Frameworx 13.5 Implementation Conformance Certification Report

PT TELEKOMUNIKASI INDONESIA

BROADBAND INTERNET PRODUCTS

BROADBAND SERVICE

September 2014

Version 1.0

Table of Contents

List of Figures

List of Tables

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 Products** implementation, 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.

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 Products – 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.

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 Products implementation for the Level 2 processes.
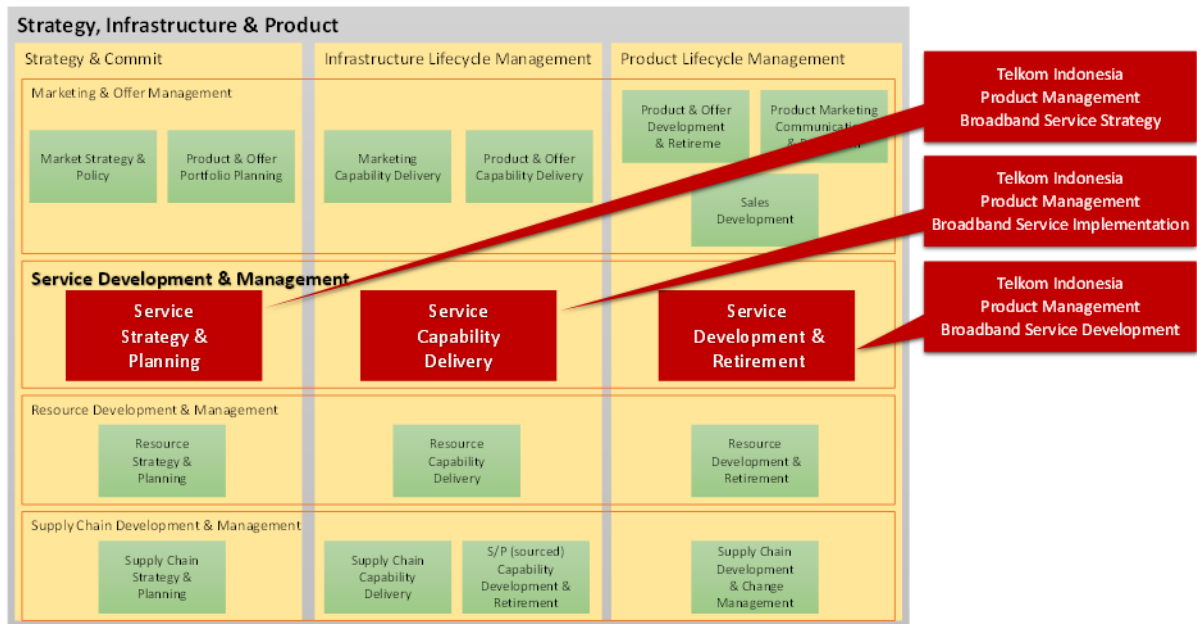
Figure 3-1 SIP Level 2 process coverage for Telkom Indonesia Broadband Internet Products Assessment

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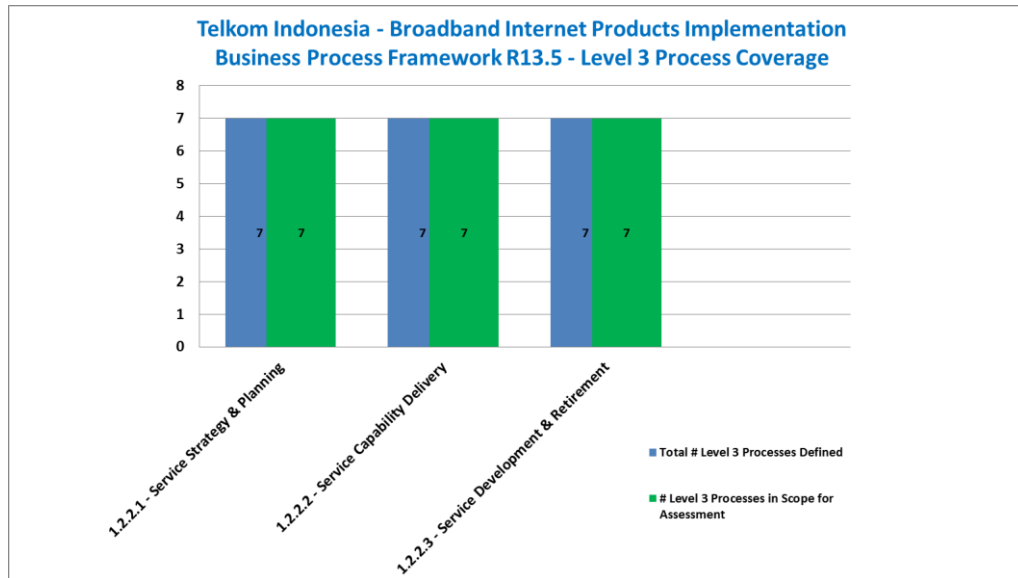
Figure 3-2 Level 3 process coverage for Telkom Indonesia Broadband Internet Products Assessment

3.3 Implementation Scope

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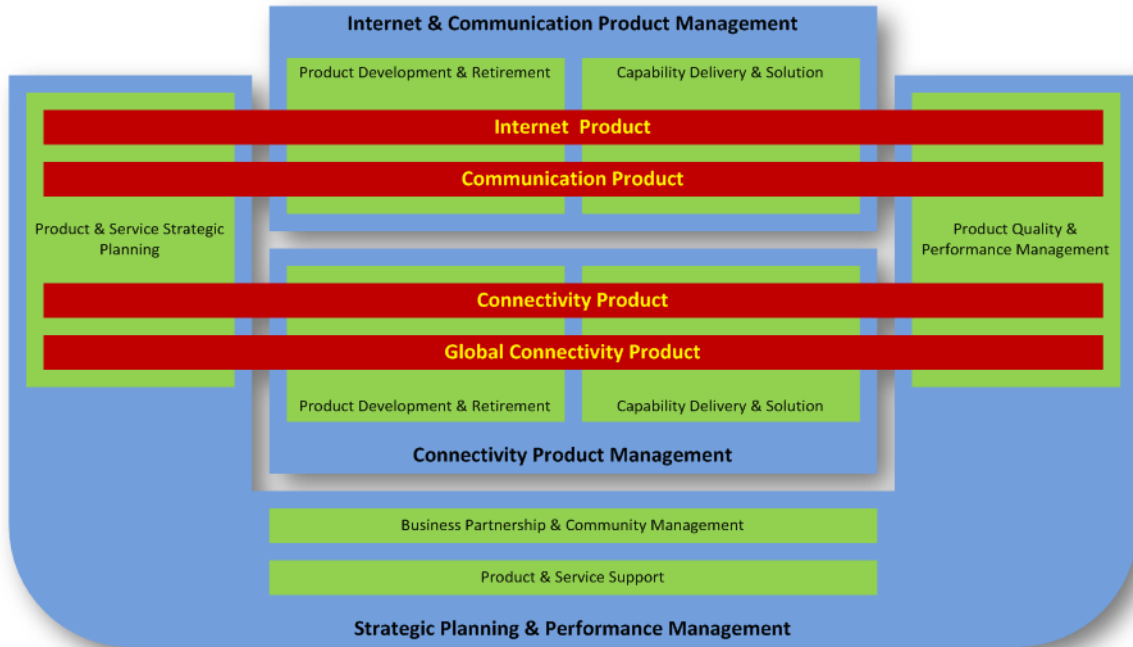
Figure 3-3 Telkom Indonesia Broadband Internet Products Architecture Overview

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 Products.

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 Products Team (broadband_pm@telkom.co.id) for access to the detailed mapping information.

4.1 L2: 1.2.2.1 - Service Strategy & Planning
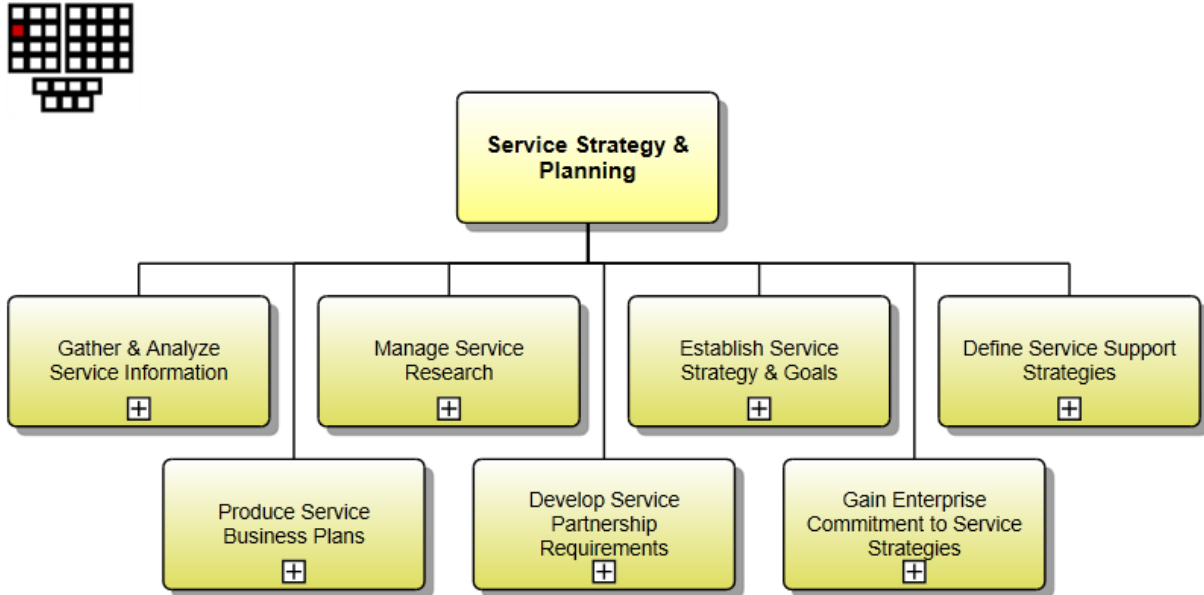
Figure 4-1 Service Strategy & Planning decomposition into level 3 processes

Process Identifier: 1.2.2.1

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

Enable the development of a strategic view and a multi-year business plan for the enterprise's services and service directions, and the parties who will supply the required services.

Extended Description

Service Strategy & Planning processes enable the development of a strategic view and a multi-year business plan for the enterprise's services and service directions, and the parties who will supply the required services. Research & analysis is performed to determine service targets as well as strategies to reach the defined targets. This research may be obtained from the external market, or developed internally through research programs and activities, or leverage of other internal

knowledge. A key input to the service strategy arises from the enterprise's market and product portfolio strategy and forecasts. A focus is placed on the expansion of the existing service capabilities and the identification of new service capabilities required. These processes deliver and develop annual and multi-year service plans in support of products and offers that include volume forecasts, negotiation for required levels of resources, gaining service development and management as well as supply chain commitment and executive approval for the plans. Forecasting of service demand, and capturing of new opportunities, are both essential to ensure that the enterprise can implement the services necessary for the future needs of their customers and potential customers. These processes define the service standards sought, key new service capabilities required, service support levels and approaches required, service design elements to be developed, as well as service cost parameters and targets. These processes also define the policies relating to technical services and their implementation.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Candidate Explanatory

Reserved for future use.

Candidate Mandatory

Reserved for future use.

Candidate Optional

Reserved for future use.

Candidate Interactions

Reserved for future use.

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 Product Management** (broadband_pm@telkom.co.id) for Telkom Indonesia approved access to the following document which contains Telkom Indonesia's mapping details for the Business Process Framework processes defined for Level 2 process, 1.2.2.1 - Service Strategy & Planning.*

1.2.2.1 - Service Strategy & Planning document:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27664&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 1.2.2.1 - Service Strategy & Planning.

Table 4-1 1.2.2.1 Service Strategy & Planning – Detailed Conformance Scores

Operations: Level 1: 1.2.2 - Service Development & Management Level 2: 1.2.2.1 - Service Strategy & Planning	Conformance Scores
1.2.2.1.1 - Gather & Analyze Service Information	**5**
1.2.2.1.1.1 - Gather Service Information	100%
1.2.2.1.1.2 - Analyze new service directions/enhance existing service	100%
1.2.2.1.1.3 - Analyze to develop new service requirements	100%
1.2.2.1.1.4 - Analyze service growth	100%
1.2.2.1.2 - Manage Service Research	**5**
1.2.2.1.2.1 - Manage service research investigations	100%
1.2.2.1.2.2 - Manage administration of service research	100%
1.2.2.1.2.3 - Define service research assessment methodologies	100%
1.2.2.1.3 - Establish Service Strategy & Goals	**5**
1.2.2.1.3.1 - Establish service strategy	100%
1.2.2.1.3.2 - Develop Service Strategy	100%
1.2.2.1.3.3 - Establish Service goals	100%
1.2.2.1.3.4 - Determine Service Strategy Perspective	100%
1.2.2.1.3.5 - Formulate Strategic Position	100%
1.2.2.1.3.6 - Produce Service Strategic Plan	100%
1.2.2.1.3.7 - Determine Actionable Patterns	100%
1.2.2.1.4 - Define Service Support Strategies	**5**
1.2.2.1.4.1 - Define service support Principles	100%
1.2.2.1.4.2 - Define service support Policies	100%
1.2.2.1.4.3 - Define Service Support performance standards	100%
1.2.2.1.5 - Produce Service Business Plans	**5**
1.2.2.1.5.1 - Develop & Deliver annual/multiyear service business plans	100%
1.2.2.1.5.2 - Forecast service demand & capture new opportunities	100%
1.2.2.1.5.3 - Asses impact of service business plan	100%
1.2.2.1.5.4 - Identify timetables for new service capability introduction	100%
1.2.2.1.5.5 - Identify logistics for new service capability introduction	100%
1.2.2.1.6 - Develop Service Partnership Requirements	**5**
1.2.2.1.6.1 - Identify the requirements for service aspects	100%
1.2.2.1.6.2 - Recommend Service Partnership	100%
1.2.2.1.6.3 - Determine extent of service aspect sourcing	100%
1.2.2.1.7 - Gain Enterprise Commitment to Service Strategies	**5**
1.2.2.1.7.1 - Identify Stakeholders to service strategy and service plans	100%
1.2.2.1.7.2 - Gain service strategy and service plans Stakeholders approval	100%
1.2.2.1.7.3 - Gain Enterprise Commitment to service strategy and service plans	100%

4.2 L2: 1.2.2.2 - Service Capability Delivery
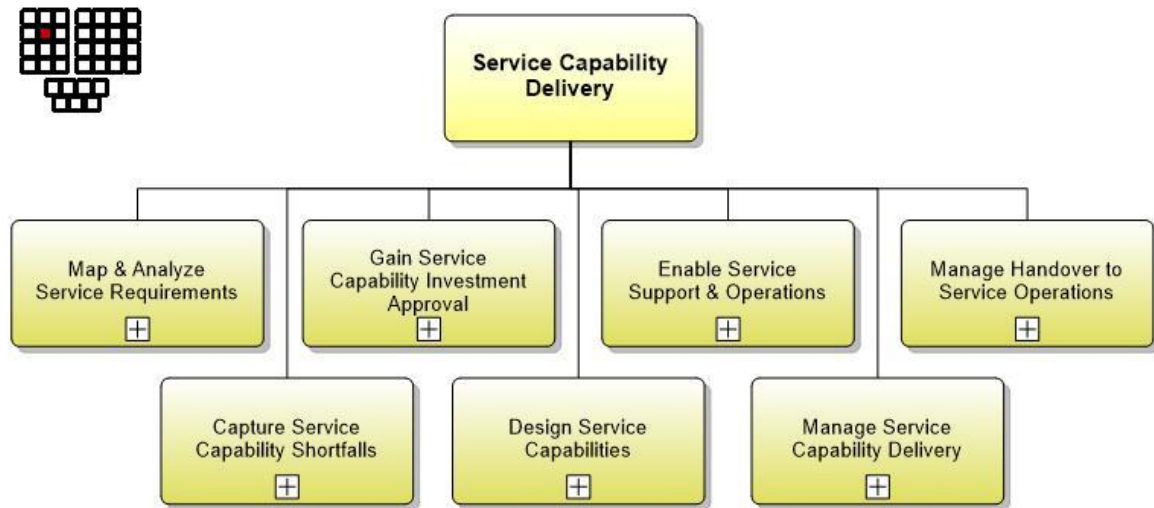
Figure 4-2 Service Capability Delivery decomposition into level 3 processes

Process Identifier: 1.2.2.2

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

Plan and deliver the total capabilities required to deliver changes to service.

Extended Description

Service Capability Delivery processes plan and deliver the total capabilities required to deliver changes to service, as necessary. This involves integration of capability delivered from within the enterprise, and capability delivered from a partner/supplier.

Service demand forecasting and capturing of new opportunities, are both essential to ensure that the enterprise can implement the services necessary for the future needs of their customers and potential customers.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Candidate Explanatory

Reserved for future use.

Candidate Mandatory

Reserved for future use.

Candidate Optional

Reserved for future use.

Candidate Interactions

Reserved for future use.

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 Product Management** (broadband_pm@telkom.co.id) for Telkom Indonesia approved access to the following document which contains Telkom Indonesia's mapping details for the Business Process Framework processes defined for Level 2 process, 1.2.2.2 - Service Capability Delivery.*

1.2.2.2 - Service Capability Delivery document:

http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27665&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 1.2.2.2 - Service Capability Delivery.

Table 4-2 1.2.2.2 Service Capability Delivery - Detailed Conformance Scores

Operations: Level 1: 1.2.2 - Service Development & Management 1.2.2.2 - Service 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 L2: 1.2.2.3 - Service Development & Retirement
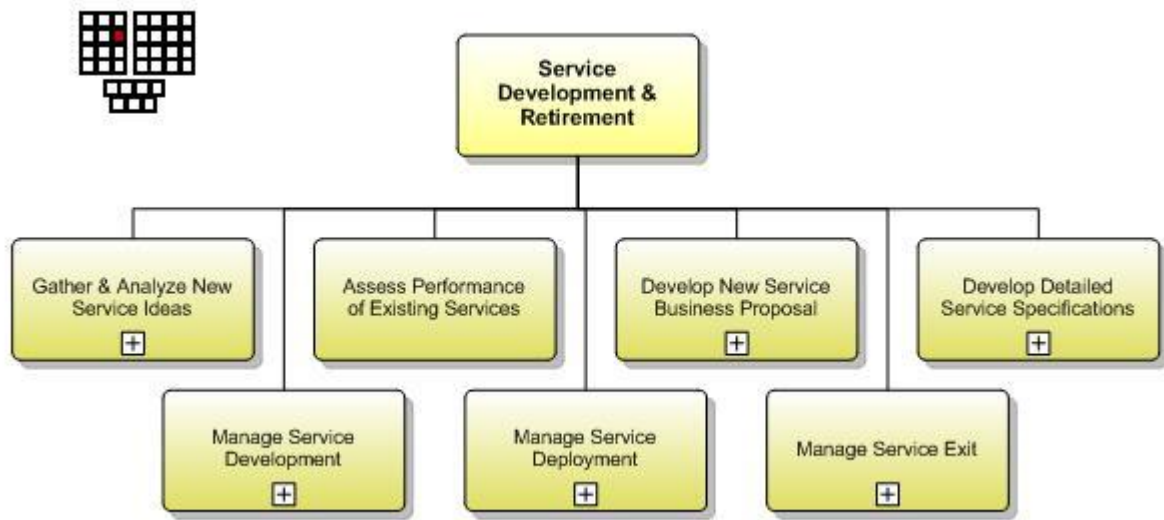
Figure 4-3 Service Development & Retirement decomposition into level 3 processes

Process Identifier: 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

Develop and deliver new or enhanced service types.

Extended Description

Service Development & Retirement processes are project oriented in that they develop and deliver new or enhanced service types. These processes include process and procedure implementation, systems changes and customer documentation. They also undertake rollout and testing of the service type, capacity management and costing of the service type. It ensures the ability of the enterprise to deliver service types according to requirements.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use

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 Product Management** (broadband_pm@telkom.co.id) for Telkom Indonesia approved access to the following document which contains Telkom Indonesia's mapping details for the Business Process Framework processes defined for Level 2 process, 1.2.2.3 - Service Development & Retirement.*

1.2.2.3 - Service Development & Retirement document:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27666&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 1.2.2.3 - Service Development & Retirement.

Table 4-3 1.2.2.3 Service Development & Retirement - Detailed Conformance Scores

Operations: Level 1: 1.2.2 - Service Development & Management 1.2.2.3 - Service Development & Retirement	Conformance Scores
1.2.2.3.1 - Gather & Analyze New Service Ideas	**5**
1.2.2.3.1.2 - Analyze Service Classes	100%
1.2.2.3.1.3 - Develop Service Classes	100%
1.2.2.3.2 - Assess Performance of Existing Services	**5**
1.2.2.3.3 - Develop New Service Business Proposal	**5**
1.2.2.3.3.1 - Develop Service Business Proposal	100%
1.2.2.3.3.2 - Gain Service Business Proposal Approval	100%
1.2.2.3.4 - Develop Detailed Service Specifications	**5**
1.2.2.3.4.1 - Develop Detailed Service Technical Specifications	100%
1.2.2.3.4.2 - Develop Detailed Service Support Specifications	100%
1.2.2.3.4.3 - Develop Detailed Service Operational Specifications	100%
1.2.2.3.4.4 - Develop Detailed Service Customer Manuals	100%
1.2.2.3.5 - Manage Service Development	**5**
1.2.2.3.5.1 - Identify Required Processes & Procedures for Services	100%
1.2.2.3.5.2 - Develop Required Processes & Procedures for Services	100%
1.2.2.3.5.3 - Develop Service & Operational Agreements for Services	100%
1.2.2.3.5.4 - Gain Service & Operational Agreements Approval for Services	100%
1.2.2.3.5.5 - Produce Supporting Documentation & Training Packages for Services	100%
1.2.2.3.6 - Manage Service Deployment	**5**
1.2.2.3.6.1 - Manage Service Process & Procedure Implementation	100%
1.2.2.3.6.2 - Manage Service Operational Staff Training	100%
1.2.2.3.6.3 - Develop Service Supplier/Partner Operational Support	100%
1.2.2.3.6.4 - Manage Service Acceptance Testing	100%
1.2.2.3.7 - Manage Service Exit	**5**

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 Products 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 13.0 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 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 Products 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.
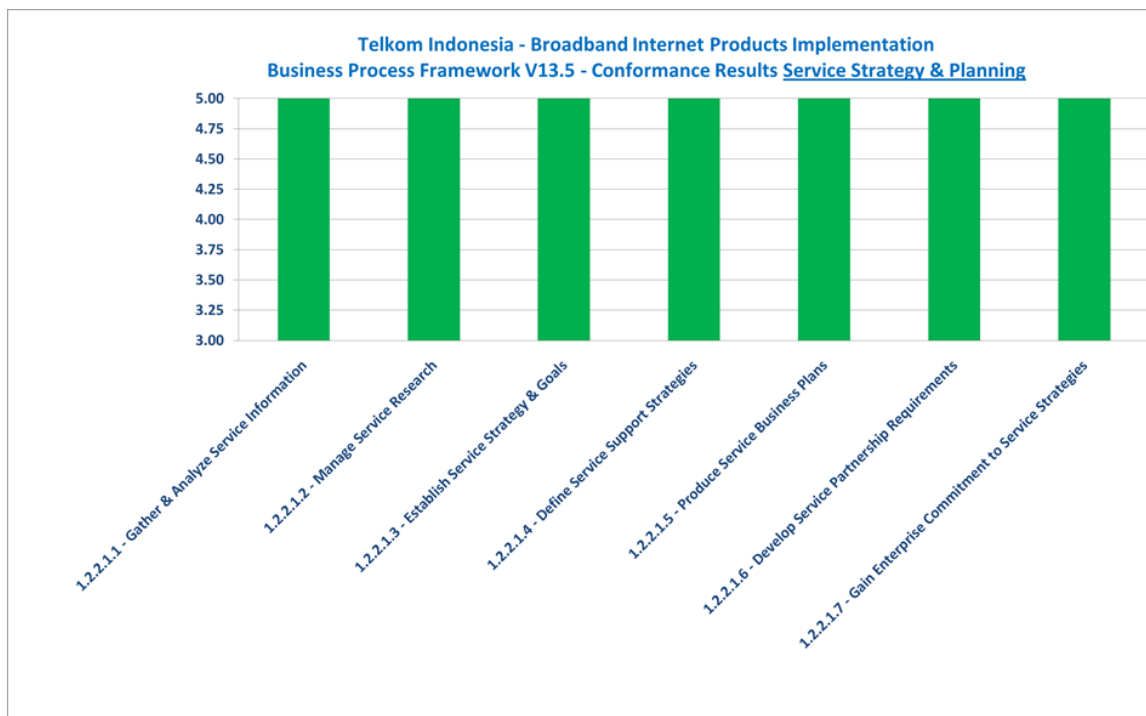

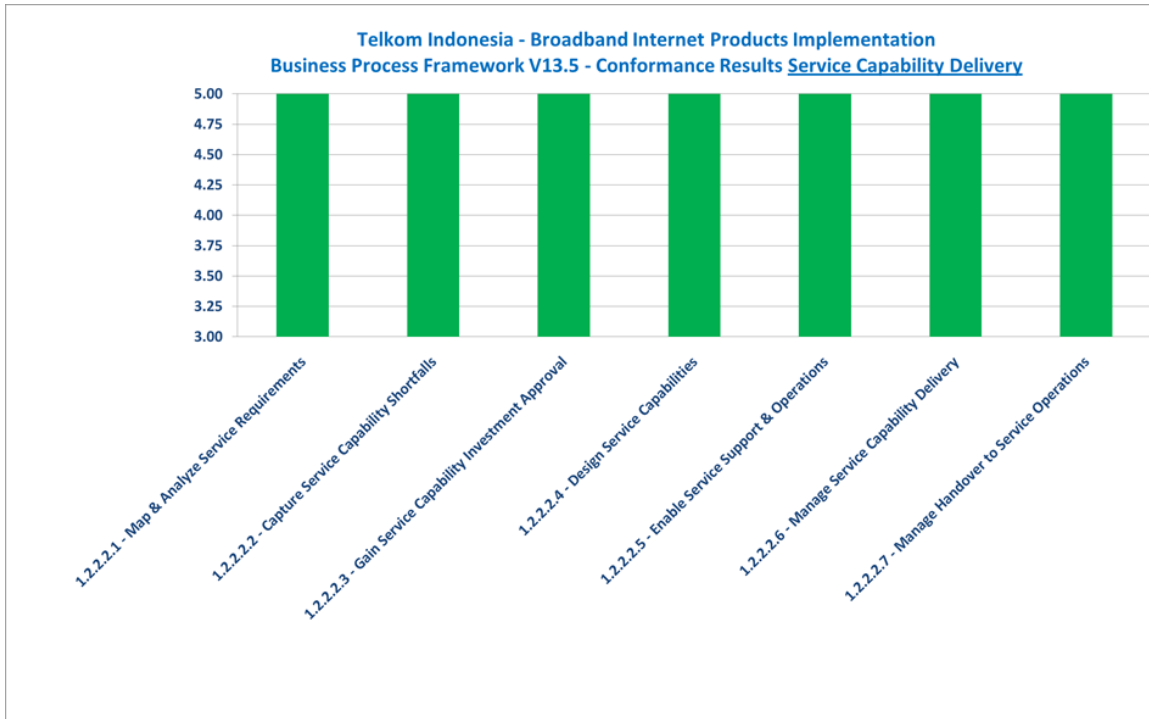**Figure 6-2 1.2.2.1 Service Strategy & Planning Conformance Result Summary**

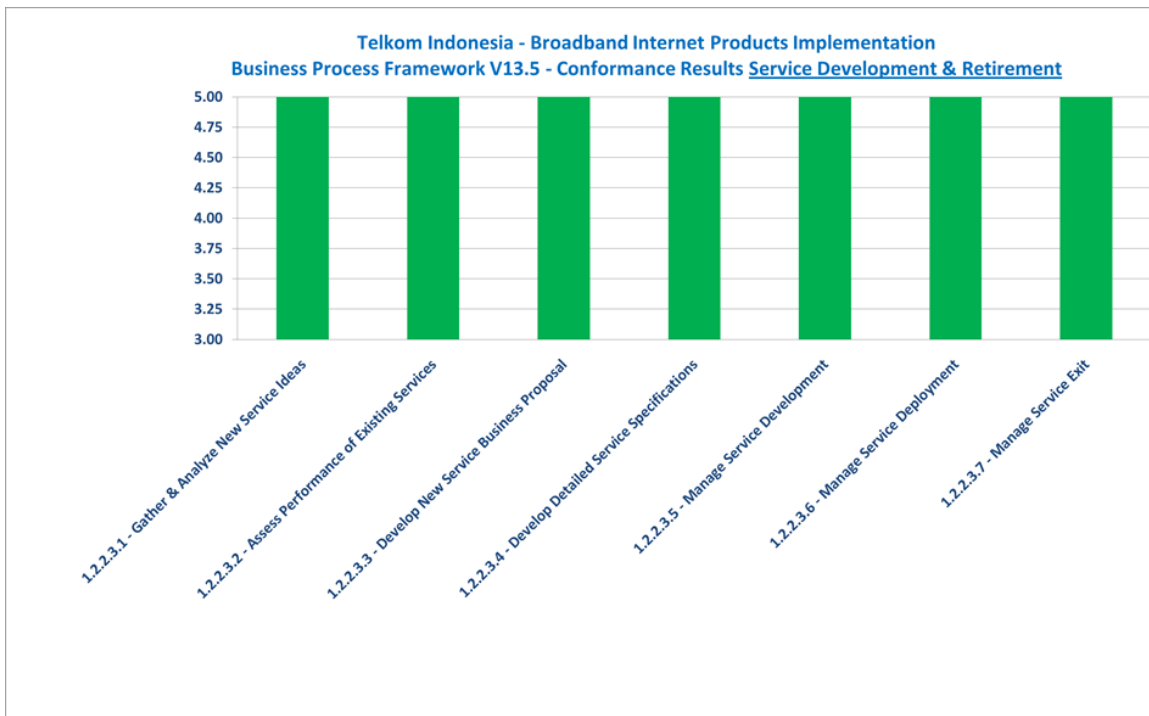**Figure 6-3 1.2.2.2 Service Capability Delivery Conformance Result Summary**

Figure 6-4 1.2.2.3 Service 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 Products - Implementation Business Process Framework (eTOM) Release 13.5 Conformance		
Level 1: 1.2.2 - Service Development & Management		
Level 2: 1.2.2.1 - Service Strategy & Planning	**[7/7]**	
1.2.2.1.1 - Gather & Analyze Service 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).
1.2.2.1.2 - Manage Service 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).
1.2.2.1.3 - Establish Service Strategy & Goals	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).
1.2.2.1.4 - Define Service 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).

28

1.2.2.1.5 - Produce Service 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).
1.2.2.1.6 - Develop Service 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).
1.2.2.1.7 - Gain Enterprise Commitment to Service 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).
Level 2: 1.2.2.2 - Service Capability Delivery	**[7/7]**	
1.2.2.2.1 - Map & Analyze Service 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).
1.2.2.2.2 - Capture Service 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).
1.2.2.2.3 - Gain Service 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).

1.2.2.2.4 - Design Service 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).
1.2.2.2.5 - Enable Service 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).
1.2.2.2.6 - Manage Service 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).
1.2.2.2.7 - Manage Handover to Service 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).
Level 2: 1.2.2.3 - Service Development & Retirement	**[7/7]**	
1.1.1.5.1 - Determine Customer Order Feasibility	**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).
1.1.1.5.2 - Authorize Credit	**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).

1.1.1.5.4 - Track & Manage Customer Order Handling	**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).
1.1.1.5.5 - Complete Customer Order	**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).
1.1.1.5.6 - Issue Customer Orders	**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).
1.1.1.5.8 - Close Customer Order	**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 13.0 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 *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.