HP NGOSS Software

Incident & Problem Management Extension

Telco CI Types Definition User Guide

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Contents

Preface

This document describes the definition of Telco CI types and how to create CIs based on these types.

Intended Audience

Prior knowledge of Service Manager and related knowledge is required.

Software Versions

The software versions referred to in this document are as follows:

IPM	Operation system
1.0	Server: Windows2003/2008
	Client: Windows XP, Vista, Windows 7

Service Manager Version:7.11/9.20

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Chapter 1
Introduction

1.1 Products Goals

Telecom CI types kit provides a set of configuration model of the services, assets and infrastructure and the relationships between customer, service and resource in telecom fields. In OOB(Out of Box) of SM7.11, the system already defines Application, Business Service, CI Group, Computer, Display Device, Furnishings, Hand Held Devices, Mainframe, Network Components, Office Electronics, Software License, Storage and Telecommunications, totally 14 mainly CI types. In addition, this package adds more common telecom CI types.

The telecom CI types definition will support the SM internal system, such as incident, VIP customer self-service module, to look up impact customers, services and resources. It is also used to integrated with external system such as uCMDB , Temip, for CI mapping and data loading.

Chapter 2
CI Type Definition

The CI type is defined based on ITU-T M.3100, with some modification. Below defines the most common telecom CI types.

CI Type	Subtype
Customer	
Business Service	Circuit
	VPN Service
	GSM Service
Trail	Transmission Trail
	VPN Tunnel
	Channel
	Leg
	Segment
ManagedElement	Transmission NE
	PE
	P-Router
	BSC
	BTS
	GGSN
	SGSN
	MSC
	SMSC
	MGW
TerminationPoint	Port
Software	Application
	Cluster
	Database
	Middleware
Equipment	Container
	Shelf
	Card
	Sub Card
	Cable

|	Cable Pair
TopologicalLink	
Site	
Connection	

The structure shows CI Type structure.
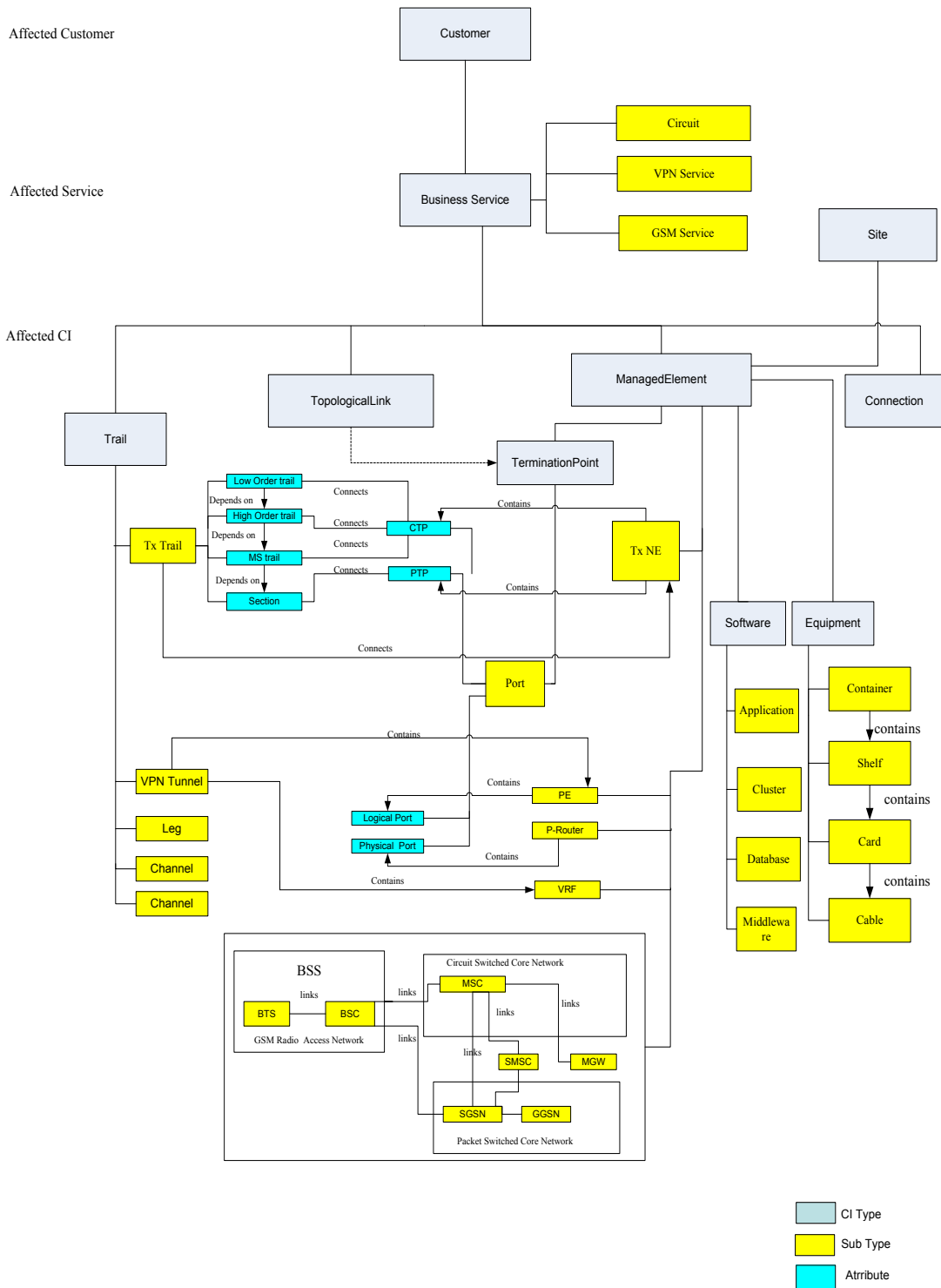
Note that the relationship in Service Manager is presented by CIs not CI type. So you need to add CIs and configure their relationship for future use.

2.1   List all CI Types

From the Service Manager main menu, click Configuration Management ---Resources----Device Types. Type 'Search'.
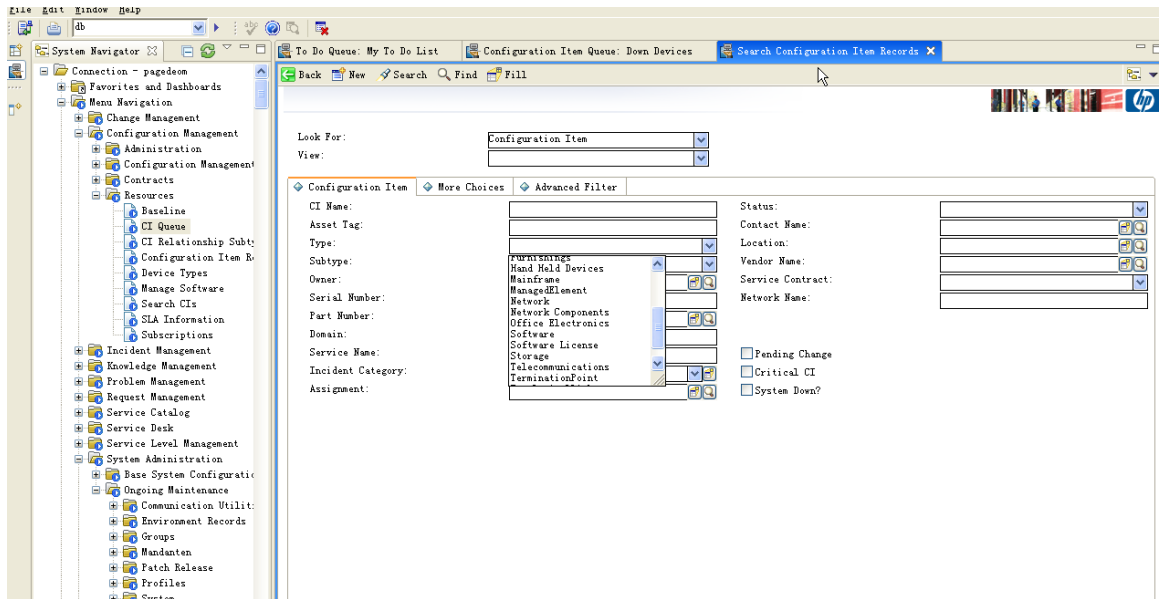
You will see all CI types in the system. Telecom CI types are already there. Take 'ManagedElement' as an example, you can see it's detail definition and subtypes.
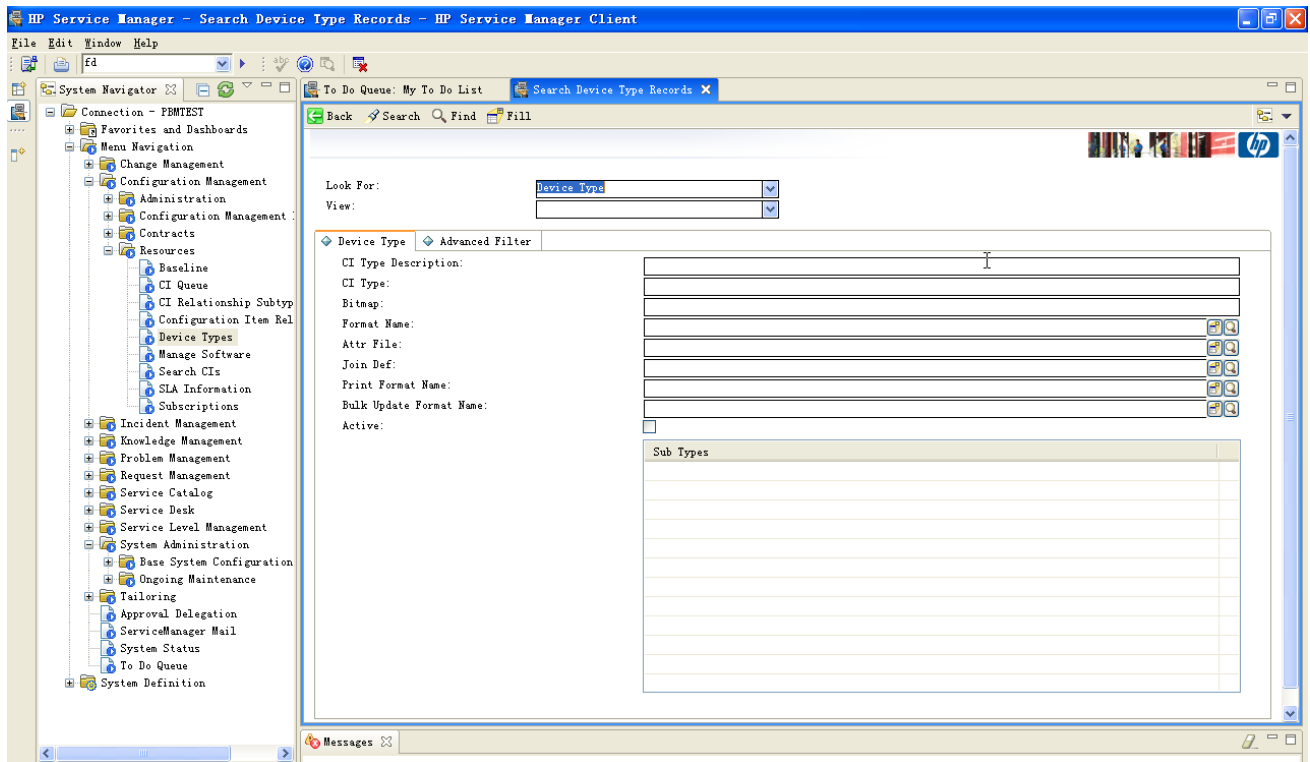
2.2   Add a CI

To configure the CI relation, you must add CI to Service Manger.

In main menu, go to Configuration Management- Resource-CI queue, click 'new'.

Input CI name and choose CI type.

Here is the CI type definition for customer, service, and resource.

Note: **For VIP customer, you must add the operator in SM for him to login, with login name equal customer CI name.**
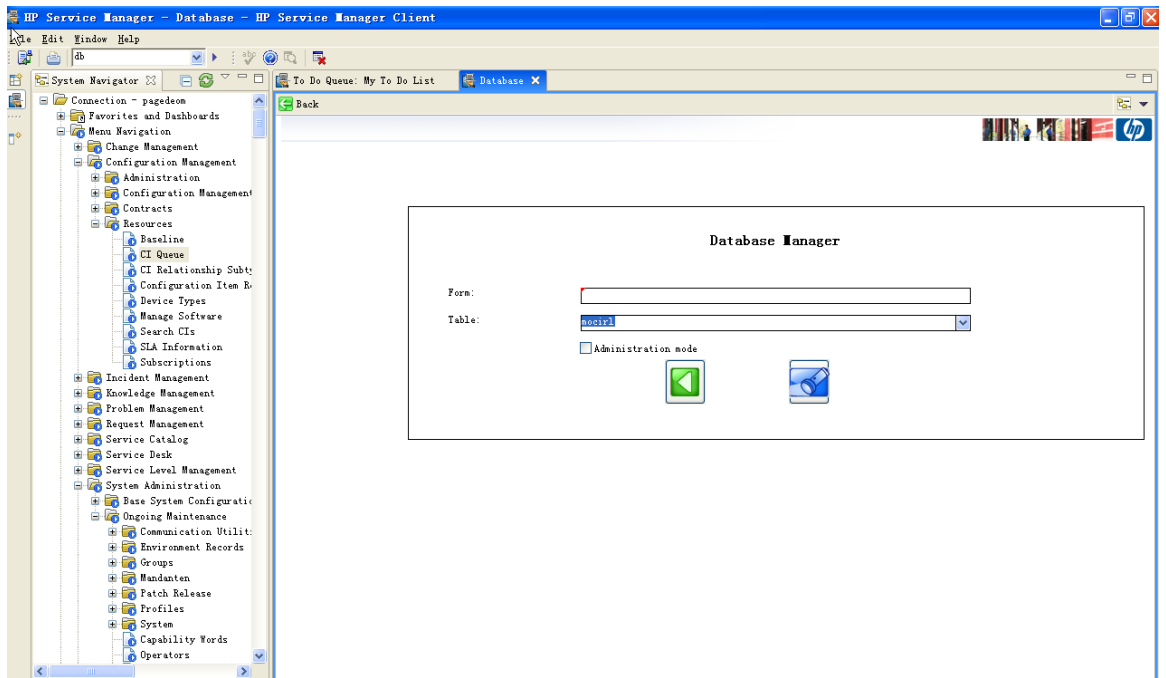
CI Category	CI Type
Customer	Customer
Service	Business Service
Resource	Site
	Trail
	ManagedElement
	TerminationPoint
	Software
	Equipment
	TopologicalLink
	Connection

You can also use Service Manger to load data for mass adding CI.
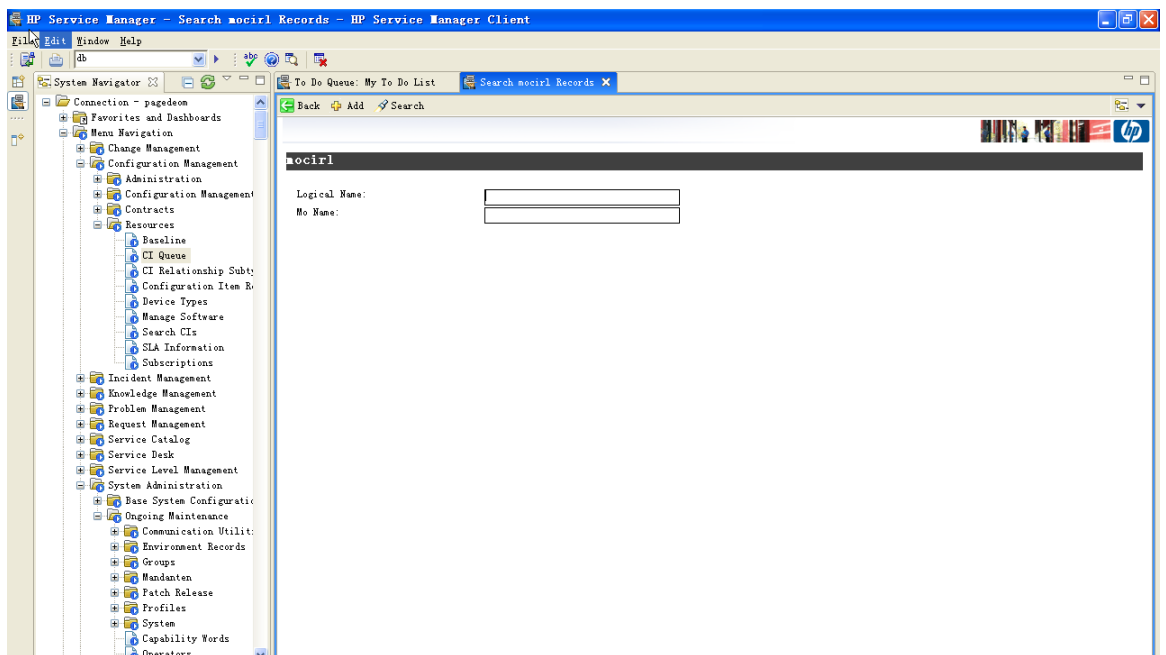
2.3 Configure MO and CI relationship

In command line, type 'db'.

Type 'mocirl' in Table field.
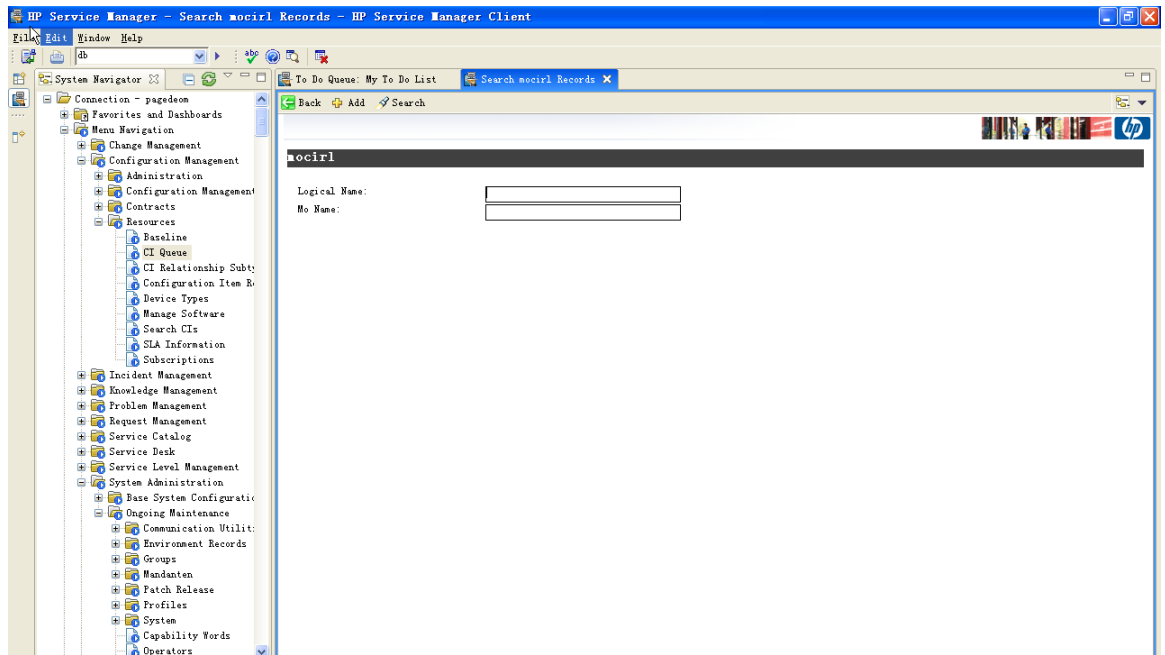
Click search, you will see

You can input Logical Name as CI name, and input MO name ,then click 'Add'.

The relationship will be added to the table.

You can also click ' Search' to see current configuration for MO and CI mapping relationship in the system.
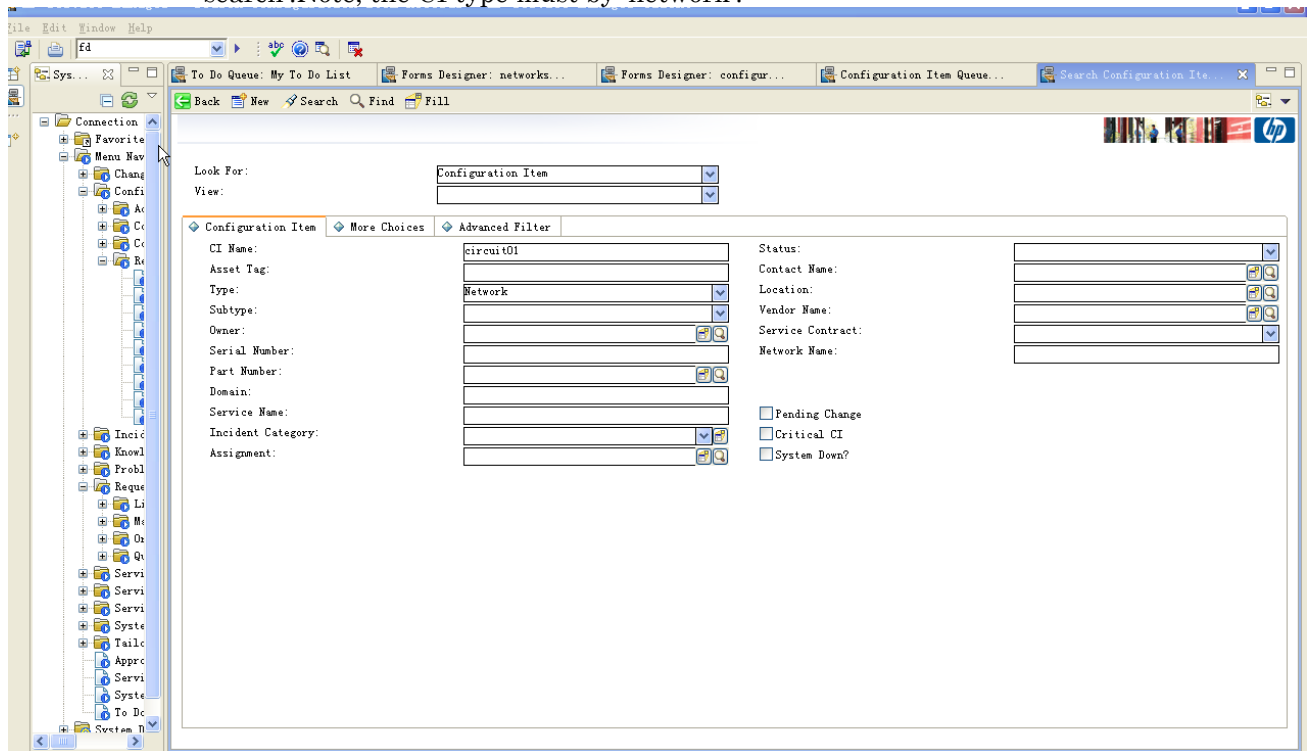
Note: **You must change " to ' for each MO.**

You can also use Service Manger to load data for mass adding.

## 2.4 Configure CI and Customer relationship

To configure the CI relation, you must add CI to Service Manger.

In main menu, go to Configuration Management- Resource-CI queue, input the CI name you want to configure the relation and click 'search'.Note, the CI type must by 'network'.

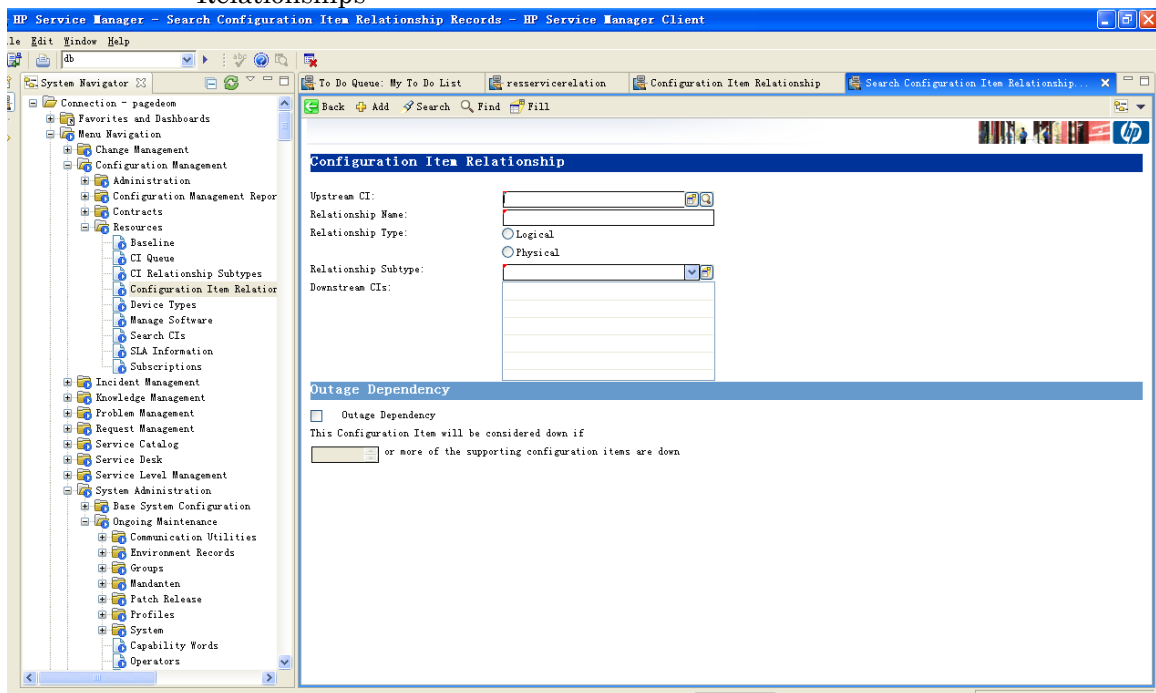In Managed State-Network Service, input the customer name. That is the login name in SM.

Note: Network Service subform can be seen only when the subtype is seen.
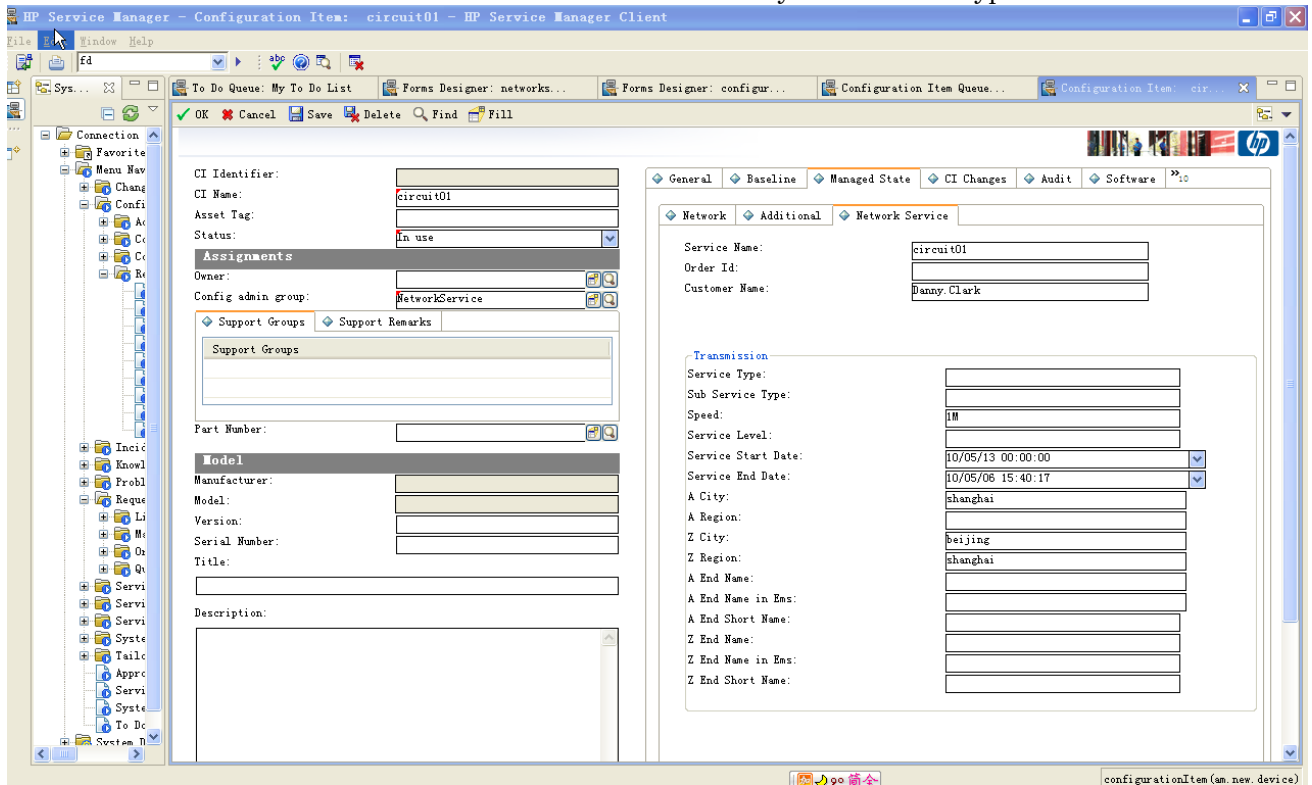
2.5 Configure CI relationship

To show CI relationship graph, you must configure CI relationship with SM default tool.

Go to Configuration Management-Resources-Configuration Item Relationships

Input the required information. For example, vpn01 contains
mplspe04_cnd_hp_com and mplspe05_cnd_hp_com.

You can configure the relationship between service CI and resource CI ,so
that SM can look up affected services and affected resources when an
incident is created.

For more information, you can refer to Service Manger help document.