TM Forum Open APIs

Conformance Certification

Company Name: Infovista SAS

TM Forum Open API Name: TMF621 - Trouble Ticket Management

TM Forum Open API Release Version: 4.0.0.

Report Date: 05/03/2024
1. **What Product or Solution does your API support?**

Ativa™ closed loop automation use cases aims to solve QoE / QoS SLA issues by typically acting upon the network and trigger healing, scaling, placement and other corrective workflows through the OSS or xNF northbound interfaces.

In order to comply with customer’s NOC / SOC processes, such automated network actions triggered due to SLA violations, needs to be recorded / documented in customer’s Trouble Ticketing system, including proper references to the associated alarms / events that triggered the closed loop automation. Moreover, if the issues cannot be resolved automatically and the SLA degradation continues, even after triggering the recommended actions, it’s crucial that NOC / SOC personnel is properly informed so that other type of actions can be taken outside the product / solution boundaries. By being able to interface with an external Trouble Ticketing system, automation workflows can manage tickets life cycle through CRUD operations and even keep it’s own internal persistence for auditing / reporting / analytics purposes.

The implementation of the Ativa™ Trouble Ticket module includes the implementation of:

- Internal trouble ticket API compliant with TMF621
- Integration with external system, based on TMF621
2. Overview of Certified API

Ativa™ Suite, through its automation module, can integrate with TMF621 compliant products like ServiceNow.

Ativa™ Trouble Ticket Management provides an internal REST API that is compliant with the TMF621 standard. This REST API, in turn proxies the request to the configured external Trouble Ticket System, waits for the response, and send the response back to the original caller.

For the ticket creation, the required fields that need to be sent are:
- description
- severity
- ticketType

The system provides the following capabilities:

- Expose internal REST API implementation of TMF621 specification
- Integration with external TMF621 compliant systems
- Handling of authentication for external TMF621 REST API
3. Architectural View

Ativa™ Trouble Ticket module provides an internal REST API that is compliant with the TMF621.

This internal REST API, in turn, proxies the request to the configured external Trouble Ticket System, also compliant with the TMF621 standard, wait for the response, and proxy the response back to the caller application.

Additionally, the tickets are persisted internally so that is possible to build audit or analytics use cases on top of them.
4. **Test Results**

Click here to view the test results: `INFOVISTA-TMF621-HTMLResults.html`