



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.

Serviceability Considerations for Reliability Engineers (2)

- 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.

