TM Forum Open APIs

Conformance Certification

Company Name: TM Technology Services Sdn. Bhd.

TM Forum Open API Name: TMF724 – Incident Management

TM Forum Open API Release Version: 4.0.0

Report Date: 19/03/2024
1. **What Product or Solution does your API support?**

TM Incident Management API provides an open and standard request and response API mechanism to:

1) Create Incident report related with alarms been generated by TM Fault & Performance Management System
2) Create Diagnose Incident report to indicate the diagnostic had been performed
3) Create Resolve Incident report to indicate action taken to resolve/repair the root cause of an incident or problem, or to implement a workaround
4) Retrieval of Incident, Diagnose Incident and Resolve Incident reports from TM Assurance System

The system will invoke the API to create the reports and other TM ecosystems are able to retrieve the related information by invoking this API.
2. **Overview of Certified API**

This API perform the following operations:
1. Retrieve a List of Incident, Diagnose Incident and Resolve Incident resources depending on filter criteria using the GET.
2. Retrieve a List of Incident, Diagnose Incident and Resolve Incident resource using the GET operation.
3. Create an Incident, Diagnose Incident and Resolve Incident resource using the POST operation.
3. Architectural View

API subscriber — TM API Gate — TM Enterprise Middleware — TM Assurance System

- TMForum Open API
  - API Management
  - Token Authentication
  - Throttling
  - Publish / Subscription
  - API Gate Portal

- TMForum Open API
  - TM Forum OpenAPI Transformation
  - Micro Service
  - Logging Framework

- Monitoring Layer
  - DynaTrace
  - Grafana

- Log Management
4. **Test Results**

Click here to view the test results: [TELEKOM MALAYSIA-TMF724RW-HTMLResults.html]