



# Service Modelling: Principles and Applications

*Vilho Räisänen*

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**Learn how to use service modelling to streamline and optimize processes!**

Information about customer needs, the technical composition of services, and service performance are fundamental to effective service management. Service modelling is a structured approach to utilizing this information to improve the way services are delivered. Consistent application of service modelling provides the automation of processes and timely access to information.

*Service Modelling* presents a comprehensive, up-to-date overview of the topic, presented in the context both of business processes, and of requirements stemming from the need to manage network resources. Vilho Raisanen delivers a justification for service modelling, and explains state-of-the-art concepts, frameworks and standards in detail.

## ***Service Modelling:***

- Provides a complete and illustrated overview of state-of-the-art concepts for service modelling, covering requirements and frameworks.
- Includes industry initiatives, conceptual frameworks, and the work of standardisation bodies.
- Discusses different modelling approaches, and the positioning of modelling of services in service management and in the wider operational context.
- Sets the modelling framework in the context of business drivers and modelling paradigms.
- Illustrates principles with real-world use cases, providing both fixed Internet and mobile network examples.
- Relates concepts to the work of TeleManagement Forum, giving practical examples throughout.

*Service Modelling: Principles and Applications* is an invaluable guide to service modelling for telecommunications and data communications professionals, including vendors, operators, consultants, training organizations, service and content providers, system architects and engineers for IP-based services. Educational organizations, advanced undergraduate and graduate students on telecommunications and networking courses will also find this text invaluable.

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