

**Framework 11.5  
Product Conformance  
Certification Report**

**Quob Park Telecoms  
OS<sup>3</sup> Frameworks Version V8**

**August 2012**

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# 1 Introduction

## 1.1 Executive Summary

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This document provides details of Quob Park Telecoms' self-assessment and TM Forum's Conformance Assessment of **Quob Park Telecoms' OS<sup>3</sup> Frameworks Product**, against the following Framework 11.5 components:

- Information Framework Version 9.5

The assessment included a review of:

- Conformance to the Information Framework Release 9.5 Domains/Aggregate Business Entities according to the specific ABEs submitted in scope for the Assessment.

## 2 Product Functionality/Capability Overview

### 2.1 Quob Park Telecoms OS<sup>3</sup> Frameworks Version V8 – Product Overview

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The Operations Service and Support (OS<sup>3</sup>) Frameworks Suite has been designed to meet the Specific Service Management requirements of the Communication Service Providers and Enterprise Telecoms departments.

Built on the BMC Remedy Action Request System, OS<sup>3</sup> Frameworks Suite of products provides comprehensive out-of-the-box workflow based functionality for Network Operations. The OS<sup>3</sup> Frameworks Trouble Event Management (TEM) module, which follows an ITIL Incident Management lifecycle, provides the core orchestration engine and the information hub for the management of Trouble Tickets. It provides the means for internal and external network operations personnel, vendors and third party service providers to collaborate to resolve problems. The OS<sup>3</sup> Frameworks Network Engineering Change Management and Maintenance (NECMM) module, which follows an ITIL Change and Release Management lifecycle, provides a comprehensive platform to coordinate and manage all maintenance activities and changes to the network infrastructure. The Suite also includes Problem and Inventory Management, as well as a Customer Care module. Within the product there is also enhanced support for Site and Vendor Management. The Suite provides powerful graphical reporting and integration capability to help service providers address critical industry challenges such as convergence, quality of service (QOS) and to become 'lean operators'. The Products underlying TM Forum Information Framework (SID) based Information Model provides the foundation to support a geographically dispersed communication network infrastructure, with multiple associated relationships. These include associated Products and Services, Internal and External Service Teams, Vendors and Customers. The information Model provides the basis to support key OS<sup>3</sup> capabilities such as Impact Analysis, Correlation, Notification, Auto-assignment and Approvals. It also provides a powerful information structure from which to perform Analytics and Reporting.

Interoperability between OS<sup>3</sup> Frameworks Suite and other B/OSS tools is facilitated through the 'OS<sup>3</sup> B/OSS Platform Connect' Enterprise Service Bus (ESB) module, which includes TM Forum Integration Framework based OSS/J APIs. This currently includes JSR 91 Trouble Ticketing and JSR 142 Inventory Management.

While OS<sup>3</sup> benefits tremendously from adherence to industry standards its capability is grounded in over 14 years of telecom industry experience and feedback. The OS<sup>3</sup> Frameworks Suite has evolved with the understanding that Network Operations have very specific processes and Information requirements that differ from IT Operations and therefore requires a specialist approach.

OS<sup>3</sup> Frameworks Suite is available as either traditional On-Premise or 'Software as a Service'.

### **3 Business Process Framework Assessment Overview**

*Not applicable. This Certification does not cover the Business Process Framework component of Framework.*

## **4 Business Process Framework – Process Mapping Descriptions**

*Not applicable. This Certification does not cover the Business Process Framework component of Framework.*

## 5 Information Framework Assessment Overview

### 5.1 Mapping Technique Employed

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

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

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



## 5.2 Information Framework Assessment - ABE Scope

Figure 5.1 illustrates the Information Framework Level 1 ABEs (blue border) that were presented in scope for the Assessment, and the textual callouts represent the domain areas of the Quob Park Telecoms OS<sup>3</sup> Frameworks Product that were assessed and support the corresponding SID ABEs.

NOTE: The grey callouts are for information only and the associated ABEs were not part of the Framework assessment.

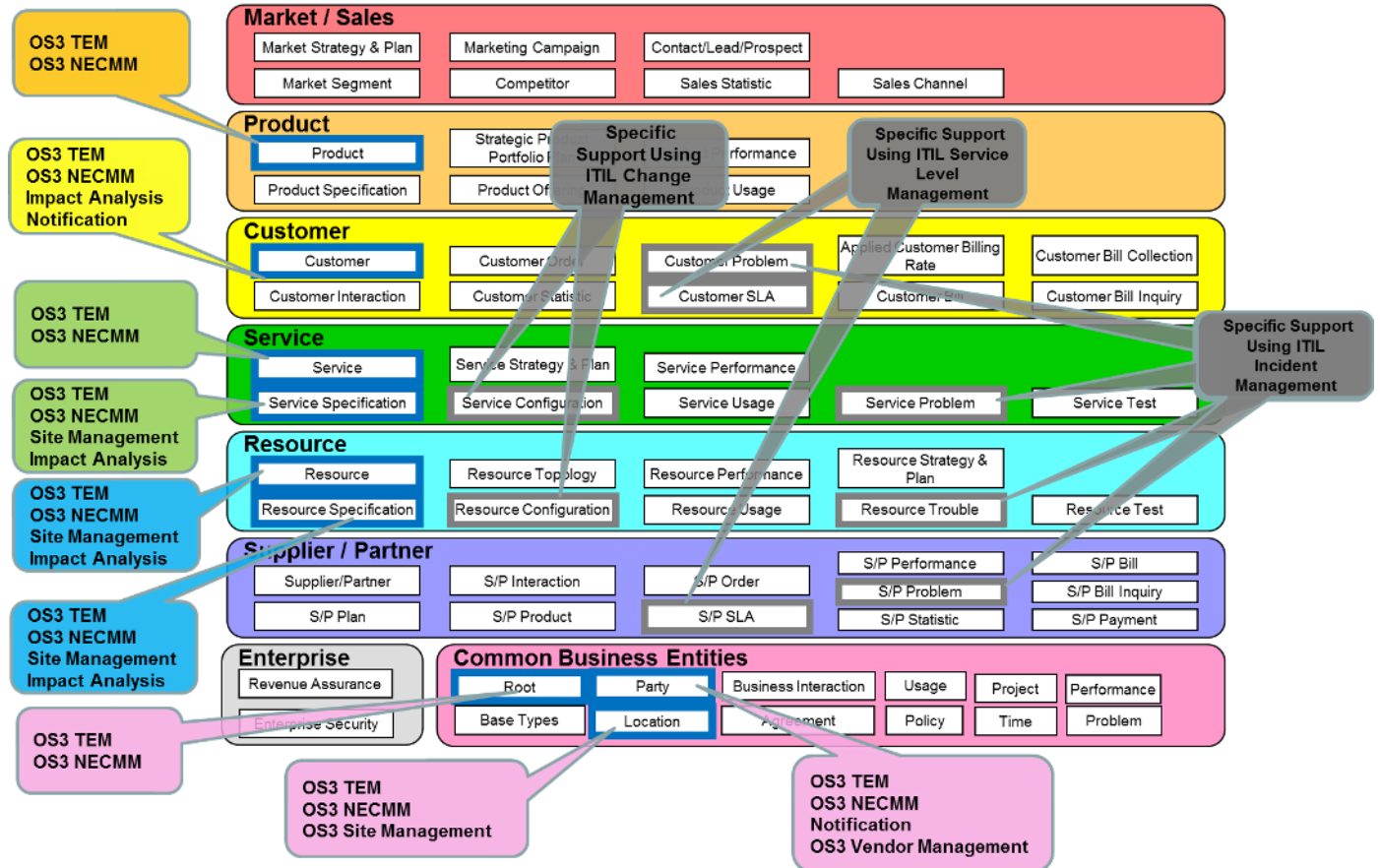


Figure 5.1 Information Framework – Assessment Scope

### 5.3 Product Scope

The diagram in Figure 5.2 represents the Quob Park Telecoms OS<sup>3</sup> Frameworks Product and how it is mapped to the Information Framework Level 1 ABEs that were assessed as part of this Framework Conformance Assessment.

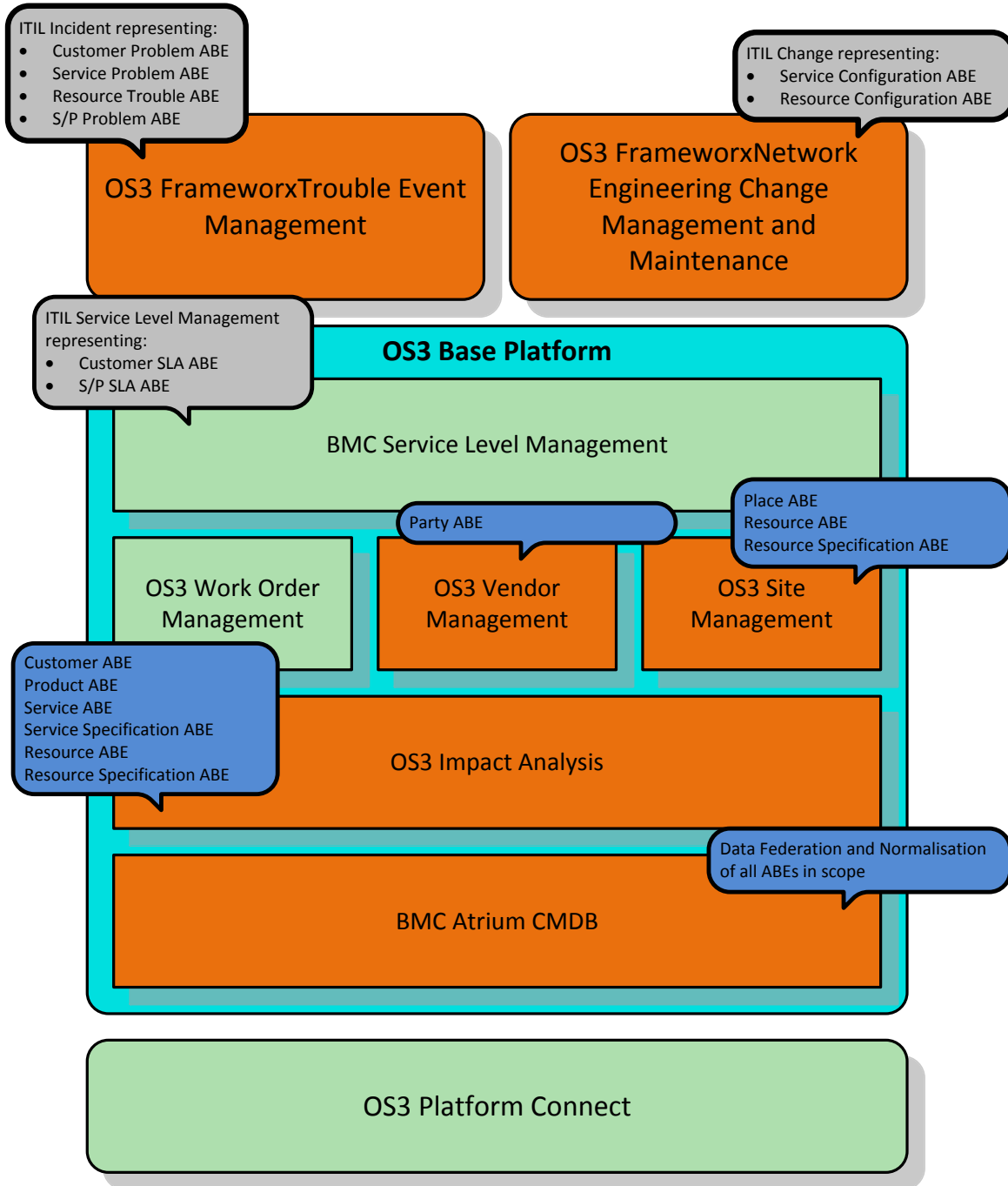


Figure 5.2 Quob Park Telecoms OS<sup>3</sup> Product Footprint – Assessment Scope (SID)

## 6 Framework Conformance Result

### 6.1 Business Process Framework – Scoring Rules

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*Not applicable. This Certification does not cover the Business Process Framework component of Framework.*

## 6.2 Business Process Framework - Conformance Result Summary

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*Not applicable. This Certification does not cover the Business Process Framework component of Framework.*

### **6.3 Business Process Framework – Conformance Results Detailed**

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*Not applicable. This Certification does not cover the Business Process Framework component of Framework.*

## 6.4 Information Framework – Scoring Rules

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

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

Figure 6.1 TM Forum Information Framework – Conformance Scoring Rules

**Notes:**

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

A **dependent entity** is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.

## 6.5 Information Framework – Conformance Result Summary

The following graphs provide an overview of the conformance levels granted to the ABEs presented in scope for the Quob Park Telecoms OS<sup>3</sup> Frameworks Product Information Framework Assessment. Each ABE was measured using an Information Framework (SID) conformance scale of 1–7 as described in section 6.4 Information Framework – Scoring Rules.

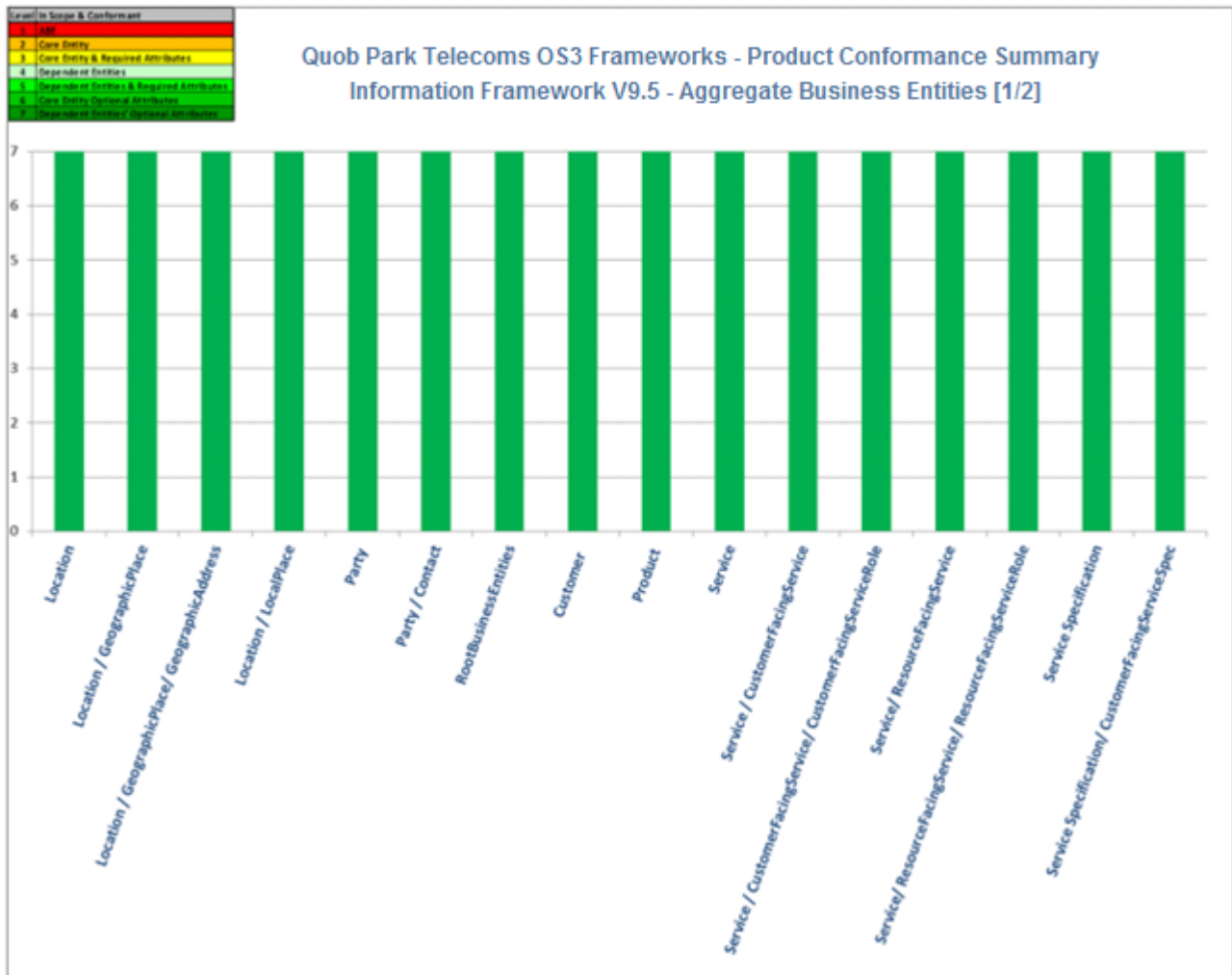


Figure 6.2 Information Framework - Conformance Result Summary [1/2]

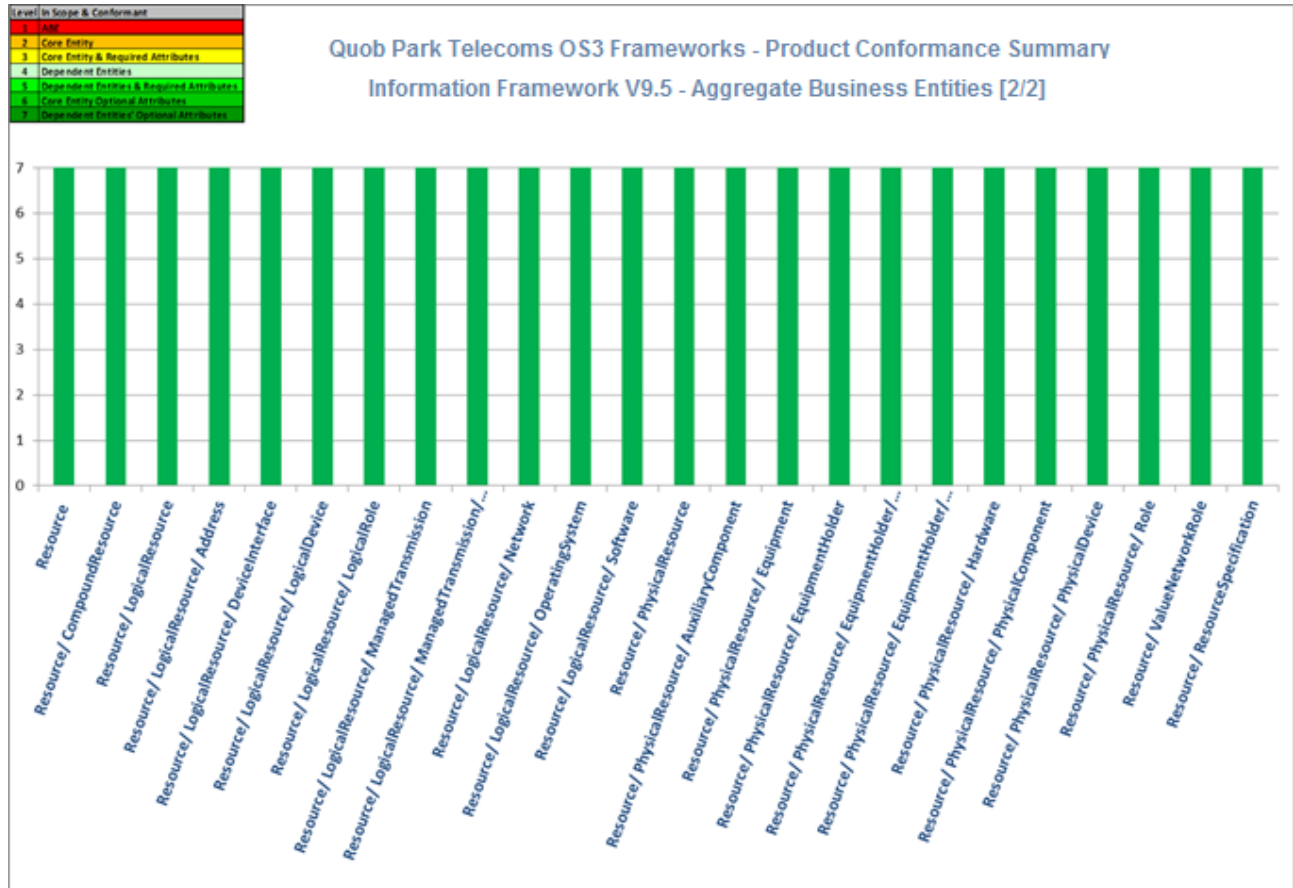


Figure 6.3 Information Framework - Conformance Result Summary [2/2]



## 6.6 Information Framework – Conformance Result Detailed

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

**Table 6.1 Information Framework – Detailed Conformance Result**

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
Common Business Entities	Location	7	The content of this ABE contains the ABE’s core business entity or entities; the required attributes of the ABE’s core entity or entities are defined; all dependent entities within the ABE’s are defined in the model; the required attributes of the ABE’s dependent entities are defined; all attributes of the ABE’s core entities are defined and all attributes of the ABE’s dependent entities are defined in the model.
	Location / GeographicPlace	7	The content of this ABE contains the ABE’s core business entity or entities; the required attributes of the ABE’s core entity or entities are defined; all dependent entities within the ABE’s are defined in the model; the required attributes of the ABE’s dependent entities are defined; all attributes of the ABE’s core entities are defined and all attributes of the ABE’s dependent entities are defined in the model.
	Location / GeographicPlace / GeographicAddress	7	The content of this ABE contains the ABE’s core business entity or entities; the required attributes of the ABE’s core entity or entities are defined; all dependent entities within the ABE’s are defined in the model; the required attributes of the ABE’s dependent entities are defined; all attributes of the ABE’s core entities are defined and all attributes of the ABE’s dependent entities are defined in the model.
	Location / LocalPlace	7	The content of this ABE contains the ABE’s core business entity or entities; the required attributes of the ABE’s core entity or entities are defined; all dependent entities within the ABE’s are defined in the model; the required attributes

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
			of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Party / Party	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Party / Contact	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Root Business Entities	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
Customer	Customer	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
			and all attributes of the ABE's dependent entities are defined in the model.
Product	Product	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
Service	Service	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Service / CustomerFacingService	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Service / CustomerFacingService / CustomerFacingServiceRole	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
			are defined in the model.
	Service / ResourceFacingService	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Service / ResourceFacingService / ResourceFacingServiceRole	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	ServiceSpecification / ServiceSpecification	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	ServiceSpecification / CustomerFacingServiceSpec	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
Resource	Resource	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / CompoundResource	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / Address	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource	7	The content of this ABE contains the ABE's core business entity or entities; the required

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
	/ DeviceInterface		attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / LogicalDevice	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / LogicalRole	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / ManagedTransmission	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / ManagedTransmission / TerminationPoint	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
			are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / Network	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / OperatingSystem	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / LogicalResource / Software	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all

Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
			attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource / AuxiliaryComponent	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource / Equipment	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource / EquipmentHolder	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource / EquipmentHolder / HolderAtomic	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities



Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
			are defined in the model.
	Resource / PhysicalResource / EquipmentHolder / HolderComposite	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource / Hardware	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource / PhysicalComponent	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.
	Resource / PhysicalResource / PhysicalDevice	7	The content of this ABE contains the ABE's core business entity or entities; the required attributes of the ABE's core entity or entities are defined; all dependent entities within the ABE's are defined in the model; the required attributes of the ABE's dependent entities are defined; all attributes of the ABE's core entities are defined and all attributes of the ABE's dependent entities are defined in the model.



Quob Park Telecoms OS <sup>3</sup> Frameworks V8 – Information Framework Conformance			
SID Domain	SID ABE	Conformance Score	Comment
	Resource / PhysicalResource / Role	7	The content of this ABE contains the ABE’s core business entity or entities; the required attributes of the ABE’s core entity or entities are defined; all dependent entities within the ABE’s are defined in the model; the required attributes of the ABE’s dependent entities are defined; all attributes of the ABE’s core entities are defined and all attributes of the ABE’s dependent entities are defined in the model.
	Resource / ValueNetworkRole	7	The content of this ABE contains the ABE’s core business entity or entities; the required attributes of the ABE’s core entity or entities are defined; all dependent entities within the ABE’s are defined in the model; the required attributes of the ABE’s dependent entities are defined; all attributes of the ABE’s core entities are defined and all attributes of the ABE’s dependent entities are defined in the model.
	Resource / ResourceSpecification	7	The content of this ABE contains the ABE’s core business entity or entities; the required attributes of the ABE’s core entity or entities are defined; all dependent entities within the ABE’s are defined in the model; the required attributes of the ABE’s dependent entities are defined; all attributes of the ABE’s core entities are defined and all attributes of the ABE’s dependent entities are defined in the model.