OSS Process (Network Build)

Market & Product (MP)
- Brand Development
- Competitor analysis
- Market research
- Marketing planning
- Market product launch
- Campaign management
- Promotions & advertising
- Marketing communications
- Marketing sales collateral management
- Number Planning
- Tariff management
- Product/service development
- Product portfolio management
- Portal development and management
- Stakeholder Engagement
- Product Development

Sales & Channels (SC)
- Dealer management
- Sales support material
- Handset distribution management
- Voucher distribution management
- Customer contact management
- Cust/Tier requirement identification
- Prepaid sales
- Post paid sales
- Credit refilling
- Corporate sales
- Systems integration (external)
- Pre-sales Support
- Online Sales

Fulfillment & Assurance (FF)
- Provisioning
- Activation
- Fault Management
- Service Level Management
- Performance Management
- Customer contact management
- Traffic Management
- Test Mgmt
  - PoC
  - Staging
- Integration / Migration

Customer service (CS)
- Inbound customer contact
- Outbound customer contact
- Churn Management
- Customer Retention
- Customer Satisfaction monitoring
- Customer identification/ verification
- Inbound Sales Enquiries
- Pre-paid Sales
- Post-paid sales
- Customer Account Management
- Fault (Trouble Ticket) Management
- Tier 1 Trouble Ticket Handling
- Tier 2 Trouble Ticket Handling
- Diagnostics & resolution
- Manage planned outage

Network Infrastructure (NI)
- New networks and architecture
- Network quality management
- Development/ maintenance of infrastructure
- Interconnection management
- Network capacity / Inventory mgmt
- Implement service
- Re-configure service
- NOC operations/ maintenance
- Site facilities & access mgmt
- device design and development
- Device manufacturing
- Data Centre Setup
- Infrastructure Delivery & PM
- Standards Participation
- Procedures / Documentation
- Estimating

Revenue Assurance (RA)
- Pre-paid ops voice
- Pre-paid ops data
- Post-paid ops - convergent
- Collections - consumers/ enterprises/corporate
- Collections - distributors
- Collection centers
- Payment - consumers/ enterprises/corporate
- Payment - distributors
- Customer service 2nd Tier
- Product maintenance
- Process maintenance
- Interconnect
- Leakage control
- Reporting
- Budget / Revenue Forecasting
- CDR / Bill Audit

Finance & Accounting (FA)
- Accounting
- Treasury
- Budgeting
- Investment management
- Taxation
- Purchasing (financial)
- Controlling
- Internal Audit
- Due Diligence
- Asset Valuation

Information Technology (IT)
- IT architecture development
- Systems Integration
- System management
- Systems monitoring and maintenance
- Disaster recovery
- Systems Support
- Applications Middleware
- Application development platform
- Testing
- Auditing
- Network Security

Purchasing & Logistics (PL)
- Supplier management
- Commercial purchasing
- Inventory management/ warehousing
- Distribution management
- Facilities management
- General Administration
- Support Contracts
- Warranty Support
- Local Expediting

People & Training (PT)
- People Planning
- People Recruiting
- People Deployment
- People Development
- People performance management
- HR Management
- Training Plan
- Training
- Resource Forecasting
- Paperwork (eg Visas)

Enterprise performance (EP)
- Business planning
- Enterprise performance measurement
- Change management
- Project management
- Process management
- Quality management
- Organisation development
- Knowledge management
- R&D and technology acquisition
- Corporate communications
- Legal management
- Secretarial management
- Alliances & Partnerships
- Business Development
- Document Control

Consultancy (CO)
- Develop Implementation Plans
- Develop Tender Evaluation criteria/matrices
- Prepare Tender Documents
- Conduct Tender Process
- Evaluate Tender Responses
- Develop Supplier Contracts
- Application Interface Specifications
- Prepare Preliminary Timeline
- Prepare Preliminary BoQ
- Service Bundling Models
- Define ownership/mgmt of infrastructure
- Prepare High-Level Design
- List Dependencies
- Prepare SoWs for each work package
- Define Delivery Model
- Define Operational Model
- Prepare Functional Specifications
  - Delivery Model
  - Feasibility Study & Deliverables
  - Technology Concept
  - Services Catalog Concept
  - System Concept
  - Environmental Plan
- Define Roles & Resp (RASIC)
- Break into work packages (WBS)
- Define Requirements
- Document Scope
- Environmental Impact Studies
- Process Engineering
- Due Diligence
- Expert Witness
- Business Value Analysis

Design Services (DS)

Passive Network (External Eng)
- Optical Fibre Backbone
- Distribution network (eg GPON, etc)
- Customer Premise Cabling
- Pit & Pipe Network
- Restoration
- Trenching / Boring
- Splicing
- Towers / Poles
- Dial-Before-You-Dig
- Passive Network Monitoring

Access / Core / Transmission
- Transmission (IP, SDH, DWDM, etc)
- Distribution (eg xDSL, MPLS, VPLS, etc)
- Satellite
- Backhaul
- Carrier Interconnect
- PoPs
- Network Security
- Microwave
- Wireless
- Element Mgmt Systems

OSS/BSS Apps
- Alarms
- Performance
- Inventory Mgmt
- Service Provisioning
- Labeling System
- CRM & Billing
- Workforce / Dispatch / PM
- GIS
- Element Managers
- Database
- Network Traffic Mgmt
- Data Audit
- Data Cleanse
- Rating Engine

Data Centre
- Internal Engineering
- MDF / IDF Layouts
- Containment (eg tray)
- Earthing systems
- HVAC & Power Planning
- Fire Safety Systems
- Layoff Areas
- Staging Areas
- IT Infrastructure
- Application Servers
- Storage Area Network (SAN)
- DNS / DHCP / AD
- Data Warehouse
- Workstations
- Database / Data Server

Other Services
- Smart Grids / Metering
- Traffic Control
- Utilities
- Content
- Filtering
- SCADA

Master Clock System
- Synchronisation Source/s
- Master Time Server
- GPS Receiver

Structured Cabling (and Internal Eng)
- IDF / BDF Layouts
- Containment (eg tray, conduit, etc)
- Earthing systems
- Security access points
- Voice/Data Outlets
- Structured Cabling

Data Centre - Access Control Systems
- Card Reader
- Biometric Reader
- Door Lock
- Gates

Data Centre CCTV
- Intelligent Video (Intr. Detection)
- Cameras
- Web Server
- Camera Controllers
- Fibre Transceivers
- NVRs

Carrier / Service Provider Interconnect
- Sales & Billing models
- Service Offering
- Point of Interconnect
- Licences
- Regulatory

Surveying
- Surveying & GIS logging
- Indigenous / Heritage / Archeological Council Planning
- Site Selection
  - Data Centre Locations
  - PoP locations
  - PoI Locations
- Route Selection
- Easement / Corridor / RoW Mgmt
- Drafting
- Line of Sight (eg Microwave)
- Coverage Mapping
- Coverage Predictions

End-User Services (EU)

Mobile / Radio Communications
- WiMAX
- LTE
- 3G
- GSM
- Base Stations
- Backhaul
- Transmission Towers
- Microwave
- IP WiFi
- TETRA / APCO25

IP TV
- Middleware Servers
- SMATV / CATV
- Antenna
- Games on Demand
- Streamers / Transcoders
- VoD servers
- STBs / PVRs
- Digital Rights Mgmt
- Content Sources

IP Telephony
- eFax
- Survivable Facilities
- GSM Gateway
- Interactive Voice Recognition
- LDAP and AD
- Fax Server
- Billing Server
- Unified Messaging
- Soft Phones (S/W)
- ATA
- IP Phones
- PSTN / Carrier Links
- Teleconferencing
- Call Manager Sys (CMS)

L2 Ethernet
- Access & Transit
- Local Bitstream

Fixed Telephony
- Analog Phones
- Hotline Phones
- Emergency Phones
- PSTN / Carrier Links
- PABX / Voice Switch

IP Data
- IDS / IPS
- Network Traffic Modelling
- Firewall
- OOB Mgmt Network
- Network Addressing
- DCN for NMS/OSS
- Cloud Computing
- MPLS
- VPN

Leased Line
- ISDN
- TDM / PDH
- SDH
- X.263
- Sub-rate
- xDSL
- Ethernet
- ATM
- X.21
- Frame Relay