

Operation and Monitoring system for media content

Organization name: Amdocs

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Amdocs is a company which specializes in software and services for communications, media and financial services providers and digital enterprises.

As part of the internal entrepreneurship project, we have seen the company's viability to strive towards monitoring and operation systems for content providers due to the high consumption and demand of television series, movies, and entertainment programs.

The proposed idea was developing a system for content providers companies which providing content services to the end user (such as movies, series, etc.).

The system ensures an ideal user experience by streaming quality content so the viewers will enjoy watching their favorite content without any interruption.

Moreover, the system collects data in real time and displays them in graphs, predicts and warns of problems before they occur.

In addition, the system will be enhanced to have gamification feature, so the operator can teach the system problems encountered, and when similar problem occurs later, the system will be able to solve it by itself, for each such action the operator will receive a score, which will create a game between the operator and the system.

The goal of the idea is to create an innovative business line in the construction of new groups that will develop a product with the most new technologies (prediction, big data, machine learning) that will be offered to content provider companies, thus increasing the profits of Amdocs in selling such a product and reducing the manpower needed to monitor and operate.

I began the process of research and re-examination last June, and today the idea was presented to the management of the branch with a demonstration of the functionality that was implemented for the presentation (according to management requirements). It remains to be presented to Amdocs's management for approval of a pilot lift.

I am very excited to present this as a practicum in the Department of Information and Knowledge Management because we have studied during the degree, big data and machine learning, and these two things constitute the basis for our system which collects data, displays them and, if necessary and according to customer demand, exporting reports according to the request of the content providers companies (e.g. traffic time, problematic dates for broadcasts, etc.) beside to prediction and problems before they occur.