

What is a Customer Service Model?

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Motivation

Motivation:

- Clarify what a service model is not, and dispells some common misconceptions.
- Distinguish how the service is delivered from how the service is presented to the customer

Terminologies

Network Operator: a company who owns a network that provides internet connectivity and service.

Customer: Someone who purchase connectivity and other service from a network operator, e.g. the one who operate enterprise network or data center

Service: A service is some form of connectivity between customer sits and the Internet or between customer sites across the network operator's network and across the Internet.

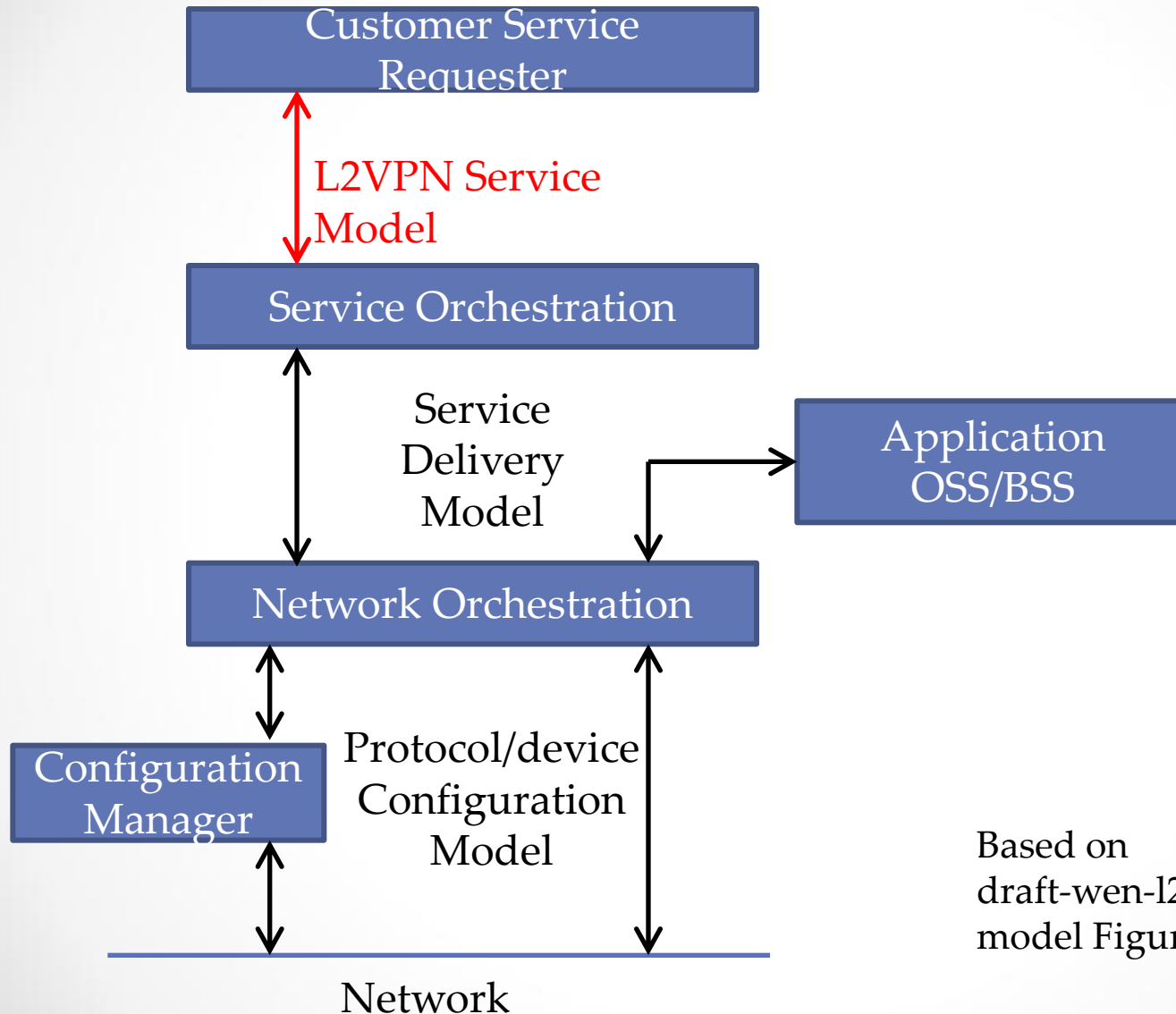
Data Model: model managed objects at a lower level of abstraction and include more details about managed objects.

Service Model: a specific type of data model and describe basic and core service characteristics parameters in a network agnostic way. It can be used by human or a software component to configure or request a service.

What is a “Customer Service Model”?

- General reference in draft-wu-opsawg-service-model-explained
 - Builds on other IETF work
 - draft-ietf-l3sm-l3vpn-service-model
 - draft-ietf-netmod-yang-model-classification
 - draft-wen-l2sm-l2vpn-service-model
- Used to describe a service as offered or delivered to a customer by a network operator
- Expressed as a core set of parameters that are common across network operators
 - Additional features that are specific to the offerings of individual network operators would be defined in extensions or augmentations of the model.
- Can be used by a human (via a user interface such as a GUI, web form, or CLI) or by software (automation)
 - To configure or request a service
- May equally be consumed by a human (such as via an order fulfillment system) or by a software component (service orchestration)
- Drives requirements for service delivery models so that the customer service parameters can be mapped into inputs used by the protocol configuration models

Service Model In Context



Based on
draft-wen-l2sm-l2vpn-service-
model Figure 5

Using the Customer Service Model

- Service models are used on the interface between customers and network operators
 - IETF adopts YANG data modeling language in [RFC6020] to model the service
 - Communication protocol used to exchange service model
 - NETCONF/RESTCONF or API
 - Encoding format used to exchange service model
 - XML/JSON or any other human readable format or machine readable format
- network operator maps the service request into configuration and operational parameters that control one or more network to deliver the requested services



Misconception Clarification

- Service in the service model is not “Foo as a service”.
- Network operation is not part of the Customer Service model
 - Expose no details of technology or network resources used to provide the service
 - E.g., point-to-point virtual link connectivity provided by a network tunnel
- The service delivery model is used between service orchestrator and network orchestrator
 - The service orchestrator should map Customer service model to data model with protocol parameters and device configuration parameters
 - Two model are usually not same.
- Service Level Agreements (SLAs) have a high degree of overlap with the definition of services present in Customer service models
 - SLAs typically include a number of fine-grained details about how services are allowed to vary, by how much, and how often
 - Link with commercial terms

Misconception Clarification

- Operator-Specific Features
 - a common description of the services that they offer to their customers should be agreed
 - Standardized model can be developed
 - Operator specific feature can be augmented from standardized model
- Supporting Multiple Services
 - Network operators can offer multiple different services to their customers
 - It is implementation and deployment specific on whether all service models are processed by a single Service Orchestrator or each model is processed by a separated service orchestrator

Q&A (and Tomato☺)

THANK YOU