Frameworx 14.0 Implementation Conformance Certification Report

JAWWAL

BUSINESS PROCESS IMPLEMENTATION

December 2014

Version 1.0

Table of Contents

List of Figures

List of Tables

1 Introduction

1.1 Executive Summary

This document provides details of Jawwal's self-assessment and TM Forum's Conformance Assessment of the **Jawwal Business Process Implementation**, against the following Frameworx 14.0 components:

- Business Process Framework Version 14.0

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 14.0 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 .

For further details of Jawwal's Business Process Implementation, please contact Noor Halta (noor.halta@jawwal.ps) or Mohammad Fahed (mohammad.fahed@jawwal.ps).

2 Implementation Functionality/Capability Overview

2.1 Jawwal Business Process Implementation Overview

As the leader in the Palestinian mobile telecommunications market, Jawwal aims to maintain its lead by continuously approaching a higher quality of wireless communications services. The company is composed of several directorates each with specific tasks and goals working together in order to reach for the highest possible efficiency which acts as a building-block in the performance of telecommunication companies.

Jawwal faced a deficiency in the harmonization between the market needs and its technical capabilities. In order to achieve the right alignment, it was vital to acknowledge that the company has had a conflict regarding the standardization of some systems, and the fact that processes are only defined on an operational level.

Nowadays, Jawwal implements a consistent process framework which has resulted in an increased efficiency and a higher service quality, both when combined make the company one with a remarkable planning procedure, an ability to be constantly engaged in future progress, and a company that meets the standards when requesting new systems through Request for Proposal (RFP).

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 Jawwal 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 Jawwal.

Please contact conformance@tmforum.org for further information or for Jawwal 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 Jawwal Business Process implementation for the Level 2 processes.
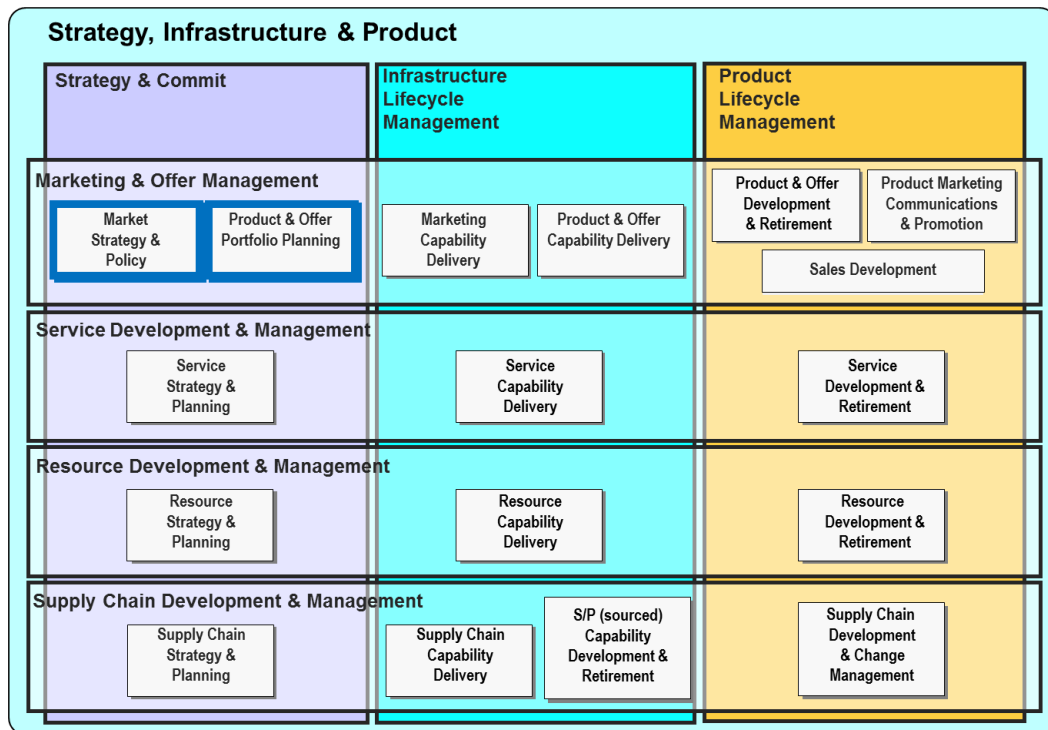
Figure 3-1 SIP Level 2 process coverage for Jawwal Business Process Assessment
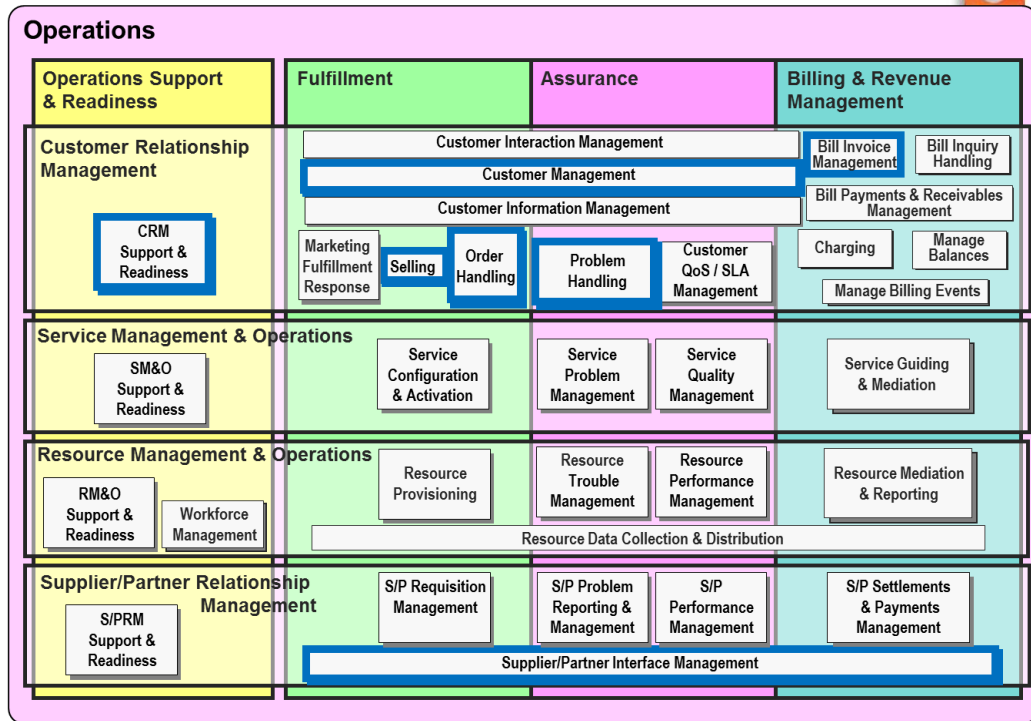
Figure 3-2 Operations Level 2 process coverage for Jawwal Business Process Assessment

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.
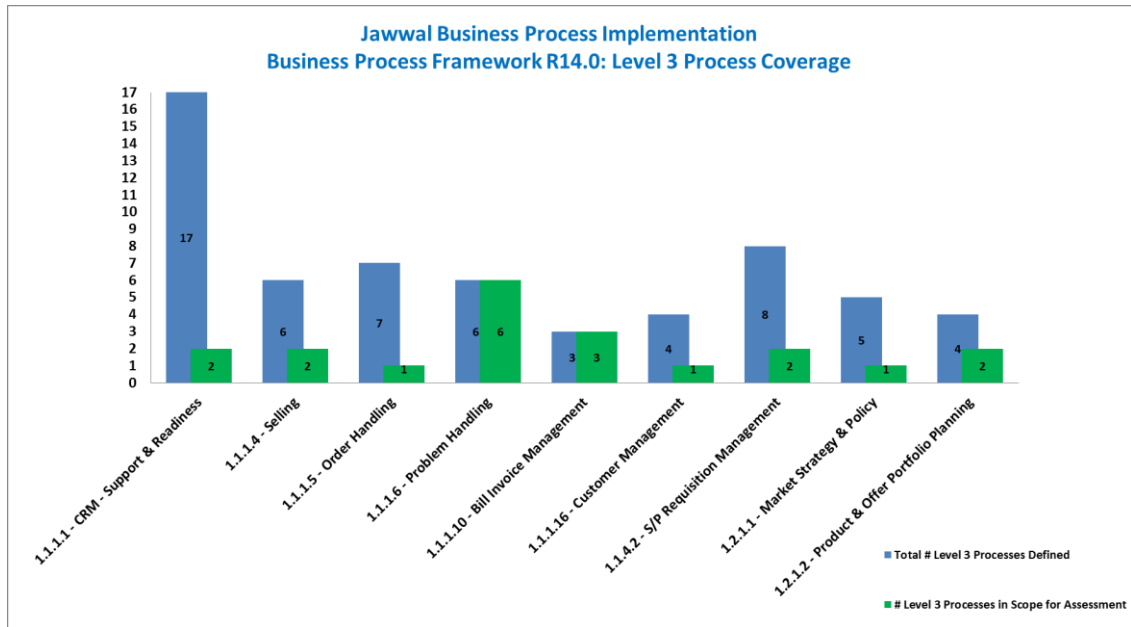
Figure 3-3 Level 3 process coverage for Jawwal Business Process Implementation Assessment

4 Business Process Framework – Process Mapping Descriptions

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

TM Forum Note:
As the mapping details provided by Jawwal for the Frameworx Conformance Assessment is considered confidential information, please contact TM Forum (conformance@tmforum.org) or Jawwal Business Process Team members Noor Halta (noor.halta@jawwal.ps) or Mohammad Fahed (mohammad.fahed@jawwal.ps) for access to the detailed mapping information.

4.1 Level 2 Process: 1.1.1.1 - CRM - Support & Readiness

The following level 3 Processes were submitted in scope for 1.1.1.1 - CRM - Support & Readiness:

- 1.1.1.1.2 - Support Order Handling
- 1.1.1.1.12 - Manage Sales Inventory

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27905&team_ID=339

4.1.1 CRM Support & Readiness (1.1.1.1) - Conformance Scores

Table 4-1 CRM Support & Readiness (1.1.1.1) - Conformance Scores

Jawwal Business Process Implementation - 1.1.1.1 CRM - Support & Readiness	
L3/L4 Processes	**Score**
Level 2:1.1.1.1 - CRM - Support & Readiness	
1.1.1.1.1 - Support Customer Interface Management	*N/A*
1.1.1.1.2 - Support Order Handling	**4.72**
1.1.1.1.2.1 - Ensure Order Handling Capability*	*N/A*
1.1.1.1.2.3 - Forecast Order Handling Requirements	75%
1.1.1.1.2.4 - Capacity Plan Order Handling Infrastructure	100%
1.1.1.1.2.5 - Manage Order Handling Organizational Changes	100%
1.1.1.1.2.6 - Support Order Handling Infrastructure Deployment	75%
1.1.1.1.2.7 - Approve Order Handling Procedures	100%
1.1.1.1.2.8 - Accept Order Handling Infrastructure	100%
1.1.1.1.2.9 - Address Order Handling infrastructure Issues	75%
1.1.1.1.2.10 - Roll-out Order Handling Infrastructure	100%
1.1.1.1.2.11 - Detect Order Handling infrastructure Shortfalls	75%
1.1.1.1.2.12 - Rebalance Order Handling Infrastructure Utilization	50%
1.1.1.1.2.13 - Remove Order Handling Infrastructure	75%
1.1.1.1.2.14 - Report Order Handling Infrastructure Capacity	100%
1.1.1.1.2.15 - Track Third-Party Order Handling Infrastructure Deployment	75%
1.1.1.1.2.16 - Report Order Handling Infrastructure Deployment Process Capability	75%
1.1.1.1.2.17 - Manage Order Handling Notification	100%
1.1.1.1.2.18 - Undertake Order Handling Trend Analysis	100%
1.1.1.1.3 - Support Problem Handling	*N/A*
1.1.1.1.5 - Support Retention & Loyalty	*N/A*
1.1.1.1.6 - Support Marketing Fulfillment	*N/A*
1.1.1.1.7 - Support Selling	*N/A*
1.1.1.1.8 - Support Customer QoS/SLA	*N/A*
1.1.1.1.9 - Manage Campaign	*N/A*
1.1.1.1.10 - Manage Customer Inventory	*N/A*
1.1.1.1.11 - Manage Product Offering Inventory	*N/A*
1.1.1.1.12 - Manage Sales Inventory	**4.64**
1.1.1.1.12.1 - Identify Relevant Sales Inventory Information	100%

1.1.1.1.12.2 - Maintain Sales Inventory facilities	100%
1.1.1.1.12.3 - Manage Sales Inventory Capture	100%
1.1.1.1.12.4 - Control Sales Inventory Access	100%
1.1.1.1.12.5 - Ensure Sales Inventory Data Quality	50%
1.1.1.1.12.6 - Track Sales Inventory Usage	50%
1.1.1.1.12.7 - Identify Sales Inventory Shortcomings	75%
1.1.1.1.13 - Support Bill Invoice Management	*N/A*
1.1.1.1.14 - Support Bill Payments & Receivables Management	*N/A*
1.1.1.1.15 - Support Bill Inquiry Handling	*N/A*
1.1.1.1.16 - Support Charging	*N/A*
1.1.1.1.17 - Support Manage Billing Events	*N/A*
1.1.1.1.18 - Support Manage Balance	*N/A*

* NOTE: This process is a redundant process that shall be removed in the next Business Process Framework release.

4.2 Level 2 Process: 1.1.1.4 Selling

The following level 3 Processes were submitted in scope for 1.1.1.4 Selling:
- 1.1.1.4.6 - Develop Sales Proposal
- 1.1.1.4.7 - Manage Sales Accounts

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27906&team_ID=339

4.2.1 Selling (1.1.1.4) - Conformance Scores

Table 4-2 Selling (1.1.1.4) - Conformance Scores

Jawwal Business Process Implementation - 1.1.1.4 Selling	
L3/L4 Processes	**Score**
Level 2: 1.1.1.4 - Selling	
1.1.1.4.1 - Manage Prospect	*N/A*
1.1.1.4.2 - Qualify Opportunity	*N/A*
1.1.1.4.3 - Negotiate Sales/Contract	*N/A*
1.1.1.4.5 - Cross/Up Selling	*N/A*
1.1.1.4.6 - Develop Sales Proposal	**5**
1.1.1.4.6.1 - Ascertain Customer Requirements	100%
1.1.1.4.6.2 - Determine Support for Customer Requirements	100%
1.1.1.4.6.3 - Develop Proposal against Customer Requirements	100%
1.1.1.4.7 - Manage Sales Accounts	**5**
1.1.1.4.7.1 - Contact Customer (on regular basis)	100%
1.1.1.4.7.2 - Develop Contacts & Leads	100%
1.1.1.4.7.3 - Update Sales Repository	100%

4.3 Level 2 Process: 1.1.1.5 – Order Handling

The following level 3 Processes were submitted in scope for 1.1.1.5 – Order Handling:
- 1.1.1.5.6 - Issue Customer Orders

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27907&team_ID=339

4.3.1 Order Handling (1.1.1.5) - Conformance Scores

Table 4-3 Order Handling (1.1.1.5) - Conformance Scores

Jawwal Business Process Implementation - 1.1.1.5 Order Handling	
L3/L4 Processes	**Score**
Level 2: 1.1.1.5 - Order Handling	
1.1.1.5.1 - Determine Customer Order Feasibility	*N/A*
1.1.1.5.2 - Authorize Credit	*N/A*
1.1.1.5.4 - Track & Manage Customer Order Handling	*N/A*
1.1.1.5.5 - Complete Customer Order	*N/A*
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	*N/A*
1.1.1.5.8 - Close Customer Order	*N/A*

4.4 Level 2 Process: 1.1.1.6 – Problem Handling

The following level 3 Processes were submitted in scope for 1.1.1.6 – Problem Handling:

- 1.1.1.6.1 - Isolate Customer Problem
- 1.1.1.6.2 - Report Customer Problem
- 1.1.1.6.3 - Track & Manage Customer Problem
- 1.1.1.6.4 - Close Customer Problem Report
- 1.1.1.6.5 - Create Customer Problem Report
- 1.1.1.6.6 - Correct & Recover Customer Problem

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27908&team_ID=339

4.4.1 Problem Handling (1.1.1.6) - Conformance Scores

Table 4-4 Problem Handling (1.1.1.6) - Conformance Scores

Jawwal Business Process Implementation - 1.1.1.6 Problem Handling	
L3/L4 Processes	**Score**
Level 2: 1.1.1.6 - Problem Handling	
1.1.1.6.1 - Isolate Customer Problem	**5.00**
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%
1.1.1.6.2 - Report Customer Problem	**4.92**
1.1.1.6.2.1 - Monitor Customer Problem	100%
1.1.1.6.2.2 - Distribute Customer Problem Notifications	75%
1.1.1.6.2.3 - Distribute Customer Problem Management Reports & Summaries	100%
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	100%
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%
1.1.2.4.6.7 – Engage External Service Suppliers*	100%
1.1.1.6.4 - Close Customer Problem Report	**4.8**
1.1.1.6.4.1 - Contact Customer for Feedback	75%
1.1.1.6.4.2 - Complete and Validate Customer Problem Report	100%
1.1.1.6.4.3 - Update Time to Restore Service	75%
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	**4**
1.1.1.6.5.1 - Generate Customer Problem Report	50%

1.1.1.6.5.2 - Obtain Configuration Information	50%
1.1.1.6.5.3 - Check for major outage	50%
1.1.1.6.6 - Correct & Recover Customer Problem	**5**
1.1.1.6.6.1 - Manage Product Restoration	100%
1.1.1.6.6.2 - Report Product Restoration Results	100%

* Process identifier is 1.1.2.4.6.7 per GB921DX.

4.5 Level 2 Process: 1.1.1.10 - Bill Invoice Management

The following level 3 Processes were submitted in scope for 1.1.1.10 - Bill Invoice Management:

- 1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates
- 1.1.1.10.2 - Create Customer Bill Invoice
- 1.1.1.10.3 - Produce & Distribute Bill

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27910&team_ID=339

4.5.1 Bill Invoice Management (1.1.1.10) - Conformance Scores

Table 4-5 Bill Invoice Management (1.1.1.10) - Conformance Scores

Jawwal Business Process Implementation - 1.1.1.10 - Bill Invoice Management	
L3/L4 Processes	**Score**
Level 2: 1.1.1.10 - Bill Invoice Management	
1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates	**5**
1.1.1.10.1.1 - Obtain Billing Events	100%
1.1.1.10.1.2 - Apply Pricing, Discounting, Adjustments & Rebates to Customer Account	100%
1.1.1.10.1.3 - Apply Agreed Customer Bill Adjustment	100%
1.1.1.10.2 - Create Customer Bill Invoice	**5**
1.1.1.10.2.1 - Render & Format Invoice	100%
1.1.1.10.2.2 - Deliver Electronic Invoice	100%
1.1.1.10.2.3 - Verify Invoice Quality	100%
1.1.1.10.2.4 - Manage Customer Invoice Archive	100%
1.1.1.10.3 - Produce & Distribute Bill	**5**
1.1.1.10.3.1 - Co-ordinate Billing Insertion	100%
1.1.1.10.3.2 - Establish & Manage Bill Production Cycle	100%
1.1.1.10.3.3 - Deliver Invoice Information	100%
1.1.1.10.3.4 - Administer Commercial Arrangement for Production and Distribution Capability	100%
1.1.1.10.3.5 - Manage Paper and Envelope Availability	100%
1.1.1.10.3.6 - Manage Production Run to Create Bill	100%
1.1.1.10.3.7 - Manage Physical Production & Distribution Quality	100%

4.6 Level 2 Process: 1.1.1.16 - Customer Management

The following level 3 Processes were submitted in scope for 1.1.1.16 - Customer Management:

- 1.1.1.16.1 - Enable Retention & Loyalty

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27908&team_ID=339

4.6.1 Customer Management (1.1.1.16) - Conformance Scores

Table 4-6 Customer Management (1.1.1.16) - Conformance Scores

Jawwal Business Process Implementation - 1.1.1.16 - Customer Management	
L3/L4 Processes	**Score**
Level 2: 1.1.1.16 - Customer Management	
1.1.1.16.1 - Enable Retention & Loyalty	**4.88**
1.1.1.16.1.1 - Build Customer Insight	100%
1.1.1.16.1.2 - Analyze & Manage Customer Risk	75%
1.1.1.16.1.3 - Personalize Customer Profile for Retention & Loyalty	100%
1.1.1.16.1.4 - Validate Customer Satisfaction	100%
1.1.1.16.2 - Establish Customer Relationship	*N/A*
1.1.1.16.3 - Re-establish Customer Relationship	*N/A*
1.1.1.16.4 - Terminate Customer Relationship	*N/A*

4.7 Level 2 Process: 1.1.4.2 - S/P Requisition Management

The following level 3 Processes were submitted in scope for 1.1.4.2 - S/P Requisition Management:

- 1.1.4.2.1 - Select Supplier/Partner
- 1.1.4.2.5 - Initiate S/P Requisition Order

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27912&team_ID=339

4.7.1 S/P Requisition Management (1.1.4.2) - Conformance Scores

Table 4-7 S/P Requisition Management (1.1.4.2) - Conformance Scores

Jawwal Business Process Implementation - 1.1.4.2 - S/P Requisition Management	
L3/L4 Processes	**Score**
Level 2: 1.1.4.2 - S/P Requisition Management	
1.1.4.2.1 - Select Supplier/Partner	**5.00**
1.1.4.2.1.1 - Identify Supplier/Partner	100%
1.1.4.2.1.2 - Select most appropriate Supplier/partner	100%
1.1.4.2.2 - Determine S/P Pre-Requisition Feasibility	*N/A*
1.1.4.2.3 - Track & Manage S/P Requisition	*N/A*
1.1.4.2.4 - Receive & Accept S/P Requisition	*N/A*
1.1.4.2.5 - Initiate S/P Requisition Order	**5.00**
1.1.4.2.5.1 - Generate S/P Requisition Order	100%
1.1.4.2.5.2 - Issue S/P Requisition Order	100%
1.1.4.2.6 - Report S/P Requisition	*N/A*
1.1.4.2.7 - Close S/P Requisition Order	*N/A*
1.1.4.2.8 - Recover S/P Product (Service/ Resource)	*N/A*

4.8 Level 2 Process: 1.2.1.1 - Market Strategy & Policy

The following level 3 Processes were submitted in scope for 1.2.1.1 - Market Strategy & Policy:

- 1.2.1.1.1 - Gather & Analyze Market Information

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27913&team_ID=339

4.8.1 1.2.1.1 - Market Strategy & Policy (1.2.1.1) - Conformance Scores

Table 4-8 Market Strategy & Policy (1.2.1.1) - Conformance Scores

Jawwal Business Process Implementation - 1.2.1.1 - Market Strategy & Policy	
L3/L4 Processes	**Score**
Level 2: 1.2.1.1 - Market Strategy & Policy	
1.2.1.1.1 - Gather & Analyze Market Information	**5.00**
1.2.1.1.1.1 - Gather Market Information	100%
1.2.1.1.1.2 - Analyze Market Information	100%
1.2.1.1.2 - Establish Market Strategy	*N/A*
1.2.1.1.3 - Establish Market Segments	*N/A*
1.2.1.1.4 - Link Market Segments & Products	*N/A*
1.2.1.1.5 - Gain Commitment to Marketing Strategy	*N/A*

4.9 Level 2 Process: 1.2.1.2 - Product & Offer Portfolio Planning

The following level 3 Processes were submitted in scope for 1.2.1.2 - Product & Offer Portfolio Planning:

- 1.2.1.2.3 - Produce Product Portfolio Business Plans
- 1.2.1.2.4 - Gain Commitment to Product Business Plans

The detailed mapping document can be accessed from the following location:
http://www.tmforum.org/cws/helper_controls/download.aspx?ID=27914&team_ID=339

4.9.1 Product & Offer Portfolio Planning (1.2.1.2) - Conformance Scores

Table 4-9 Product & Offer Portfolio Planning (1.2.1.2) - Conformance Scores

Jawwal Business Process Implementation - 1.2.1.2 - Product & Offer Portfolio Planning	
L3/L4 Processes	**Score**
Level 2: 1.2.1.2 - Product & Offer Portfolio Planning	
1.2.1.2.1 - Gather & Analyze Product Information	*N/A*
1.2.1.2.2 - Establish Product Portfolio Strategy	*N/A*
1.2.1.2.3 - Produce Product Portfolio Business Plans	**5.00**
1.2.1.2.3.1 - Co-ordinate Product Business Plans	100%
1.2.1.2.3.2 - Develop Product Portfolio Forecasts	100%
1.2.1.2.3.3 - Negotiate Product Business Plan Resources	100%
1.2.1.2.3.4 - Develop Outline Market Strategy	100%
1.2.1.2.3.5 - Develop Product Pricing Strategy	100%
1.2.1.2.3.6 - Develop Revenue/Cost Projections	100%
1.2.1.2.3.7 - Develop Product Performance Requirements	100%
1.2.1.2.3.8 - Develop Product Operational Requirements	100%
1.2.1.2.3.9 - Gain Business Plan Commitment and Approval	100%
1.2.1.2.3.10 - Communicate Business Plans	100%
1.2.1.2.4 - Gain Commitment to Product Business Plans	**5.00**
1.2.1.2.4.1 - Identify Stakeholders to Product Business plans	100%
1.2.1.2.4.2 - Gain Product Business plans Stakeholders approval	100%
1.2.1.2.4.3 - Gain Enterprise Commitment to Product Business plans	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 Results

This section details the Scores awarded to reflect Conformance of Jawwal Business Process Implementation to the Business Process Framework component of Frameworx 14.0.

6.1 Business Process Framework – Scoring Rules

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

Frameworx 14.0 Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Level Descriptions (Level 3 processes)		
Process level	**Conformance Score**	**Qualifier**
Level 1	Not applicable	Conformance Assessment shall not be carried out at this process level - hence Confomance Level shall not be awarded at this level.
Level 2	Not applicable	A conformance level is not awarded to Level 2 processes in Frameworx 12.0 Assessments. The Certification Report shall highlight the coverage of 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 for the Level 2 process.
Level 3	Score is awarded between 3.1 & 5.	The Conformance Score is awarded for each Level 3 processes 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. *Any manual implementation of the process support shall be noted in the Conformance Report and Detailed Results Report.*

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 Jawwal Business Process 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 Jawwal Business Process Implementation – Frameworx Conformance Scores [1/3]

Jawwal Business Process Implementation
Business Process Framework V14.0 - Conformance Results

Level 2: 1.1.1.6 - Problem Handling   Level 2: 1.1.1.10 - Bill Invoice   Level 2:
                                                  Management   1.1.1.16 -
                                                                          Customer
                                                                         Management

Level 1: 1.1.1 - CRM Support & Readiness

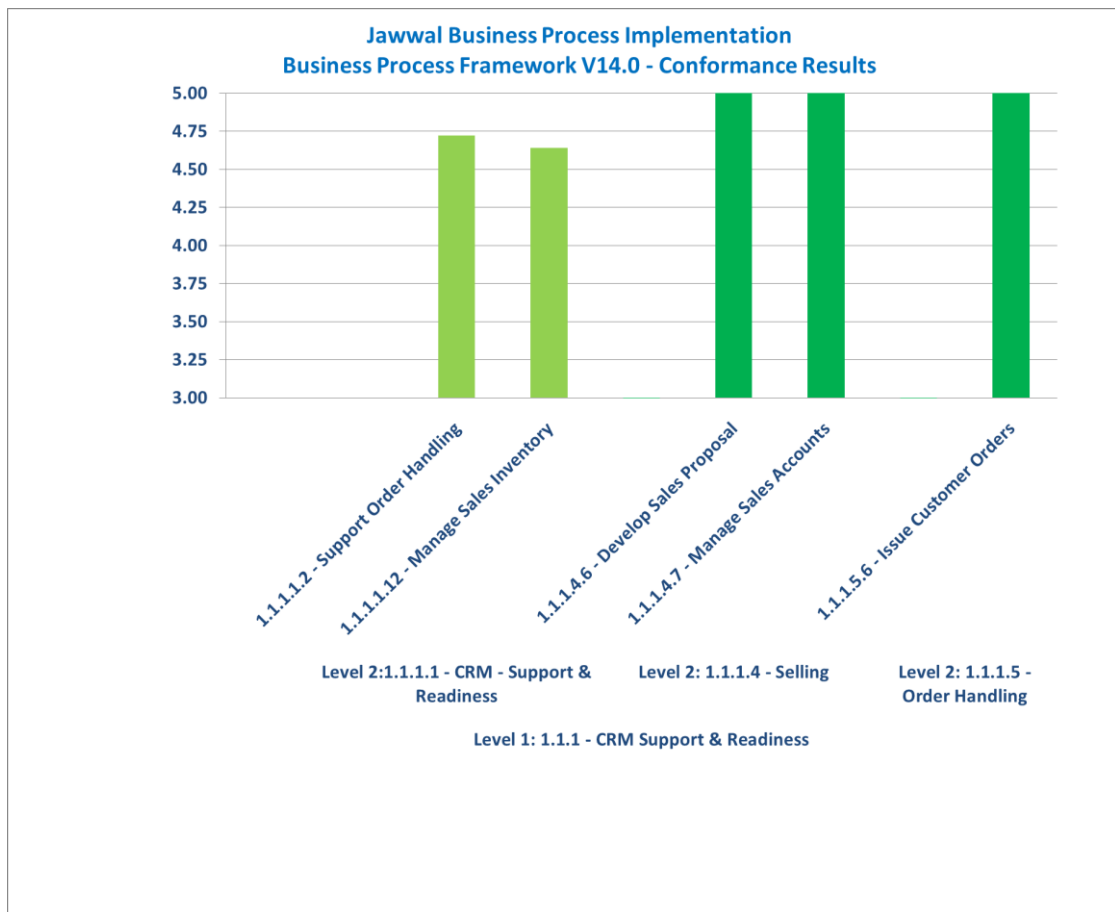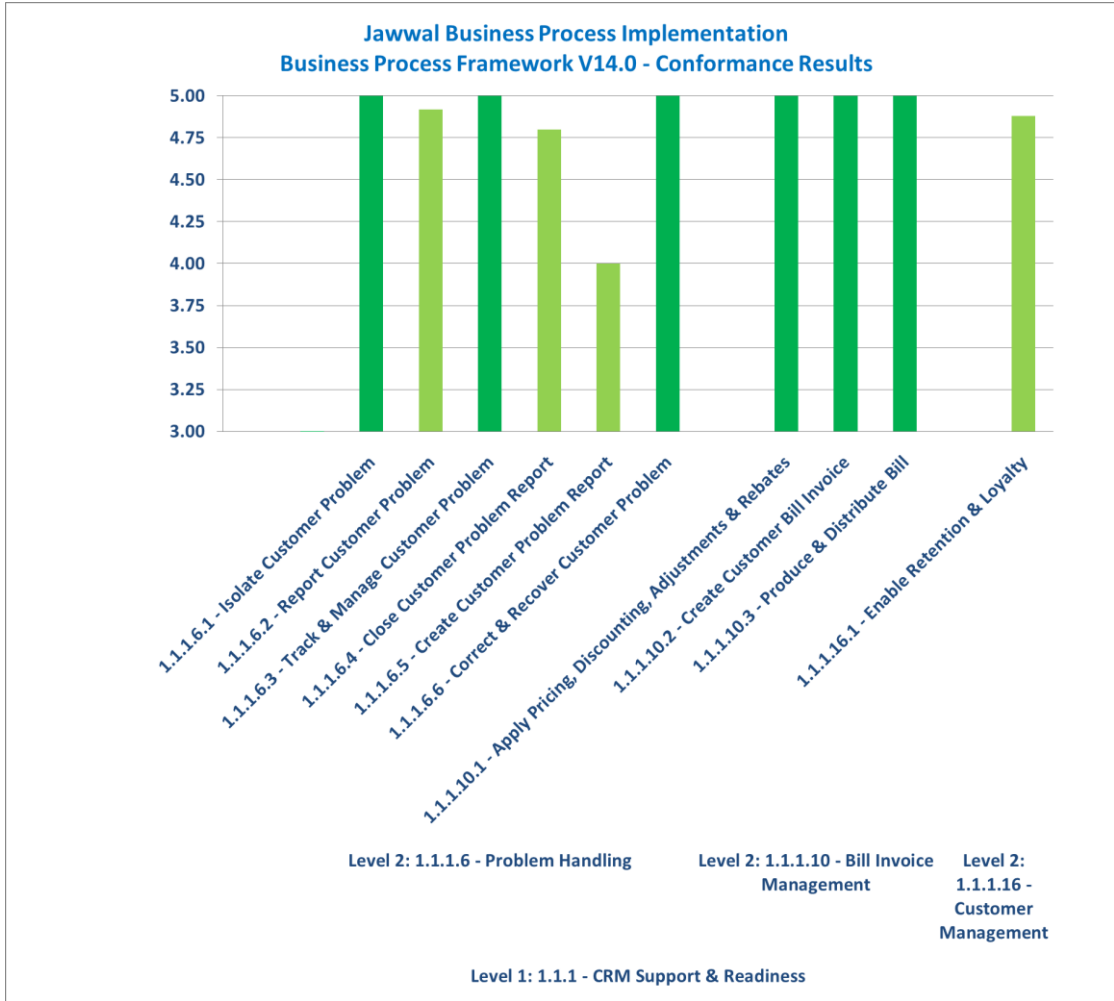**Figure 6-3 Jawwal Business Process Implementation – Frameworx Conformance Scores [2/3]**

Jawwal Business Process Implementation
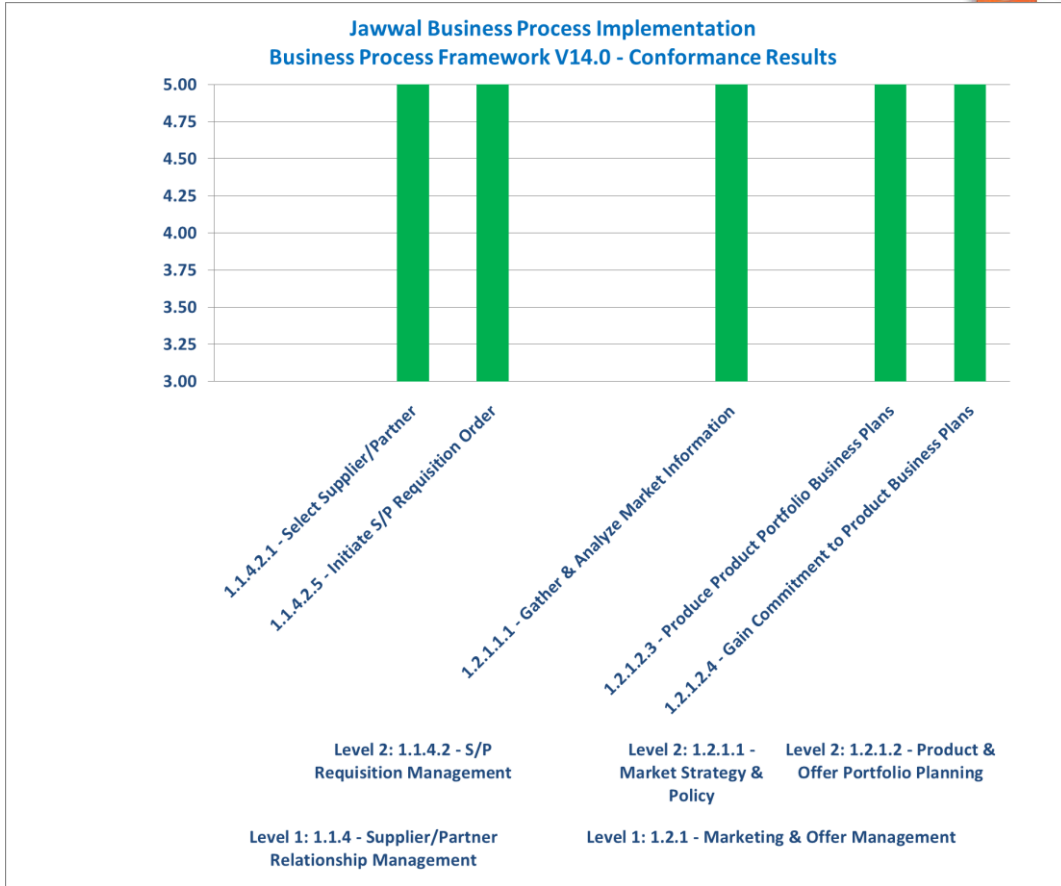**Business Process Framework V14.0 - Conformance Results**

Figure 6-4 Jawwal Business Process Implementation – Frameworx Conformance Scores [3/3]

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

Jawwal - Business Process Implementation - Conformance Scores Business Process Framework (eTOM) Release 14.0 Conformance		
L1/L2/L3 Processes	**L3 Process Score [L2 Coverage]**	**Comment**
Level 2:1.1.1.1 - CRM - Support & Readiness	**[2/17]**	
1.1.1.1.1 - Support Customer Interface Management	*N/A*	*Not in scope*
1.1.1.1.2 - Support Order Handling	**4.72**	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process supported alignment criteria with the standard Business Process Framework (eTOM) but with some deviations.
1.1.1.1.3 - Support Problem Handling	*N/A*	*Not in scope*
1.1.1.1.5 - Support Retention & Loyalty	*N/A*	*Not in scope*
1.1.1.1.6 - Support Marketing Fulfillment	*N/A*	*Not in scope*
1.1.1.1.7 - Support Selling	*N/A*	*Not in scope*
1.1.1.1.8 - Support Customer QoS/SLA	*N/A*	*Not in scope*
1.1.1.1.9 - Manage Campaign	*N/A*	*Not in scope*
1.1.1.1.10 - Manage Customer Inventory	*N/A*	*Not in scope*
1.1.1.1.11 - Manage Product Offering Inventory	*N/A*	*Not in scope*

1.1.1.1.12 - Manage Sales Inventory	**4.64**	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process supported alignment criteria with the standard Business Process Framework (eTOM) but with some deviations.
1.1.1.1.13 - Support Bill Invoice Management	*N/A*	*Not in scope*
1.1.1.1.14 - Support Bill Payments & Receivables Management	*N/A*	*Not in scope*
1.1.1.1.15 - Support Bill Inquiry Handling	*N/A*	*Not in scope*
1.1.1.1.16 - Support Charging	*N/A*	*Not in scope*
1.1.1.1.17 - Support Manage Billing Events	*N/A*	*Not in scope*
1.1.1.1.18 - Support Manage Balance	*N/A*	*Not in scope*
Level 2: 1.1.1.4 - Selling	**[2/6]**	
1.1.1.4.1 - Manage Prospect	*N/A*	*Not in Scope*
1.1.1.4.2 - Qualify Opportunity	*N/A*	*Not in Scope*
1.1.1.4.3 - Negotiate Sales/Contract	*N/A*	*Not in Scope*
1.1.1.4.5 - Cross/Up Selling	*N/A*	*Not in Scope*
1.1.1.4.6 - Develop Sales Proposal	**5**	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.4.7 - Manage Sales Accounts	**5**	**Full Conformance** 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: 1.1.1.5 - Order Handling	**[1/7]**	
1.1.1.5.1 - Determine Customer Order Feasibility	*N/A*	*Not in Scope*
1.1.1.5.2 - Authorize Credit	*N/A*	*Not in Scope*

1.1.1.5.4 - Track & Manage Customer Order Handling	*N/A*	*Not in Scope*
1.1.1.5.5 - Complete Customer Order	*N/A*	*Not in Scope*
1.1.1.5.6 - Issue Customer Orders	**5**	**Full Conformance** 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	*N/A*	*Not in Scope*
1.1.1.5.8 - Close Customer Order	*N/A*	*Not in Scope*
Level 2: 1.1.1.6 - Problem Handling	**[6/6]**	
1.1.1.6.1 - Isolate Customer Problem	**5**	**Full Conformance** 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	**4.92**	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process supported alignment criteria with the standard Business Process Framework (eTOM) but with some deviations.
1.1.1.6.3 - Track & Manage Customer Problem	**5**	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

Process	Score	Conformance
1.1.1.6.4 - Close Customer Problem Report	4.8	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process supported alignment criteria with the standard Business Process Framework (eTOM) but with some deviations.
1.1.1.6.5 - Create Customer Problem Report	4	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process supported alignment criteria with the standard Business Process Framework (eTOM) but with some deviations.
1.1.1.6.6 - Correct & Recover Customer Problem	5	**Full Conformance** 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: 1.1.1.10 - Bill Invoice Management	**[3/3]**	
1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates	5	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.10.2 - Create Customer Bill Invoice	5	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

1.1.1.10.3 - Produce & Distribute Bill	**5**	**Full Conformance** 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: 1.1.1.16 - Customer Management	**[1/4]**	
1.1.1.16.1 - Enable Retention & Loyalty	**4.88**	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process supported alignment criteria with the standard Business Process Framework (eTOM) but with some deviations.
1.1.1.16.2 - Establish Customer Relationship	*N/A*	*N/A*
1.1.1.16.3 - Re-establish Customer Relationship	*N/A*	*N/A*
1.1.1.16.4 - Terminate Customer Relationship	*N/A*	*N/A*
Level 2: 1.1.4.2 - S/P Requisition Management	**[2/8]**	
1.1.4.2.1 - Select Supplier/Partner	**5**	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.4.2.2 - Determine S/P Pre-Requisition Feasibility	*N/A*	*Not in scope*
1.1.4.2.3 - Track & Manage S/P Requisition	*N/A*	*Not in scope*
1.1.4.2.4 - Receive & Accept S/P Requisition	*N/A*	*Not in scope*

1.1.4.2.5 - Initiate S/P Requisition Order	**5**	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
1.1.4.2.6 - Report S/P Requisition	*N/A*	*Not in scope*	
1.1.4.2.7 - Close S/P Requisition Order	*N/A*	*Not in scope*	
1.1.4.2.8 - Recover S/P Product (Service/ Resource)	*N/A*	*Not in scope*	
Level 2: 1.2.1.1 - Market Strategy & Policy	**[1/5]**		
1.2.1.1.1 - Gather & Analyze Market Information	**5**	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
1.2.1.1.2 - Establish Market Strategy	*N/A*	*Not in scope*	
1.2.1.1.3 - Establish Market Segments	*N/A*	*Not in scope*	
1.2.1.1.4 - Link Market Segments & Products	*N/A*	*Not in scope*	
1.2.1.1.5 - Gain Commitment to Marketing Strategy	*N/A*	*Not in scope*	
Level 2: 1.2.1.2 - Product & Offer Portfolio Planning	**[2/4]**		
1.2.1.2.1 - Gather & Analyze Product Information	*N/A*	*Not in scope*	
1.2.1.2.2 - Establish Product Portfolio Strategy	*N/A*	*Not in scope*	
1.2.1.2.3 - Produce Product Portfolio Business Plans	**5**	**Full Conformance** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	

1.2.1.2.4 - Gain Commitment to Product Business Plans	5	**Full Conformance** 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 14.0 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

<u>**Notes:**</u>

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.