



Mastering Network Automation: Resolve Capabilities Model for Telecom

In today's high-pressure telecom landscape, automation is no longer a luxury—it's a necessity for survival. The increasing complexity of networks, coupled with rising customer expectations, is pushing operators to the brink. Automation isn't just about efficiency; it's the only way to keep pace with demand, reduce costly human errors, and protect your operations from collapse. Without it, the risk of downtime, service degradation, and lost revenue becomes a reality.

More urgently, automation lays the foundation for operationalizing AI—allowing operators to harness AI-driven insights for self-healing, predictive maintenance, and beyond. Those who fail to embrace automation are not only falling behind but are risking irrelevance in a market where efficiency equals survival. As emphasized by the TMF Automation Maturity Model, failing to automate leaves you vulnerable while your competitors surge ahead.

Introducing the Resolve Automation Capability Model for telcos—based on the TMF framework, it provides a structured approach to automation that allows operators to optimize their processes, boost operational resilience, and pave the way for advanced AI integration.

The question isn't if you'll adopt automation, but if you'll do it in time to keep up.

The Automation
Capabilities Model helps
you accomplish:



Identify & Categorize

telecom IT automation opportunities to expose areas for significant optimization.



Implement

a structured blueprint for telecoms, ensuring automation initiatives are prioritized and executed across all IT domains.



Analyze & Address

the unique challenges and context at each automation level, providing actionable insights for improvement.

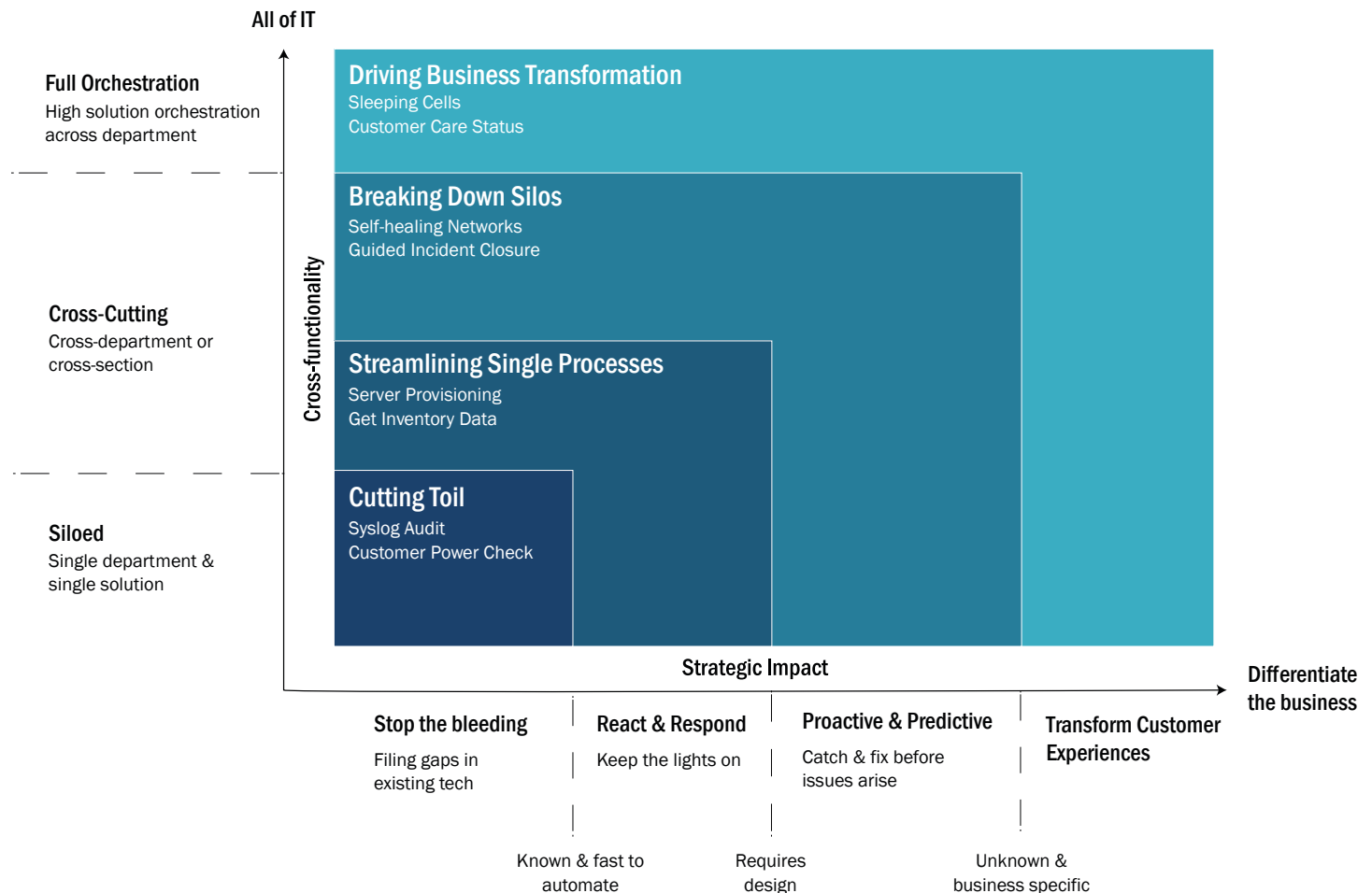


Continuously Assess

automation ROI by establishing a system to align automation success with your business objectives.

A Framework for Strategy and Success

The Resolve Automation Capabilities Framework divides use cases into four distinct automation focus areas. These focus areas assess the processes through the lens of efficiency, and agility based on key outcomes such as revenue growth, service assurance and service delivery, or risk management.



4 Tiers of Automation Mastery

Type 1 Cutting Toil

Start by cutting out repetitive, low-value tasks, allowing IT staff to focus on higher-impact work.

Type 2 Streamlining Single Processes

Move beyond tactical automation by streamlining multiple steps within a single IT function.

Type 3 Breaking Down Silos

Automate end-to-end processes across departments, breaking down silos and slashing labor costs.

Type 4 Driving Business Transformation

Drive real transformation by embedding automation into business strategy, using it to boost competitiveness and drive innovation.

Type 1 Cutting Toil

Syslog Audit

Start by cutting out repetitive, low-value tasks, allowing IT staff to focus on higher-impact work.

Customer Power Check

Allow L1 agents to run a power check to reconfirm, as a last-minute due diligence before ticket closure.

Site Down Confirmation

Confirm, using a ping, that network connectivity for the site is down. Next, the automation files a ticket with the right details and assigns it to the right team for investigation.

Email to Ticket Creation

Create a new ITSM ticket from email for resource provisioning.

File Transfer

Run scheduled checks at a specified location for a file and transfer to other locations once available.

Type 2 Streamlining Single Processes

Server Provisioning

Automatically provision Windows or Linux servers based on request and permission levels.

Get Inventory Data

An automation is triggered from an ITSM ticket to gather inventory data for IP network/WLAN and update an SQL CMDB, and the CI in the ITSM platform.

Incident Validation

Validate an IT incident by automatically interrogating vendor-specific IP network devices to confirm the validity of a network incident, update the ITSM ticket, and notify the user.

Customer Case Updates

Email case notifications to customers using a standard email template every time a customer case is updated in the ITSM platform.

Eliminate Duplicates

Check for duplicate incidents based on CI and CMDB data and move them to a separate queue.



Type 3 Breaking Down Silos

Self-healing Networks

Triggered a monitoring alert, a REST call initiates a healing action, which executes several commands to restore the network service or device

Guided Incident Closure

Provide L1 engineers with guided automation workflow to help debug and close incidents.

Line Subspeed Alert

Ensure quality and performance for fixed IP services based on a bundle of physical lines (DFM) by identifying service degradation, diagnosing lines that are down, and applying a new configuration to either restore service or escalate it to a third party as needed.

Type 4 Driving Business Transformation

Sleeping Cells

A scheduled automation workflow, using performance statistics, connects to the Network Management System (NMS) and runs commands to check the mobile network for sleeping cells. If detected, then remedial actions are performed, and an email notification is sent out. This will restore capacity to the Mobile Base Station Site.

Customer Care Status

Wiki-based automations, largely used by NOC help desks, run diagnostics and services status tasks to provide customer help desks with information on the customer. This process can cover HUB TV, cable boxes (HFC), telephony, and ServAssure.

Service Configuration and Service Shifting:

An automation is triggered from a service request and retrieves all required information from a variety of third-party systems and technicians to build and deploy the configuration scripts to routers.

Final Thoughts

The Resolve Automation Capabilities Model is not just a framework—it's a mandate for survival in today's telecom landscape.

Whether you're drowning in repetitive tasks or struggling to meet business-critical goals, Resolve's model delivers the structured automation path you need right now to reclaim control and drive transformation. This flexible model adapts to your unique needs, ensuring that your path to optimized performance and operational resilience is always within reach. Don't think you can wait to start small—many of our customers have skipped the basics and jumped directly to Type 4, because their goals demanded it. Make automation the backbone of your operational strategy before you fall behind.

Learn more: [Resolve Telecom Solutions](#).