Frameworx 13.5 Implementation Conformance Certification Report

PT TELEKOMUNIKASI INDONESIA

BROADBAND INTERNET SERVICE

Resource Management

November 2014

Version 1.0

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1   Introduction

1.1   Executive Summary

This document provides details of Telkom Indonesia's self-assessment and TM Forum's Conformance Assessment of the **Telkom Indonesia Broadband Internet** implementation of **Resource Management** processes, against the following Frameworx 13.5 components:

- Business Process Framework Version 13.5

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 13.5 according to the specific processes submitted in scope for the Assessment.

This Certification Report documents the findings from a TM Forum assessment of the **Resource Management** processes. Details of the findings from TM Forum assessment of **Service Management** processes can be accessed from the following link:
http://www.tmforum.org/TelkomIndonesiaBroadband/16347/home.html

For any additional information on this Frameworx Conformance Certification Report, please contact TM Forum at conformance@tmforum.org .

2 Implementation Functionality/Capability Overview

2.1 Telkom Indonesia Broadband Internet – Implementation Overview

As a leading internet and multimedia Service Provider in Indonesia, Telkom Indonesia has been organized in several directorates having specific missions and tasks. Some focus on customers or subscribers, others focus on product innovation and infrastructure management such as the Network Information Technology and Solution (NITS) Directorate.

NITS has four divisions covering the various aspects of the process; the first division (Broadband Network Division) focuses on core infrastructure and resource operation, a second division oversees IT Service Management, the third division focuses on wireless infrastructure, and the fourth division (Broadband Division) focuses on product management with responsibility to collect and compile relevant data for existing service refinement, and service development.

Within Broadband Service Strategy the main goal is to gather and create preliminary information before any decision can be made on whether to develop new products or revitalize existing products. This preliminary process includes contextual analysis, as well as analysis of current existing products on the market, infrastructure capabilities and some other related aspects. They also define product requirements to reinforce and strengthen the perception of products on the market, including how to deliver a better experience using digital touch point.

All these activities are compulsory to monitor and safeguard Telekom Indonesia's product portfolio across various product groups and market segments. This sub unit creates a Broadband Business Plan yearly to achieve better product performance year after year.

Following the direction set by Broadband Service Strategy, the next sub unit—Broadband Service Development—is tasked with the creation of new products or the revitalization of existing ones. Broadband Service Development also oversees all stages of development of new or redefined products before they enter the market. Development includes infrastructure capabilities check, IT support which must be well defined and agreed, as well as the provision of adequate training and understanding of the new or modified products and supporting tools to the front line sales and support organization.

With Telkom Indonesia being a very large organization which focuses on customer satisfaction, all of its Product and Service related processes must be well managed, especially processes that drive interactions between all parties to guarantee the quality of the products. Business processes must ensure consistency and quality on the field, therefore covering every single aspect in the product development value chain prior to commercialization phase.

Broadband Service Development is also responsible for Product Lifecycle Management, but it is not entitled to make decisions pertaining the retirement of products, this sub-unit is chartered with analyzing product performance by using a number of tools and methods, and then possibly issue recommendations to NITS when a particular product should be retired or rejuvenated.

The last sub-unit—Broadband Service Implementation—is tasked to identify and manage infrastructure issues that may arise from the Network of Broadband Divisions. The goal is to ensure that any infrastructure issues do not affect the delivery of products and services on the market.

Any major issues that may persist or arise have to be dealt with in such way to ensure optimal operation and control of the service.

Once all services have been delivered to the subscriber and required resources prepared by the relevant sub-unit (refer to Broadband Business Plan as stated on prior process), the Design & Engineering sub-unit initiates the formulation of the deployment plan alongside Project Integration; corresponding resources are prepared for commercial launch (go live). The two sub-units are under the control of another sub-unit: Project Management, whose role is to manage the implementation so as to ensure optimal results.

The above mentioned resources operate on all Telkom market segments, namely: Consumer segment, Business segment, Enterprise segment, and Wholesale segment. The planning and development steps have to follow established standard operating procedures and design guidelines in preparation of the adoption of new technology; The Research & Development Center may also provide support to ensure best results in the execution of this task.

To ensure service continuity and high quality operation capabilities, Telkom Indonesia works with experts from all over the world, it can also play different roles—such as its main role of Service Provider—for various internet and telecommunication services. All of these capabilities align with a set of requirements for the support of key policies for infrastructure configuration, resource management, to deliver value to its customers and other people.

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).

TM Forum Note 3: While detailed mapping information was provided by Telkom Indonesia for this assessment and shared with the TM Forum conformance assessment team, due to the confidential nature of the detailed mapping information, this report contains links to the mapping details, access to which, must be approved by Telkom Indonesia.

Please contact conformance@tmforum.org for further information or for Telkom Indonesia approved access to the mapping documents.

3.2   Business Process Framework Process Scope

The following figures represent the Business Process Framework Level 2 processes (high-lighted in red) 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 Frameworx Conformance. The text callouts capture the high-level mapping to the Telkom Indonesia Broadband Internet implementation for the Level 2 processes.
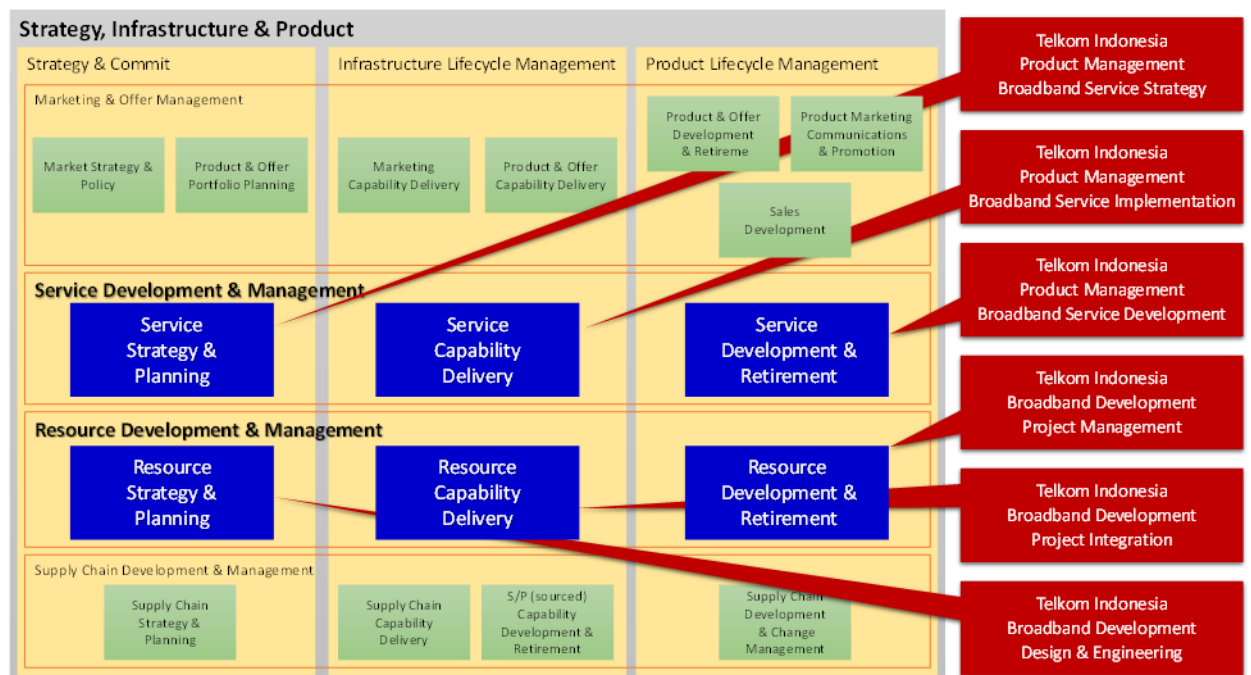
Figure 3-1 SIP Level 2 process coverage for Telkom Indonesia Broadband Internet Assessment

Please note that this Certification Report documents the findings from a TM Forum assessment of the **Resource Management** processes. Details of the findings from TM Forum assessment of **Service Management** processes can be accessed from the following link:
http://www.tmforum.org/TelkomIndonesiaBroadband/16347/home.html

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.
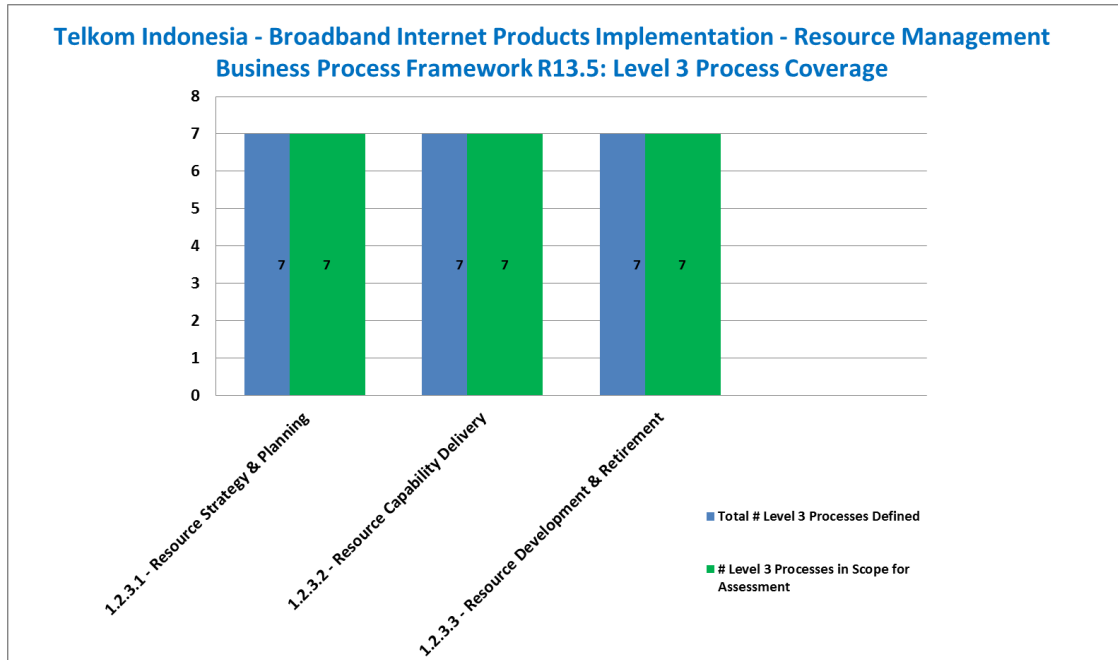
Figure 3-2 Level 3 process coverage for Telkom Indonesia Broadband Internet Assessment

3.3   Implementation Scope

The following diagram represents the Telkom Indonesia Broadband Internet architecture.
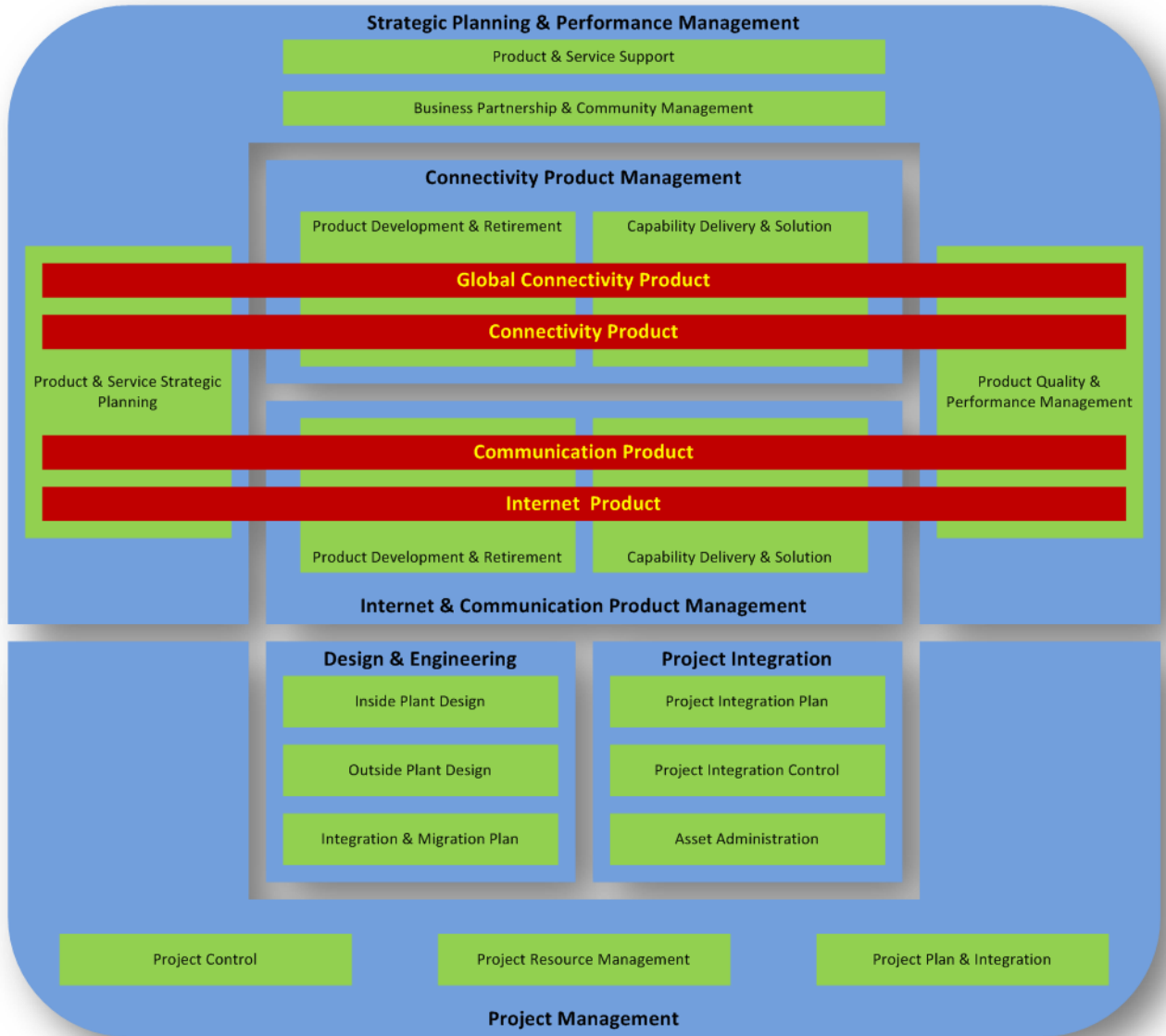
Figure 3-3 Telkom Indonesia Broadband Internet Architecture Overview

4 Business Process Framework – Process Mapping Descriptions

This section provides links to the Process Mapping output from Telkom Indonesia's Self-Assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for Telkom Indonesia Broadband Internet implementation.

TM Forum Note:
As the mapping details provided by Telkom Indonesia for the Frameworx Conformance Assessment is considered confidential information, please contact TM Forum (conformance@tmforum.org) or Telkom Indonesia Broadband Internet Team (broadband_pm@telkom.co.id) for access to the detailed mapping information.

4.1 Level 2: 1.2.3.1 - Resource Strategy & Planning

Figure 4-1 Resource Strategy & Planning decomposition into level 3 processes

Process Identifier: 1.2.3.1

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.

Brief Description

Develop resource strategies, policies and plans for the enterprise, based on the long-term business, market, product and service directions of the enterprise.

Extended Description

Resource Strategy & Planning processes develop resource strategies, policies and plans for the enterprise, based on the long-term business, market, product and service directions of the enterprise These processes understand the capabilities of the existing enterprise infrastructure, capture the requirements on the infrastructure based on market, product and service strategies of

the enterprise', manage the capabilities of the suppliers and partners to develop and deliver new resource capabilities, and define the way that new or enhanced infrastructure may be deployed.

Research & analysis is performed to determine resource targets as well as strategies to reach the defined targets. This research may be obtained from the external market and resource suppliers and partners, or developed internally through research programs and activities, or leverage of other internal knowledge. A key input to the resource strategy arises from the enterprise's market, product portfolio and service strategy and forecasts. A focus is placed on the expansion of the existing resource capabilities and the identification of new resource capabilities required.

These processes deliver and develop annual and multi-year resource plans in support of services, products and offers that include volume forecasts, negotiation for required levels of resources, gaining resource development and management as well as supply chain commitment and executive approval for the plans.

Forecasting of resource demand, and capturing of new opportunities, are both essential to ensure that the enterprise can construct and implement the resources necessary for the future needs of their customers and potential customers.

These processes define the resource implementation standards sought, key new resource capabilities required, resource support levels and approaches required, resource design elements to be developed, as well as resource cost parameters and targets. These processes also define the policies relating to technical resources and their implementation.

TM Forum Note:
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1.2.3.1 - Resource Strategy & Planning document:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27766&team_ID=336

4.1.1 Detailed Conformance Scores

The following table outlines the detailed scores awarded for the Level 4 and Level 3 processes submitted in scope for the assessment for 1.2.3.1 - Resource Strategy & Planning.

Table 4-1 1.2.3.1 Resource Strategy & Planning – Detailed Conformance Scores

Operations: Level 1: 1.2.3 - Resource Development & Management Level 2: 1.2.3.1 - Resource Strategy & Planning	Conformance Scores
1.2.3.1.1 - Gather & Analyze Resource Information	5
1.2.3.1.1.1 - Gather Resource Information	100%
1.2.3.1.1.2 - Analyze new resource requirements	100%
1.2.3.1.1.3 - Analyze to develop new/enhance resource requirements	100%
1.2.3.1.2 - Manage Resource Research	5
1.2.3.1.2.1 - Manage resource research investigations	100%
1.2.3.1.2.2 - Manage administration of resource research	100%
1.2.3.1.2.3 - Define Resource research assessment methodologies	100%
1.2.3.1.3 - Establish Resource Strategy & Architecture	5
1.2.3.1.3.1 - Establish Resource strategy	100%
1.2.3.1.3.2 - Develop Resource Strategy	100%
1.2.3.1.3.3 - Establish Resource delivery goals	100%
1.2.3.1.3.4 - Establish resource implementation policies	100%
1.2.3.1.4 - Define Resource Support Strategies	5
1.2.3.1.4.1 - Define Resource support Principles	100%
1.2.3.1.4.2 - Define Resource support Policies	100%
1.2.3.1.4.3 - Define Resource Support performance standards	100%
1.2.3.1.5 - Produce Resource Business Plans	5
1.2.3.1.5.1 - Develop & Deliver annual/multi year resource business plans	100%
1.2.3.1.5.2 - Forecast high level resource demand & capture new oppurtunities	100%
1.2.3.1.5.3 - Asses impact of Resource Business plans	100%
1.2.3.1.5.4 - Identify timetables for new resource capability introduction	100%
1.2.3.1.5.5 - Identify logistics for new resource capability introduction	100%
1.2.3.1.6 - Develop Resource Partnership Requirements	5
1.2.3.1.6.1 - Identify the requirements for resource capabilities	100%
1.2.3.1.6.2 - Recommend Resource partnership	100%
1.2.3.1.6.3 - Determine extent of resource capabilities sourcing	100%
1.2.3.1.7 - Gain Enterprise Commitment to Resource Plans	5
1.2.3.1.7.1 - Identify Stakeholders to Resource strategy and resource plans	100%
1.2.3.1.7.2 - Gain resource strategy and resource plans Stakeholders approval	100%
1.2.3.1.7.3 - Gain Enterprise Commitment to resource strategy and resource plans	100%

4.2   Level 2: 1.2.3.2 - Resource Capability Delivery
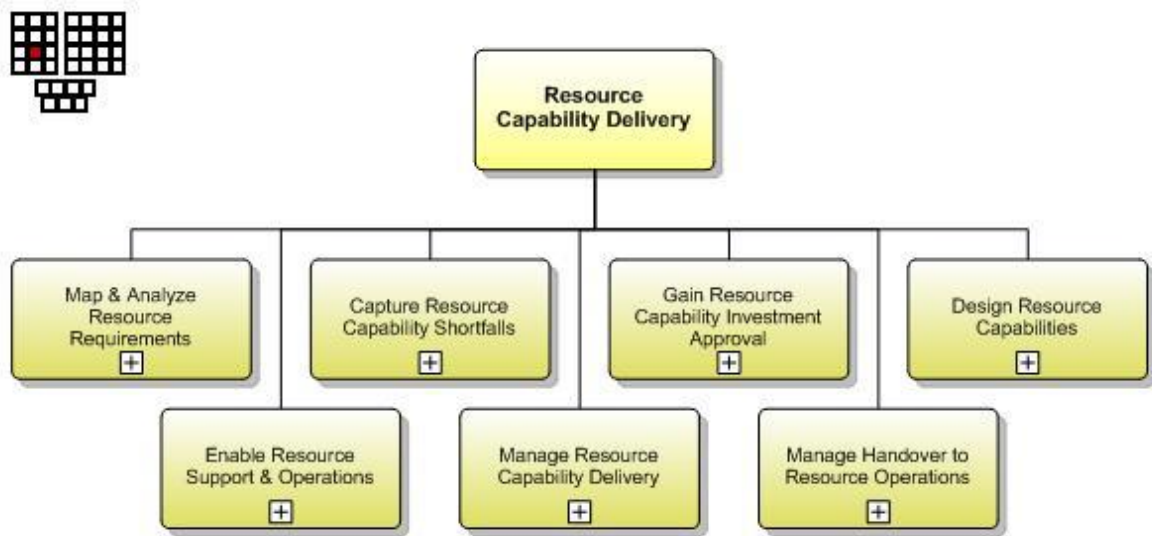
Figure 4-2 Resource Capability Delivery decomposition into level 3 processes

Process Identifier: 1.2.3.2

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

Use the capability definition or requirements to deploy new and/or enhanced technologies and associated resources.

Extended Description

Resource Capability Delivery processes use the capability definition or requirements to deploy new and/or enhanced technologies and associated resources.

The objectives of these processes is to ensure that network, application and computing resources are deployed, according to the plans set by Resource Development. They deliver the physical resource capabilities necessary for the ongoing operations, and long term well-being of the enterprise, and ensure the basis on which all resources and services will be built.

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

• Planning resource supply logistics (warehousing, transport, etc.)

• Planning the Resource Installation

• Contracting and Directing the Resource Construction where needed

• Verifying the Resource Installation

• Handover the Resource Capability to Operations through interactions with the Manage Resource Class Configuration

Logical network configurations (such as resource elements integration) are as important to the network resources as the physical aspects. All aspects must be planned and considered in the design and implementation of the network, including infrastructure owned by the enterprise, and by supplier/partners, other physical resources and logical elements.

TM Forum Note:
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1.2.2.2 - Resource Capability Delivery document:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27767&team_ID=336

4.2.1 Detailed Conformance Scores

The following table outlines the detailed scores awarded for the Level 4 and Level 3 processes submitted in scope for the assessment for 1.2.3.2 - Resource Capability Delivery.

Table 4-2 1.2.3.2 Resource Capability Delivery - Detailed Conformance Scores

Operations: Level 1: 1.2.3 - Resource Development & Management 1.2.3.2 - Resource Capability Delivery	Conformance Scores
1.2.2.2.1 - Map & Analyze Service Requirements	5
1.2.2.2.1.1 - Capture Service Demand & Performance Requirements	100%
1.2.2.2.1.2 - Agree Service Infrastructure Requirements	100%
1.2.2.2.1.3 - Report Service Infrastructure Requirements	100%
1.2.2.2.2 - Capture Service Capability Shortfalls	5
1.2.2.2.2.1 - Capture Service Capacity Shortfalls	100%
1.2.2.2.2.2 - Capture Service Performance Shortfalls	100%
1.2.2.2.2.3 - Capture Service Operational Support Shorfalls	100%
1.2.2.2.3 - Gain Service Capability Investment Approval	5
1.2.2.2.3.1 - Develop Service Capability Investment Proposals	100%
1.2.2.2.3.2 - Approve Service Capability Investment	100%
1.2.2.2.4 - Design Service Capabilities	5
1.2.2.2.4.1 - Define Service Capability Requirements	100%
1.2.2.2.4.2 - Specify Service Capability Infrastructure	100%
1.2.2.2.4.3 - Select Service Capability Suppliers/Partners	100%
1.2.2.2.5 - Enable Service Support & Operations	5
1.2.2.2.5.1 - Design Service Operational Support Process Improvements	100%
1.2.2.2.5.2 - Identify Service Support Groups, Skills & Training	100%
1.2.2.2.5.3 - Identify Service Support Requirements	100%
1.2.2.2.6 - Manage Service Capability Delivery	5
1.2.2.2.6.1 - Co-ordinate Service Capability Delivery	100%
1.2.2.2.6.2 - Ensure Service Capability Quality	100%
1.2.2.2.6.3 - Establish Service Capability Sourcing	100%
1.2.2.2.6.4 - Develop Service Capability Tmetables	100%
1.2.2.2.6.5 - Track and Report Service Capability Delivery	100%
1.2.2.2.6.6 - Ensure Service Capability Costs	100%
1.2.2.2.7 - Manage Handover to Service Operations	5
1.2.2.2.7.1 - Co-ordinate Service Operational Handover	100%
1.2.2.2.7.2 - Validate Service Infrastructure Design	100%
1.2.2.2.7.3 - Ensure Service Handover Support	100%

4.3   Level 2: 1.2.3.3 - Resource Development & Retirement
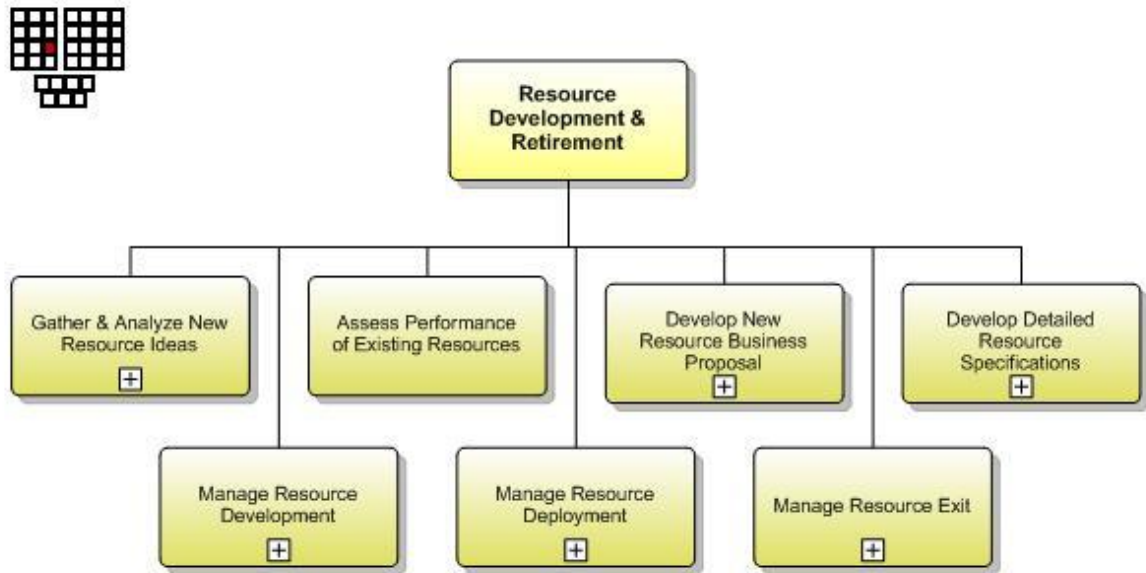
Figure 4-3 Resource Development & Retirement decomposition into Level 3 processes

Process Identifier: 1.2.3.3

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.

Brief Description

Develop new, or enhance existing technologies and associated resource types, so that new Services can be developed.

Extended Description

Resource Development & Retirement processes develop new, or enhance existing technologies and associated resource types, so that new Products are available to be sold to customers. They use the capability definition or requirements defined by Resource Strategy & Planning They also decide whether to acquire resources from outside, taking into account the overall business policy in that

respect. These processes also retire or remove technology and associated resource types, which are no longer required by the enterprise.

Resource types may be built, or in some cases leased from other SPs or suppliers. To ensure the most efficient and effective solution can be used, negotiations on network level agreements with suppliers or partners are paramount for both building and leasing.

These processes interact strongly with Product and Supply Chain Development processes.

TM Forum Note:
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1.2.3.3 - Resource Development & Retirement document:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27768&team_ID=336

4.3.1 Detailed Conformance Scores

The following table outlines the detailed scores awarded for the Level 4 and Level 3 processes submitted in scope for the assessment for 1.2.3.3 - Resource Development & Retirement.

Table 4-3 1.2.3.3 Resource Development & Retirement - Detailed Conformance Scores

Operations: Level 1: 1.2.3 - Resource Development & Management 1.2.3.3 - Resource Development & Retirement	Conformance Scores
1.2.3.3.1 - Gather & Analyze New Resource Ideas	5
1.2.3.3.1.1 - Gather Resource Information	100%
1.2.3.3.1.2 - Analyze Resource Classes	100%
1.2.3.3.1.3 - Develop Resource Classes	100%
1.2.3.3.2 - Assess Performance of Existing Resources	5
1.2.3.3.3 - Develop New Resource Business Proposal	5
1.2.3.3.3.1 - Develop Resource Business Proposal	100%
1.2.3.3.3.2 - Gain Resource Business Proposal Approval	100%
1.2.3.3.4 - Develop Detailed Resource Specifications	5
1.2.3.3.4.1 - Develop Detailed Resource Technical Specifications	100%
1.2.3.3.4.2 - Develop Detailed Resource Support Specifications	100%
1.2.3.3.4.3 - Develop Detailed Resource Operational Specifications	100%
1.2.3.3.4.4 - Develop Detailed Resource Manuals	100%
1.2.3.3.5 - Manage Resource Development	5
1.2.3.3.5.1 - Identify Required Processes & Procedures for Resources	100%
1.2.3.3.5.2 - Develop Required Processes & Procedures for Resources	100%
1.2.3.3.5.3 - Develop Service & Operational Agreements for Resources	100%
1.2.3.3.5.4 - Gain Service & Operational Agreements Approval for Resources	100%
1.2.3.3.5.5 - Produce Supporting Documentation & Training Packages for Resources	100%
1.2.3.3.6 - Manage Resource Deployment	5
1.2.3.3.6.1 - Manage Resource Process & Procedure Implementation	100%
1.2.3.3.6.2 - Manage Resource Operational Staff Training	100%
1.2.3.3.6.3 - Develop Resource Supplier/Partner Operational Support	100%
1.2.3.3.6.4 - Manage Resource Acceptance Testing	100%
1.2.3.3.7 - Manage Resource Exit	5
1.2.3.3.7.1 - Identify Unviable Resources	100%
1.2.3.3.7.2 - Identify Impacted Resource Customers	100%
1.2.3.3.7.3 - Develop Resource Transition Strategies	100%
1.2.3.3.7.4 - Manage Resource Exit Process	100%

5 Information Framework Assessment Overview

5.1 Mapping Technique Employed

Not applicable for this phase of the assessment.

5.2 Information Framework Assessment - ABE Scope

Not applicable for this phase of the assessment.

5.3 Implementation Scope

Not applicable for this phase of the assessment.

6   Frameworx Conformance Result

This section details the Scores awarded to reflect Conformance of Telkom Indonesia Broadband Internet Implementation to the Business Process Framework component of Frameworx 13.5.

6.1   Business Process Framework – Scoring Rules

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

Frameworx 13.5 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 Frameworx 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 the Telkom Indonesia Broadband Internet 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.
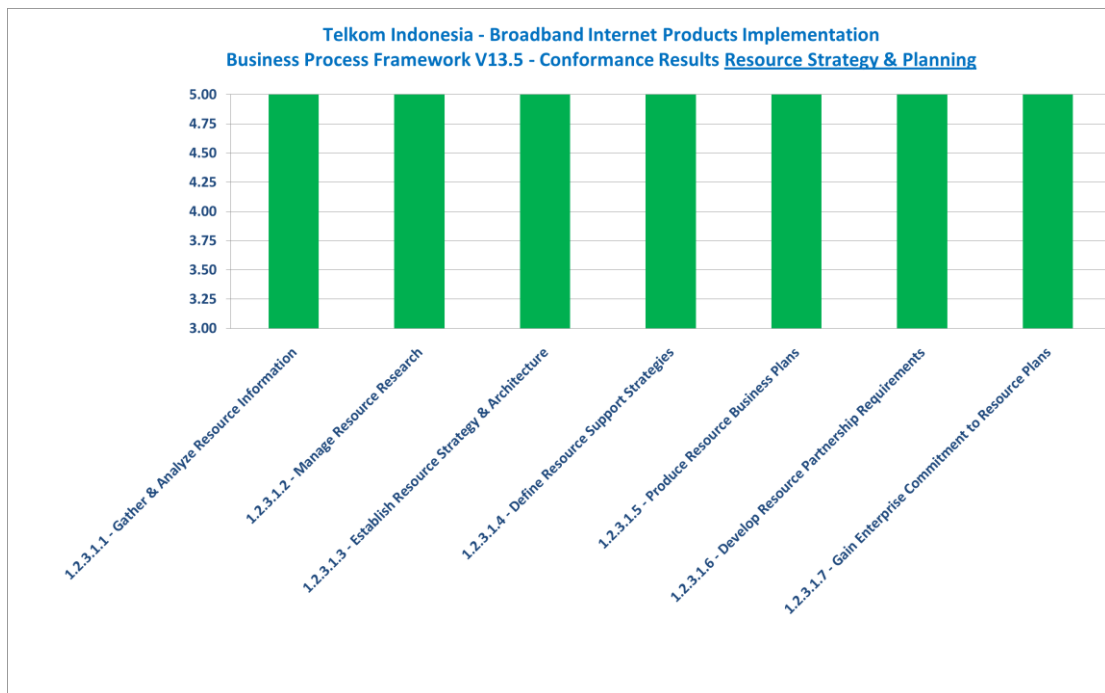

Figure 6-2 1.2.3.1 Resource Strategy & Planning Conformance Result Summary
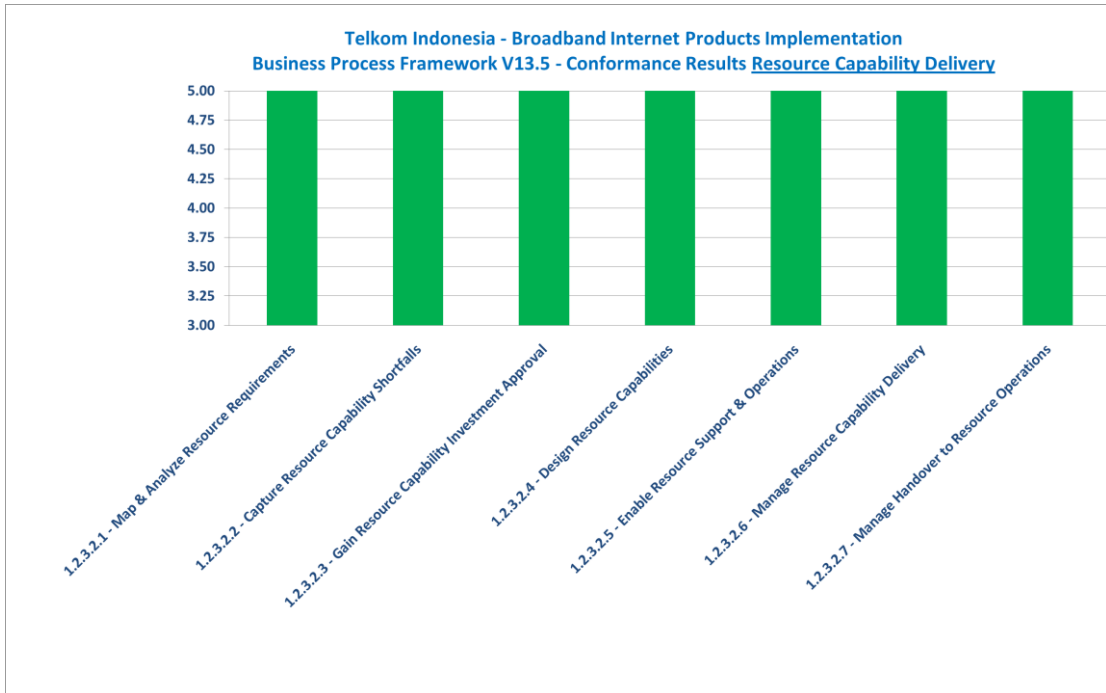
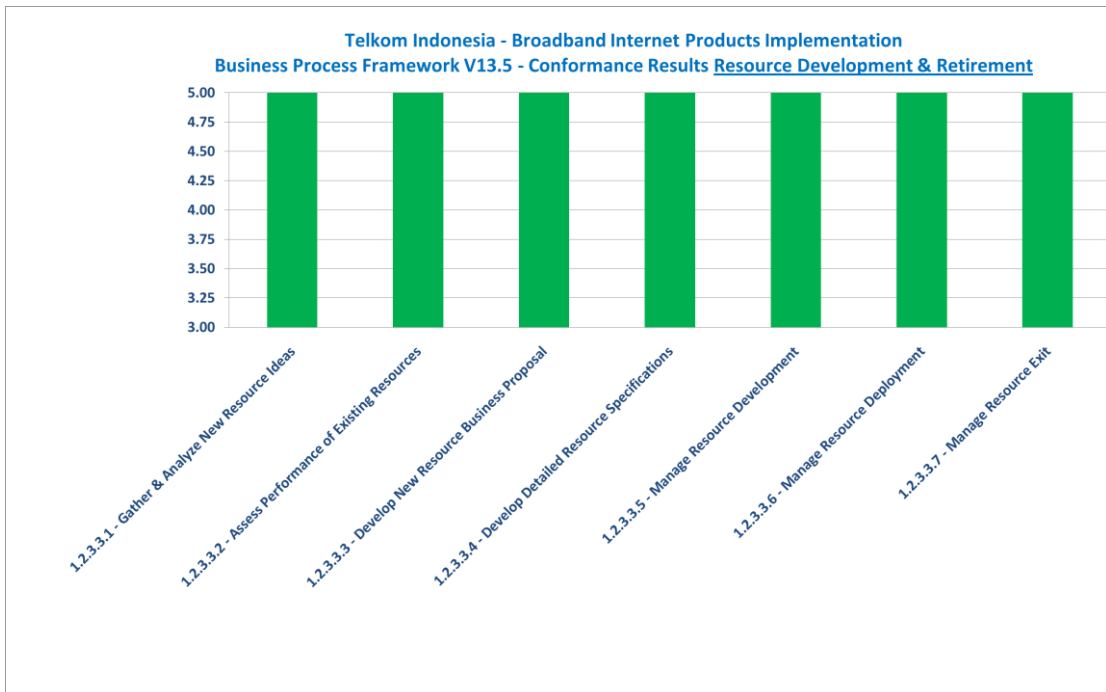Figure 6-3 1.2.3.2 Resource Capability Delivery Conformance Result Summary

Figure 6-4 1.2.3.3 Resource Development & Retirement Conformance Result Summary

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

L1 / L2 / L3 Process	L3 Process Score [L2 Coverage]	Comments
Telkom Indonesia - Broadband Internet - Implementation **Business Process Framework (eTOM) Release 13.5 Conformance**		
Level 1: 1.2.3 - Resource Development & Management		
Level 2: 1.2.3.1 - Resource Strategy & Planning	**[7/7]**	
1.2.3.1.1 - Gather & Analyze Resource Information	5.0	**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).
1.2.3.1.2 - Manage Resource Research	5.0	**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).
1.2.3.1.3 - Establish Resource Strategy & Architecture	5.0	**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).
1.2.3.1.4 - Define Resource Support Strategies	5.0	**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).
1.2.3.1.5 - Produce Resource Business Plans	5.0	**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).

1.2.3.1.6 - Develop Resource Partnership Requirements	5.0	**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).
1.2.3.1.7 - Gain Enterprise Commitment to Resource Plans	5.0	**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).
1.2.3.2 - Resource Capability Delivery	**[7/7]**	
1.2.3.2.1 - Map & Analyze Resource Requirements	5.0	**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).
1.2.3.2.2 - Capture Resource Capability Shortfalls	5.0	**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).
1.2.3.2.3 - Gain Resource Capability Investment Approval	5.0	**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).
1.2.3.2.4 - Design Resource Capabilities	5.0	**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).
1.2.3.2.5 - Enable Resource Support & Operations	5.0	**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).

1.2.3.2.6 - Manage Resource Capability Delivery	5.0	**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).
1.2.3.2.7 - Manage Handover to Resource Operations	5.0	**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).
1.2.3.3 - Resource Development & Retirement	**[7/7]**	
1.2.3.3.1 - Gather & Analyze New Resource Ideas	5.0	**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).
1.2.3.3.2 - Assess Performance of Existing Resources	5.0	**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).
1.2.3.3.3 - Develop New Resource Business Proposal	5.0	**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).
1.2.3.3.4 - Develop Detailed Resource Specifications	5.0	**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).
1.2.3.3.5 - Manage Resource Development	5.0	**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).

1.2.3.3.6 - Manage Resource Deployment	5.0	**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).
1.2.3.3.7 - Manage Resource Exit	5.0	**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).

6.4 Information Framework – Scoring Rules

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

Frameworx 13.5 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 *a percentage of the required attributes of the ABE's core entity or entities are defined in the model.
Low Conformance [3.0 < Score <= 4.0]	The model has passed level 3 conformance and *a percentage of the dependent entities within the ABE are defined in the model. A dependent entity is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.
Medium Conformance [4.0 < Score <= 5.0]	The model has passed level 4 conformance and *a percentage of the required attributes of the ABE's dependent entities are defined in the model.
High Conformance [5.0 < Score <= 6.0]	The model has passed level 5 conformance and *a percentage of all attributes of the ABE's core entities are defined in the model.
Very High Conformance [6.0 < Score < 7.0]	The model has passed level 6 conformance and *a percentage of all attributes of the ABE's dependent entities are defined in the model.
Full Conformance [Score = 7.0]	The model has achieved Level 7 conformance (Full Conformance) and all attributes of the ABE's core & dependent entities are defined in the model.
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 6-5 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

Not applicable for this phase of the assessment.

6.6 Information Framework – Detailed Conformance Result

Not applicable for this phase of the assessment.