

1. Record Nr.	UNINA9910139005003321
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Titolo	Architecture and governance for communication services [[electronic resource] /] / Emmanuel Bertin and Noel Crespi
Pubbl/distr/stampa	London, : Wiley, 2013
ISBN	1-118-59137-2 1-118-59178-X 1-299-47565-5 1-118-59181-X
Descrizione fisica	1 online resource (290 p.)
Collana	ISTE
Altri autori (Persone)	CrespiNoel
Disciplina	621.382
Soggetti	Data transmission systems Digital communications Telecommunication - Standards Telecommunication systems
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	Title Page; Contents; Foreword; Introduction; Acknowledgements; Chapter 1. Describing Service Architectures; 1.1. The telecommunications community; 1.1.1. The service and global functional planes of the intelligent network; 1.1.2. From TINA to the NGN; 1.1.3. The OMA and the concept of the enabler; 1.2. The Web community; 1.2.1. Web services as fundamental structural units; 1.2.2. Semantic description of resources; 1.2.3. Semantic description of Web services; 1.3. The IT community; 1.3.1. Service-oriented architectures; 1.3.2. The concept of view 1.3.3. Enterprise architecture and urbanization1.4. Summary; Chapter 2. Convergence of Service; 2.1. Overview of communication services; 2.1.1. Telecoms services and the NGN; 2.1.2. The NGN; 2.1.3. Towards convergence; 2.1.4. Implementation of convergent services; 2.2. Common developments of the service sector; 2.2.1. The service production viewpoint: from need to service; 2.2.2. The service use viewpoint: customer, consumer and user; 2.2.3. From service to service system; 2.3. Application to telecoms services; 2.3.1. Telecoms services

from the point of view of production?

2.3.2. Telecoms services from the point of view of use? 2.3.3. How to structure telecoms services?; 2.4. Summary; Chapter 3. Building an Architectural Framework for Telecom Services; 3.1. A business reference view for telecom services; 3.1.1. Activities from the business view; 3.1.2. Service processes; 3.1.3. Application to telecom services; 3.2. A functional reference view for telecom services; 3.2.1. Components of the functional view; 3.2.2. Functional patterns; 3.2.3. Application to telecom services; 3.3. A technical reference view for telecom services 3.3.1. The elements of the technical view 3.3.2. Technical roles and reference points; 3.4. Summary; Chapter 4. Modeling and Case Study; 4.1. The business reference view; 4.1.1. Modeling; 4.1.2. Illustrations; 4.2. Functional reference view; 4.2.1. Modeling; 4.2.2. Illustration; 4.3. The technical reference view; 4.3.1. Modeling; 4.3.2. Illustration; 4.4. Functional view of a service; 4.4.1. Modeling; 4.4.2. Illustration; 4.5. The technical view of a service; 4.5.1. Modeling; 4.5.2. Illustration; 4.6. The applicative view of a service; 4.6.1. Modeling; 4.6.2. Illustration; 4.7. Summary  
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## Sommario/riassunto

Communication services are evolving at an unprecedented rate. No longer limited to interpersonal vocal communication, they now integrate functions such as address books, content sharing and messaging. The emergence of social networks - which may also include these features - is an important element of this transformation. Content services are becoming flagship services themselves, and are sometimes paired up with conversation services. The boundaries between different services are becoming less and less distinct. This book meets the need for a better understanding of communication services,

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