

REVIEWER'S REPORT

Manuscript No.: IJAR-59290

Title: AI/ML-Driven Predictive Service Management for Telecom and ICT Infrastructure: A Vision 2030 Framework for Operational Resilience.

Recommendation:

Accept as it is
 Accept after minor revision.....
 Accept after major revision
 Do not accept (*Reasons below*)

Rating	Excel.	Good	Fair	Poor
Originality		✓		
Techn. Quality		✓		
Clarity		✓		
Significance		✓		

Reviewer Id: JPR-396

Reviewer's Comment for Publication.

The manuscript presents a relevant and well-structured review of AI/ML-driven predictive service management for telecom and ICT infrastructure, with particular attention to operational resilience and Saudi Arabia's Vision 2030 context. It effectively discusses traffic forecasting, anomaly and fault prediction, network slicing, digital twins, federated learning, explainability, and zero-touch orchestration. The proposed five-stage framework of observe, predict, diagnose, decide, and assure provides useful practical value. Minor revisions are recommended to improve the manuscript. The review methodology should be presented more clearly, particularly the literature-search and selection process and the basis for retaining the 30 references. Figures and tables should be checked for formatting, readability, and consistency. Some statements regarding Saudi-specific requirements and Vision 2030 should be supported with appropriate references. The manuscript should also be carefully proofread for grammar, terminology, and formatting consistency. With these minor improvements, the manuscript can be considered suitable for publication.