



---

# Service Level Management: Another Face of QoS?

Carl F. Bunje, Jr.

Associate Technical Fellow

The Boeing Company

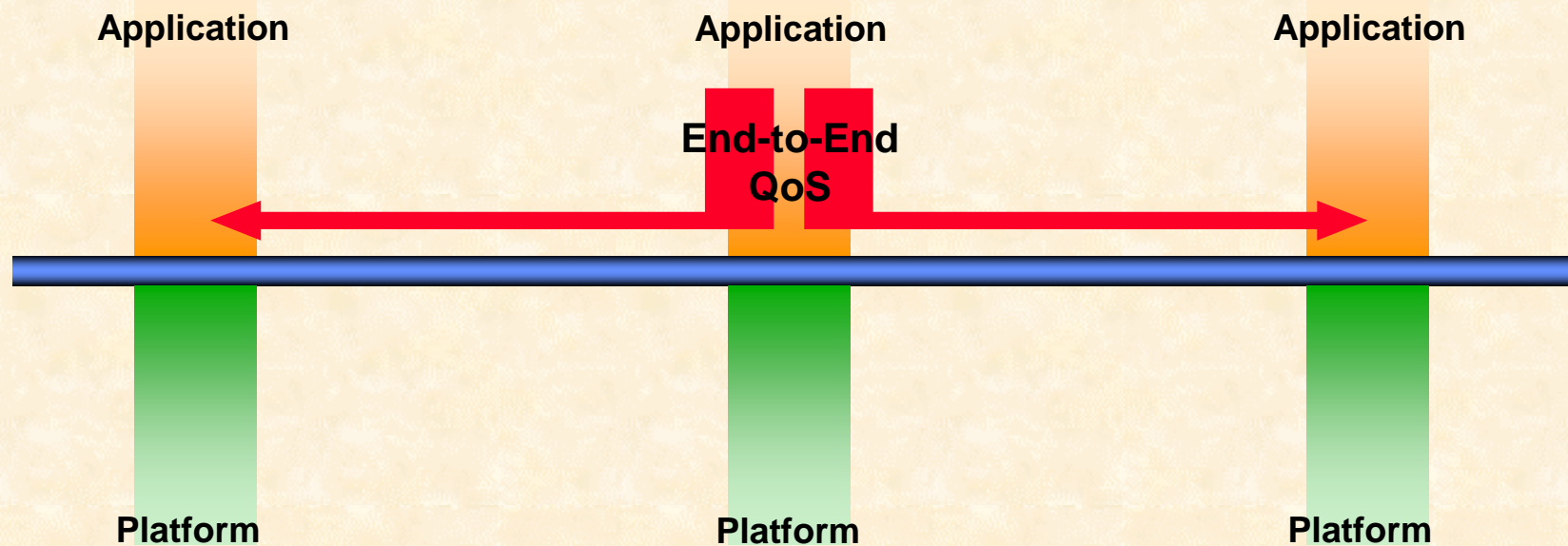
7 February 2001

The Open Group Member's Conference

San Jose, California, USA

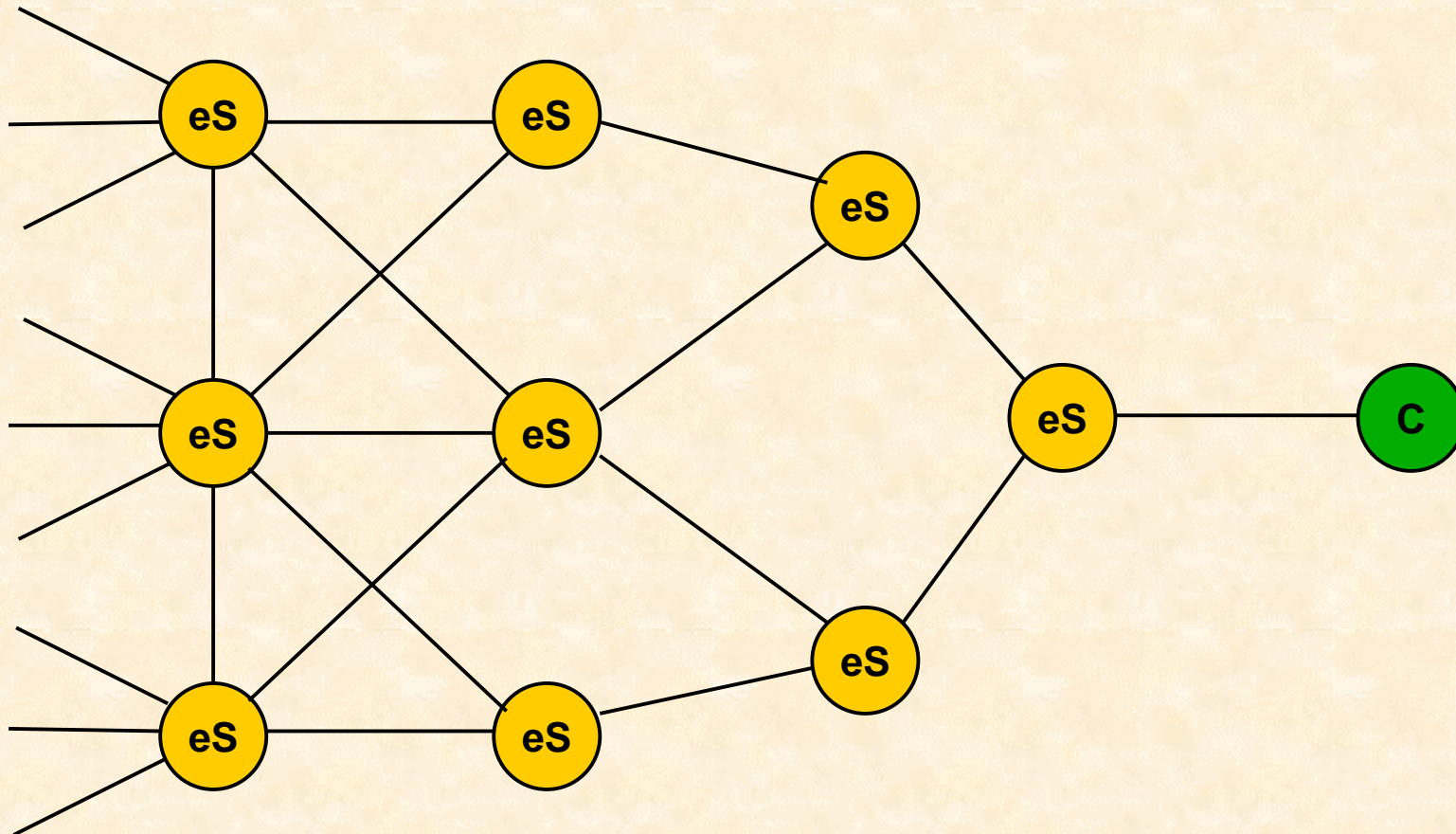
# Traditional Network Centric Model

---

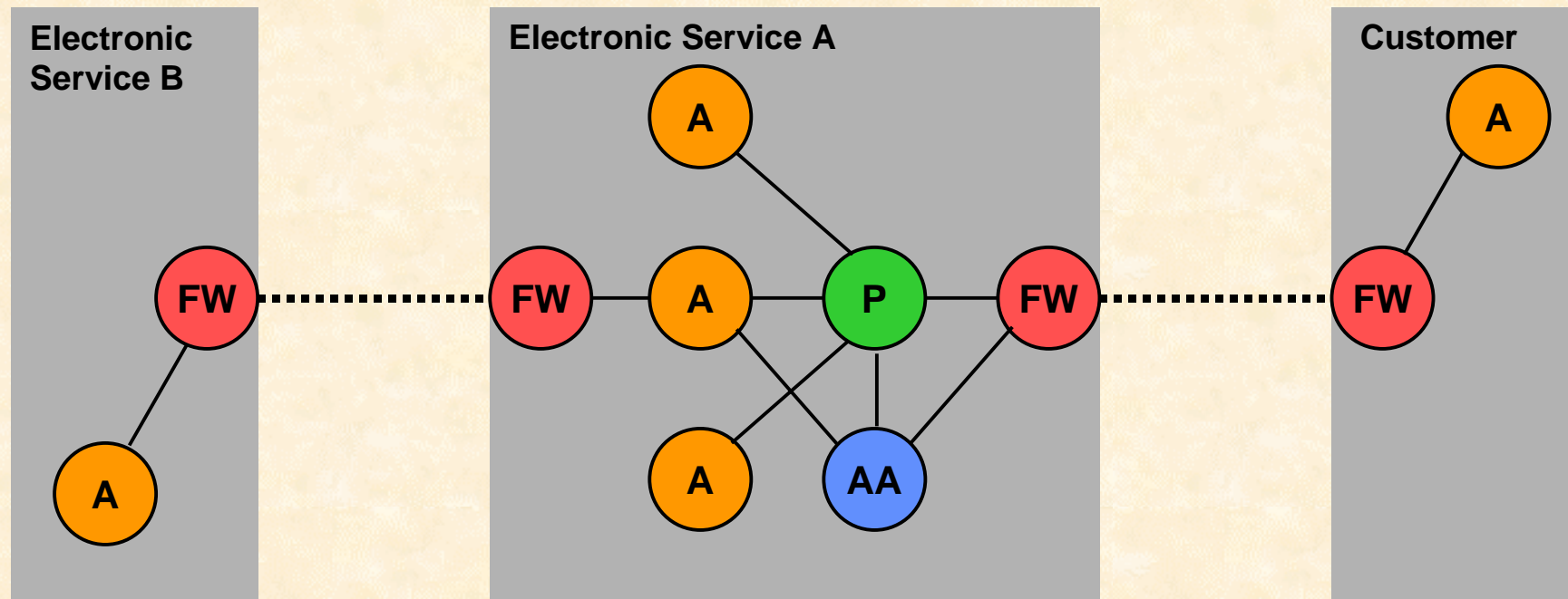


## Electronic Services – The Next Paradigm

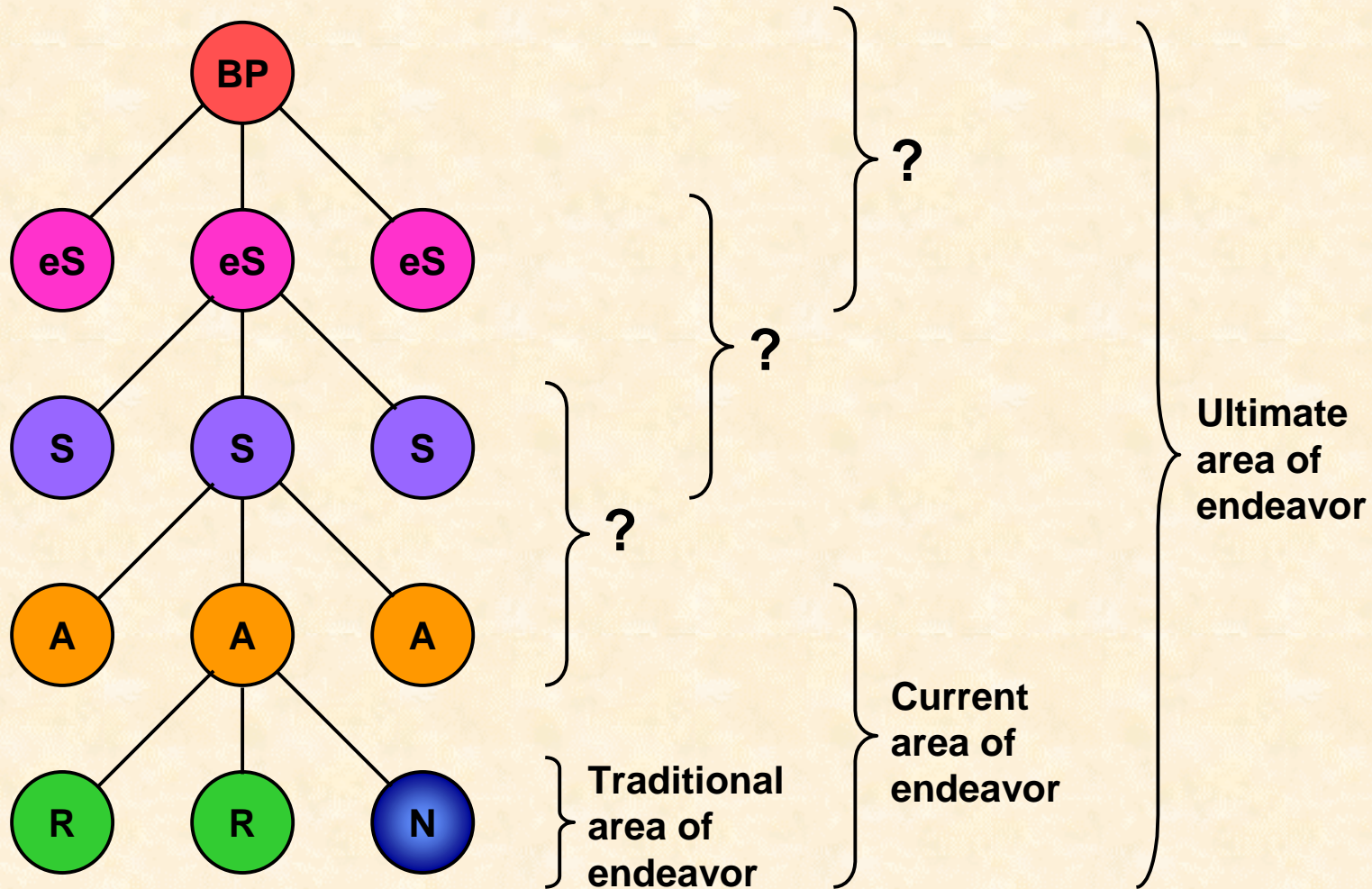
---



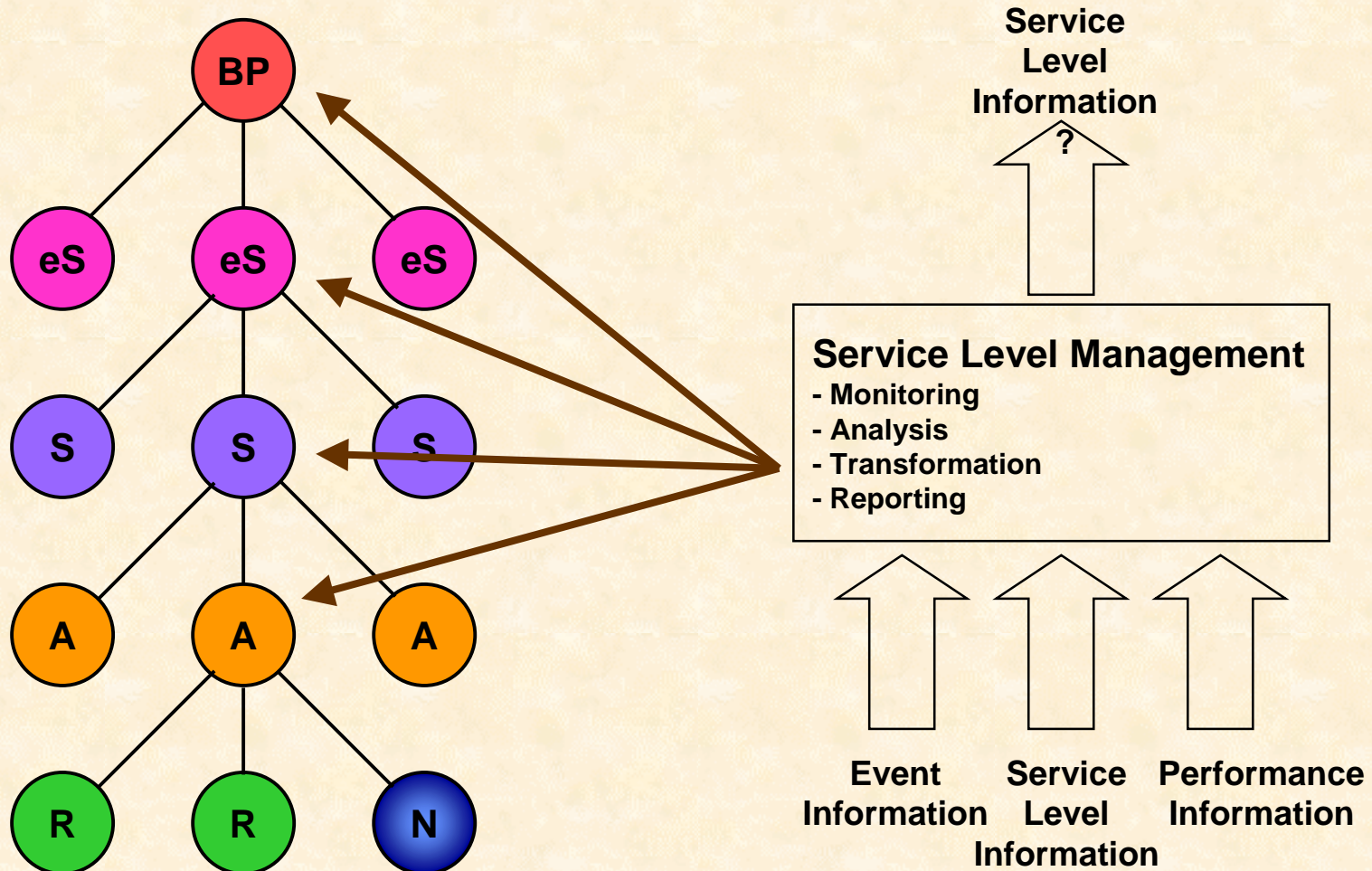
# Hypothetical Example



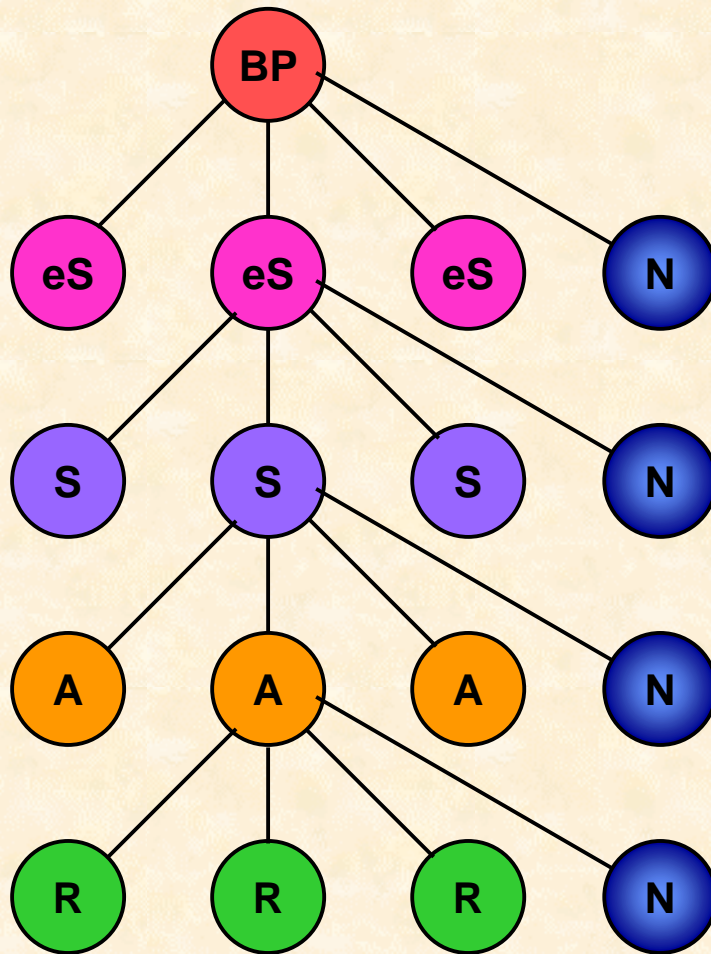
# Service Level Management Dependencies



# Percolation of Management Information

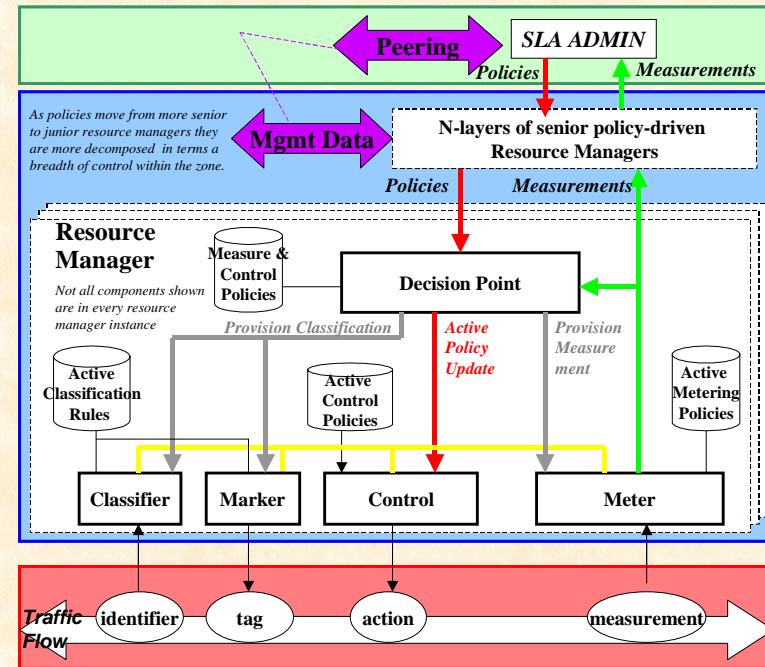
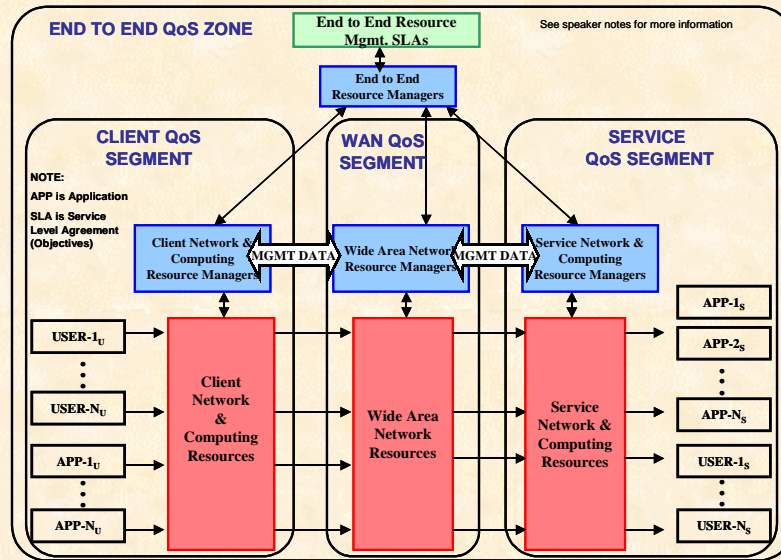


# The Ubiquitous Network

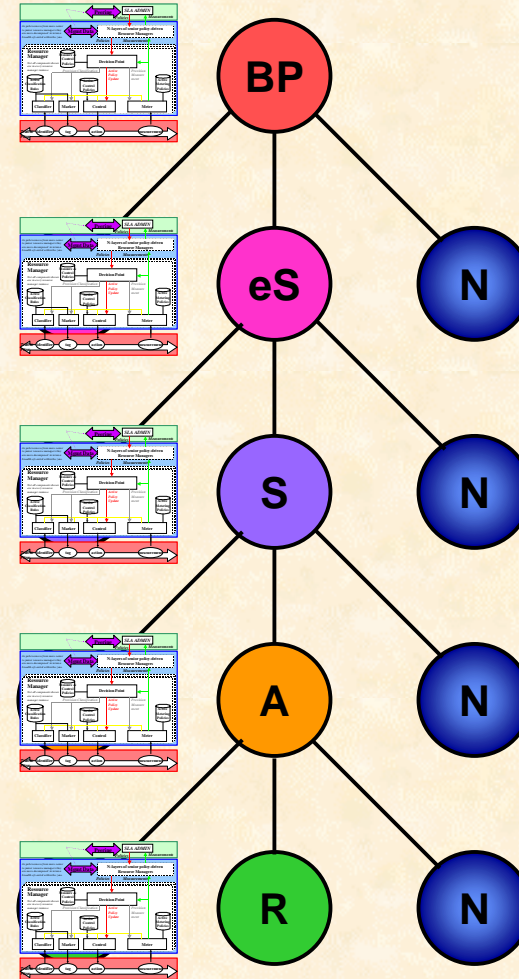
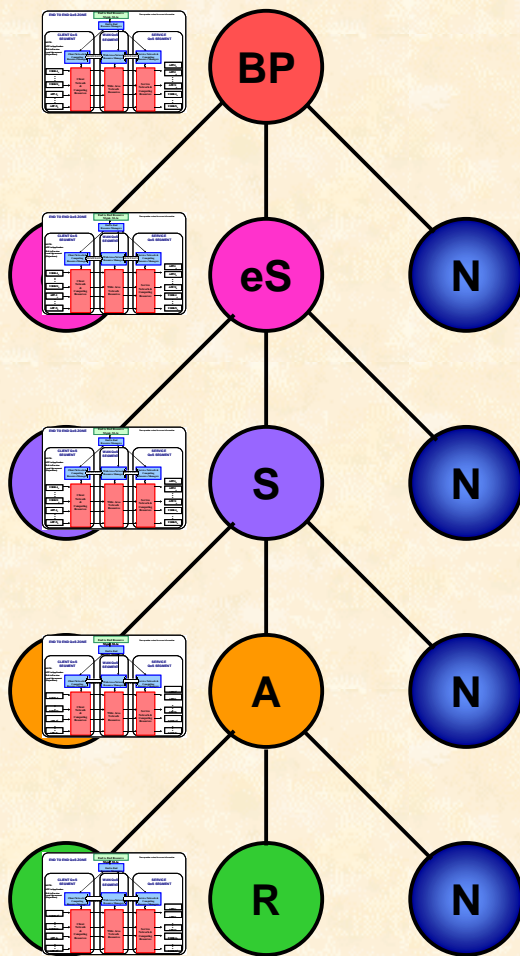


- Network Service Level is relevant at all levels of dependency hierarchy
- In expanded graph, Network connectivity dependencies overlap in support of different applications, services, electronic services, etc.
- Postulation: End-to-End is not relevant at the Network level
- Question: What is the appropriate model for Service Level information about the Network?

# QoS Component Model ...



# ... how does it apply?



## Opportunities

---

- Basic Concepts of Service Level Management and QoS
  - Within overall context of dependency hierarchy
  - Within context of interdependent electronic services
  - At each node in both contexts
- Foundational Information Model
  - Common Elements, Relationships, Transformations
  - Common Semantics
  - Policies ?
- Others ?