



Framework Conformance Certification Scoring Guidelines

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- The Business Process Framework Conformance scores are granted based on the detailed scoring guidelines described in the following slides.
- Scores are awarded for each Level 3 process submitted in scope.
- The Level 3 scores are derived/calculated based on the levels of conformance for the underlying Level 4 processes for which mapping support is provided in the assessment. As such, levels of conformance to the Level 4 processes is also provided in the Certification Report.

Framework Conformance Scoring Guidelines Business Process Framework (eTOM): Conformance Scoring Guidelines		
Process Level	Conformance Score	Qualifier
Level 1 Process	Not applicable	<i>Conformance Assessment shall not be carried out at this process level.</i>
Level 2 Process	Not applicable	<i>A conformance level is not awarded to Level 2 processes in Framework Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.</i>
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3.1* & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. If a Level 3 process has not been decomposed to Level 4 processes, the Level score is awarded according to alignment to the Level 3 defined Implied Tasks.
Level 4 Process	Level of conformance is calculated as input to parent Level 3 Process Score	<i>Levels of conformance are calculated for Level 4 processes according to alignment to the individual implied tasks. Level 4 scores are summed and averaged to given an overall score for the parent Level 3 process.</i>
* In earlier Conformance Assessments, scores were awarded to Level 1 & Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from > 3.		

Framework Conformance Scoring Guidelines Business Process Framework (eTOM): Conformance Scoring Guidelines

Additional Notes

Note 1 - Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 1 processes.

Note 2 - Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.

Note 3 - The Conformance Assessment shall be carried out at process level 3. For each Level 3 process, conformance shall be deduced according to the support for the process implied tasks, as decomposed and described in the underlying Level 4 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 4 processes/Implied Tasks. This provides finer granularity of scoring than in Assessment prior to Framework 12.0 based Assessments.

Note 4 - In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. This note specifically applies to Product & Solution Assessments.

Note 5 - Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.

- The Information Framework Conformance scores are granted based on the detailed scoring guidelines described in the following slides.
- Two categories of scoring are supported for the Information Framework, with each category of score awarded for each ABE submitted for assessment:
 - Maturity Conformance Scores
 - Adoption Conformance Scores

Information Framework Maturity - Conformance Scoring

- Maturity conformance is based on a progressive scoring system - i.e. a lowest level ABE must conform completely to the conformance criteria at one score level before proceeding to the next level.
- For example, to achieve a score of 3 there must be equivalence to all the required attributes of the ABE's core entity.
- A decimal scoring system is utilized to show the per cent achievement towards the next level.
- With the Information Framework Maturity Conformance scoring, no further contribution to the score is made for equivalence to the ABE's remaining dependent entities and other SID components.
- For example, no further contribution to the score is made even if there is equivalence to 8 of the ABE's 10 dependent entities.

Information Framework Adoption - Conformance Scoring

- To recognize the overall adoption of the Information Framework SID Information model, the Information Framework Adoption Scoring system is introduced to complement the Maturity Levels that have been used since the launch of the Framework Conformance Program.
- Information Framework Adoption scores are granted based on the detailed scoring guidelines outlined in the tables on following slides.
- Adoption conformance is based on an accumulative scoring system - i.e. scores are awarded for each element of an ABE to give an overall total Adoption score for the ABE – with elements in this context defined by core & dependent entities and required & optional attributes for both category of entity.
- The scores for each element are calibrated according to relative weightings, according to the significance of each element e.g. core entity having higher weighting than dependent entities and required attributes having higher weighting than optional attributes. The relative weightings for each ABE ‘element’ are indicated in the table in the following slide.

Information Framework R17.0 Maturity Conformance Scoring Guidelines

Maturity Conformance Level	Progressive Scoring Qualifiers
Non Conformance [Score = 1]	The content of the product/solution model is compatible with a subset of the Information Framework (SID) ABEs that define its domain coverage. This provides two interacting components/solutions with a common vocabulary and model structure. The subset represents the scope of the model, expressed in Information Framework (SID) domains and ABEs.
Non Conformance [Score = 2]	The model has passed level 1 conformance and the content of the ABE, part of the domain coverage and defined in the model, contains the ABE's core business entity or entities. A core business entity is an entity upon which other entities within the ABE are dependent. e.g. Service in the Service ABE. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.
Very Low Conformance [2.0 < Score <= 3.0]	The model has passed level 2 conformance and *a percentage of the required attributes of the ABE's core entity or entities are defined in the model.
Low Conformance [3.0 < Score <= 4.0]	The model has passed level 3 conformance and *a percentage of the dependent entities within the ABE are defined in the model. A dependent entity is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.
Medium Conformance [4.0 < Score <= 5.0]	The model has passed level 4 conformance and *a percentage of the required attributes of the ABE's dependent entities are defined in the model.
High Conformance [5.0 < Score <= 6.0]	The model has passed level 5 conformance and *a percentage of all attributes of the ABE's core entities are defined in the model.
Very High Conformance [6.0 < Score < 7.0]	The model has passed level 6 conformance and *a percentage of all attributes of the ABE's dependent entities are defined in the model.
Full Conformance [Score = 7.0]	The model has achieved Level 7 conformance (Full Conformance) and all attributes of the ABE's core & dependent entities are defined in the model.

NOTES:

- *For each level, according to what is required, a value is calculated based on the percentage of entities/attributes supported - as appropriate. This will result in a decimal figure (rounded to one decimal place).*
- Maturity Level versus Adoption Score: Using the progressive scoring schema for Maturity Level, an assessed ABE for which there is equivalence to 2/3 required core attributes and 8/10 dependent entities would be awarded Maturity Level Score = 2.5 (Very Low Conformance) & Adoption Conformance score = 5.2 (Medium Conformance). For the Maturity Level, because not all required attributes of the Core Entity are supported, the Maturity Level score does not progress to the next level, regardless of conformance to other components of the ABE.*

Information Framework R17.0: Adoption Conformance Scoring Guidelines						
SID Component		Weighted Scoring Calculation				
Lowest Level ABE (ABE)		Equivalent – 1 score point				
Core Entity (CE)		Equivalent – 2 score points				
Core Entity Required Attribute (CR)		% equivalent * 2 [Must support min 50% of Required Attributes]				
Dependent Entity (DE)		% equivalent * 1.5				
Dependent Entities – Required Attributes (DR)		% equivalent * 1.5				
Core Entity – Optional Attributes (CO)		% equivalent * 1.2				
Dependent Entity – Optional Attributes (DO)		% equivalent * 0.8				
Adoption Conformance Score Graduation						
Non Conformance [Score = 1 to 3]	Very Low Conformance [3.0 < Score <= 4.0]	Low Conformance [4.0 < Score <= 5.0]	Medium Conformance [5.0 < Score <= 6.0]	High Conformance [6.0 < Score <= 8.0]	Very High Conformance [8.0 < Score < 10.0]	Full Conformance [Score = 10.0]
<p>NOTES:</p> <ol style="list-style-type: none"> The score values for each SID component are added together to get the overall Adoption Conformance score. If 50% of of the required attributes of Core entities are not supported, scores for following components are not applied as Adoption Conformance requires conformance to 50% of the required attributes of Core entities. Adoption Score versus Maturity Level: Using the scoring category to recognise SID adoption, an assessed ABE for which there is equivalence to 2/3 required core attributes and 8/10 dependent entities would be awarded Maturity Level Score = 2.5 (Very Low Conformance) & Adoption Conformance score = 5.2 (Medium Conformance). 						

For more detailed information on Frameworkx Conformance Certification, please contact: conformance@tmforum.org

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