عمـانتل
Omantel

Profile

Name: Oman Telecommunications Company S.A.O.G.

Oman Telecommunications Company (Omantel) is the primary telecommunications provider in the Sultanate of Oman, offering state-of-the-art products and services to consumers as well as clients in the corporate and government sectors.

For more information, please visit **www.omantel.om**

Industry: Telecommunications

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Innovation enabled

Oman Telecommunications Company (Omantel) has been the primary enabler of Oman's successes since the 1970s, providing fixed line and mobile products and services to consumers as well as to clients in the corporate and government sectors. To improve its customer service even further, Omantel is driving innovation, which requires highly robust yet flexible IT. Omantel is committed to governing the development of its architecture in a conscious manner, and building business solutions from reusable service components. Atoll Technologies has supported Omantel in achieving these goals.

Background

Being one of the leading telecommunication companies in the Middle East, Omantel has put a great deal of effort into developing innovative products for its clients. Innovation requires delicate sensors for customer requirements and market trends, and a managed IT environment to support quick time-to-market. Omantel started an initiative for enterprise architecture management (EAM) and service oriented architecture (SOA) to ensure that solutions were delivered quickly and in high quality, while maintaining conscious governance of how they fit into the overall architecture landscape and the strategic goals of the company.

Challenge

As an enterprise comprising formerly independent companies, Omantel has developed a highly complex IT over the years. The various solutions were built separately by autonomous IT departments, which resulted in the absence of a single view and understanding of the entire IT architecture and dependencies. Therefore, before building reusable service components, Atoll's project had to lay down Omantel's architectural principles as well as its governance and maintenance processes, and survey and document its entire IT architecture landscape.

Solution

As a first step, based on best practices and standards, Atoll established a set of enterprise and IT architecture principles. Reflecting Omantel's strategic goals, these principles provide architects with a reliable reference in evaluating whether a planned solution serves the corporate strategy or not. Governance is implemented as part of solution delivery processes, whereby architects prepare high-level designs and regularly check whether the solutions implemented fit into the high-level plan and adhere to the principles.

To help architects accomplish their mission, a repository of architecture elements has been established. SAMU Repository holds all of Omantel's architectural building blocks, as well as the relationships and dependencies among them. SAMU is also used to create high-level solution designs. Consequently, future architecture elements and relationships become parts of the same repository. Dynamic reports and viewpoints have been created to serve architects and management in decision making.

Being part of the TeleManagement Forum, Omantel chose TM Forum's Frameworx (eTOM, SID and TAM) as a reference model. The reference model describes what business processes, data entities and applications a typical telecom organization should have. Omantel's architecture elements were mapped to the reference model, giving invaluable information to management.

Results

The EAM and SOA practices have had a significant impact on Omantel's performance:

- Enterprise architects oversee the entire architecture of Omantel and how IT assets serve business processes. Impact analysis is performed based on real architectural data.
- New IT solutions are first planned on a high-level and are placed in the overall architecture landscape. This improves the quality of scoping and of solutions, while reducing risks.
- Governance is implemented in easy-to-understand yet powerful processes.
- Enterprise architects use graphical diagrams of the IT and business environment, which they research to refine business requirements with analysts.
- Reusable services are planned and implemented in a conscious manner. Solutions can be built much faster and in better quality by being assembled from proven service components. Effective business process management is made possible.
- Omantel's architecture is mapped to an industry best practice reference model, TM Forum's Frameworx (eTOM, SID and TAM), which improves communication between IT and the business departments.
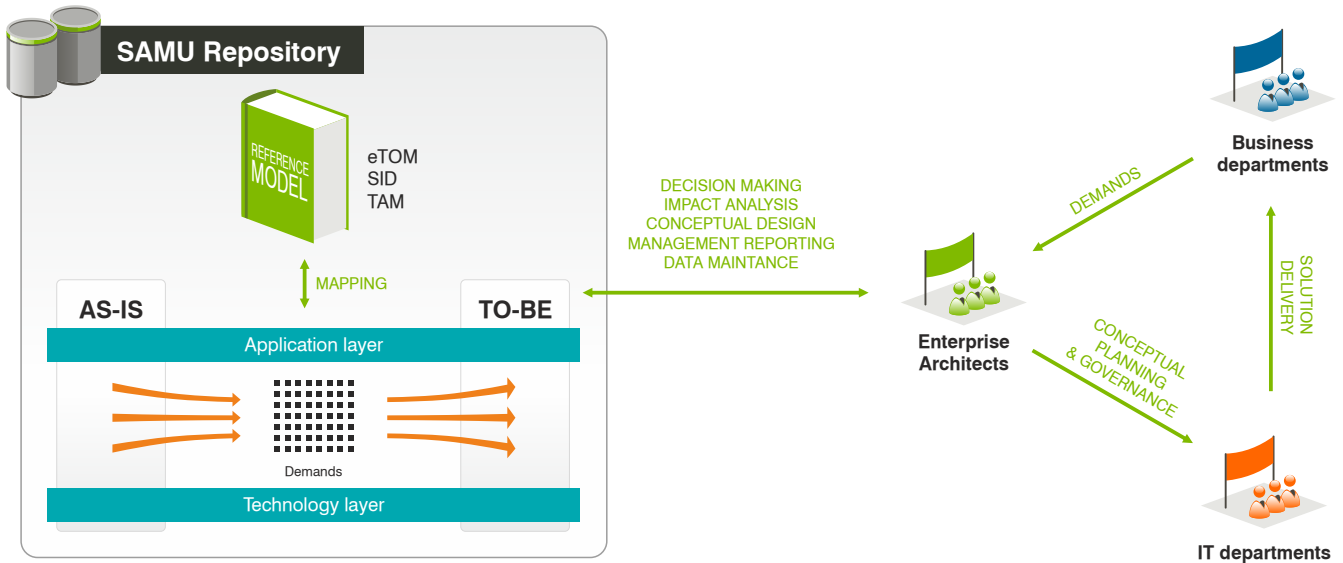
How did SAMU contribute to success?

- By utilizing the flexibility of SAMU's meta-modeling capabilities, Atoll
  - successfully created a custom meta-model tailored to Omantel's requirements,
  - loaded the entire reference model (eTOM, SID, TAM) into the same repository,
  - mapped Omantel's architecture to the reference model,
  - surveyed and registered all AS-IS architecture elements, and
  - enabled the management of new business demands and TO-BE architecture components in the same repository.
- The dynamic, query-based reporting engine has made it possible to
  - build all reports and viewpoints required by architects and management,
  - show the dependencies between elements and drill down to the problem space,
  - support impact analysis and decision making with focused reports, and
  - create heat maps indicating how Omantel implements the industry standard.
- SAMU has become the primary tool to support the work of enterprise architecture management.

Plan. Architect. Govern.

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