



Fundamentals of EMS, NMS and OSS/BSS

Jithesh Sathyan

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In this era where data and voice services are available at a push of a button, service providers have virtually limitless options for reaching their customers with value-added services. The changes in services and underlying networks that this always-on culture creates make it essential for service providers to understand the evolving business logic and appropriate support systems for service delivery, billing, and revenue assurance.

Supplying an end-to-end understanding of telecom management layers, **Fundamentals of EMS, NMS and OSS/BSS** is a complete guide to telecom resource and service management basics. Divided into four sections: Element Management System, Network Management System, Operation/Business Support Systems, and Implementation Guidelines, the book examines standards, best practices, and the industries developing these systems. Each section starts with basics, details how the system fits into the telecom management framework, and concludes by introducing more complex concepts.

From the initial efforts in managing elements to the latest management standards, the text:

- Covers the basics of network management, including legacy systems, management protocols, and popular products
- Deals with OSS/BSS—covering processes, applications, and interfaces in the service/business management layers
- Includes implementation guidelines for developing customized management solutions

The book includes chapters devoted to popular market products and contains case studies that illustrate real-life implementations as well as the interaction between management layers. Complete with detailed references and lists of web resources to keep you current, this valuable resource supplies you with the fundamental understanding and the tools required to begin developing telecom management solutions

tailored to your customer's needs.

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