



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

E.880

TELEPHONE NETWORK AND ISDN

QUALITY OF SERVICE, NETWORK MANAGEMENT AND TRAFFIC ENGINEERING

FIELD DATA COLLECTION AND EVALUATION ON THE PERFORMANCE OF EQUIPMENT, NETWORKS AND SERVICES

ITU-T Recommendation E.880

(Extract from the *Blue Book*)

NOTES

1 ITU-T Recommendation E.880 was published in Fascicle II.3 of the *Blue Book*. This file is an extract from the *Blue Book*. While the presentation and layout of the text might be slightly different from the *Blue Book* version, the contents of the file are identical to the *Blue Book* version and copyright conditions remain unchanged (see below).

2 In this Recommendation, the expression “Administration” is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

© ITU 1988, 1993

All rights reserved. No part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from the ITU.

Recommendation E.880

FIELD DATA COLLECTION AND EVALUATION ON THE PERFORMANCE OF EQUIPMENT, NETWORKS AND SERVICES

1 Introduction

This Recommendation provides guidelines for the collection of field data relating to dependability. It covers general aspects with an overview of sources, measures and information that may be involved when collecting field data. It is anticipated that specific practical needs of operation, maintenance and planning staff, in applying these guidelines, will be dealt with in a handbook under preparation.

The Recommendation emphasizes that meaningful data must include the data on successes (operation without failures) as well as data on failures and faults. In other words, this Recommendation is not intended to be only a failure reporting guideline.

It is applicable, without any restriction, to different items ranging from components to systems and networks (including hardware, software and people).

Terms and definitions used are in line with Recommendation E.800.

2 Scope

It is the intention of this Recommendation to provide guidelines for setting up data collection and reporting schemes which can be applied either during monitoring of samples of items or on a more widespread basis on almost all items (of the same type) by large operational and maintenance organizations.

It is considered that, if such guidelines are followed, accuracy and completeness of reporting are enforced and the quality of the monitored items and their parts can be improved on a medium- to long-term basis. Moreover, such an effort will facilitate the interchange of information between user and providers.

No recommendations are made on how to organize maintenance support. It is nevertheless understood that some items are repaired on site, others only replaced on site and possibly repaired at centralized facilities. Field data may be obtained at each of those stages.

In order to obtain maximum efficiency from the collection of data, it is suggested that the programmes of reporting, analysis and dissemination of results be closely co-ordinated.

The items considered may either have been designed, manufactured, or installed and may be operated by the same organization or by different organizations. This Recommendation applies to all possible cases of provider-user relations.

3 The need for data collection

Any data collection scheme must aim to provide the information required to enable the correct decisions to be taken in order to reach specified objectives; these objectives should be well defined and documented at the outset.