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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
