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# Standardisation in Operations Administration and Maintenance (OAM) for Submarine Cable System

Presenter Stephen Dawe

Company Name Cable&Wireless

**Cable&Wireless**

# Introduction & Overview

- Development of the situation
- OAM Landscape Today
- Significant Features from Analysis
- OAM Improvement - Business Based Approach
- Summary and Conclusions

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# Two Principal OAM Constructs

Distributed

```
graph LR; A[Distributed] --> B[Submerged Plant Maintenance]; A --> C[Terminal Maintenance]; A --> D[System Administration]; E[Centralised] --> B; E --> C; E --> D;
```

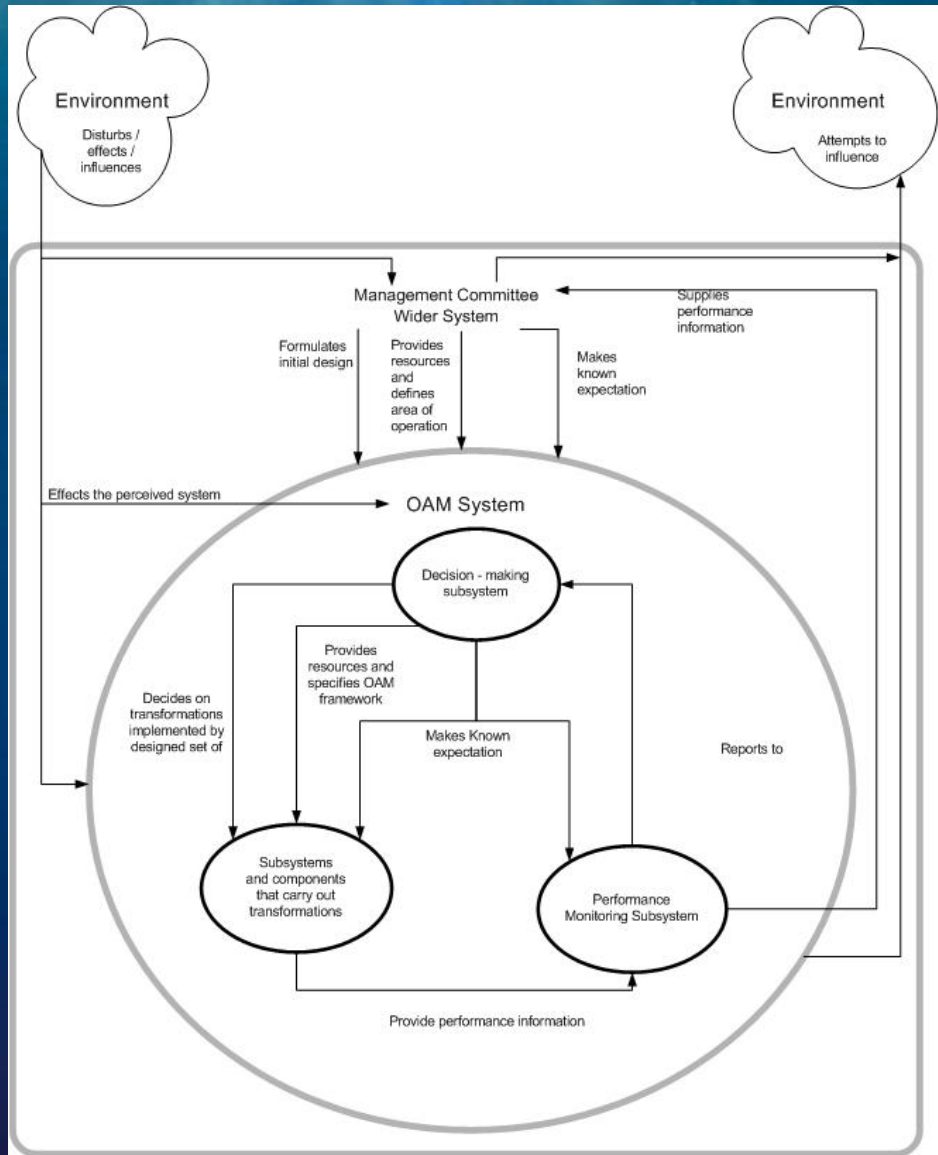
- Submerged Plant Maintenance
- Terminal Maintenance
- System Administration

Centralised

How do you compare and measure their relative efficiency?

# The OAM System Paradigm

- Standard Systems Analysis Tool
- Independent of OAM models



# Examples of Issues Identified

## Management Systems

- Who's On First
- Process validation
- System framework
- Standards
- Impetus

## Network Administration

- Provisioning
- Integration
- Overlap

## Centralised Decentralised

- Efficiency
- Complexity
- Economic

# OAM System Improvement – A Business Based Approach

- Improvement Drivers
- Efficiency
- Cost Control / Value for Money
- Customer Service
- Performance Measures



- Industry Standards - SLAs

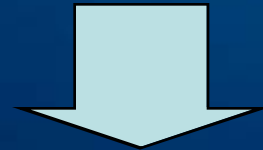
# Benefits of an SLA

- Clear OAM services definition benefits both operators and customers
- Measurement of OAM performance
- Auditable OAM system
- Enables controlled change analysis
- Facilitates formal improvement initiatives

# Summary

SA combined with OAM map provided a practical tool to measure OAM performance & efficiency, enabling:-

- OAM performance measurement
- Development of System Improvements
- Benchmarking of Operational Performance



- Common Industry SLAs

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# Conclusions

- There is no clear distinction between Centralised and Decentralised OAM Systems
- Effectiveness and Efficiency should be the drivers of OAM systems
- Development of a broad industry wide framework of OAM standards could serve as a basis for a SLA
- An opportunity exists to redefine the OAM landscape setting out both operators and customers expectations

Thank you

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