

Cisco Prime Order Fulfillment 6.3.1

The following list quickly addresses some of the commonly asked questions regarding Cisco Prime™ Order Fulfillment Release 6.3.1. For more information on the product refer to the Cisco Prime Order Fulfillment page at <http://www.cisco.com/go/fulfillment>.

Q. What is Cisco Prime?

A. The Cisco Prime portfolio of enterprise and service provider management offerings empowers IT organizations to manage their networks and the services they deliver more effectively. Built on a service-centered foundation, the Cisco Prime portfolio of products supports integrated lifecycle management through an intuitive workflow-oriented user experience.

The suite of Cisco Prime for Service Providers solutions provides A-to-Z management for IP next-generation networks (NGNs), mobility, video, and managed services. For more information on Cisco Prime for Service Providers refer to the Cisco Prime page at <http://www.cisco.com/go/prime-sp>.

Q. What is Cisco Prime Order Fulfillment?

A. Cisco Prime Order Fulfillment helps service providers to accelerate the design, assembly, and launch of new and updated service offerings. When orders are subsequently placed for those services, Cisco Prime Order Fulfillment has the ability to understand the inter-dependencies between different standalone processes and advance them as efficiently as possible; it automatically separates them into their constituent parts so that it's able to automatically orchestrate the fulfillment of each part within the underlying technology domains involved. In doing so, the product not only offers the traditional fulfillment capabilities of order management, service inventory, and service activation, but also includes a comprehensive product lifecycle management solution.

Q. What is Cisco Prime Order Fulfillment version 6.3.1?

A. Cisco Prime Order Fulfillment 6.3.1 is a maintenance release of the 6.3 product. It contains the following components:

- **Active Catalog.** This is a service creation and process orchestration platform. It allows network, service, and other resource capabilities to be modeled as reusable service components and then aggregated into publishable services and products. Cisco Prime Order Fulfillment then uses those service and product specifications to assemble customer-facing products and product bundles.
- **Order Management.** This component monitors and controls all the detailed order processes and their associated workflows that are involved in the end-to-end order fulfillment cycle. It manages complex task interdependencies and exception processes and helps enable rapid creation and introduction of new service order types.
- **Service Inventory.** This has the capability to manage all the related physical and logical resources required for successful service delivery across all the multivendor equipment present in the NGN. It can also manage the complex relationships between those physical and logical resources as well as the subscribers that depend on them.
- **Service Dashboard.** This gives an up-to-date view of the service delivery function, including a complete, real-time analysis of order status, resource usage, and trends.

- **Activation.** This helps enable the activation of services across multiple technologies. In doing so it caters for the wide and diverse range of networking technologies required to deliver the often wide range of services on offer. Service activations can be made on one or many network elements, either through direct communication with network elements, through their management systems, or through other OSS applications and IT services.

Q. What new features have been introduced in Cisco Prime Order Fulfillment 6.3.1?

A. The following new key features have been added to Cisco Prime Order Fulfillment 6.3.1:

- **Item data security on the PSA interface.** An enhancement has been made that allows administrators to restrict the items visible on the Product and Service Assembly (PSA) interface based on username or username and password credentials.
- **Activity duration less than one day.** In previous releases, the granularity of the length of an activity was in days. It is now possible to specify the duration of an activity down to seconds.
- **Catalog-driven Order Management.** This feature helps enable the Order Management component to orchestrate products, services, or any items defined and published in the Active Catalog. All requests sent to this component will be represented as a traditional Order Management order that can be viewed and managed from the Order Management user interface.
- **Cisco Prime Active Catalog performance enhancements.** A number of changes have been made to enhance the performance of Cisco Prime Active Catalog.
- **Data security on Cisco Prime Active Catalog items.**
- **Introduction of FastStream 4.0 Framework.** This provides a framework for configuration-driven interactions with network elements, network element managers, and other external systems. It brings together the use of protocols such as Telnet, SSH, Simple Network Management Protocol (SNMP), HTTP, and Simple Object Access Protocol (SOAP) to facilitate user-definable activations and uploads (uploads being the representation of the device state in the Service Inventory component).
- **In addition to the FastStream 4.0 Framework,** Cisco Prime Order Fulfillment introduces a trial version of the FastStream Component which provisions Carrier Ethernet Services across Alcatel-Lucent devices supported by the 5620 SAM.

Q. What are other Cisco Prime suite products that currently interact with Cisco Prime Order Fulfillment?

A. Cisco Prime Order Fulfillment can interact with any Cisco Prime domain manager, ideally by utilizing the TM Forum's standard Product and Service Assembly web-services based API. The capabilities of the domain managers can then be automatically discovered and used by Cisco Prime Order Fulfillment to assemble and launch new and updated products. The software can subsequently orchestrate the automated processing of orders for those services through each of the Cisco Prime domain managers.

Where domain managers do not yet natively support the PSA standard, then the Active Catalog Integration Gateway can be used to perform the job of invoking domain manager northbound interface (NBI) calls and formatting the response into appropriate PSA equivalents.

Q. Can any non Cisco® products interact with Cisco Prime Order Fulfillment?

A. Yes. Cisco Prime Order Fulfillment can interact with any product that supports the PSA API standard. If native support for the standard is not yet available, then the Active Catalog Integration Gateway can perform the job of invoking the product's NBI calls and formatting the response into appropriate PSA equivalents.

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- Q.** Who should deploy Cisco Prime Order Fulfillment 6.3.1?
- A.** Cisco Prime Fulfillment 6.3.1 is designed for any service provider that wants to decrease the time to market of new and updated service products and to automate the processing of subsequent customer orders for those services.
- Q.** What part of the OSS does Cisco Prime Order Fulfillment provide?
- A.** Cisco Prime Order Fulfillment provides the following aspects of the Business Process Framework (eTOM) as defined by the TM Forum:
- **Product lifecycle management** including service development and retirement.
 - **Fulfillment** including order handling, service creation and activation, and resource provisioning.
- Q.** Does Cisco Prime Fulfillment require Software Application Support (SAS)?
- A.** Yes. This includes the right to use all future maintenance and minor releases of the software. The right to use all future major releases is also available through purchase of a Major Upgrade license.
- Q.** Where can I obtain part numbers and pricing information for Cisco Prime Order Fulfillment?
- A.** Visit the Cisco Pricing Tool on cisco.com, select the Product Price Search tab, and query for the product family Cisco Prime Fulfillment or the product description or product number (use "Prime Fulfillment").
- Q.** What benefits can customers expect from deploying Cisco Prime Order Fulfillment?
- A.** The following benefits can be realized by key personnel across the service provider business:
- **Product management:** Increases revenue by facilitating the rapid design, assembly, and launch of new and improved products, and reduces the cost of maintaining the products throughout their product lifecycle.
 - **Service operations:** Reduces cost by automatically decomposing orders into constituent parts and orchestrating the fulfillment of those parts across multiple technology domains.
 - **Network operations:** Reduces cost by automating the service delivery process and improves customer satisfaction by helping to monitor and control the quality of services delivered to the customer.
 - **Business management:** Increases revenue, profit, and service value by helping to direct product and service strategy.
- Q.** What networking technologies are supported by Cisco Prime Order Fulfillment?
- A.** Cisco Prime Order Fulfillment can support the use of any networking technology in the creation of service products and the processing of orders for those products. For example, the software might be used to design and offer to the market an IP phone service based on a hosted collaboration model. In this case, when the order for the service is received, the software will automatically look up the specification for the product in the Active Catalog, decompose it into its constituent suborders, and then orchestrate the processing of the suborders across the collaboration domain, the cloud domain, and the IP NGN domain. Should the product bundle also include a video service, for example, then the software will also automatically pass that part of the order to the appropriate video domain manager.
- Q.** Can Cisco Prime Order Fulfillment be integrated with my existing OSS applications?
- A.** Yes. Cisco Prime Fulfillment would ideally use the PSA standard API to do this, but other Cisco Prime Order Fulfillment APIs are also available for directly interfacing with the OSS application's native API where necessary.

Q. What license changes happened in Cisco Prime Fulfillment 6.3.1?

A. The licensing scheme for Prime Order Fulfillment is as follows:

- **Right to Use (RTU):** This remains the same as for the previous release and is as follows:
 - The **Base** RTU license grants the licensor the right to use one installation of the software in a production environment.
 - The **Standby** RTU license grants the licensor the right to use one standby copy of the software in a production environment.
 - The **Lab** RTU license grants the licensor the right to use one installation of the software in a lab environment. Unlike the Base or Standby copies, the Lab copy additionally includes the tools required to design and test the software.

As before, SAS (including RTU maintenance and minor upgrades of the software) is available for each RTU license. New for 6.3.1 is the ability to now also purchase a Major Upgrade RTU.

- **Right to Orchestrate (RTO).** This remains as before and grants the licensor the right to orchestrate any residential or business orders processed by the software. New for Cisco Prime Order Fulfillment 6.3.1 is the ability to order both residential and business RTOs in packs of 2000, 20,000, and 200,000.
- **Right to Connect (RTC).** This is new for Cisco Prime Order Fulfillment 6.3.1 and grants the licensor the right to connect the software to any supplier domain so that it can discover capabilities found in the domain and use them in assembled service products held within the Active Catalog component.

Q. Where can I find more information?

A. For more information about Cisco Prime Fulfillment, visit <http://www.cisco.com/go/fulfillment>, contact your local Cisco account representative, or send an email to prime-fulfillment@cisco.com.



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