TM Forum Open APIs

Conformance Certification

Company Name: Tecnotree

TM Forum Open API Name: TMF724 - Incident Management

TM Forum Open API Release Version: 4.0.0

Report Date: 14/09/2023
1. **What Product or Solution does your API support?**

Tecnotree Digital Suite supports role-based access with different GUI items in the system's interface so that respective groups and users will get only defined GUI components and properties mentioned in for a particular role. User Interface aspect is configurable to allow users to add custom attributes, hide non-mandatory attributes, re-order custom attributes, change color schemes and apply access rules for user roles.

**Tecnotree Digital Accelerator Platform (DAP)** SSO Platform (OAuth 2 based) manages the definition of User, their roles and access permissions for all users who need to access to Tecnotree Digital Suite Products.

Tecnotree Digital Suite Products support user authentication and authorization with different roles and access level permissions by integrating with Tecnotree DAP SSO Platform, to perform appropriate operations.

Based on authorized user’s profile and access rights received from DAP SSO, Tecnotree Digital Suite Products shall enable or disable Application Menu and Appropriate Elements when performing appropriate operations. The user management and security authentication are based on OAuth2/Open ID and SAML.

DAP also provides the following components:

- **Adapters/ Protocols** - Common built-in adapters/ connectors are available out of the box. This enables seamless integration with multiple elements such as legacy systems and databases. The built-in adopters can integrate
with various protocols such as REST, gRPC, SOAP as well integrate with both SQL and no-SQL database such as Mongo DB.

- Pre-built common platform services - With an objective to enable rapid service creation, DAP has several pre-built services that are available:
- As common re-usable micro service that can be leveraged in many applications
- Sample list includes Rules, Scripts, Notifications, Messaging, Search and so on.
- These common services are available to create services through Drag-and-Drop User Interface.
- Integration Service Creation - DAP enables the creation of atomic integration services quickly through Adapters/ protocols on existing interfaces.
- Business Services or Workflows - DAP offers workflow modeler/ designer through which business processes or workflows can be created quickly. A workflow can make use of integration services, pre-built platform/ custom services, rules, Scripts, third party API interfaces and so on.
- API Management Platform - It provides centralized repository for APIs. It also acts as a single-entry point for all external clients/ consumers. It also enables the integration of various systems.
- Operations Platform - DAP provides a deployment/ run-time/ execution environment for service/ business process. It also monitors the health of the service/ application and generates various reports/ dashboards.

2. **Overview of Certified API**

An incident is defined as any event which is not part of the standard operation of the application or service, and which causes or may cause an interruption or a reduction of the quality of the service. Tecnotree provides versatile Incident
Management services with the stated objective of restoring normal operations as quickly as possible and with the least possible impact on either the Digital Service Provider’s business or subscribers.

- Incident Management activities includes:
  - Logging, Categorization and Prioritization of incident identified by Tecnotree
  - Incident finding/tracing of end user problems.
  - Incident diagnostics
  - Incident rectification / workaround
  - Incident escalations
  - Incident repercussion

Each Incident is assigned an incident number and a status. The status indicates the phase of the Incident rectification within the Incident Management process. Incidents are also divided into four different severity levels (Critical, High, Medium, and Low) based on impact and criticality and treated according to mutually agreed reaction, response and restoration times as defined in the Service Level Agreement.
3. **Architectural View**

![Architectural Diagram](image)

4. **Test Results**

Click here to see the test results: [TECNOTREE-TMF724 API-HTML Results](#)