Serviceability Considerations for Reliability Engineers

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Serviceability Considerations for Reliability Engineers (1)

1) The proliferation of network services definition and design at customer finger tips enabled by SDN and NFV transformation.

2) This leads to service chaining concept that drives simplicity to users while adding complexity to operators of the networks.

3) More software, open source SW, adding challenges to integration testing from end-to-end (E2E) point of view, a must to ensure the service quality.

4) Industry is moving from network reliability model to E2E service resiliency model.

5) This leads to revolutionary changes in BSS/OSS, network control and configuration functions, as well as network and service orchestration flows.

6) Enterprise-wide data model and data dictionary are the pillars for successful service chaining and effective service monitoring.
7) True E2E Service Quality Management (SQM) requires complete different approach and platform capabilities.

8) Application and service transaction based traceability is also a must to ensure SLA.

9) End-user experience quality will be an added metric to drive improvements.

10) New operating model with operator, vendor, suppliers requires digital fingerprints shared across multiple companies yet protected.

11) Cyber security needs to penetrate along the vertical stack as well as at service level horizontally.

12) Concept of Software Reliability Engineer and future talents/skills to ensure service quality into future.