

1. Record Nr.	UNINA9910830010903321
Autore	Raisanen Vilho
Titolo	Service modelling [[electronic resource]] : principles and applications / / Vilho Raisanen
Pubbl/distr/stampa	Chichester, England ; ; Hoboken, NJ, : Wiley, c2006
ISBN	1-280-73956-8 9786610739561 0-470-02865-3 0-470-02866-1
Descrizione fisica	1 online resource (297 p.)
Disciplina	004.6068 658.500285 658.812011
Soggetti	Digital communications Software architecture Business enterprises - Data processing
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. [249]-251) and index.
Nota di contenuto	SERVICE MODELLING; Contents; Acknowledgements; Preface; Abbreviations; How to Read This Book; Information About Trademarks and Copyrights; List of Figures; List of Tables; I Background; 1 Introduction; 1.1 Definition of Service Modelling; 1.2 Packet-based Services; 1.2.1 State of the Art; 1.2.2 Trends; 1.3 Emerging Technologies; 1.3.1 WWRF; 1.3.2 MobiLife; 1.4 Summary; 1.5 Highlights; 2 Approaches to Modelling; 2.1 Introduction to Modelling; 2.2 Software Engineering Paradigm; 2.3 Object-Oriented Modelling; 2.4 Expert Systems; 2.5 Service-Oriented Architectures; 2.6 Databases; 2.7 Architecture Design; 2.8 Other Modelling Methods; 2.9 Summary; 2.10 Highlights; 3 Industry Initiatives; 3.1 Introduction; 3.2 OMG; 3.2.1 Meta-modelling Viewpoint; 3.2.2 MOF; 3.2.3 MDA; 3.2.4 UML; 3.2.5 CORBA; 3.3 Business Process Management; 3.3.1 Workflow Management Coalition; 3.3.2 OASIS; 3.3.3 BPMI.org; 3.3.4 RosettaNet; 3.4 ITU; 3.5 3GPP; 3.6 TeleManagement Forum; 3.6.1 Enhanced Telecom Operations Map; 3.6.2 Shared Information/Data Model; 3.6.3

Service Framework; 3.6.4 Services Over IP; 3.7 IT Service Management Forum; 3.8 Activities Related to Internet Services; 3.8.1 W3C; 3.8.2 WS-I 3.8.3 Liberty Alliance 3.9 Other Fora and Viewpoints; 3.9.1 SLAs; 3.9.2 OMA; 3.9.3 Semantic Description of Web Services; 3.10 Summary; 3.11 Highlights; II Service Modelling Concepts; 4 Requirements for Service Modelling; 4.1 Notation; 4.2 General Requirements and Concerns; 4.3 Technology-related Requirements; 4.4 Process-related Requirements; 4.5 Information Modelling-Related Requirements; 4.6 Stakeholder Type-Specific Requirements and Concerns; 4.6.1 End-user/Subscriber; 4.6.2 Service Provider; 4.6.3 Connectivity Provider; 4.6.4 Enabler Provider; 4.6.5 Stakeholder Interrelationships 4.7 Summary 4.8 Highlights; 5 Management Framework; 5.1 Description of the Framework; 5.1.1 Views to Modelling Management Tasks; 5.1.2 Management Framework; 5.1.3 Service Life Cycle; 5.1.4 Service and Product Concepts; 5.2 Assumptions about Inter-provider Relations; 5.3 Relation to Existing Frameworks; 5.4 Summary; 5.5 Highlights; 6 Service Framework; 6.1 Introduction; 6.2 Service Quality Framework; 6.2.1 Prior Work; 6.2.2 Requirements; 6.2.3 Description of the Framework; 6.2.4 Use of the Framework in Service Quality Management; 6.2.5 Perspective; 6.3 Security Framework 6.3.1 Aspects of Security 6.3.2 Privacy and Trust; 6.3.3 Security Framework; 6.3.4 Summary; 6.4 Using of Service Framework in Management Framework; 6.4.1 Product Creation; 6.4.2 Service Subcontracting; 6.4.3 Linking Service to Resources; 6.4.4 Purchasing a Product; 6.4.5 Service Optimisation; 6.5 End-user Services; 6.5.1 Introduction; 6.5.2 Background Data Transfer; 6.5.3 Interactive Data Transfer; 6.5.4 Messaging; 6.5.5 Streaming; 6.5.6 Conferencing; 6.6 Summary; 6.7 Highlights; 7 Service Modelling Patterns; 7.1 Modelling Framework; 7.2 Modelling Patterns; 7.2.1 Abstract Patterns 7.2.2 Basic Entities

Sommario/riassunto

Learn how to use service modelling to streamline and optimize processes! Information about customer needs, the technical composition of services, and service performance are fundamental to effective service management. Service modelling is a structured approach to utilizing this information to improve the way services are delivered. Consistent application of service modelling provides the automation of processes and timely access to information. Service Modelling presents a comprehensive, up-to-date overview of the topic, presented in the context both of business processes, a
