

TM Forum Open APIs Conformance Certification



Company Name:

China Telecom Corporation Limited.

Product Name and Release Version:

China Telecom CNOS-BSS

TM Forum Open API Name and Release Version:
TMF724 – Incident Management V4.0.0

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1. What Product or Solution does your API support?

China Telecom CNOS (New-Generation Cloud Network Operation System) is an enterprise-level operation system that integrates and upgrades the existing OSS (for network operation), BSS (for business operation), and MSS. It is one of the main carriers for China Telecom's digital, automated, and intelligent operation management, and an important component of China Telecom digital platform.

The capabilities provided by various capability centers and applied in various application scenario in the CNOS are uniformly aggregated and encapsulated through the atomic capability platform to achieve capability sharing. CNOS and the data middleware enable the interconnection and sharing of production data, and empower production operation through the big data and AI capabilities of the data middleware. Meanwhile based on the unified technology platform of PaaS components, IaaS, and general capabilities of the business centers, cloud deployment and development operation are integrated.

The Incident Management API (TMF724) serves as a core component of the CNOS Common Center. It addresses the pain points of traditional alarm-driven maintenance such as massive trouble tickets and low troubleshooting efficiency. This API supports the full-lifecycle management of incidents, including incident creation, query, diagnosis task triggering and resolution task execution. It provides standardized incident data model, multi-dimensional attributes such as impact, priority, root-cause information, together with rich event notifications for incident state changes. The O&M management module uses TMF724 API to realize fault incident centralized management, cross-system incident synchronization, and integration with peripheral network monitoring and trouble-ticket platforms.

2. Overview of Certified API

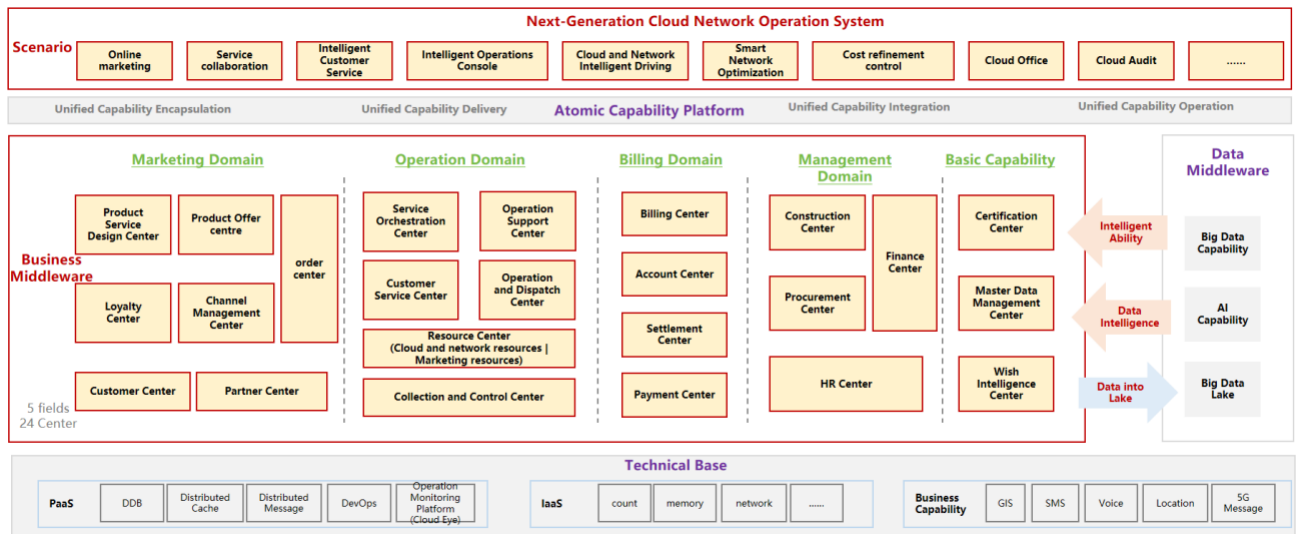
- TMF724 Incident Management API

The Incident Management API REST specification implements standardized incident lifecycle management aligned with ITIL practice. It supports core operations for incident, diagnose-incident and resolve-incident resources: incident creation and retrieval, submitting diagnosis tasks for fault analysis, submitting resolution tasks for fault

repair. The API defines impact, priority, urgency, root-cause and affected-entity attributes to describe network/service faults. It adopts meta-attributes (@type, @baseType, @schemaLocation, @referredType) to realize polymorphism and schema extension. Six categories of event notifications are provided for incident creation, state transition, diagnosis and resolution task status change. It supports simple incident reporting as well as complex OSS-to-OSS interworking scenarios. Note that direct modify and delete operations on incident resource are not supported; incident lifecycle is controlled by source domain management system.

3. Architectural View

The following Diagram shows the technical architecture of China Telecom CNOS(Next-Generation Cloud Network Operations System) :



4. Test Results

Click here to view the test results: [CHINATELECOM-TMF724-v4.0.0-HTMLReport.html](#)