations.

The FORM Framework is aligned to many of the concepts arising from TM Forum.

## Solutions

FORM provides a Development Framework that ties together

- A technology neutral logical architecture for component-based management systems
- A technology specific instantiation of this architecture
- A methodology for developing management systems
- The set of Building Blocks that have been validated in system implementation.

## Technical Approach

FORM is providing a Development Framework to guide the developers of component-based management systems. This Framework is based on experiences derived from previous European projects and standardisation work on component-oriented or management-related architectures, including J2EE, the TM Forum, the DMTF, and TINA-C.

## Industrial Liaison

FORM is committed to gaining widespread industry exposure of its results. It is already doing so through publications as well as through engagement in several standardisation initiatives. FORM would like to invite anyone interested in gaining an early look at FORM results and in providing feedback to contact the project manager.

## Active Participation

FORM is participating

- TMForum
  - SLA Team
  - NGOSS Team
  - TOM Team
- OMG Telecom Task Force
- ITU-T, TM1M
- DMTF
- IPDR Organisation
- IETF
- IST Concertation.

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## Vision

The FORM project's goal is to provide an Open Development Framework for an emerging market in component-oriented communications management software.

This Framework is being generated with a focus on the management of business-to-business (B2B) services over QoS enabled IP networks.

The FORM project is developing prototype Management Systems which exercise the principles and techniques expressed in the Framework allowing them to be evaluated and refined.

## Project

FORM – Engineering the cooperative Inter-Enterprise Management Framework – supporting dynamic **F**ederated **O**Rganisation **M**anagement

## Partners

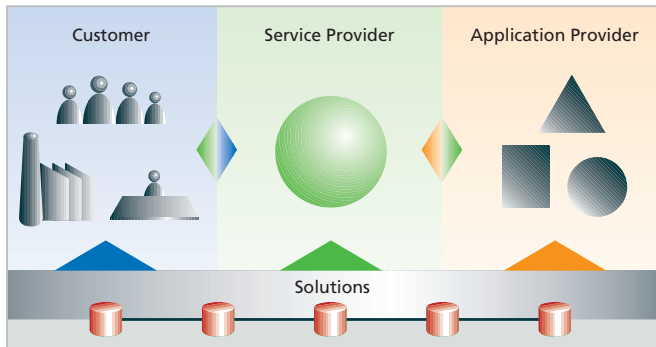


## Challenges

**End Customers**

Global competition and cooperation generates a need for global information exchange and integration. New constellations of cooperating companies emerge and disappear overnight. Instant exchange and integration of information is vital to success. FORM addresses the management of services that provide instant reliable integration between enterprises.

## FORM Management Solution Customers



## Service Providers

As electronic business is evolving, Service Providers need a new approach to managing future infrastructures and services in order to provide well integrated sets of services at lower costs and with reasonable lead times. A challenge for today's Service Provider is to deploy new network technologies and to co-operatively introduce new services based on shared business processes.

## System Developers

The management system developer faces challenges in

- Capturing the Service Provider's business requirements
- Integrating management systems, with maximum use of off-the-shelf components
- Integrating components implemented in different technologies.

## Component Vendors

The Management Component Vendor needs to make its software components attractive to a wide range of potential customers, through

- Presentation of its software component in manner that can be widely understood and used in different environments
- Use of standardised Interfaces to enable interoperability.

## Guidelines

**Development Methodology**

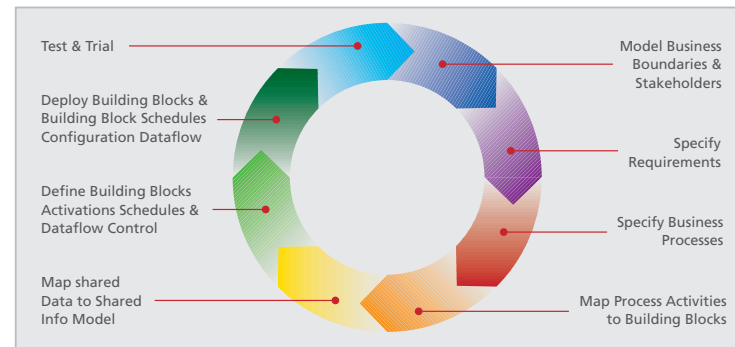
The FORM Framework provides a methodology to enable rapid construction of management solutions. This methodology defines guidelines and notations for

- Developing off-the-shelf management components modelled as Building Blocks
- Business process driven development of management systems using Building Blocks.

## Service Providers

Service providers can use the FORM methodology to capture single and multi-domain business process automation requirements. This business process driven guideline supports activity modelling, synchronisation, data modelling and mapping to Management Building Blocks.

## FORM Business Process Driven Development Methodology



## System Developers

System Developers can utilise the FORM business process driven guideline for constructing B2B management solutions from Building Blocks. They may also develop their own Management Building Blocks using the Building Block Development Guideline.

## Component Vendors

For developers of management components, FORM proposes a Building Block Development Guideline which customises the Unified Software Development Process to construct re-usable off-the-shelf software. The guideline focuses on the construction of management Building Blocks, Contracts, and Shared Data Models.

## Solutions

**End Customers**

The FORM Development Framework provides End Customers with customer management systems including

- Negotiation of Service Level Agreements (SLAs)
- Online Subscription
- Personal Service Configuration
- Service Quality
- Online Billing.

## Service Providers

The Framework offers Service Providers a mechanism for

- Expressing their business requirements in terms of business roles and business processes
- Matching business requirements to the capabilities of existing off the shelf Building Blocks.

FORM demonstrates trial systems that address fulfilment, assurance and billing process flows.

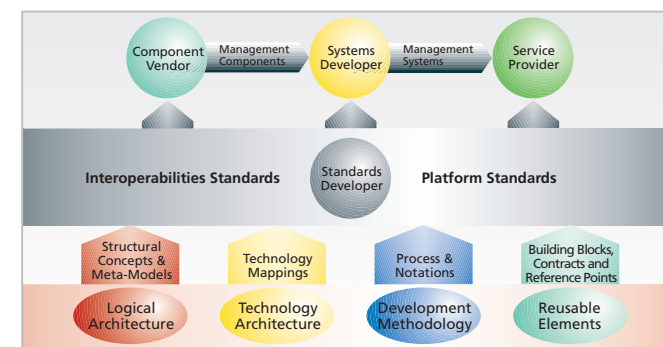
## System Developers

The FORM Development Framework provides a methodology that integrates

- Service Provider requirements
- Component-oriented approach to system assembly.

FORM demonstrates how Building Blocks can be integrated into management systems even when implemented in different technologies.

## FORM Open Development Framework



## Component Vendors

- FORM provides a common specification format for the presentation of management Building Blocks, designed to maximise their ease of use by Management System Developers.
- FORM proposes some specific management Building Block designs to explain how this format can be used.