



Frameworkx 13.0 Product Conformance Certification Report

**Aggaros
STICK&PLAY
Version 3 Satuna**

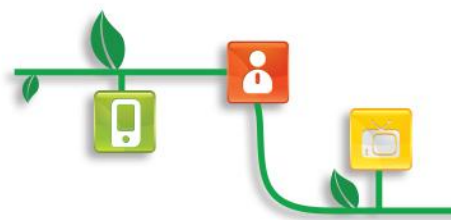
**March 2014
Version 1.0**





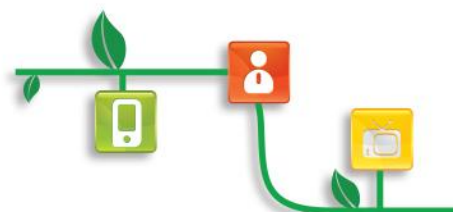
Table of Contents

List of Figures.....	4
List of Tables.....	5
1 Introduction.....	6
1.1 Executive Summary	6
2 Product Functionality/Capability Overview	7
2.1 AGGAROS Stick & Play – Product Overview	7
3 Business Process Framework Assessment Overview	10
3.1 Mapping Technique Employed.....	10
3.2 Business Process Framework Level 2 Process Scope	11
3.3 Product Scope.....	13
4 Business Process Framework – Process Mapping Descriptions	14
4.1 L2: Order Handling (1.1.1.5)	14
4.1.1 L3: Determine Customer Order Feasibility (1.1.1.5.1)	15
4.1.2 L3: Authorize Credit (1.1.1.4.2)	17
4.1.3 L3: Track & Manage Customer Order Handling (1.1.1.5.4)	18
4.1.5 L3: Complete Customer Order (1.1.1.5.5)	23
4.1.6 L3: Issue Customer Orders (1.1.1.5.6)	25
4.1.7 L3: Report Customer Order Handling (1.1.1.5.7)	29
4.1.8 L3: Close Customer Order (1.1.1.5.8)	33
4.1.9 Supporting Evidence References (Works Cited).....	35
4.1.10 Summary of Level 3 Scores.....	36
4.2 L2: Problem Handling (1.1.1.6).....	37
4.2.1 L3: Isolate Customer Problem (1.1.1.6.1).....	39
4.2.2 L3: Report Customer Problem (1.1.1.6.2).....	45
4.2.3 L3: Track & Manage Customer Problem (1.1.1.6.3)	51
4.2.4 L3: Close Customer Problem Report (1.1.1.6.4).....	56
4.2.5 L3: Create Customer Problem Report (1.1.1.6.5).....	63
4.2.6 L3: Correct & Recover Customer Problem (1.1.1.6.6)	64
4.2.7 Supporting Evidence References (Works Cited).....	64
4.2.8 Summary of Level 3 Scores.....	65



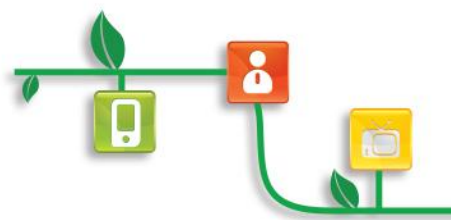


4.3	L2: Customer Interaction Management (1.1.1.18).....	67
4.3.1	L3: Create Customer Interaction (1.1.1.18.1).....	68
4.3.2	L3: Update Customer Interaction (1.1.1.18.2)	68
4.3.3	L3: Close Customer Interaction (1.1.1.18.3).....	68
4.3.4	L3: Log Customer Interaction (1.1.1.18.4).....	68
4.3.5	L3: Notify Customer (1.1.1.18.5)	68
4.3.6	L3: Track and Manage Customer Interaction (1.1.1.18.6).....	68
4.3.7	L3: Report Customer Interaction (1.1.1.18.7)	68
4.3.8	L3: Authenticate User (1.1.1.18.8)	68
4.3.9	L3: Customer Interface Management (1.1.1.18.9)	69
4.3.10	Supporting Evidence References (Works Cited).....	75
4.3.11	Summary of Level 3 Scores.....	76
4.4	L2: SM&O Support & Readiness (1.1.2.1).....	77
4.4.1	L3: Manage Service Inventory (1.1.2.1.1).....	78
4.4.2	L3: Enable Service Configuration & Activation (1.1.2.1.2)	78
4.4.3	L3: Support Service Problem Management (1.1.2.1.3)	79
4.4.4	L3: Enable Service Quality Management (1.1.2.1.4)	87
4.4.5	L3: Support Service & Specific Instance Rating (1.1.2.1.5).....	87
4.4.6	Supporting Evidence References (Works Cited).....	87
4.4.7	Summary of Level 3 Scores.....	88
4.5	L2: Service Configuration & Activation (1.1.2.2)	89
4.5.1	L3: Design Solution (1.1.2.2.1).....	90
4.5.2	L3: Allocate Specific Service Parameters to Services (1.1.2.2.2)	91
4.5.3	L3: Track & Manage Service Provisioning (1.1.2.2.3)	96
4.5.4	L3: Implement, Configure & Activate Service (1.1.2.2.4)	102
4.5.1	L3: Test Service End-to-End (1.1.2.2.5).....	107
4.5.2	L3: Issue Service Orders (1.1.2.2.7)	108
4.5.3	L3: Report Service Provisioning (1.1.2.2.8).....	113
4.5.4	L3: Close Service Order (1.1.2.2.9)	117
4.5.5	Supporting Evidence References (Works Cited).....	119
4.5.6	Summary of Level 3 Scores.....	120





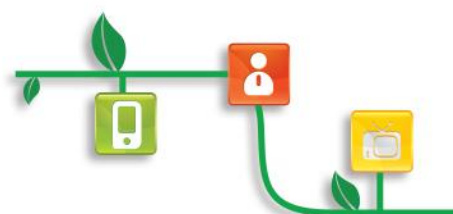
4.6	L2: Resource Provisioning (1.1.3.2)	121
4.6.1	L3: Allocate & Install Resource (1.1.3.2.1).....	123
4.6.2	1.1.3.2.2 - Configure & Activate Resource (1.1.3.2.2)	129
4.6.3	1.1.3.2.3 - Test Resource (1.1.3.2.3)	129
4.6.4	1.1.3.2.5 - Track & Manage Resource Provisioning (1.1.3.2.5)	129
4.6.5	1.1.3.2.6 - Report Resource Provisioning (1.1.3.2.6).....	129
4.6.6	1.1.3.2.7 - Close Resource Order (1.1.3.2.7)	129
4.6.7	1.1.3.2.8 - Issue Resource Orders (1.1.3.2.8)	129
4.6.8	1.1.3.2.9 - Recover Resource (1.1.3.2.9)	129
4.6.9	Supporting Evidence References (Works Cited).....	129
4.6.10	Summary of Level 3 Scores.....	130
5	Information Framework Assessment Overview	131
5.1	Mapping Technique Employed.....	131
5.2	Information Framework Assessment - ABE Scope	131
5.3	Product Scope.....	132
6	Framework Conformance Result	133
6.1	Business Process Framework – Scoring Rules	133
6.2	Business Process Framework – Conformance Result Summary.....	134
6.3	Business Process Framework – Detailed Conformance Results.....	136
6.4	Information Framework – Scoring Rules	143
6.5	Information Framework – Conformance Result Summary	143
6.6	Information Framework – Detailed Conformance Result	146





List of Figures

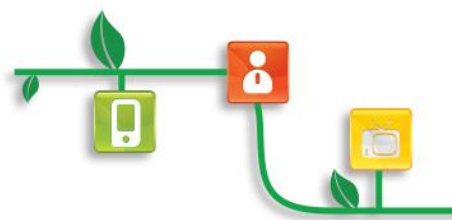
Figure 2-1 STICK&PLAY Modular Functionalities	7
Figure 3-1 Operations Level 2 process coverage for Aggaros' Stick & Play Assessment.....	11
Figure 3-2 Level 3 process coverage for Aggaros' Stick & Play Assessment	12
Figure 3-3 Stick&Play Product Scope	13
Figure 4-1 Order Handling decomposition into level 3 processes	14
Figure 4-2 Determine Customer Order Feasibility decomposition into level 4 processes.....	15
Figure 4-3 Track & Manage Customer Order Handling decomposition into level 4 processes	18
Figure 4-4 Issue Customer Orders decomposition into level 4 processes.....	25
Figure 4-5 Report Customer Order Handling decomposition into level 4 processes	29
Figure 4-6 Problem Handling decomposition into level 3 processes.....	37
Figure 4-7 Isolate Customer Problem decomposition into level 4 processes	39
Figure 4-8 Report Customer Problem decomposition into Level 4 processes	45
Figure 4-9 Track & Manage Customer Problem decomposition into level 4 processes.....	51
Figure 4-10 Close Customer Problem Report decomposition to Level 4 processes.....	56
Figure 4-11 Customer Interaction Management decomposition into level 3 processes	67
Figure 4-12 Customer Interface Management decomposition into level 4 processes	69
Figure 4-13 SM&O Support & Readiness decomposition into level 3 processes	77
Figure 4-14 Support Service Problem Management decomposition into level 4 processes	79
Figure 4-15 Service Configuration & Activation decomposition into level 3 processes	89
Figure 4-16 Allocate Specific Service Parameters to Services decomposition into level 4 processes	91
Figure 4-17 Track & Manage Service Provisioning decomposition into level 4 processes	96
Figure 4-18 Implement, Configure & Activate Service decomposition into level 4 processes	102
Figure 4-19 Issue Service Orders decomposition into level 4 processes.....	108
Figure 4-20 Report Service Provisioning decomposition into level 4 processes.....	113
Figure 4-21 Resource Provisioning decomposition into level 3 processes.....	121
Figure 4-22 Allocate & Install Resource decomposition into level 4 processes.....	123
Figure 5-1 Level 1 ABEs in scope for Aggaros' Stick & Play Assessment	131
Figure 5-2 Stick & Play Solution Footprint: Product Scope for SID Assessment.....	132
Figure 6-1 TM Forum Business Process Framework: Conformance Scoring Rules	133
Figure 6-2 Business Process Framework: Conformance Result Summary [1/2]	134
Figure 6-3 Business Process Framework: Conformance Result Summary [2/2]	135
Figure 6-4 TM Forum Information Framework: Conformance Scoring Rules	143
Figure 6-5 Conformance Result Summary CBE, Customer, Product & Service Domains	144
Figure 6-6 Conformance Result Summary Resource Domain	144





List of Tables

Table 2-1 STICK&PLAY core features.....	8
Table 6-1 Business Process Framework: Detailed Conformance Results	136
Table 6-2 Information Framework: Detailed Conformance Result	146





1 Introduction

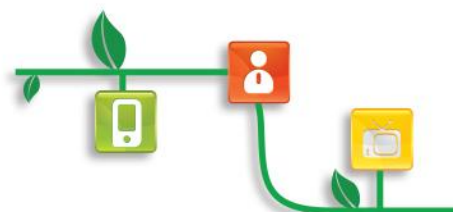
1.1 Executive Summary

This document provides details of Aggaros' self-assessment and TM Forum's Conformance Assessment of the **AGGAROS Stick & Play** product, against the following Framework 13.0 components:

- Business Process Framework Version 13.0
- Information Framework Version 13.0

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 13.0 according to the specific processes submitted in scope for the Assessment.
- Conformance to the Information Framework Release 13.0 Domains/Aggregate Business Entities according to the specific ABEs submitted in scope for the Assessment.





2 Product Functionality/Capability Overview

2.1 AGGAROS Stick & Play – Product Overview

STICK&PLAY is an open-standard and integrated BSS/OSS solution to manage service provider infrastructures and next generation networks. It is originally designed according to TM Forum Framework v13.0, maximizing the reuse, scalability and agility of operations. Based on a flexible multi level Catalog structure, the solution allows a quick time to market in case of new offerings. The Business Process Model (BPM) capabilities provide automatic end to end process management and fast customization to specific business models. STICK&PLAY integrates easily into an existing BSS/OSS architecture.

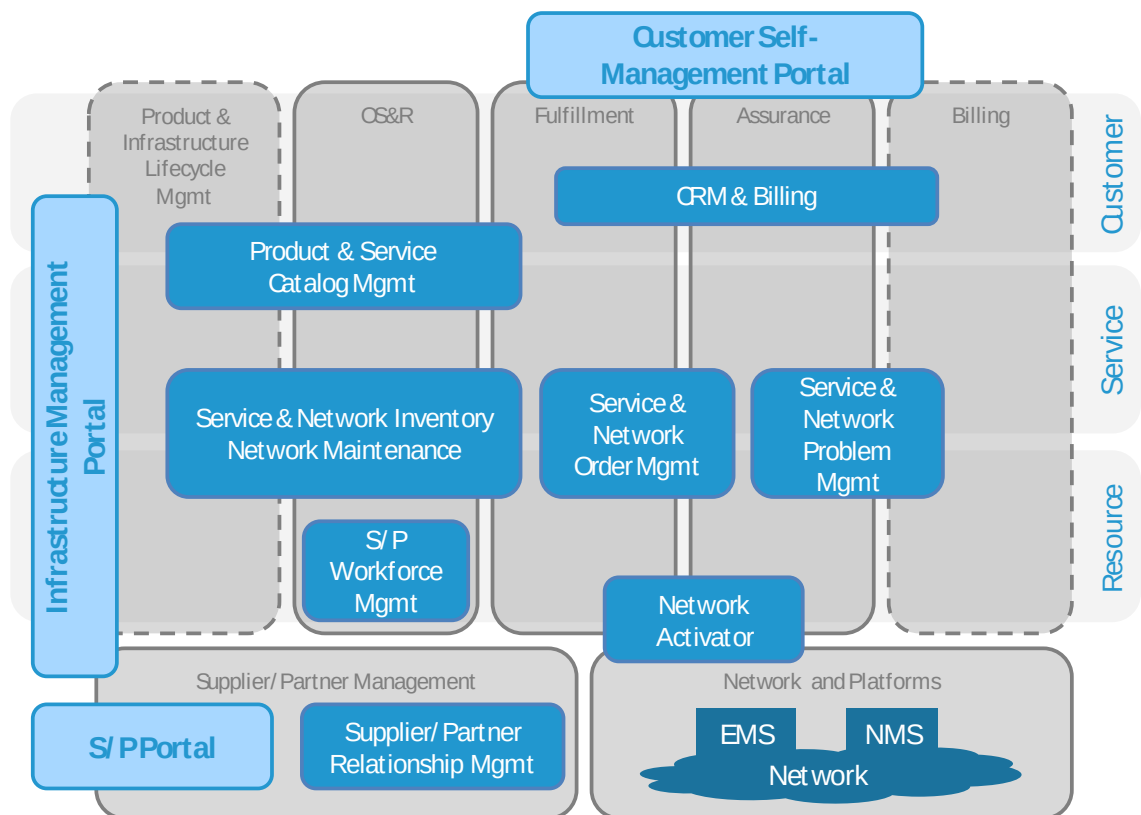
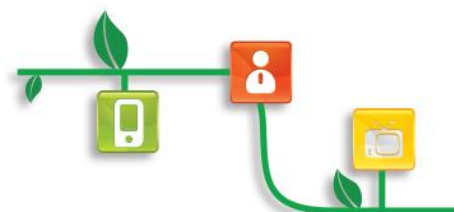


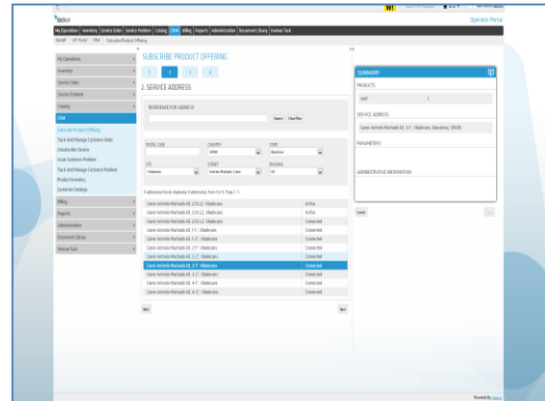
Figure 2-1 STICK&PLAY Modular Functionalities

STICK&PLAY suite has been designed as a complete solution. It is available on premise or as software as a service. The following individual modules of the platform can also be integrated with existing operator applications:





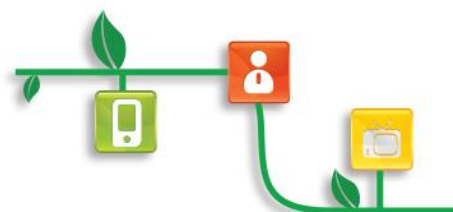
- Customer Self-Management Portal.
- Infrastructure Manager Portal.
- Supplier/Provider Portal.
- Product & Service Catalog Management.
- Service & Network Inventory Management.
- Supplier/Provider Workforce Management.
- Supplier Relationship Management.
- CRM & Billing.
- Service & Network Order Management.
- Service & Network Problem Management.
- Network Activator.



STICK&PLAY core features are presented in the following table:

Table 2-1 STICK&PLAY core features

Features	Description
Web Portal Interface	- o Dedicated enterprise web portal for each business actor - o Guided user interaction - o Ability to attach documents to the business entities - o Data export to multiple formats - o Multilanguage interface
Product and Service Catalog	- o Multi-network and multi-technology Catalog - o Product offering independent from technical services and available through online Catalog - o Single product definition for multiple product offerings in different Catalogs
CRM and Billing	- o End to end management of a customer request - o Customer configuration for networks, Catalogs and accounts - o Tracked business interactions: ▪ Customer Orders ▪ Customer Problems - o Product inventory with the subscribed product offerings





Business Process Management	○ Business goals modeled step by step using a standard BPMN2 graphical process definition ○ Process activities orchestration: ▪ Automatic service tasks and rules, such as emails and web services. ▪ Human tasks ▪ Sub-processes and multi-Instances ▪ Events thrown and caught to trigger specific tasks
Service and Network Order Management	○ Automatic Service Order generation based on Customer Orders and Service Specification ○ Service Orders Tracking
Service and Network Inventory	○ Service and network logical representation ○ Meta-data driven, fully configurable model ○ Inheritance of values from related business entities ○ Creation and tracking of Scheduled Maintenances for Network Interventions.
Network Activator	○ Transactions with multiple EMS/NMS from a single point
S/P Workforce Management	○ Work Orders tracking ○ Work Order assignation to specific partners ○ Schedule Management
Service Oriented Architecture	○ Business functionalities provided and consumed using SOA Services

For more information, please visit <http://www.sticknplay.com>





3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework Level 3 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework 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 Business Process Framework Level 3 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:

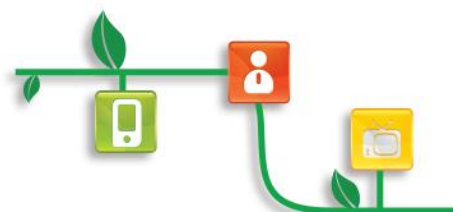
- **GREEN** is used to highlight key words or key statements that are fully supported
- **YELLOW** is used to highlight key words/key statements that are partially supported
- **GREY** is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements 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).

TM Forum Note 1: When process mappings are presented against Level 4 processes, the mappings are provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being used, the process mappings are in that case provided against the Level 4 Brief/Extended descriptions.

TM Forum Note 2: Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 4 process descriptions (Brief & Extended).





3.2 Business Process Framework Level 2 Process Scope

The following figures represent the Business Process Framework Level 2 processes (high-lighted in blue) that were presented in scope for the assessment and that were assessed and support the corresponding Business Process Framework processes according to the results in Chapter 6 Framework Conformance.

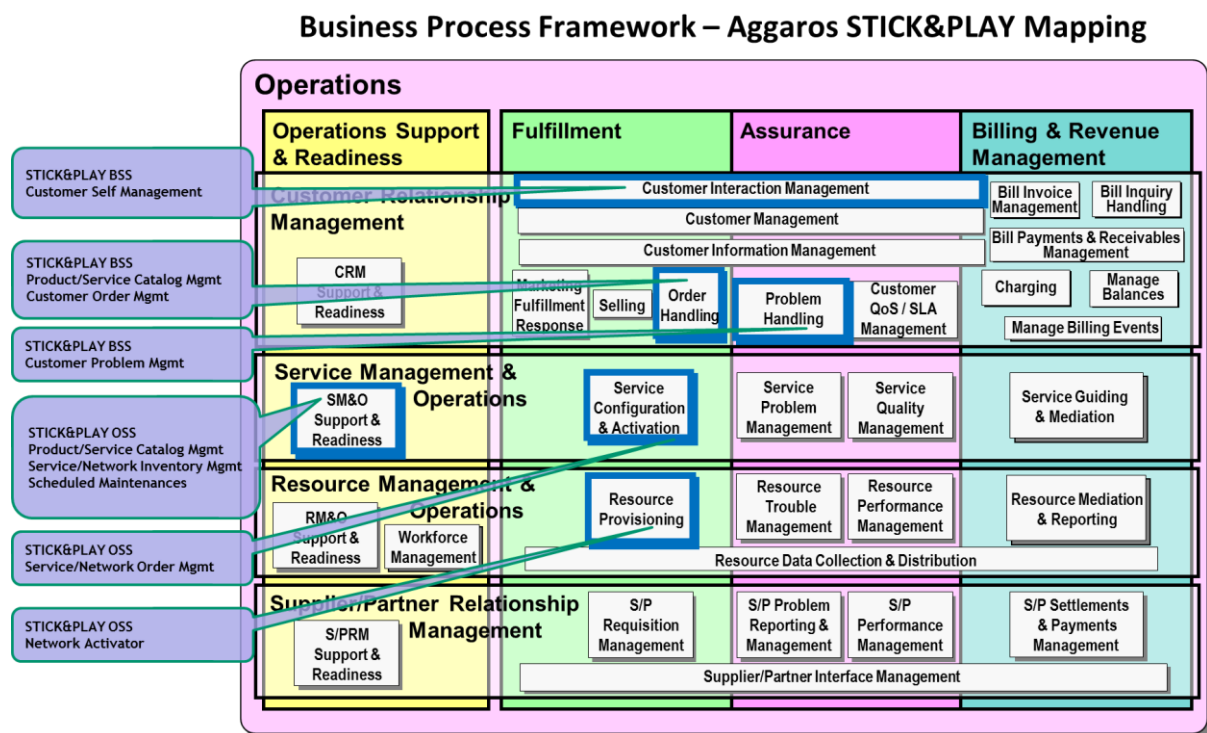
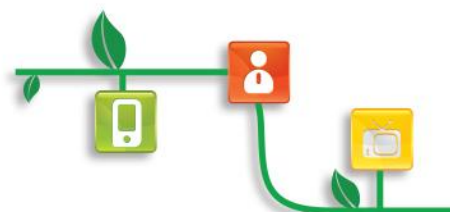


Figure 3-1 Operations Level 2 process coverage for Aggaros' Stick & Play Assessment





The following diagram identifies the number of Level 3 processes that were submitted for assessment, for each Level 2 process that was submitted in scope for the Assessment.

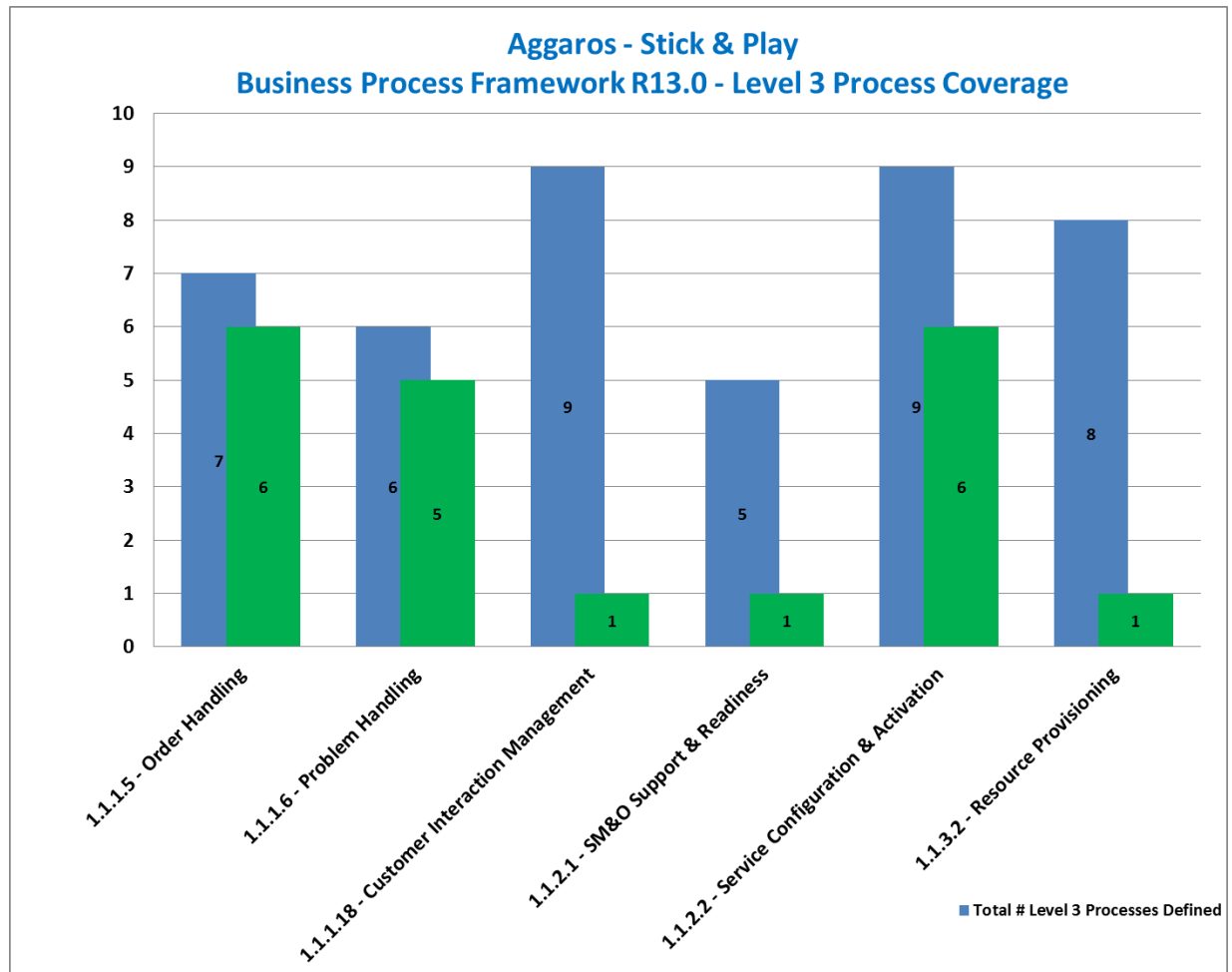
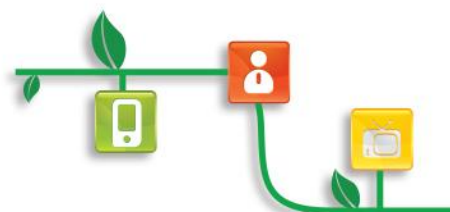


Figure 3-2 Level 3 process coverage for Aggaros' Stick & Play Assessment





3.3 Product Scope

This diagram represents the Aggaros' Stick & Play Accelerate product mapping to the Business Process Framework Level 2 processes that were submitted in scope for the Conformance Certification assessment.

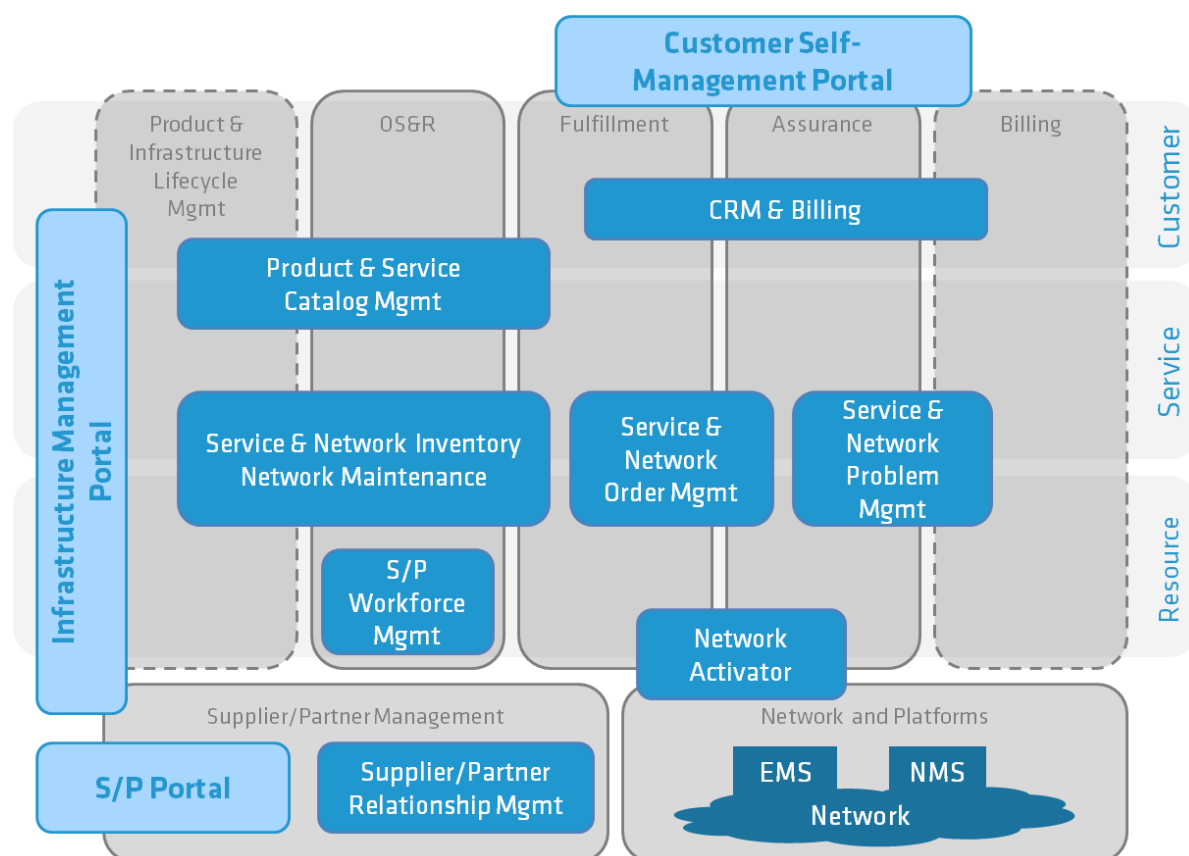


Figure 3-3 Stick&Play Product Scope





4 Business Process Framework – Process Mapping Descriptions

This section provides the Process Mapping output from Aggaros' Self-Assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for Aggaros' Stick & Play.

4.1 L2: Order Handling (1.1.1.5)

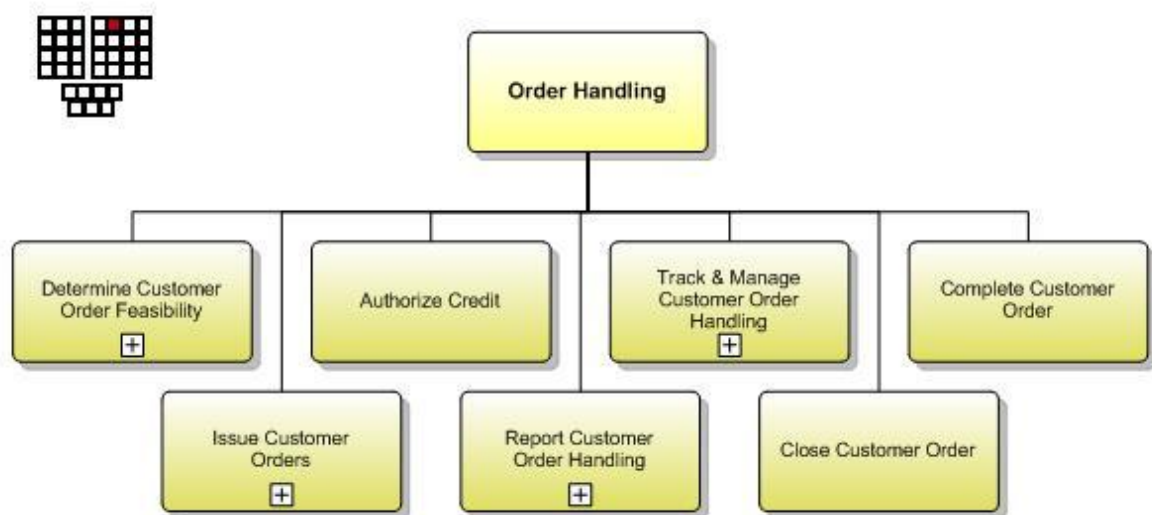


Figure 4-1 Order Handling decomposition into level 3 processes

Process Identifier: 1.1.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Responsible for accepting and issuing orders.

Extended Description

Order Handling processes are responsible for accepting and issuing orders. They deal with pre-order feasibility determination, credit authorization, order issuance, order status and tracking, customer update on order activities and customer notification on order completion. Responsibilities of the Order Handling processes include, but are not limited to:





- Issuing new customer orders, modifying open customer orders or canceling open customer orders;
- Verifying whether specific non-standard offerings sought by customers are feasible and supportable;
- Checking the credit worthiness of customers as part of the customer order process;
- Testing the completed offering to ensure it is working correctly;
- Updating of the Customer Inventory Database to reflect that the specific product offering has been allocated, modified or cancelled;
- Assigning and tracking customer provisioning activities;
- Managing customer provisioning jeopardy conditions; and
- Reporting progress on customer orders to customer and other processes.

4.1.1 L3: Determine Customer Order Feasibility (1.1.1.5.1)

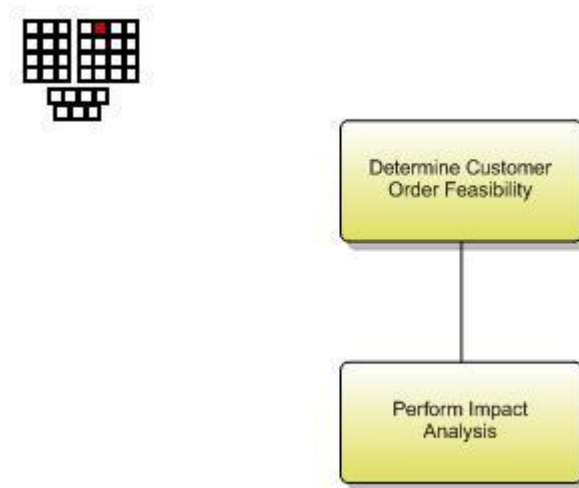


Figure 4-2 Determine Customer Order Feasibility decomposition into level 4 processes

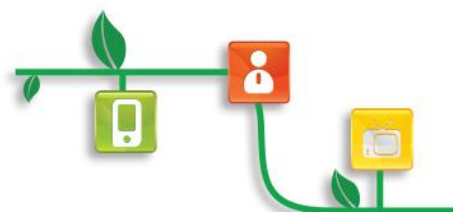
Process Identifier: 1.1.1.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified to a customer.





Extended Description

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.

These processes invoke requests to SM&O provisioning processes to determine the availability and supportability of product offerings to a customer.

These processes are also responsible for determining whether the offering can be supported by other CRM processes.

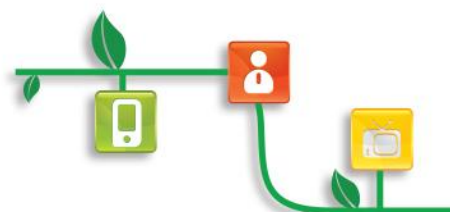
4.1.1.1 *L4: Perform Impact Analysis- Mapping Details*

Process Identifier: 1.1.1.5.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Perform Impact Analysis 1.1.1.5.1.1	
Extended Description	Not used for this process element
Explanatory	This process is used to determine the impact on feasibility of customer orders. After determination on feasibility of customer orders, impact analysis will detect the need of change. It determines the impact on customer solution service components. AM Stick&Play ensures this process in several modules. First with the coverage module where the service location are introduced with the precondition that all necessary resources are available to fulfill the service in case that the customer who lives in that location wants to subscribe a Product offering. It means in case that the feasibility is not guaranteed the customer will not be able to start his request on the system. During the creation of the customer order, the process manager (BPM) generates a task (Task name: Feasibility Check) into the responsible provision employer to check the feasibility. This means that the employee must check both the availability of resources as the correctness of the introduced data to accept the continuation of the provision and to notify the responsible area in case that the new customer order has an impact on the (AGG07 Certification UseCases CRM OrderHandling) 1.1.1 Use case ADD New Service Point (AGG07 Certification UseCases CRM OrderHandling) 1.1.2 Use case Check Availability Service P





[\(AGG07 Certification ScreenShots CRM OrderHandling\)](#) **1.1.1.1 Coverage (Figure 1)**
[\(AGG07 Certification ScreenShots CRM OrderHandling\)](#) **1.1.1.2 Check Feasibility task from BPM (Figure 2, Figure 3)**

Mandatory

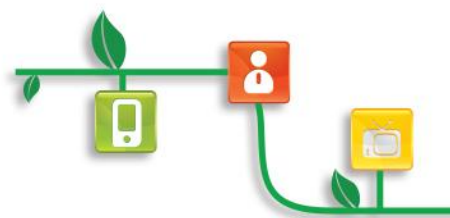
Analyses the customer order for further impact particularly deals with RFCs (request for change)

Optional

Not used for this process element

4.1.2 L3: Authorize Credit (1.1.1.4.2)

This process was not submitted for assessment.





4.1.3 L3: Track & Manage Customer Order Handling (1.1.1.5.4)

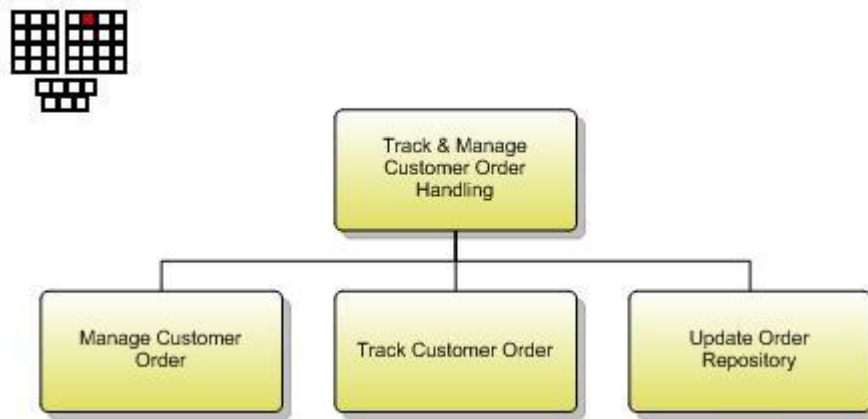


Figure 4-3 Track & Manage Customer Order Handling decomposition into level 4 processes

Process Identifier: 1.1.1.5.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

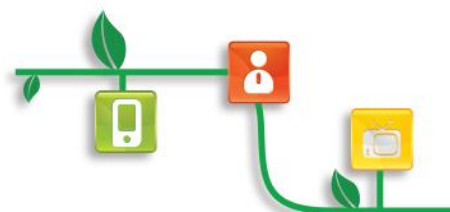
Ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date

Extended Description

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.

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

- Scheduling, assigning and coordinating customer provisioning related activities;
- Generating the respective service order creation request(s) to Issue Service Orders based on specific customer orders;
- Escalating status of customer orders in accordance with local policy;
- Undertaking necessary tracking of the execution process;
- Adding additional information to an existing customer order;
- Modifying information in an existing customer order;
- Modifying the customer order status;
- Canceling a customer order when the initiating sales request is cancelled;
- Monitoring the jeopardy status of customer orders, and escalating customer orders as necessary; and





· Indicating completion of a customer order by modifying the customer order status.
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.

4.1.3.1 *L4: Manage Customer Order – Mapping Details*

Process Identifier: 1.1.1.6.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Manage Customer Order 1.1.1.5.4.1
Brief Description Schedule, assign and coordinate customer provisioning related activities. Generate the respective service order creation request(s) to Issue Service Orders based on specific customer orders. Escalate status of customer orders in accordance with local policy. A The BPM is the STICK&Play engine where all actions/tasks are defined in sequenced workflow for each process. The BPM assigns Tasks to other processes/sub-processes to execute them (for ex communicates the Service layer to create the needed Service Orders to fulfill the products from the Customer Order. It assigns also human tasks to the operators who are participating in the process execution. (AGG07 Certification ScreenShots CRM OrderHandling) 1.2.1.1 BPM process for Customer Order work flow control (figure 4) (AGG07 Certification ScreenShots CRM OrderHandling) 1.2.1.2 SLA Time control by coordination activities in the BPM (figure5) (AGG07 Certification ScreenShots CRM OrderHandling) 1.2.1.3 Assign tasks/activities into resolution group (figure6) (AGG07 Certification UseCases CRM OrderHandling) 1.2.1.1 Use case Issue Service Order (Customer Order is the Trigger for the use case) Add additional information to an existing customer order. Modify information in an existing customer order. A (AGG07 Certification UseCases CRM OrderHandling) 1.2.1.2 Use case Check & Modify Customer Order Data (AGG07 Certification ScreenShots CRM OrderHandling) 1.2.1.4 Modify Customer Order (figure7) Cancel a customer order when the initiating sales request is cancelled. AM (AGG07 Certification ScreenShots CRM OrderHandling) 1.2.1.5 Cancel Customer Order (figure 8, figure 9)





If some specific product components are delivered directly by suppliers/partners, initiate requests, through S/P Requisition Management, for the delivery by the supplier/partner of the specific product components. **A**

The BPM of Stick&Play has the capacity to generate automatically Requests into the Providers Portal where the provider can view his request and handle it until completed. It depends on the business requirements, if the provision depends on third party, Stick&Play can create requests (product component or services) into suppliers

([AGG07 Certification ScreenShots CRM OrderHandling](#)) **1.2.1.6 BPM work flow control Indicating suppliers communication with Work Order (figure10)**

([AGG07 Certification ScreenShots CRM OrderHandling](#)) **1.2.1.7 Requests by Suppliers Portal (figure11)**

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

4.1.3.2 *L4: Track Customer Order – Mapping Details*

Process Identifier: 1.1.1.5.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Track Customer Order 1.1.1.5.4.2	
Brief Description	Undertake necessary tracking of the execution process. Modify the customer order status. Monitor the jeopardy status of customer orders, escalating customer orders as necessary.
A	The execution of the process can be followed in the BPM process for Customer Orders. The system saves a tracking log and changes the customer Order status depending on the process stadium. It is possible to view in which status is the execution and to modify data if it's allowed by the business requirements.





([AGG07 Certification ScreenShots CRM OrderHandling](#)) **1.2.2.1 Process execution progress (figure12)**

([AGG07 Certification ScreenShots CRM OrderHandling](#)) **1.2.2.2 Track & Manage Customer Order (figure13)**

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

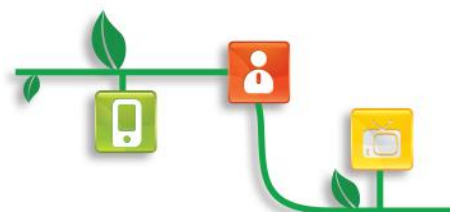
4.1.3.3 *L4: Update Order Repository – Mapping Details*

Process Identifier: 1.1.1.5.4.3

Process Context

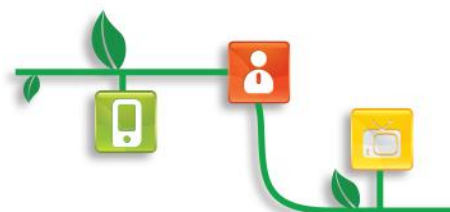
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Update Order Repository 1.1.1.5.4.3	
Extended Description	Not used for this process element
Explanatory	Update repository at each level in order handling. The state of order will be changed at each level according to work flow: - All those issued customer order which are not preauthorized are set in ‘pending’ state A - Validate order will passed to ‘acknowledged’ state (if invalid, order gets ‘rejected’) AM





- Feasible order (completing the impact analysis) will be 'committed' in case order is not 'cancelled' (leads to cancelled state) (if infeasible , order gets 'rejected') AM - As the order progress for completion will set to 'completed' (in case not cancelled) AM Once the Customer Order register is generated, the Customer Order is registered with the status Pending. After that the validation task is executed and approved by the Customer Order process, the Customer Order changes the state into En Execution to go further with the fulfillment. The Process flow is based on predefined Status machine. If the validation task is not approved, the status of the Customer Order will change automatically to final status "Rejected" (AGG07 Certification ScreenShots CRM OrderHandling) 1.2.3.1 Track & Manage Customer Orders in Different States (Figure 14) (AGG07 Certification UseCases CRM OrderHandling) 1.2.2.1 State Machine for Customer Orders (AGG07 Certification ScreenShots CRM OrderHandling) 1.2.3.2 Validation Task (Approve or Reject) (Figure 15) (AAGG07 Certification ScreenShots CRM OrderHandling) 1.2.3.3 Cancel Customer Order (Figure 16) - The 3 terminal states: completed, cancelled and rejected will finally leads to 'closed customer order' A (AGG07 Certification UseCases CRM OrderHandling) 1.2.2.1 State Machine for Customer Orders Mandatory Create, update and delete order information and update order state into order inventory/ repository Optional Not used for this process element Interactions This process will directly interact with the repository, in order to update the order state/status information.	
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4.1.5 L3: Complete Customer Order (1.1.1.5.5)

Process Identifier: 1.1.1.5.5

Process Context

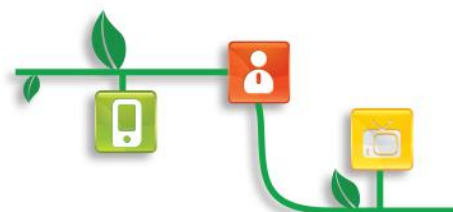
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

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

4.1.5.1 L3: Complete Customer Order (1.1.1.5.5) – Mapping Details

LEVEL 3 PROCESS MAPPING DETAILS Level 3 Complete Customer Order (1.1.1.5.5)	
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. A During the provision, the Customer Order Process invokes other process at Service Layer to continue the provision creating Service Orders and managing their own execution flow separately. Once all created Service Orders are completed, the service layer communicates the Customer Order the completion so that the Customer Order can continue with the rest of the Customer Order process. (AGG07 Certification ScreenShots CRM OrderHandling) 1.6.1.1 Customer Order process Invoking Service Layer to Create Service Orders (Figure 25) 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 The BPM invokes the Customer during the provision process once the services are delivered. The customer receives automatically 2 tasks to participate in the test of the provisioned Service and the completion/acceptation of the service. (AGG07 Certification ScreenShots CRM OrderHandling) 1.6.1.2 BPM Process Invoking Customer with human tasks (Test and Completion) (Figure 26) (AAGG07 Certification ScreenShots CRM OrderHandling) 1.6.1.3 Test task and Completion task sent to the Customer Task Box (Figure 27, Figure 28) Explanatory





Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.





4.1.6 L3: Issue Customer Orders (1.1.1.5.6)

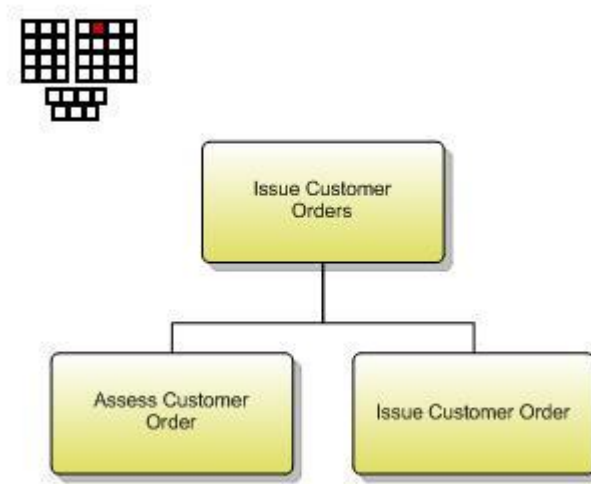


Figure 4-4 Issue Customer Orders decomposition into level 4 processes

Process Identifier: 1.1.1.5.6

Process Context

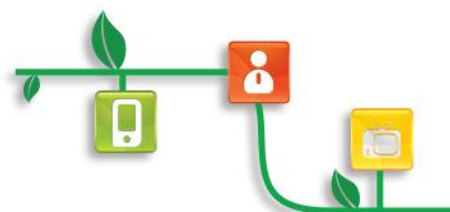
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Issue correct and complete customer orders

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. 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. The customer order may also relate to the cancellation of previously purchased specific services. 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. 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. 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. The orchestration, if required and tracking of the customer order progress is the responsibility of the Track & Manage Customer Order Handling

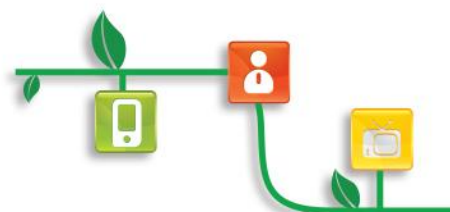
4.1.6.1 *L4: Assess Customer Order – Mapping Details*

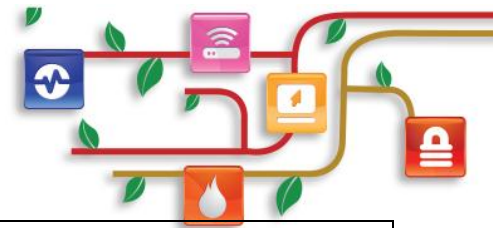
Process Identifier: 1.1.1.5.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Assess Customer Order 1.1.1.5.6.1
Brief Description 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. Once the user clicks the Button Save, the system consults the Product Catalog to identify the product specifications related to the requested offerings in the Customer Order. If the specifications are returned, the system creates the Business Interaction based on the received data and product decomposition. A The system validates the Customer Order register during the creation. It validates the introduced data on format, integrity, feasible location and similar existing registers. The specific customer orders with new provisioning activities have to be assessed by the feasibility check task. If necessary, the customer order stops here until new project is opened to analyze or design the new specific activities. Once the project is completed the customer Order can continue conform the designed modification in the project. (AGG07 Certification UseCases CRM OrderHandling) 1.3.1.1 Use Case Issue Customer Order (including validation) (AGG07 Certification ScreenShots CRM OrderHandling) 1.3.1.1 Customer Order Creation System Assessment (Figure 17)





Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

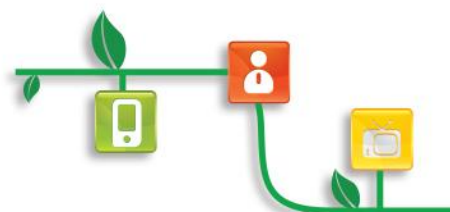
4.1.6.2 *L4: Issue Customer Order – Mapping Details*

Process Identifier: 1.1.1.5.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Issue Customer Order 1.1.1.5.6.2	
Brief Description	Issue a customer order, creating a record of the relevant initiating sales request and the associated customer order. AM Where the initiating request for a purchased product offering has special or unusual requirements, if a specific feasibility assessment has been previously undertaken, create a record of the relevant initiating request information. If a specific feasibility assessment has not been previously undertaken, mark the issued customer order as requiring special handling. Where the initiating request for a purchased product offering has special or unusual requirements, if a specific feasibility assessment has been previously undertaken, create a record of the relevant initiating request information. If a specific feasibility assessment has not been previously undertaken, mark the issued customer order as requiring special handling. AM Stick&Play creates customer orders based on predefined product catalog where offerings are specified. There are no registers for sales request because during the step guided customer order creation (Figure 18 and Use Case Issue Customer Order) the system collects all needed data to create the customer order register. It includes all the necessary feasibility checks. The user participates filling some required parameters and at the end the system generates directly a customer order register. (AGG07 Certification UseCases CRM OrderHandling) 1.3.1.1 Use Case Issue Customer Order (validation)





[\(AGG07 Certification ScreenShots CRM OrderHandling\)](#) **1.3.2.1 Sep Guided Customer Order Creation (Figure 18)**

[\(AGG07 Certification ScreenShots CRM OrderHandling\)](#) **1.3.2.2 Confirmation of the creation of Customer Order (figure 19)**

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

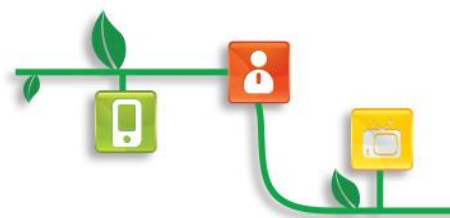
Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.





4.1.7 L3: Report Customer Order Handling (1.1.1.5.7)

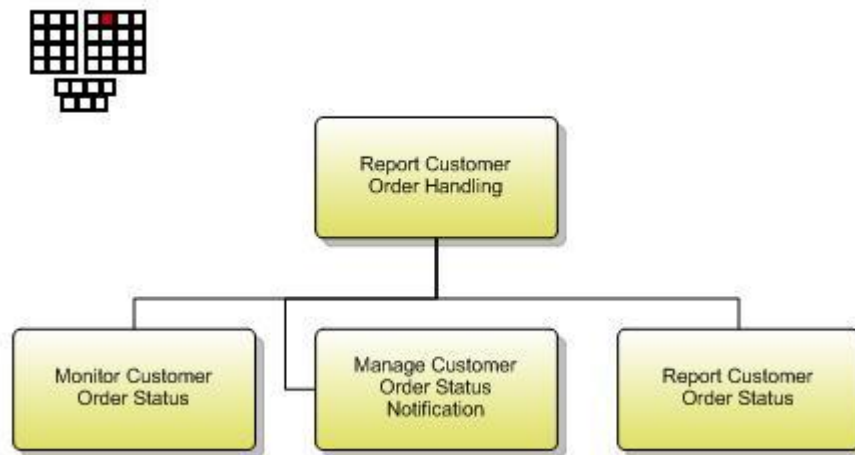


Figure 4-5 Report Customer Order Handling decomposition into level 4 processes

Process Identifier: 1.1.1.5.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

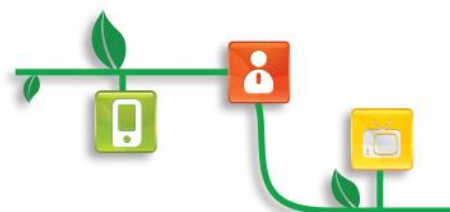
Monitor the status of customer orders, provide notifications of any changes and provide management reports.

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. 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. 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.

4.1.7.1 L4: Monitor Customer Order Status – Mapping Details

Process Identifier: 1.1.1.5.7.1





Process Context

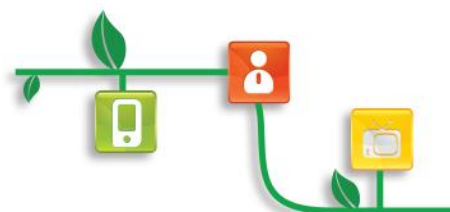
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Monitor Customer Order Status 1.1.1.5.7.1	
Brief Description	Continuously monitor the status of customer orders. A Stick&Play has two features where the monitoring of the Customer Orders is possible: 1. Tracking log option where the status changes are registered with the status change time and modification actors. 2. The BPM is responsible for the managing of the status log machine and any change in de status of Customer Order is done conform the process workflow followed by the notification of status change into the distribution list. (AGG07 Certification ScreenShots CRM OrderHandling) 1.4.1.1 Features Tracking log to monitor Status changes (Figure 20) (AGG07 Certification ScreenShots CRM OrderHandling) 1.4.1.2 General data options to view the Customer Order Status (Figure 21)
Extended Description	Not used for this process element
Explanatory	Reserved for future use.
Mandatory	Reserved for future use.
Optional	Reserved for future use.
Interactions	Reserved for future use.

4.1.7.2 *L4: Manage Customer Order Status Notification – Mapping Details*

Process Identifier: 1.1.1.5.7.2

Process Context





This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Manage Customer Order Status Notification 1.1.1.5.7.2	
Brief Description	Manage notifications to processes and other parties registered to receive notifications of any status changes. A
	During the execution process of Customer Orders, The BPM invokes Web Services to communicate with the application layer to change the Customer Order status. By this Action the process flow triggers the sub-process (Notification sent) responsible for sending an email to a distribution list (defined with business rules conform the requirements of each company) where all competent parties and processes are listed to receive notifications about the status change.
	(AGG07 Certification ScreenShots CRM OrderHandling) 1.4.2.1 BPM Sub-process Notification Email (Figure 22)
Extended Description	Not used for this process element
Explanatory	Reserved for future use.
Mandatory	Reserved for future use.
Optional	Reserved for future use.
Interactions	Reserved for future use.

4.1.7.3 *L4: Report Customer Order Status – Mapping Details*

Process Identifier: 1.1.1.5.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.





LEVEL 4 PROCESS MAPPING DETAILS

Level 4 Report Customer Order Status 1.1.1.5.7.3

Brief Description

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, including specific reports required by specific customers. **A**

The Annotation Log Feature shows the history of all changes made on the Customer Order. It registers the subject of any change in the Customer Order including a copy of notifications send. The user of Stick&Play is able to track any status change to view who was informed and when (figure 23). It is also possible to generates reports where all data of Customer Orders are summarized to assess the efficiency of the Order Handeling (figure24)

[\(AGG07 Certification ScreenShots CRM OrderHandling\)](#) **1.4.3.1 Annotation Log recording and Summarizing all action on Customer Order (Figure 23)**

[\(AGG07 Certification ScreenShots CRM OrderHandling\)](#) **1.4.3.2 Management Report for Customer Order (Figure 24)**

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

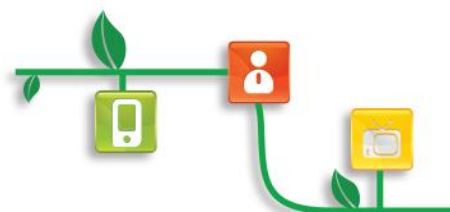
Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.





4.1.8 L3: Close Customer Order (1.1.1.5.8)

Process Identifier: 1.1.1.5.8

Process Context

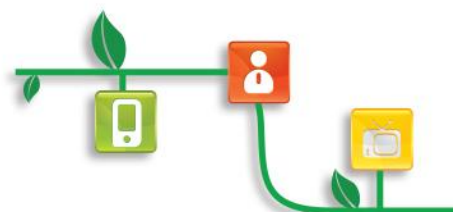
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

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.

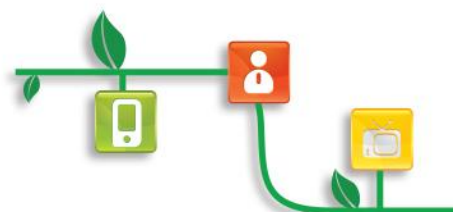
4.1.8.1 L3: Close Customer Order (1.1.1.5.8) – Mapping Details

LEVEL 3 PROCESS MAPPING DETAILS	
Level 3 Close Customer Order (1.1.1.5.8)	
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. A After that the Customer is agreed with the provisioned service, he accepts the completion task. This acceptance involves an internal communication with the application Layer (Database) to inform the readiness of the Customer Order to be Closed. The status changes into final state and the Customer Order will be archived in the historical list. (AGG07 Certification ScreenShots CRM OrderHandling) 1.7.1.1 Customer Order Completed in historical orders list (Figure 29)
Explanatory	Reserved for future use.
Mandatory	Reserved for future use.
Optional	Reserved for future use.
Interactions	





Reserved for future use.





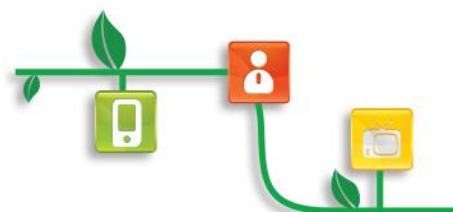
4.1.9 Supporting Evidence References (Works Cited)

[\[AGG07 Certification UseCases CRM OrderHandling\]](#)

< Stick&Play Use Cases for Order Handling >

[\[AGG07 Certification ScreenShots CRM OrderHandling\]](#)

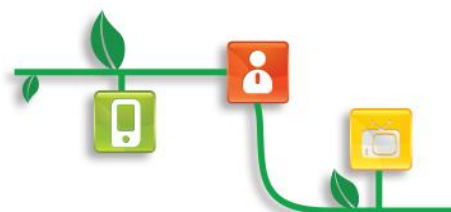
< Stick&Play Screen Shots for Order Handling >





4.1.10 Summary of Level 3 Scores

Level 2: 1.1.1.5 - Order Handling [6/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.1.1.5.1 - Determine Customer Order Feasibility		5
	1.1.1.5.1.1 - Perform Impact Analysis	100%
1.1.1.5.2 - Authorize Credit		N/A
1.1.1.5.4 - Track & Manage Customer Order Handling		5
	1.1.1.5.4.1 - Manage Customer Order	100%
	1.1.1.5.4.2 - Track Customer Order	100%
	1.1.1.5.4.3 - Update Order Repository	100%
1.1.1.5.5 - Complete Customer Order		5
	1.1.1.5.5.1 - Manage Customer Information	100%
	1.1.1.5.5.2 - Manage Customer Interaction	100%
1.1.1.5.6 - Issue Customer Orders		5
	1.1.1.5.6.1 - Assess Customer Order	100%
	1.1.1.5.6.2 - Issue Customer Order	100%
1.1.1.5.7 - Report Customer Order Handling		5
	1.1.1.5.7.1 - Monitor Customer Order Status	100%
	1.1.1.5.7.2 - Manage Customer Order Status Notification	100%
	1.1.1.5.7.3 - Report Customer Order Status	100%
1.1.1.5.8 - Close Customer Order		5





4.2 L2: Problem Handling (1.1.1.6)

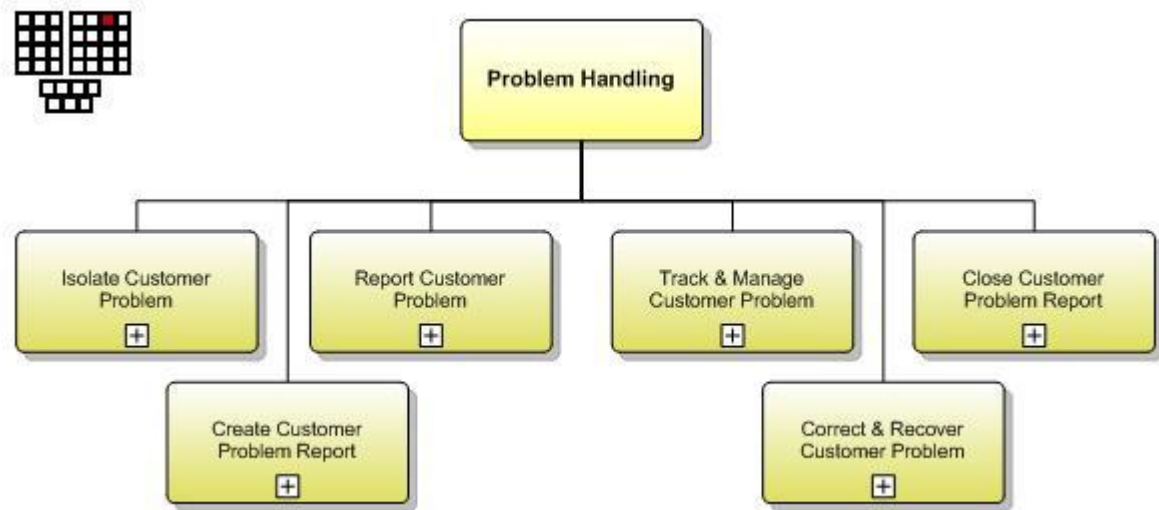


Figure 4-6 Problem Handling decomposition into level 3 processes

Process Identifier: 1.1.1.6

Process Context

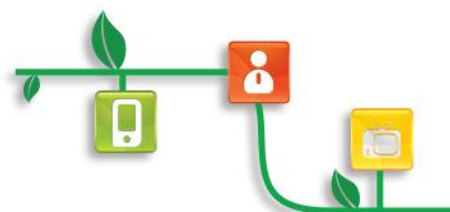
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Responsible for receiving trouble reports from customers, resolving them to the customer’s satisfaction and providing meaningful status on repair and/or restoration activity to the customer.

Extended Description

Problem Handling processes are responsible for the management of problems reported by customers and associated with purchased product offerings. The objective of these processes is to receive reports from customers, resolving them to the customer’s satisfaction and providing meaningful status on repair and/or recovery activity to the customer. They are also responsible for customer contact and support in relation to any customer-affecting problems detected by other processes or through analysis, including proactively informing the customer and resolving these specific problems to the customer’s satisfaction.

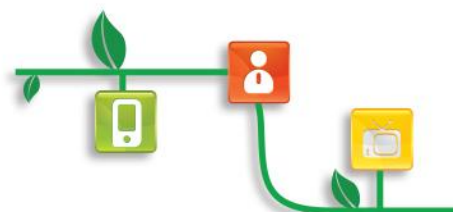




Responsibilities of the Problem Handling processes include, but are not limited to:

- Capturing, analyzing, managing and reporting on customer reported problems associated with purchased product offerings;
- Initiating and managing customer problem reports;
- Correcting customer problems;
- Reporting progress on customer problem reports to customer and other processes;
- Assigning & tracking customer problem recovery activities; and
- Managing customer problem jeopardy conditions.

Problem Handling processes perform analysis, decide on the appropriate actions/responses and carry them out with the intent of restoring normal operation on specific purchased product offerings.





4.2.1 L3: Isolate Customer Problem (1.1.1.6.1)

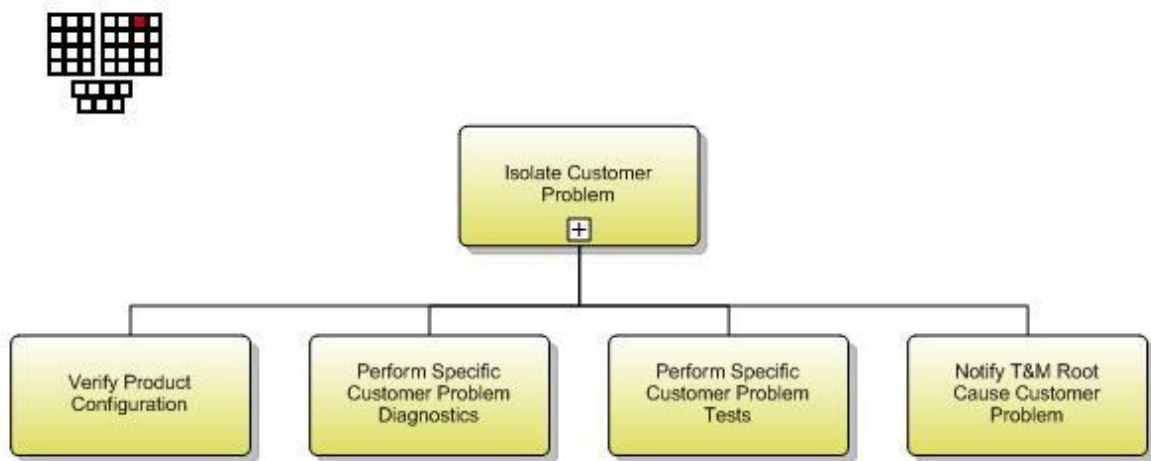


Figure 4-7 Isolate Customer Problem decomposition into level 4 processes

Process Identifier: 1.1.1.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Identify the root cause of the customer problem.

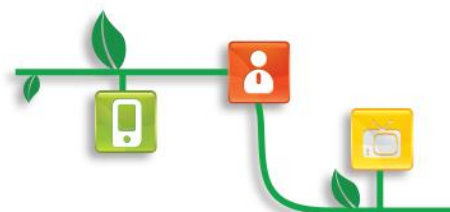
Extended Description

The purpose of the Isolate Customer Problem processes is to identify the root cause of the customer problem. The responsibilities of these processes include, but are not limited to:

- Verifying whether the customer is using the purchased product offering correctly; and
- Performing diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services.

The Isolate Customer Problem processes will make the results of the root cause analysis available to other processes. The Isolate Customer Problem processes will update open customer problem report, as required during the assessment, and when the root cause has been identified.

The Isolate Customer Problem processes will notify the Track & Manage Customer Problem processes when the analysis is complete.





4.2.1.1 *L4: Verify Product Configuration (1.1.1.6.1.1) – Mapping Details*

Process Identifier: 1.1.1.6.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process verifies whether the customer is using the purchased product offering correctly.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Verify Product Configuration (1.1.1.6.1.1)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Verifies whether the customer is using the purchased product offering correctly. AM Stick&Play has the feature “Check List Before Opening New Problem”. This list includes some checks for the Customer to verify if he is using the product correctly. The Customer can see some tips how to do this check. Additionally, this feature gives more information about common problems so that the customer can be informed how to resolve some small issues. (AGG07 Certification ScreenShots CRM v03) 1.3.1 Verify Product Configuration (figure 25, figure 26)
Optional	Not used for this process element
Interactions	Not used for this process element





4.2.1.2 *L4: Perform Specific Customer Problem Diagnostics (1.1.1.6.1.2) – Mapping Details*

Process Identifier: 1.1.1.6.1.2

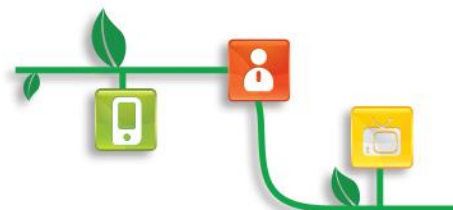
Process Context

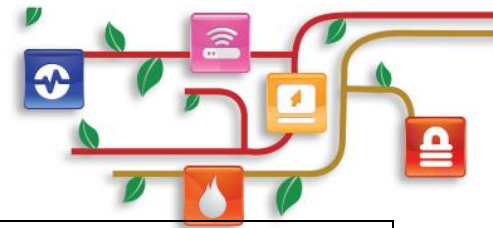
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process performs diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Perform Specific Customer Problem Diagnostics (1.1.1.6.1.2)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Performs diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services. A Stick&Play performs 2 types of checks during the creation of Customer Problem Report: 1. When the Customer selects the product instance to open the Problem Report, the system checks the status of the selected Product conform to the actual underlying Services status. a. The status of Products can be in Incident in case that the problem was identified proactively and in resolution process. In this case it shows also the existing Customer Problem to track it. b. Or can be in status Active, and that means that the infrastructure manager didn't identify any problem yet. In this case the customer can open his Problem Report and it will be further accessed by the assurance employees. 2. The second check is done through a series of questions/options that the Customer must select to categorize his Problem. Depending on the selected options those questions/options can lead automatically into several Root Causes. This is an initial automatic check to generate a Customer Problem Report with a pre-defined diagnostic about the possible Root Cause.





([AGG07 Certification ScreenShots CRM v03](#)) 1.3.2 Perform Specific Customer Problem Diagnostics (figure 27, figure 28)

Optional

Not used for this process element

Interactions

Not used for this process element

4.2.1.3 L4: Perform Specific Customer Problem Tests (1.1.1.6.1.3) – Mapping Details

Process Identifier: 1.1.1.6.1.3

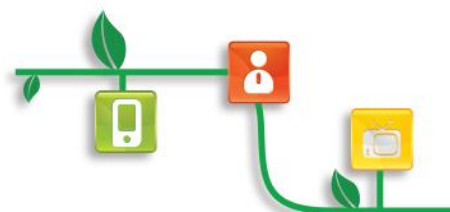
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process runs tests against the specific services.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Perform Specific Customer Problem Tests (1.1.1.6.1.3)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Runs tests against the specific services. AM Stick & Play has a Resource Activator Module to manage all communications with the Element Management Systems (EMS) used by each Infrastructure Manager. The Resource Activator manages requests to the EMS like Activation, Tests to Get Service Information, Reset etc. Specific and personalized requests can be fulfilled conform each future Customer requirements depending on his services. The requests can be triggered from the BPM or through Service Instances (see figure 30) (AGG07 Certification UseCases CRM v02) 1.3.1 Resource Activation Manager Structure (figure 1)





([AGG07 Certification ScreenShots CRM v03](#)) **1.3.3.1 Service Requests to Resource Activation Manager (figure 29 figure 30)**
([AGG07 Certification ScreenShots CRM v03](#)) **1.3.3.2 EMS Request Management by Resource Manager (figure 31)**

Optional

Not used for this process element

Interactions

Not used for this process element

4.2.1.4 ***L4: Notify T&M Root Cause Customer Problem (1.1.1.6.1.4) – Mapping Details***

Process Identifier: 1.1.1.6.1.4

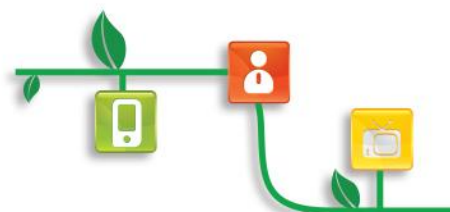
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process notifies the Track & Manage Customer Problem processes when the analysis is complete.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Notify Track & Manage Root Cause Customer Problem (1.1.1.6.1.4)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Notifies the Track & Manage Customer Problem processes when the analysis is complete.
A	Once the Customer Problem Report is Created, the result of the category check (based on the selected Customer data during the creation of the Problem Report) will be notified to





Track & Manage Customer Problem to include the Root Cause in the available Customer Problem Report data.

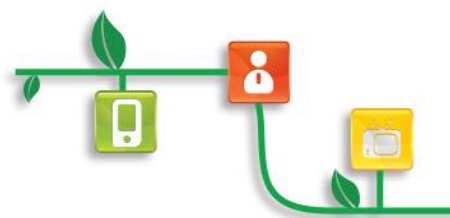
([AGG07 Certification ScreenShots CRM v03](#)) 1.3.4 Notify Track & Manage over Root Cause Customer Problem (figure 32)

Optional

Not used for this process element

Interactions

Not used for this process element





4.2.2 L3: Report Customer Problem (1.1.1.6.2)

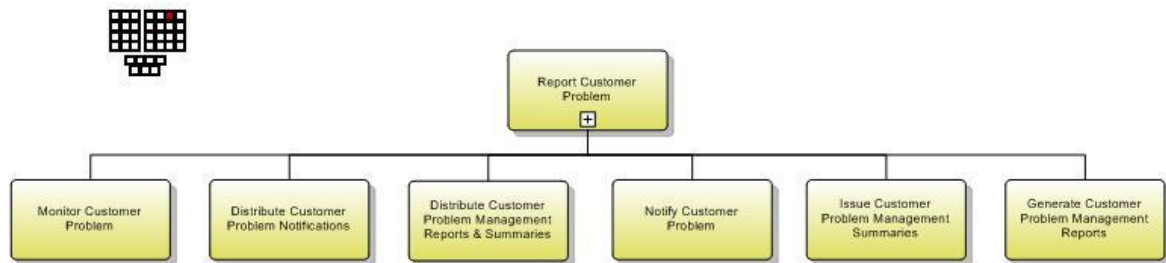


Figure 4-8 Report Customer Problem decomposition into Level 4 processes

Process Identifier: 1.1.1.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

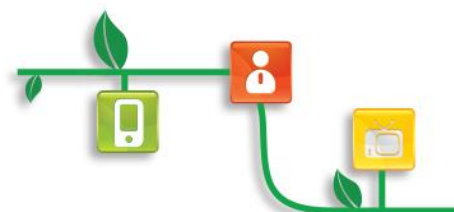
Monitor the status of customer problem reports, provide notifications of any changes and provide management reports. This includes customer problems caused by security events.

Extended Description The objective of the Report Customer Problem processes is to monitor the status of customer problem reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer problem reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Problem Handling processes. These processes record, analyze and assess the customer problem report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Problem Handling process. These specialized summaries could be creation of specific reports required by customers and/or other specific audiences. These processes will make the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation.

4.2.2.1 L4: Monitor Customer Problem (1.1.1.6.2.1) – Mapping Details

Process Identifier: 1.1.1.6.2.1

Process Context





This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process is responsible for continuously monitoring the status of customer problem reports.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Monitor Customer Problem (1.1.1.6.2.1)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Continuously monitors the status of customer problem reports. A The Status of the Customer is continuously monitored by the Tracking Log feature that allows continue availability of status change data and including information like the time and the party who was responsible for the status change . (AGG07 Certification ScreenShots CRM v03) 1.4.1 Monitor Customer Problem (figure33)
Optional	Not used for this process element
Interactions	Not used for this process element

4.2.2.2 *L4: Distribute Customer Problem Notifications (1.1.1.6.2.2) – Mapping Details*

Process Identifier: 1.1.1.6.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description





This process makes the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Distribute Customer Problem Notifications (1.1.1.6.2.2)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Makes the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation A
	The BPM has a sub-process (<i>NotificationSent</i>) that is used during the execution of the Customer Problem Report. Preliminary to each call to this sub-process we identify a specific automatic Task (type: script) where the parameters are generated as variables to identify the type of report and information that the system will send by each call of the notification sub-process. (AGG07 Certification ScreenShots CRM v03) 1.4.2 Distribute Necessary Report Data Before each Notification (figure 34)
Optional	Not used for this process element
Interactions	Not used for this process element

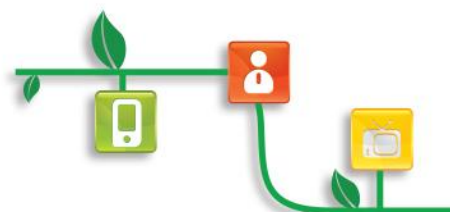
4.2.2.3 L4: Notify Customer Problem (1.1.1.6.2.4) – Mapping Details

Process Identifier: 1.1.1.6.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description





This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes on customer problem reports. Notification lists are managed and maintained by the Support Problem Handling processes.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Notify Customer Problem (1.1.1.6.2.4)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Manages notifications to processes and other parties registered to receive notifications of any status changes on customer problem reports. Notification lists are managed and maintained by the Support Problem Handling processes A The BPM includes Rules to identify by each process the distribution list (parties and processes) that must be informed by status changes. It is possible to track those notifications using the feature Annotation Log where a copy of each notification is saved to allow a complete historical of all notification sent during the Customer Problem Report lifecycle. (AGG07 Certification ScreenShots CRM v03) 1.4.3 Notify Customer Problem (figure 35)
Optional	Not used for this process element
Interactions	Managing notifications to processes and other parties registered to receive notifications of any status changes. A (see previous description)

4.2.2.4 *L4: Issue Customer Problem Management Summaries (1.1.1.6.2.5) – Mapping Details*

Process Identifier: 1.1.1.6.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

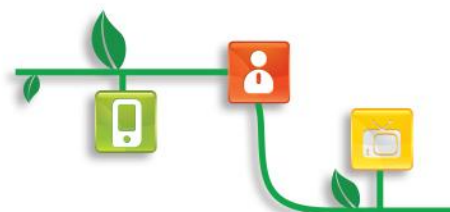




Brief Description

These processes issue specialized summaries of the efficiency and effectiveness of the overall S/P problem resolution process. These specialized summaries could be specific reports required by specific audiences.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Issue Customer Problem Management Summaries (1.1.1.6.2.5)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Issue specialized summaries of the efficiency and effectiveness of the overall customer problem resolution process. These specialized summaries could be specific reports required by specific audiences. A Stick & Play generates reports to summarize the key data needed to assess the efficiency and the effectiveness of the resolution process of the Customer Orders like: • The Customer Problem Reports have been Cancelled (can be grouped by last month) (Figure 36) • The Customer Problem Reports have been Rejected (can be grouped by Last month) (Figure 37) • The Customer Problem Reports have been Closed with SLA Violation (Figure 38) (AGG07 Certification ScreenShots CRM v03) 1.4.3 Notify Customer Problem (figure 36,37,38)
Optional	Not used for this process element
Interactions	Not used for this process element



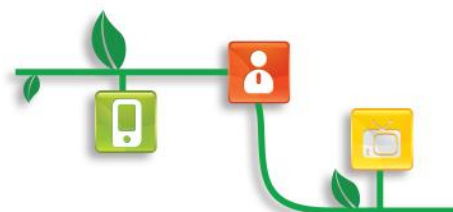


4.2.2.5 **L4: Distribute Customer Problem Management Reports & Summaries (1.1.1.6.2.3) – Mapping Details**

NOTE: This process is not mapped because the description in GB921 DX is a copy and paste from process 1.1.1.6.2.6 and is considered incorrect. The assessment of the Service Performance Degradation Reports is an activity at Service Layer which was confirmed with the TM Forum Conformance Assessment team and not required within the hierarchy of this Level 3 process.

4.2.2.6 **L4: Generate Customer Problem Management Reports (1.1.1.6.2.6) – Mapping Details**

NOTE: This process is not mapped because the description in GB921 DX is considered incorrect. The assessment of the Service Performance Degradation Reports is an activity at Service Layer, which was confirmed with the TM Forum Conformance Assessment team and not required within the hierarchy of this Level 3 process.





4.2.3 L3: Track & Manage Customer Problem (1.1.1.6.3)

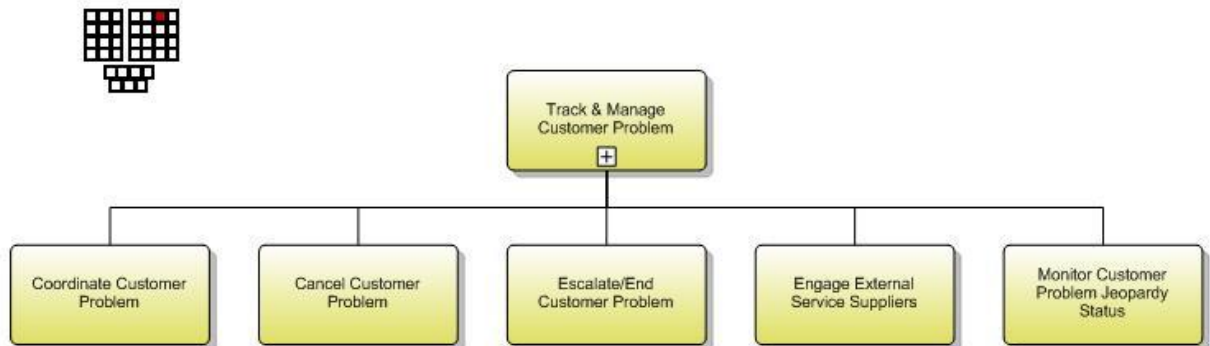


Figure 4-9 Track & Manage Customer Problem decomposition into level 4 processes

Process Identifier: 1.1.1.6.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

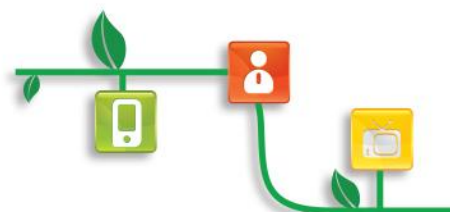
Ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy.

Extended Description

The purpose of the Track & Manage Customer Problem processes is to ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy. Responsibilities of these processes include, but are not limited to:

- Scheduling, assigning and coordinating tracking any recovery activities and any repair and restoration activities delegated to other processes;
- Generating the respective service trouble report creation request(s) to Create Service Trouble Report based on specific customer problem reports;
- Undertake necessary tracking of the execution progress;
- Modifying information in an existing customer problem report based on assignments;
- Modifying the customer problem report status;
- Canceling a customer problem report when the specific problem was related to an incorrect customer problem report; and
- Monitoring the jeopardy status of open customer problem reports, and escalating customer problem reports as necessary.

Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases the Track & Manage Customer Problem process is





responsible for initiating requests, through S/P Problem Reporting & Management processes for restoration and recovery by the supplier/partner of the specific service components. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. The Track & Manage Customer Problem processes will also inform the Close Customer Problem processes by modifying the customer problem report status to cleared when the customer problem has been resolved.

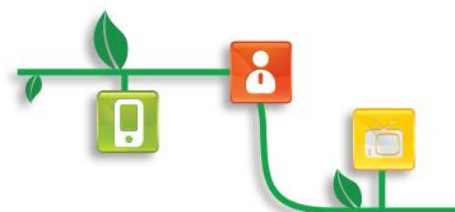
4.2.3.1 *L4: Coordinate Customer Problem – Mapping Details*

Process Identifier: 1.1.1.6.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Coordinate Customer Problem 1.1.1.6.3.1
Extended Description <i>INSTRUCTION: Not required for process mapping UNLESS “Mandatory” field is not supported.</i> Explanatory <i>INSTRUCTION: Not required for process mapping.</i> Mandatory Coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates any recovery activities, and any repair and restoration activities delegated to other processes. A Stick&Play has got a BPM engine where all actions/tasks are defined in sequenced workflow for each process. The BPM assigns Tasks to other processes/sub-processes to execute them and it assigns also human tasks to the operators who are participating in the process execution. (AGG07 Certification ScreenShots CRM v03) 1.2.1 BPM process for Customer Problem Report work flow control (figure6) (AGG07 Certification ScreenShots CRM v03) 1.2.2 SLA Time control by coordination activities in the BPM (figure7) (AGG07 Certification ScreenShots CRM v03) 1.2.3 Assign tasks/activities into resolution group (figure8)





It undertakes necessary tracking of the execution progress, modifies information in an existing Customer Problem Report based on assignments, and modifies the Customer Problem Report status. **AM**

The execution of the process can be followed in the BPM process for Customer Problems. It is possible to view in which status is the execution and to modify data if it's allowed by the business requirements. The system saves a tracking log and reports changes to the responsible parties as defined in the BPM work flow.

([AGG07 Certification ScreenShots CRM v03](#)) **1.2.4 Process execution progress (figure9)**

([AGG07 Certification ScreenShots CRM v03](#)) **1.2.5 Customer Problem Report View & Modifications (figure10)**

([AGG07 Certification UseCases CRM v02](#)) **1.2.2 Use Case View Customer Problem Report**

([AGG07 Certification UseCases CRM v02](#)) **1.2.3 Use Case Modify Customer Problem Report**

([AGG07 Certification ScreenShots CRM v03](#)) **1.2.6 Tracking log for status change (figure11)**

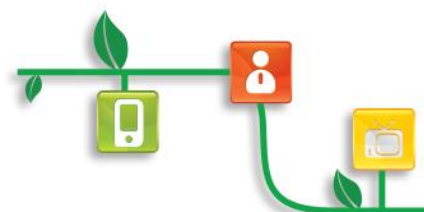
4.2.3.2 *L4: Cancel Customer Problem – Mapping Details*

Process Identifier: 1.1.1.6.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Cancel Customer Problem 1.1.1.6.3.2
Extended Description <i>INSTRUCTION: Not required for process mapping UNLESS “Mandatory” field is not supported.</i> Explanatory <i>INSTRUCTION: Not required for process mapping.</i> Mandatory Cancels a Customer Problem Report when the specific trouble was related to an incorrect customer problem report. AM Stick&Play allows the cancellation of Customer Problem through 2 options (quick cancel from the main Customer Problem list or from the detail screen of the Customer Problem.





([AGG07 Certification ScreenShots CRM v03](#)) **1.2.7 Cancel Customer Problem Report (figure12, figure13)**

([AGG07 Certification UseCases CRM v02](#)) **1.2.1 Use Case Cancel Customer Problem**

Optional

Not required for process mapping

Interactions

Not required for process mapping

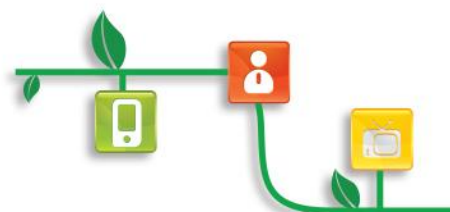
4.2.3.3 *L4: Escalate/End Customer Problem – Mapping Details*

Process Identifier: 1.1.1.6.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Escalate/End Customer Problem 1.1.1.6.3.3	
Extended Description	<i>INSTRUCTION: Not required for process mapping UNLESS “Mandatory” field is not supported.</i>
Explanatory	<i>INSTRUCTION: Not required for process mapping.</i>
Mandatory	Ensure that escalation is being invoked as required for any open customer problem reports in jeopardy. AM The BPM monitors automatically the SLA times and reports notification to the responsible operators for further escalation. In case that the resolution task could not be done due to the human expertise. The operator can return the resolution task to the human task group and report annotation about this case. The resolution group will automatically receive this annotation report and the available person can claim this escalation task to go further with the resolution. (AGG07 Certification ScreenShots CRM v03) 1.2.8 Escalate & Report Customer Problem Report to 2nd line Support Group (figure14, figure15, figure16)





([AGG07 Certification ScreenShots CRM v03](#)) 1.2.9 Escalate Customer Problem Report due to SLA Over Time (figure17)

Optional

Not required for process mapping

Interactions

Not required for process mapping

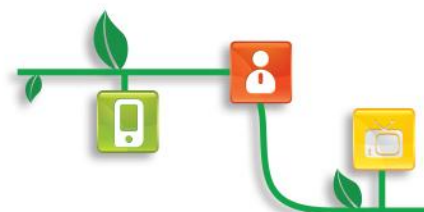
4.2.3.4 **L4: Monitor Customer Problem Jeopardy Status – Mapping Details**

Process Identifier: 1.1.1.6.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
Level 4 Monitor Customer Problem Jeopardy Status 1.1.1.6.3.4
Extended Description <i>INSTRUCTION: Not required for process mapping UNLESS “Mandatory” field is not supported.</i> Explanatory <i>INSTRUCTION: Not required for process mapping.</i> Mandatory Ensure that any open customer problem reports in jeopardy are identified and reported A Stick&Play monitors the initiating time of Customer Problems and sends notification to the responsible party to inform the jeopardy. (AGG07 Certification ScreenShots CRM v03) 1.2.11.1 SLA monitoring and notification (figure21, figure 22) (AGG07 Certification ScreenShots CRM v03) 1.2.11.2 SLA Reporting/notification by time delay (figure23, figure24) Optional Not required for process mapping Interactions Not required for process mapping





4.2.4 L3: Close Customer Problem Report (1.1.1.6.4)

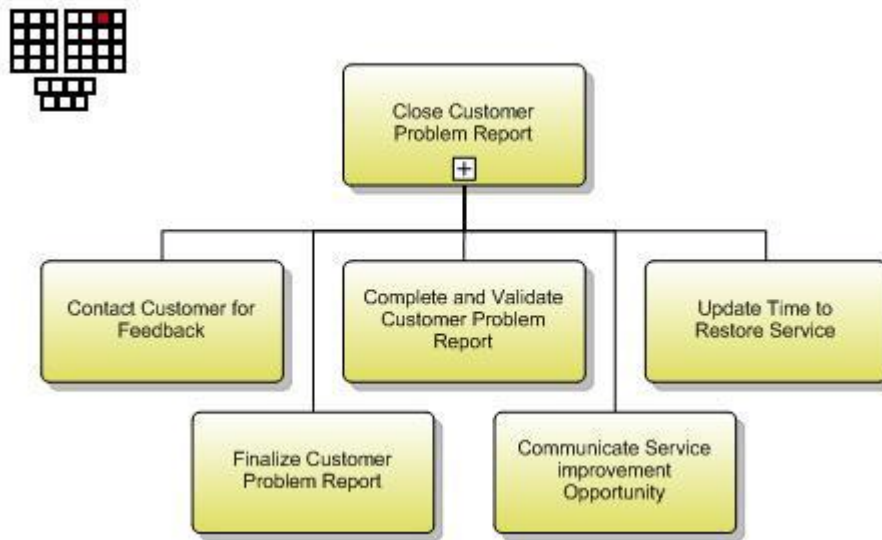


Figure 4-10 Close Customer Problem Report decomposition to Level 4 processes

Process Identifier: 1.1.1.6.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that a problem affecting the customer is solved.

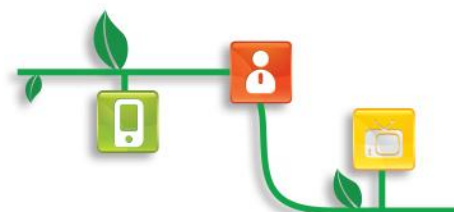
Extended Description

The purpose of the Close Customer Problem Report processes is to close a customer problem report when the problem affecting the customer is solved. These processes are also responsible for possibly contacting the customer to inquire about the customer's satisfaction with resolution of the problem. These processes monitor the status of all open customer problem reports and recognize that a customer problem report is ready to be closed when the status is changed to cleared.

4.2.4.1 L4: Contact Customer for Feedback (1.1.1.6.4.1) – Mapping Details

Process Identifier: 1.1.1.6.4.1

Process Context





This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

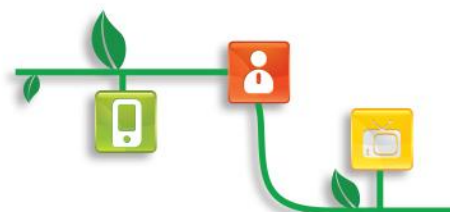
This process is responsible for contacting the customer to inquire about the customer's satisfaction with resolution of the problem.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Contact Customer for Feedback (1.1.1.6.4.1)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Contacts the customer (where appropriate) to inquire about the customer's satisfaction with resolution of the problem. A This functionality is included in the process execution of the Customer Problem Report. Once the Customer Problem is resolved, the BPM sends a human task into the Customer to inform him about the resolution and ask him to approve the resolution if he is satisfied with it. The customer gets this task in his Task Box (to approve or reject the resolution). (AGG07 Certification UseCases CRM v02) 1.4.1 Use Case Close Customer Problem (AGG07 Certification ScreenShots CRM v03) 1.5.1 Contact Customer for Feedback (figure 41, figure 42)
Optional	Not used for this process element
Interactions	Not used for this process element

4.2.4.2 *L4: Finalize Customer Problem Report (1.1.1.6.4.4) – Mapping Details*

Process Identifier: 1.1.1.6.4.4

Process Context





This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

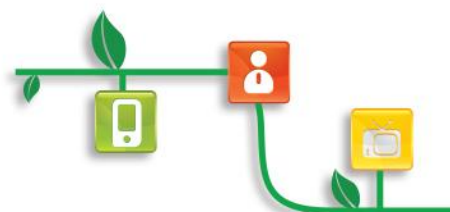
Brief Description

Ensure that a problem affecting the customer is solved.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Finalize Customer Problem Report (1.1.1.6.4.4)
Extended Description Not used for this process element Explanatory It is used to close a customer problem report when the problem affecting the customer is solved. A When the Customer approves the Satisfaction Task sent to him from the BPM to check if he agrees with the solution, the BPM communicates the approval of the Customer to the application layer (Database) invoking the status change functionality (WebService) to archive the Customer Problem and change his status into terminal status Completed (in this case Closed). (AGG07 Certification UseCases CRM v02) 1.4.1 Use Case Close Customer Problem (AGG07 Certification ScreenShots CRM v03) 1.4.2 State Machine Customer Problem (figure 2) (AGG07 Certification ScreenShots CRM v03) 1.5.2 Finalize Customer Problem Report (figure 43, figure 44) Mandatory Change the customer problem report status to cleared. Optional Not used for this process element Interactions Not used for this process element

4.2.4.3 *L4: Complete and Validate Customer Problem Report (1.1.1.6.4.2) – Mapping Details*

Process Identifier: 1.1.1.6.4.4





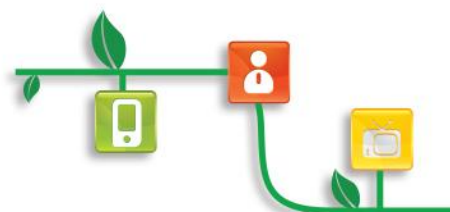
Process Context

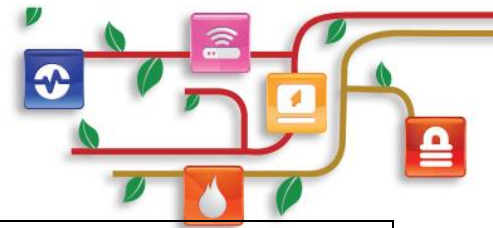
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

To be added.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Complete and Validate Customer Problem Report (1.1.1.6.4.2)	
Extended Description	Not used for this process element
Explanatory	This process is used to validate the customer problem report. Which involves root-cause analysis to determine the cause of the resolved problem and also document the process that solved this problem. AM The activities of this process are guaranteed through the functionalities: 1. Category checks by creating of the Problem Report to identify automatically the possible root cause (see figure 28, process 1.1.1.6.1.2). 2. Diagnosis Log where the resolution activities are recorded by the resolution employees. All analysis and resolution developments are documented here (figure 45). 3. Comments Log where all updates are registered including the messages sent during the process execution (figure 46). (AGG07 Certification ScreenShots CRM v03) 1.5.3 Complete and Validate Customer Problem Report (figure 45, figure 46) (AGG07 Certification ScreenShots CRM v03) 1.4.2 State Machine Customer Problem (figure 2)
Mandatory	Validate whether or not a resolution has been implemented for the customer problem. And ensure that the solution to a problem affecting the customer has been documented. AM Implemented resolutions are documented in Diagnosis Log and Comments Log (see 1.5.3 figure 45, figure 46)
Optional	Not used for this process element
Interactions	





The Complete and Validate Customer Problem Report processes will notify the Update Time to restore Service process when the analysis is complete

4.2.4.4 *L4: Communicate Service improvement Opportunity (1.1.1.6.4.5) – Mapping Details*

Process Identifier: 1.1.1.6.4.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Identify opportunities for improvement.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Communicate Service improvement Opportunity (1.1.1.6.4.5)	
Extended Description	Not used for this process element
Explanatory	This process should ensure that the momentum for service improvement is qualified and assuring the communication of the applied changes, new processes, product improvement opportunity is known in the organization. A The continuous improvement functionality has been implemented to inform the governance group during the resolution of the problem. The assurance responsible employee, as showed at the figure 47, can mark a specific diagnosis or comment to be sent to the governance group as continuous improvement. It will be registered as a request at the governance log and it will be send as notification to the governance group. (AGG07 Certification ScreenShots CRM v03) 1.5.4.1 Register the need of Service Improvement (figure 47)
Mandatory	Register the need for improvements in the service.
Optional	Not used for this process element





Interactions

Not used for this process element

4.2.4.5 *L4: Update Time to Restore Service (1.1.1.6.4.3) – Mapping Details*

Process Identifier: 1.1.1.6.4.3

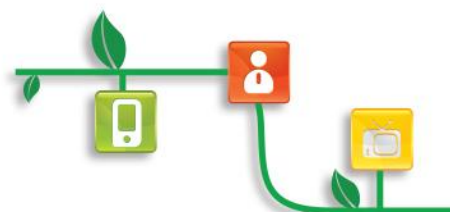
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

To be added.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Update Time to Restore Service (1.1.1.6.4.3)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Update the time taken to restore a configuration or Service after a failure; measured from the time the service failed until it was fully restored to its normal functionality. A This activity is guaranteed by the timer module in the BPM. Once the Customer Problem is started (recognized as real Customer Problem by assurance employees), the timer saves the start date and begins to count the time of resolution. At the end when the Customer Problem is solved and approved with the Customer satisfaction, the Customer problem will be closed and the timer saves the closing date. Finally the system includes in the Customer Problem Report the start date of failure and the date of restoring of the service. (AGG07 Certification UseCases CRM v02) 1.4.1 Use Case Close Customer Problem (AGG07 Certification ScreenShots CRM v03) 1.5.5.1 Register Start Time and End Time Service Failure (figure 48)
Optional	Not used for this process element
Interactions	

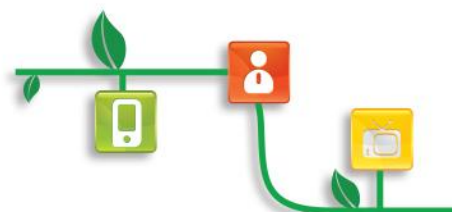




The Update Time to restore Service process will notify the Finalize Customer Problem Report process when the update is completed. A

([AGG07 Certification ScreenShots CRM v03](#)) 1.5.5.2 Communication Time Restored Service (figure 49)

By the closing of the Customer Problem, the BPM notification sub-process communicates the closure of Customer Problem to the registered distribution list of parties and processes with an e-mail including the Customer Problem Data and the closure subject.





4.2.5 L3: Create Customer Problem Report (1.1.1.6.5)

Process Identifier: 1.1.1.6.5

Process Context

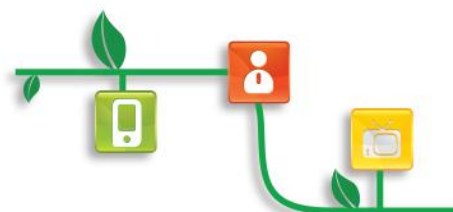
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process creates a new Customer Problem Report.

4.2.5.1 L3: Create Customer Problem Report (1.1.1.6.5) – Mapping Details

LEVEL 3 PROCESS MAPPING DETAILS Level 3 Create Customer Problem Report (1.1.1.6.5)
Brief Description <i>This process creates a new Customer Problem Report.</i> AM Stick&Play supports the creation of customer problem reports using step based interaction forms to guide the user in the creation of correct customer problem report with all necessary data. It creates a new customer problem report register in the database for further management and resolution. Extended Description <i>The objective of the Create Customer Problem Report process is to create a new customer problem report. A new customer problem report may be created as a result of customer contacts indicating a problem with their purchased product offerings</i> A Stick&Play CRM system validates the introduced data. If all required information is introduced, the system creates a new customer problem register with all data such as customer, purchased product offerings, problem description etc. Stick&Play confirms the creation of customer problem report with a unique ID which can be used as link to be redirected into the details of the created customer problem report. (AGG07 Certification UseCases CRM v02) 1.1 Use case Create new Customer Problem Report (AGG07 Certification ScreenShots CRM v03) 1.1.3 Confirmation of the creation of Customer Problem Report (figure4) (AGG07 Certification ScreenShots CRM v03) 1.1.4 Redirection into the created Customer report details (figure5) <i>or, at the request of analysis undertaken by other processes in the CRM or SM&O horizontal process layers, which detect a failure or degradation which may be impacting customers.</i> AM





In case that the network manager discovers a problem that affects a specific customer(s), he can create Customer Problem Report using the admin functionality to select the customer and create the customer problem proactively. The system will create new customer problem register and saves the admin as creator in the creation Log.

[\(AGG07 Certification ScreenShots CRM v03\)](#) **1.1.1 Steps guided process to collect customer problem data (figure 1)**

These processes are responsible for capturing all the necessary customer information to be included in the new Customer Problem Report. AM

Stick&Play uses a step based business interaction to guide the customer during the creation process until all necessary customer data has been introduced. Finally a new customer problem report is automatically generated and registered in the CRM database.

[\(AGG07 Certification ScreenShots CRM v03\)](#) **1.1.1 Steps guided process to collect customer problem data (figure 1, figure 2)**

[\(AGG07 Certification ScreenShots CRM v03\)](#) **1.1.2 Validation of required customer information (figure3)**

4.2.6 L3: Correct & Recover Customer Problem (1.1.1.6.6)

This process was not submitted for assessment.

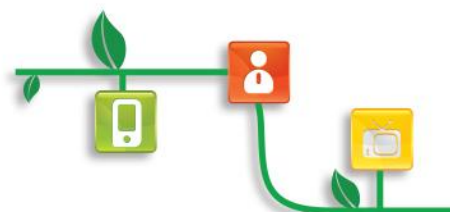
4.2.7 Supporting Evidence References (Works Cited)

[\[AGG07 Certification UseCases CRM v02\]](#)

< Stick&Play Use Cases for Problem Handling >

[\[AGG07 Certification ScreenShots CRM v03\]](#)

< Stick&Play Screen Shots for Problem Handling >





4.2.8 Summary of Level 3 Scores

Level 2: 1.1.1.6 - Problem Handling [5/6]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.1.1.6.1 - Isolate Customer Problem		5
	1.1.1.6.1.1 - Verify Product Configuration	100%
	1.1.1.6.1.2 - Perform Specific Customer Problem Diagnostics	100%
	1.1.1.6.1.3 - Perform Specific Customer Problem Tests	100%
	1.1.1.6.1.4 - Notify T&M Root Cause Customer Problem	100%
	1.1.1.6.1.5 - Categorize Customer Problem	N/A
	1.1.1.6.1.6 - Identify Root Cause / Check for Workarounds	N/A
	1.1.1.6.1.7 - Obtain permanent fix or workarounds	N/A
	1.1.1.6.1.8 - Create customer problem restoration plan	N/A
	1.1.1.6.1.9 - Create Known record	N/A
1.1.1.6.2 - Report Customer Problem		5
	1.1.1.6.2.1 - Monitor Customer Problem	100%
	1.1.1.6.2.2 - Distribute Customer Problem Notifications	100%
	1.1.1.6.2.3 - Distribute Customer Problem Management Reports & Summaries	N/A
	1.1.1.6.2.4 - Notify Customer Problem	100%
	1.1.1.6.2.5 - Issue Customer Problem Management Summaries	100%
	1.1.1.6.2.6 - Generate Customer Problem Management Reports	N/A
1.1.1.6.3 - Track & Manage Customer Problem		5
	1.1.1.6.3.1 - Coordinate Customer Problem	100%
	1.1.1.6.3.2 - Cancel Customer Problem	100%
	1.1.1.6.3.3 - Escalate/End Customer Problem	100%
	1.1.1.6.3.4 - Monitor Customer Problem Jeopardy Status	100%
	1.1.1.6.3.5 - Prioritize Customer Problem	N/A
	1.1.1.6.3.6 - Escalate Customer Problem to support team	N/A
1.1.1.6.4 - Close Customer Problem Report		5
	1.1.1.6.4.1 - Contact Customer for Feedback	100%
	1.1.1.6.4.2 - Complete and Validate Customer Problem Report	100%
	1.1.1.6.4.3 - Update Time to Restore Service	100%
	1.1.1.6.4.4 - Finalize Customer Problem Report	100%
	1.1.1.6.4.5 - Communicate Service improvement Opportunity	100%
1.1.1.6.5 - Create Customer Problem Report		5
	1.1.1.6.5.1 - Generate Customer Problem Report	100%
	1.1.1.6.5.2 - Obtain Configuration Information	100%
	1.1.1.6.5.3 - Check for major outage	100%
1.1.1.6.6 - Correct & Recover Customer Problem		N/A

NOTE 1: Level 4 processes 1.1.1.6.2.3 & 1.1.1.6.2.6 were not mapped because the descriptions in GB921 DX was considered incorrect. The assessment of the Service Performance Degradation Reports is an activity at Service Layer which was confirmed with the TM Forum Conformance Assessment team

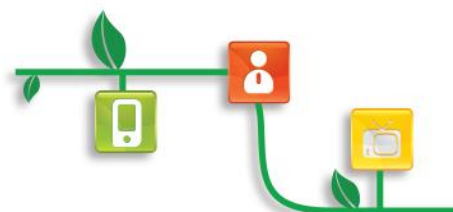




NOTE 2: As this conformance assessment started with a pre-final version of Business Process Framework 13.0, the following Level 4 processes had not been published and were not considered in scope for the assessment and did not affect the parent Level 3 process score:

- 1.1.1.6.1.5, 1.1.1.6.1.6, 1.1.1.6.1.7, 1.1.1.6.1.8, 1.1.1.6.1.9.
- 1.1.1.6.3.5, 1.1.1.6.3.6.

These processes have been marked as Not Applicable in the results table.





4.3 L2: Customer Interaction Management (1.1.1.18)

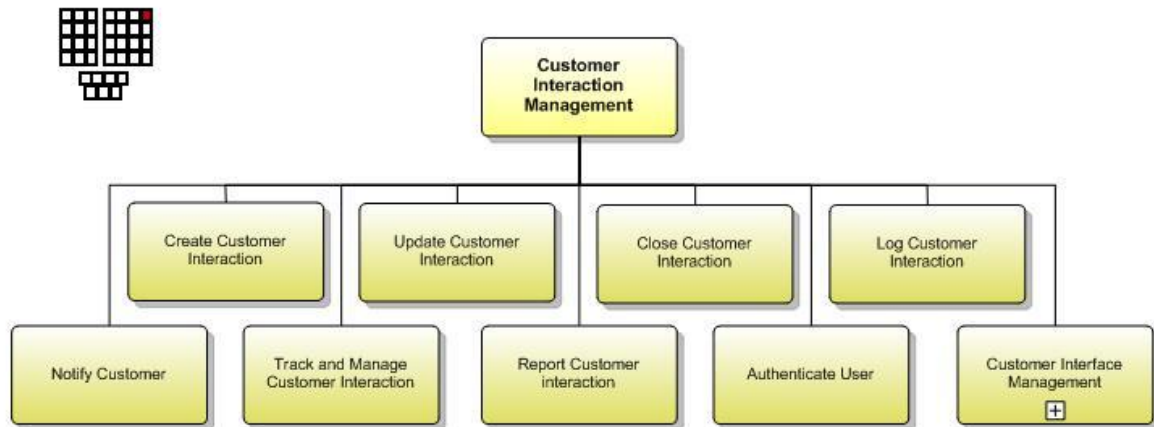


Figure 4-11 Customer Interaction Management decomposition into level 3 processes

Process Identifier: 1.1.1.2

Process Context

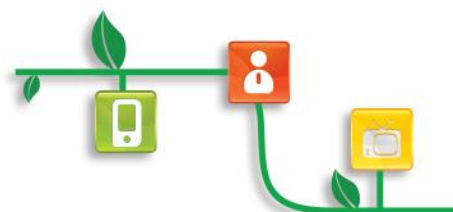
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Notify the customer when interesting events happen.

Extended Description

The purpose of this process is to notify the customer when events related to existing interactions or to significant customer experience happen. Some notifications can be sent immediately using interactive media (such as SMS, Push to applications, etc.) and other notifications can be sent later using asynchronous media such as mail.





4.3.1 L3: Create Customer Interaction (1.1.1.18.1)

This process was not submitted for assessment.

4.3.2 L3: Update Customer Interaction (1.1.1.18.2)

This process was not submitted for assessment.

4.3.3 L3: Close Customer Interaction (1.1.1.18.3)

This process was not submitted for assessment.

4.3.4 L3: Log Customer Interaction (1.1.1.18.4)

This process was not submitted for assessment.

4.3.5 L3: Notify Customer (1.1.1.18.5)

This process was not submitted for assessment.

4.3.6 L3: Track and Manage Customer Interaction (1.1.1.18.6)

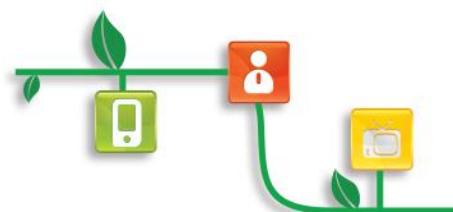
This process was not submitted for assessment.

4.3.7 L3: Report Customer Interaction (1.1.1.18.7)

This process was not submitted for assessment.

4.3.8 L3: Authenticate User (1.1.1.18.8)

This process was not submitted for assessment.





4.3.9 L3: Customer Interface Management (1.1.1.18.9)

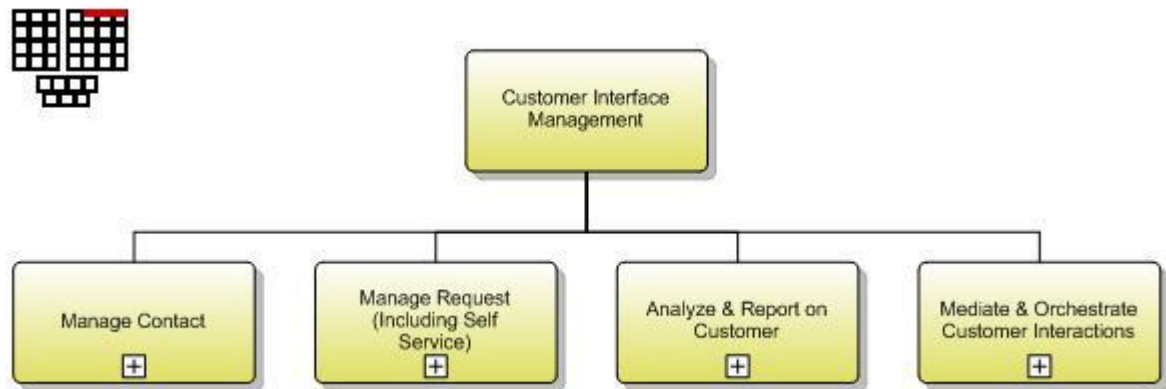


Figure 4-12 Customer Interface Management decomposition into level 4 processes

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Managing all interfaces between the enterprise and potential and existing customers.

Extended Description

Customer Interface Management processes are responsible for managing all interfaces between the enterprise and potential and existing customers. They deal with contact management, understanding the reason for contact, directing customer contacts to the appropriate process, contact closure, exception management, contact results analysis and reporting. CRM contact may be related to one or several of Service Fulfillment, Service Assurance (service quality management and trouble or problem management) and Billing related customer enquiries or contacts.

4.3.9.1 L4: Manage Contact (1.1.1.18.9.1) – Mapping Details

Process Identifier: 1.1.1.18.9.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.





Brief Description

Manage all contacts between potential or existing customers and the enterprise

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Manage Contact (1.1.1.18.9.1)
Extended Description The purpose of this process is to manage all contacts between potential or existing customers and the enterprise. It deals with the identification of the contact, its development, enhancement and update. AM Stick&Play deals with its Customers through several access possibilities. Each access is specific for the type of the user. For the Customer Layer we identify 2 access views (Customer and Infrastructure manager). For both views, the authentication (User name and password) is the first required step to get access to the application. Just authorized users will be allowed to log in. (AGG07 Certification ScreenShots CRM Customer Interaction Management) 1.1.1.1 Log in screen into Stick&Play (Figure 1, Figure 2) (AGG07 Certification ScreenShots CRM Customer Interaction Management) 1.1.1.2 Liferay User Administration (Figure 3, Figure 4) Explanatory Reserved for future use. Mandatory Reserved for future use. Optional Reserved for future use. Interactions Reserved for future use.

4.3.9.2 *L4: Manage Request (Including Self Service) (1.1.1.18.9.2) – Mapping Details*

Process Identifier: 1.1.1.18.9.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

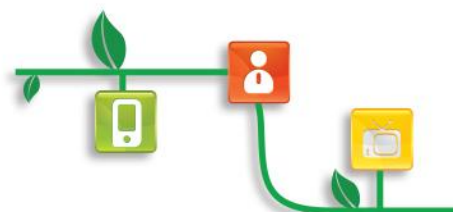




Brief Description

Manage all requests (inbound and outbound) made by potential and existing customers

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Manage Request (Including Self Service)(1.1.1.18.9.2)
Extended Description The purpose of this process is to manage all requests (inbound and outbound) made by potential and existing customers. It receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request; it manages the status of the request and is able to provide status information at any moment in which the request is active; it formally closes the request when all related activities have been terminated. AM The customer Portal allows the Customer to execute the functionalities (CRM) without any dependency on the Infrastructure Manager. The Customer has access to a series of functionalities to issue his requests and track and manages their status during their lifecycle. Each request is related into a specific Portlet (technical name for presentation layer form) to catch the customer information and create the Customer Request register. This triggers the BPM to generate the related process instance to manage the request until its completion. (AGG07 Certification ScreenShots CRM Customer Interaction Management) 1.1.2.1 Menu CRM for Customer Self Service (Figure 5) Explanatory Reserved for future use. Mandatory Reserved for future use. Optional Reserved for future use. Interactions Reserved for future use.





4.3.9.3 *L4: Analyze & Report on Customer (1.1.1.18.9.3) – Mapping Details*

Process Identifier: 1.1.1.18.9.3

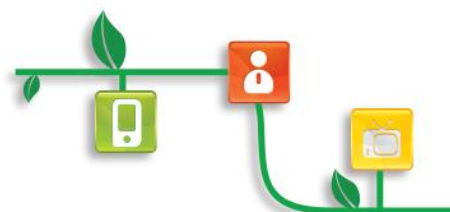
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Perform all necessary analysis on closed requests and on customer contacts and generate related reports

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Analyze & Report on Customer (1.1.1.18.9.3)	
Extended Description The purpose of this process is to perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts and it generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc AM Each area in CRM (Order handling Problem Handling) has its own administration screen where the information is summarized according to different filters. It allows the import of the filtered data into reports in PDF or XLS format to use them as management report in analyzing the process effectiveness. (AGG07 Certification ScreenShots CRM Customer Interaction Management) 1.1.3.1 Filter bar for different views of Customer Requests (Figure 6) (AGG07 Certification ScreenShots CRM Customer Interaction Management) 1.1.3.2 Report option to analyze all Customer Requests (Figure 7)	
Explanatory Reserved for future use.	
Mandatory Reserved for future use.	
Optional Reserved for future use.	
Interactions Reserved for future use.	





4.3.9.4 *L4: Mediate & Orchestrate Customer Interactions (1.1.1.18.9.4) – Mapping Details*

Process Identifier: 1.1.1.18.9.4

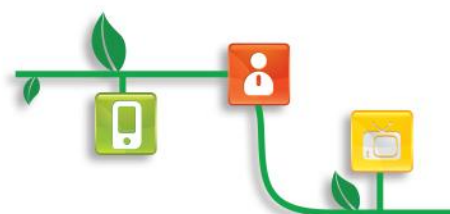
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Mediate & Orchestrate Customer Interactions (1.1.1.18.9.4)
Extended Description The purpose of the Mediate & Orchestrate Customer Interactions is to ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers. Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations Based on the specific transaction type and involved external party, this conformance will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats. A STICK&Play can communicate with external parties using 2 mediums: 1. Universal Web based Portal forms where all type of customers can access the app through internet to view and manage the information (figure 8). 2. Web Services based on SOAP. Each Web Service encapsulates a specific functionality from Stick&Play and they are grouped by modules CRM, Services etc. If the external Customer want to communicate with Stick&Play through his own systems, he can use a personalized interface to give their system access to consume the available web Services. (AGG07 Certification ScreenShots CRM Customer Interaction Management) 1.1.4.1 Web based Customer Portal (Figure 8) In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange. The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s. A Stick&Play communicates with its customers via standard e-mails or via the customers Portal where everybody can view the information in web format. Further in the Portal, the customer can make choice between data presentation in PDF or XLS format. More formats





are possible and will be done conform the customer needs (Stick&Play has no customers yet).

([AGG07 Certification ScreenShots CRM Customer Interaction Management](#)) 1.2.1

Choice to upload data in PDF or XLS format (Figure 9)

Explanatory

Reserved for future use.

Mandatory

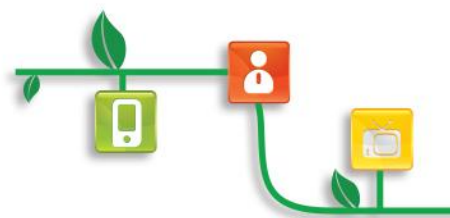
Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.





4.3.10 Supporting Evidence References (Works Cited)

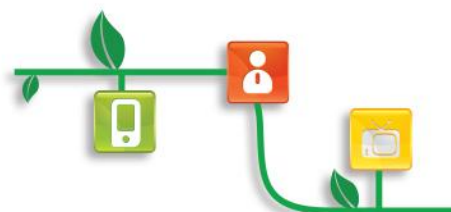
[\[AGG07 Certification ScreenShots CRM Customer Interaction Management\]](#)
<Stick&Play Screen Shots for Customer Interface Management >





4.3.11 Summary of Level 3 Scores

Level 2: 1.1.1.18 - Customer Interaction Management [1/9]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.1.18.1 - Create Customer Interaction	N/A
	1.1.1.18.2 - Update Customer Interaction	N/A
	1.1.1.18.3 - Close Customer Interaction	N/A
	1.1.1.18.4 - Log Customer Interaction	N/A
	1.1.1.18.5 - Notify Customer	N/A
	1.1.1.18.6 - Track and Manage Customer Interaction	N/A
	1.1.1.18.7 - Report Customer Interaction	N/A
	1.1.1.18.8 - Authenticate User	N/A
	1.1.1.18.9 - Customer Interface Management	5
	1.1.1.18.9.1 - Manage Contact	100%
	1.1.1.18.9.2 - Manage Request (Including Self Service)	100%
	1.1.1.18.9.3 - Analyze & Report on Customer	100%
	1.1.1.18.9.4 - Mediate & Orchestrate Customer Interactions	100%





4.4 L2: SM&O Support & Readiness (1.1.2.1)

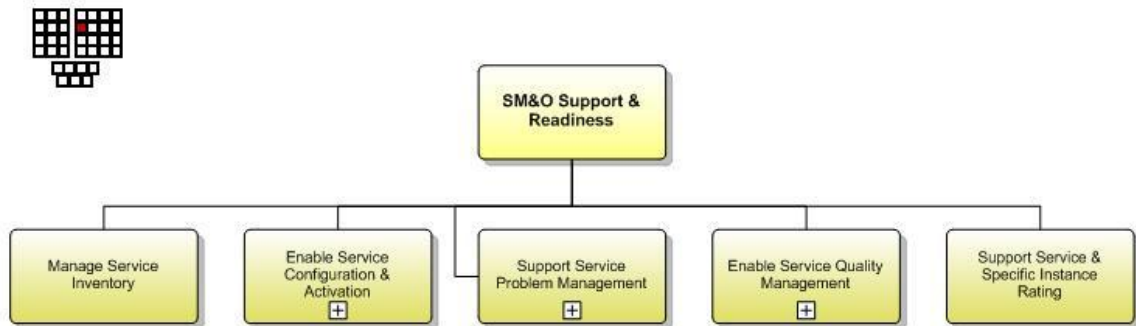


Figure 4-13 SM&O Support & Readiness decomposition into level 3 processes

Process Identifier: 1.1.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

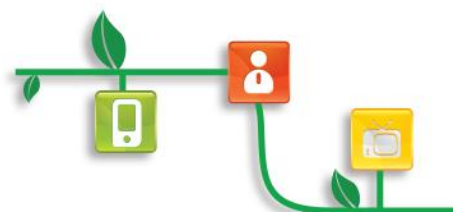
Manage service infrastructure, ensuring that the appropriate service capacity is available and ready to support the SM&O Fulfillment, Assurance and Billing processes

Extended Description

SM&O Support & Readiness processes manage service infrastructure, ensuring that the appropriate service capacity is available and ready to support the SM&O Fulfillment, Assurance and Billing processes in instantiating and managing service instances, and for monitoring and reporting on the capabilities and costs of the individual SM&O FAB processes.

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

- Supporting the operational introduction of new and/or modified service infrastructure;
- Managing and ensuring the ongoing quality of the Service Inventory;
- Applying service capacity rules from Infrastructure Lifecycle Management processes;
- Analyzing availability and quality over time on service infrastructure and service instances, including trend analysis and forecasting;
- Ensuring the operational capability of the SM&O processes; and





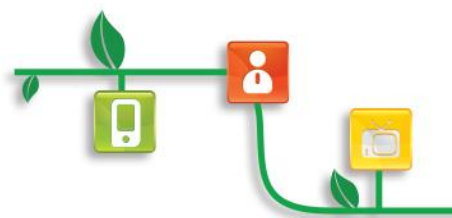
- Maintaining rating and tariff information for service infrastructure and service instances.
- Conducting Vulnerability Management;
- Conducting Threat Assessments;
- Conducting Risk Assessments;
- Conducting Risk Mitigation;
- Conducting Secure Configuration Activities

4.4.1 L3: Manage Service Inventory (1.1.2.1.1)

This process was not submitted for assessment.

4.4.2 L3: Enable Service Configuration & Activation (1.1.2.1.2)

This process was not submitted for assessment.





4.4.3 L3: Support Service Problem Management (1.1.2.1.3)

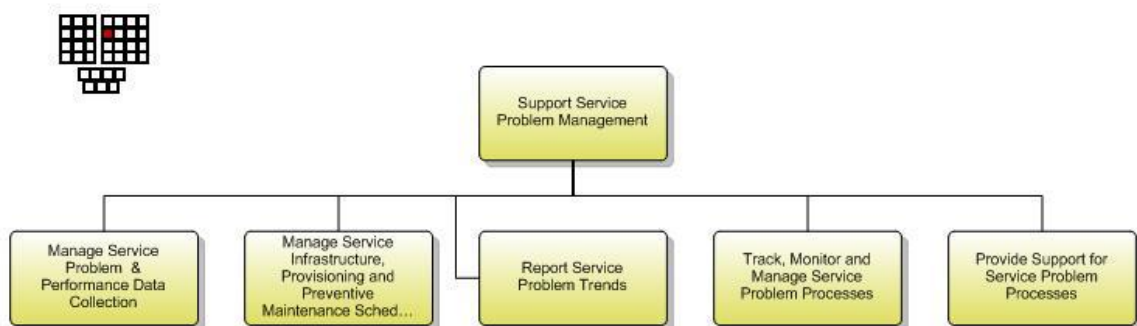


Figure 4-14 Support Service Problem Management decomposition into level 4 processes

Process Identifier: 1.1.2.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

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.

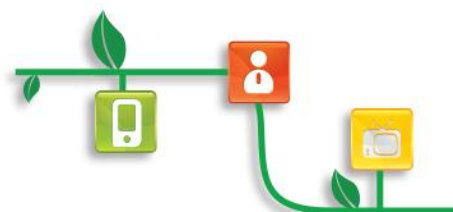
Extended Description

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;

4.4.3.1 *L4: Manage Service Problem & Performance Data Collection (1.1.2.1.3.1) – Mapping Details*

Process Identifier: 1.1.2.1.3.1

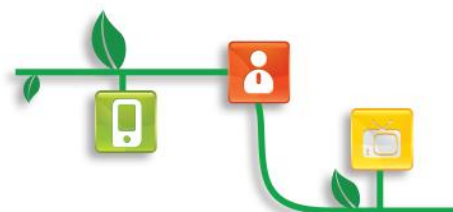
Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Reviewing the trend analysis and undertaking the analysis of trouble and performance report to identify the necessary preventative activities.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Manage Service Problem & Performance Data Collection (1.1.2.1.3.1)	
Extended Description	• Extracting and analyzing, including undertaking trend analysis, historical and current service instance trouble reports and performance reports to identify potential service infrastructure or service instances requiring proactive maintenance and/or replacement AM Stick&Play provides a powerful search engine to specify the search conform the expected results. Thereby, this process is covered at the track and manage screen of Service Inventory where the search option is supported by different filters that the user can group to collect the needed data of services. The results (Reports) of the search options about the Services are generated and exported into PDF o XLS formats for further management.





As shown at the attached figures, after selecting an advanced search, it is possible to filter the service list by choosing only the services belonging to products with status marked as in incident.

Afterwards, this filtered service list can be downloaded for posterior analysis or used in report generation.

[\(AGG07 Certification ScreenShots SM&O SupportReadiness\)](#) **1.1.1.1 Inventory of Services within Products In Incident (Figure 1, Figure 2)**

Explanatory
Reserved for future use.

Mandatory
Reserved for future use.

Optional
Reserved for future use

4.4.3.2 *L4: Manage Service Infrastructure, Provisioning and Preventive Maintenance Schedules (1.1.2.1.3.2) - Mapping Details*

Process Identifier: 1.1.2.1.3.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Proactively undertaking statistically driven preventative and scheduled service infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Service Problem Management processes.

LEVEL 4 PROCESS MAPPING DETAILS
Level 4 Manage Service Infrastructure, Provisioning and Preventive Maintenance Schedules (1.1.2.1.3.2)
Extended Description • Requesting scheduling of additional service instance data collection to assist in the analysis activity; AM Current or historical service instances can be selected, filtered and extracted at the service inventory (as indicated in the previous process). Additionally, this selected service list can be used to generate detailed data reports that include all details about service parameters





in order to support the analysis activities. This report is exportable to spreadsheet format or “pdf” format as showed at the next figures.

([AGG07 Certification ScreenShots SM&O SupportReadiness](#)) 1.1.2.1 Extracting Service Instance Detailed Data Related to Products in Incident (Figure 3, Figure 4)

- Requesting scheduling of service instance performance testing to assist in analysis activity; Performance module is not yet implemented. Therefore we didn't implement the generation of the performance tests/data.

- **Developing and managing service infrastructure and service instance proactive maintenance programs; A**

Proactive maintenance programs are supported by the Stick&Play Scheduled Maintenance module. It allows the creation; track and management of Scheduled Maintenance instances. This module is controlled by the BPM engine that triggers programming, notifications and execution tasks according to business requirements.

([AGG07 Certification ScreenShots SM&O SupportReadiness](#)) 1.1.2.2 Creation of Proactive Scheduled Maintenance Program (Figure 5)

([AGG07 Certification ScreenShots SM&O SupportReadiness](#)) 1.1.2.3 Track And Manage Scheduled Maintenance (Figure 6)

([AGG07 Certification ScreenShots SM&O SupportReadiness](#)) 1.1.2.4 Scheduled Maintenance Lifecycle Process at the BPM (Figure 7)

- **Requesting service provisioning activity to prevent anticipated resource troubles associated with capacity limitations identified in the analysis activities; AM**

The system provides notifications to send to the provision group to stop or to be careful with the provision due to capacity limitations.

The governance module, in addition to provide information for analysis, allows sending notifications to the different users or users groups of the organization. Next figures show how a Stick&Play user, (that has the right permissions for governance), sends an email notification to the provision group.

([AGG07 Certification ScreenShots SM&O SupportReadiness](#)) 1.1.2.5 Notification from the Governance User Group to the Provision User Group (Figure 8, Figure 9)

Explanatory

Reserved for future use.

Mandatory

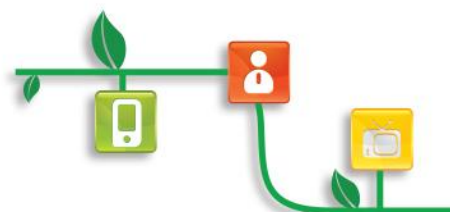
Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use





4.4.3.3 *L4: Report Service Problem Trends (1.1.2.1.3.3) – Mapping Details*

Process Identifier: 1.1.2.1.3.3

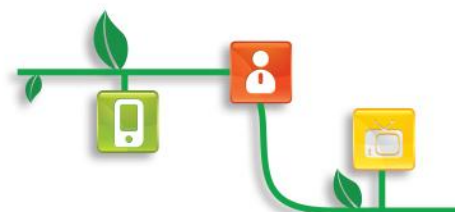
Process Context

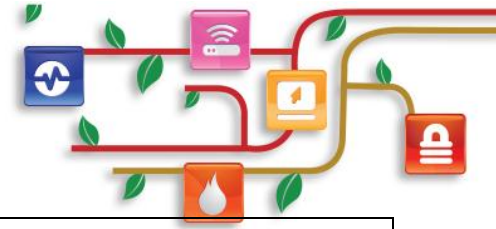
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Proactively generating reports based on the trend analysis.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Report Service Problem Trends (1.1.2.1.3.3)
Extended Description • Reporting outcomes of trend analysis to Service Development & Management processes to influence new and/or modified service infrastructure development; AM Reports and summaries about the trend analysis are provided at the governance module. At the Same module screen, the user can use the comment functionality to explain the outcomes of the analysis and select the responsible group from de group list to receive the comment. The SIP group is the responsible group for Service Infrastructure Development. Stick&Play user management module supplies organization permission grants and roles permission grants which can be assigned to one or more of the user groups inside the organization. By default the next groups are defined: • Governance group • Fulfillment group • Assurance group • Support group • SIP (Strategy, Infrastructure and Product) group The next figures show how an analysis report of the governance group reaches the service infrastructure team, in this case, the SIP group. (AGG07 Certification ScreenShots SM&O SupportReadiness) 1.1.3.1 Problem Analysis Report Reaches the Infrastructure Development Team (Figure 10, Figure 11, Figure 12, Figure 13) Explanatory Reserved for future use. Mandatory





Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.4.3.4 ***L4: Track, Monitor and Manage Service Problem Processes (1.1.2.1.3.4) – Mapping Details***

Process Identifier: 1.1.2.1.3.4

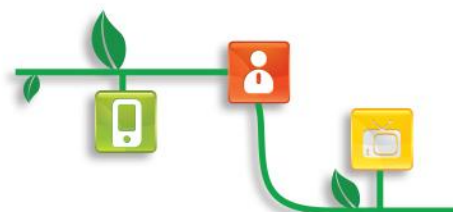
Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Track, monitor and assess the service performance management processes and associated costs and report.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Track, Monitor and Manage Service Problem Processes (1.1.2.1.3.4)	
Extended Description	Tracking and monitoring of the Service Problem Management processes and associated costs, and Associated costs to problems are in development process. This description is excluded for this certification. reporting on the capability of the Service Problem Management processes; A The continuous improvement functionality has been implemented to inform the governance group over the capability of the problem processes. This aims to allow the operative group to participate in the reporting on the possible gaps in the daily process so that the governance group can include the improvements in his next iteration. It means that during the assurance (or fulfillment) the responsible employees can send specific notifications to the governance group.





Ex: During the resolution of a customer problem, the assurance responsible employee can mark a specific diagnosis or comment to be sent to the governance group as continuous improvement policy. An example is showed at the **Figure 14 and figure 15**.

Likewise, as indicated at the previous “Report Service Problem Trends” process, the governance group can send information to the assurance group or other user groups.

[\(AGG07 Certification ScreenShots SM&O SupportReadiness\)](#) **1.1.5.1 Sending Information to the Governance Group as Continuous Improvement (Figure 14, figure 15)**

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use

4.4.3.5 **L4: Provide Support for Service Problem Processes (1.1.2.1.3.5) – Mapping Details**

Process Identifier: 1.1.2.1.3.5

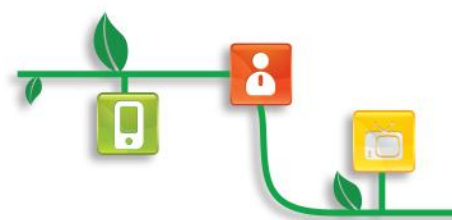
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Establishing, managing and maintaining the supporting facilities and quality management support for Service Problem management processes.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Provide Support for Service Problem Processes (1.1.2.1.3.5)	
Extended Description	Establishing and managing Service Problem notification facilities and lists to support the Service Problem Management notification and reporting processes; and AM





The management of notification content and distribution lists is defined and done by the BPM work flow of each process. The distribution list is based on the defined users and groups.

The system supports the grouping of users in organizations and groups. Thereby, the distribution lists are implemented including portal user groups. Any user can be assigned to one or more user groups.

- **Supporting the Support Service Problem Management process A**

Using the user administration screens, synchronization can be forced to the BPM engine with the current users, groups and organizations of the portal as showed at the next figure.

([AGG07 Certification ScreenShots SM&O SupportReadiness](#)) **1.1.5.2 Synchronization of Users, Groups and Organizations with the BPM engine (Figure 16)**

Explanatory

Reserved for future use.

Mandatory

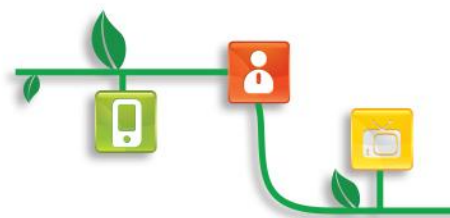
Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.





4.4.4 L3: Enable Service Quality Management (1.1.2.1.4)

This process was not submitted for assessment.

4.4.5 L3: Support Service & Specific Instance Rating (1.1.2.1.5)

This process was not submitted for assessment.

4.4.6 Supporting Evidence References (Works Cited)

[\[AGG07 Certification ScreenShots SM&O SupportReadiness\]](#)

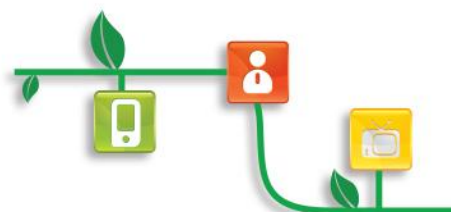
< Stick&Play Screen Shots for SM&O Support Readiness Layer >





4.4.7 Summary of Level 3 Scores

Level 2: 1.1.2.1 - SM&O Support & Readiness [1/5]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.1.2.1.1 - Manage Service Inventory		N/A
1.1.2.1.2 - Enable Service Configuration & Activation		N/A
1.1.2.1.3 - Support Service Problem Management		4.7
	1.1.2.1.3.1 - Manage Service Problem & Performance Data Collection	100%
	1.1.2.1.3.2 - Manage Service Infrastructure, Provisioning and Preventive Maintenance Schedules	75%
	1.1.2.1.3.3 - Report Service Problem Trends	100%
	1.1.2.1.3.4 - Track, Monitor and Manage Service Problem Processes	50%
	1.1.2.1.3.5 - Provide Support for Service Problem Processes	100%
1.1.2.1.4 - Enable Service Quality Management		N/A
1.1.2.1.5 - Support Service & Specific Instance Rating		N/A





4.5 L2: Service Configuration & Activation (1.1.2.2)

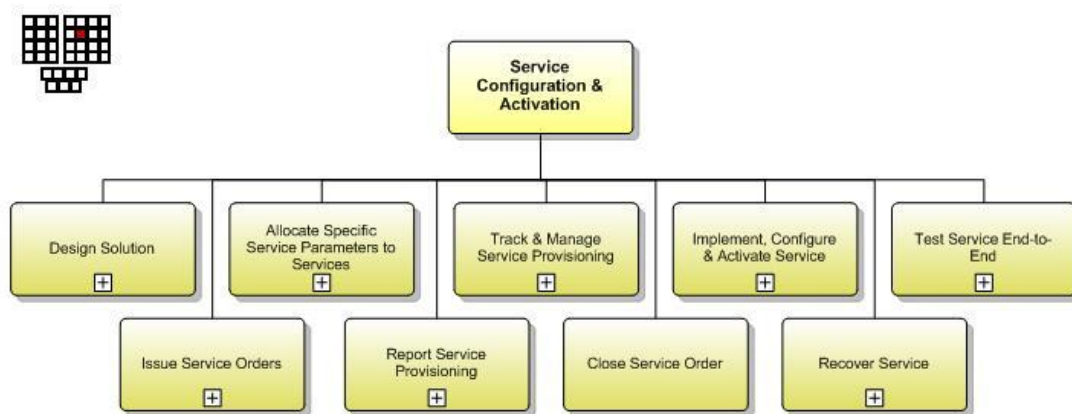


Figure 4-15 Service Configuration & Activation decomposition into level 3 processes

Process Identifier: 1.1.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

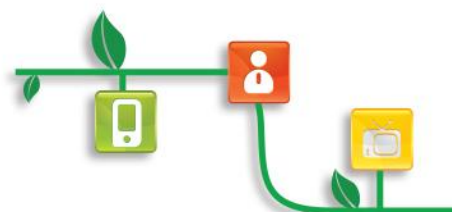
Brief Description

Allocation, implementation, configuration, activation and testing of specific services to meet customer requirements.

Extended Description

Service Configuration & Activation processes encompass allocation, implementation, configuration, activation and testing of specific services to meet customer requirements, or in response to requests from other processes to alleviate specific service capacity shortfalls, availability concerns or failure conditions. Where included in the service provider offering, these processes extend to cover customer premises equipment. Responsibilities of the Service Configuration & Activation processes include, but are not limited to:

- Verifying whether specific service designs sought by customers are feasible as part of pre-order feasibility checks;
- Allocating the appropriate specific service parameters to support service orders or requests from other processes;
- Reserving specific service parameters (if required by the business rules) for a given period of time until the initiating customer order is confirmed, or until the reservation period expires (if applicable);

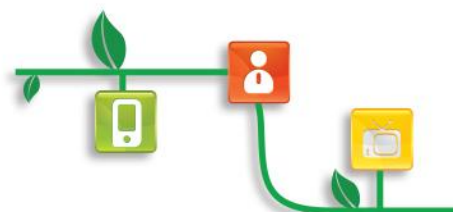




- Implementing, configuring and activating specific services, as appropriate;
- Testing the specific services to ensure the service is working correctly;
- Recovery of specific services;
- Updating of the Service Inventory Database to reflect that the specific service has been allocated, modified or recovered;
- Assigning and tracking service provisioning activities;
- Managing service provisioning jeopardy conditions; and
- Reporting progress on service orders to other processes.

4.5.1 L3: Design Solution (1.1.2.2.1)

This process was not submitted for assessment.





4.5.2 L3: Allocate Specific Service Parameters to Services (1.1.2.2.2)

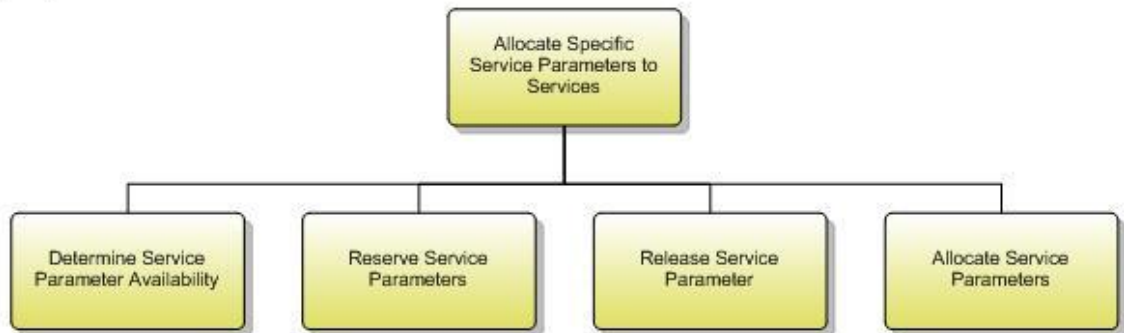
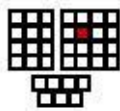


Figure 4-16 Allocate Specific Service Parameters to Services decomposition into level 4 processes

Process Identifier: 1.1.2.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

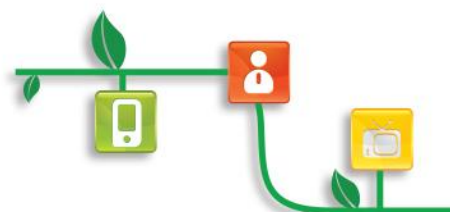
Brief Description

Issue service identifiers for new services.

Extended Description

The purpose of the Allocate Specific Service Parameters to Services processes is to issue service identifiers for new services.

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. 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. 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;





4.5.2.1 L4: Determine Service Parameter Availability (1.1.2.2.1) – Mapping Details

Process Identifier: 1.1.2.2.1

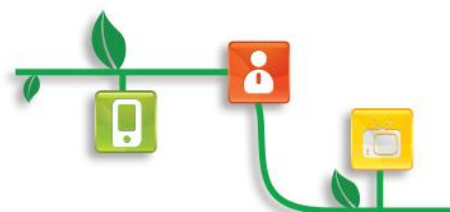
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

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.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Determine Service Parameter Availability (1.1.2.2.1)	
Extended Description	Not used for this process element
Mandatory	these processes determine whether the requested service parameters are available. AM Stick&Play supports this process with the process manager engine (BPM) and the catalog service structure (specifications where the service Parameters are defined). When the customer order goes into running status, the corresponding service orders are automatically created based on the service structure that include their specific parameters fixed in the catalog specification. Some parameters will be created with default values; other parameters will have inherited data from the customer management interface. During the creation of the service order, the process manager (BPM) can generate a task (Task name: Feasibility Check Service Order) into the responsible provision employer to check the feasibility. The system also allows to set the feasibility at the customer order level for all needed service orders, in that case no other check tasks are generated and availability is automatically granted for the service orders. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.1.1.1 Check Feasibility task from BPM (Figure 1, Figu)
Optional	Not used for this process element
Interactions	Not used for this process element





4.5.2.2 L4: Reserve Service Parameters (1.1.2.2.2.2) - Mapping Details

Process Identifier: 1.1.2.2.2.2

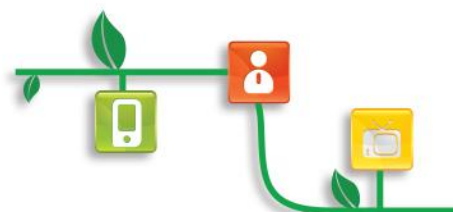
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

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.

LEVEL 4 PROCESS MAPPING DETAILS		
Level 4 Reserve Service Parameters (1.1.2.2.2.2)		
Extended Description	Not used for this process element	
Explanatory	Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request,	
Mandatory	these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time AM Service parameters are specified in the catalog and this specification includes their possible values and at what point of the provisioning process they must be filled. Other parts of Service parameters are filled at the Customer Order interface by the users. In this case thanks to the specified relationships (in catalog) between the Customer Order Parameters and Service Order Parameters, the values will be inherited automatically in the Service Order. The service parameters values are considered reserved when the Service lifecycle is in the ACTIVATING status. When the Service status reaches the ACTIVE status these parameters are assigned definitely into the Service.	
(AGG07 Certification ScreenShots ServiceConfiguration&Activation)	1.1.2.1	Service Parameters Values(Figure 3, Figure 4)
(AGG07 Certification ScreenShots ServiceConfiguration&Activation)	1.1.2.2	Reserved Parameters for a Specific Service (Figure 5)





Optional

Not used for this process element

Interactions

Not used for this process element

4.5.2.3 *L4: Release Service Parameter (1.1.2.2.2.3) – Mapping Details*

Process Identifier: 1.1.2.2.2.3

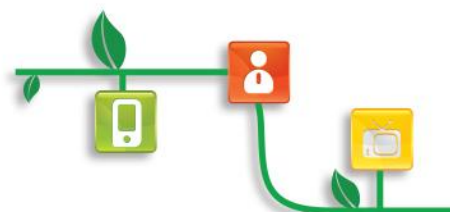
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Release the reservation when the time period has expired.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Release Service Parameter (1.1.2.2.2.3)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Release the reservation when the time period has expired. AM The BPM notifies the provision employees that the configurable time period has been elapsed since the service order was started. That means they are in charge to modify the parameters according to the previous process (reserve again new parameters or cancel the operation). (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.1.3.1 Service Order Release Parameters Timed Notification by the BPM (Figure 6)
Optional	Not used for this process element
Interactions	Not used for this process element





4.5.2.4 L4: Allocate Service Parameters (1.1.2.2.4) – Mapping Details

Process Identifier: 1.1.2.2.4

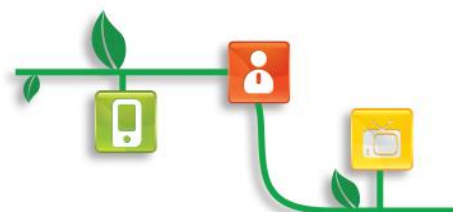
Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, this process is responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Allocate Service Parameters (1.1.2.2.4)	
Extended Description	Not used for this process element
Explanatory	Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order,
Mandatory	this process is responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated. A The already filled/reserved parameters in the previous processes are considered reserved when service lifecycle is in a ACTIVATING status, when service status reach the ACTIVE status these parameters are assigned to the service definitely. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.1.4.1 Allocated Parameters for a Specific Service (Figure 7)
Optional	Not used for this process element
Interactions	Not used for this process element





4.5.3 L3: Track & Manage Service Provisioning (1.1.2.2.3)

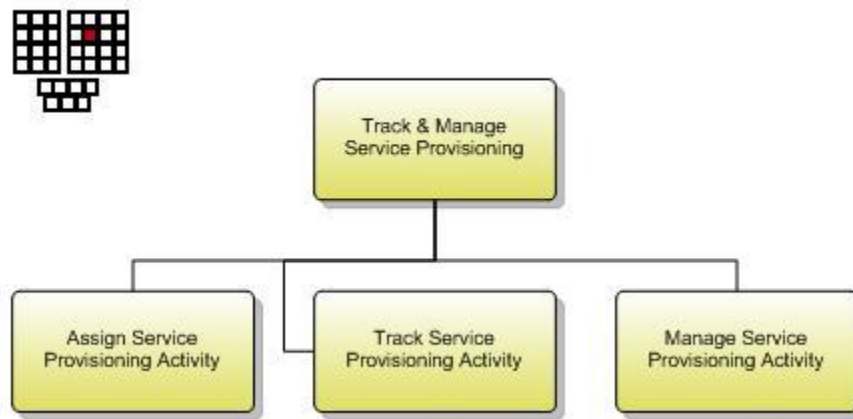


Figure 4-17 Track & Manage Service Provisioning decomposition into level 4 processes

Process Identifier: 1.1.2.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure service provisioning activities are assigned, managed and tracked efficiently.

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:

- Scheduling, assigning and coordinating service provisioning related activities;
- Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;
- Escalating status of service orders in accordance with local policy;
- Undertaking necessary tracking of the execution process;
- Adding additional information to an existing service order;
- Modifying information in an existing service order;
- Modifying the service order status;
- Canceling a service order when the initiating customer order is cancelled;
- Monitoring the jeopardy status of service orders, and escalating service orders as necessary; and





- 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.

4.5.3.1 *L4: Assign Service Provisioning Activity (1.1.2.2.3.1) – Mapping Details*

Process Identifier: 1.1.2.2.3.1

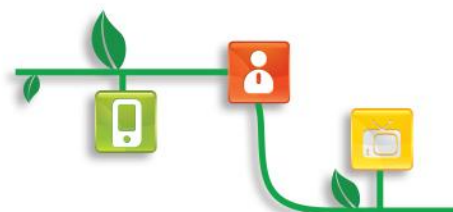
Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Schedule, assign and coordinate service provisioning related activities.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Assign Service Provisioning Activity (1.1.2.2.3.1)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Schedule, assign and coordinate service provisioning related activities. A The BPM is the STICK&Play engine where all actions/tasks are defined in sequenced workflow for each process. The BPM assigns Tasks to other processes/sub-processes to execute them (for ex controls the needed of Resource Facing Service in Customer Facing Service). It assigns also human tasks to the operators who are participating in the provision activities. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.2.1.1. Service Order Activities Orchestrated by the BPM (Figure 8)
Optional	Not used for this process element.
Interactions	Not used for this process element.





4.5.3.2 L4: Track Service Provisioning Activity (1.1.2.2.3.2) – Mapping Details

Process Identifier 1.1.2.2.3.2

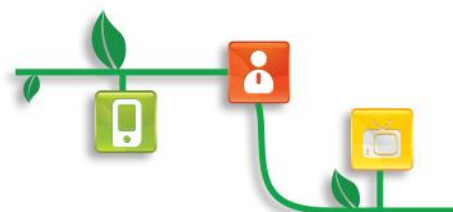
Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Undertake necessary tracking of the execution process. Monitor the jeopardy status of service orders, and escalating service orders as necessary.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Track Service Provisioning Activity (1.1.2.2.3.2)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Undertake necessary tracking of the execution process. Monitor the jeopardy status of service orders, and escalating service orders as necessary. A For each Service Order the execution of the process can be followed in the BPM flow representation at the menu option Track & Manage Service Orders. The system saves a tracking log and changes the service order status as the BPM tasks. It is possible to view in which status is the execution and to modify data if it's allowed by the business requirements. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.2.2.1 Service Order process and sub-processes at the BPM (Figure 9, Figure 10) (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.2.2.2 Service Order Status Change Log (Figure 11)
Optional	Not used for this process element.
Interactions	Not used for this process element.





4.5.3.3 L4: Manage Service Provisioning Activity (1.1.2.2.3.3) – Mapping Details

Process Identifier 1.1.2.2.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

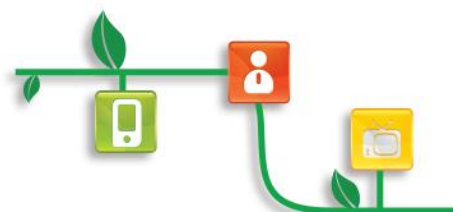
Brief Description

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

- Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;
- Escalating status of service orders in accordance with local policy; · Undertaking necessary tracking of the execution process;
- Adding additional information to an existing service order;
- Modifying information in an existing service order;
- Modifying the service order status;
- Canceling a service order when the initiating customer order is cancelled;
- 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.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Manage Service Provisioning Activity (1.1.2.2.3.3)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Responsibilities of this processes include, but are not limited to: - Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders; AM Stick&Play creates no Resource Orders as standard part of the provision process. The resources are related directly to the Service Parameters because the objective of Stick&Play is the provision on already deployed Infrastructure where the resources are available. Additionally to support special cases:





- Stick&Play uses the Work Order module to execute small projects to complete the provi.
- Scheduled Maintenance module to execute bigger projects to make changes in the infrastructure

([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.2.3.1 Resource Orders supported by Work Orders or Scheduled Maintenance Modules (Figure 12, figure 13)

([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#))

- Escalating status of service orders in accordance with local policy; • Undertaking necessary tracking of the execution process;
- Adding additional information to an existing service order;
- Modifying information in an existing service order;
- Modifying the service order status;
- Canceling a service order when the initiating customer order is cancelled;
- Indicating completion of a service order by modifying the service order status. **A**

The BPM is the STICK&Play engine where all actions/tasks are defined in sequenced workflow for each process. The BPM assigns Tasks to other processes/sub-processes to execute them. It assigns also human tasks to the operators who are participating in the process execution. Thereby a service order lifecycle at the BPM combines:

Human tasks,

- Configurable activities
- Service order information
- Status modifications and completion
- Sub-process executions such as defined for each Resource Facing Services (RFSs) provision acti.

When a customer order is cancelled, a signalization system through the BPM has been implemented so that the service order and all its dependent levels are cancelled consistently.

([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.2.3.2 BPM process for Service Order Work Flow Control (Figure 14)

([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.2.3.3 Assign Tasks/activities into Resolution Group (Figure 15)

([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.2.3.4 Service Order Annotations (Figure 15)

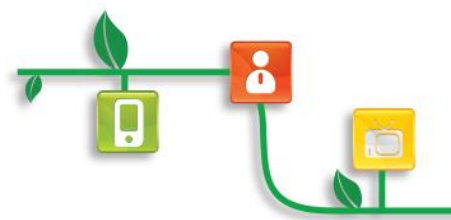
([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.2.3.5 Service Order Attachments (Figure 17)

([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.2.3.6 Service Order Cancellation (Figure 18)

Optional

Not used for this process element.

Interactions





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





4.5.4 L3: Implement, Configure & Activate Service (1.1.2.2.4)

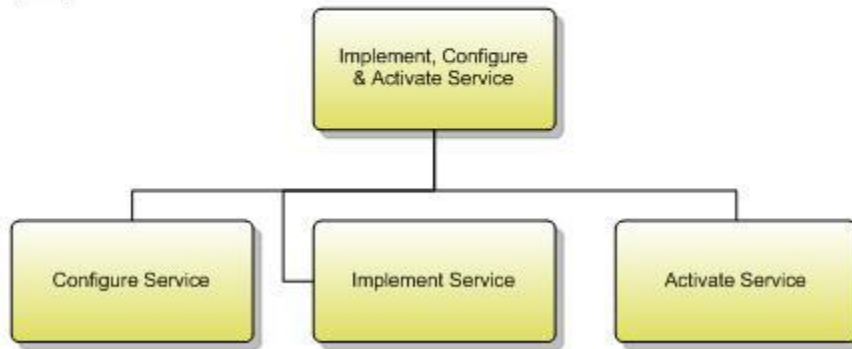
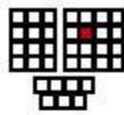


Figure 4-18 Implement, Configure & Activate Service decomposition into level 4 processes

Process Identifier: 1.1.2.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

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

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;
- Re-using standard implementation, configuration and activation processes applicable to specific services;
- Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering.
- 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
- 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.

4.5.4.1 *L4: Configure Service (1.1.2.2.4.1) – Mapping Details*

Process Identifier 1.1.2.2.4.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Assess and plan the approach to be undertaken for configuration.

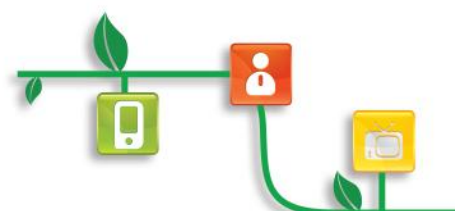
Re-use standard configuration and processes applicable to specific services.

Configure and reconfigure specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Update the information contained in the service inventory as to the configuration of specific services and their status.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Configure Service (1.1.2.2.4.1)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Assess and plan the approach to be undertaken for configuration. Re-use standard configuration and processes applicable to specific services. Configure and reconfigure specific services, including customer premises equipment if part of the service provider offering. A Configuration activities are orchestrated by the BPM at the level of service order splitting it into sub-processes for each Customer Facing Service (CFS) / Resource Facing Service (RFS) required for the configuration of the Service. This structure is based on the configuration specifications in the Service Catalog. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.3.1.1 Automatic Service Configuration Structure based on the Service Catalog (Figure 19, Figure 20)





Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications. **A**

Provision processes at the BPM include the "change notifications functionality" to the people involved according to business requirements. When specific notifications for planned outage or equivalent are required. The Scheduled Maintenance module is available to allow different manners of actuations with Service Outage to handle the communication with the affected groups/customers or without Service Outage (see previous **Figure 12, figure 13**).

Update the information contained in the service inventory as to the configuration of specific services and their status. **AM**

Updated information is done by activities triggered by the BPM and by the provision employee at the Service Inventory.

[\(AGG07 Certification ScreenShots ServiceConfiguration&Activation\)](#) **1.3.1.3 BPM Sub-process to Manage CFS/RFS service activities (Figure 21)**

Stick & Play has a Resource Activator Module to manage all communications with the Element Management Systems (EMS) used by each Infrastructure Manager. It is a generic module valid for any EMS and only a minimal development of a protocol specific adapter is required for types of EMS that must be customized for each vendor. The provision employee is responsible to trigger the configuration request to the EMS through the service inventory or manually configure any EMS that is not yet integrated to Stick&Play.

[\(AGG07 Certification ScreenShots ServiceConfiguration&Activation\)](#) **1.3.1.3 Configuring Customer Premises Equipment (Figure 22, Figure 23, Figure 24, Figure 25)**

Optional

Not used for this process element

Interactions

Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

4.5.4.2 *L4: Implement Service (1.1.2.2.4.2) – Mapping Details*

Process Identifier: 1.1.2.2.4.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Assess and plan the approach to be undertaken for implementation.





Re-use standard implementation processes applicable to specific services.
Implement specific services, including customer premises equipment if part of the service provider offering.
Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Implement Service (1.1.2.2.4.2)
Extended Description Not used for this process element Explanatory Not used for this process element. Mandatory Assess and plan the approach to be undertaken for implementation. Re-use standard implementation processes applicable to specific services. Implement specific services, including customer premises equipment if part of the service provider offering. Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications. AM In case of standard implementation, the system will follow the implementation standards as defined in the Service Catalog. In case of new design, the Customer Order feasibility Task must be marked as "Requires Specific Implementation". The distribution group will be notified and they can open a new project using Scheduled Maintenance module to implement/design the new specific service. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.3.2.1 Scheduled Maintenance Creation with Service Outage (Figure 26) (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.3.2.2 Customers and Products affected by Scheduled Maintenance works (Figure 27) (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.3.2.3 Scheduled Maintenance process activities defined and tracked by the BPM (Figure 28, 29, 30) (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.3.2.4 Notifications for Scheduled Maintenance works (Figure 21, Figure 32, Figure 33) Optional Not used for this process element Interactions Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.





4.5.4.3 L4: Activate Service (1.1.2.2.4.3) – Mapping Details

Process Identifier: 1.1.2.2.4.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

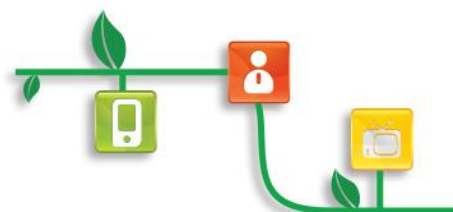
Assess and plan the approach to be undertaken for activation.

Re-used standard activation processes applicable to specific services.

Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

At the successful conclusion of this activity, the status of the specific services will be changed from allocated to activated, which means they are in-use.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Activate Service (1.1.2.2.4.3)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Assess and plan the approach to be undertaken for activation. Re-used standard activation processes applicable to specific services. Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications. AM Activation activities are orchestrated by the BPM at the level of service order splitting it into sub-processes for each Customer Facing Service (CFS) / Resource Facing Service (RFS) required for the configuration with this structure base on service inventory. For each individual required Service (RFS), one Human Activation Task is send to the provision group. The provision employee is responsible to indicate the completion of the task according to the circumstances (completing all missing parameters values). After that the user has completed his task, the system will create automatically Activation Requests based on the service parameters that the user did indicate. The activation requests are sent to the Resource Manager Module to manage them with the Element Management System (EMS). Under the control of the BPM, when all the RFS services were concluded, the activation will spread bottom-up, so automatically the superior CFS service will become activate also.





([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.3.3.1 Human task for indication of RFS activation completed (Figure 34, Figure 35)
([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.3.3.2 System Activation Request into the EMS through the Resource Activation Manager (Figure 36)
([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.3.3.3 CFS Service before and after the activation of his RFS's (Childeren) (Figure 37, Figure 38)
([AGG07 Certification ScreenShots ServiceConfiguration&Activation](#)) 1.3.3.4 State Machine Diagram for Services (Figure 39)

Optional

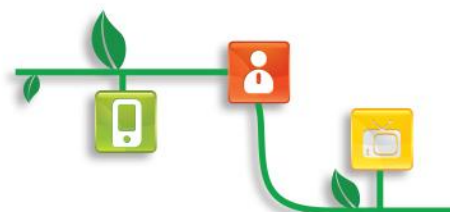
Not used for this process element

Interactions

Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

4.5.1 L3: Test Service End-to-End (1.1.2.2.5)

This process was not submitted for assessment.





4.5.2 L3: Issue Service Orders (1.1.2.2.7)

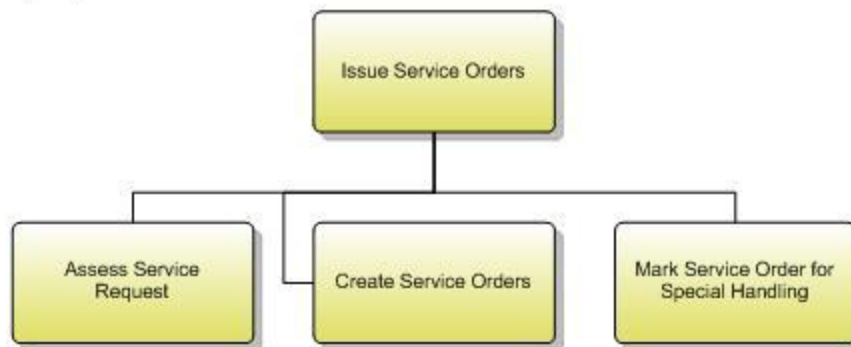
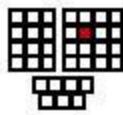


Figure 4-19 Issue Service Orders decomposition into level 4 processes

Process Identifier: 1.1.2.2.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

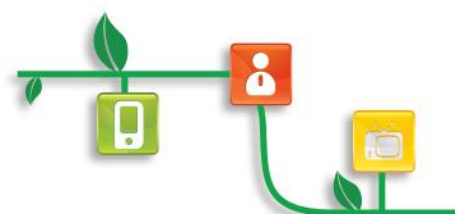
Issue correct and complete service orders

Extended Description

The purpose of the Issue Service Orders processes is to issue correct and complete service orders.

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. 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.

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. 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.

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.

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. The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

4.5.2.1 *L4: Assess Service Request (1.1.2.2.7.1) – Mapping Details*

Process Identifier: 1.1.2.2.7.1

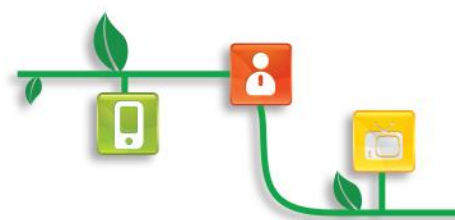
Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process assesses 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.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Assess Service Request (1.1.2.2.7.1)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	This process assesses 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 issue. A

Stick&Play is based on a Product/Service Catalog where all Product Offerings are defined in a decomposition structure to identify how many services are needed to be able to fulfill each Product Offering. The Use case of Create Service includes the first check (**ASSESSMENT OF DECOMPOSITION DATA FROM THE PRODUCT CATALOG**) where the system assesses the Product Offering from the Customer order conform the Catalog to determinate how many Service orders are new.

G07 Certification UseCases SMO ServiceConfiguration&Activation 1.1.1 Use Case Create Service Order

4.5.2.2 *L4: Create Service Orders (1.1.2.2.7.2) - Mapping Details*

Process Identifier: 1.1.2.2.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

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. 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. 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.

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.





LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Create Service Orders (1.1.2.2.7.2)	
Mandatory	
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. A	
Once the Customer Order triggers the Service Layer to proceed with the creation of the needed Service Orders as result of the assessment in the first process Assess Service Request , the application layer of Stick&Play generates a Service Order Register for each Product Offering. This register includes all customer order data needed to be as input for Service Order to start with the provisioning of services. The Use case Create Service Order includes the second step (CREATE NEW SERVICE ORDER REGISTER) to create and save the Service Order Register in the database and directly with status Running.	
(AGG07 Certification UseCases SMO ServiceConfiguration&Activation) 1.1.1 Use Case Create Service Order	
(AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.4.1.1 Automatic Creation of Service Order with Status Directly Running (Figure 40)	
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. A	
By the feasibility check Task of the Customer Order, It can be possible that this Customer Order needs a specific handling at Service Level. In this case the responsible for executing the feasibility check of the Customer Order, can select the option Special Service Feasibility Required. This means that the BPM will inform the service layer to generate the Service Order Process with status Not Started and pending on extra feasibility check for Service Order before going to status Running.	
(AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.4.1.2 Automatic Creation of Service Order with status Not Started (Figure 41)	

4.5.2.3 L4: Mark Service Order for Special Handling (1.1.2.2.7.3) – Mapping Details

Process Identifier: 1.1.2.2.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

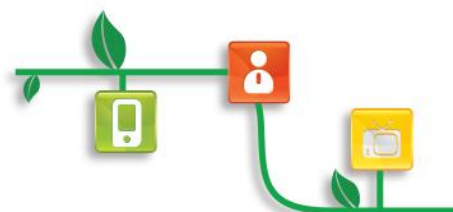




Brief Description

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. The orchestration, if required and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Mark Service Order for Special Handling (1.1.2.2.7.3)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	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, A As mentioned in the previous process, this check is applied during the feasibility Task of the Customer Order using/marking the option <i>Special Service Feasibility Required</i>. Immediately after the approval of the Customer Order feasibility, the system creates automatically the Service Orders taking in consideration the option <i>Special Service Feasibility Required</i> if it was selected. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.4.2.1 Mark Service Order for Special Handling (Figure 42)
Optional	Not used for this process element





4.5.3 L3: Report Service Provisioning (1.1.2.2.8)

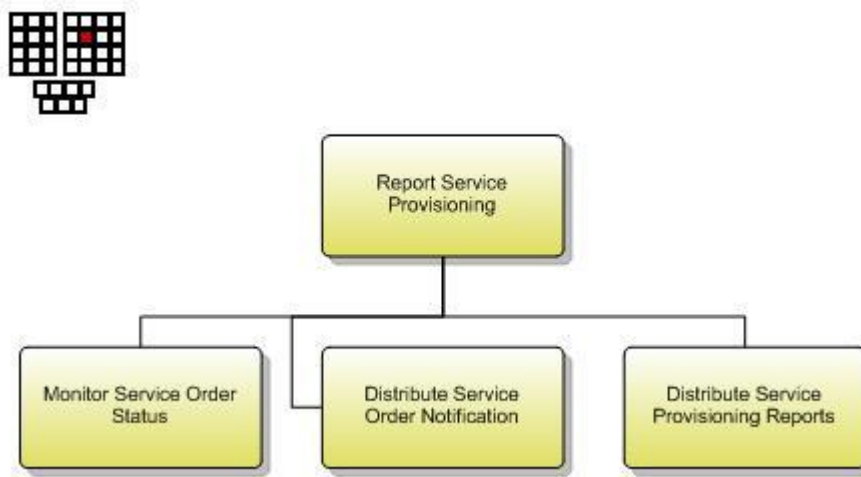


Figure 4-20 Report Service Provisioning decomposition into level 4 processes

Process Identifier: 1.1.2.2.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

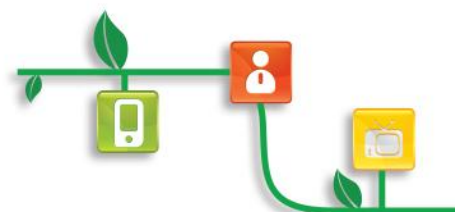
Monitor the status of service orders, provide notifications of any changes and provide management reports.

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

4.5.3.1 L4: Monitor Service Order Status (1.1.2.2.8.1) – Mapping Details

Process Identifier: 1.1.2.2.8.1





Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Responsible for continuously monitoring the status of service orders; record, analyze and assess the service order status changes

Extended Description

Not used for this process element.

LEVEL 4 PROCESS MAPPING DETAILS		
Level 4 Monitor Service Order Status (1.1.2.2.8.1)		
Explanatory Not used for this process element		
Mandatory Responsible for continuously monitoring the status of service orders; record, analyze and assess the service order status changes. A		
Tracking log for Service Orders is a functionality to allow the tracking of the status of every open Service Order. All status changes are reported at this screen.		
G07 Certification ScreenShots ServiceConfiguration&Activation	1.5.1.1	Monitoring
Status Service Order (Figure 43)		
Optional Not used for this process element		

4.5.3.2 L4: Distribute Service Order Notification (1.1.2.2.8.2) – Mapping Details

Process Identifier: 1.1.2.2.8.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Provide notifications of any changes the status of service orders. Notifications are used to notify the owner of the current status of the order and also distributed to the other parties who require it. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.





Extended Description

Not used for this process element

Explanatory

Notifications are used to notify the owner of the current status of the order and also distributed to the other parties who require it.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Distribute Service Order Notification (1.1.2.2.8.2)
Mandatory Provide notifications of any changes the status of service orders. A The BPM engine orchestrates all the activities needed in sequenced workflow to accomplish the service order target. This workflow combines automatic tasks, human tasks and sub-processes to represent the service order lifecycle, including triggering notifications for each service order status change. The notification sub-process at the BPM is one of the widely reusable processes for notifications about state changes of customer orders, customer problems, Service Orders etc. and for additional notifications required by business requirements. Next figure shows email notification sent after a Service Order state change. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.5.2.1 Automatic Notification from the BPM at the Service Order Process (Figure 44) Optional Not used for this process element Interactions Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.

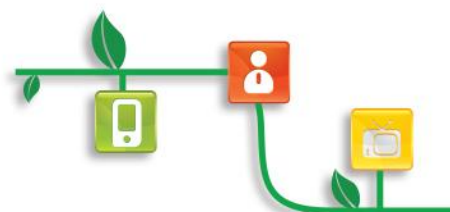
Process Identifier: 1.1.2.2.8.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

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.

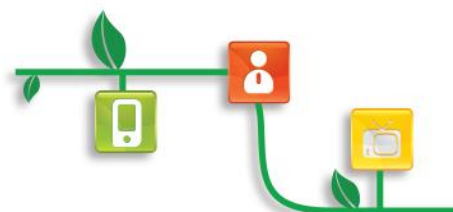




Extended Description

Not used for this process element.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Distribute Service Provisioning Reports (1.1.2.2.8.3)	
Mandatory	Provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. A Stick&Play has a reporting module to report about all data and it creates specialized summary reports affecting different business entities (such as service orders Summary). By default these reports are destined to the governance user group, with the possibility to resend them to other interested parties. In addition, reports can be generated from any business entity track & manage. These reports could be exported to a “pdf” format or to a spreadsheet format where they can be manipulated/ processed to a last report version. Reports files, as well other generated documents, can be found at the document repository or portal document library (accessible depending on user permissions). (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.5.3.1 Summary Report of Service Orders Distributed by Status (Figure 45)
Optional	Not used for this process element





4.5.4 L3: Close Service Order (1.1.2.2.9)

Process Identifier: 1.1.2.2.9

Process Context

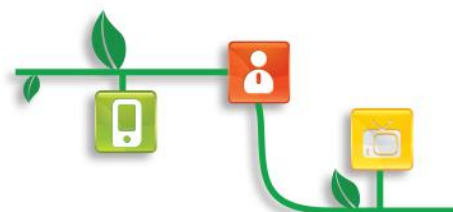
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Close a service order when the service provisioning activities have been completed.

4.5.4.1 L3: Close Service Order (1.1.2.2.9) – Mapping Details

LEVEL 3 PROCESS MAPPING DETAILS	
Level 3 Close Service Order (1.1.2.2.9)	
Extended Description	The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed. A The BPM monitors the provisioning activities through the generating of an activation Task for each Service. Once the activation Tasks for all services are completed/ approved, the BPM proceeds to close automatically the Service Order using appropriated WebService at application layer to change the status to Closed/Completed. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.6.1.1 BPM Process Multi-instances Services (Figure 46) (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.6.1.2 Human Task Activate Services to Proceed Closing of Service Order (Figure 47) 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. A Stick&Play uses the rule/condition: all Services in Service Order are activated than the BPM recognizes that it’s time to execute the task: complete the Service Order and notifies its closure. (AGG07 Certification ScreenShots ServiceConfiguration&Activation) 1.6.1.2 BPM starts closure of Service Order once all the multi instance services are completed (Figure 48)
Explanatory	Reserved for future use.
Mandatory	Reserved for future use.
Optional	

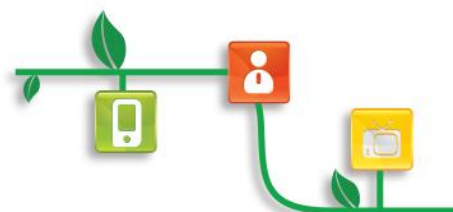




Reserved for future use.

Interactions

Reserved for future use





4.5.5 Supporting Evidence References (Works Cited)

[\[AGG07 Certification UseCases ServiceConfiguration&Activation\]](#)

< Stick&Play Use Cases for Service Configuration & Activation layer >

[\[AGG07 Certification ScreenShots ServiceConfiguration&Activation\]](#)

<Stick&Play Screen Shots for Service Configuration & Activation Layer >





4.5.6 Summary of Level 3 Scores

Level 2: 1.1.2.2 - Service Configuration & Activation [6/9]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
<i>1.1.2.2.1 - Design Solution</i>		N/A
1.1.2.2.2 - Allocate Specific Service Parameters to Services		5
	1.1.2.2.2.1 - Determine Service Parameter Availability	100%
	1.1.2.2.2.2 - Reserve Service Parameters	100%
	1.1.2.2.2.3 - Release Service Parameter	100%
	1.1.2.2.2.4 - Allocate Service Parameters	100%
1.1.2.2.3 - Track & Manage Service Provisioning		5
	1.1.2.2.3.1 - Assign Service Provisioning Activity	100%
	1.1.2.2.3.2 - Track Service Provisioning Activity	100%
	1.1.2.2.3.3 - Manage Service Provisioning Activity	100%
1.1.2.2.4 - Implement, Configure & Activate Service		5
	1.1.2.2.4.1 - Configure Service	100%
	1.1.2.2.4.2 - Implement Service	100%
	1.1.2.2.4.3 - Activate Service	100%
<i>1.1.2.2.5 - Test Service End-to-End</i>		N/A
	1.1.2.2.5.1 - Test Service	
	1.1.2.2.5.2 - Develop Service Test Plans	
	1.1.2.2.5.3 - Capture Service Test Results	
1.1.2.2.7 - Issue Service Orders		5
	1.1.2.2.7.1 - Assess Service Request	100%
	1.1.2.2.7.2 - Create Service Orders	100%
	1.1.2.2.7.3 - Mark Service Order for Special Handling	100%
1.1.2.2.8 - Report Service Provisioning		5
	1.1.2.2.8.1 - Monitor Service Order Status	100%
	1.1.2.2.8.2 - Distribute Service Order Notification	100%
	1.1.2.2.8.3 - Distribute Service Provisioning Reports	100%
1.1.2.2.9 - Close Service Order		5
<i>1.1.2.2.10 - Recover Service</i>		N/A





4.6 L2: Resource Provisioning (1.1.3.2)

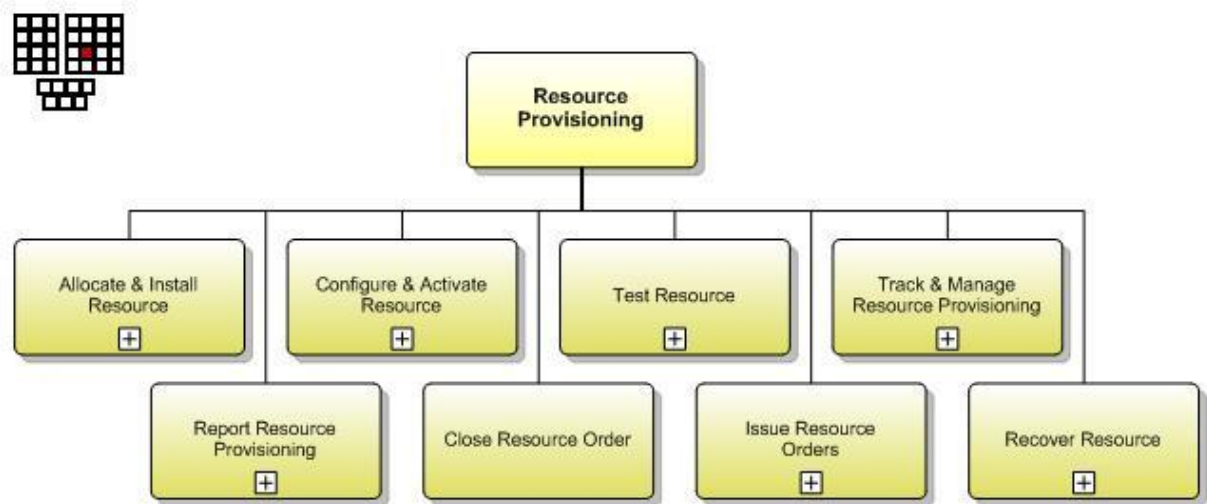


Figure 4-21 Resource Provisioning decomposition into level 3 processes

Process Identifier: 1.1.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

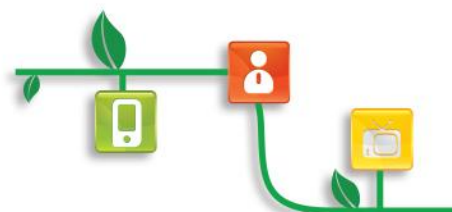
Allocation, installation, configuration, activation and testing of specific resources to meet the service requirements, or in response to requests from other processes to alleviate specific resource capacity shortfalls, availability concerns or failure conditions.

Extended Description

Resource Provisioning processes encompass allocation, installation, configuration, activation and testing of specific resources to meet the service requirements, or in response to requests from other processes to alleviate specific resource capacity shortfalls, availability concerns or failure conditions.

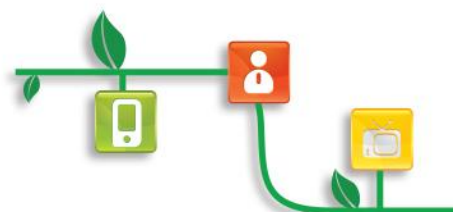
Responsibilities of the Resource Provisioning processes include, but are not limited to:

- Verifying whether appropriate specific resources are available as part of pre-order feasibility checks;
- Allocating the appropriate specific resources to support service orders or requests from other processes;





- Reserving specific resources (if required by the business rules) for a given period of time until the service order is confirmed;
- Possibly initiating delivery of specific resources to the central office, to site or to the customer premise;
- Installation and commissioning of specific resources after delivery;
- Configuring and activating physical and/or logical specific resources, as appropriate;
- Testing the specific resources to ensure the resource is working correctly;
- Recovery of resources;
- Updating of the Resource Inventory Database to reflect that the specific resource has been allocated to specific services, modified or recovered;
- Assigning and tracking resource provisioning activities;
- Managing resource provisioning jeopardy conditions; and
- Reporting progress on resource orders to other processes.





4.6.1 L3: Allocate & Install Resource (1.1.3.2.1)

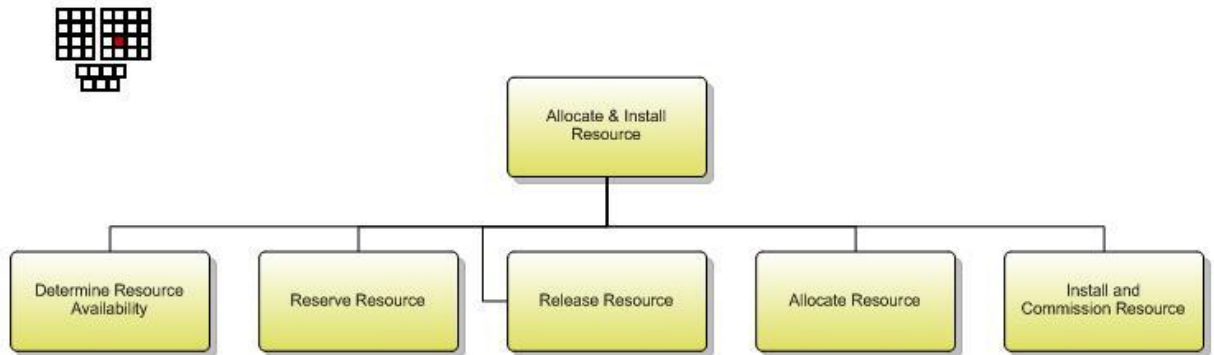


Figure 4-22 Allocate & Install Resource decomposition into level 4 processes

Process Identifier: 1.1.3.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

Allocate specific resources required to support a specific service

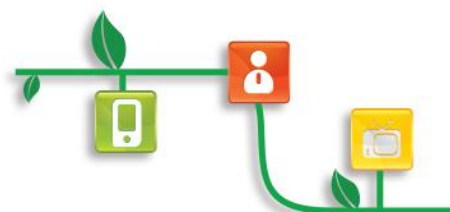
Extended Description

The objective of the Allocate & Install Resource processes is to allocate specific resources required to support a specific service.

These activities include but are not limited to:

- Investigating the ability to be able to satisfy specific service orders as a part of a feasibility check;
- Reserving or allocating specific resources in response to issued resource orders;
- Confirming availability of, or initiating an order for, equipment or software with a Supplier/Partner; and
- Installing and commissioning specific resources following delivery.

Where the Allocate & Install Resource processes are requested by a resource order issued as part of a pre-order feasibility check, these processes determine whether there are adequate specific resources available to fulfill the request. Where there are not sufficient specific resources available, these processes may initiate enquiries using the relevant S/PRM and/or Resource Support & Readiness processes to determine lead times for specific resource availability. Depending on business rules, and on any specific levels of commitment contained in the initiating service order, these processes may reserve specific resources linked to the initiating service order 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.





Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed service order, these processes are responsible for allocating the specific resources required to satisfy the initiating service order. Any previously reserved specific resources are marked as allocated.

These process are responsible for initiating, using the S/PRM processes, resource requisition orders for any specific resources in shortfall. Sufficient information is supplied with the resource requisition orders to ensure that the appropriate specific resources are delivered to the appropriate location for installation and configuration. This may include, for example, a central office, a transmission room, or the customer premise.

Following delivery, these processes are responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes. Where installation of the specific resources requires an upfront major resource infrastructure, the installation of both the resource infrastructure and specific resources may be undertaken under the control of the Support Resource Provisioning processes.

The Allocate & Install Resource processes will closely interact with the Manage Resource Inventory processes to determine availability of physical and logical specific resources to select from, thereby applying specific selection criteria;

4.6.1.1 *L4: Determine Resource Availability (1.1.3.2.1.1) – Mapping Details*

Process Identifier: 1.1.3.2.1.1

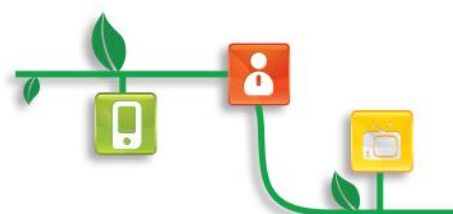
Process Context

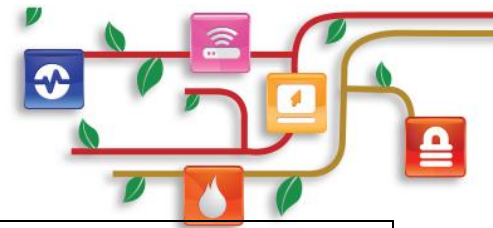
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process investigates the ability to be able to satisfy specific service orders as a part of a feasibility check. Where the Allocate & Install Resource processes are requested by a pre-feasibility resource order, or by the Design Resources processes, these processes determine whether the requested resources are available.

LEVEL 4 PROCESS MAPPING DETAILS	
Level 4 Determine Resource Availability (1.1.3.2.1.1)	
Explanatory	This process investigates the ability to be able to satisfy specific service orders as a part of a feasibility check.
Mandatory	Where the Allocate & Install Resource processes are requested by a pre-feasibility resource order, or by the Design Resources processes, these processes determine whether the requested resources are available. AM





Physical Resources

The BPM creates the Human "Activation Task" (which means complete the value of service parameters/resources). Once the user begins with the execution of this task, the system will notify him in case that the needed resource is not available.

([AGG07 Certification ScreenShots Resource Provisioning](#)) **1.1.1.1 System Message when resources are not available in the inventory (Figure 1, Figure 2)**

If the resources are available, the user will see a list of physical resources from the Inventory (**figure4**)

Logical Resources

At this moment the availability of logical resources is checked manually. Once identified, the value of service parameters/resources is filled manually in its entry field by the user. Some values are by default or to select from list as defined in the catalog specification.

([AGG07 Certification ScreenShots Resource Provisioning](#)) **1.1.1.2 Logical Resources manually and by default filled (figure3)**

4.6.1.2 *L4: Reserve Resource (1.1.3.2.1.2) - Mapping Details*

Process Identifier: 1.1.3.2.1.2

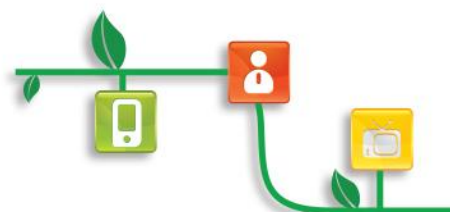
Process Context

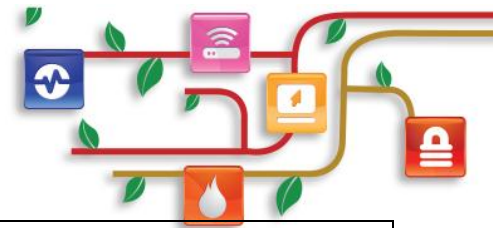
This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

This process reserves specific resources in response to issued resource orders. Depending on business rules, and on any specific levels of commitment contained in the initiating resource order or resource design request, these processes may reserve specific resources linked to the initiating resource order or resource design request for a period of time.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Reserve Resource (1.1.3.2.1.2)	
Explanatory	Not used for this process element
Mandatory	This process reserves specific resources in response to issued resource orders AM The activation of services requires the reservation of resources. If the availability check from last process is ok, Stick&Play shows automatically a list of available resources in the inventory. The user selects manually a specific resource from the list followed by a click on the assign button to reserve the selected resource for this service





[\(AGG07 Certification ScreenShots Resource Provisioning\)](#) **1.1.2.1 Selection and Reservation of Resources (Figure 4, figure 5, figure6)**

4.6.1.3 *L4: Release Resource (1.1.2.1.3.3) – Mapping Details*

Process Identifier: 1.1.3.2.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

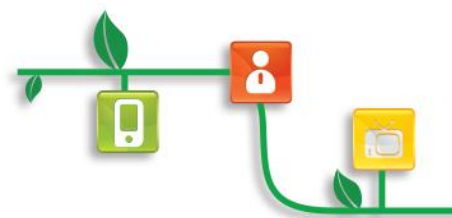
Release the reservation when the time period has expired.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Release Resource (1.1.3.2.1.3)	
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Release the reservation when the time period has expired. AM If a specific resource is assigned into the service parameters, the system allows the release of this resource thanks to the button Release appearing under the resource. This action needs the collaboration of the user to click the button in order to release the resource. (it could be completely automated using a timer but we preferred to not do it without participation of the user) (AGG07 Certification ScreenShots Resource Provisioning) 1.1.3.1 Release option for assigned resources (figure 7)

4.6.1.4 *L4: Allocate Resource (1.1.3.2.1.4) – Mapping Details*

Process Identifier: 1.1.3.2.1.4

Process Context





This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

Brief Description

This process allocates specific resources in response to issued resource orders. Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed customer order, this process is responsible for allocating the specific resources required to satisfy the initiating resource order. Any previously reserved specific resources are marked as allocated.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Allocate Resource (1.1.3.2.1.4)
Explanatory This process allocates specific resources in response to issued resource orders. Mandatory Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed customer order, this process is responsible for allocating the specific resources required to satisfy the initiating resource order. Any previously reserved specific resources are marked as allocated A The allocation of resources is represented by the status Installed of the resource. This status is achieved once the Work Force team did realize the installation and did confirm the closure of Work Order. This closure of the Work Order will change automatically the status of resources into Installed (definitively allocated as part of the service). The option to release the resource will disappear from the screen. (AGG07 Certification ScreenShots Resource Provisioning) 1.1.4.1 Resource status changed into Installed (definitively used for the service) (Figure 8)

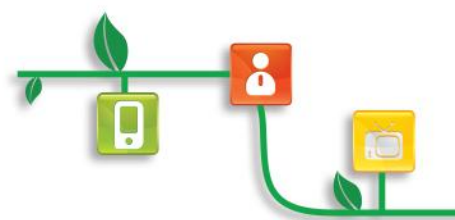
4.6.1.5 L4: Install and Commission Resource (1.1.3.2.1.5) – Mapping Details

Process Identifier: 1.1.3.2.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

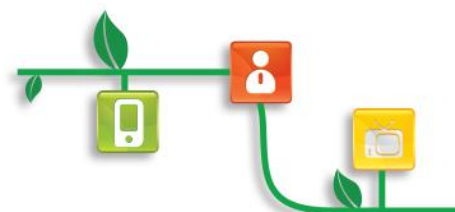
Brief Description





This process is responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes.

LEVEL 4 PROCESS MAPPING DETAILS Level 4 Install and Commission Resource (1.1.3.2.1.5)
Explanatory Not used for this process element Mandatory responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes . A The installation and commissioning of resources is controlled by the BPM that will create Work Orders to realize the field actuations. Once the Work Order is closed, the resources are confirmed and the status of the resource will change into Installed (triggers the previous process Allocate Resource) (AGG07 Certification ScreenShots Resource Provisioning) 1.1.5.1 BPM creating Work Order for To Install Resources (Figure 9) (AGG07 Certification ScreenShots Resource Provisioning) 1.1.5.1 Work Order Installation Created and not assigned yet (Figure 10) (AGG07 Certification ScreenShots Resource Provisioning) 1.1.5.1 Work Order created and in Current Work Orders List (Figure 11)





4.6.2 1.1.3.2.2 - Configure & Activate Resource (1.1.3.2.2)

This process was not submitted for assessment.

4.6.3 1.1.3.2.3 - Test Resource (1.1.3.2.3)

This process was not submitted for assessment.

4.6.4 1.1.3.2.5 - Track & Manage Resource Provisioning (1.1.3.2.5)

This process was not submitted for assessment.

4.6.5 1.1.3.2.6 - Report Resource Provisioning (1.1.3.2.6)

This process was not submitted for assessment.

4.6.6 1.1.3.2.7 - Close Resource Order (1.1.3.2.7)

This process was not submitted for assessment.

4.6.7 1.1.3.2.8 - Issue Resource Orders (1.1.3.2.8)

This process was not submitted for assessment.

4.6.8 1.1.3.2.9 - Recover Resource (1.1.3.2.9)

This process was not submitted for assessment.

4.6.9 Supporting Evidence References (Works Cited)

[[AGG07 Certification ScreenShots Resource Provisioning](#)]
Shots for Resource Layer >

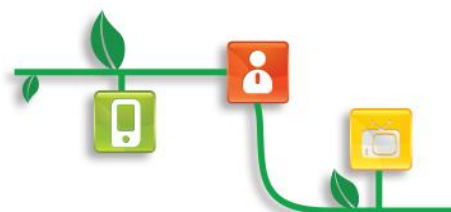
< Stick&Play Screen





4.6.10 Summary of Level 3 Scores

Level 2: 1.1.3.2 - Resource Provisioning [1/8]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.1.3.2.1 - Allocate & Install Resource		5
	1.1.3.2.1.1 - Determine Resource Availability	100%
	1.1.3.2.1.2 - Reserve Resource	100%
	1.1.3.2.1.3 - Release Resource	100%
	1.1.3.2.1.4 - Allocate Resource	100%
	1.1.3.2.1.5 - Install and Commission Resource	100%
1.1.3.2.2 - Configure & Activate Resource		N/A
1.1.3.2.3 - Test Resource		N/A
1.1.3.2.5 - Track & Manage Resource Provisioning		N/A
1.1.3.2.6 - Report Resource Provisioning		N/A
1.1.3.2.7 - Close Resource Order		N/A
1.1.3.2.8 - Issue Resource Orders		N/A
1.1.3.2.9 - Recover Resource		N/A





5 Information Framework Assessment Overview

5.1 Mapping Technique Employed

The certification scope defines the list of ABEs (Aggregated Business Entities) to be addressed during the assessment. The entities, association classes and dependent entities for each ABE in scope are also included in the assessment.

The mapping technique used was based on the analysis of the SID model files and addendum specifications for the entities and association classes in scope and their related attributes. The role of each entity, association class or attribute is then interpreted and mapped into the Stick & Play information model related element. This will clearly state how the SID model is supported by Stick & Play.

5.2 Information Framework Assessment - ABE Scope

The diagram in Figure 5-1 illustrates the Information Framework Level 1 ABEs (as highlighted in blue) that were presented in scope for the Assessment.

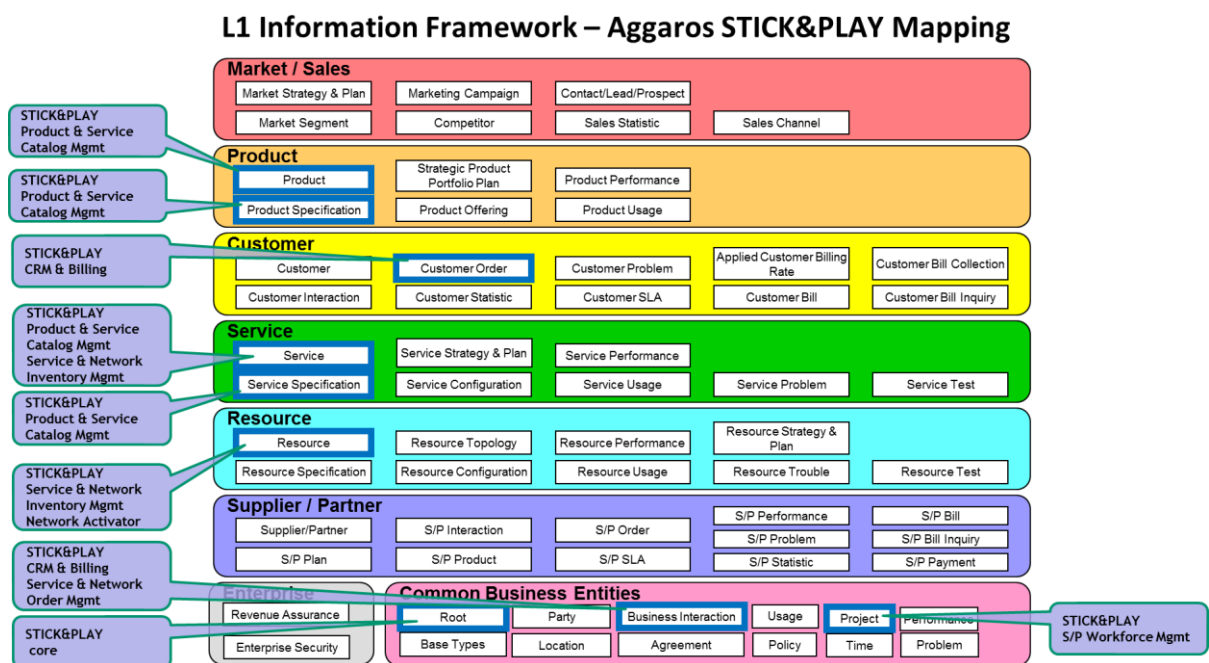


Figure 5-1 Level 1 ABEs in scope for Aggaros' Stick & Play Assessment





5.3 Product Scope

The diagram in Figure 5-2 represents the mapping of Stick & Play to the Information Framework ABEs in scope for the assessment.

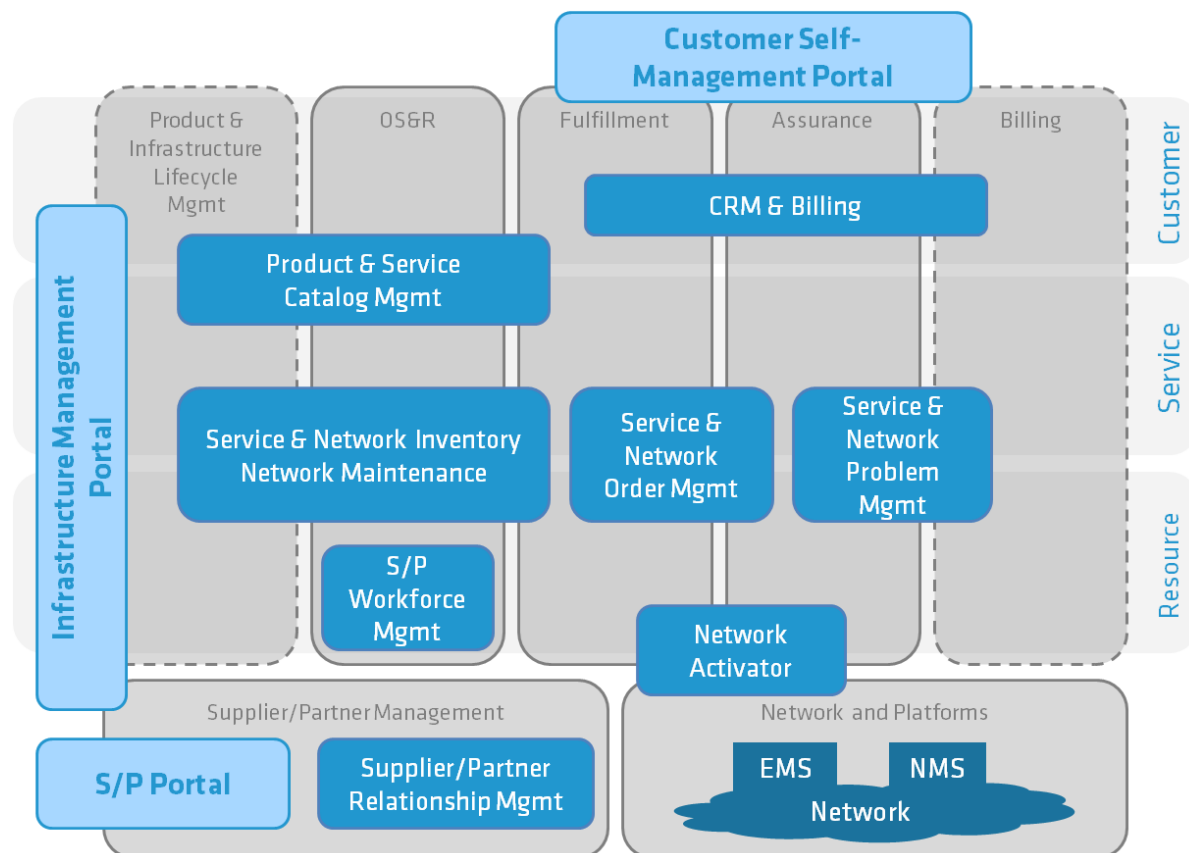
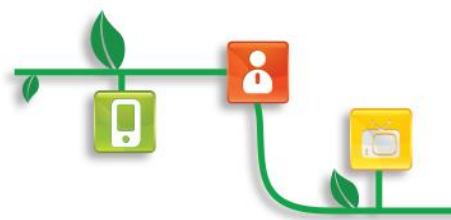


Figure 5-2 Stick & Play Solution Footprint: Product Scope for SID Assessment





6 Frameworkx Conformance Result

This section details the Scores awarded to reflect Conformance of Aggaros' Stick & Play to the Business Process Framework & Information Framework components of Frameworkx 13.0.

6.1 Business Process Framework – Scoring Rules

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

Frameworkx 13.0 Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Score Methodology		
Process Level	Conformance Score	Qualifier
Level 1 Process	Not applicable	Conformance Assessment shall not be carried out at this process level.
Level 2 Process	Not applicable	A conformance level is not awarded to Level 2 processes in Frameworkx Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3.1* & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. If a Level 3 process has not been decomposed to Level 4 processes, the Level score is awarded according to alignment to the Level 3 defined Implied Tasks.
Level 4 Process	Level of conformance is calculated as input to parent Level 3 Process Score	Levels of conformance are calculated for Level 4 processes according to alignment to the individual implied tasks. Level 4 scores are summed and averaged to given an overall score for the parent Level 3 process.
* In earlier Conformance Assessments, scores were awarded to Level 1 & Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from > 3.		

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 3 Processes presented in scope for Aggaros' Stick & Play 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.

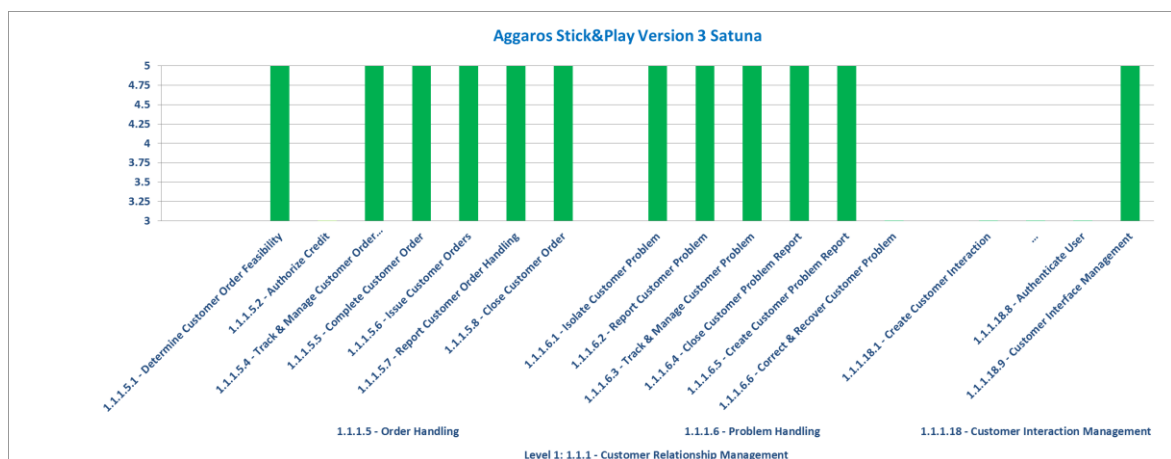
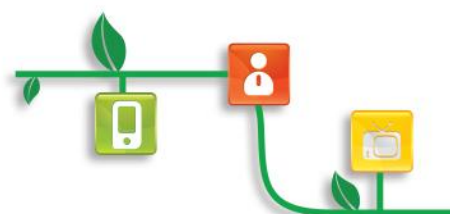


Figure 6-2 Business Process Framework: Conformance Result Summary [1/2]



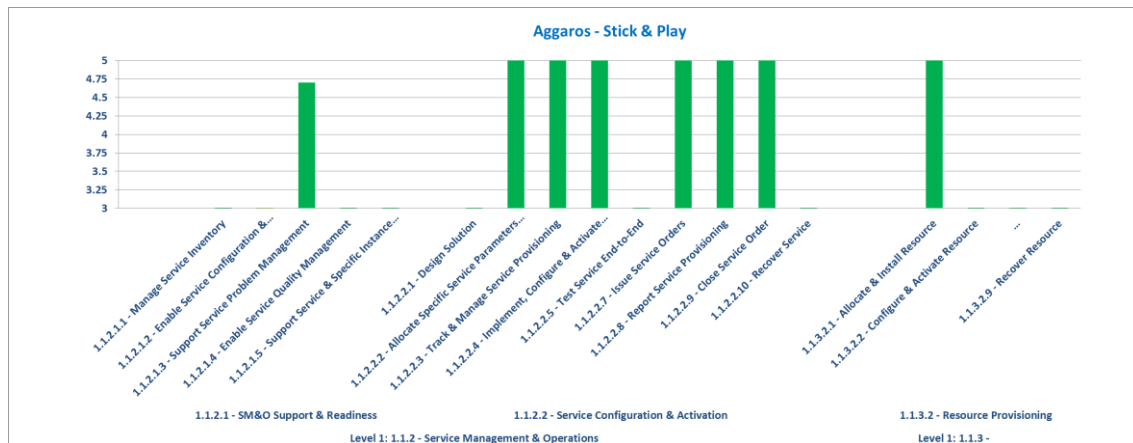
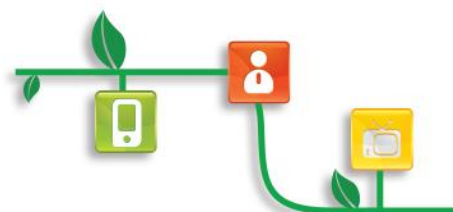


Figure 6-3 Business Process Framework: Conformance Result Summary [2/2]





6.3 Business Process Framework – Detailed Conformance Results

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

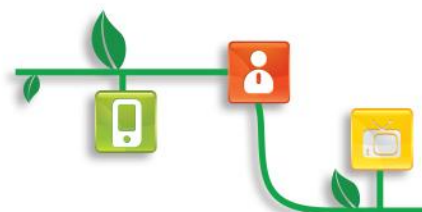
Table 6-1 Business Process Framework: Detailed Conformance Results

Aggaros Stick&Play Version 3 Satuna Product Business Process Framework (eTOM) Release 12.0 Conformance		
L1 / L2 / L3 Process	L3 Process Score [L2 Coverage]	Comments
Level 1: 1.1.1 - Customer Relationship Management		
Level 2: 1.1.1.5 - Order Handling	[6/7]	
1.1.1.5.1 - Determine Customer Order Feasibility	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.5.2 - Authorize Credit	N/A	Not assessed.
1.1.1.5.4 - Track & Manage Customer Order Handling	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.5.5 - Complete Customer Order	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).





1.1.1.5.6 - Issue Customer Orders	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.5.7 - Report Customer Order Handling	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.5.8 - Close Customer Order	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Level 2: 1.1.1.6 - Problem Handling	[5/6]	
1.1.1.6.1 - Isolate Customer Problem	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.6.2 - Report Customer Problem	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.6.3 - Track & Manage Customer Problem	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).





1.1.1.6.4 - Close Customer Problem Report	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.6.5 - Create Customer Problem Report	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.6.6 - Correct & Recover Customer Problem	N/A	Not assessed.
Level 2: 1.1.1.18 - Customer Interaction Management	[7/7]	
1.1.1.18.1 - Create Customer Interaction	N/A	Not assessed.
1.1.1.18.2 - Update Customer Interaction	N/A	Not assessed.
1.1.1.18.3 - Close Customer Interaction	N/A	Not assessed.
1.1.1.18.4 - Log Customer Interaction	N/A	Not assessed.
1.1.1.18.5 - Notify Customer	N/A	Not assessed.
1.1.1.18.6 - Track and Manage Customer Interaction	N/A	Not assessed.





1.1.1.18.7 - Report Customer Interaction	N/A	Not assessed.
1.1.1.18.8 - Authenticate User	N/A	Not assessed.
1.1.1.18.9 - Customer Interface Management	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Level 1: 1.1.2 - Service Management & Operations		
Level 2: 1.1.2.1 - SM&O Support & Readiness	[1/5]	
1.1.2.1.1 - Manage Service Inventory	N/A	Not assessed.
1.1.2.1.2 - Enable Service Configuration & Activation	N/A	Not assessed.
1.1.2.1.3 - Support Service Problem Management	4.7	Partially Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. See Mapping Table for more details.
1.1.2.1.4 - Enable Service Quality Management	N/A	Not assessed.





1.1.2.1.5 - Support Service & Specific Instance Rating	N/A	Not assessed.
Level 2: 1.1.2.2 - Service Configuration & Activation	[6/9]	
1.1.2.2.1 - Design Solution	N/A	Not assessed.
1.1.2.2.2 - Allocate Specific Service Parameters to Services	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.2.3 - Track & Manage Service Provisioning	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.2.4 - Implement, Configure & Activate Service	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.2.5 - Test Service End-to-End	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).





1.1.2.2.7 - Issue Service Orders	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.2.8 - Report Service Provisioning	0	<i>Not assessed.</i>
1.1.2.2.9 - Close Service Order	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.2.10 - Recover Service	0	<i>Not assessed.</i>
Level 1: 1.1.3 - Resource Management & Operations		
Level 2: 1.1.3.2 - Resource Provisioning	[1/9]	
1.1.3.2.1 - Allocate & Install Resource	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.2.2 - Configure & Activate Resource	N/A	<i>Not assessed.</i>
1.1.3.2.3 - Test Resource	N/A	<i>Not assessed.</i>
1.1.3.2.5 - Track & Manage Resource Provisioning	N/A	<i>Not assessed.</i>
1.1.3.2.6 - Report Resource Provisioning	N/A	<i>Not assessed.</i>





1.1.3.2.7 - Close Resource Order	N/A	Not assessed.
1.1.3.2.8 - Issue Resource Orders	N/A	Not assessed.
1.1.3.2.9 - Recover Resource	N/A	Not assessed.





6.4 Information Framework – Scoring Rules

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

Framework 13.0 Conformance Certification (Product/Solution/Implementation)	
Information Framework (SID) - Conformance Score Descriptions	
Conformance Score	Qualifier
Non 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.
Non Conformance [Score = 2]	The model has passed level 1 conformance and the content of the ABE, part of the domain coverage and defined in the model, contains the ABE's core business entity or entities. A core business entity is an entity upon which other entities within the ABE are dependent. e.g. Service in the Service ABE. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.
Very Low Conformance [2.0 < Score <= 3.0]	The model has passed level 2 conformance and <u>*a percentage of the required attributes of the ABE's core entity or entities</u> are defined in the model.
Low Conformance [3.0 < Score <= 4.0]	The model has passed level 3 conformance and <u>*a percentage of the dependent entities</u> within the ABE are defined in the model. A dependent entity is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.
Medium Conformance [4.0 < Score <= 5.0]	The model has passed level 4 conformance and <u>*a percentage of the required attributes</u> of the ABE's dependent entities are defined in the model.
High Conformance [5.0 < Score <= 6.0]	The model has passed level 5 conformance and <u>*a percentage of all attributes</u> of the ABE's core entities are defined in the model.
Very High Conformance [6.0 < Score < 7.0]	The model has passed level 6 conformance and <u>*a percentage of all attributes</u> of the ABE's dependent entities are defined in the model.
Full Conformance [Score = 7.0]	The model has achieved Level 7 conformance (Full Conformance) and <u>all</u> attributes of the ABE's core & dependent entities are defined in the model.
* For each level, according to what is required, a value is calculated based on the percentage of entities/attributes supported - as appropriate. This will result in a decimal figure (rounded to one decimal place).	

Figure 6-4 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 graphs provide an overview of the conformance levels granted to the ABEs presented in scope for Aggaros' Stick & Play Information Framework Assessment. Each ABE was measured using an Information Framework (SID) conformance scale of 1–7 as described in section 0.



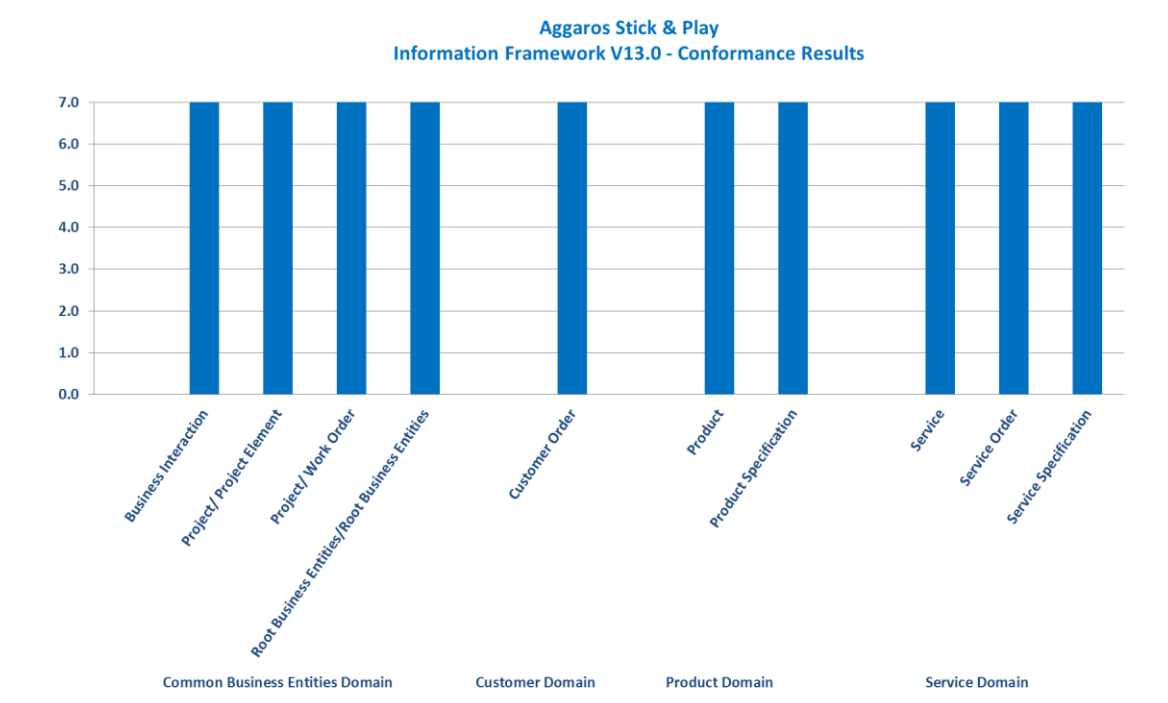


Figure 6-5 Conformance Result Summary CBE, Customer, Product & Service Domains

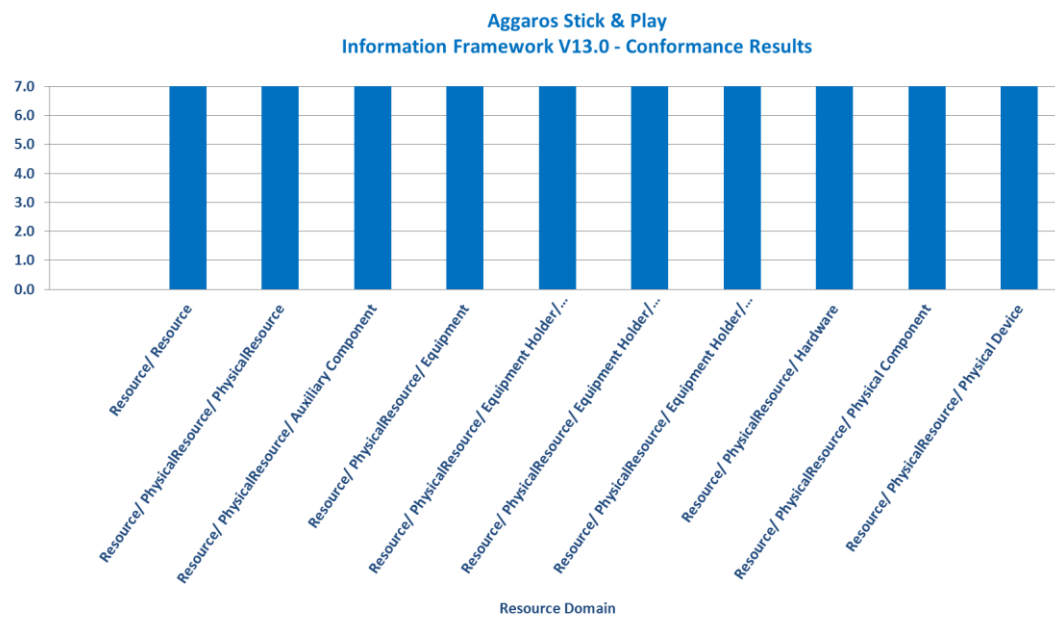
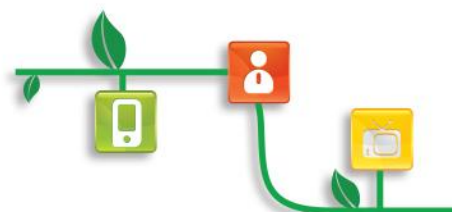


Figure 6-6 Conformance Result Summary Resource Domain







6.6 Information Framework – Detailed Conformance Result

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

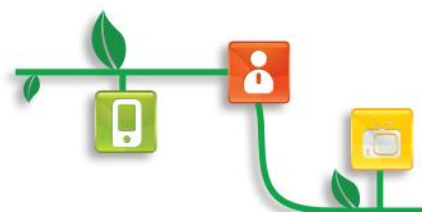
Table 6-2 Information Framework: Detailed Conformance Result

Aggaros Stick&Play Version 3 Satuna Information Framework (SID) R13.0 - Conformance Scores		
ABE	Conformance Score	Comment
Common Business Entities Domain		
Business Interaction	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Project/ Project Element	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Project/ Work Order	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Root Business Entities/Root Business Entities	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Customer Domain		
Customer Order	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all





		attributes of dependent entities supported.
Product Domain		
Product/ Product	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Product Specification	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Service Domain		
Service	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Service Order	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Service Specification	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource Domain		
Resource/ Resource	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all





		attributes of dependent entities supported.
Resource/ PhysicalResource/ PhysicalResource	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource/ PhysicalResource/ Auxiliary Component	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource/ PhysicalResource/ Equipment	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource/ PhysicalResource/ Equipment Holder/ EquipmentHolder	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource/ PhysicalResource/ Equipment Holder/ HolderAtomic	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource/ PhysicalResource/ Equipment Holder/ HolderComposite	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.





Resource/ PhysicalResource/ Hardware	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource/ PhysicalResource/ Physical Component	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Resource/ PhysicalResource/ Physical Device	7.0	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.

