

Contents

1. Introduction	1-1
1.1 Purpose and Scope	1-1
1.2 Target Audience	1-1
1.3 Structure and Use of This Document	1-1
1.4 Requirements Terminology	1-2
1.5 Requirement Labeling Conventions	1-2
1.5.1 Numbering of Requirement and Related Objects	1-2
1.5.2 Requirement, Conditional Requirement, and Objective Object	1-3
2. Fundamental RQMS Concepts, Responsibilities, and Reporting	2-1
2.1 Evidence and Provision of Measurements	2-1
2.1.1 Changed or Incorrect Data	2-2
2.2 Fundamental Concepts Underlying the Measurements	2-2
2.2.1 Measurements, Data, and Plots	2-2
2.2.1.1 Aggregation and Source of Data	2-2
2.2.1.2 Definitions	2-3
2.2.1.3 Number of Systems	2-3
2.2.1.4 Field Operation-Months	2-4
2.2.1.5 Release Aligned Plots	2-4
2.2.1.6 Number of Generics and the Measurement Time Span	2-5
2.2.1.7 Performance Improvement Objective and Its Purpose	2-5
2.2.1.8 Objectives	2-6
2.3 Service Provider Responsibility	2-7
2.4 RQMS Performance Reporting	2-7
2.4.1 RQMS Report Format	2-8
2.4.1.1 Cover Page and Introduction Section	2-8
2.4.1.2 Executive Summary Section	2-8
2.4.1.3 Measurements Analysis Section	2-9
2.4.1.4 Conformance to RQMS Measurements Section	2-9
3. Wireless Systems Measurements	3-1
3.1 Introduction	3-1
3.2 Wireless NE Logical Architecture	3-1
3.3 Wireless Terminology	3-4
3.4 Wireless Measurements	3-6
3.5 System Outage Performance Measurements	3-7
3.5.1 Outage Definitions	3-8
3.5.2 Outage Measurement Rules	3-10
3.5.3 Total Outage DPM	3-18
3.5.4 Partial Outage DPM	3-20
3.5.5 Total Loss of CCS Capability DPM	3-23
3.5.6 Total Outage OFM	3-24
3.5.7 Partial Outage OFM	3-27
3.5.8 Total Loss of CCS Capability OFM	3-28

3.5.9	Quarterly Reporting of Outage Frequency Measurements (OFMs)	3-29
4.	Common Measurements	4-1
4.1	Patches Measurements	4-1
4.1.1	Released Corrective Patches	4-3
4.1.2	Defective Corrective Patches	4-4
4.1.3	Manual Intervention Patches	4-4
4.2	Software Updates Measurements	4-8
4.2.1	Released Software Updates	4-9
4.2.2	Defective Software Update	4-10
4.3	Release Application Measurements	4-12
4.3.1	Release Application Problems	4-13
4.3.2	Release Application Aborts	4-13
4.4	Problem Reports (PRs) Measurements	4-16
4.4.1	Total Problem Reports	4-18
4.4.2	Total Problem Reports by Severity Level	4-19
4.5	Fix Response Time Measurements	4-21
4.5.1	Overall Fix Response Time	4-23
4.5.2	Rate of Closure of Overdue Problem Reports	4-23
5.	Quality of Service (QoS) Measurements	5-1
5.1	Introduction	5-1
5.2	Universal Mobile Telecommunications System (UMTS) QoS Architecture	5-1
5.3	QoS Classes	5-2
5.3.1	Definition of Class Attributes	5-3
5.3.2	Conversational Class	5-4
5.3.3	Streaming Class	5-4
5.3.4	Interactive Class	5-5
5.3.5	Background Class	5-5
5.3.6	Quarterly Reporting of QoS Measurements	5-6
5.3.7	Traffic Priority	5-7
Appendix A:	Severity Definitions and Outage Causes	A-1
A.1	Introduction	A-1
A.2	Severity Definitions for Switching and Transport Systems	A-1
A.3	FCC Outage Categories	A-3
Appendix B:	RQMS Measurement Objectives by Product	B-1
B.1	Wireless Systems	B-1
B.1.1	Objectives for HLR Service Logic, VLR, and EIR	B-2
B.1.2	Objectives for Mobile Switching Center	B-4
B.1.3	Objectives for Integrated Switching Center (ISC)	B-6
B.1.4	Objectives for Base Station Controller (BSC)	B-8
B.1.5	Objectives for Base Transceiver System (BTS)	B-10
B.1.6	Objectives for Base Station Systems (BSSs)	B-12
References		References-1
Glossary		Glossary-1

Requirement-Object Index ROI-1

List of Figures

Figure 2-1.	Overall Objective and Actual Performance Improvement Example . . .	2-6
Figure 3-1.	Logical Architecture for Pure Wireless Network	3-1
Figure 3-2.	Logical Architecture With Integrated Switching Center (ISC)	3-2
Figure 3-3.	Logical UMTS/GPRS Architecture	3-3
Figure 3-4.	HLR Architecture	3-4
Figure 3-5.	Sample Calculation for Multiple-Failure Outage	3-16
Figure 3-6.	Total Outage DPM for Product (Example for MSC)	3-20
Figure 3-7.	Partial Outage DPM for Product	3-22
Figure 3-8.	Total Loss of CCS/Linkage DPM Objective for Wireless NEs . . .	3-24
Figure 4-1.	Released Corrective Patches Measurement	4-3
Figure 4-2.	Defective Corrective Patches Measurement	4-5
Figure 4-3.	Manual Intervention Patches	4-7
Figure 4-4.	Released Software Update Measurement	4-10
Figure 4-5.	Defective Software Update Measurement	4-11
Figure 4-6.	Release Application Problem Measurement	4-14
Figure 4-7.	Release Application Aborts Measurement	4-15
Figure 4-8.	Total Problem Reports Measurement	4-19
Figure 4-9.	Problem Reports by Severity Measurement	4-20
Figure 4-10.	Overall Fix Response Time Measurement	4-24
Figure 4-11.	Rate of Closure of Overdue Problem Reports	4-26
Figure 5-1.	End-to-End UMTS QoS Architecture	5-2

List of Tables

Table 3-1.	Applicable Measurements for Wireless Network Elements	3-6
Table 3-2.	Formulas for Outage DPM and OFM Calculations	3-13
Table 3-3.	Outage Data by Software Release	3-14
Table 3-4.	Calculation Method of Percentage for Multiple Outages	3-15
Table 3-5.	Traffic Unit (TU) Scaling Factor - Radio Channel Oriented	3-16
Table 3-6.	Traffic Unit (TU) Scaling Factor - Trunk Circuit Oriented	3-17
Table 3-7.	Traffic Unit (TU) Scaling Factor - Non-Trunk Circuit Oriented	3-17
Table 3-8.	Total Outage DPM Objectives	3-18
Table 3-9.	Partial Outage DPM Objectives	3-21
Table 3-10.	Total Loss of CCS/Data Linkage DPM Objectives	3-23
Table 3-11.	Total Outage OFM Objectives	3-24
Table 3-12.	Partial Outage OFM Objectives	3-27
Table 3-13.	Total Loss of CCS/Data Link Capability OFM Objectives	3-28
Table 3-14.	Example: Outage Frequency Measurement (ISC)	3-29
Table 4-1.	Official and Defective Patch Data by Software Release	4-2
Table 4-2.	Released Corrective Patches Objectives	4-3
Table 4-3.	Defective Corrective Patches Objectives	4-4
Table 4-4.	Manual Intervention Patches Objective	4-6
Table 4-5.	Official and Defective Software Updates Data by Software Release	4-9
Table 4-6.	Released Software Update Objective	4-9
Table 4-7.	Defective Software Update Objective	4-10
Table 4-8.	Release Application Data by Product Type by Software Release	4-12
Table 4-9.	Release Application Problems Measurement Objectives	4-13
Table 4-10.	Release Application Aborts Measurement Objectives	4-14
Table 4-11.	Customer Problem Report (PR) Data by Software Release ^a	4-18
Table 4-12.	Total Problem Reports Measurement Objectives	4-18
Table 4-13.	Total Problem Reports by Severity Level Objectives	4-19
Table 4-14.	Fix Response Time Data	4-23
Table 4-15.	Overall Fix Response Time Objectives	4-23
Table 4-16.	Rate of Closure of Overdue PR Objectives	4-25
Table 5-1.	UMTS Conversational Class	5-4
Table 5-2.	UMTS Streaming Class	5-4
Table 5-3.	UMTS Interactive Class	5-5
Table 5-4.	UMTS Background Class	5-6
Table 5-5.	Example: QoS Measurement Reporting (UMTS)	5-6
Table 5-6.	UMTS Traffic Class	5-7
Table B-1.	Index - NE Sections, Tables, and Page Numbers	B-1
Table B-2.	HLR Service Logic, VLR, and EIR Measurements	B-2
Table B-3.	MSC, SGSN, GGSN, and GMSC Measurements	B-4
Table B-4.	Integrated Switching Center (ISC) Measurements	B-6
Table B-5.	Base Station Controller (BSC) and Radio Network Controller (RNC) Measurements	B-8
Table B-6.	Base Transceiver System (BTS) and Node B Measurements	B-10
Table B-7.	Base Station System (BSS) Measurements	B-12