

Title (en)

SERVICE LEVEL AGREEMENT MANAGEMENT IN DATA NETWORKS

Title (de)

VERWALTUNG VON DIENSTSTUFENÜBEREINKOMMEN IN DATENNETZEN

Title (fr)

GESTION D'AGREMENT DE NIVEAU DE SERVICE DANS DES RESEAUX DE DONNEES

Publication

EP 0968588 A1 20000105 (EN)

Application

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- US 4308097 P 19970408

Abstract (en)

[origin: WO9842102A1] A method managing a telecommunications network which involves maintaining a database containing data relating to service level agreements with customers using an object model. Data from the network data relating to the performance of the network is continually compared with data stored in the database. A report is generated based on this data showing the performance levels for individual customers in meeting commitments stored in the database containing data relating to the service level agreements.

IPC 1-7

H04L 12/24; **H04Q 11/04**

IPC 8 full level

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