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business environment encouraging service development; 3.3 Business model; 3.4 Value for the end-user; 3.5 Technical implementation; 3.5.1 The roles of the players in implementation; 3.5.2 Deployment; 3.6 Learning; 3.6.1 End-user perspective; 3.6.2 Technology perspective; 3.6.3 Business perspective; 4 Service Management; 4.1 Introduction; 4.2 Service management processes; 4.2.1 The service lifecycle; 4.2.2 Operating roles in service management; 4.2.3 Workflows and workflow management; 4.3 Service management architectures
4.4 Requirements for service management 4.4.1 Implications of a multi-provider environment; 4.4.2 Device management; 4.4.3 Personalization and differentiation; 4.4.4 Service convergence; 4.4.5 Telecom - IT convergence; 4.4.6 Inventory; 4.4.7 Multi-vendor environment; 4.4.8 Conclusion; 4.5 Service management for GSM networks; 4.6 Service management for GPRS and mobile data networks; 4.7 Service management for 3G and multimedia; 4.8 Reference; 5 Standardization Related to Service Management; 5.1 Introduction; 5.2 IETF; 5.3 Service availability forum; 5.4 3GPP; 5.5 OMA; 5.5.1 History 5.6 W3C, OASIS and WS-I. 6.1 W3C; 5.6.2 OASIS; 5.6.3 WS-I; 5.7 Liberty Alliance; 5.7.1 History and organization; 5.7.2 Liberty and network identity; 5.7.3 The Liberty Specifications in detail; 5.7.4 Implementation status; 5.8 TMF; 5.9 DMTF; 5.10 OSS/J; 5.11 Conclusion; 5.12 References; 6 Requirements and Characteristics of IP Services; 6.1 Introduction; 6.2 Crash course in mobile network technologies; 6.3 Requirements of services; 6.3.1 Service class 1: content service; 6.3.2 Service class 2: augmented VoIP; 6.3.3 Summary; 6.4 Characteristics of services
6.4.1 Service class 1: content service

Sommario/riassunto

New, attractive services for communications systems are versatile and promise to make the next generation of communications a success. Yet, as the systems grow more complex and diverse, so do the challenges of managing them. Service management derives from technologies used in fixed telephony systems and has evolved towards supporting packet-based services in an increasingly open environment. It is common belief that 3G (and later 4G) services will change the way we communicate and interrelate. The user will be put at centre stage and systems will be able to handle intelligent user

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Note generali	Refereed/Peer-reviewed
Sommario/riassunto	"Contributions to ethnology and linguistics, archaeology, and physical anthropology of Indian America."