



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

M.1230

(05/96)

SERIES M: MAINTENANCE: INTERNATIONAL
TRANSMISSION SYSTEMS, TELEPHONE CIRCUITS,
TELEGRAPHY, FACSIMILE AND LEASED CIRCUITS
International public telephone network

**Method to improve the management
of operations and maintenance processes
in the International Telephone Network**

ITU-T Recommendation M.1230

(Previously «CCITT Recommendation»)

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FOREWORD

The ITU-T (Telecommunication Standardization Sector) is a permanent organ of the International Telecommunication Union (ITU). The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 1 (Helsinki, March 1-12, 1993).

ITU-T Recommendation M.1230 was revised by ITU-T Study Group 4 (1993-1996) and was approved under the WTSC Resolution No. 1 procedure on the 12th of May 1996.

NOTE

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

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ABSTRACT

This Recommendation describes general guidelines for Telecommunications Operators in order that they can improve the QOS and NP through the optimization of Operation and Maintenance (O&M) processes focusing on the customer satisfaction of the telephone service. The proposed method foresees the correlation between the assessment performance results of the international telephone network with a general index which represents the difficulty levels of O&M environment.

KEYWORDS

Context Difficulty Index (CDI), Customer, Maintenance, Network Performance (NP), Operations, Operations and Maintenance (O&M) processes, Quality of Service (QOS), Telecommunications Operator (TO) – Administrations, ROAs, Carriers, etc.



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