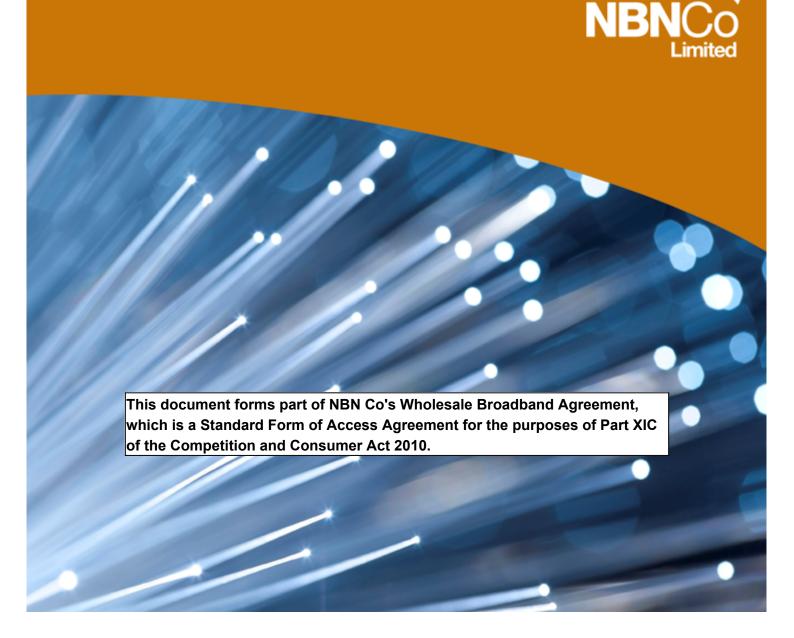Broadbanding
Australia

Interface Technical Specification ManageTroubleTicket Industry Interface

NBN CO OSS PROGRAM

NBNCo Limited

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Environment

NBN Co asks that you consider the environment before printing this Specification.

Document Control

Title	Interface Technical Specification: ManageTroubleTicket

Revision History

Version	Date	Details
V1.0	2012/09/28	First Release

Related Documents

Document Title	Version
ManageTroubleTicket Interface Functional Specification	V1.0

1. Introduction

1.1 Purpose

The purpose of this document is to describe the service interface from a technical perspective.

The interfaces are aligned with the service described in the Interface Functional Specification.

1.2 Scope

This document applies to:
- The technical level interface artefacts to describe the service (Sample messages, XML Schemas)

This document does NOT address:
- Functional requirements, non functional requirements, or physical design details are not included in this document

1.3 Target Audience

Audience	Intended purpose
Project Team	Project Planning. To support ongoing project planning.
Project Architects	Project Architecture. To align other architectural views.
Nominated Reviewers	Project Socialisation and Review. To understand service requirements and constraints and to obtain objective feedback through the Peer Review & Ratification processes.
Integration Developers	Input into detailed design.
Business Analysts	Input into the Requirement Specification including service mapping documentation and schema designs.
Test Analysts	High-level understanding & Next Phase. Provides a high level overview of the proposed service and used in conjunction with the System Requirement Specification, as input into their System Test documentation.
Service Consumer Stakeholders	Input into detailed design and architecture for the systems consuming the service.

2. Technical Interface Design

2.1 Request / Response Data Format

The B2B gateway supports the ebMS 2.0 specification.

The request and response message formats for the ebMS payload are defined in the attached XSD.

ManageIncident.xsd

3. Sample Request and Response Messages

This section provides sample request and response messages which are indicative of the ebMS payload only the given touchpoints.

notifyTroubleTicketAccepted

Successfully notify an Access seeker of an accepted Service Request trouble ticket.

Accepted Notification for notifyIncident
Normal - Incident for a Service Request

Successfully notify an Access seeker of an accepted Service Restoration trouble ticket with Priority Assist

Accepted Notification for notifyIncident
Normal - Incident for a Service Restoration with Priority Assist

Successfully notify an Access seeker of an accepted Service Restoration trouble ticket.

Accepted Notification for notifyIncident
Normal - Incident for a Service Restoration

notifyTroubleTicketAcknowledged

Successfully notify an Access seeker of an acknowledged Service Request trouble ticket.

Acknowledged Notification for notifyIncident
Normal - Incident for a Service Request

Successfully notify an Access seeker of an acknowledged Service Restoration trouble ticket with Priority Assist.

Acknowledged Notification for notifyIncident
Normal - Incident for a Service Restoration with Priority Assist

Successfully notify an Access seeker of an acknowledged Service Restoration trouble ticket.

Acknowledged Notification for notifyIncident
Normal - Incident for a Service Restoration

notifyTroubleTicketClosed

Successfully notify an Access seeker of a closed Service Request trouble ticket.

Closed Notification for notifyIncident
Normal - Incident for a Service Request

Successfully notify an Access seeker of a closed Service Restoration trouble ticket with Priority Assist.

Closed Notification for notifyIncident
Normal - Incident for a Service Restoration with Priority Assist

Successfully notify an Access seeker of a closed Service Restoration trouble ticket.

Closed Notification for notifyIncident
Normal - Incident for a Service Restoration

notifyTroubleTicketRejected

Notify to an attempt to create an incident where an invalid severity value is applied

This is a sample notify message for an incident ticket moved to a Rejected state
Exception - Incident for a Service Restoration with invalid severity

Notify to an attempt to create an incident where the type value is missing

This is a sample notify message for an incident ticket moved to a Rejected state

Exception - Incident for a Service Restoration with missing type

notifyTroubleTicketResolved

Successfully notify an Access seeker of a resolved Service Request trouble ticket.

Resolved Notification for notifyIncident

Normal - Incident for a Service Request

Successfully notify an Access seeker of a resolved Service Restoration trouble ticket with Priority Assist

Resolved Notification for notifyIncident

Normal - Incident for a Service Restoration with Priority Assist

Successfully notify an Access seeker of a resolved Service Restoration trouble ticket.

Resolved Notification for notifyIncident

Normal - Incident for a Service Restoration

submitTroubleTicketCreate

Attempt to create an incident where an invalid severity value is supplied

This is a sample create message for creating an Incident Ticket with an invalid severity value

Exception - Incident for a Service Restoration with invalid severity

Attempt to create an incident where the type element is missing

This is a sample create message for creating an Incident Ticket with a missing type value

Exception - Incident for a Service Restoration with missing type

Successfully create a Service Request trouble ticket.

Request for createIncident

Normal - Incident for a Service Request

Successfully create a Service Restoration trouble ticket with Priority Assist

Request for createIncident

Normal - Incident for a Service Restoration with Priority Assist

Successfully create a Service Restoration trouble ticket.

Request for createIncident

Normal - Incident for a Service Restoration