Welcome

[YOUR TRAINER THIS SESSION]

Digital & Motion creative

Jonas Kockx

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Service Ordering & Planning

Agenda

[WHAT YOU WILL SEE THIS SESSION]

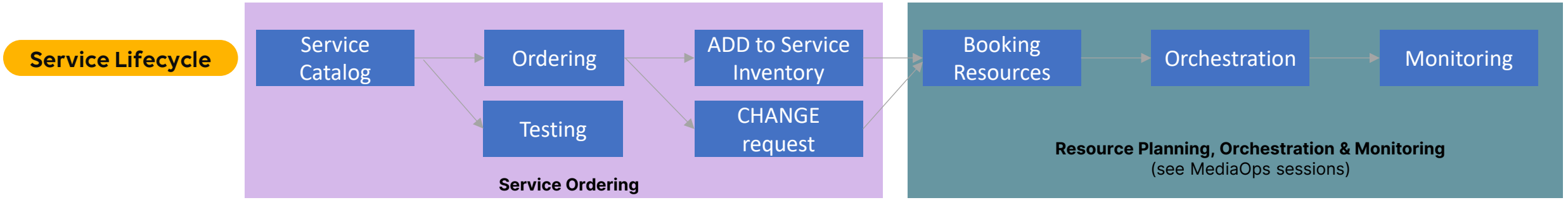
Solutions Track

1. Service Management Concepts
2. Service Management Framework
3. Standard Applications Demo (PROTOTYPE)
4. Customer Example
5. Exercise

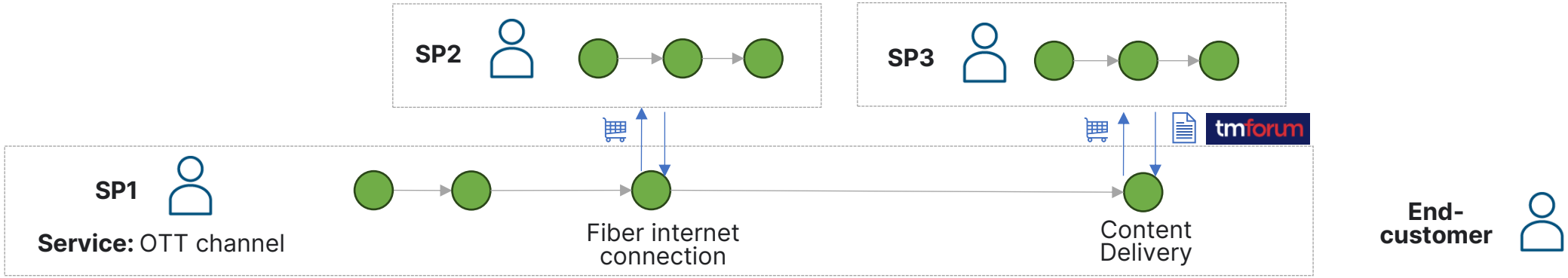
Service Management - Concept

Managing end-to-end service lifecycles from ordering to orchestration and monitoring

- Goal is to facilitate **end-to-end service lifecycle management** : (PROTOTYPE)



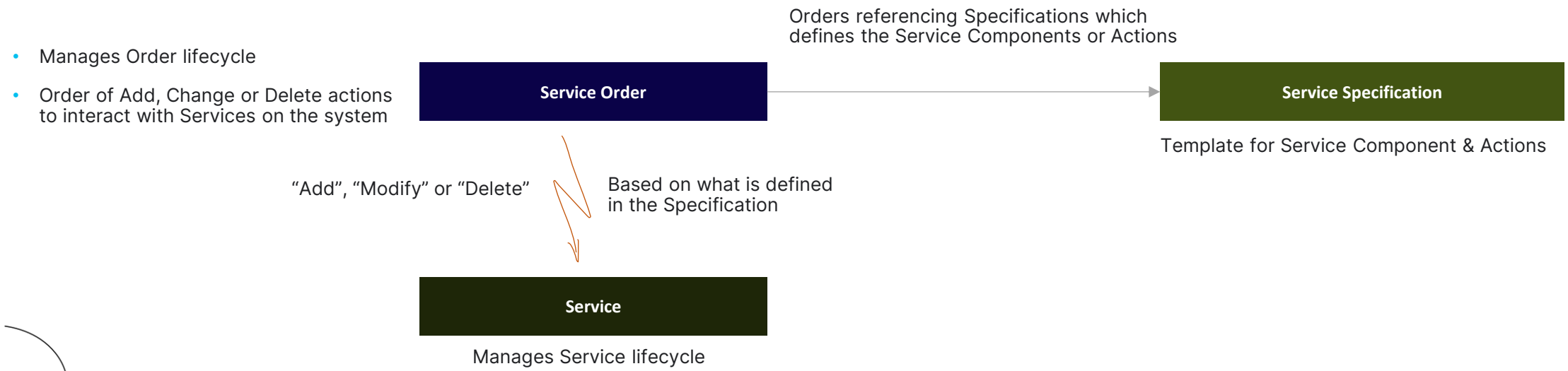
- **Facilitate interoperability** between/within Service Providers and Customers (TMF/MEF Open APIs)



Service Management Framework – Building blocks

Framework allows to interact with Services through Orders referencing Specifications

- Aligned with **TM Forum** Service Lifecycles
- **Orders**, **Specifications** and **Services** as main components
- DataMiner solution will provide **framework** with the supporting data model and base functionality

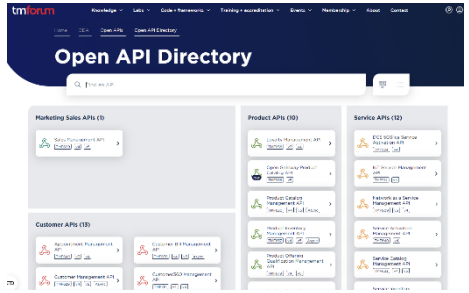


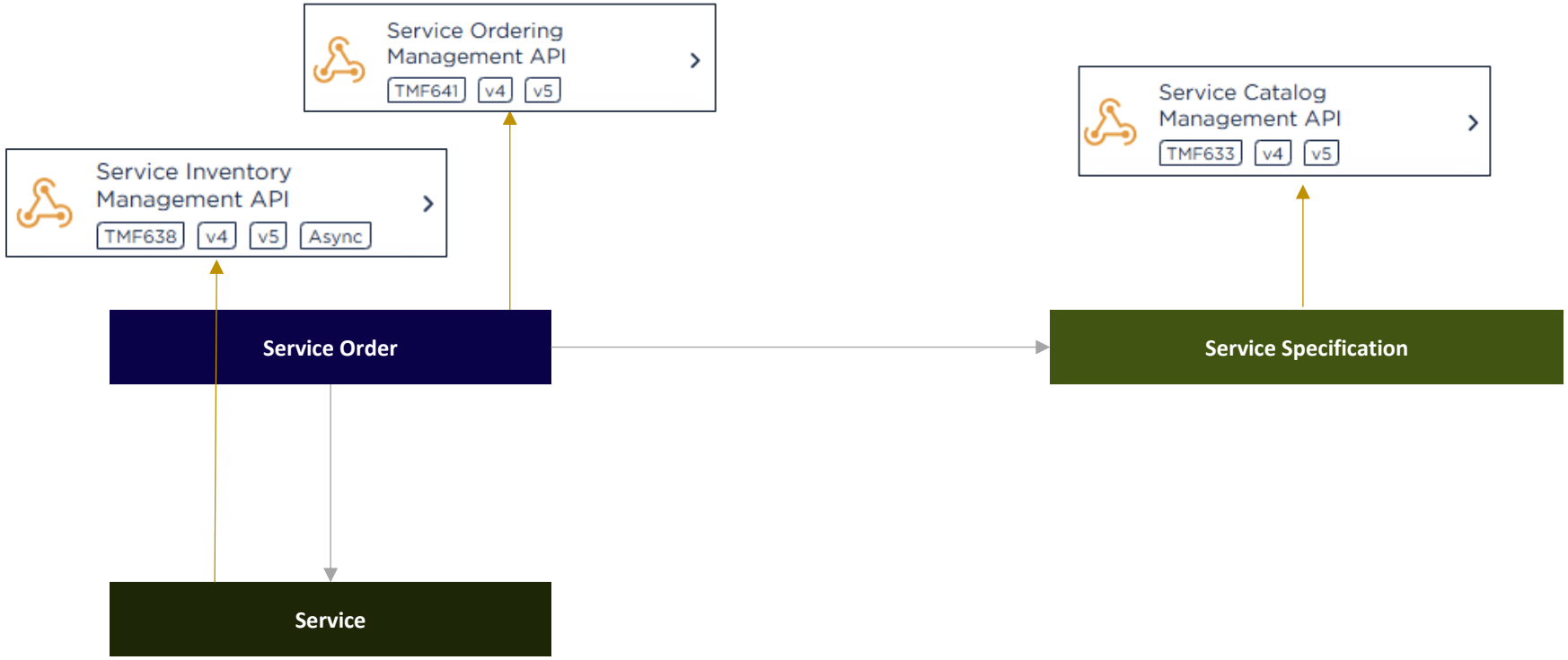
Service Management Framework – APIs

Standardized APIs should facilitate interoperability with internal/external stakeholder

- Ever increasing **cross-organization/interconnected** operations & **dynamic** nature of services
- Adopting standardized **TM Forum/MEF API** to ease **OSS/BSS integration** between SPs & Customers
- Allow to **focus on service quality** and operational efficiency rather than integrations

TMF Open API Directory

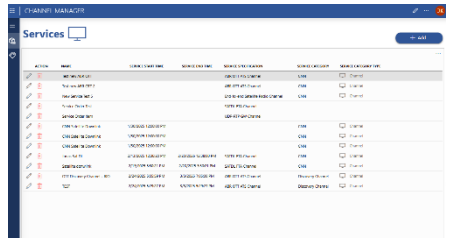




Service Management Framework – Use-cases

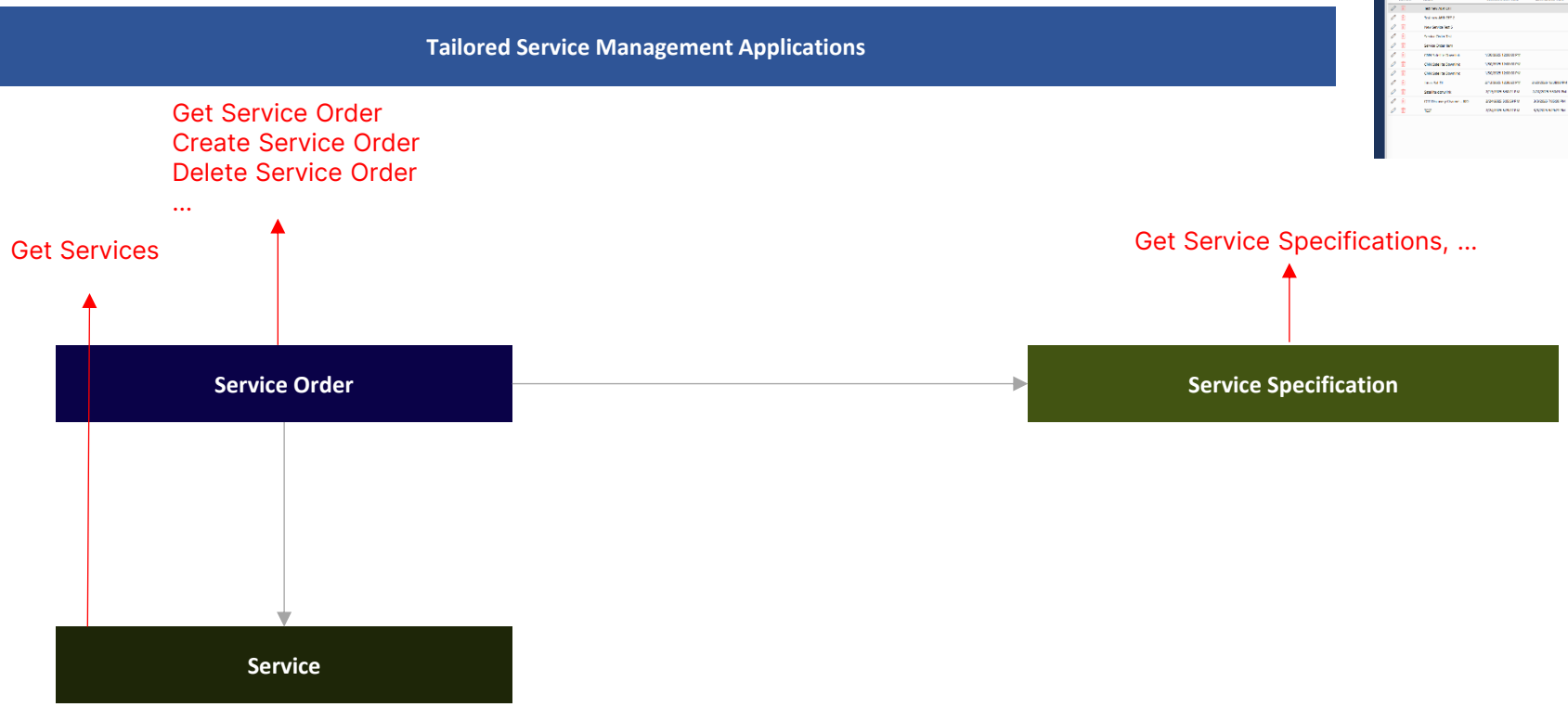
Framework to offer generic support of service lifecycle management

- Framework aimed to support **any "Service" use-case** (e.g. Connectivity, Channels, Events, …)
- Ability to create **customized UIs / Workflows**



Example

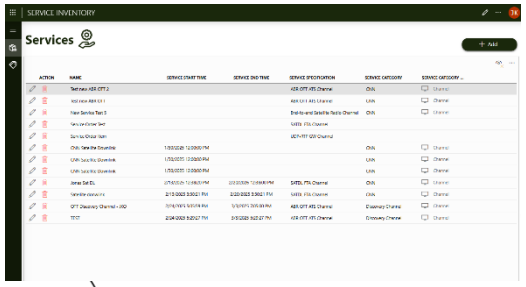
Framework containing C# Helper Classes (backwards compatible)

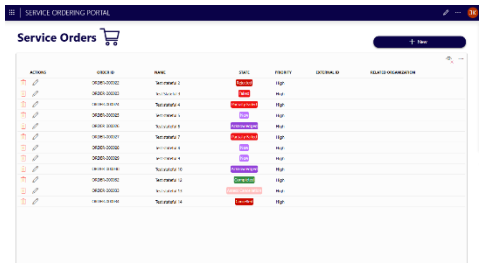


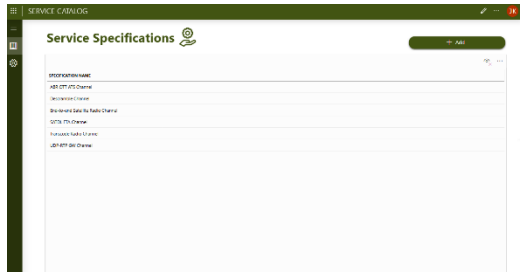
Service Management Standard Apps

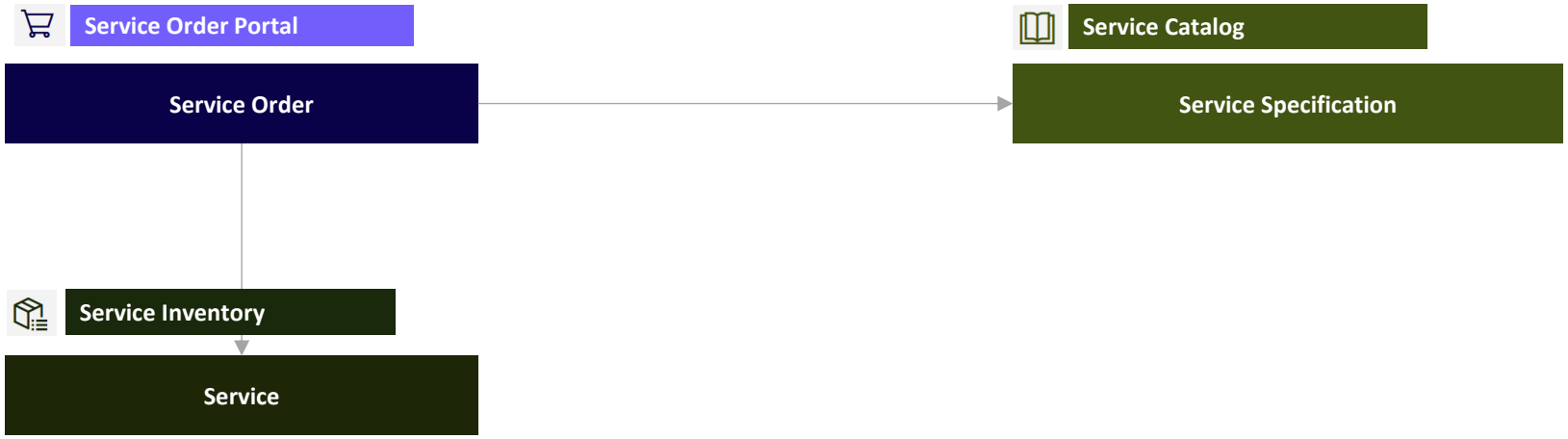
Standard solution also contains basic standard apps serving generic functionality

- Package contains some **basic apps out-of-the-box** (prototypes)
- Used as starting point and to illustrate the concept → **Customize UIs / Workflows** from here







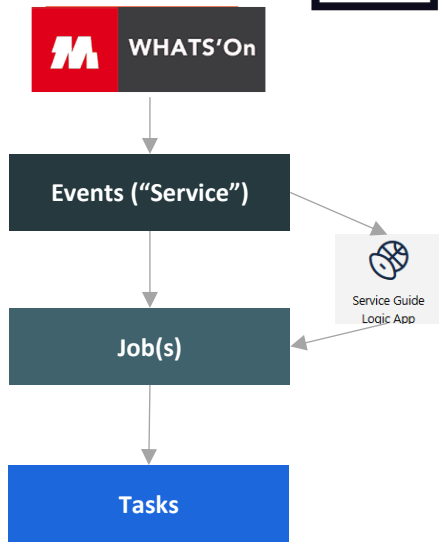


Overview on Service Management components

Service Ordering, Catalog & Inventory integrate worlds of BSS and OSS

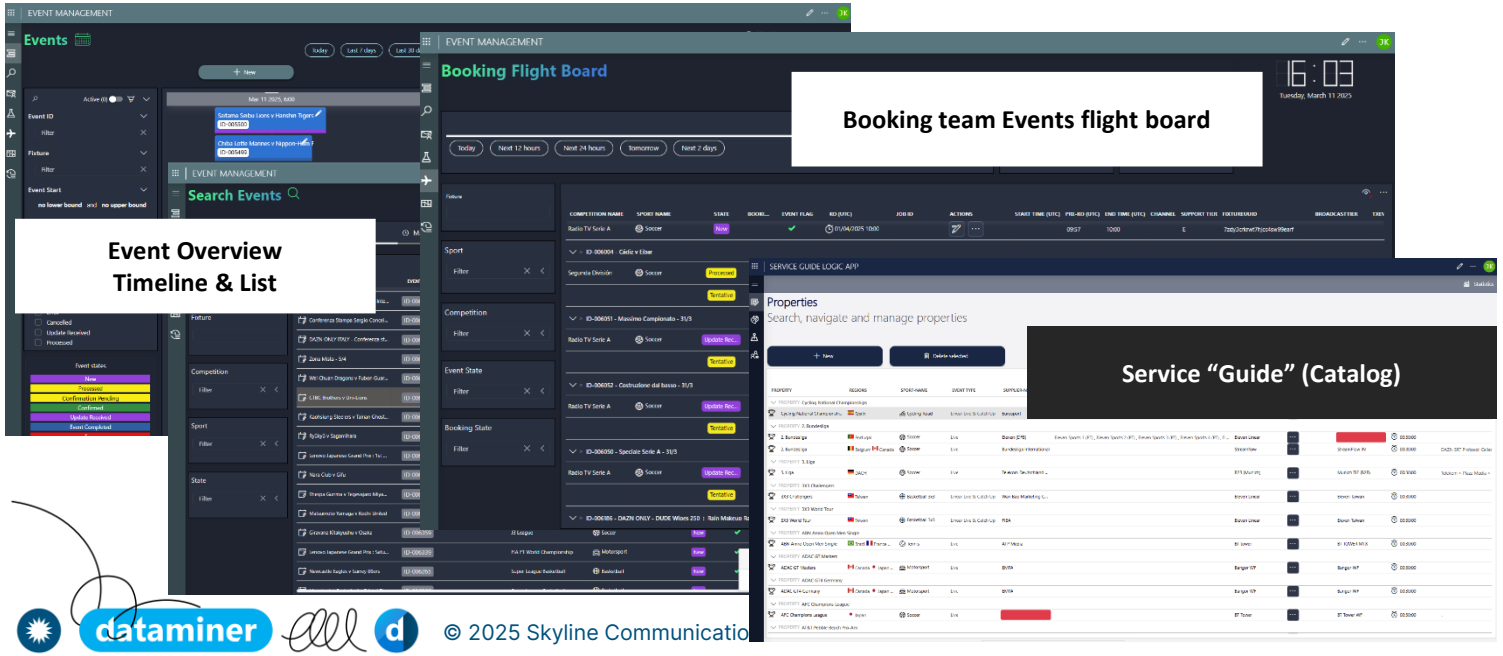
Customer example

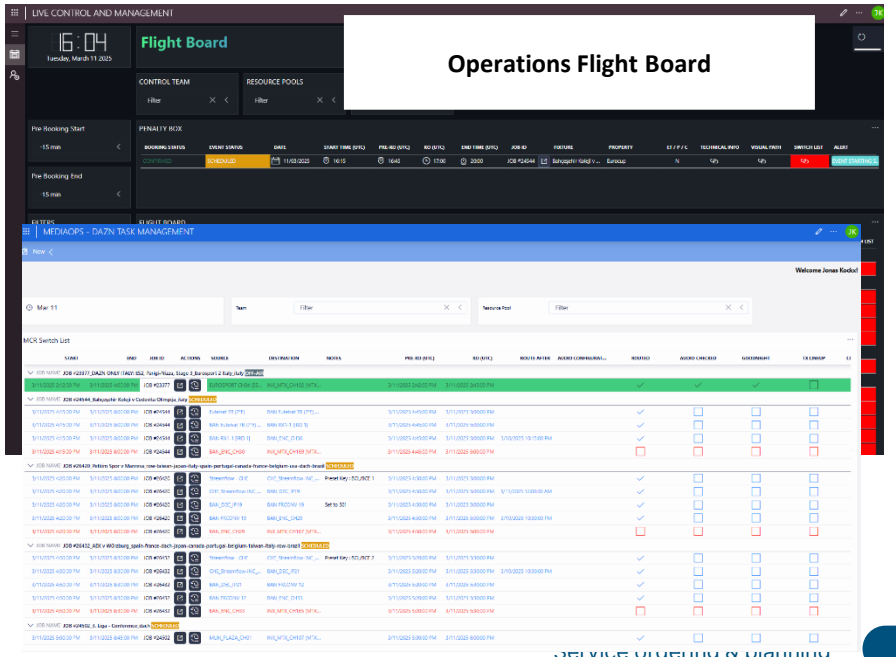
DAZN actively using Service concept in production



DAZN

- Tailored **Event Manager** ingesting planned Events from Whats'On
- Custom **Service Guide** (Catalog) which determines Technical Workflows (MediaOps)
- **Task Manager** showing the operational status of Events (Tasks)
- **MediaOps** (Jobs to book & configure resources) serve as input for Operations



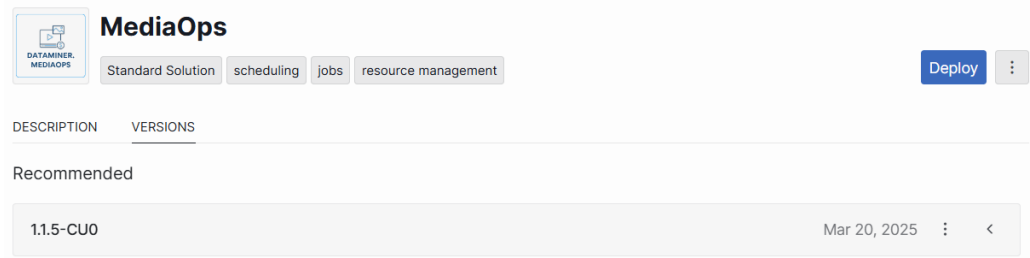


Exercise

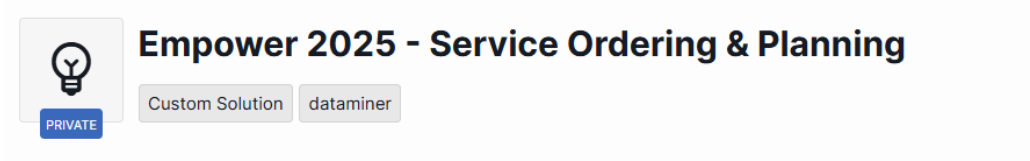
Service Management

Prerequisites

- Install MediaOps (1.1.X) – if not already in previous session



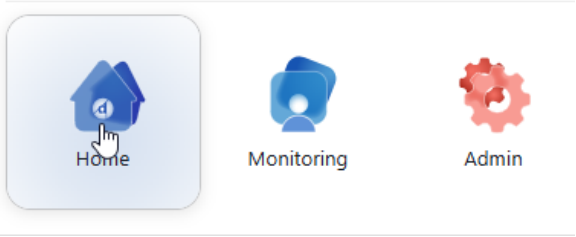
- Install **Empower 2025 – Service Ordering & Planning**



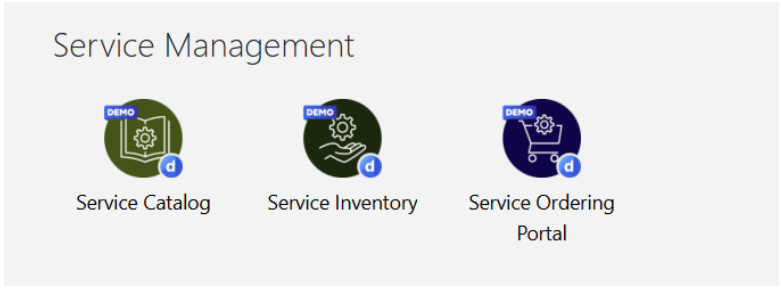
Exercise

Step 1: Validate package installation

- Go to **dataminer.services**
- Click on **Home** button under your DAAS system



- In case the package is installed successfully you have the following application visible



- If you don’t see the applications , please retry deploying the packages

Gain 25 DevOps points!

Send the result to
jonas.kockx@skyline.be by March 24th

Exercise 1

Run through complete Service Ordering process

- Create **Service Specification** in Service Catalog
  - Try to tailor the Specification to the environment you are working in (e.g. telco, media, …)
  - Add **Service Items** to your Specification (use default workflow to limit configuration)
    - E.g. Satellite downlink, descrambling, decoding, video processing, distribution, …
  - Add **configuration and properties** to the Service Specification
- Create **Service Order** to order a Service Specification from the Catalog
  - Create Order
  - Add **Service Order Item** to order the Service Specification you just created in the Catalog
  - Specify **configurations and properties** on the Service Order Item
  - Process the Service Order Item by initializing the Service
- In the **Service Inventory**, initialize the Service Items beneath the Service that was created
- In MediaOps Scheduler, check if Jobs are properly created (reservation, orchestration & monitoring)

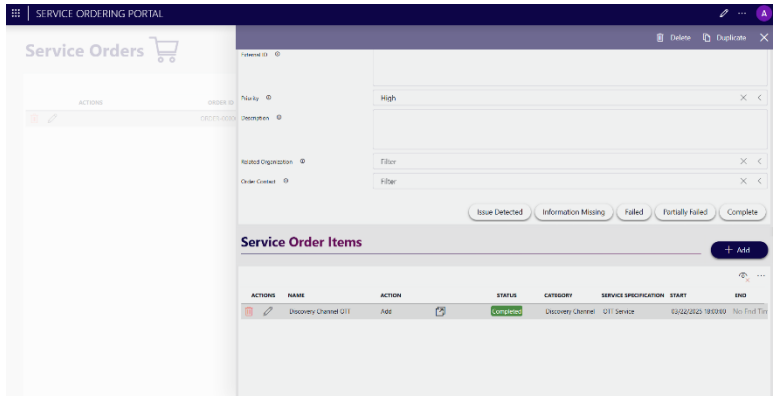
Exercise 1

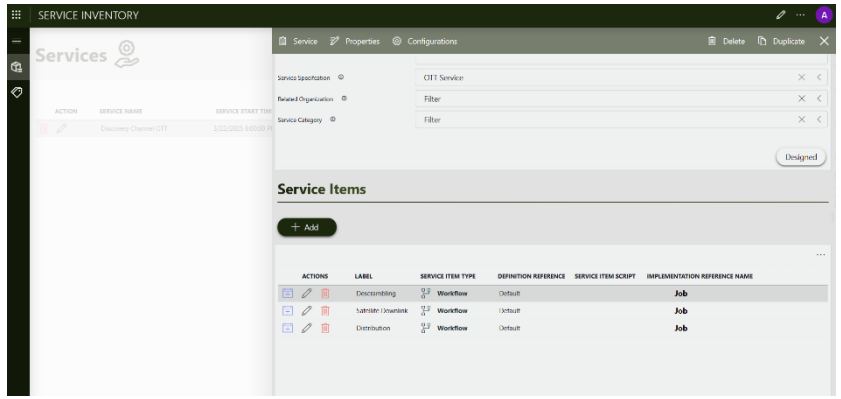
Run through complete Service Ordering process

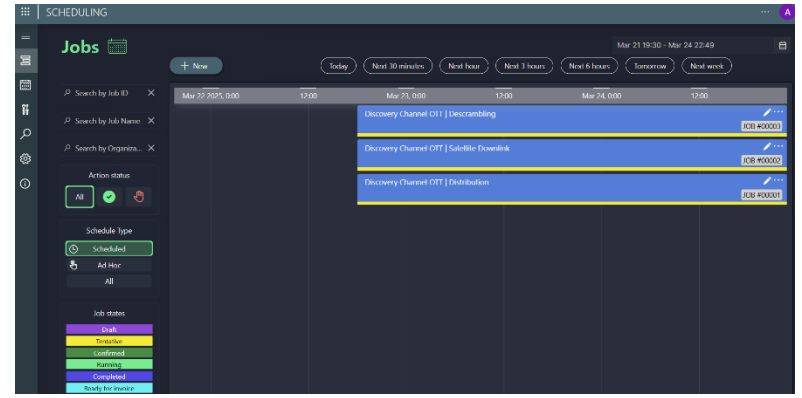
Gain 25 DevOps points!

Send the result to jonas.kockx@skyline.be by March 24th

- If you want to earn **DevOps point**, send the following screenshots to jonas.kockx@skyline.be
  - Service Order with Service Order Item visible
  - Service with the Service Items visible
  - Job Scheduler showing the Scheduled Jobs







Gain 25 DevOps points!

Send the result to
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Exercise 2

Tailoring the Service Manager based on existing framework

- Based on the context you work in, **tailor the Service Inventory** app to your use-case, e.g.:
  - Channel Manager
  - Event Manager
  - Production Manager
  - IT service repository
- Use the functionality of low-code app to tweak the UI
  - E.g., Create different pages per Channel
  - E.g., Create page per IT Service type (based on Service Specification or Categories linked to the Service)
  - E.g., Option to filter down on specific Categories

Remarks:

- Framework is still a prototype (!) and subject to change
- Data Sources: currently GQI/Adhoc → to be replaced by backward compatible Helper classes

Exercise 2

Tailoring the Service Manager based on existing framework

Gain 25 DevOps points!

Send the result to jonas.kockx@skyline.be by March 24th

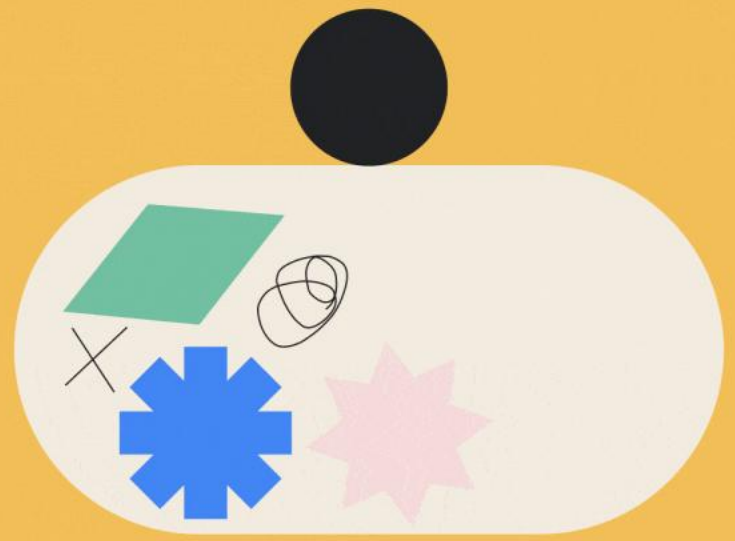
- If you want to earn **DevOps point**, send the following screenshots to jonas.kockx@skyline.be
  - Service Specification with Service Items visible
  - Service Order with Service Order Item visible
  - Service with the Service Items
  - Job Scheduler showing the Scheduled Jobs

[ASK AWAY]

empower!

[SEE YOU IN **5** MINUTES]

BREAK



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Service Ordering & Planning

Leveraging **AI** to in your Ordering process

Agenda

[WHAT YOU WILL SEE THIS SESSION]

Solutions Track

1. Recap on Service lifecycle and AI opportunities
2. State-of-the-art AI tools
3. Examples on how to integrate AI tools into DataMiner
4. Demos
5. Exercise

Service Lifecycle facing difficulties to get fully automated

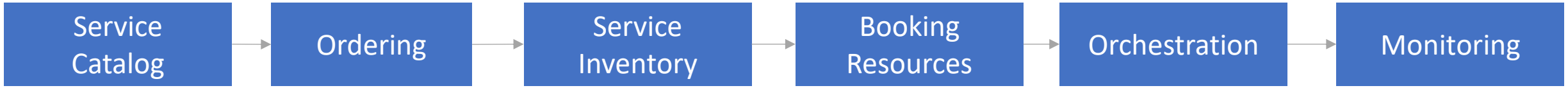
Some steps throughout the Service Lifecycle are still manually executed and time-consuming

Manual steps throughout the Service Lifecycle

- Translate internal/external customer requests into Service Orders
- Translate information from external Service Providers to input parameters for your Service
- Processing trouble tickets
- …

- **Manual = Time Consuming!**

Service Lifecycle (recap)



Powerful AI tools ready to automate your workflows

Easily automate manual text/document processing by leveraging the power of LLM models

- Extremely **powerful of-the-shelf AI tools** available on the market

Previously **Optical Character Recognition** (OCR) :

- (+) Power to process text from any pdf or image
- (-) Training of the models required to indicate where the model can find the necessary information

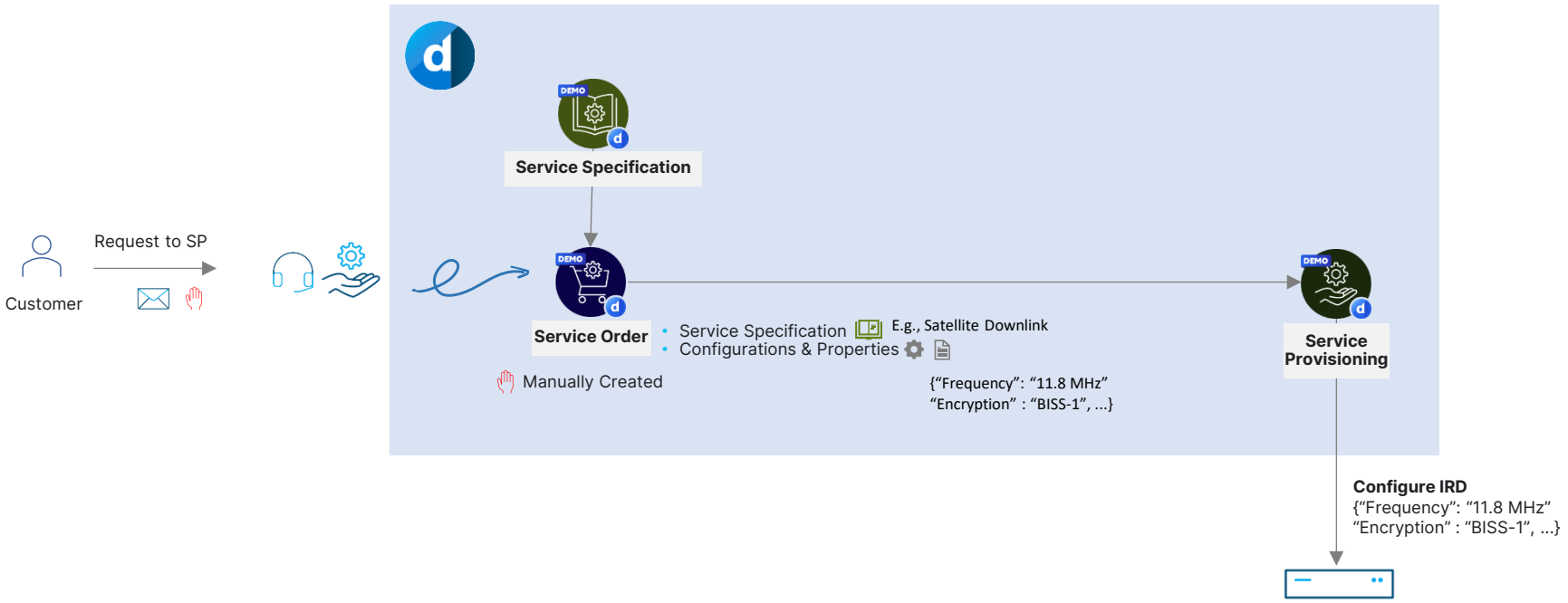
Now **Large Language Models** (LLM) :

- (+) **Flexible** to process any unstructured text or text-based file without training
- (+) Some (most) LLM AI tools (e.g. ChatGPT, Copilot, ...) already support hybrid OCR + LLM
- (-) Only difficulty/work is that it requires **smart Prompt Engineering**

- These AI tools provide **flexible APIs**, so can be perfectly integrated in your DataMiner workflows !

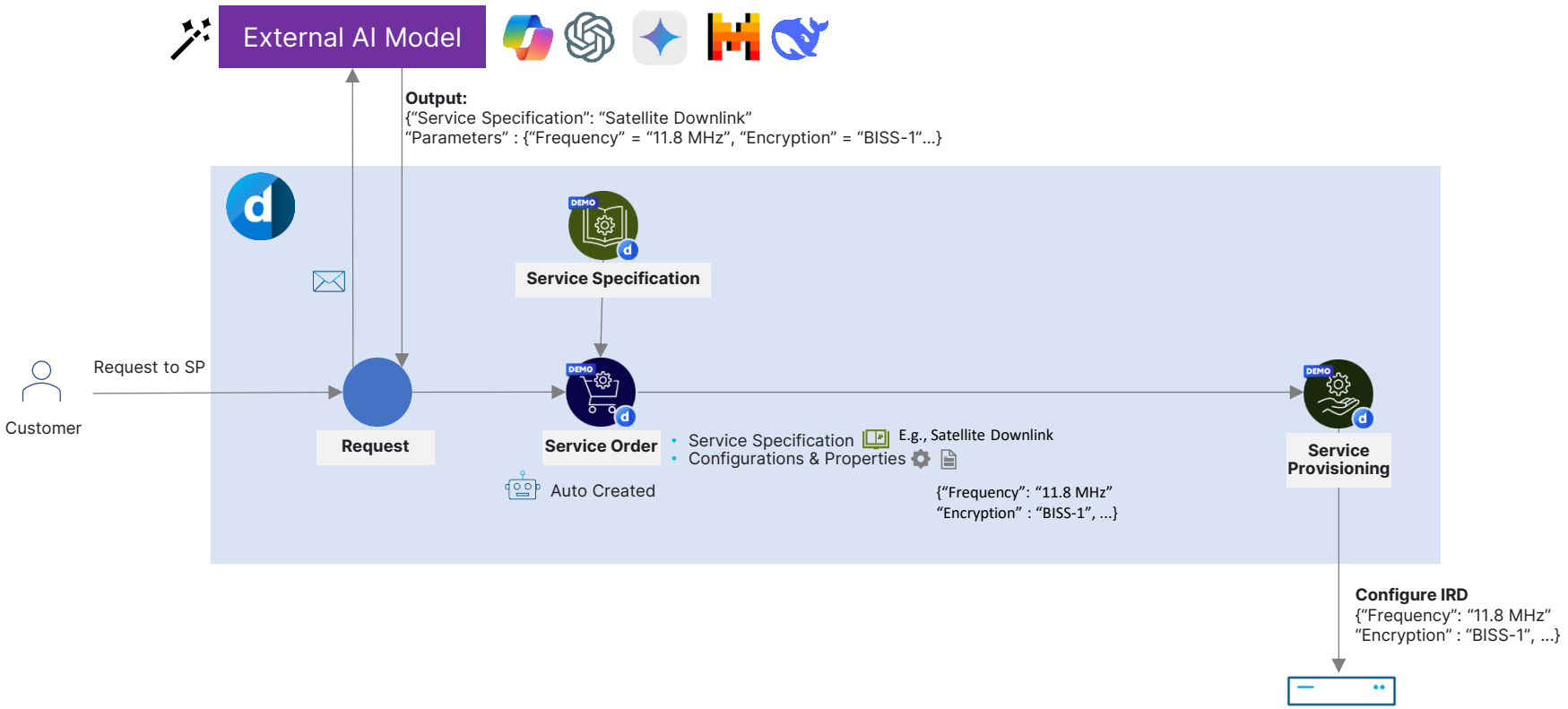
Integrating AI models into DataMiner workflows

Manual Processing of Customer Requests in Satellite Service Providers

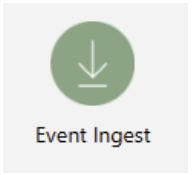


Integrating AI models into DataMiner workflows

Automated Processing of Customer Requests in Satellite Service Providers

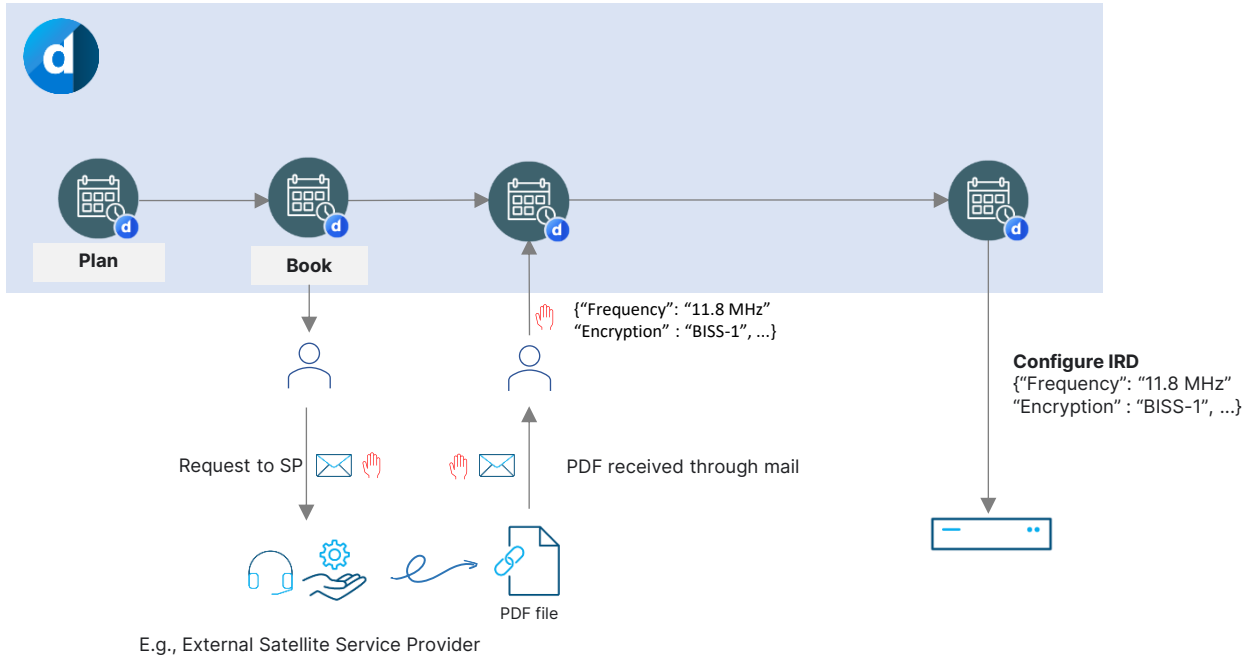


Demo



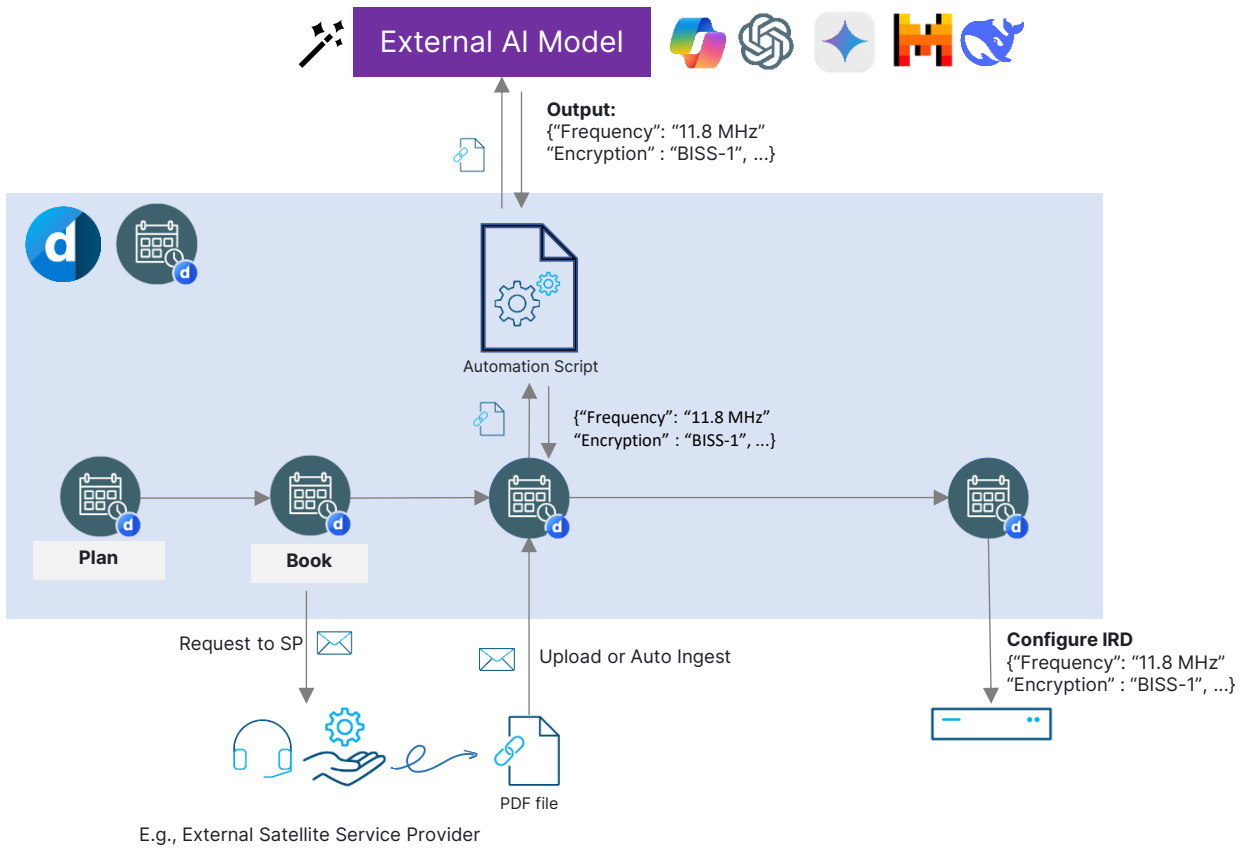
Integrating AI models into DataMiner workflows

Manual Processing of PDF files in Media Service Provider Context



Integrating AI models into DataMiner workflows

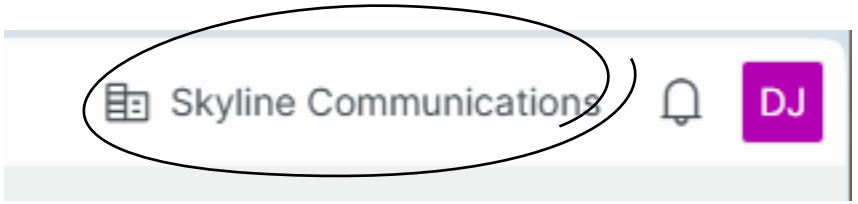
Automated Processing of PDF files in Media Service Provider Context



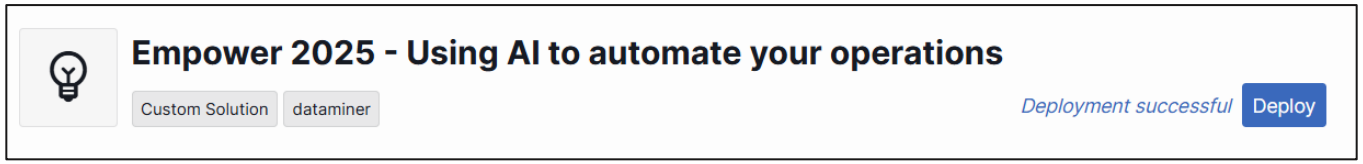
Exercise

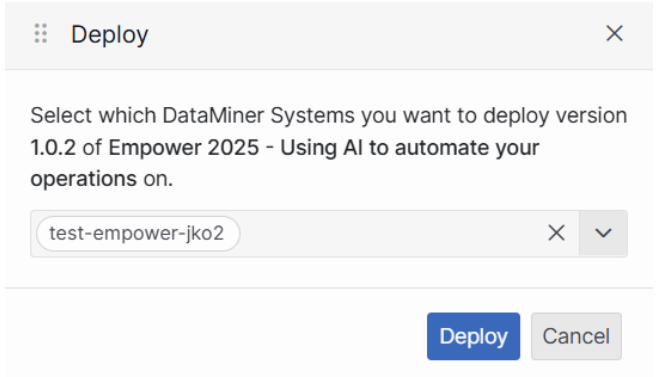
Step 1: Install the package

- Go to **catalog.dataminer.services**
- Make sure your own created **Organization** is shown on top right



- Search for catalog item called: **Empower 2025 - Using AI to automate your operations**
- Click **Deploy**
- Select you own DAAS system from the drop-down and click **Deploy**

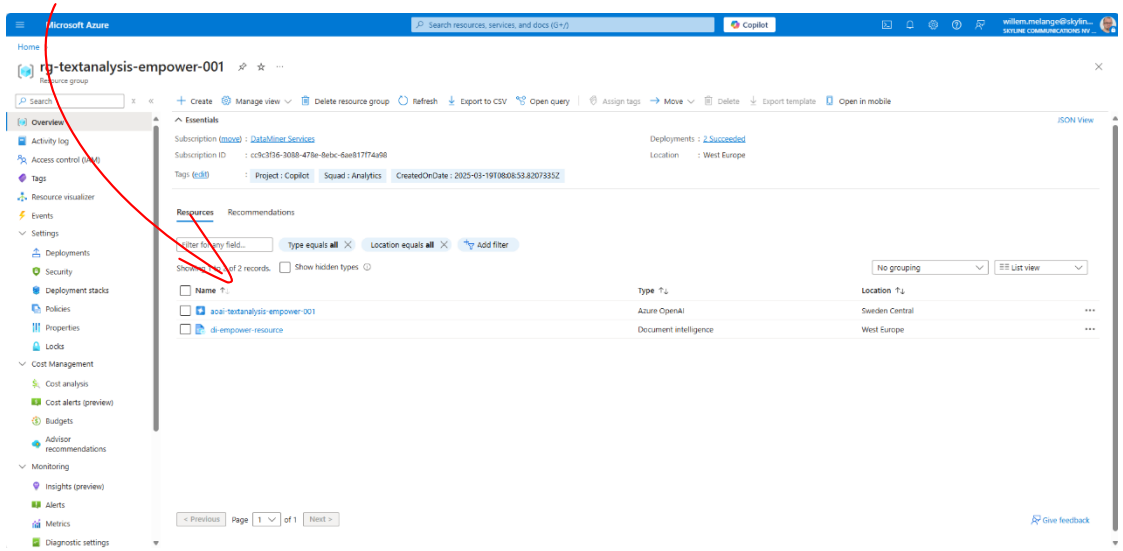


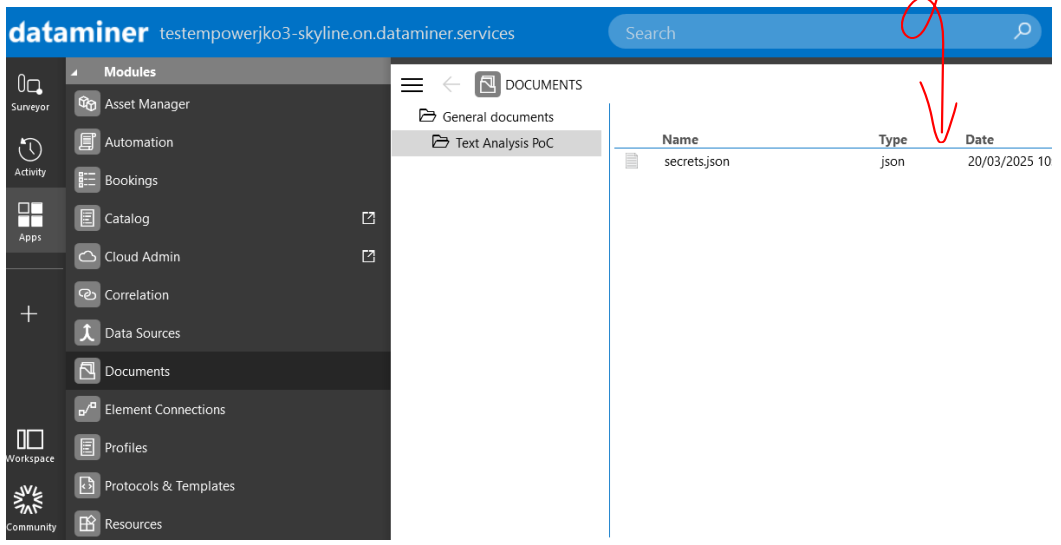


Exercise

Step 2: configure secrets

- Need to load secrets to the system
  - Scan the **QR code** on the screen
  - Copy the json text (+ sent to your laptop) and paste in a new file secrets.json on your device
  - Go to Apps > Documents and upload the **secrets.json** file under “General Documents/Text Analysis Poc”
- (Info : the apps will connect to ChatGPT-4o model hosted in Skyline Cloud environment)

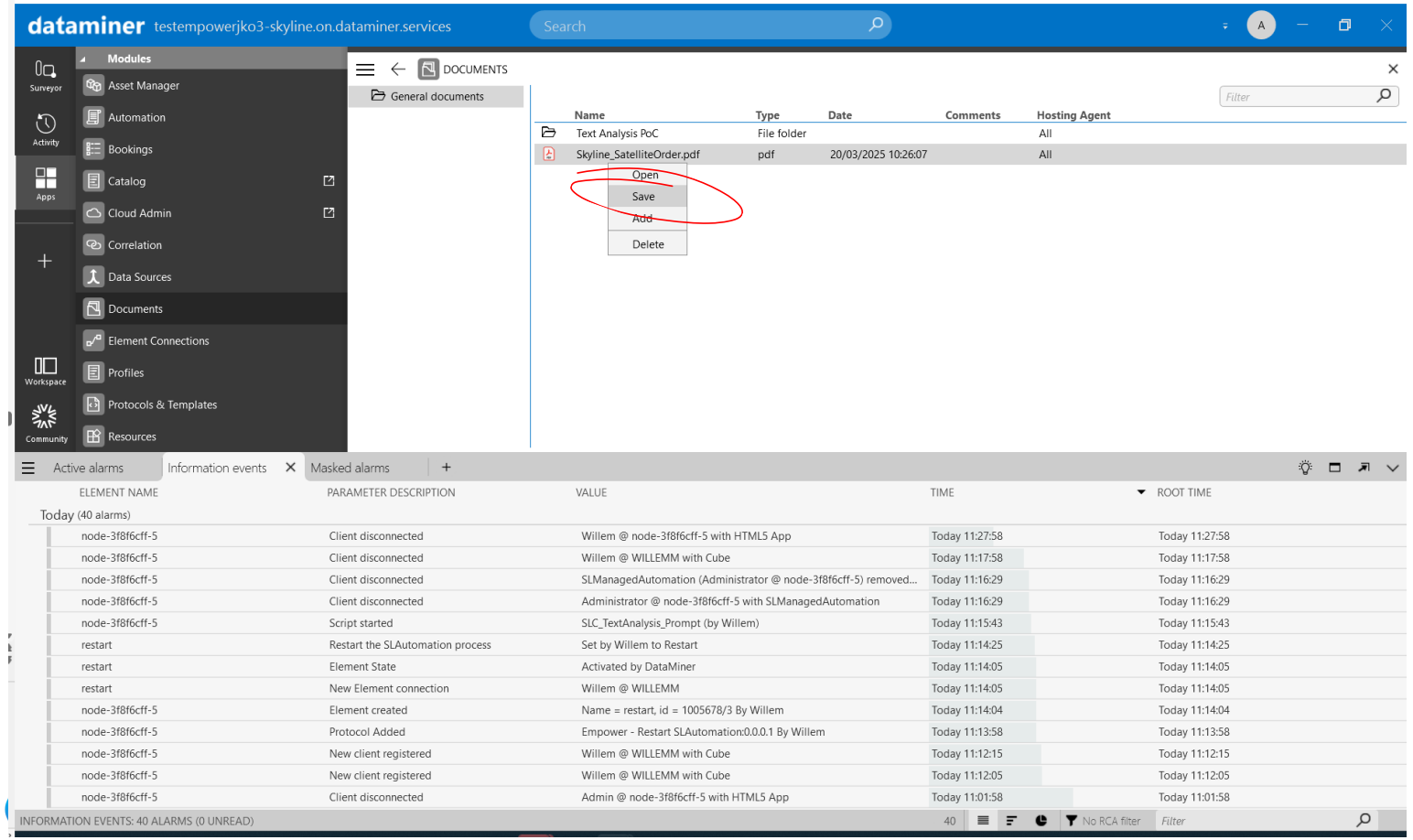




Exercise

Step 3: get PDF document that will be used in the exercise

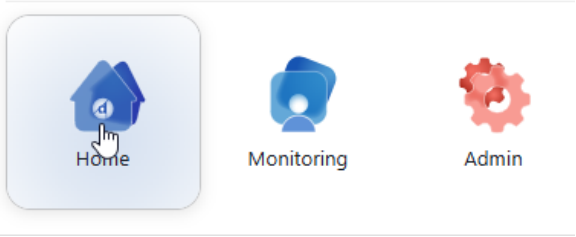
- Go to Cube > Apps > Documents > Navigate to folder “General documents/”
- Save the file “Skyline_SatelliteOrder.pdf”



Exercise

Step 4: Validate package installation

- Go to **dataminer.services**
- Click on **Home** button under your DAAS system



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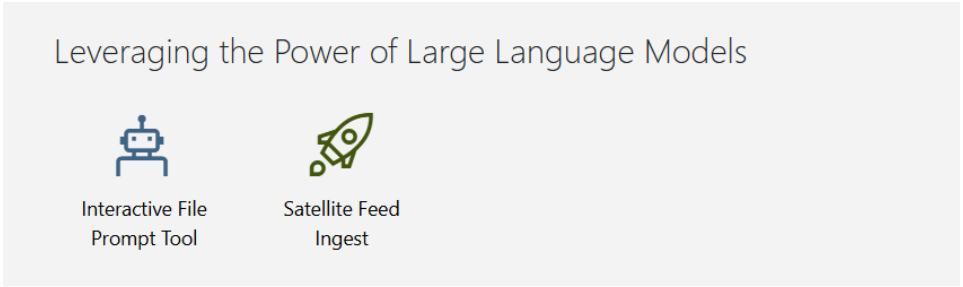


- If you don’t see the applications , please retry deploying the packages

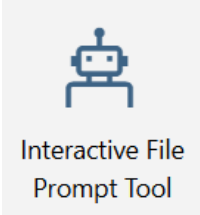
Exercise 1

Write your own prompt to get information from PDF document

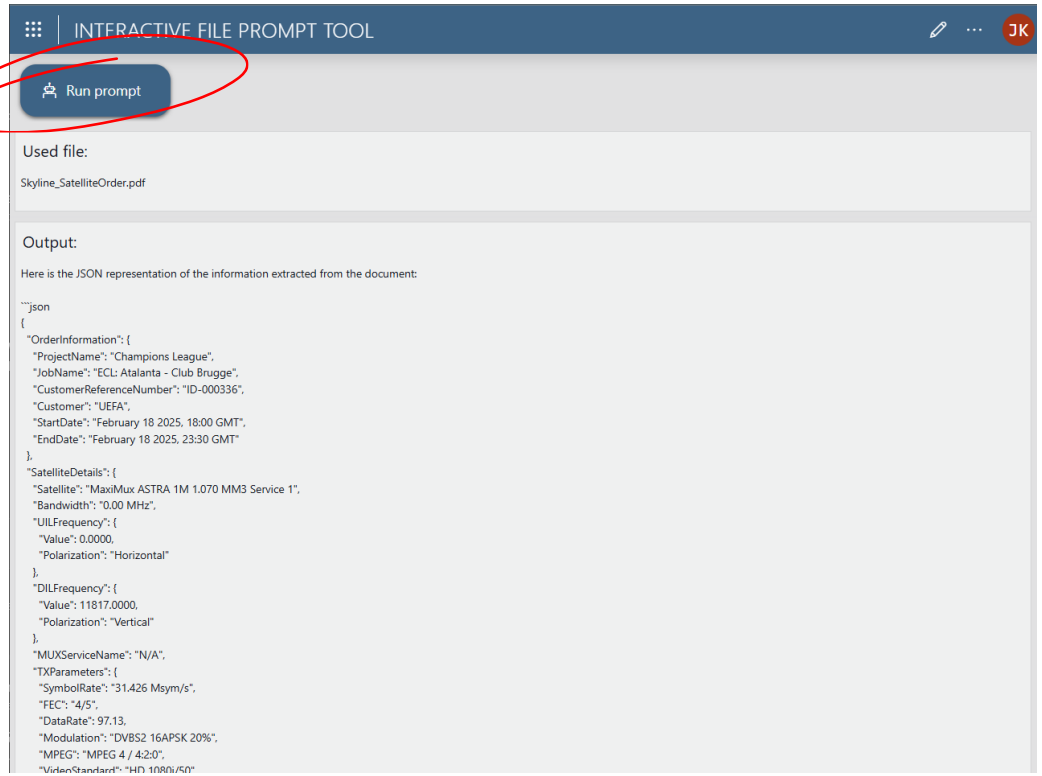
Gain 25 DevOps points!

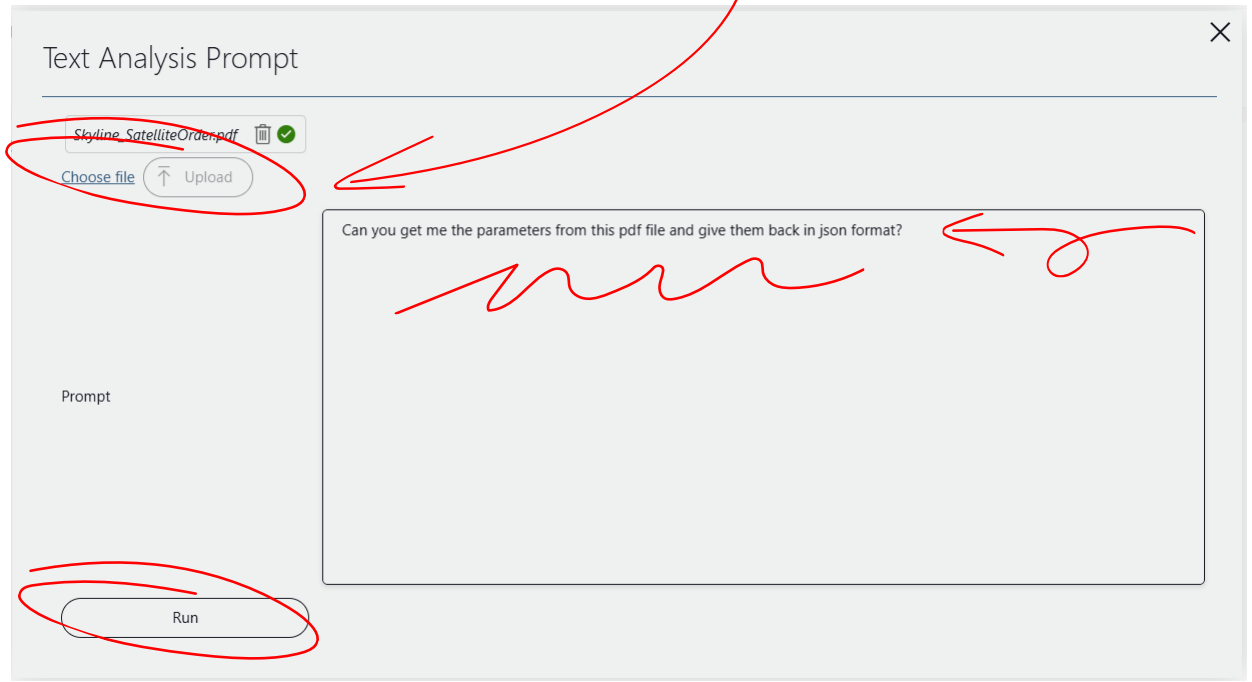
Send the result to jonas.kockx@skyline.be by March 24th

1. Open “Interactive File Prompt Tool” app
2. Use the app to process parameters from the document



“Skyline_SatelliteOrder.pdf”





Exercise 1

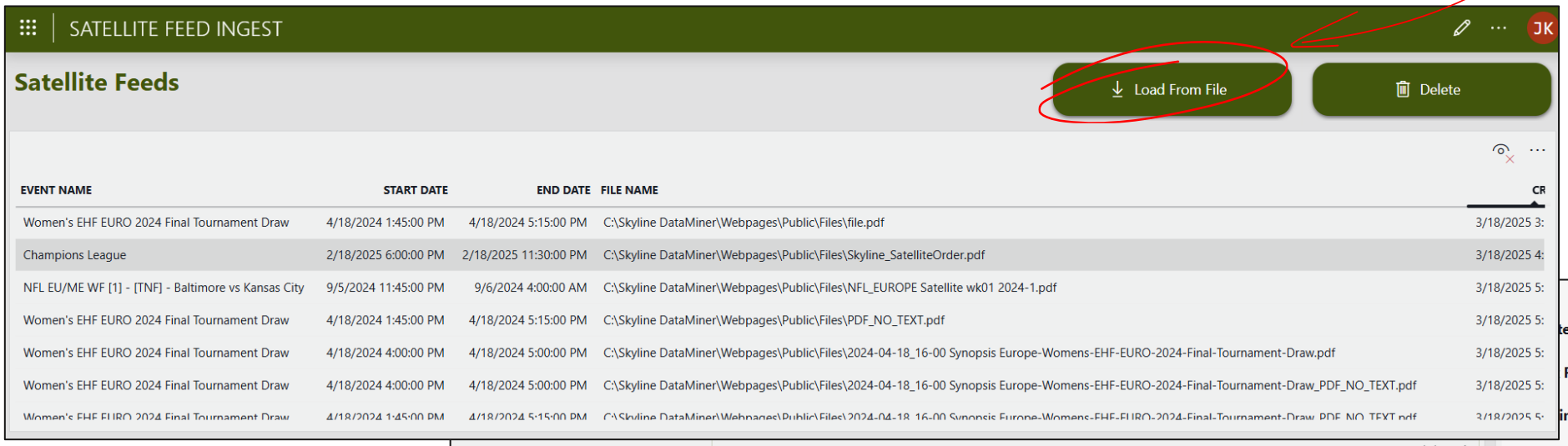
Use Satellite Feed Ingest app to read Satellite parameters

Gain 25 DevOps points!

Send the result to jonas.kockx@skyline.be by March 24th

1. Open “Satellite Feed Ingest” app
2. Use the app to process parameters from the document

“Skyline_SatelliteOrder.pdf”



Gain 25 DevOps points!

Send the result to jonas.kockx@skyline.be by March 24th

Exercise 1

Leveraging Large Language Models to superpower your DataMiner

- If you want to earn DevOps point, send the following screenshots to jonas.kockx@skyline.be
  - “Interactive File Prompt Tool” app with your own prompt in which you extract specific information and return as a json structure
  - “Satellite Feed Ingest” app with Satellite document processed

[ASK AWAY]

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