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[Continued on next page]

(54) Title: ISSUE-ORIENTED SERVICE MANAGEMENT AND METHOD OF OPERATION THEREOF

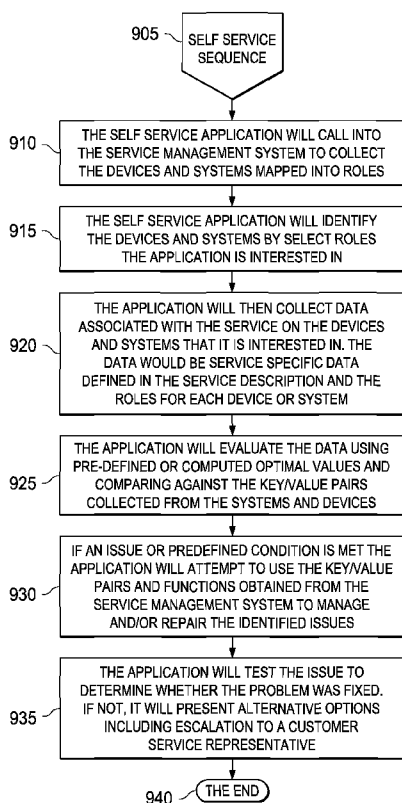


FIG. 9

(57) Abstract: A service management system and method. In one embodiment, the service management system includes: (1) a service description repository configured to contain service descriptions that define services in terms of a set of end points that assume roles in the services and (2) an application configured to collect ones of the end points mapped into roles pertaining to one of the services from a corresponding one of the service descriptions, collect key/value pairs on the ones of the end points pertaining to an issue with respect to the one of the services, evaluate the key/value pairs using optimal values and, if a predefined condition regarding the issue is met, attempt to employ the key/value pairs to address the issue.



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A. CLASSIFICATION OF SUBJECT MATTER

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According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

H04L

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data, INSPEC, COMPENDEX, IBM-TDB

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2007/078970 A1 (ZABIHI ATTAULLAH [CA] ET AL ZABIHI ATTAULLAH [CA] ET AL) 5 April 2007 (2007-04-05) abstract figures 1,3-10,14-16 paragraph [0007] - paragraph [0028] paragraph [0084] - paragraph [0205] paragraph [0248] - paragraph [0256] -----	1-21
X	US 2004/199576 A1 (TAN GODFREY [US]) 7 October 2004 (2004-10-07) abstract figures 1,3,5,8,18,29-40 paragraph [0005] - paragraph [0014] paragraph [0047] - paragraph [0139] paragraph [0197] - paragraph [0224] ----- -/--	1-21



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C(Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	WO 03/045006 A1 (ERICSSON TELEFON AB L M [SE]) 30 May 2003 (2003-05-30) abstract figures 2-5 page 6, line 25 - page 12, line 5 -----	1-21

INTERNATIONAL SEARCH REPORT

Information on patent family members

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