

**Frameworkx 11.5
Product Conformance
Certification Report**

**Atheeb Holding
ANTOMS Product
Version 10**

March 2012

A series of overlapping, 3D-style geometric shapes in shades of orange and yellow, located at the bottom of the page.

Table of Contents

Table of Contents	2
List of Tables	3
List of Figures	3
1 Introduction	4
1.1 Executive Summary	4
2 Product Functionality/Capability Overview	5
2.1.1 Atheeb Holding ANTOMS Product – Product Overview	5
3 Business Process Framework Assessment Overview	7
3.1 Mapping Technique Employed	7
3.2 Business Process Framework - Level 2 Process Scope	8
3.3 Product Scope	9
4 Business Process Framework – Process Mapping Descriptions	10
4.1 Customer Relationship Management [1.1.1]	10
4.1.1 Order Handling Mapping Details [1.1.1.5]	10
4.2 Service Management & Operation [1.1.2]	19
4.2.1 SM&O Support & Readiness [1.1.2.1]	19
4.2.2 Service Configuration & Activation [1.1.2.2]	28
4.3 Resource Management & Operations [1.1.3]	38
4.3.1 Workforce Management [1.1.3.7]	38
5 Information Framework Assessment Overview	49
5.1 Mapping Technique Employed	49
5.2 Information Framework Assessment - ABE Scope	49
5.3 Product Scope	50
6 Framework Conformance Result	51
6.1 Business Process Framework – Scoring Rules	51
6.2 Business Process Framework - Conformance Result Summary	52
6.3 Business Process Framework – Conformance Results Detailed	53
6.4 Information Framework – Scoring Rules	64
6.5 Information Framework – Conformance Result Summary	65
6.6 Information Framework – Conformance Result Detailed	66

List of Tables

Table 6.1 Business Process Framework – Detailed Conformance Result	53
Table 6.2 Information Framework – Detailed Conformance Result	66

List of Figures

Figure 2.1 Representation of ANTOMS Suite Version 10 Functionality/Capability	5
Figure 3.1 Business Process Framework Assessment Scope	8
Figure 3.2 Atheeb Holding ANTOMS Product Scope- Assessment (eTOM)	9
Figure 5.1 Information Framework – Assessment Scope	49
Figure 5.2 Atheeb Holding ANTOMS Product Footprint –Assessment Scope (SID)	50
Figure 6.1 TM Forum Business Process Framework – Conformance Scoring Rules.....	51
Figure 6.2 Business Process Framework - Conformance Result Summary	52
Figure 6.3 TM Forum Information Framework – Conformance Scoring Rules.....	64
Figure 6.4 Information Framework - Conformance Result Summary.....	65

1 Introduction

1.1 Executive Summary

This document provides details of Atheeb Holding's self-assessment and TM Forum's Conformance Assessment of **Atheeb Holding's ANTOMS Product**, against the following Framework 11.5 components:

- Business Process Framework Version 9.0
- Information Framework Version 9.5

The assessment included a review of:

- The methodology approach to product modeling and Product Lifecycle Management (PLM) against the TM Forum's Business Process Framework Release 9.0 according to the specific processes submitted in scope for the Assessment.
- Conformance to the Information Framework Release 9.0 Domains/Aggregate Business Entities according to the specific ABEs submitted in scope for the Assessment.

2 Product Functionality/Capability Overview

2.1.1 Atheeb Holding ANTOMS Product – Product Overview

ANTOMS is a fully integrated set of web-based enterprise management modules that (currently) provides end-to-end work process management, multi-scenario forward planning process management, and network inventory recording and assignment for use in a wide range of enterprise Endeavour's.

The modules within ANTOMS that make up the product suite are WorkMan, PlanMan and AssignMan.

ANTOMS interfaces easily with an enterprise's Engineering Design, Materials Management, Human Resource Management, Warehouse Management and Financial Management systems.

The following diagram gives a representation of the ANTOMS Suite Version 10.

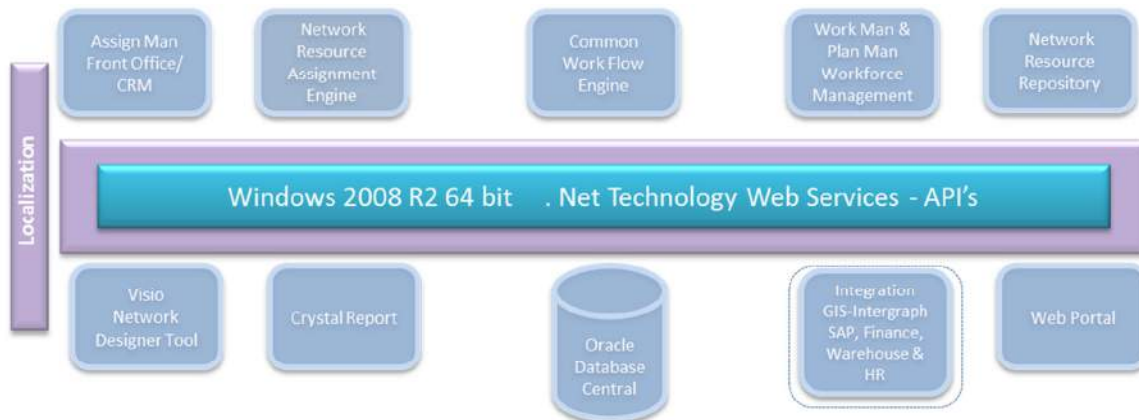


Figure 2.1 Representation of ANTOMS Suite Version 10 Functionality/Capability

Whilst ANTOMS provides a single log-in and welcome screen to its users, and whilst the individual modules within ANTOMS are fully integrated and share a common database, each module may be used in a stand-alone environment, thus providing a high level of flexibility to its users.

This Assessment covers the WorkMan, PlanMan & AssignMan Applications.

WorkMan:

WorkMan is a web-based application providing management functionalities for operational workflows, from initiation through to completion. WorkMan tracks work by task, location and cost, and on completion of work, provides full job reconciliation. Work flow within WorkMan is totally user-defined through its table structures. Within these tables, parameters such as the company organization, job cost approval levels, process flow, and specific work tasks are all defined, with the appropriate relationships between these parameters then being established. The WorkMan database provides a fund of resource usage information and usage patterns that is invaluable for preparation of budgets forecasts. WorkMan's interfaces provide easy access to Facilities Management, Work Order Management, and Financial and Material Management applications as well as Word



Processing and Spreadsheet applications to provide a complete environment for the design, approval, scheduling, work progress tracking and reconciliation of works.

PlanMan:

PlanMan is a web-based application providing management functionalities for project planning related work. Work flow within PlanMan is totally user-defined through its table structures. Planning work parameters are defined within these tables and the associated relationships between these parameters are then able to be established. PlanMan automatically generates the Bills of Quantities and Bills of Materials for planning proposals it manages. PlanMan also provides a very important scenario management functionality which allows a planner to save a proposal as Scenario 01, then modify that same proposal to develop any number of alternative solutions as Scenarios 02, 03, etc. PlanMan manages the planning proposal approval process, storing the selected scenario with an appropriate bring-up date for design and construction, and archiving all rejected scenarios for future reference purposes. PlanMan's interfaces provide easy access to Facilities Management and Financial and Material Management applications as well as Word Processing and Spreadsheet applications to provide a complete planning environment.

AssignMan:

AssignMan is a web-based application that records telecommunications network elements and provides automated management of these elements for the provision of customers' telecommunications circuits and services. AssignMan is configurable to provide standardized assignment management processes that meet all of the telecommunications company's needs. At the same time AssignMan ensures that the integrity of its inventory records is maintained at all times. AssignMan interfaces with Facilities Management, Customer Record, Service Order and Fault Management systems to provide an up-to-date network inventory and full circuit and service assignment, rearrangement and disconnection functionalities. AssignMan reports are fully configurable to provide users with a wide range of inventory, capacity, usage, fault and growth statistics for management, forecasting and marketing analysis and auditing purposes.

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework L3 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each eTOM process is supported by descriptive text. In many cases, each process is aligned and mapped to appropriate company documentation references solution, methodology or modeling material.

The eTOM L3 descriptions are analyzed by looking for implied tasks. Color coded text as highlighted below is used as part of the process mapping whereby highlighted text indicates the level of support for a Level 3 process implied task:

- **GREEN** is used to highlight key words or key statements that are fully supported
- **YELLOW** is used to highlight key words/key statements that are partially supported
- **GREY** is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements that are irrelevant, just for reference or needed to complete the sentence.

Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps, or a combination of both. In this document, “A”, “M”, or “AM” is used for each task to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

3.2 Business Process Framework - Level 2 Process Scope

The following figure represents the Business Process Framework Level 2 processes (blue highlight) that were presented in scope for the assessment, and the textual callouts represent the components of the Atheeb Holding ANTOMS Product that were assessed and support the corresponding eTOM processes according to the results in Chapter 6 Framework Conformance.

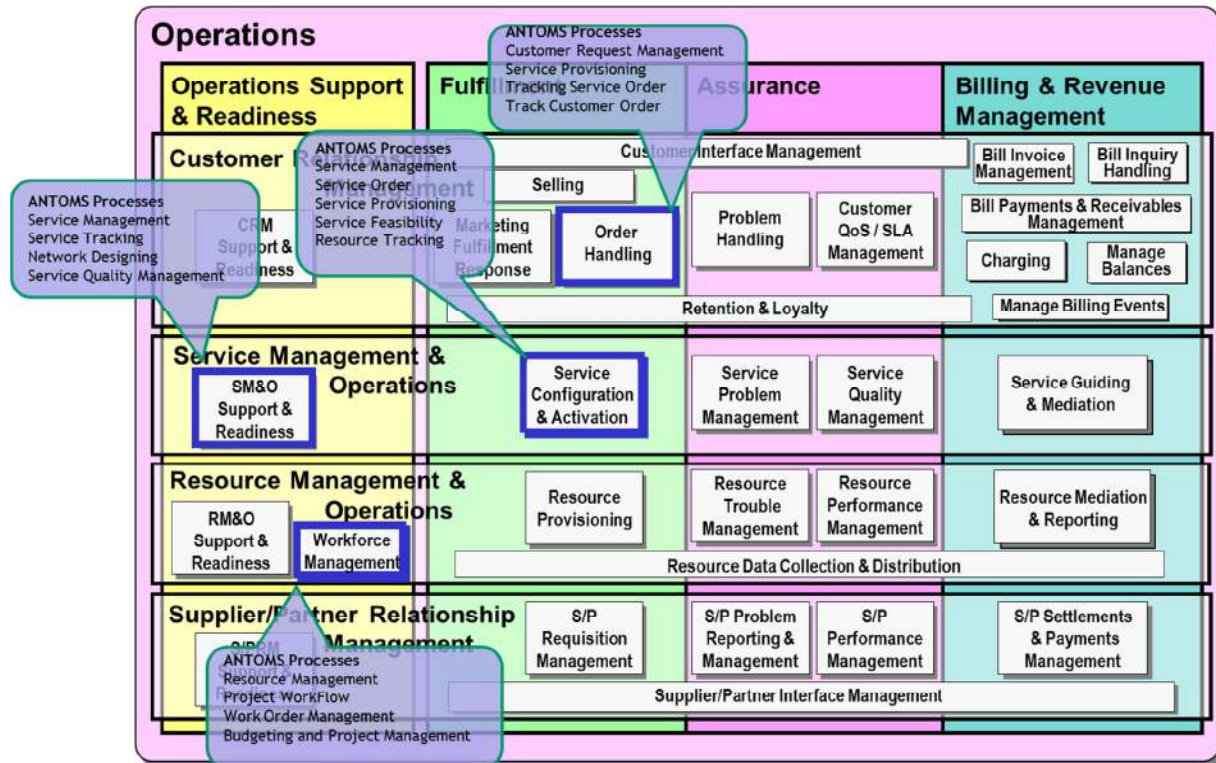


Figure 3.1 Business Process Framework Assessment Scope

3.3 Product Scope

The diagram in Figure 3.2 represents the Atheeb Holding ANTOMS Product and how it is mapped to the Business Process Framework processes that were assessed as part of this Framework Conformance Assessment.

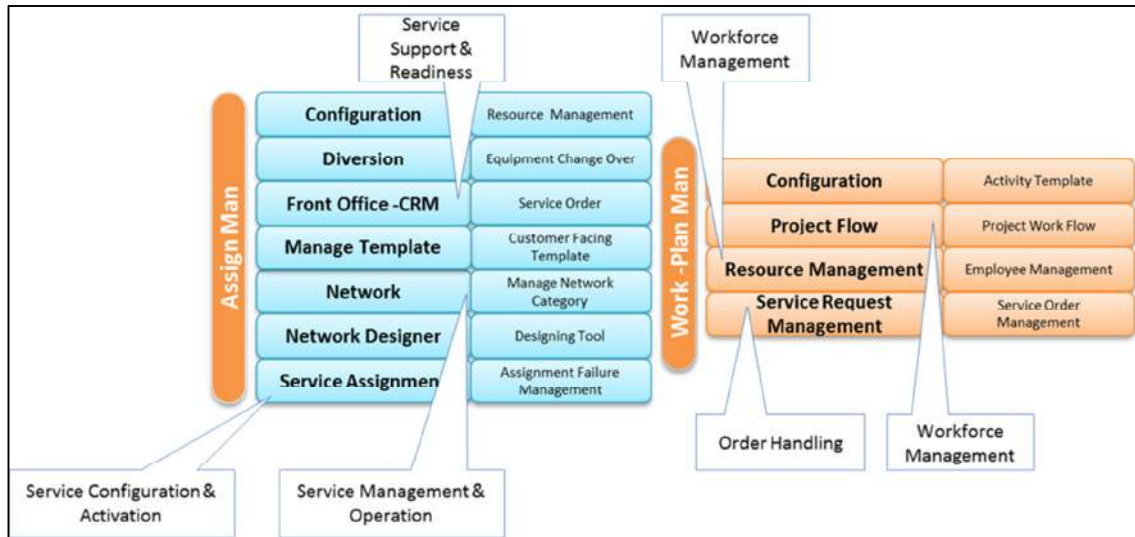


Figure 3.2 Atheeb Holding ANTOMS Product Scope- Assessment (eTOM)

4 Business Process Framework – Process Mapping Descriptions

This section provides the Process Mapping output from Atheeb Holding’s Self-Assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for the Atheeb Holding ANTOMS Product.

4.1 Customer Relationship Management [1.1.1]

4.1.1 Order Handling Mapping Details [1.1.1.5]

4.1.1.1 Determine Customer Order Feasibility [1.1.1.5.1]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.5.1 Determine Customer Order Feasibility
<p>Brief Description</p> <p>Check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified to a customer. AM</p> <p>(ANTOM-FS- AMPM.pdf Fig.115 Page 283) (ANTOM-FS- AMPM.pdf Fig.115 Page 284) (ANTOM-FS- AMPM.pdf Fig.116 Page 285) (ANTOM-FS- AMPM.pdf Fig.117 Page 285)</p> <p>Customer calls to CRM Call Center request for New/Existing /Upgrade service. CRM can fulfill the customer requirement within the CRM workflow flag Yes/No complete customer request notified to customer. Unable to the data will be pushed by any CRM by invoke ANTOMS application in Service Request Management Module.</p> <p>Extended Description</p> <p>The purpose of the Determine Customer Order Feasibility process is to check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified as part of the standard product offering process flow, to a customer. AM</p> <p>(ANTOM-FS- AMPM.pdf Fig.115 Page 283) (ANTOM-FS- AMPM.pdf Fig.115 Page 284) (ANTOM-FS- AMPM.pdf Fig.116 Page 285) (ANTOM-FS- AMPM.pdf Fig.117 Page 285) (ANTOM-FS- AMPM.pdf Fig.114&115 Page 283&284) (ANTOM-FS- AMPM.pdf Fig.118 Page 286)</p> <p>These processes invoke requests to SM&O provisioning processes to determine the availability and supportability of product offerings to a customer. A</p> <p>(ANTOM-FS- AMPM.pdf Fig.118 Page 286) (ANTOM-FS- AMPM.pdf Fig.120 Page 287)</p> <p>These processes are also responsible for determining whether the offering can be supported by other CRM processes. M (API are exposed to call the other CRM Application)</p>

4.1.1.2 Authorize Credit [1.1.1.5.2]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.5.2 Authorize Credit
<p>Brief Description</p> <p>Assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt.</p> <p>Extended description</p> <p>The purpose of the Authorize Credit processes is to assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt.</p> <p>This process is responsible for initiating customer credit checks and for authorizing credit and credit terms in accordance with established enterprise risk and policy guidelines</p>

4.1.1.3 Track & Manage Customer Order Handling [1.1.1.5.4]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.5.4 Track & Manage Customer Order Handling
<p>Brief Description</p> <p>Ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date. AM (ANTOM-FS- AMPM.pdf Fig.118Page286)</p> <p>This process will ensure service request met provisioning of service's assigned and managed as agreed by customer and within the creation and completion date.</p> <p>Extended Description</p> <p>The objective of the Track & Manage Customer Order Handling processes is to ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date. AM (ANTOM-FS- AMPM.pdf Fig.118Page286)</p> <p>Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> Scheduling, assigning and coordinating customer provisioning related activities; AM (ANTOM-FS- AMPM.pdf Fig.130 Page292 and Fig.132 Page 293) Generating the respective Service Order creation request(s) to Issue Service Order based on customer orders; A (ANTOM-FS- AMPM.pdf Fig. 129 Page291) Escalating status of customer order in accordance with agreed policy; AM (ANTOM-FS- AMPM.pdf Fig123. Page288) Undertaking necessary tracking of the execution process; AM (ANTOM-FS- AMPM.pdf Fig.138 Page 296) Adding additional information to an existing customer order; AM (ANTOM-FS- AMPM.pdf Fig.136 Page295) Modifying the customer order status; A (ANTOM-FS- AMPM.pdf Fig.136 Page295) Cancelling a customer order when the initiating sales request is cancelled; M (ANTOM-FS- AMPM.pdf Fig.137 Page296) Monitoring the jeopardy status of customer orders, and escalating customer orders as necessary; AM - In previous process workflow was demonstrated how to escalate the screenshot taken from the system (ANTOM-FS- AMPM.pdf Fig.122 Page288) Indicating completion of a customer order by modifying the customer order status. A (ANTOM-FS- AMPM.pdf Fig.139 Page297) <p>Note that some specific product components may be delivered directly by Suppliers/Partners. In these cases the Track & Manage Customer Order Handling process is responsible for initiating requests, through S/P Requisition Management for the delivery by the Supplier/Partner of the specific product components. AM</p> <ul style="list-style-type: none"> Manage Customer Order A (ANTOM-FS- AMPM.pdf Fig.128&129 - Page290&291) Track Customer Order A (ANTOM-FS- AMPM.pdf Fig.124 Page289) <p>(Issue Customer Order Additional Pages Page 9)</p>

4.1.1.4 Complete Customer Order [1.1.1.5.5]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.5.5 Complete Customer Order

Brief Description

Manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase **AM**

Manage customer information and history is maintained associated Service Orders have been finalized and during the order completion phase **A**

(ANTOM-FS- AMPM.pdf Fig.127,128&129 Page 290&291)

Service Order request has been fulfilled.

(ANTOM-FS- AMPM.pdf Fig.124 Page289)

Extended Description

The purpose of the Complete Customer Order processes is to manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase. The customer may participate in commissioning or end-to-end testing and then satisfactory delivery. The customer is trained in the functionality and benefits of the solution. These processes are responsible for ensuring that any customer information required by other CRM processes is updated as part of the customer order completion.**AM**

(ANTOM-FS- AMPM.pdf Fig.131&132 Page 292&293)

This process will manage Service Order end to end lifecycle of a service request, which includes validating service availability further decomposes the service order tracking along with orchestrating the provisioning test and turn up processes. Send notification to the customer order management. Thus managing customer Information and customer interaction process in sync.

- Manage Customer Information **A**
- (ANTOM-FS- AMPM.pdf Fig.126 Page290)
- Manage Customer Interaction Will be done manually **M**

4.1.1.5 Issue Customer Order [1.1.1.5.6]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.1.5.6 Issue Customer Order

Brief Description

Issue correct and complete customer orders A

(ANTOM-FS- AMPM.pdf Fig.127&129 Page290&291)

In this process by identifying requested Service Order by associating with work order technician verifies the location and work in progress. Service order status updated upon comp.

Extended Description

The purpose of the Issue Customer Orders processes is to issue correct and complete customer orders. These processes ensure that all necessary information about the Customer Order (for example, type of product, install address, special requirements, etc.) is available A.

(ANTOM-FS- AMPM.pdf Fig.126 Page290)

The customer orders may be required to satisfy pertinent customer requests from the Selling processes (in particular taking into account the purchase order from Negotiate Sales), may arise as a result of requests for customer provisioning activity to satisfy customer problem restoration activities, may arise to alleviate customer performance issues. These processes assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued.

The issued customer order may require a feasibility assessment, may require new provisioning activities, may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order. A

The customer order may also relate to the cancellation of previously purchased specific services.

A

Once the cancellation operation is completed in CRM then it notifies to ANTOMS via Integration exposing web service/Oracle Jobs

Where, the initiating request for a purchased product offering has a standard customer order this process is responsible for issuing the customer order, and for creating a record of the relevant initiating sales request and the associated customer order AM

Partially some of the activities are done on CRM side and others from ANTOM such as Issue Customer Order or Creating Customer Order.

(Issue Customer Order Additional Pages Fig.2 Page2)

Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has been previously undertaken, this process is responsible for issuing the customer order, and for creating a record of the relevant initiating request information and the associated customer order AM.

Partially some of the activities are done on CRM side and others from ANTOM such as Issue Customer Order or Creating associated Customer. Order.

(Issue Customer Order Additional Pages Fig.2 Page2)

Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has not been previously undertaken, this process marks the issued customer order as requiring special handling, and passes management for further processing to the Track & Manage Customer Order Handling process AM.

(Issued Customer Order Additional Pages.pdf Fig. 9 Page 8)

(ANTOMS-FS-AMPM.pdf Fig.128 Page 291)

The orchestration, if required, and tracking of the customer order progress is the responsibility of the Track & Manage Customer Order Handling processes.

AM (ANTOM-FS- AMPM.pdf Fig.126,127&129 Pages290&291)

- Access Customer Order A

(ANTOM-FS- AMPM.pdf Fig.128 Page291)

(Issue Customer Order Additional Pages Fig.2 Page2)

- Issue Customer Order A

(ANTOM-FS- AMPM.pdf Fig.129 Page291)

(Issue Customer Order Additional Pages Fig.1 Page1)

4.1.1.6 Report Customer Order Handling [1.1.1.5.7]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.5.7 Report Customer Order Handling

Brief Description

Monitor the status of customer orders, provide notifications of any changes and provide management reports. A

ANTOMS supports monitoring of customer order status provide notification facility as well as management reports. With Report Designer Tool Module.

(Issue Customer Order Additional Pages Fig.3 Page3)

Extended Description

The objective of the Report Customer Order Handling processes is to monitor the status of customer orders, provide notifications of any changes and provide management reports. A

Continuously monitoring the customer order status and also provides notification to different business units.

These processes are responsible for continuously monitoring the status of customer orders and managing notifications to processes and other parties registered to receive notifications of any status changes AM

Any changes takes place in CRM ANTOMS notification screen will be updated.

Notification lists are managed and maintained by the Support Order Handling processes. These processes record, analyze and assess the customer order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Order Handling process. These specialized summaries could be specific reports required by specific customers. AM

(ANTOM-FS- AMPM.pdf Fig.99&100 Page258&260)

All Executive and Non Executive Level of reports can be generated thru the system and also customized as per department manger needs.

Monitor Customer Order Status A

- -Manage Customer Order Status Notification A
- -Report Customer Order Status A

4.1.1.7 Close Customer Order [1.1.1.5.8]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.1.5.8 Close Customer Order

Brief Description

Close a customer order when the customer provisioning activities have been completed. Monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed. **A**

To view the customer order information and status shows completed customer request Flags to CRM by notification and customer history is maintained.

Extended Description

The objective of the Close Customer Order processes is to close a customer order when the customer provisioning activities have been completed. These processes monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed. **AM**

(ANTOM-FS- AMPM.pdf Fig.139 Page297)

(Issue Customer Order Additional Pages Fig.4 Page4)

(Issue Customer Order Additional Pages Fig.5 Page5)

(Issue Customer Order Additional Pages Fig.6 Page6)

(Issue Customer Order Additional Pages Fig7 Page7)

4.1.1.8 Supporting Evidence References (ANTOM-FS-AMPM)

[Customer FS AssignMan and PlanMan] Functional Specification of ANTOMS – AssignMan&PlanMan (ANTOMS-FS-AMPM.pdf)

- (Issue Customer Order Additional Pages)

4.2 Service Management & Operation [1.1.2]

4.2.1 SM&O Support & Readiness [1.1.2.1]

4.2.1.1 Manage Service Inventory [1.1.2.1.1]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.1.1 Manage Service Inventory
<p>Brief Description</p> <p>Establish, manage and administer the enterprise's service inventory, as embodied in the Service Inventory Database, and monitor and report on the usage and access to the service inventory, and the quality of the data maintained in it. A</p> <p>ANTOMS provide geographical tool for creating service inventory thru this tool manage, monitor, view and usage information of the inventory.</p> <p>Extended Description</p> <p>The responsibilities of the Manage Service Inventory processes are twofold - establish, manage and administer the enterprise's service inventory, as embodied in the Service Inventory Database, and monitor and report on the usage and access to the service inventory, and the quality of the data maintained in it. AM</p> <p>(ANTOMS - AssignMan UG.pdf_Fig.240 Page231)</p> <p>(SMO Additional References Fig.1 Page1)</p> <p>(SMO Additional References Fig.2 Page2)</p> <p>The service inventory maintains records of all service infrastructure and service instance configuration,</p> <p>(SMO Additional References Fig.3 Page3)</p> <p>(SMO Additional References Fig.4 Page4)</p> <p>(SMO Additional References Fig.5 Page5)</p> <p>version, and status details.</p> <p>(SMO Additional References Fig.6 Page6)</p> <p>It also records test and performance results and any other service related-information, required to support SM&O and other processes. AM</p> <p>(ANTOMS - AssignMan UG.pdf_Fig.244 Page233)</p> <p>(SMO Additional References Fig.7 Page7)</p> <p>The service inventory is also responsible for maintaining the association between customer purchased product offering instances and service instances, created as a result of the Service Configuration & Activation processes. AM</p> <p>Responsibilities of these processes include, but are not limited to:</p> <p>Identifying the inventory-relevant information requirements to be captured for service infrastructure and service instances ; AM</p> <p>(ANTOMS - AssignMan UG.pdf_Fig.247 Page236)</p> <p>Identifying, establishing and maintaining service inventory repository facilities; AM</p> <p>Managed by GIS Utility GComms.</p> <p>(SMO Additional References Fig.28 Page 28)</p> <p>Establishing and managing the service inventory management and information capture processes. AM</p>

(ANTOMS - AssignMan UG.pdf_Fig.245 Page234)

(SMO Additional References Fig.3 Page3)

Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download service data to and from the service inventory; AM

(ANTOMS - AssignMan UG.pdf_Fig.247Page236)

(ANTOMS - AssignMan UG.pdf_Fig.212Page208)

(ANTOMS - AssignMan UG.pdf_Fig.213Page209)

(ANTOMS - AssignMan UG.pdf_Fig.240 Page231)

(ANTOMS - AssignMan UG.pdf_Fig.243 Page233)

Ensuring the service inventory repository accurately captures and records all identified service infrastructure and service instance details, through use of automated or manual audits; AM
Service infrastructure and Inventories managed thru Network Designer Tool.

Tracking and monitoring of the usage of, and access to, the service inventory repository and associated costs, and reporting on the findings; and Identifying any technical driven shortcomings of the service inventory repository, and providing input to Resource Development & Management processes to rectify these issues; A

User can track and monitor the service inventory usage information.

(ANTOMS - AssignMan UG.pdf_Fig.224 Page220)

(ANTOMS - AssignMan UG.pdf_Fig.225 Page221)

(SMO Additional References Fig.8 Page8)

(SMO Additional References Fig.9 Page9)

(SMO Additional References Fig.10 Page10)

(SMO Additional Reference Fig 11 Page 11)

4.2.1.2 Enable Service Configuration & Activation [1.1.2.1.2]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.1.2 Enable Service Configuration & Activation
<p>Brief Description Planning and deployment of service infrastructure, and for ensuring availability of sufficient service infrastructure to support the Service Configuration & Activation processes. A</p> <p>Extended description The Enable Service Configuration & Activation processes are responsible for planning and deployment of service infrastructure, and for ensuring availability of sufficient service infrastructure to support the Service Configuration & Activation processes. A</p> <p>The responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> · forecasting at an operational level service infrastructure volume requirements and run-out timeframes; M · the capacity planning associated with the deployment of new and/or modified service infrastructure; M · establishment and monitoring of organizational arrangements to support deployment and operation of new and/or modified service infrastructure; M · creation, deployment, modification and/or upgrading of service infrastructure deployment support tools (including Service Inventory) and processes for new and/or modified service infrastructure; AM <p>ANTOMS - AssignMan UG.pdf_Fig.234 Page 226 (ANTOMS - AssignMan UG.pdf_Fig.235 Page227)</p> <ul style="list-style-type: none"> · development and promulgation of service infrastructure capacity deployment rules and controls; A <p>This process is managed by built in tool for network design (Network Designer/GComms GIS)</p> <ul style="list-style-type: none"> · authoring, reviewing and approving operational procedures developed by Service Development & Management processes prior to service infrastructure deployment; M · the testing and acceptance of new and/or modified service infrastructure as part of the handover procedure from the Service Development & Management processes to Operations; A · detecting service infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Service Development & Management processes; AM · co-ordination and roll-out, in accordance with approved plans, of the approved new and/or modified service infrastructure; AM <p>(SMO Additional References Fig.32 Page32)</p> <ul style="list-style-type: none"> · monitoring capacity utilization of deployed service infrastructure to provide early detection of potential service infrastructure shortfalls; A · reconfiguration and re-arrangement of under-utilized deployed service infrastructure; A <p>(ANTOMS - AssignMan UG.pdf_Fig. 245 Page234) (ANTOMS - AssignMan UG.pdf_Fig.107 Page105) (ANTOMS - AssignMan UG.pdf_Fig.108 Page106) (ANTOMS - AssignMan UG.pdf_Fig.109 Page107)</p>

(ANTOMS-AssignMan.UG.pdf_Fig.236.Page 226)

- managing recovery and/or removal of obsolete or unavailable service infrastructure; AM
ANTOMS - AssignMan UG.pdf_Fig.199Page195)

- reporting on deployed service infrastructure capacity; A

(SMO Additional References Fig.29 Page29)

(SMO Additional References Fig.30 Page30)

- Tracking and monitoring of the service infrastructure deployment processes and costs
(including where service infrastructure is deployed and managed by third parties), and reporting
on the capability of the service infrastructure deployment processes; AM

(ANTOM -FM-AMPM.pdf Fig. 9.65.12 Page280)

(ANTOM -FM-AMPM.pdf Fig. 9.65.13 Page 280)

- establishing and managing service provisioning notification facilities and lists to support the
Service Configuration & Activation notification and reporting processes; and A

(ANTOM -FM-AMPM.pdf Fig. 8.10 Page 10)

updating the Service Inventory of any changes to the available service infrastructure A

ANTOMS - AssignMan UG.pdf_Fig.162 Page158)

(ANTOMS - AssignMan UG.pdf_Fig.234 Page226)

(ANTOMS - AssignMan UG.pdf_Fig.235 Page227)

4.2.1.3 Support Service Problem Management [1.1.2.1.3]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.2.1.3 Support Service Problem Management

Brief Description

Assist Service Problem Management processes by proactively undertaking statistically driven preventative and scheduled service infrastructure maintenance activities and monitoring, managing and reporting on the capability of the Service Problem Management processes

Extended Description

The responsibilities of the Support Service Problem Management processes are twofold - assist Service Problem Management processes by proactively undertaking statistically driven preventative and scheduled service infrastructure maintenance activities and monitoring, managing and reporting on the capability of the Service Problem Management processes. These processes are responsible for ensuring that the service infrastructure is working effectively and efficiently.

Responsibilities of these processes include, but are not limited to:

- Extracting and analyzing, including undertaking trend analysis, historical and current service instance problem reports and performance reports to identify potential service infrastructure or service instances requiring proactive maintenance and/or replacement;
- Requesting scheduling of additional service instance data collection to assist in the analysis activity;
- Requesting scheduling of service instance performance testing to assist in analysis activity;
- Developing and managing service infrastructure and service instance proactive maintenance programs;
- Requesting service provisioning activity to prevent anticipated service problems associated with capacity limitations identified in the analysis activities;
- Reporting outcomes of trend analysis to Service Development & Management processes to influence new and/or modified service infrastructure development;
- Tracking and monitoring of the Service Problem Management processes and associated costs (including where service infrastructure is deployed and managed by third parties), and reporting on the capability of the Service Problem Management processes;
- Establishing and managing service problem notification facilities and lists to support the Service Problem Management notification and reporting processes;

Responsibilities of these processes include, but are not limited to:

4.2.1.4 Enable Service Quality Management [1.1.2.1.4]

<p style="text-align: center;">LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.1.4 Enable Service Quality Management</p>
<p>Brief Description Support Service Quality Management processes by proactively monitoring and assessing service infrastructure performance, and monitoring, managing and reporting on the capability of the Service Quality Management processes. A</p> <p>Extended Description The responsibilities of the Enable Service Quality Management processes are twofold -support Service Quality Management processes by proactively monitoring and assessing service infrastructure performance, and monitoring, managing and reporting on the capability of the Service Quality Management processes. Proactive management is undertaken using a range of performance parameters, whether technical, time, economic or process related. A</p> <p>Service quality management and monitoring is supported through logical resource. This logical resource is basically a software components, which is attached with each physical resource, this software provides us reporting on supported services quality, based on this report. ANTOMS application Equipment changeover process will takes place and run, the component result in change is required for better quality. The whole process occur in a window services, therefore we cannot provide you a screen shot. Quality management functionality is fully supported in ANTOM application.</p> <p>The responsibilities of the processes include, but are not limited to:</p> <ul style="list-style-type: none"> · Undertaking proactive monitoring regimes of service infrastructure as required to ensure ongoing performance within agreed parameters over time; AM (SMO Additional References Fig.19 Page19) · Developing and maintaining a repository of acceptable performance threshold standards for service instances to support the Service Quality Management processes; AM (SMO Additional References Fig.20 Page20) · Undertaking trend analysis, and producing reports, of the performance of service infrastructure to identify any longer term deterioration; · Monitoring and analyzing the service instance analyses produced by the Service Quality Management processes to identify problems that may be applicable to the service infrastructure as a whole; AM ANTOMS provides bridge between Logical resource's and dependencies with all required service analysis reports. (SMO Additional References Fig.31 Page31) · Sourcing details relating to service instance performance and analysis from the service inventory to assist in the development of trend analyses; · Logging the results of the analysis into the service inventory repository; A

(SMO Additional References Fig.23 Page23)

- Establishing and managing service quality data collection schedules, including managing the collection of the necessary information from the Resource Data Collection & Distribution processes, to support proactive monitoring and analysis activity, and requests from Service Quality Management processes for additional data to support service instance performance analysis;

- Establishing and managing facilities to support management of planned service infrastructure and service instance outages; AM

SMO Additional References Fig.26 Page26)

- Establishing, maintaining and managing the testing of Service Quality control plans to cater for anticipated service quality disruptions;

- Proactively triggering the instantiation of control plans to manage performance through programmed and/or foreseen potentially disruptive events, i.e. anticipated traffic loads on Xmas day, planned outages, etc.; AM

SMO Additional References Fig.12 Page12)

SMO Additional References Fig.13 Page13)

SMO Additional References Fig.14 Page14)

SMO Additional References Fig.15 Page15)

- Tracking and monitoring of the Service Quality Management processes and associated costs (including where service infrastructure is deployed and managed by third parties), and reporting on the capability of the Service Quality Management processes; AM

This feature will be supported by CRM interface capabilities, and its reporting is available through our report designer tool.

SMO Additional References Fig.27 Page27)

- Establishing and managing service quality notification facilities and lists to support the Service Quality Management notification and reporting processes; and

- Supporting the Support Customer QoS/SLA Management process



4.2.1.5 Support Service & Specific Instance Rating [1.1.2.1.5]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.1.5 Support Service & Specific Instance Rating
<p>Brief Description</p> <p>Ensure that rating and tariff information is maintained for each service class, for use by Service & Specific Instance Rating</p> <p>Extended Description</p> <p>The purpose of the Support Service & Specific Instance Rating processes ensure that rating and tariff information is maintained for each service class, for use by Service & Specific Instance Rating. They are also responsible for the processing of this information related to administration of the services.</p>

4.2.1.6 Supporting Evidence References (ANTOMS - AssignMan UG.pdf)

[SMO Additional References.pdf]

4.2.2 Service Configuration & Activation [1.1.2.2]

4.2.2.1 Design Solution [1.1.2.2.1]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.2.2.1 Design Solution

Brief Description

Develop an end-end specific service design which complies with a particular customer's requirement. AM

ANTOMS built in tool Network Designer user has option to design both copper and fiber network. Let's take Fiber network to develop/design from Exchange to Premises (FTTH/FTTx) as per the customer's request. Below in Extended Description narrative of fine coarse separately.

Extended Description

The purpose of the Design Solution processes is to develop an end-end specific service design which complies with a particular customer's requirement. These processes are invoked when a customer order requires special or unusual end-end service arrangements, which are not able to be satisfied using standard service arrangements. These processes may be invoked as part of a service feasibility assessment, or as a result of a confirmed customer order. AM

As a normal practice user selects the standard workflow template, which does not fits to desired customer requirements. The workflow deviates to unusual customer requirements (end to end service arrangement) by selecting un-usual requirements workflow template, which covers all the required scenarios to establish the customer requirements.

The responsibilities of these processes include, but are not limited to:

- Developing an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility; AM

Customer Order/Service Order associated to Request for Work (RFW) during the pre-order of customer Network Designer checks for the feasibility to fulfill the customer requirement and system if it is fill-able will flag to CRM/Front Office thru notification as shown in activity diagram. Cannot be fill able invoke network designer tool to design the network. Designer will checks the customer premises geo location and nearest infrastructure falls within the boundary and able to provide solution as requested by customer. Operational methods otherwise known as (Method of Procedure) generally denotes when new equipment being installed by a manufacturer will follow as per the installation manual. Resource assignment will be done automatically by the system by selecting and in combination of business rules.

(Additional _Supporting Evidence SC&A Fig. 8 Page. 8)

(Additional Supporting Evidence SC&A Fig.33 Page32) Step-1

(Additional Supporting Evidence SC&A Fig.34 Page33)Step-2

(Additional Supporting Evidence SC&A Fig.35 Page34)Step-3

- Developing an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process; M
- Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks; AM

Forecasting the current and future services will depend on resource infrastructure and its features to provide expected solution. All this activity planning and consideration depends on 5 years planning and budgeting. Risk is always a consideration depending on trends and technologies and infrastructure installed based on dwellers living standard to consume the service.

(AssignMan-UG.pdf Fig.247Page236).

Consideration of the time schedule according with customer requirements; AM

At the time of service order creation estimated completion date is mandatory field. These inputs are user (experience) to evaluate how much time is required to complete the work. Once the service order in progress and near completion will send notification to CRM thru notification.

(ANTOMS-FS-AMPM.pdf Fig.124Page289)

(ANTOMS-FS-AMPM.pdf Fig.130Page292)

- **Ensure service and provisioning efficiency; AM**

(Additional Supporting Evidence SC&A Fig.13 Page13)

Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment; M

Generally these process are connected to 3rd Party software to S/P Marketing and Developing a detailed design identifying the relevant service orders to be issued to the Implement, Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes. **AM**

(Additional Supporting Evidence SC&A Fig.3 Page3)

A specific service design may require inclusion of some or all of the above aspects depending on whether the service design is being undertaken as part of a feasibility assessment, or is being developed as a result of a committed customer order. AM

(Additional Supporting Evidence SC&A Fig.4 Page4)

(Additional Supporting Evidence SC&A Fig.33Page32)STEP-1

(Additional Supporting Evidence SC&A Fig.34 Page33)STEP-2

(Additional Supporting Evidence SC&A Fig.35 Page34)STEP-3

These processes invoke requests to RM&O provisioning processes to determine the availability of suitable specific resources, or to suppliers /partners through the S/P process in the event that the service design requires either the inclusion of outsourced or partner provided specific services. M

4.2.2.2 Recover Solution [1.1.2.2.10]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.2.2.2 Recover Solution

Brief Description

Recover specific services that are no longer required by customers. AM

When a service is no longer required upon request search the service which no longer in use can be disabled and impact analysis study and dependent service effect on network to leverage the service.

Extended description

The responsibility of the Recover Service processes is to recover specific services that are no longer required by customers. AM

Periodic reports will be generated by Antoms/Third party based on requirement and network utilization. Business units forecast service no longer required by the customer, releasing few services from the networking proper utilization of network and traffic enabled also measuring threshold. During this process all concerned 3rd party reports are imported/ shared. Analyzed the services endowed on network, send a notification to concerned customer to verify if the dependent services effected a impact analysis report will be studied be disabling the service.

(Additional Supporting Evidence SC&A Fig.5 Page5)

These processes follow recovery plans specified by the supplier/partner, or against recovery plans developed by the service provider. Where appropriate recovery plans are not available these processes are responsible for developing appropriate recovery plans. AM

(Additional Supporting Evidence SC&A Fig.6 Page6)

(Additional Supporting Evidence SC&A Fig.36 Page35)

Where recovery of services is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the recovery proposal and ensuring authorization is received to proceed with the recovery plan. When the recovery activity is about to commence, these processes are responsible for notifying when recovery work is commencing and when it is completed. When recovered, the specific services and/or associated service specific parameters will be marked as unallocated. AM

4.2.2.3 Allocate Specific Service Parameters to Services [1.1.2.2.2]

<p align="center">LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.2.3 Allocate Specific Service Parameters to Services</p>
<p>Brief Description Issue service identifiers for new services. AM When a new product is launched by Product Offering for example business unit informs to planners and designers to provide such a service in a system, upon such customer order system search for new services and identifies to provide new services.</p> <p>Extended Description The purpose of the Allocate Specific Service Parameters to Services processes is to issue service identifiers for new services. AM</p> <p>(Additional Supporting Evidence SC&A Fig.3 Page3) Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes, these processes determine whether the requested service parameters are available. AM</p> <p>(Additional Supporting Evidence SC&A Fig.3 Page3) Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request, these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time, and releasing them when the time period has expired. These processes are responsible for creating a response to the initiating processes with respect to the feasibility assessment. AM</p> <p>(Additional Supporting Evidence SC&A Fig.4 Page4) (Additional Supporting Evidence SC&A Fig.12 Page12) (Additional Supporting Evidence SC&A Fig.33 Page32) (Additional Supporting Evidence SC&A Fig. 34Page33) (Additional Supporting Evidence SC&A Fig.35 Page34) In certain scenarios business rules advocate to raise a service order with special requirements to design a circuit. Such services will be reserved in repository to meet the requirements at any given time purely based on service order lifecycle. For Ex. Mega Technical Exhibition (GITEX) going to take place for 10 days time period to fulfill such requirement business rules are in place to take effect. For every process in the system before completing the process there is check list to against responses and initialization of other related process.</p> <p>Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, these processes are responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated M</p>

4.2.2.4 Track & Manage Service Provisioning [1.1.2.2.3]

<p align="center">LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.2.4 Track & Manage Service Provisioning</p>
<p>Brief Description Ensure service provisioning activities are assigned, managed and tracked efficiently. AM (Additional Supporting Evidence SC&A Fig.9 Page9)</p> <p>Extended Description The objective of the Track & Manage Service Provisioning processes is to ensure service provisioning activities are assigned, managed and tracked efficiently. . Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> * Scheduling, assigning and coordinating service provisioning related activities; AM (Additional Supporting Evidence SC&A Fig.10 Page10) * Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders; AM (Additional Supporting Evidence SC&A Fig.11. Page11) * Escalating status of service orders in accordance with local policy; Undertaking necessary tracking of the execution process; AM (Additional Supporting Evidence SC&A Fig.18 Page18) * Adding additional information to an existing service order; . * Modifying information in an existing service order; AM (Additional Supporting Evidence SC&A Fig.15 Page15) * Modifying the service order status; AM <p>System maintained statuses are dynamic. Service order status based on task current status. Only Admin/DBA can manipulate the data. (Additional Supporting Evidence SC&A Fig.16 Page16)</p> <ul style="list-style-type: none"> * Canceling a service order when the initiating customer order is cancelled; AM <p>Once the cancellation is completed in CRM send Notification to ANTOMS via Integration exposing Web Service/Oracle Jobs. (Additional Supporting Evidence SC&A Fig.37. Page36)</p> <ul style="list-style-type: none"> * Monitoring the jeopardy status of service orders, and escalating service orders as necessary; and AM (Additional Supporting Evidence SC&A Fig.18 Page.18) * Indicating completion of a service order by modifying the service order status. Note that some specific service components may be delivered by suppliers/partners. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific service components AM (Additional Supporting Evidence SC&A Fig.16 Page.16)

4.2.2.5 Implement, Configure & Activate Service [1.1.2.2.4]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.2.5 Implement, Configure & Activation Service

Brief Description

Implement, configure and activate the specific services allocated against an issued service order
AM

Once the service order is issued based on system fillable or un-fillable via GComms/Network Designer Tool configure the network resources if existing otherwise raise work order and implement network infrastructure and configuration and provisioning will take place to specific allocated service against the service orders and activate by third party.

Extended Description

The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order.

These processes are responsible for, but not limited to:

* Assessing and planning the approach to be undertaken for implementation, configuration and activation; **AM**

(Additional Supporting Evidence SC&A Fig.19 Page19)

* Re-using standard implementation, configuration and activation processes applicable to specific services; **AM**

Antoms based on SOA by selecting the right template for standard implementation and other related process with this technology user can re-use the template as many times as required.

* Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering. **AM**

(Additional Supporting Evidence SC&A Fig.20 Page20)

* Providing notifications as required if the implementation, configuration and activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications; and **AM**

(Additional Supporting Evidence SC&A Fig.21 Page21)

* Updating the information contained in the service inventory as to the configuration of specific services and their status. At the successful conclusion of these activities, the status of the specific services will be changed from allocated to activated, which means they are in-use. **AM**

(Additional Supporting Evidence SC&A Fig.23 Page23)

4.2.2.6 Test Service End to End [1.1.2.2.5]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.2.2.6 Test Service End to End

Brief Description

Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels. **AM**

Once the design is completed and set to active system will check against the logical/physical resources within given parameter to make sure all the configuration parameter has been fulfilled. On site testing team (Tester) will perform End to End test report of Copper/Fiber cable connectivity and continuity results are published and commissioned respective section to intimate “Service is Ready” for Activation.

Extended Description

The responsibility of the Test Service End-to-End processes is to test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels before its activation for the customer. **AM**

(Additional Supporting Evidence SC&A Fig.40 Page39)

This purpose is performed through testing the service end-to-end as far as possible. These processes test specific services against Supplier/Partner defined test plans, or against test plans developed by the service provider. **M**

Where appropriate test plans are not available these processes are responsible for developing appropriate test plans. These processes are also responsible for capturing and storing the test results for historical and downstream testing comparison purposes. If these tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers. **AM**

Once the test is passed/Fail supplied within the parameter for optimum level of performance. Report is published and data imported thru SOA to ANTOMS and report is generated thru reporting tool.

(Additional Supporting Evidence SC&A Fig.40 Page39)

(Additional Supporting Evidence SC&A Fig.39 Page38)

4.2.2.7 Issue Service Orders [1.1.2.2.7]

<p align="center">LEVEL 3 PROCESS MAPPING DETAILS 1.1.2.2.8 Issue Service Orders</p>
<p>Brief Description Issue correct and complete service orders AM (Additional Supporting Evidence SC&A Fig.25 Page25)</p> <p>Extended Description The purpose of the Issue Service Orders processes is to issue correct and complete service orders. AM (Additional Supporting Evidence SC&A Fig.25 Page25) The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from suppliers/partners in relations to specific services. AM (Additional Supporting Evidence SC&A Fig.26 Page26) These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or supplier/partner initiated request, to determine the associated service orders that need to be issued. AM (Additional Supporting Evidence SC&A Fig.30 Page29) The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. AM (Additional Supporting Evidence SC&A Fig.28 Page27) Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. AM (Additional Supporting Evidence SC&A Fig.32 Page31) Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. AM (Additional Supporting Evidence SC&A Fig.33 Page32) STEP-1 (Additional Supporting Evidence SC&A Fig.34 Page33) STEP-2 (Additional Supporting Evidence SC&A Fig.35 Page34) STEP-3 Integration to GComms/Network Designer as STEP-4 There is no screen shot. Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process. AM</p> <p>The orchestration, if required, and tracking of the service order progress is the Responsibility of the Track & Manage Service Provisioning processes. M</p>

4.2.2.8 Report Service Provisioning [1.1.2.2.8]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.2.2.9 Report Service Provisioning

Brief Description

Monitor the status of service orders, provide notifications of any changes and provide management reports. **AM**

As soon as service order status changes due to any reason, system provide notification mechanism to reflect on status and while generating the reports appears the same.

Extended Description

The objective of the Report Service Provisioning processes is to monitor the status of service orders, provide notifications of any changes and provide management reports. **AM**

(Additional Supporting Evidence SC&A Fig.38 Page37)

These processes are responsible for continuously monitoring the status of service orders and managing notifications to processes and other parties registered to receive notifications of any status changes. **AM**

When status is changed service order system manages notification policies. Notification defined in system to registered parties to receive as per the privileges.

(Additional Supporting Evidence SC&A Fig21.Page21)

(Additional Supporting Evidence SC&A Fig41.Page40)

Notification lists are managed and maintained by the Enable Service Configuration & Activation processes. **AM**

(Additional Supporting Evidence SC&A Fig.42Page41)

(Additional Supporting Evidence SC&A Fig.41Page40)

Notification List will be Managed.

In this scenario Service Activation and Configuration event will trigger, attached notification to according to policy.

These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process.

These specialized summaries could be specific reports required by specific audiences **AM**

Optimization and with other departments (Transmission) will assess the service order nature of work required to produce management/customized reports showing overall effectiveness on Service Configuration & Activation Process to plan the network traffic and impact. Thru reporting tool of ANTOMS these customized report can be published, since there is no data available, cannot produce the relevant screen shot.

(Additional Supporting Evidence SC&A Fig.38Page37)

4.2.2.9 Close Service Order [1.1.2.2.9]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.2.2.10 Close Service Order

Brief Description

Close a service order when the service provisioning activities have been completed. **AM**
 Service Query maintenance filters to Close Service Order when all the provisioning activities completed and release to CRM and ready for service. All related dependencies will display as closed, request for work and disable the fields input field to maintain the integrity of the data. Maintain the history of Service Order for future reference's if required.

Extended Description

The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed. **AM**

(Additional Supporting Evidence SC&A Fig.43 Page42) Setp-1

These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed. **AM**

(Additional Supporting Evidence SC&A Fig.44 Page43)Step-2

(Additional Supporting Evidence SC&A Fig.45 Page43)Step-3

(Additional Supporting Evidence SC&A Fig.46 Page44)Step-4

4.3 Resource Management & Operations [1.1.3]

4.3.1 Workforce Management [1.1.3.7]

4.3.1.1 Manage Appointment Schedule [1.1.3.7.1]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.1 Manage Appointment Schedule
<p>Brief Description</p> <p>Manages the appointment schedule of assignable staff. AM</p> <p>System checks the skill set in the employee pool picks the assignable staff maintains the appointment and schedule the staff accordingly. Manage the whole life cycle of the work order and automatically scheduling will takes place.</p> <p>Extended Description</p> <p>The responsibilities of the Manage Appointment Schedule processes include the ability to view the availability of appropriate assignable staff as well as being able to schedule an appointment. Both the viewing and the scheduling may be based on availability of a collection of staff and not a specific person. Similarly, times could be windows of time (i.e. - AM or PM) or a specific time. A</p> <p>(ANTOMS-FS-AssignMan Figure 14 Page 123)</p> <p>(ANTOMS-FS-AssignMan Figure 12&13 Page122)</p> <p>(ANTOMS-FS-AssignMan Figure14&15 Page123)</p> <p>(ANTOMS-FS-AssignMan Figure16 Page124)</p>

4.3.1.2 Assign Work Order [1.1.3.7.2]

LEVEL 3 PROCESS MAPPING DETAILS

1.1.3.7.2 Assign Work Order

Brief Description

Assign Work Order processes are responsible for assigning manual activities to assignable staff within the enterprise and/or third parties. **AM**

There are two ways of approach in application to Assign Work Order

By Default System is Set to Automatic Assignment (Activity less than 1 count will be assigned activity compared to more than 1 in the pool).

If supervisor wish to select Manually irrespective of number of activities assigned can assignable to a staff within the exchange in rare case out-side the exchange area can be achievable. Within the enterprise level. System is fully supported with all the practical telco scenarios.

Extended description

Assign Work Order processes are responsible for assigning manual activities to assignable staff within the enterprise and/or third parties. **A**

(ANTOMS-FS-Assignman Fig. 6&7 Page 119)

System Auto/Manual depends on workload assigned activities. Pushed to technicians checked to radio button during system built Auto/Manual.

Responsibilities of these processes include, but are not limited to:

- * Establishing and managing work assignment queues through which requests for work activities are received from eTOM processes; **A**

Activities Assigned to user can be viewed with the respective Login to see Work Activity in Queue Management at Project Work Flow screen all the activities has Predecessor dependent (Parent activity is has been completed the dependent activity can be performed check for validation).

(Additional Reference Workforce Fig.1 Page1)

- * Making appropriate assignments, taking into consideration activity priority, associated SLAs, due date, required skills, and job location relative to other assignments made to the same assignable staff, etc. **A**

(ANTOMS-FS-AssignMan Fig. 20 Page 125)

(Additional Reference Workforce Fig.3 Page 21)

Assigning employee to admin activity Employee available screen will pop-up to show all the existing employees on basis of skill set and organization can be filtered.

- * Allowing for bulk automated assignments of technicians for the entire day as well as automated or manual assignments throughout a work day based on priority work that might arise. **AM**

ANTOMS allows bulk automated assignment to Surveyor/engineer/technicians can also manages the priority level all the assignments are predefined time allotted to complete the tasks. Thumb rule Predecessor has to complete the activity followed by successor.

(Additional Reference Workforce Fig.1AA & 2 Page1)

- *

Optimizing the assignment of manual activities to technicians selected according to skills, proximity to intervention site, technician availability, vehicles, equipment and special tools required to perform these activities; Whenever necessary, relocating other previously scheduled activities which have float or even relocating work schedules, aiming at the increase of manpower

availability; Dispatching technicians and/or third parties to perform manual activities. AM
(ANTOMS-FS-AssignMan Fig.21 Page126)

User will select some Request for Work (RFW) associated with Customer Order/Service Order/Work Order will be initiate the auto assignment process which automatically assign employee to activities according to skill set and organization and their availability the work pool is designed in such a way that all customer orders raised in CRM will be directed to the same exchange taking into proximity of area of work In a event that necessary arise to relocate previously scheduled activities can transferred or delegated to employee with approval of section manager delegates the responsibilities to complete the activities within the time frame. Without any hindrance.

4.3.1.3 Track & Manage Work Order [1.1.3.7.3]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.3 Track & Manage Work Order
<p>Brief Description Track & Manage Work Order processes are responsible for monitoring the execution of assigned manual activities to employees and/or third parties, detecting potential problems with completing the work, and requesting Create & Assign Work Order to reallocate manual activities to solve the issue. AM (ANTOMS-FS-AssigMan Fig.23 Page127) (ANTOMS—FS-AssignMan Fig.22 Page127)</p> <p>Extended Description Track & Manage Work Order processes are responsible for monitoring the execution of assigned manual activities to employees and/or third parties as well as detecting problems with how the various assignments are progressing, requesting Create & Assign Workforce to reallocate resources to work activities as needed AM (ANTOMS-FS-AssignMan Fig.4 Page 118)</p> <p>(ANTOMS-FS-AssignMan Fig22 Page 127) .Responsibilities of these processes include, but are not limited to: *Monitoring the execution of assigned activities, including the various states of dispatch, complete, suspend, cancel, etc. as well as requesting work reassignments to Create & Assign Work Order as required; A (ANTOMS-FS-AssigMan Fig. 23 Page 127) Project WorkFlow screen will help to monitor the Project/Work Order, supervisor to monitor and manage all the activities assigned to employee. *Establishing and managing fast-track and jeopardy re-assignment capabilities to allow for modification of work assignments as required to meet jeopardy or other high priority conditions; A (ANTOMS-FS-AssigMan Fig. 22 Page 127) Project WorkFlow screen there is column Jeopardy (JP) if delayed appears with a warning symbol indicates that agreed date and policy has expired validation check. *Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download scheduling and work assignment data to and from the workforce management system(s); A (ANTOMS-FS-AssigMan Fig. 24 Page 128) Creating processes will be done by System Configuration and Manage Activity Type screen. User roles are defined in database to modify, update and delete. Scheduling of work assignment is done automatically within specified time frame. *Establishing and managing information transfer between the enterprise workforce management system(s) and those of external third parties (when the infrastructure is owned and operated by third parties); AM API'S are exposed for import and export Work Units / Work Order in Network Designer and ANTOMS database There is integration with SAP/GTechnology by exposing Web services. (Additional Reference Workforce Page2 of Page20) *Ensuring workforce management system(s) accurately captures and records all assignment and work scheduling details, through use of automated or manual audits; AM</p>

(ANTOMS-FS-AssignMan Fig. 25 Page 128)

During work in progress system accurately captures all required workunit. While in design phase workunit are automated but when construction phase is in progress manual audits is required.

*Tracking and monitoring of the usage of, and access to, the workforce management system(s) and associated costs of the Manage Workforce processes, and A

(ANTOMS-FS-AssignMan Fig. 27 Page 129)

(Additional Reference Workforce Fig.4 Page21)

*Identifying any technical driven shortcomings of the workforce management system(s), and providing input to Resource Development & Management processes to rectify these issues. AM

Antoms (Assignman) identifies during provisioning the service, if customer requires a new technology. User search for existing user defined service equipment in the system, add new service equipment and modify existing service replacing with required card in the source of desired service.

(ANTOMS-FS-AssignMan Fig.10.1.6.2 Page 31)

4.3.1.4 Plan and Forecast Workforce [1.1.3.7.4]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.4 Plan and Forecast Workforce
<p>Brief Description</p> <p>Plan & Forecast Workforce processes are responsible for planning and forecasting of the workload of manual activities to be assigned to technicians within the enterprise and/or third parties. A Unlike CRM if there is requirement within the organization there are several department in Engineering like Outside Plant/Inside Plant. Generally Planning and Forecasting foresee the requirements for new development in neighborhood. Forecasting and Planning in coordination review master plan growth and requirement of telecom services. Network designed as per the standards and send a request for execution. These plans are attached and sent as RFP/RFE Request for Planning or Engineering (RFP). Create a Request for Work (RFW) into Antoms application further process to assign to Technicians/Engineers.</p> <p>Extended Description</p> <p>Plan & Forecast Workforce processes are responsible for planning and forecasting of the workload of manual activities to be assigned to technicians within the enterprise and/or third parties. AM (ANTOMS-FS-AssignMan Fig.16 Page 124) (ANTOMS-FS-AssignMan Fig 20&21 Page 126)</p> <p>Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> *Classifying different typologies of manual activities, matching them with technicians skills, determining criteria to define priorities, estimating durations and classifying different typologies of skills; AM (ANTOMS-FS-AssignMan Fig.20 Page 126) *Determining work activity time estimates for all known work activities, based on actual historic results or on forward estimates, to be used as a parameter for scheduling work rosters; A (ANTOMS-FS-AssignMan Fig.9 Page120) <p>(Additional Reference Workforce Fig.5 Page22)</p> <p>During configuration setup the estimated time is required for a work activity is determined along with grace period addition to the work activity historic results (Checklist) and Log Notes are provided.</p> <ul style="list-style-type: none"> *Forecasting the workload and respective assignable staffing requirements on a daily, weekly and longer period basis, from a workload history, considering special events (extraordinary activities), staff vacation considerations, and distributing the available workforce in order to best meet the estimated load; A (ANTOMS-FS-AssignMan Fig.25 Page128) *Making adjustments, whenever necessary, on the estimated load. AM <p>Admin has a facility to extend the time period depending on workload upon request of section manager or Department Head Gantt chart automatically move forward and can be locked.</p>

4.3.1.5 Administer Workforce [1.1.3.7.5]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.5 Administer Workforce
<p>Brief Description Perform the necessary activities to assure that the assignable workforce is efficiently utilized. AM (ANTOMS-FS-AssignMan Fig.23 Page127)</p> <p>Extended Description The Administer Workforce processes perform the necessary activities to assure that the assignable workforce is efficiently utilized, and is positioned to get the required work assigned and completed within the required time frame. AM Report will generate to know the performance of workforce time elapsed compared to allotted time designed to complete the activity. Administer Workforce scope includes the following: * Determination and management of turfs, and assignment of staff to these turfs. This also includes potential "borrowing" of staff from one turf to another. AM (ANTOMS-FS-AssignMan Fig.4 Page118) Initially Primary Exchange by default is selected by the system to work within the turf. In any case if borrowing is required join Secondary Organization to check the availability of staff match the skill set as required. * Management of jobcodes A (ANTOMS-FS-AssignMan Fig.13 Page122) There are two panes in a screen 1) Available Job Codes and 2) Enabled Responsible Job Codes select required jobcode and navigate to other pane. By doing that whenever a jobcode arises of enabled jobcode will pick along with all the resources and the skill set required to perform the work. * Establishing and managing staff lists, containing details about assignable staff such as location, skills, availability for assignment etc. AM Locations are divided geographically set of pool of staff assigned with different skill set. When work is delegated upon such system automatically pulls the record of staff list and assigns a work. * Establishing and managing recall capabilities to allow for out-of-hours staff recall in the event of unforeseen circumstances; A (Additional Reference_Workforce Fig.8 Page25) (Additional Reference_Workforce Fig.9 Page26) (ANTOMS-FS-AssignMan Fig.15 Page123) * Administration of the appointment schedule, including the hours of operation of the schedule, number of appointments allowed within a certain block of time, etc. AM * Consolidating of employee and/or third parties worked hours in a specific time frame basis (day, week, month) and providing this information to Financial Management process for generating the payroll and/or to S/P Settlement & Payments Management process for paying the third parties. AM (ANTOMS-FS-AssignMan Fig.3 Page118) Calendar Management start weekday and weekends are already setup by the system and standard working hours specified on monthly basis can be set up hourly, daily and monthly basis. Which includes material and workforce has separate tab.</p>

4.3.1.6 Report Manage Workforce [1.1.3.7.6]

<p align="center">LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.6 Report Manage Workforce</p>
<p>Brief Description Report Workforce processes are responsible for monitoring the status of work orders, providing notifications of any changes and providing management reports. A (ANTOMS-FS-AssignMan Fig.18 Page125)</p> <p>Extended Description Report Workforce processes are responsible monitoring the status of work orders, providing notifications of any changes and providing management reports. A (ANTOMS-FS-AssignMan Fig.17 Page124)</p> <p>Responsibilities of these processes include, but are not limited to: *Preparing the statistic data on quality, productivity and efficiency for the services performed by the involved employees and/or third parties; and AM Report can be customizable report designer will generates all graphical and statistic comparison quarterly as per the requirements. *Periodically recalculating the average time for performing the manual activities and the efficiency level for the employees and/or third parties. A Report Generator (Crystal Reports) currently there is no such report was designed to provide with the screen shot. *Reporting on the usage of, and access to, the workforce management system(s) and associated costs of the Manage Workforce processes. A System has a manpower and related cost in repository. All associated cost can generated (Additional Reference_ Workforce Fig.10 Page27) (Additional Reference_ Workforce Fig.11 Page27) *These processes are responsible for continuously monitoring the status of work orders and managing notifications to processes and other parties registered to receive notifications of any status changes; A (ANTOMS-FS-AssignMan Fig.18 Page125) *These processes record, analyze and assess the work order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Manage Workforce processes. These specialized summaries could be specific reports required by specific audiences.* AM System comes with default reports, any such report to assess the work order life cycle or men and material and other resources has been utilized can be generated. To compare the variance of project actual design cost to As Built cost is also generated. Antoms database supports and all major area of interest of management to publish the reports periodically.</p>

4.3.1.7 Close Work Order [1.1.3.7.7]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.7 Close Work Order
<p>Brief Description Close a Work Order when the manual activities assigned to employees and/or third parties have been completed. AM</p> <p>During the lifecycle of any telecom Project/Customer Order/Work Order manual activities are involved, in such cases when a activity is assigned and there is a chance of manual activity involvement is required system allows you to complete the manual part back office user can complete the activity assigned.</p> <p>Extended Description The objective of Close Work Order processes is to close a Work Order when the manual activities assigned to employees and/or third parties have been completed. These processes monitor the status of all open work orders, and recognize that a Work Order is ready to be closed when the status is changed to complete. AM</p> <p>(ANTOMS-FS-AssignMan Fig.10 Page121) Few scenarios may arise that the third party close the work order (In our case we make close work order and update in all integrated application) stating service is Active/Ready to Serve. In case third party close the Work Order send a notification, status update accordingly all status display will updated automatically.</p>

4.3.1.8 Issue Work Order [1.1.3.7.8]

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.8 Issue Work Order
<p>Brief Description .Issues a correct and complete work order A (ANTOMS-FS-AssignMan Fig.11 Page121) During the work order life cycle within the system well managed and monitored and tracked before completing the work order, at initial stages checked and verified complete information of the customer order and needs and area of location to be served.</p> <p>Extended Description The purpose of the Issue Work Order processes is to issue correct and complete work orders. The work orders may be required to complete pertinent manual work such as a fulfillment based resource order or an assurance trouble report A As mentioned before manual work activities involved in any organization so as in telco. All the manual work is supervised executed as per the standards based on fulfillment and report is generated performance of the contractor as a validation or any special construction notes has been implemented and maintain the quality of work. (ANTOMS-FS-AssignMan Fig.11 Page121) During the work order life cycle within the system well managed and monitored and tracked before completing the work order, at initial stages checked and verified complete information of the customer order and needs and area of location to be served.</p>

4.3.1.9 Supporting Document References

Reference used to map Workforce Management 1.1.3.7

(ANTOMS-FS-AssigMan.pdf)

(Additional Reference_Workforce.pdf)

5 Information Framework Assessment Overview

5.1 Mapping Technique Employed

Based on the certification scope the list of ABEs (Aggregated Business Entities) is defined. The entities, association classes and dependent entities for each ABE in scope are allocated for the assessment.

SID model files and addendum specifications are analyzed for the entities' and association classes' definitions to determine their roles. Attributes explicit to the entities and association classes as well as inherited attributes are listed.

This information is used to map each entity's or association class' attribute to the appropriate product's attribute to show how the model is supported. For each (when needed) mapping item - attribute type, possible values and comments are provided.

5.2 Information Framework Assessment - ABE Scope

Figure 5.1 illustrates the Information Framework Level 1 ABEs (blue border) that were presented in scope for the Assessment, and the textual callouts represent the domain areas of the Atheeb Holding ANTOMS Product that were assessed and support the corresponding SID ABEs.

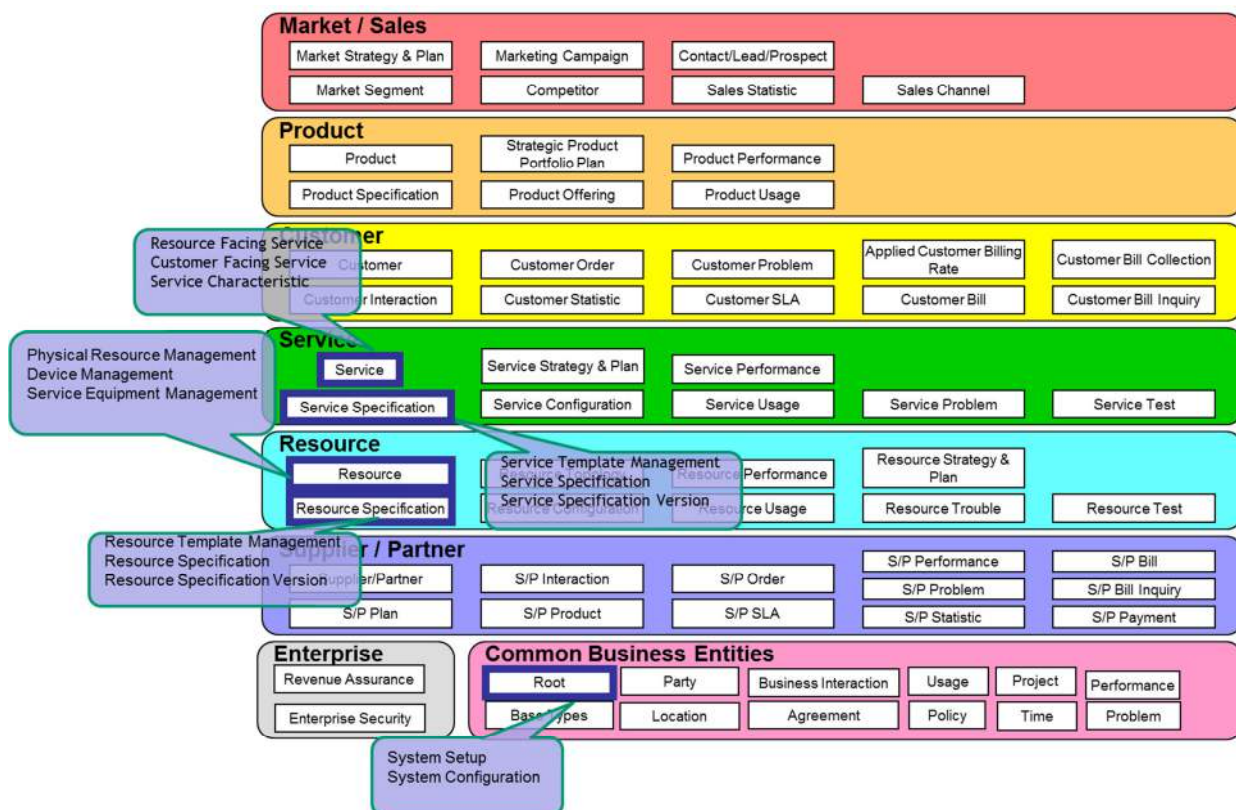


Figure 5.1 Information Framework – Assessment Scope

5.3 Product Scope

The diagram in Figure 3.2 represents the Atheeb Holding ANTOMS Product and how it is mapped to the Information Framework Level 1 ABEs that were assessed as part of this Framework Conformance Assessment.

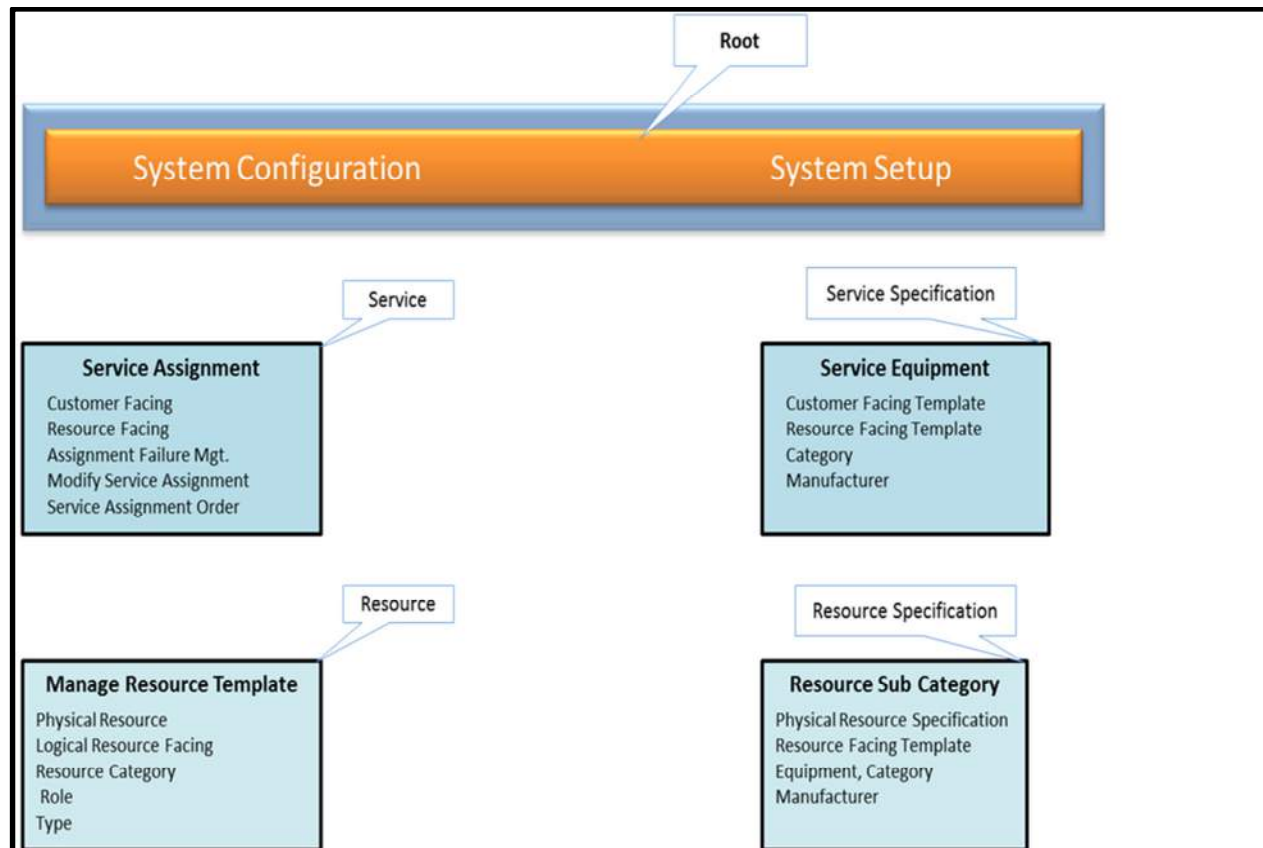


Figure 5.2 Atheeb Holding ANTOMS Product Footprint –Assessment Scope (SID)

6 Framework Conformance Result

This section details the Scores awarded to reflect Conformance of the Atheeb Holding ANTOMS Product to the Business Process Framework & Information Framework components of Framework 11.5.

6.1 Business Process Framework – Scoring Rules

The conformance scores granted were based on the following TM Forum scoring rules:

Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Level Descriptions (Level 2 & Level 3 processes)		
Process level	Conformance Level	Qualifier
Level 1	Not applicable	Conformance Assessment shall not be carried out at this process level - hence Conformance Level shall not be awarded at this level.
Level 2	2 - Partially Conformant	This Conformance Level is awarded to a Level 2 Process, if any of the component level 3 processes are not in scope OR those that are in scope are not fully conformant
	3 - Fully Conformant	This Conformance Level is awarded to a Level 2 Process, if all of the component level 3 processes are in scope AND are fully conformant.
Level 3	4 - Partially Conformant	This Conformance Level is awarded if the level 3 process that is being assessed has deviations from the standard.
	5 - Fully Conformant	This Conformance Level is awarded if the level 3 process that is being assessed has no deviations from the standard.

Figure 6.1 TM Forum Business Process Framework – Conformance Scoring Rules

6.2 Business Process Framework - Conformance Result Summary

The graphs in this section provide an overview of the conformance levels granted to the Level 2 & Level 3 Processes presented in scope for the Atheeb Holding ANTOMS Product Assessment. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to level of Conformance – Full Conformance or Partial Conformance as described in section 6.1 Business Process Framework – Scoring Rules.

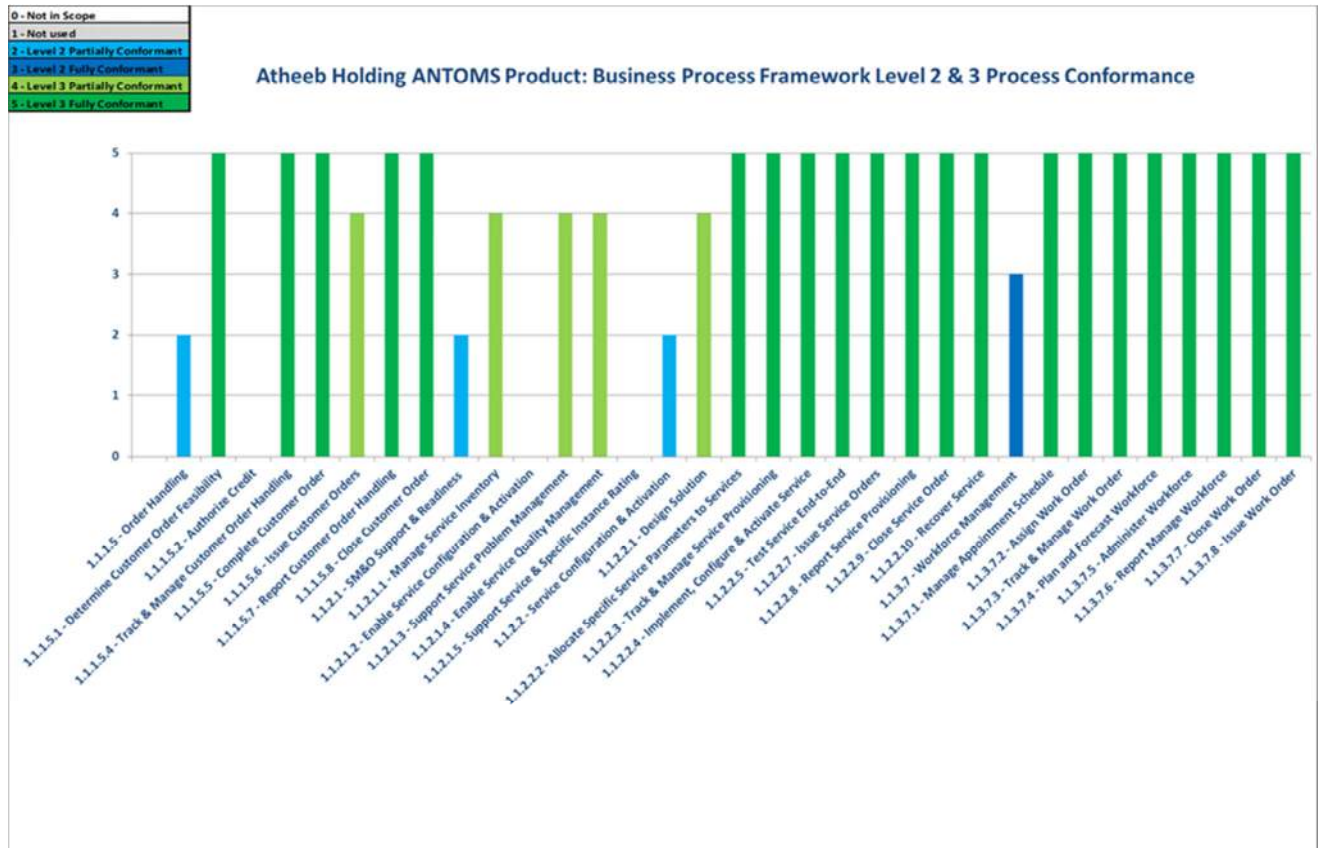


Figure 6.2 Business Process Framework - Conformance Result Summary

6.3 Business Process Framework – Conformance Results Detailed

The following table provides a more detailed breakdown of the scores awarded with some additional commentary.

Table 6.1 Business Process Framework – Detailed Conformance Result

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
Within Level 1: 1.1.1 - Customer Relationship Management	N/A <i>(Level 1 Processes are not assessed)</i>	<p>The following Level 2 process elements were submitted in scope for this Level 1 process:</p> <p>1.1.1.5 - Order Handling</p>
Within Level 2: 1.1.1.5 - Order Handling	Partially Conformant (2)	<p>Partially Conformant</p> <p>The following Level 3 processes were assessed for conformance:</p> <p>1.1.1.5.1 Determine Customer Order Feasibility</p> <p>1.1.1.5.4 Track & Manage Customer Order Handling</p> <p>1.1.1.5.5 Complete Customer Order</p> <p>1.1.1.5.6 Issue Customer Order</p> <p>1.1.1.5.7 Report Customer Order Handling</p> <p>1.1.1.5.8 Close Customer Order</p> <p>These processes represent the full scope (6 out of 7) level 3 processes defined within this Level 2 process.</p> <p>Some of the level 3 processes in scope achieved only a partially conformant score, this resulted in the parent level 2 process being partially conformant also.</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
1.1.1.5.1 Determine Customer Order Feasibility	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.1.5.2 Authorize Credit	Not Assessed (0)	Not Assessed
1.1.1.5.4 Track & Manage Customer Order Handling	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.1.5.5 Complete Customer Order	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.1.5.6 Issue Customer Order	Partially Conformant (4)	<p>Partially Conformant</p> <p>Supporting Evidence submitted along for the assessment of the “Issue Customer Order” process demonstrated predominantly good support and alignment to the majority of implied tasks in the</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
		<p>Business Process Framework (eTOM); there was one aspect which was found to be lacking full support, namely: the handling of pertinent customer requests from the Selling processes which result in requests for customer provisioning activity to satisfy customer problem restoration activities, or alleviate customer performance issues, etc.</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.1.5.7 Report Customer Order Handling	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.1.5.8 Close Customer Order	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
<p>Within Level 1:</p> <p>1.1.2 - Service Management & Operations</p>	<p>N/A</p> <p>(Level 1 Processes are not assessed)</p>	<p>The following Level 2 process elements were submitted in scope for this Level 1 process:</p> <p>1.1.2.1 - SM&O Support & Readiness</p> <p>1.1.2.2 – Service Configuration & Activation</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
Within Level 2: 1.1.2.1 SM&O Support & Readiness	Partially Conformant (2)	Partially Conformant The following Level 3 processes were assessed for conformance: 1.1.2.1.1 - Manage Service Inventory 1.1.2.1.2 - Enable Service Configuration & Activation 1.1.2.1.4 - Enable Service Quality Management These processes represent the full scope (3 out of 5) level 3 processes defined for this Level 2 process. As some of the level 3 processes were not assessed, their parent level 2 process score displays partial conformance. Note that the support provided can involve manual action facilitated by the automated support.
1.1.2.1.1 - Manage Service Inventory	Partially Conformant (4)	Partially Conformant In general, the Evidence documentation that was submitted in support of this assessment demonstrated a predominant alignment with the standard Business Process Framework (eTOM); nevertheless there are some tasks that are only partially supported, for instance in terms of maintaining the association between customer purchased product offering instances and service instances. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 1.2 for further details.
1.1.2.1.2 - Enable Service Configuration & Activation	Partially Conformant (4)	Partially Conformant Supporting Evidence submitted along for the assessment of this “Manage Service Inventory” process against the “eTOM” standard demonstrated

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
		overall good support and alignment to the majority of implied tasks; nevertheless some aspects such as forecasting service infrastructure volume requirements, capacity planning for the deployment of service infrastructure and monitoring of organizational support for the deployment and operation of infrastructure appeared to have less strong support from the application. Note that the support provided can involve manual action facilitated by the automated support.
1.1.2.1.3 - Support Service Problem Management	Not Assessed (0)	Not Assessed
1.1.2.1.4 - Enable Service Quality Management	Partially Conformant (4)	<p>Partially Conformant</p> <p>Supporting Evidence submitted along for the assessment of the “Enable Service Quality Management” process demonstrated predominantly fair support and alignment to the majority of implied tasks; some aspects were found slightly misaligned or having less strong support, namely: Undertaking proactive monitoring regimes to ensure ongoing performance, undertaking trend analysis and reporting on service infrastructure performance, managing data collection scheduling for proactively supporting performance and service quality management; proactive management of service quality control plans and service quality notification facilities.</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
1.1.2.1.5 - Support Service & Specific Instance Rating	Not Assessed (0)	Not Assessed
<p>Within Level 2:</p> <p>1.1.2.2 – Service Configuration & Activation</p>	Partially Conformant (2)	<p>Partially Conformant</p> <p>The following Level 3 processes were assessed for conformance:</p> <p>1.1.2.2.1 Design Solution</p> <p>1.1.2.2.10 Recover Solution</p> <p>1.1.2.2.2 Allocate Specific Service Parameters to Services</p> <p>1.1.2.2.3 Track & Manage Service Provisioning</p> <p>1.1.2.2.4 Implement, Configure & Activate Service</p> <p>1.1.2.2.5 Test Service End to End</p> <p>1.1.2.2.7 Issue Service Orders</p> <p>1.1.2.2.8 Report Service Provisioning</p> <p>1.1.2.2.9 Close Service Order</p> <p>These processes represent the full scope (9 out of 9) of level 3 processes defined within this Level 2 process.</p> <p>The two level 3 processes in scope for assessment resulted in full conformance with the Business Process Framework (eTOM) with no deviations found.</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.2.2.1 Design Solution	Partially Conformant (4)	<p>Partially Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
		<p>Framework (eTOM) with some marginal deviations.</p> <p>Note that some of the support provided involves manual interaction; in some cases such support is facilitated by available automated support.</p>
1.1.2.2.2 Allocate Specific Service Parameters to Services	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.2.2.3 Track & Manage Service Provisioning	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.2.2.4 Implement, Configure & Activate Service	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.2.2.5 Test Service End to End	<p>Partially Conformant</p> <p>(4)</p>	<p>Partially Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
		<p>Framework (eTOM) with some marginal deviations.</p> <p>Note that some of the support provided involves manual interaction; in some cases such support is facilitated by available automated support.</p>
1.1.2.2.7 Issue Service Orders	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
1.1.2.2.8 Report Service Provisioning	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
1.1.2.2.9 Close Service Order	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
1.1.2.2.10 Recover Solution	Fully Conformant (5)	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
<p>Within Level 1:</p> <p>1.1.3 – Resource Management &</p>	N/A (Level 1)	<p>The following Level 2 process elements were submitted in scope for this Level 1 process:</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
Operations	Processes are not assessed)	1.1.3.7 – Workforce Management
Within Level 2: 1.1.3.7 – Workforce Management	Fully Conformant (3)	Fully Conformant The following Level 3 processes were assessed for conformance: 1.1.3.7.1 Manage Appointment Schedule 1.1.3.7.2 Assign Work Order 1.1.3.7.3 Track & Manage Work Order 1.1.3.7.4 Plan and Forecast Workforce 1.1.3.7.5 Administer Workforce 1.1.3.7.6 Report Manage Workforce 1.1.3.7.7 Close Work Order 1.1.3.7.8 Issue Work Order These processes represent the full scope (8 out of 8) level 3 processes defined within this Level 2 process. All the level 3 processes in scope were assessed for conformance against the Business Process Framework (eTOM); all these L3 processes achieved full conformance scores, therefore their parent level 2 process achieved full conformance as well. Note that the support provided can involve manual action facilitated by the automated support.
1.1.3.7.1 Manage Appointment Schedule	Fully Conformant (5)	Fully Conformant Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
		<p>alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.3.7.2 Assign Work Order	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.3.7.3 Track & Manage Work Order	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.3.7.4 Plan and Forecast Workforce	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.3.7.5 Administer Workforce	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>

Atheeb Holding ANTOMS: Business Process Framework Conformance Results		
eTOM process element	Conformance Score	Comment
		<p>Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.3.7.6 Report Manage Workforce	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.3.7.7 Close Work Order	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>
1.1.3.7.8 Issue Work Order	<p>Fully Conformant</p> <p>(5)</p>	<p>Fully Conformant</p> <p>Supporting Evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p> <p>Note that the support provided can involve manual action facilitated by the automated support.</p>

6.4 Information Framework – Scoring Rules

The conformance scores granted were based on the following TM Forum scoring rules:

Product & Solution: Information Framework (SID) Conformance Score Descriptions	
Conformance Score	Qualifier
Conformance Score 1	The content of the 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.
Conformance Score 2	The model has achieved Conformance Score of 1 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.
Conformance Score 3	The model has achieved Conformance Score of 2 and the required attributes of the ABE's core entity or entities are defined in the model.
Conformance Score 4	The model has achieved Conformance Score of 3 and dependent entities within the ABE's are defined in the model.
Conformance Score 5	The model has achieved Conformance Score of 4 and the required attributes of the ABE's dependent entities are defined in the model.
Conformance Score 6	The model has achieved Conformance Score of 5 and all attributes of the ABE's core entities are defined in the model.
Conformance Score 7	The model has achieved Conformance Score of 6 and all attributes of the ABE's dependent entities are defined in the model.

Figure 6.3 TM Forum Information Framework – Conformance Scoring Rules

Notes:

A **core business entity** is an entity upon which other entities within the ABE are dependent. For example, Service in the Service ABE. A model should strive to attain as high a level of Information Framework (SID) conformance as possible. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.

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.

6.5 Information Framework – Conformance Result Summary

The following graph provides an overview of the conformance levels granted to the ABEs presented in scope for the Atheeb Holding ANTOMS Product Information Framework Assessment. Each ABE was measured using an Information Framework (SID) conformance scale of 1–7 as described in section 6.4 Information Framework – Scoring Rules.



Figure 6.4 Information Framework - Conformance Result Summary

6.6 Information Framework – Conformance Result Detailed

The following table provides a more detailed breakdown of the scores awarded with some additional commentary.

Table 6.2 Information Framework – Detailed Conformance Result

Atheeb Holding ANTOMS: Information Framework Conformance Results				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
Common Business Entities				
	Root Business Entities		7	<p>Core entity, required attributes</p> <p>Only the following entities were relevant for the scope of ABEs included in this assessment:</p> <p>RootEntity, Entity, ManagedEntity, EntityRole and RootEntityType; these were required to be mapped for this domain; all attributes required and optional for the RootEntity were mapped.</p>
Resource	Resource ABE		7	<p>Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.</p>
Resource	Resource / Physical Resource ABE		7	<p>Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.</p>
Resource	Resource / Physical Resource ABE / Auxiliary Component		7	<p>Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.</p>

Atheeb Holding ANTOMS: Information Framework Conformance Results				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
	ABE			
Resource	Resource / Physical Resource / Equipment ABE		5	Core entity, required attributes, dependent entities, required attributes of dependent entities.
Resource	Resource ABE / Physical Resource / Physical Component ABE		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource / Physical Resource / Equipment Holder ABE		5	Core entity, required attributes, dependent entities, required attributes of dependent entities.
Resource	Resource / Physical Resource / Hardware ABE		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource / Physical Resource / Physical Capacity ABE		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource / Physical Resource / Physical		5	Core entity, required attributes, dependent entities, required attributes of dependent entities.

Atheeb Holding ANTOMS: Information Framework Conformance Results				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
	Device ABE			
Resource	Resource Specification / Physical Resource Specification ABE		6	Core entity, all attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and required attributes of dependent entities.
Resource	Resource Specification / Physical Resource Specification / Physical Role Specification ABE		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service / Resource Facing Service / Resource Facing		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.

Atheeb Holding ANTOMS: Information Framework Conformance Results				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
	Service			
Service	Service / Customer Facing Service / Customer Facing Service		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Resource Facing Service Spec		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Customer Facing Service Spec		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.