Frameworx 10 Certification Report
Business Process Framework
Release 8.0

ConceptWave Order Care®,
ConceptWave Rapid CRM
Release 6

November 2011

Table of Contents

List of Tables

List of Figures

1 Introduction

1.1 Executive Summary

This document provides details of ConceptWave's self-assessment and TM Forum's certification of ConceptWave's Order Care® & Rapid CRM Release 6 including the methodology approach to product modeling and Product Lifecycle Management (PLM) against the TM Forum's Business Process Framework Release 8.0.

1.2 Representation of ConceptWave Order Care® & Rapid CRM Functionality/Capability

The strength of ConceptWave's solutions begins with innovative lifecycle approach enabling rapid engagement to revenue. Our product solutions span the complete lifecycle seamlessly unifying customer, product, and order management, across any CSP product, network, market and channel.

ConceptWave's Customer Lifecycle Management solutions enable complete customer care, customer experience management, and CSR delivery.

ConceptWave's Product Lifecycle Management solutions enable the rapid deployment of CSP product offers and converged bundles – from definition through to product retirement.

ConceptWave's Order Lifecycle Management solutions enable complete end-to-end order and services' orchestration and fulfillment.

Products

ConceptWave Rapid CRM™ portfolio spans Customer Lifecycle Management (CLM) - designed to enhance the CSP subscriber experience, quickly monetizing product lines within record SLAs. Rapid CRM Portfolio fulfills a 'white-space' that is poorly served by incumbent CRM and billing suppliers with capabilities to manage customer information, customer service registry, and customer self- or agent-based fulfillment.

ConceptWave Order Care® portfolio spans Product Lifecycle Management (PLM) - With shorter product lifetimes, shrinking ARPU, competition from new non-traditional entrants, and multiple sales channels to market, traditional B/OSS systems are insufficient. From inception to retirement, our proven end-to-end Catalog solution enables the creation of products and offers customers they demand, with pre-configured templates and rules

to get you quickly started, then easily customized by you to target specific needs – launching in record time.

ConceptWave Order Care® portfolio also spans Order Lifecycle Management (OLM) – Provides an integrated approach to order and service fulfillment by abstracting and consolidating the large numbers of customer orders and workflow processes that are part of the CSP B/OSS delivery environment, enabling complete handling of order – from entry to delivery.

The product Portfolios are able to leverage a common Service Delivery Environment (SDE), which provides a proven and robust Runtime, Configuration Environment, Integration Adapters, and Management Utilities. Utilizing a common SDE, reduces Time-to-Revenue, reduces errors, increases productivity, and provides the best Return-on-Investment.

1.3 Mapping Technique Employed

Business Process Framework L3 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each eTOM 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 eTOM L3 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).

2 Assessment Scope

2.1 Business Process Framework Level 2 Scope

Figure 2.1~~Figure 2-1~~ represents Business Process Framework Level 2 processes that were presented in scope for the assessment, and the textual callouts represent the modules of the ConceptWave Order Care® & Rapid CRM Product that were assessed and support the corresponding eTOM processes.

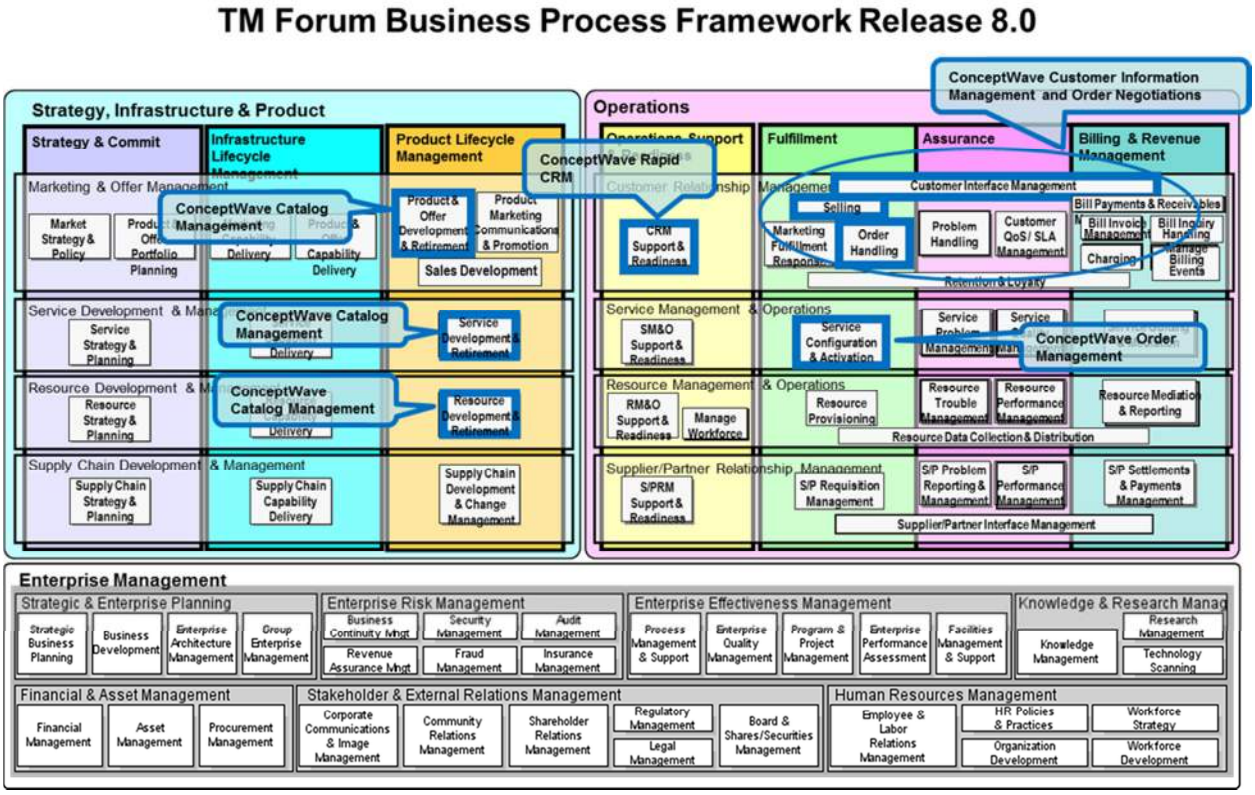

Figure 2.1 Business Process Framework Level 2 Scope

2.2 Product Scope

Figure 2-2

Figure 2.1represents the ConceptWave Order Care® & Rapid CRM Release 6 modules that were presented in scope for the Assessment. The textual callouts represent the TM Forum Business Process Framework Level 2 processes that were assessed and that are supported by ConceptWave's Order Care® & Rapid CRM product according to the Conformance Results in Chapter 4.

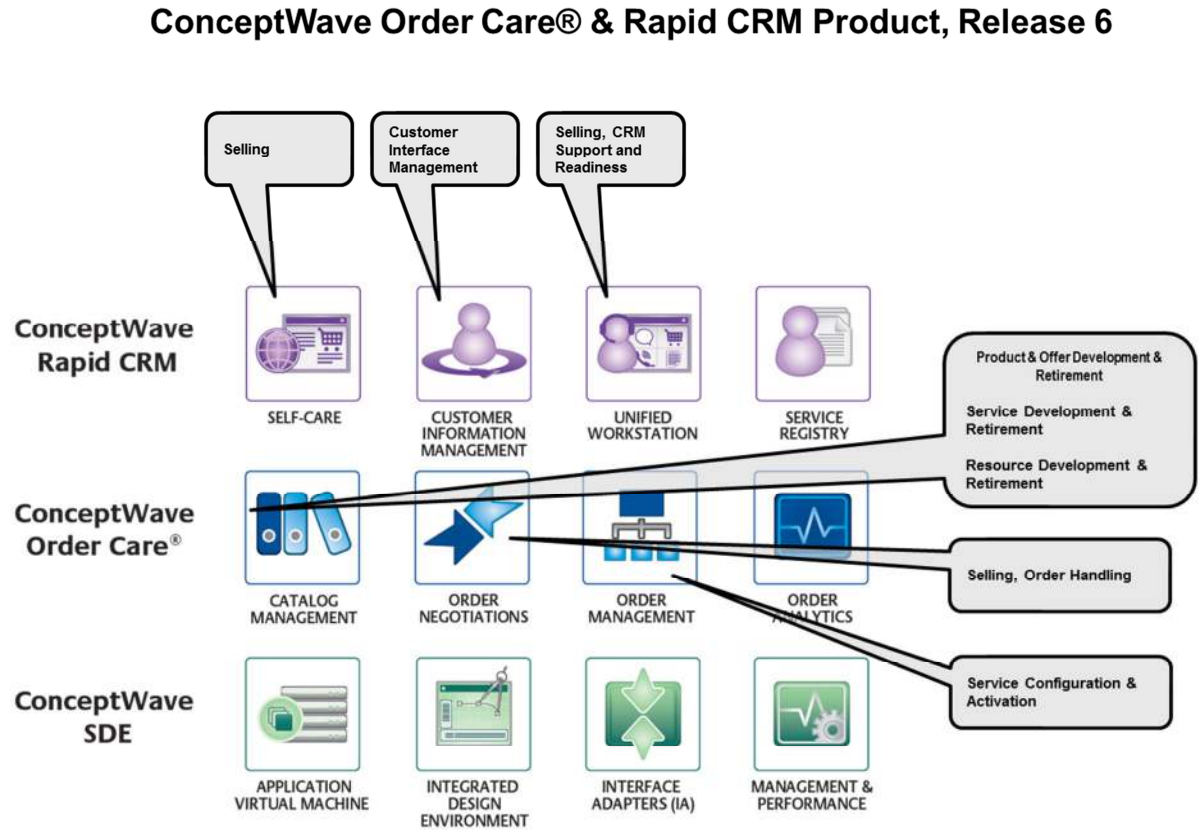

Figure 2.2 ConceptWave Order Care® & Rapid CRM – Product Scope

3 Self-Assessment – Process Mapping Descriptions

3.1 Customer Relationship Management [1.1.1]

3.1.1 CRM – Support & Readiness [1.1.1.1]

eTOM process element	Enterprise Process Mapping	
1.1.1.1 - CRM - Support & Readiness	Alignment	Mapping Comment

1.1.1.1.10 - Manage Customer Inventory	1. CIM Configuration Guide (CW_CIM_CG) Section 3 Installation and Setup Section 9 Permissions Control Section 8 Customer Module API Section 12 CIM API ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.2.2.1 Customer360 2. Functional - OA - Order Analytics CW_OA_Func_1.0 All sections of this document 3. ConceptWave Service Registry Configuration Guide V5.1.7 (CW_SR_CG) 4. Functional - Auditing and Event Logs.pdf	**Brief Description** Establish, manage and administer the enterprise's customer inventory, as embodied in the Customer Inventory Database, and monitor and report on the usage and access to the customer inventory, and the quality of the data maintained in it. (AM) (CW_ON_Spec_1-1, 4.2.2.1: All UCs in this section support this process; see Extended Description.) (CW_CIM_CG, Sections 3, 9, 11: All UCs in this section support this process; see Extended Description.) CW Solution represented by ON and CIM modules provides automated support for Customer Inventory establishment and management. In addition the solution provides interfaces automatically and facilitates automatic support for manual activities when required, e.g. manual customer data updates. Customer 360 can be configured to monitor and report automatically any system or user event including usage and access to the customer inventory. ConceptWave provides various ways to ensure quality of data and support the validation of the completeness and correctness of captured data via defining mandatory/optional attributes for each field, field format, allowed values etc. Additional metadata rules can be run to validate specific aspects of the inventory (e.g. empty optional fields or missing expected data from external systems).

	(CW_ A&EL)	**Extended Description** The purpose of the Manage Customer Inventory processes are twofold - establish, manage and administer the enterprise's customer inventory, as embodied in the Customer Inventory Database CW Solution represented by ON and CIM modules provides automated support to both human-driven (using ON Customer 360 as a front-end), and completely automated (via CIM API) ways to establish and manage the Enterprise's customer inventory, as embodied in the Customer Inventory Database. (A) (CW_CIM_CG, Overview - Manage Customer Information (A).) (CW_CIM_CG, Section 8 Customer Module API and Section 12 CIM API (A): CIM is a back-end process providing API to CW components and external systems capability to automatically establish and manage Customer Inventory.) (CW_ON_SPEC_1-1, Customer 360(A) ON represent front-end to establish, manage Customer Inventory for Individual and Organization customer. ON automatically records customer information provided by CSR/Sales user using ON front or via API. ON automatically passes all customer inventory information to CIM module using internal API.) (CW_CIM_CG, Installation and Setup (AM): Customer Inventory administration follows standard CW product installation and administration procedure, and should include CIM module.)

		, and monitor and report on the usage and access to the customer inventory, and the quality of the data maintained in it. (CW_ON_SPEC_1.1, Customer 360(A), CW_ A&EL: Each action such as usage and access to the customer inventory will automatically trigger a post condition to record in the customer event record. ON supports automatic ID & time stamping, logs events and activities and record data changed by a user. Data changes are done manually by a user. Customer 360 can be configured to show usage/access data via Events History.) All ConceptWave modules provides various ways to ensure quality of data and support the validation of the completeness and correctness of captured data via defining mandatory/optional attributes for fields, field format, allowed values and ranges etc. Additional metadata rules can be run to validate specific aspects of the inventory (e.g. discover empty optional fields or missing expected data from external systems). (CW_CIM_CG, Section 8 Customer Module API and Section 12 CIM API (A): Using the same functionality as described above for customer interaction, each action such as usage and access to the customer inventory via API will automatically trigger a post condition to record in the customer event record. CIM supports automatic ID & time stamping, logs events and activities and record data changed via API. The usage/access data can be reported as needed via API to external systems.)

		The customer inventory maintains records of all customers (CW_CIM_CG, Section 8 Customer Module API(A), Section 12 CIM API (A): CIM maintains records of all customers (individual and organization)) , their interactions with the enterprise Both ON and CIM modules track event history for each customer interaction with the enterprise. (CW_ON_SPEC_1-1, Customer 360(A): Any service related change request and related interactions are captured and handled by ON quote/order process.) (CW_CIM_CG, Section 8 Customer Module API, Section 12 CIM API (A): Using the same functionality as described above for customer interaction, any customer profiles, customer contact, account or site/address information updates are captured automatically when using CIM API). , any contracts established (CW_ON_SPEC_1-1, Customer 360 (A): Actual contracts terms and conditions can be configured in CW Catalog. ON process will keep relation between specific contracts and customers via Quote/Order.) (CW_SR_CG, (API sections) (A): In the end of the service Configuration & Activation Process implemented via OM component, contract/customer relation can be stored in SR component as well when OM process is configured to issue an automatic task.) , and any other customer related- information, required to support CRM and other processes. (CW_ON_SPEC_1-1, Customer 360 (A): ON (optionally with CIM as a back- end) automatically maintains records of all customers (individual and organization) and associated data (current and historical) such as customer accounts data, quotes and orders data, addresses, contacts, etc. ON/CIM can be configured to keep any other customer related-information required to support CRM and other processes.)

		Responsibilities of these processes include, but are not limited to: · Identifying the inventory-relevant information requirements to be captured for customers ; (CW_ON_SPEC_1-1, Customer 360 (AM): ON (optionally with CIM as a back- end) automatically maintains records of all customers (individual and organization) and associated data (current and historical) such as customer accounts data, quotes and orders data, addresses, contacts, etc. ON/CIM can be configured to keep any other customer related-information required to support CRM and other processes.)
		· Identifying, establishing and maintaining customer inventory repository facilities; (CW_CIM_CG (A), This is the core of CIM application.)
		· Establishing and managing the customer inventory management and information capture processes; (CW_CIM_CG (A), This is the core process implemented in CIM application providing API to ON or other modules and external systems to access, manage and update Customer Inventory.)

		· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download customer data to and from the customer inventory: (CW_CIM_CG, Section 9 Permissions Control (A). Actor (user or system) credentials must be configured in CW and have corresponding standard (out-of-box) or custom permissions assigned in order to be able to use Customer Inventory management functions. User credentials are validated in ON to access Customer 360 UI, or by CIM module internally when system accesses Customer Inventory via CIM API calls to perform updates.) (CW_CIM_CG, Section 8 Customer Module API(A), Section 12 CIM API (A): System access control to Customer Inventory is performed internally by CIM module when using CIM API. System credentials and appropriate permissions provided must be configured; otherwise API call will return an error.)
		· Ensuring the customer inventory repository accurately captures and records all identified customer details, through use of automated or manual audits; This is done automatically by the internal CIM application logic, i.e. CIM cannot get into invalid state due to the internal data integrity rules. (CW_ON_SPEC_1-1, Customer 360 and CW_A&EL (A): View Events History from Cust360 (A). View data captured using various update customer inventory use cases. Each change in customer detail will automatically trigger a post condition to record in the customer event record. ON supports automatic ID & time stamping, logs events and activities and record data changed by a user or system.)

		And · Identifying any technical driven shortcomings of the customer inventory repository, and providing input to Resource Development & Management processes to rectify these issues. The solution can be configured to automatically task (assign) someone in the Product Development/Marketing department to manually review and identify shortcomings of the CIM solution and submit findings for other processes to handle. CW product framework provides out-of-box capability for error/message logging and jeopardy/task escalation mechanism, so any run-time technical driven shortcomings related to inventory functioning will have a corresponding record in the error log. (AM)

		· Tracking and monitoring of the usage of, and access to, the customer inventory repository and associated costs, and reporting on the findings; (CW_ON_SPEC_1.1, Customer 360 and CW_A&EL(A): Each action such as usage and access to the customer inventory will automatically trigger a post condition to record in the customer event record. ON supports automatic ID & time stamping, logs events and activities and record data changed by an Actor (user or system). Data changes are done manually by a user or automatically by the system. Customer 360 can be configured to show usage/access data via Events History.) (CW_CIM_CG, Section 8 Customer Module API and Section 12 CIM API (A): Using the same functionality as described above for customer interaction, each action such as usage and access to the customer inventory via API will automatically trigger a post condition to record in the customer event record. CIM supports automatic ID & time stamping, logs events and activities and record data changed via API. The usage/access data can be reported as needed via API to external systems.) (CW_ON_SPEC_1.1, Customer 360 (A), Customer-based costs can be assigned automatically based on configured rules in the Catalog or can be entered manually (via manual tasks for authorized user) to track the overall associated costs. Costs such as monthly payments, outstanding balance, etc. associated with customer are automatically stored per customer account base and can be accessed via Customer 360 or via corresponding CIM API by external system. These costs are automatically calculated according to active customer services or/and Catalog prices and rules or/and retrieved from external (e.g. Billing) system. Customer 360 can be configured to automatically retrieve externally and record other costs associated with customer as required.)

1.1.1.1.11 Manage Product Offering Inventory	ConceptWave Catalog User Guide Specification V5.1.7 (CW_CM_UG_5.1.7) ConceptWave Service Registry Configuration Guide V5.1.7 (CW_SR_CG_5.1.7) ConceptWave PLM Process v5.1.7 (CW_PLM_Process_5.1.7) ConceptWave Configuration Tool User Guide V5.1.7 (CW_CT_UG_5.1.7)	**Brief Description** Establish, manage and administer the enterprise's product offering inventory, as embodied in the Product Offering Inventory Database, and monitor and report on the usage and access to the product offering inventory, and the quality of the data maintained in it. (AM) (ConceptWave Catalog Management application has a role of Offering inventory. It keeps information about Offerings an all underlying components, i.e. Product/Service/Resource Specifications. In addition, ConceptWave Service Registry keeps information about the Offering/Product and Service instance configuration and relationship to the Customer profile. CW Service Registry has a rich API which enables access to the Inventory data to various external systems, including any BI/reporting systems. In terms of physical implementation, the back end for both Catalog Management and Service Registry is implemented in an Oracle database.) **Extended Description** The product offering inventory maintains records of all product offerings, their interactions with the enterprise, and any other product offering related- information, required to support CRM and other processes. The product offering inventory is also responsible for maintaining the association between customers and purchased product offering instances, created as a result of the Order Handling processes. (A) (ConceptWave Catalog Management stores all information about Product Offerings required to support CRM and other processes (Catalog User Guide, section Items). Service Registry stores all information about instances of Product Offerings and association between Customers and the Product Offerings instances (Service Registry Configuration Guide, section Logical Model).) Responsibilities of these processes include, but are not limited to: · Identifying the inventory-relevant information requirements to be captured for product offerings; (AM)

		(ConceptWave PLM process captures this in the Define Full Product Structure action of the Definition/Design and Planning process (see ConceptWave PLM Process). This is largely a manual task which utilizes Catalog as a repository.) · Identifying, establishing and maintaining product offering inventory repository facilities; (AM) (ConceptWave Catalog and Service Registry are both database driven applications built on Oracle relational database. Many of the processes of maintaining the repository are built-in into the Oracle product itself. The identification of the database used is done manually through the Configuration Tool. (ConceptWave Configuration Tool User Guide, section Databases)) · Establishing and managing the product offering inventory management and information capture processes; (AM) (For database inventory, this is natively built-in into the Oracle database back end. For Catalog and Service Registry, the management processes are established and created through the PLM layer (see ConceptWave PLM Process and PLM section of the Catalog User Guide) · Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download product offering data to and from the product offering inventory; (AM) (This is natively supported through the Access Control part of the ConceptWave Catalog in the following way; registration part of the process is done through the ConceptWave process of application User creation. Access control part of the process is supported through the ConceptWave process of assigning privileges to the User Groups and assigning Users to the User Groups. These two processes enable other processes to manipulate Offerings in a controlled manner For detailed information see Catalog Privileges section of Catalog User Guide) · Ensuring the product offering inventory repository accurately captures and records all identified product offering details, through use of automated or manual audits; (AM)

		(ConceptWave PLM process includes Review/Approval activities in the Evaluation stage, which means that the Offerings cannot go into the development without being fully approved (manual process). For the completeness and the correctness of the information created during the Development stage ConceptWave PLM process includes Validate Product Instance step (automatic, based on the configured rules). Finally, before the Offerings are released/launched, the full Testing stage of the PLM process is run (see ConceptWave PLM Process and PLM section of the Catalog User Guide)) · Tracking and monitoring of the usage of, and access to, the product offering inventory repository and associated costs, and reporting on the findings; and (AM) (ConceptWave supports tracking and monitoring functionality through the Change Control and Change History features of the Catalog (for Offerings). Also, the Service Registry holds the tracking and monitoring information for the Product instances. Product cost is natively supported in the Catalog and is modelled as a Charge Type (see Cost subsection of the Charge Type section in the Catalog User Guide).) · Identifying any technical driven shortcomings of the product offering inventory repository, and providing input to Resource Development & Management processes to rectify these issues.(AM) (Any technical shortcomings in the product offering repository would be discovered through the review/approve and the validation parts of the ConceptWave PLM process. This is both manual (review/approve) and automatic (validation, based on the configured validation rules) check that the Offerings are free of any shortcomings. As for the product instances, the Support Product while in Production process would discover any shortcomings and would notify all interested parties (based on the configured workflow) about the discovered issues (see ConceptWave PLM process, Support Product while in Production).)

3.1.2 Customer Interface Management Process Mapping [1.1.1.2]

eTOM process element	Enterprise Process Mapping	
1.1.1.2 Customer Interface Management	**Alignment**	**Mapping Comment**
1.1.1.2.1 Manage Contact	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) UCs in section 4 (AM)	**Brief Description** Manage all contacts/requests between potential or existing customers and the enterprise (AM) (CW_ON_SPEC_1-1, section 4: All UCs in this section support this process; see Extended Description.) ON solution provides automated support (sometimes alongside other mechanisms involving manual action), with a small number of areas requiring manual activity to manage all contacts/requests between potential or existing customers and the enterprise. **Extended Description** The purpose of this process is to manage all contacts between potential or existing customers and the enterprise. (CW_ON_SPEC_1.1, 4.2.2.1 Customer360: Customer 360 automatically maintains all Event's History in customer event record. ON manages existing and potential customers and in general any type of contacts the same way and distinguish them by the customer type (or more appropriately contact type). (CW_ON_SPEC_1.1, 4.1.2 Add New Customer supports the adding of a new customer when the customer is not found; i.e. new or potential customer/contact.) It deals with the identification of the contact, its development, enhancement and update. (CW_ON_SPEC_1.1, section 4: All UCs that a CSR initiates action will automatically trigger a post condition to record in the customer event record. ON supports automatic ID & time stamping, logs events and activities and record data changed by CSR. Data changes are done manually by CSR.)

1.1.1.2.2 - Manage Request (Including Self Service)	1. ConceptWave Order Negotiations Specifications V1.2 (CW_ON_SPEC_1-2) UCs in section 4 (AM) 2. ConceptWave Self Care User Guide (CW_SC_UG_1-0) Introduction in section 1 UCs in sections 3-9 (AM) 3. ON Quote Process Flow Visio diagram (ON_PF_VD)	**Brief Description** Manage all requests (inbound and outbound) made by potential and existing customers (AM) Customer requests by potential and existing customer are facilitated by solution with automated support provided. Following options exists to handle requests: • Customer can use Self Care web interface directly; • Customer can call CSR and CSR will manually initiate requests via ON module interface. ON facilitate these requests automatically and initiate additional requests to external systems if required; • Requests are handled automatically by ON when received via external systems interfaces representing another sales or support channel, a billing system, an external customer management interface etc. (CW_ON_SPEC_1-2, section 4: All UCs in this section support this process; see Extended Description.) (CW_SC_UG_1-0, sections 1,3-9, All UCs in these sections support this process; see Extended Description.) (ON_PF_VD)

		Extended Description The purpose of this process is to manage all requests (inbound and outbound) made by potential and existing customers. CW solution manages all requests (inbound and outbound) for existing and potential customers using various channels such ON, and SelfCare (SC) as a front-end. An authorized individual such as CSR uses ON to take customer's request (e.g. order new services, change, move or disconnect existing services). As part of the request handling process, all prospect or existing customer information or any other required data will be captured or updated. CSR manually initiates action corresponding to a customer request. ON will automatically process the request internally or will delegate request to appropriate systems for processing. In addition, ON supports automatic ID & time stamping, logs events and activities and record data changed by CSR. (CW_ON_SPEC_1-2, section 4: All UCs in section 4 and (ON_PF_VD, Part 1) (AM)) Self Care user (end user) uses SC application to browse products and services; self-register and manage his own profile information, place orders by himself. After saving quote or submitting order, SC user can follow up order taking process using Self Care Landing page. If any issues or help is required, Self Care user calls help desk, and CSR can pull out his customer profile and order information using ON, and handle his requests further. Self Care enters initial data to update profile, place order, register and so on. Self Care application will forward this request to ON, which will automatically process the request internally or will delegate it to appropriate systems for processing. In addition, ON supports automatic ID & time stamping, logs events and activities and record data changed by Self Care user. (CW_SC_UG_1-0: Section 1-Introduction, and UCs in sections 3-9 (A))

		it receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request; (CW_ON_SPEC_1-2, 4.2.1.1 Start New Quote, all UCs of section 4 and ON_PF_VD, Part 1(circle 7): A quote represents the entity where the large portion of request types which CW customers will be interested in to handle. They will call CSR to estimate how much the new service (or an update to existing one) might cost, choose what they are interested in based on one or more quotes, do various changes in quote or existing orders. They can do it using Self Care module directly or with CSR's to enter information for them using ON. During quote/order handling process, all customer requests are managed by ON and fulfilled using internal database or using standard ON Framework API to external system.) (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(A): ON Depending on the workflow, Customer 360 can be configured to show status and other required data to CSR for customer requests which are not directly handled by ON (e.g. billing inquires and adjustments, customer trouble tickets, esc.). When there is a problem with external system communication, escalation tasks will be automatically generated for authorized personal for action. All external interactions are handled via API.) (CW_SC_UG_1-0, sections 3-9(AM), Similarly, requests taken by Self Care application will be passed to ON and will be handled in the similar manner. Self Care is modeled as a thin client, it usually forwards all end-user requests to ON or CIM modules for processing.)

		it manages the status of the request and is able to provide status information at any moment in which the request is active: (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(A): ON Customer 360 provides automatically status information about customer orders, customer, accounts, and addresses with details on-demand from internal database or via API to/from external end-system.) (CW_SC_SPEC_2-1, 8.5 Order's Overview/Dashboard(A): Using ON API, Self Care application will provide status information at any moment in which the request is active to the end user. Some statuses may be mapped to show only information which is valuable to end-user.)
		It formally closes the request when all related activities have been terminated. (CW_ON_SPEC_1-2, all UCs of section 4(AM): During quote/order handling process, ON formally closes requests upon status change to "Complete", "Cancel" or other final status by completing or canceling a quote/order when all relevant (internal and external) activities have been terminated. When external systems are involved in some activities (e.g. credit authorization, ON Framework will get notifications from the external system and will change status accordingly.) The request will be closed automatically by ON, however it may follow some manual action, e.g. CSR cancels a quote/order. (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(A): When external systems notify ON regarding completing their activities, an automatic relevant status change will indicate formal request closing.)

3.1.3 Selling Process Mapping [1.1.1.4]

eTOM process element	Enterprise Process Mapping	
1.1.1.4 - Selling	Alignment	Mapping Comment

1.1.1.4.1 - Manage Prospect	1. ConceptWave Order Negotiations Specifications V1.2 (CW_ON_SPEC_1-2) 4.1.2 Add New Customer (M) 4.2.1.1 Start New Quote (AM) 4.2.3 Select Service (A) 4.2.5 Select Items for the service for Each item Category-Use Cases (A) 4.2.5.1 Select Offerings/Plans (AM) 4.2.5.2 Select Products (AM) 4.2.5.3 Select Equipment for Service (AM) 4.2.5.4 Select Accessories for Service (AM)	**Brief Description** Match assigned leads with the most appropriate products and ensure that these prospects are handled appropriately(AM) Based on initial lead/prospect/context, such as prospect/opportunity data automatically by user or manually via API added to ON, CW Catalog can automatically "filter" products. When an Opportunity is created in ON for prospect, Services and pre-filtered by initial prospect information products for each service category will be automatically displayed for Sales when ON is used with CW Catalog. Sales can manually assign products to the prospect. Alternatively, CW Catalog can be configured, or external system can provide, some rules based on prospect information for automatic product assignment to the opportunity. (ON_PF_VD) (CW_ON_SPEC_1-2, 4.1.2, 4.2.1.1, 4.2.3, 4.2.5, 4.2.5.1, 4.2.5.2, 4.2.5.3, 4.2.5.4, 4.2.14, 4.2.15 and 4.2.2.1: These UCs support this process; see Extended Description.)

	4.2.2.1 Customer360 (AM) 4.2.14 Cancel Quote / Order (AM) 4.2.15 Submit Order (AM) 2. ON Quote Process Flow Visio diagram (ON_PF_VD)	**Extended Description** The purpose of this process is to match assigned leads with the most appropriate products and ensure that these prospects are handled appropriately. (ON_PF_VD, Part2 (8-10), The ON quote/order process in ON can be configured to support the handling of prospects for automatic product/service assignment.) (ON_PF_VD, Part 2 and Part 3, The process to manage leads/prospects and related opportunities and the process to manage existing customers and related quotes is the same.) (CW_ON_SPEC_1-2, 4.1.2 Add New Customer, and ON_PF_VD Part 1 (AM): Sales person can manually enter prospect information to ON system via automatically generated manual task. Alternatively, ON can be configured to automatically retrieve prospect profile information from an external system.) (CW_ON_SPEC_1-2, 4.2.1.1 Start New Quote(AM), 4.2.5.1 Select Offerings/Plans(A): ON can be configured to retrieve opportunity-related data such as prospect product-level information and scoring from an external system or allow manual information entry by a sales person using ON UI directly. Availability rules are defined in the CW Catalog, so appropriate offers for services and products will be displayed and/or validated in ON automatically when used with CW Catalog.

		These prospects represent a “pipeline” of potential sales, each of which is expressed in terms of the probability of successful sales closure and an estimate of the total attainable revenue. (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(AM): Customer360 can be used to access prospect profile along with opportunity-related data (assigned product-level information, prospect scoring) which will be presented automatically to Sales user, if available from an external system or if it was pre-created manually by a Sales user using ON directly. Scoring data assigned to the prospect represents probability of successful sales. Total attainable revenue of the potential sales closure can be calculated using product-level information assigned to the prospect.)
		The needs of each potential prospect are analyzed. Based on these needs, potential solutions are identified from the service provider’s product portfolio. (ON_PF_VD, Part2: The ON quote/order process in ON can be configured to support the handling of prospects for automatic product/service assignment.) (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(A): Customer360 can be configured to track each prospect through various processes by receiving status and opportunity-related data internally (when opportunity is created using ON as it is shown above), or from external sources via API.) (CW_ON_SPEC_1-2, 4.2.3, 4.2.5, 4.2.5.1, 4.2.5.2, 4.2.5.3, 4.2.5.4(AM) CW Catalog is a service and product portfolio and matching the needs to specific catalog items is defined using catalog availability rules. ON process can be configured to assign prospects for the sales person users for future analysis and opportunity-related data entry. (See also Part 2, 9C) Services and products for each service category will be automatically displayed for users such as Sales to manually assign to the lead/prospect when ON is used with CW Catalog (See also ON_PF_VD, see Part 2, 9B.)

		Each prospect is tracked through these processes and the outcome (win or loss) of each prospect is reported. (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(AM): Sales person can generate reports of Customer360 current and historical data using standard ON framework reporting tool.) (CW_ON_SPEC_1-2, 4.2.14 Cancel Quote / Order(AM) If a quote was canceled, Customer 360 stores the reason which can be used towards outcome (loss).) (CW_ON_SPEC_1-2, 4.2.14 Submit Order(AM) If a quote was submitted and become an order, Customer 360 stores current and historical orders, which can be used towards outcome (win).)
		Prospects are assigned to the appropriate sales channel. (ON_PF_VD, Part2(11): The ON quote/order process can be configured to support prospects assignment to the user or user group to follow up. Based on this task, a user will go with qualification process with assigned prospect.) (CW_ON_SPEC_1-2, 4.2.2.1 Customer360, ON_PF_VD Part2 (11) and Part 3 (AM): ON process can be configured to create task automatically and assign prospects to a specific user or group (appropriate sales channel) to follow up with each prospect based on status and opportunity data automatically presented to the Sales user in Customer 360 and automatically pre-created default quotes.)

1.1.1.4.2 - Qualify Opportunity	1. ConceptWave Order Negotiations Specifications V1.2 (CW_ON_SPEC_1-2) 4.2.2.1 Customer360 (AM) 4.2.1.1 Start New Quote (M) UCs in section 4 (AM) 4.2.6 Show Quotation Summary (A) 4.2.7 Present Order (AM) 4.2.10 Perform Credit Authorization (AM) 4.2.12 Perform/ Show Service/ Product Configuration (AM) 2. ON Quote Process Flow Visio diagram (ON_PF_VD)	**Brief Description** Ensure that the opportunity is qualified in terms of any associated risk and the amount of effort required to achieve a sale (AM) ON can be configured to facilitate automatically users with risk assessment tasks and effort evaluation tasks. Any information required for user to perform these tasks captured internally in Opportunity or retrieved by Customer 360 from external systems, as well as preconfigured scripts and guidelines, LOE and other template and sample document references can be attached to the task. (ON_PF_VD, Part 3 and Part 4 (Comm and Res)) (CW_ON_SPEC_1-2, UCs in section 4 including 4.2.1.1, 4.2.2.1, 4.2.6, 4.2.7, 4.2.10, 4.2.12: These UCs support this process; see Extended Description.) **Extended Description** The purpose of the Qualify Opportunity process is to ensure that the opportunity is qualified in terms of any associated risk, and the amount of effort required (ON_PF_VD, Part 4(Res) Credit Authorization / Payment Hold/ New Billing Account and Part 4(Com) Credit / Risk Check and RFP/ Sales Proposal process: The ON quote/order process can be configured to support opportunity qualification. The process to manage opportunities and the process to manage existing customers are the same.) (CW_ON_SPEC_1-2, 4.2.10-Perform Credit Authorization: For residential customer, Sales user can manually estimate the risk of the opportunity and enter score or ON can automatically check the score or perform automatic credit check using external system API. See also Part 4(Res). For commercial customer, ON can be configured to facilitate automatically tasks for more extensive risk analysis and efforts estimation tasks. Result will be automatically recorded in ON. See Part 4(Comm).)(CW_ON_SPEC_1-2, 4.2.2.1 Customer360(A): Customer360 can be configured to track status and related opportunity score data internally or from external sources via API.)

		(e.g. response to a Request for Proposal [RFP]) to achieve a sale. (ON_PF_VD, Part 3(14) and Part 4(Com), ON process can be configured to automatically assign a manual tasks to appropriate user or group to support RFP process such as: -Task to represent receiving RFP document from a customer for completion and specify the due date associated if needed. -Task to return completed RFP documentation to the customer before due date.)
		The opportunity is explored with the customer to ensure the offer meets the customer's expectations, and to ensure that the breadth of the customer requirement is understood. (ON_PF_VD, Part 3 ON Quote Process – Part 3 Prospect Qualification, Discussing/Analyzing Sales Proposal with Prospect / Customer.) (ON_PF_VD, Part 3 ON Quote Process – Part 4(Com)) (CW_ON_SPEC_1-2, 4.2.6 Show quotation summary(A): As part of the prospect quote process, CSR can follow up the opportunity with the customer using summary page. Alternatively, ON can be configured for dedicated manual task for Sales user.)

		Extended interactions with the customer may be required to achieve mutual understanding and agreement. ON quote/order process represents various stages of interactions with the customer during qualification opportunity process.(A) (ON_PF_VD, Part 3 ON Quote Process – Part 3 Prospect Qualification, Discussing/Analyzing Sales Proposal with Prospect / Customer.) (ON_PF_VD, Part 3 ON Quote Process – Part 4(Res) and (Com)) (CW_ON_SPEC_1-2, 4.2.6, Show Quotation Summary(A): Sales user can review the opportunity using quotation summary page.) (CW_ON_SPEC_1-2, 4.2.7, Present Quote(AM): The Sales user presents the quote summary (uses ON to send PDF file by email, optionally after achieving mutual understanding discussed by phone first). Then if customer requires changes in the quote, Sales can do more changes and present updated quote again. This process can repeat until mutual understanding and agreement is achieved. Then the Sales user will proceed to the next step of the quote process and continue with the check out.)

		The opportunity may require the development of alternative solutions or customization to the specific customer's requirements. (ON_PF_VD, Part 4 (Comm)(24AF) (AM) During RFP/proposal analysis step, alternative solutions will be considered. ON can be configured to issue automatically tasks for appropriate user groups, to analyze the opportunity and estimate the proposal. As an outcome of this process various documents will come out such as LOE, Project plan, which will indicate all outstanding items requiring customization/development. One or more quotes can be an outcome.) (CW_ON_SPEC_1-2, 4.2.1.1 Start New Quote(AM) and ON_PF_VD, Part 3 – Part 6: Sales user can open a new quote to represent alternative solution to a customer, or work with multiple quotes at the same time to show the customer alternative opportunities.) (ON_PF_VD, Part 3 – Part 6(AM). For alternative solutions, CW Catalog can be configured with non-active offers and products representing special requirements including items which require actual development as identified in RFP/proposal analysis step. These offers and products representing custom requirements will be automatically handled by a Quote Process. An outcome for the solution/quote selected by a customer can be a quote which can eventually become an order.)

		The Qualify Opportunity process is responsible for assessing the size of the potential development and its risk. (ON_PF_VD, Part 3 and Part 4 (Comm and Res) (AM) ON can be configured to facilitate automatically users with risk assessment tasks and effort evaluation tasks. Any information required for user to perform these tasks captured internally in Opportunity or retrieved by Customer 360 from external systems, as well as preconfigured scripts and guidelines, LOE and other template and sample document references can be attached to the task.) (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(AM): Provides access to existing prospect opportunity-related data and quotes. This data can be used towards assessment of the potential development and risk. Customer360 can be configured to track opportunity status and related data internally or from external sources via API and help with a development assessment.)

		The resources, financing and potential on-going customer commitment to the developed solution are all factors that must be assessed. These processes also need to assess the strategic importance of the opportunity, the potential for wider application, and the importance of the specific customer to the enterprise. (ON_PF_VD, Part 4 (Comm)(24AF) (AM) During RFP/proposal analysis step, ON can be configured to issue specific and synchronize automatically tasks for appropriate user groups to do analysis and assessment towards the customer qualification. ON can be configured to issue specific tasks for appropriate user groups to analyze resources, financing and potential on-going customer commitment to the opportunity and estimate the proposal. Any information required for user to perform these tasks captured internally in Opportunity or retrieved by Customer 360 from external systems, as well as any additional data, can be attached to the task.) (CW_ON_SPEC_1-2, 4.2.12 Perform/ Show Service/ Product Configuration (AM): Manual steps can be configured in the ON process for a quote in Configuration step and be a mandatory to complete required analysis for various criteria (resources, financing, etc.) before the quote goes to final sign off. After ON is pre-configured for additional manual steps, ON will automatically take a Sales user through the required steps.) (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(A): Customer360 can be configured to track opportunity status and related data internally or from external sources via API and can be used for strategic analysis.)

		The solution alternatives must be available (e.g. capacity) or scheduled on a product roadmap (ON_PF_VD, Part 4 (Comm)(24AF) (AM) During RFP/proposal analysis step, ON can be configured to issue automatically specific tasks for appropriate user to perform updates on schedule and roadmap based on new opportunity and solution alternatives considered. Any information captured internally in Opportunity or retrieved by Customer 360 from external systems, as well as any additional data, can be automatically attached to the task. During this step, non-active products representing alternative solutions along with roadmap/schedule information for CSR can be added to CW Catalog. CSR will be automatically presented with products and this additional information in Opportunity or Quote summary.) (CW_ON_SPEC_1-2, All UCs of section 4(AM): ON handles multiple processes (quotes) in parallel to represent alternative solutions.)

1.1.1.4.3 - Negotiate Sales/Contract	1. ConceptWave Order Negotiations Specifications V1.2 (CW_ON_SPEC_1-2) All UCs of section 4 (AM) 4.2.7 Present Order (AM) 4.2.12 Perform/ Show Service/ Product Configuration (AM) 4.2.2.1 Customer360 (AM) 2. ON Quote Process Flow Visio diagram (ON_PF_VD)	**Brief Description** Close the sale with terms that are understood by the customer, and are mutually agreeable to both the customer and the service provider.(AM) ON can be configured to facilitate Sales/Contract negotiations process with automated support. This process assumes extensive manual interactions with a customer, especially when RFP/Develop Sales proposal is needed. On can be configured to issue and synchronize automatically required manual and automatic tasks. Each manual task can be facilitated by ON with automatic data presentation (internal or retrieved from external systems) and task result recording. As a result, a quote(s) will be created with associated terms which can be presented to a customer and reviewed multiple times until agreement about terms is reached. (ON_PF_VD, Part 3 and and Part 4(Com) Credit/ Risk Check and RFP/ Sales Proposal process) (CW_ON_SPEC_1-2, All UCs of section 4 including 4.2.7, 4.2.12, and 4.2.2.1: These UCs support this process; see Extended Description.) **Extended Description** The purpose of this process is to close the sale with terms that are understood by the customer, and are mutually agreeable to both the customer and the service provider. This process may involve obtaining customer agreement to standard terms and conditions. The agreement process may require interaction with the customer to ensure that the standard terms and conditions are understood by, and are acceptable to, the customer. (ON_PF_VD, Part 3 Prospect Qualification, Discussing/Analyzing Sales Proposal with Prospect / Customer: The ON quote/order process can be configured to support sales/contract negotiations and formal sale closure. The process to manage opportunities and the process to manage existing customers are the same.) (CW_ON_SPEC_1-2, 4.2.7, Present Quote(AM): The Sales user presents to a customer quote summary along with agreement to standard terms and conditions as defined in CW Catalog or alternatively retrieved using API. Sales can do updates to a quote items if needed, related conditions may change as per defined catalog rules, then present updated quote again. This process will repeat until mutual understanding and agreement is achieved. Then the Sales user will proceed to the next step of the quote process and continue with the check out.)

		In some cases this process may involve the development of, and negotiation with the customer of, non-standard terms and conditions associated with sales proposals specifically developed to meet specific customer requirements. For complex sales proposals associated with customer RFPs this process may extend over long time periods and require extensive interaction with customers to achieve agreement. (ON_PF_VD, Part 4(Comm) (AM): Non-standard terms and specific requirements are discussed during RFP/Sales Proposal development step (24AF). As the result, CW Catalog can be configured with non-active products and non-standard terms associated representing these special requirements and non-standard terms.(25). CSR or Sales can assign these catalog items to a prospect/customer in a Quote and use Quote Summary to present to a customer.) (CW_ON_SPEC_1-2, 4.2.7, Present Quote(AM): The Sales user presents to a customer quote summary along with agreement as defined in CW Catalog or alternatively retrieved using API. Non-standard terms can be defined via Catalog rules. ON process can be configured for more complex sales processes. E.g. manual tasks can be added to a quote process: task to mark RFP as received; task representing providing completed RFP to the customer before due date, then step to Sign Off the requirement documentation and custom agreement with non-standard term and conditions associated with sales proposal.)

		Aspects of contract price determination may include issues of CPE prices from third party vendors, allowances based on customer location, etc. For RFPs, many of the commercial terms being sought may be developed or originated by the customer, and the negotiating team may need to develop strategies to achieve acceptable commercial outcomes. The sale is concluded through negotiations and joint agreement on features, service levels, pricing and discounts, resulting in a sign-off formal agreement/contract between the customer and service provider. (CW_ON_SPEC_1-2, All UCs of section 4(AM): ON process is designed as a configurable and fully customizable to the specific customer's requirements.) (ON_PF_VD, Part 4(Comm) (24AF) and Generic AF Process(AM): ON can be configured as it is shown in AF discussed during RFP/Sales Proposal development step (24AF). (CW_ON_SPEC_1-2, 4.2.7, Present Quote(AM) and Part 3(18): Manual steps or parallel sub-processes can be configured in ON to be conditional for "Presenting quote step" for required independent aspects. For instance, for each third party vendor can be a task generated in ON, which will represent their activities deliverables towards the sales proposal. When all required tasks from each responsible party are completed, ON process will trigger a manual task representing sign-off formal agreement/contract between the customer and service provider. See for the reference how ON process performs described conditional activities ON_PF_VD Part 3(14), Part 4(Comm) and Generic AF Process.)

		Depending upon specific circumstances, final agreement from the Service Provider's perspective may require escalation to, and agreement from, an appropriately delegated manager. (CW_ON_SPEC_1-2, 4.2.7, Present Quote (AM): ON process supports both task assignment and escalation mechanism. ON can be configured to automatically assign a manual task to an appropriate manager. Alternatively a user as part of his manual task can escalate task to user group representing appropriately delegated manager and will be pending until escalation activity is resolved. When escalated task will be resolved and completed, it will be automatically returned back to the main task and process will resume. See for the reference how ON process performs described activities ON_PF_VD Part 3(14), Part 4(Comm) and Generic AF Process.) (CW_ON_SPEC_1-2, 4.2.2.1 Customer360(AM): Provides status for each individual service order including states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, etc. that can be followed up by CSR manually.)
		The formal agreement could include zero or more confirmed orders from the customer. These orders are then passed on as requests to allow formal Customer Orders to be generated and processed. (CW_ON_SPEC_1-2(AM), 4.2.12 Perform/ Show Service/ Product Configuration and ON_PF_VD, Part 6(30-31): After the quote is accepted by customer, it goes to Configuration state. ON Can be configured to issue task automatically to CSR or another appropriate user group with instruction to generate Customer Orders, and send them to provisioning. This user will manually create orders as per his task instructions.)

1.1.1.4.4 Acquire Customer Data	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.1.2 Add New Customer (M) 4.2.1.1 Start New Quote (M) 4.2.1.2 Open Existing Quote/Order (AM) 4.2.3 Select Service (M) 4.2.5.1 Select Offerings/Plans (M) 4.2.5.2 Select Products (M) 4.2.5.3 Select Equipment for Service (M) 4.2.5.4 Select Accessories for Service (M) 4.2.5.5 Select Technician/Equipment Delivery/ Option(s) and Due Date to Connect (M)	**Brief Description** Capture and record all pertinent customer data required for the initiation, realization and deployment of the agreed sales proposal. (AM) ON provides automated support alongside manual customer data capture required for the initiation, realization and deployment of the agreed sales proposal. (CW_ON_SPEC_1-1, 4.1.2, 4.2.1.1, 4.2.1.2, 4.2.3, 4.2.5.1, 4.2.5.2, 4.2.5.3, 4.2.5.4, 4.2.5.5, 4.2.12, 4.2.13: These UCs support this process; see Extended Description.) **Extended Description** The purpose of this process is to capture and record all pertinent customer data required for the initiation, realization and deployment of the agreed sales proposal. In most standard offerings the necessary customer data is often captured on the sales proposal agreement form associated with the standard offerings. (CW_ON_SPEC_1-1, 4.1.2, Add New Customer: CSR manually enters customer information.) (CW_ON_SPEC_1-1, 4.2.1.1 Start New Quote: CSR manually creates new quote.) (CW_ON_SPEC_1-1, 4.2.1.2 Open Existing Quote/Order: CSR manually opens existing quote/order if one exists internally or access one externally.) (CW_ON_SPEC_1-1, 4.2.3, Select Service: CSR manually selects service.) (CW_ON_SPEC_1-1, 4.2.5.1, Select Offerings/Plans: CSR manually selects offering/plan.) (CW_ON_SPEC_1-1, 4.2.5.2 Select Products: CSR manually selects product.) (CW_ON_SPEC_1-1, 4.2.5.3 Select Equipment for Service: CSR manually selects equipment.) (CW_ON_SPEC_1-1, 4.2.5.4 Select Accessories for Service: CSR manually selects accessory.) (CW_ON_SPEC_1-1, 4.2.5.5 Select Technician/ Equipment Delivery/Option(s) and Due Date to Connect: CSR manually selects technician, delivery option and due date.)

	4.2.12 Perform/ Show Service/ Product Configuration (AM) 4.2.13 Final Customer Data Update (AM)	For non-standard and/or complex sales agreements associated, for instance, with a customer RFP, extensive customer information may be required to plan and roll-out the agreed solution. For example, Centrex designs require extensive capture of details surrounding deployment of handsets, features associated with each handset, customer Centrex groups, etc. (CW_ON_SPEC_1-1, 4.2.12 Perform/ Show Service/ Product Configuration: CSR will manually enter the detail configuration data or select external system to access the data automatically.) (CW_ON_SPEC_1-1, 4.2.13 Final Customer Data Update: CSR will manually enter additional customer data if required or select external system to access the data automatically.) In some cases the necessary level of precise detail may be available from the Develop Sales Proposal. (CW_ON_SPEC_1-1, 4.2.12 Perform/ Show Service/ Product Configuration: CSR will manually enter the detail configuration data or select external system to access the data automatically.) (CW_ON_SPEC_1-1, 4.2.13 Final Customer Data Update: CSR will manually enter additional customer data if required or select external system to access the data automatically.) Where this is not the case, this process is responsible for determining the precise customer information required to support the agreed proposal, capturing (through forms, or customer interviews, etc.) the required customer information, and storing the details in a form required by other processes. (CW_ON_SPEC_1-1, 4.2.12 Perform/ Show Service/ Product Configuration: CSR will manually enter the detail configuration data or select external system to access the data automatically.) (CW_ON_SPEC_1-1, 4.2.13 Final Customer Data Update: CSR will manually enter additional customer data if required or select external system to access the data automatically.) The CSR has to make the decision to either manually enter the details or select the external system to access the data automatically. ON supports both options by providing the function for the CSR to enter the data and the function for the CSR to select the system to get and store the data into ON.

1.1.1.4.5 Cross/Up Selling	ConceptWave Order Negotiations Specifications	**Brief Description** Ensure that the value of the relationship between the customer and service provider is maximized by selling additional, or more of the existing, products.(A)

	V1.1 (CW_ON_SPEC_ 1-1)	ON provides fully automated support for cross/up selling,
	4.2.4 Show Catalog Item Pick-List (A)	(CW_ON_SPEC_1-1, 4.2.4, 4.2.3, 4.2.5, 4.2.5.1, 4.2.5.2, 4.2.5.3, 4.2.5.4: These UCs support this process; see Extended Description.)
	4.2.3 Select Service (A)	**Extended Description**
	4.2.5 Select Items for the service for Each item Category-Use Cases (A)	The purpose of this process is to ensure that the value of the relationship between the customer and service provider is maximized by selling additional, or more of the existing, products.
	4.2.5.1 Select Offerings/Plans (A)	(CW_ON_SPEC_1-1, 4.2.3 Select Service: Up/cross sell options are displayed in ON automatically when used with CW Catalog.)
	4.2.5.2 Select Products (A)	(CW_ON_SPEC_1-1, 4.2.5 Select Items for the service for Each item Category-Use Cases: If up-sell/cross-sell functions are enabled, additional items will be automatically displayed for CSR to recommend.)
	4.2.5.3 Select Equipment for Service (A)	(CW_ON_SPEC_1-1, 4.2.5.1 Select Offerings/Plans: Up/cross sell options are displayed in ON automatically when used with CW Catalog.)
	4.2.5.4 Select Accessories for Service (A)	(CW_ON_SPEC_1-1, 4.2.5.2 Select Products: Up/cross sell options are displayed in ON automatically when used with CW Catalog.)
		(CW_ON_SPEC_1-1, 4.2.5.3 Select Equipment for Service: Up/cross sell options are displayed in ON automatically when used with CW Catalog.)
		(CW_ON_SPEC_1-1, 4.2.5.4 Select Accessories for Service: Up/cross sell options are displayed in ON automatically when used with CW Catalog.)
		The ongoing analysis of customer trends (e.g. usage, problems, complaints) is used to identify when the current offerings may no longer be appropriate for the customer, or when the opportunity for a larger sale arises. Based on the data collected, more appropriate offerings should be recommended to the customer.
		(CW_ON_SPEC_1-1, 4.2.4 Show Catalog Item Pick-List: Catalog Item Pick List is automatically displayed with premium/upgrade/promotional services/products, etc. highlighted to facilitate up-selling and/or cross-selling. In addition, if rules are configured in the Catalog, then the available offerings can be prioritized to automatically show the list in order of the most recommended to the least based on given business rules. The rules for items available are catalog-driven (i.e. rules configuration within Catalog) when

		ON is used with CW Catalog. CSR can proceed to the next step with offerings automatically pre-selected by the system or make manual changes if needed.)

3.1.4 Order Handling Process Mapping [1.1.1.5]

eTOM process element	ConceptWave Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment

1.1.1.5.1 Determine Customer Order Feasibility	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.1.3 Check Service Availability (AM) 4.2.3 Select Service (A) 4.2.4 Show Catalog Item Pick List (A) 4.2.5 Select items for the service for each item category Use Cases(A) 4.2.5.1 Select Offerings/Plans (A) 4.2.5.2 Select Products (A) 4.2.5.3Select Equipment for Service (A) 4.2.5.4 Select Accessories for Service (A) 4.2.8 Check Order (AM)	**Brief Description** Check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified to a customer (AM) ON provides fully automated way for availability and/or feasibility check. If required or automatic check is not possible, solution automatically facilitates manual checks alongside other processes. (CW_ON_SPEC_1-1, 4.1.3, 4.2.3, 4.2.4, 4.2.5, 4.2.8: These UCs support this process; see Extended Description.) **Extended Description** The purpose of the Determine Customer Order Feasibility process is to check the availability (CW_ON_SPEC_1-1, 4.1.3 Check Service Availability: CSR can manually check or ON can automatically check internally or through external system.) (CW_ON_SPEC_1-1, 4.2.3 Select Service: Only available services are presented automatically.) (CW_ON_SPEC_1-1, 4.2.4 Show Catalog Item Pick List: Description 1-Only available Catalog Item Pick List is presented automatically.) (CW_ON_SPEC_1-1, 4.2.5 Select items for the service for each item category Use Cases(including UC's 4.2.5.1, 4.2.5.2, 4.2.5.3, 4.2.5.4): Only available items are presented automatically.) and/or the feasibility (CW_ON_SPEC_1-1, 4.2.8 Check Order: CSR can manually check for order feasibility, or the order can be automatically checked by ON internally or through external system. Such feasibility check may include the physical availability of the selected offering/plan, product, equipment and accessories, as well as logical availability of a service in a particular geographical location (or exception) or network bandwidth availability to serve this order.) of providing and supporting standard and customized product offerings where specified as part of the standard product offering process flow, to a customer. (CW_ON_SPEC_1-1, 4.2.4 Show Catalog Item Pick List: All available standard service offerings/plan plus individual a la carte items for customized service are automatically presented i.e. support customized offerings.)

		These processes invoke requests to SM&O provisioning processes to determine the availability and supportability of product offerings to a customer. (CW_ON_SPEC_1-1, 4.1.3 Check Service Availability: CSR can manually check or ON can automatically check internally or through external system.) (CW_ON_SPEC_1-1, 4.2.8 Check Order: CSR can manually check for order feasibility, or the order can be automatically checked by ON internally or through external system.) These processes are also responsible for determining whether the offering can be supported by other CRM processes. (CW_ON_SPEC_1-1, 4.2.8 Check Order: Post-conditions-Order used for subsequent configuration processes (e.g. Check Out Order).)

1.1.1.5.2 Authorize Credit	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.2.10 Perform Credit Authorization (AM)	**Brief Description** Assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt (AM) ON provides fully automated way for credit authorization. If required or automatic check is not possible, solution automatically facilitates manual checks alongside other processes. (CW_ON_SPEC_1-1, 4.2.10: This UC supports this process; see Extended Description.) **Extended Description** The purpose of the Authorize Credit processes is to assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt. This process is responsible for initiating customer credit checks and for authorizing credit and credit terms (CW_ON_SPEC_1-1, 4.2.10-Perform Credit Authorization: CSR can manually check for credit authorization or ON can automatically check for credit authorization.) in accordance with established enterprise risk and policy guidelines (CW_ON_SPEC_1-1, 4.2.10-Perform Credit Authorization: Policy/Guideline – if Post condition=Pass - order is going to the next step; if Post condition=did not pass - go to 4.2.11 Perform / Hold Pre-payment UC.)

1.1.1.5.4 Track & Manage Customer Order Handling	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_ 1-1) 4.2.1.2 Open Existing Quote/Order *(Followed by4.2.3, 4.2.5, 4.2.12, 4.2.13)* (M) 4.2.2.1 Customer360 (AM) 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect (M) 4.2.14 Cancel Quote/Order (AM) 4.2.15 Submit Order (AM)	**Brief Description** Ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date (AM) ON offers fully automated support to assign, manage and track efficiently provisioning activities (sometimes alongside other mechanisms involving manual action), with a small number of areas requiring manual activity. (CW_ON_SPEC_1-1,4.2.1.2, 4.2.2.1, 4.2.5.5, 4.2.14, 4.2.15*(also include 4.2.3, 4.2.5, 4.2.12, 4.2.13, 4.2.14)*: These UCs supports this process; see Extended Description.) **Extended Description** The objective of the Track & Manage Customer Order Handling processes is to ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date. (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Provide automatically order dashboard and a list of status for individual service order from internal database or via API to external OM.) Responsibilities of these processes include, but are not limited to: · Scheduling, assigning and coordinating customer provisioning related activities; (CW_ON_SPEC_1-1, 4.2.5.5 Select Technician/ Equipment Delivery/Option(s) and Due Date to Connect: CSR manually selects technician, appointment, equipment delivery and service due dates.) (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Provides status for each individual service order including states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, etc.) · Generating the respective service order creation request(s) to Issue Service Orders based on specific customer orders; (CW_ON_SPEC_1-1, 4.2.15 Submit Order: ON submits the order to the Order Manager and sends the information to internal or external Service Instance. It can be done automatically or manually.)

		· Escalating status of customer orders in accordance with local policy; (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Provides status for each individual service order including states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, etc. that can be followed up by CSR manually.) · Undertaking necessary tracking of the execution process; (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Provides status for each individual service order including states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, etc.) · Adding additional information to an existing customer order; (CW_ON_SPEC_1-1, 4.2.1.2 Open Existing Quote/Order: Open existing quote/order if not in Complete or Expired states for editing manually by CSR. May be followed by UCs 4.2.3, 4.2.5, 4.2.12, 4.2.13 to update order or customer data.) · Modifying information in an existing customer order; (CW_ON_SPEC_1-1, 4.2.1.2 Open Existing Quote/Order: Open existing quote/order if not in Complete or Expired states for editing manually by CSR. May be followed by UCs 4.2.3, 4.2.5, 4.2.12, 4.2.13 to update order or customer data.) · Modifying the customer order status; (CW_ON_SPEC_1-1, 4.2.15 Submit Order: After the order is submitted, ON initiates process to automatically monitor the order state. The order state in ON is updated automatically when the order state is changed in OM.) · Canceling a customer order when the initiating sales request is cancelled; (CW_ON_SPEC_1-1, 4.2.14 Cancel Quote/Order: CSR manually cancels the quote/order. The order is cancelled in ON if it is not submitted. If the order is submitted, ON sends a Cancel request to the Order Manager.)

		· Monitoring the jeopardy status of customer orders, and escalating customer orders as necessary; and (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Provides status for each individual service order including states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, etc. that can be followed up by CSR manually.) · Indicating completion of a customer order by modifying the customer order status. (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Provides status for each individual service order including states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, etc. The order completion status is updated by the Order Manager.) Note that some specific product components may be delivered directly by suppliers/partners. In these cases the Track & Manage Customer Order Handling process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific product components. (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Supports standard API in ON Framework to external system. ON in conjunction with OM automatically handles the ordering of product components from external suppliers-external systems. Delivery status is maintained and available to Customer360 for CSR to review. In case of exception, for example, out of stock, then CSR is notified by ON and gets involved in manually handle the delivery. All relevant information of the customer and the order is consolidated and presented to the CSR for action. All external interactions are handled via API.) (CW_ON_SPEC_1-1, 4.2.14 Cancel Quote/Order: Supports standard API in ON Framework to external system) (CW_ON_SPEC_1-1, 4.2.15Submit Order: Supports standard API in ON Framework to external system)

1.1.1.5.5 Complete Customer Order	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.2.1.2 Open Existing Quote/Order (AM) 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect (AM)	**Brief Description** Manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase(AM) ON provides automatic customer information and interactions internal recording and updates to external systems as configured. It also facilitates automatic support alongside the mechanism of manual data entry when required to complete customer order. (CW_ON_SPEC_1-1, 4.2.1.2, 4.2.5.5: These UCs support this process; see Extended Description.) **Extended Description** The purpose of the Complete Customer Order processes is to manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase. (CW_ON_SPEC_1-1, 4.2.1.2 Open Existing Quote/Order: Open existing quote/order if not in Complete or Expired states for editing manually by CSR. May be followed by UCs 4.2.3, 4.2.5, 4.2.12, 4.2.13 to update order or customer data. ON supports the CSR to locate the customer order, facilitates the updating of the order and provides updates to/from any external systems/users automatically.) The customer may participate in commissioning or end-to-end testing and then satisfactory delivery. The customer is trained in the functionality and benefits of the solution. These processes are responsible for ensuring that any customer information required by other CRM processes is updated as part of the customer order completion. (CW_ON_SPEC_1-1, 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect: CSR can manually select applicable technician & appointment, equipment delivery instructions/requirements, options for special instructions, manuals/booklets/other materials, testing coordination information, due dates, etc. For coordinating testing and other special requests, the CSR needs to identify that testing is required and ON will automatically update the technician's calendar, send a request to an external workforce management system, or send an email to the technician with the details of the request.)

1.1.1.5.6 Issue Customer Orders	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_ 1-1) 4.1.3 Check Service Availability (AM) 4.2.1.2 Open Existing Quote/Order *(followed by4.2.3, 4.2.5, 4.2.12, 4.2.13)*(M) 4.2.4 Show Catalog Item Pick-List (A) 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect (M) 4.2.8 Check Order (AM) 4.2.12 Perform/Show Service/Product Configuration (AM) 4.2.13 Final Customer Data Update (AM) 4.2.14 Cancel Quote/Order (AM) 4.2.15 Submit Order (AM)	**Brief Description** Issue correct and complete customer orders(AM) CW solution offers automated support to issue correct and complet customer orders (sometimes alongside other mechanisms involving manual action), with a small number of areas requiring manual activity. (CW_ON_SPEC_1-1, 4.1.3, 4.2.4, 4.2.15: These UCs support this process; see Extended Description.) **Extended Description** The purpose of the Issue Customer Orders processes is to issue correct and complete customer orders. (CW_ON_SPEC_1-1, 4.2.15 Submit Order: ON submits the order to the OM and sends the information to internal or external Service Instance.) These processes ensure that all necessary information about the Customer Order (for example, type of product, install address, special requirements, etc.) is available. (CW_ON_SPEC_1-1, 4.2.4 Show Catalog Item Pick-List: Only available service, offerings, etc. are presented by ON automatically.) (CW_ON_SPEC_1-1, 4.2.15 Submit Order: ON validates final order using internal rules configured automatically. CSR can correct any error manually. Order Manager can reject order submitted by ON if there is error in the order. CSR can correct any errors manually.) The customer orders may be required to satisfy pertinent customer requests from the Selling processes (in particular taking into account the purchase order from Negotiate Sales), (CW_ON_SPEC_1-1, 4.2.12 Perform/Show Service/Product Configuration: CSR can manually enter additional service/product data configuration information from the quotation/selling processes, or ON can retrieve additional information automatically from external system.)

	4.4 Order Negotiations UI Use Cases-Disconnect Service Flow (M)	may arise as a result of requests for customer provisioning activity to satisfy customer problem restoration activities, (CW_ON_SPEC_1-1, 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect: CSR can manually select applicable technician & appointment, equipment delivery instructions/requirements, options for special instructions, manuals/booklets/other materials, testing coordination information that pertains to customer problem restoration activities.) (CW_ON_SPEC_1-1, 4.2.12 Perform/Show Service/Product Configuration: CSR can manually enter additional service/product data configuration information, or ON can retrieve additional information automatically from external system that pertains to customer problem restoration activities.) may arise to alleviate customer performance issues. (CW_ON_SPEC_1-1, 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect: CSR can manually select applicable technician & appointment, equipment delivery instructions/requirements, options for special instructions, manuals/booklets/other materials, testing coordination information that pertains to customer performance issues.) (CW_ON_SPEC_1-1, 4.2.12 Perform/Show Service/Product Configuration: CSR can manually enter additional service/product data configuration information, or ON can retrieve additional information automatically from external system that pertains to customer performance issues.) These processes assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued. (CW_ON_SPEC_1-1, 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect: CSR can manually select applicable technician & appointment, equipment delivery instructions/requirements, options for special instructions, manuals/booklets/other materials, testing coordination information. These special instructions/requirements may be part of the sales request. ON will include these special requirements into the customer order automatically.)

		(CW_ON_SPEC_1-1, 4.2.12 Perform/Show Service/Product Configuration: CSR can manually enter additional service/product data configuration information, or ON can retrieve additional information automatically from external system. These special configurations may be part of the sales request. ON will include these special configurations into the customer order automatically.) (CW_ON_SPEC_1-1, 4.2.15 Submit Order: ON validates final order using internal rules configured automatically. CSR can correct any error manually. The customer is issued when ON submits the order to the OM and sends the information to any internal or external Service Instance. OM will decompose the submitted order to individual service orders for provisioning.) The issued customer order may require a feasibility assessment, may require new provisioning activities, may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order. (CW_ON_SPEC_1-1, 4.2.8 Check Order: CSR must manually initiate check for order feasibility, either manually or automatically through external system.) (CW_ON_SPEC_1-1, 4.2.1.2 Open Existing Quote/Order: Open existing quote/order if not in Complete or Expired states for editing manually by CSR. CSR will manually update the existing order by following UCs 4.2.3, 4.2.5, 4.2.12, 4.2.13 to update order or customer data.) (CW_ON_SPEC_1-1, 4.2.14 Cancel Quote/Order: CSR must manually initiate cancel order in ON if the order is not completed.) The customer order may also relate to the cancellation of previously purchased specific services. (CW_ON_SPEC_1-1, 4.4 Order Negotiations UI Use Cases-Disconnect Service Flow: UCs to support cancellation of existing services. CSR must manually select specific service to cancel.) Where, the initiating request for a purchased product offering has a standard customer order this process is responsible for issuing the customer order, and for creating a record of the relevant initiating sales request and the associated customer order. (CW_ON_SPEC_1-1, 4.2.15 Submit Order: ON submits the order to the OM and sends the information to internal or external Service Instance. OM will decompose the submitted order to individual service orders for provisioning.)

		(CW_ON_SPEC_1-1, 4.2.5.5 Select Technician/ Equipment Delivery /Option(s) and Due Date to Connect: CSR can manually select applicable technician & appointment, equipment delivery instructions/requirements, options for special instructions, manuals/booklets/other materials, testing coordination information.) (CW_ON_SPEC_1-1, 4.2.12 Perform/Show Service/Product Configuration: CSR can manually enter additional service/product data configuration information, or ON can retrieve additional information automatically from external system.) Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has been previously undertaken, this process is responsible for issuing the customer order, and for creating a record of the relevant initiating request information and the associated customer order. (CW_ON_SPEC_1-1, 4.2.15, 4.2.5.5, 4.2.12: Same as above. ON supports processing of both standard offerings and ones that have special or unusual requirements using special conditions/flags that trigger different processes automatically. Special processes are typically done manually or require ON to call other external systems. Special order data entry by the CSR manually is usually required.) (CW_ON_SPEC_1-1, 4.2.8 Check Order: Order feasibility is supported by this UC, either manually or automatically through external system.)

		Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has not been previously undertaken, this process marks the issued customer order as requiring special handling, and passes management for further processing to the Track & Manage Customer Order Handling process. (CW_ON_SPEC_1-1, 4.2.15, 4.2.5.5, 4.2.12: Same as above. ON supports processing of both standard offerings and ones that have special or unusual requirements using special conditions/flags that trigger different processes automatically. Special processes are typically done manually or require ON to call other external systems. Special order data entry by the CSR manually is usually required.) (CW_ON_SPEC_1-1, 4.2.8 Check Order: Order feasibility is supported by this UC, either manually or automatically through external system.) **Note:** ON also supports the Track & Manage Customer Order Handling process. The orchestration, if required, and tracking of the customer order progress is the responsibility of the Track & Manage Customer Order Handling processes. **Note:** ON also supports the Track & Manage Customer Order Handling process.

1.1.1.5.7 Report Customer Order Handling	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.2.2.1 Customer360 (AM)	**Brief Description** Monitor the status of customer orders, provide notifications of any changes and provide management reports. (AM) CW solution automatically monitors status of customer orders and provide notifications to any change. It is also provides management reports automatically when such a request is initiated by an authorized user. (CW_ON_SPEC_1-1, 4.2.2.1: This UC supports this process; see Extended Description.) **Extended Description** The objective of the Report Customer Order Handling processes is to monitor the status of customer orders, provide notifications of any changes and provide management reports. (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Customer360 automatically provides Order Dashboard and order related data including order states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, and others. CSR can initiate reports of any Customer360 data.) These processes are responsible for continuously monitoring the status of customer orders and managing notifications to processes and other parties registered to receive notifications of any status changes. (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Customer360 provide standard API for external entities to access its data. It is a “passive” monitoring tool and it polls and collects all relevant customer and order data internally from within the Framework and externally from other systems. It may be configured to periodically report to other parties of current status or to notify others of only status changes. Data is available for commercial order/quote, service order, status (state, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, and others).)

		Notification lists are managed and maintained by the Support Order Handling processes. These processes record, analyze and assess the customer order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Order Handling process. These specialized summaries could be specific reports required by specific customers. (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Customer360 automatically provides Order Dashboard and order related data including order states, progress/readiness, milestone, % completion, schedule, assignment, escalation, jeopardy conditions, and others. CSR can initiate reports of any Customer360 data.)

1.1.1.5.8 Close Customer Order	ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.2.15 Submit Order (A)	**Brief Description** Close a customer order when the customer provisioning activities have been completed (CW_ON_SPEC_1-1, 4.2.15: This UC supports this process; see Extended Description.) (A) ON provides fully automatic support to handle closing of a customer order when the customer provisioning activities have been completed. **Extended Description** The objective of the Close Customer Order processes is to close a customer order when the customer provisioning activities have been completed. These processes monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to “completed”. (CW_ON_SPEC_1-1, 4.2.15 Submit Order: After the order is submitted, ON initiates process to automatically monitor the order state. When the order state is changed to COMPLETE, the order is updated automatically to close order.)

3.2 Service Management & Operations [1.1.2]

3.2.1 Service Configuration & Activation [1.1.2.2]

eTOM process element	Enterprise Process Mapping	
1.1.2.2 - Service Configuration & Activation	Alignment	Mapping Comment

1.1.2.2.3 - Track & Manage Service Provisioning	1. ConceptWave Order Management User Guide V1.2 (CW_OM_UG) Section 1 - Key Features of OM, Understanding OM workflows Section 3 Managing Exceptions Section 4 Order Decomposition Section 6 Order Tracking Section 7 Handling work items Section 9 Order Supplements Section 10 - Integration technology and capabilities 2. ConceptWave Order Negotiations Specifications V1.1 (CW_ON_SPEC_1-1) 4.2.12 Perform/ Show Service/ Product Configuration 4.2.2.1 Customer360	**Brief Description** Ensure service provisioning activities are assigned, managed and tracked efficiently. (AM) OM offers fully automated support to manage efficiently provisioning activities assignment, management and tracking (sometimes alongside other mechanisms involving manual action), with a small number of areas requiring manual activity. (CW_OM_UG, sections 1, 3, 4, 6, 7, 9, 10: UCs in these sections support this process; see Extended Description.) (CW_ON_SPEC_1-1, 4.2.12, 4.2.2.1: UCs in this section support this process; see Extended Description.) **Extended Description** The objective of the Track & Manage Service Provisioning processes is to ensure service provisioning activities are assigned, managed and tracked efficiently. (CW_OM_UG, Section 1 (A) – Introducing CW Order Management, How OM works: OM manages entire order fulfillment lifecycle process including efficient service provisioning management, provisioning activities (tasks) assignment and tracking.) (CW_OM_UG, Section 1 – Introducing CW Order Management, Key Features of OM: -Order orchestration(A), -Service provisioning activities management and assignment(A), -Dependent tasks (AM), -Parallel tasks (AM), -Subordinate tasks (AM), -Delayed tasks (AM), -Milestone tasks (AM), -Iterative tasks (AM) , -Tasks assignment (AM), -Synchronous tasks (AM), -Asynchronous tasks (AM), -Manually completed tasks (M), -Automatically completed tasks (A), -Dynamic order routing (A), -Order monitoring (A) -Order tracking (A), Etc. (See full list of OM features as they represent various aspects of Track & Manage Service Provisioning process.)

		Responsibilities of these processes include, but are not limited to: · Scheduling, (CW_OM_UG, Section 1 - Key Features of OM : Scheduled tasks(AM)) Assigning (CW_OM_UG, Section 1 - Key Features of OM : Tasks assignment(AM)) (CW_OM_UG, Understanding OM Workflows(AM): OM supports automatic (as per workflow definitions, pre-requisites and rules) and manual (by a user) task assignment.) (CW_OM_UG, Section 7 Handling work items(AM): OM provides capabilities to automatically delegate, route and distribute activities (tasks or work items in the work list) to a user or user group. Assignments can be automatically prioritized and grouped based on various criteria.) and coordinating service provisioning related activities; (CW_OM_UG, Section 1 - Understanding OM workflows: OM provides fully-featured BPML-compliant workflow engine, supporting coordinating service provisioning related activities.) (CW_OM_UG, Section 1 - Key Features of OM : OM Key features includes by not limited to - Order Orchestration (A) - Order Prioritization (AM) - Order Decomposition (A) - Dynamic Order Routing (A) including delegating activities to external vendors.)

		· Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders; (CW_OM_UG, Section 4 Order Decomposition and Section 1 - Key Features of OM : Order Decomposition(AM): OM workflow's activities are represented by automatic and manual tasks, each task can automatically generate request(s) to external systems via API to issue Resource Orders based on workflow decomposition logic representing specific service order. Order Decomposition logic can be Catalog driven when working with CW Catalog. In case of external Catalog, OM can be configured to map Catalog Resources to the requests issuing resource orders.)
		· Escalating status of service orders in accordance with local policy; (CW_OM_UG, Section 7 Handling work items (AM) – Escalation Capability.)
		· Undertaking necessary tracking of the execution process; (CW_OM_UG, Section 6 Order Tracking (A): OM module includes configurable dashboard to provide a single view of the Order and corresponding execution (order fulfillment) process.)

		· Adding additional information to an existing service order; Adding information to an existing service order is performed by an authorized user via ON or OM UI. (CW_ON_SPEC_1-1, 4.2.12 Perform/ Show Service (AM): During service provisioning handled by OM, some order data is added by authorized user using ON order configuration interface. This data will be automatically recorded by OM and can trigger other automatic or manual activities as per OM workflow and rules definition.) (CW_OM_UG, Section 7 Handling Work Items (AM): During service provisioning, order data can be added by authorized user using OM work items. This data will be automatically recorded by OM and can trigger other automatic or manual activities as per OM workflow and rules definition.) (CW_OM_UG, Section 10 - Integration technology and capabilities (A): Order data can be added as a result of the request from external system.) (CW_OM_UG, Section 9 Order Supplements (AM): Order Supplements are requests to change and/or cancel an order that has already been placed.)

		· Modifying information in an existing service order;· Modifying information to an existing service order is performed by an authorized user via ON or OM UI. (CW_ON_SPEC_1-1, 4.2.12 Perform/ Show Service (AM): During service provisioning handled by OM, some order data is updated by authorized user using ON order configuration interface. This data will be automatically recorded by OM and can trigger other automatic or manual activities as per OM workflow and rules definition.) (CW_OM_UG, Section 7 Handling Work Items (AM): During service provisioning, order data can be updated by authorized user using OM work items. This data will be automatically recorded by OM and can trigger other automatic or manual activities as per OM workflow and rules definition.) (CW_OM_UG, Section 10 - Integration technology and capabilities (A): Order data can be added as a result of the request from external system.) (CW_OM_UG, Section 9 Order Supplements (AM): Order Supplements are requests to change and/or cancel an order that has already been placed.)
		· Modifying the service order status; (CW_OM_UG, Section 1 - Key Features of OM : Order Status (A). OM system automatically changes order status during provisioning. E.g. after initial order decomposition, the status will change to “Provisioning” automatically, also when communicating to external system and error occurs, the order will go to “Error” state. OM can be configured to change automatically to additional custom statuses when a milestone is reached.) (CW_OM_UG, Section 6 Order Tracking (A) OM system automatically tracks order status changes, and presents it to a user via configurable dashboard.)

		· Canceling a service order when the initiating customer order is cancelled; (CW_OM_UG, Section 1 - Key Features of OM : Order Cancellation (AM). Cancel is initiated by a user or by external system via API; OM will facilitate it with automatic status change to “Cancelled”, and run configured rollback changes.) (CW_OM_UG, Section 1 - Key Features of OM : Release resources upon order cancellation sequential tasks (A).) (CW_OM_UG, Section 9 Order Supplements (AM): Order Supplements are requests to change and/or cancel an order that has already been placed.)

		· Monitoring the jeopardy status of service orders, (CW_OM_UG, Section 1 - Key Features of OM : Order monitoring (A), Jeopardy management (A)) (CW_OM_UG, Section 6 Order Tracking (A): OM module includes configurable order tracking dashboard including jeopardy status of service orders.) (CW_OM_UG, Section 10 - Integration technology and capabilities (A): OM can be configured to monitor jeopardy status from external system.) and escalating service orders as necessary; (CW_OM_UG, Section 3 Managing Exceptions (A): OM workflows can automatically escalate exceptions and tasks to appropriate users or user groups or systems.) (CW_OM_UG, Section 7 Handling work items – Escalation Capability (A): Jeopardy notifications (internally or via API to external systems) or Alerts can be automatically generated upon the assignment of an order to jeopardy status.) (CW_OM_UG, Section 10 - Integration technology and capabilities (A): Order data can be added as a result of the request from external system.)
		and · Indicating completion of a service order by modifying the service order status. (CW_OM_UG, Section 1 - Key Features of OM : Order Status (A).)

		Note that some specific service components may be delivered by suppliers/partners. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific service components. (CW_ON_SPEC_1-1, 4.2.2.1 Customer360: Supports standard API in OM Framework to external system. ON in conjunction with OM automatically handles the ordering of product components from external suppliers-external systems. Delivery status is maintained and available to Customer360 for CSR to review. In case of exception, for example, out of stock, then CSR is notified by ON and gets involved in manually handle the delivery. All relevant information of the customer and the order is consolidated and presented to the CSR for action. All external interactions are handled via API.) (CW_OM_UG, Section 1 - Key Features of OM : Routing to external vendors (A).) (CW_OM_UG, Section 1 - Key Features of OM : Interface to provisioning platforms (A).) (CW_OM_UG, Section 10 - Integration technology and capabilities (A).)

1.1.2.2.4 - Implement, Configure & Activate Service	1. ConceptWave Order Management User Guide V1.2 (CW_OM_UG) Section 1 - Introducing CW Order Management, Key Features of OM, Understanding OM workflows Section 4 Order Decomposition Section 6 Order Tracking Section 7 Handling work items	**Brief Description** Implement, configure and activate the specific services allocated against an issued service order. (AM) OM offers fully automated support to implement, configure and activate the specific services allocated against an issued service order (sometimes alongside other mechanisms involving manual action), with a small number of areas requiring manual activity. (CW_ON_SPEC_1-1, Sections 1, 4, 6, 7: All UCs in these sections support this process; see Extended Description.) **Extended Description** The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order. (CW_OM_UG, Section 1 – Introducing CW Order Management, Key Features of OM (AM): OM implements service configuration and activation process against issued service order using workflows.

		These processes are responsible for, but not limited to: · Assessing and planning the approach to be undertaken for implementation, configuration and activation; (CW_OM_UG, Section 1 – Introducing CW Order Management, Key Features of OM (AM): OM implements service configuration and activation process against issued service order using workflows.) (CW_OM_UG,4 Order Decomposition (A): OM workflow's configuration and activation activities are represented by automatic and manual tasks, each task can automatically generate request(s) to external systems via API to issue Resource Orders based on workflow decomposition logic representing specific service order. Order Decomposition logic can be Catalog driven when working with CW Catalog. In case of external Catalog, OM can be configured to map Catalog Resources to the requests issuing resource orders. The model can be configured and re-configured manually by a Catalog Manager, which will change corresponding decomposition logic for this service. OM Decomposition process is generic in the offer level. It supports both standard and customized offerings in the same way. OM can query Catalog to obtain the specific workflow to instantiate for each child item in the Offer. If the Catalog returns no value, the generic workflow is selected.)

		· Re-using standard implementation, configuration and activation processes applicable to specific services; (CW_OM_UG, Section 1 – Introducing CW Order Management, Key Features of OM – Provisioning processes configuration for specific services (AM).) (CW_OM_UG, Section 1 – Introducing CW Order Management, Key Features of OM – Service specific workflows customization (AM).) (CW_OM_UG,4 Order Decomposition (AM): As Order Decomposition logic can be Catalog driven when working with CW Catalog, Catalog models along with rules can be re-used.)
		· Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering. (CW_OM_UG, Section 1 – Introducing CW Order Management, Key Features of OM – Service specific workflows customization(AM)) (CW_OM_UG,4 Order Decomposition(AM): As Order Decomposition logic can be Catalog driven when working with CW Catalog, Catalog model representing specific services will contain items such as specific Product and Resource items representing equipment in the Catalog along with defined availability and feasibility rules. The model can be configured and re-configured manually by a Catalog Manager, which will change corresponding decomposition logic for this service.)

		· Providing notifications as required if the implementation, configuration and activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications; (CW_OM_UG, Section 6 Order Tracking(AM): Order dashboard shows Jeopardy or Alerts based on event notifications upon configuration and activation activities corresponding to automatic or manual tasks of the OM workflows Solution facilitates automatic notifications/alarms about outages or other service specific alarms, which can be triggered internally based on workflow rules and scheduling, or facilitate manual user action on his work item activity.)
		and · Updating the information contained in the service inventory as to the configuration of specific services and their status. At the successful conclusion of these activities, the status of the specific services will be changed from allocated to activated, which means they are in-use. (CW_OM_UG, Understanding OM Workflows (A): OM supports automatic (as per workflow definitions, pre-requisites and rules) task assignment. Usually an automatic task to update service information and status of the service in internal and/or external service inventory will be performed by OM workflow upon each service allocation, activation or de-activation.)

1.1.2.2.7 - Issue Service Orders	1. ConceptWave Order Management User Guide V1.2 (CW_OM_UG) Section 1 - Key Features of OM Section 4 Order Decomposition Section 5 Order Orchestration Section 6 Order Tracking Section 7 Handling work items Section 9 Order Supplements Section 10 - Integration technology and capabilities	**Brief Description** Issue correct and complete service orders (AM) OM offers fully automated support to issue correct and complete service orders, with a small number of areas requiring manual activity. (CW_OM_UG, Sections 1, 4, 5, 6, 7, 9, 10: All UCs in these sections support this process; see Extended Description.) **Extended Description** The purpose of the Issue Service Orders processes is to issue correct and complete service orders. (CW_OM_UG, Section 1 - Key Features of OM, Order Decomposition(A)) (CW_OM_UG, Section 4 Order Decomposition (A): The role of the decomposition process is to use the technical view of the order to automatically generate a set of technical services that must be provisioned, and their component resources. As part of the order fulfillment, corresponding workflow will manage service configuration and activation activities.)

		The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues. (CW_OM_UG, Section 1 - Key Features of OM, Order Decomposition, Order Orchestration, Linked (related) orders (A): OM decomposes each new service order and will start corresponding workflow based on order information received. Depending on specific scenario and customer process, service problem recovery activities or service performance issue and will be handled by an appropriate service workflow. Additional pre-configured sub-flows can be triggered or separate orders generated internally and automatically by OM, as part of order orchestration based on configured workflows, in order to satisfy service problem recovery activities. (CW_OM_UG, Section 1 - Key Features of OM, Escalation (AM): OM can also facilitate automatic support for escalation user tasks activities which may require manual analysis prior to initiating an additional order, sub-flow or simply manually resolve the problem and put order back to normal provisioning status from “Error” status.) or may arise as a result of information received from suppliers/partners in relations to specific services. (CW_OM_UG, Section 10 - Integration technology and capabilities (A)) (CW_OM_UG, Section 1 - Key Features of OM, Order Decomposition, Order Orchestration, Routing to external vendors and Section 10 - Integration technology and capabilities (AM): OM decomposes each new service order and will start corresponding workflow based on order information received. Depending on specific scenario and customer process, information received from suppliers/partner regarding will be handled by an appropriate service workflow. OM can facilitate a fault notification, API call or user manual action, and trigger appropriate workflow or task for service problem recovery.)

		These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or supplier/partner initiated request, to determine the associated service orders that need to be issued. (CW_OM_UG, Section 1 - Key Features of OM, Order Decomposition (A), Routing to external vendors, Interface to provisioning platforms) (CW_OM_UG, Section 4 Order Decomposition, Section 5 Order Orchestration (A) The role of the decomposition process is to use the technical view of the order to generate a set of technical services that must be provisioned, and their component resources. As part of the Decomposition process, OM can query Catalog to obtain the specific internal workflow for order offerings and products. The workflow can be configured to automatically route / initiate requests for particular activities or issue separate orders as needed to an external vendor/partner/supplier. It will orchestrate and synchronize workflows external and internal activities and orders based on workflow logic.)) (CW_OM_UG, Section 10 - Integration technology and capabilities (A))

		The issued service order may require a service feasibility assessment or a service design to be produced, (CW_OM_UG, Section 4 Order Decomposition, Section 5 Order Orchestration (AM): OM decomposition process logic can be Catalog driven, based on rules defined for a service or related catalog items. OM workflow can be configured as part of the orchestration to call external system for an automatic feasibility assessment or a service design check (based on specific customer location or other relevant context). If feasibility assessment and/or a service design was not produced yet, manual task for appropriate technician user group can be issued as part of OM workflow and the order workflow will wait until it is done. Workflow can automatically receive and keep the result after it is done, and it will not do the same API call again for feasibility or service design check if not needed based on Catalog availability rules configured.) (CW_OM_UG, Section 7 Handling work items (AM): OM workflow may assign manual tasks to handle special or unusual requirements.) (CW_OM_UG, Section 10 - Integration technology and capabilities (A)) may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. (CW_OM_UG, Section 9 Order Supplements (AM): Order Supplements are requests to change and/or cancel an order that has already been placed.)

		Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, (CW_OM_UG, Section 1 - Key Features of OM, Order Decomposition (A)) (CW_OM_UG, Section 4 Order Decomposition: The role of the decomposition process is to use the technical view of the order to generate a set of technical services that must be provisioned, and their component resources.) and for creating a record of the relevant initiating request or customer order information and the associated service orders. (CW_OM_UG, Section 6 Order Tracking (A): OM creates records for each internal or external request associated with each service order. Current and historical activities can be tracked using order dashboard and OM standard reports.)

		Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders. (CW_OM_UG, Section 1 - Key Features of OM, Order Decomposition (A)) (CW_OM_UG, Section 4 Order Decomposition, Section 5 Order Orchestration (A): OM decomposition process logic can be Catalog driven, based on rules defined for a service or related catalog items.OM workflow can be configured as part of the orchestration to call external system for feasibility assessment or a service design check (based on specific customer location or other required context). If feasibility assessment and/or a service design were previously created, the system will continue to the next workflow step to provision service and issue additional service orders if needed. Workflow can automatically receive and keep the result after it is done, and it will not do the same API call again for feasibility or service design check if not needed based on Catalog availability rules configured.) (CW_OM_UG, Section 7 Handling work items (AM): OM workflow may assign manual tasks to handle special or unusual requirements.) and for creating a record of the relevant initiating request or customer order information and the associated service orders. (CW_OM_UG, Section 6 Order Tracking (A): OM creates records for each internal or external request associated with each service order. Current and historical activities can be tracked using order dashboard and OM standard reports.)

		Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process. Usually when order is submitted using CW channel such as ON, a valid and feasible order which can be handled by OM fulfillment workflows. (CW_OM_UG, Section 5 Order Decomposition (A): However when OM deals with external ordering channels and decompose such product offering requests, unusual requirements can be discovered. OM module optionally employs the service of the Catalog to decompose the order. Order decomposition process will use order data and validate related conditions for services or products (automatically when used with CW Catalog or via API).) (CW_OM_UG, Section 5 Order Orchestration (AM): OM process will create automatic or manual tasks for a service or product which cannot be decomposed in a standard way with existing OM processes. OM workflow can be configured as part of the orchestration to call external system for feasibility assessment or a service design check (based on specific customer location or other required context). If feasibility assessment and/or a service design was not produced yet, “Track & Manage Service Provisioning process” by means of OM can issue a manual task or/and notification for appropriate technician user group, and the order workflow will wait until it is done. Workflow can automatically receive and keep the result after it is done, and it will not to do the same API call again for feasibility or service design check if not needed based on Catalog availability rules configured.)) (CW_OM_UG, Section 1 - Understanding OM workflows, Section 7 Handling work items (AM): OM workflow can be configured to issue manual tasks for appropriate users or groups to handle special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created.)

		The orchestration, if required, (CW_OM_UG, Section 5 Order Orchestration (A).) and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes. (CW_OM_UG, Section 6 Order Tracking (A).)

1.1.2.2.8 - Report Service Provisioning	1. ConceptWave Order Management User Guide V1.2 (CW_OM_UG) Section 1 - Key Features of OM Section 6 Order Tracking Section 10 Integration technology and capabilities. 2. Functional - OA - Order Analytics CW_OA_Func_1.0 All sections of this document	**Brief Description** Monitor the status of service orders, provide notifications of any changes and provide management reports. (AM) CW solution automatically monitors status of customer orders and provide notifications to any changes. It is also provides management reports automatically when such a request is initiated by an authorized user. (CW_OM_UG, section 6, 10: All UCs in these sections support this process; see Extended Description.) (CW_OA_Func_1.0. This document supports this process; see Extended Description.) **Extended Description** The objective of the Report Service Provisioning processes is to monitor the status of service orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of service orders and managing notifications to processes and other parties registered to receive notifications of any status changes. (CW_OM_UG, Section 6 Order Tracking (A): The dashboard provides a single view of the Order, the Technical Services on the Order, and of the Resources and Activities including service order status and notifications.) (CW_OM_UG, Section 1 - Key Features of OM Run-time configuration support (A): OM workflows can be configured for automatic activities to send notifications upon status change based on notification lists (email lists, external system lists, etc.) configured using OM Configuration Tool.) (CW_OM_UG, Section 10 - Integration technology and capabilities (A). Notification to other parties registered can be provided for the status or other changes.) (CW_OA_Func_1.0 (AM): As order provisioning is started, OM automatically audits and tracks all aspects of the order fulfillment. Various management reports (out of box and custom) which are accessing data recorded by order handling (ON) and order management (OM) components, available via OA module. Authorized users can manually enter required filtering criteria and request a report from OA module. OA generates reports automatically upon user request or it can be configured to issue a report as per configured notification.)

		Notification lists are managed and maintained by the Enable Service Configuration & Activation processes. (CW_OM_UG, Section 1 - Key Features of OM Run-time configuration support (AM): OM workflows can be configured for automatic activities to send notifications based on notification lists (email lists, external system lists, etc.) configured using OM Configuration Tool.) (CW_OM_UG, Section 10 - Integration technology and capabilities (A). Notification to other parties registered can be provided for any status changes.)
		These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. (CW_OM_UG, Section 6 Order Tracking (A): The dashboard provides a single view of the Order, the Technical Services on the Order, and of the Resources and Activities including service order status changes and notifications.) (CW_OA_Func_1.0 Common Report Samples (AM): Various management reports (out of box and custom) which are accessing data recorded by OM are available via OA module. OA generates efficiency and effectiveness summary reports based on tracking service order aspects such as OM processes automatic activities and work items / manual tasks activities progress, relevant milestones and status (including errors and delays), participants (systems and users) activity. These specialized summaries could be specific reports required by specific audiences. (CW_OA_Func_1.0 Common Report Samples (AM): OA can customize reports in addition to the variety of out of box reports provided by OA. OA facilitates automatically user requests to issue specific reports.)

1.1.2.2.9 - Close Service Order	ConceptWave Order Management User Guide V1.2 (CW_OM_UG) Section 1 - Key Features of OM Section 5 Order Orchestration	**Brief Description** Close a service order when the service provisioning activities have been completed. (A) OM offers fully automated support to close a service order when service provisioning activities have been completed. (CW_OM_UG, section 6, 10: All UCs in these sections support this process; see Extended Description.) **Extended Description** The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed. (CW_OM_UG, Section 1 - Key Features of OM, Order orchestration (A), Order Completion (A).)
		These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed. (CW_OM_UG, Section 5 Order Orchestration (A): OM orchestrates order fulfillment process and monitoring all associated internal and external activities statuses.) (CW_OM_UG, Section 1 - Key Features of OM, Order orchestration (A), Order Completion (A): OM recognizes internally or via API when all open activities associated with service orders are done and finally changes order status to “Completed”.)

3.3 Marketing & Offer Management [1.2.1]

3.3.1 Product & Offer Development & Retirement [1.2.1.5]

eTOM process element	Enterprise Process Mapping	
1.2.1.5 Product & Offer Development & Retirement	**Alignment**	**Mapping Comment**
1.2.1.5.5 Develop Detailed Product Specifications	ConceptWave Catalog User Guide Specification V5.1.7 (CW_CM_UG_5.1-7 Sections; Items Attribute Types Associations Catalog Rules Catalog Hierarchies) ConceptWave PLM Process v5.1.7 (CW_PLM_Process_5.1.7)	**Brief Description** Develop and document the detailed product-related technical, performance and operational specifications, and customer manuals. (AM) (ConceptWave Catalog Management application supports all Offer/Product/Service/Resource Data & Lifecycle Management processes. The core features of the application are provided to support development and documentation of the Offer/Product/Service/Resource information. This includes technical, performance and operational specifications and customer manuals. ConceptWave CM has a built-in PLM process with the following main steps; • Conception • Evaluation • Definition/Design & Planning • Build/Development • Testing • Launch Product • Service & Support Product • Retirement eTOM process Develop Detailed Product Specifications is covered with Definition/Design & Planning, Build/Development and Testing CW PLM processes. This is mostly a manual task with Catalog application utilized for the task execution.)

		Extended Description The Develop Detailed Product Specifications processes develop and document the detailed product-related technical, performance and operational specifications, and customer manuals. (AM) (All Product-relevant data is designed during Definition/Design & Planning process (CW_PLM_Process_5.1.7). ConceptWave Catalog uses generic modeling concepts to support capturing any type of data including technical, performance & operational specifications and customer manuals. CW data model does not need to be extended to capture this data as all the required attributes can be added dynamically, i.e. as data rather than data structure (Catalog User Guide, sections Items and Attribute Types). Users with the Product Manager role then use the Build/Development process to implement the Product in full detail. The final step is Testing of the developed Product. ConceptWave Catalog provides the Test Mode functionality which allows users to build an instance of the Product, configure its Pricing and place it in the Basket.) These processes develop and document the required product features, the specific service and resource requirements and selections, the specific performance and operational requirements and support activities, any product specific data required for the systems and network infrastructure. (AM) (The same processes; Definition/Design & Planning, Build/Development and Testing CW PLM process are used to develop and document the full Offer/Product/Service/Resource hierarchy, including any specific performance and operational requirements and support activities as well as any data specific for the systems and network infrastructure. ConceptWave provides a concept of Context (Catalog User Guide, section Contexts), which is used to segment any specific data; for example, any information specific for a network infrastructure can be placed under a separate Context. This enables easier integration of the Catalog with other systems in an Enterprise. The processes ensure that all detailed specifications are produced and appropriately documented. (AM) (ConceptWave provides several Catalog features which support the validation of the completeness and correctness of captured data. These are; Attribute level data integrity rules like data type, mandatory, field format, allowed values etc (Catalog User Guide, section Attribute Types). Cardinality can be used to specify a number of Items included under a selected Item. Rules are used to specify more complex

		constraints (Catalog User Guide, sections Catalog Rules and Item Restrictions). In addition to Catalog features that support the automatic validation process, the PLM process includes Approval activities for manual approval of Catalog changes (ConceptWave PLM Process). Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. (AM) (For Offer/Product/Service/Resource Specification information, the Catalog is the enterprise repository. ConceptWave PLM process is ConceptWave Catalog specific, therefore it ensures that the Catalog-mastered data is specified within the Catalog. In addition to this, ConceptWave PLM Process is based on the configurable workflow and therefore can be extended to include processes/activities which are not necessarily Catalog-data related; for example, a process of Gather and Analyze Market Information, which does not necessarily use Catalog data, can still be configure as an activity in the PLM process. In that case, the PLM process would also ensure that the result of the Market Analysis is stored in the appropriate enterprise repository.
1.2.1.5.6 Manage Product Development	ConceptWave Catalog User Guide Specification V5.1.7 (CW_CM_UG_5.1-7 Sections; Projects Catalog Privileges) ConceptWave PLM Process v5.1.7 (CW_PLM_Process_5.1.7)	**Brief Description** Ensure the co-coordinated delivery in line with the approved business case of all required product capabilities for that business case across the enterprise. (AM) (ConceptWave supports coordinated delivery in a manual manner through the Build/Development PLM Process. Catalog Project feature is utilized during this process, as well as Catalog Security System (Catalog User Guide, sections Projects and Catalog Privileges.) **Extended Description** These processes use project management disciplines to deliver the necessary capabilities, including process development, specific systems & network infrastructure developments, specific channel developments, specific operational procedures, etc. required to support the new product. (AM) (ConceptWave Catalog natively supports Projects. No change can be done on any Catalog-managed data before selecting the active Project under which these activities are

		done. Security System makes sure that Users are placed in appropriate User Groups according to the roles they are performing in the process. Catalog Privileges are assigned to the User Groups to make sure the appropriate level of system access is provided to the each User of the system. Only a User with Project Management privileges can create a Project, select the tasks from the PLM Process and assign Users to the tasks. Tasks can be dynamically created/changed to ensure the full delivery of all the necessary capabilities.) It is predominantly a program/project management function, with the detailed management of individual capability delivery managed through separate processes in other horizontal process groupings. (AM) (ConceptWave PLM Process, Catalog User Guide, sections Projects and Catalog Privileges.)

1.2.1.5.7 Launch New Products	ConceptWave Catalog User Guide Specification V5.1.7 (CW_CM_UG_5.1-7 Sections; Projects Product Lifecycle Management Contexts) ConceptWave PLM Process v5.1.7 (CW_PLM_Process_5.1.7)	**Brief Description** Manage the initial introduction of new and enhanced products into the market and handover to operations for ongoing rollout (AM) (ConceptWave Catalog supports automatic Product Launch in terms of distribution/deployment of Product data across operational systems once the Product is fully developed and tested. The deployment is fully Project-based, i.e. all data changes captured within the Project to be deployed will be distributed to the operational systems. Additional manual processes of handing over to the operations are supported through the configurable workflow features of the ConceptWave PLM.) **Extended Description** The initial introduction could be through commercial pilots or market trials, in which case the commercial negotiations for the pilot and/or trial are managed through these processes. (AM) (ConceptWave Projects and PLM features support Product Launch equally through initial pilots, market trials and/or direct market placement. Context feature can be used to mark the relevant data as a pilot data as oppose to the real data mastered within the Catalog (Catalog User Guide, Contexts section). Also, Projects feature allows Users to

		manage pilot separately from the normal ongoing procedures. (Catalog User Guide, Projects section)) These processes identify the shortcomings or issues, and manage the necessary improvements to the product to allow full rollout. At the conclusion of the pilots and/or trials when the product passes its acceptance tests or defined acceptance criteria, these processes manage the handover to operations. (AM) (ConceptWave PLM process has this covered by the Definition/Design & Planning, Build/Development, Testing and Lunch Product processes (ConceptWave PLM Process). One of the steps in Definition/Design & Planning is to create a Rollout Plan for the Product rollout. This plan is then executed, after the product is built and tested (see Release Product into Staging Environment and Test Product steps of the Testing process), in the Execute Rollout Plan of the Launch Product process. IT is executing Launch Product & Notify Sales & Marketing step; this is where the product starts to be supported by Operations.) Once accepted as a stable product offering, rollout and/or expanded of the product to subsequent customers is managed by the Operations Support & Readiness processes. (AM) (Handover to operations is part of the Execute Rollout Plan step of the Launch Product process. Launch Product process is followed by the Service & Support Product which is ConceptWave's equivalent to Operations Support & Readiness process.)

3.4 Service Development & Management [1.2.2]

3.4.1 Service Development & Retirement Process Mapping [1.2.2.3]

eTOM process element	Enterprise Process Mapping	
1.2.2.3 Service Development &	Alignment	Mapping Comment

Retirement		
1.2.2.3.4 Develop Detailed Service Specifications	ConceptWave Catalog User Guide Specification V5.1.7 (CW_CM_UG_5.1-7 Sections; Items Attribute Types Associations Catalog Rules Catalog Hierarchies) ConceptWave PLM Process v5.1.7 (CW_PLM_Process_5.1.7)	**Brief Description** Develop and document the detailed service-related technical and operational specifications, and customer manuals. (AM) (ConceptWave Catalog Management application supports all Offer/Product/Service/Resource Data & Lifecycle Management processes. The core features of the application are provided to support development and documentation of the Offer/Product/Service/Resource information. This includes service-related technical, performance and operational specifications and customer manuals. ConceptWave CM has a built-in PLM process with the following main steps; • Conception • Evaluation • Definition/Design & Planning • Build/Development • Testing • Launch Product • Service & Support Product • Retirement eTOM process Develop Detailed Service Specifications is covered with Definition/Design & Planning, Build/Development and Testing CW PLM processes. This is mostly a manual task with Catalog application utilized for the task execution.) **Extended Description** The Develop Detailed Service Specifications processes develop and document the detailed service-related technical, performance and operational specifications, and customer manuals. (AM) (All Service-relevant data is designed during Definition/Design & Planning process (CW_PLM_Process_5.1.7). ConceptWave Catalog uses

		generic modeling concepts to support capturing any type of data including service-related technical, performance & operational specifications and customer manuals. CW data model does not need to be extended to capture this data as all the required attributes can be added dynamically, i.e. as data rather than data structure (Catalog User Guide, sections Items and Attribute Types). Users with the Service Manager role then use the Build/Development process to implement the Service in full detail. The final step is Testing of the developed Product, which includes related Services. ConceptWave Catalog provides the Test Mode functionality which allows users to build an instance of the Product, configure its Pricing and place it in the Basket.) These processes develop and document the required service features, the specific underpinning resource requirements and selections, the specific operational, and quality requirements and support activities, any service specific data required for the systems and network infrastructure as agreed through the Develop New Service Business Proposal processes. The Develop Detailed Product Specifications processes provide input to these specifications. (AM) (The same processes; Definition/Design & Planning, Build/Development and Testing CW PLM process are used to develop and document the full Offer/Product/Service/Resource hierarchy, including any service-specific performance and operational requirements and support activities as well as any data specific for the systems and network infrastructure. ConceptWave provides a concept of Context (Catalog User Guide, section Contexts), which is used to segment any specific data; for example, any information specific for a network infrastructure can be placed under a separate Context. This enables easier integration of the Catalog with other systems in an Enterprise. The processes ensure that all detailed specifications are produced and appropriately documented. (AM) (ConceptWave provides several Catalog features which support the validation of the completeness and correctness of captured data. These are; Attribute level data integrity rules like data type, mandatory, field format, allowed values etc (Catalog User Guide, section Attribute Types). Cardinality can be used to specify a number of Items included under a selected Item. Rules are used to specify more complex constraints (Catalog User Guide, sections Catalog Rules and Item Restrictions). In addition to Catalog features that support the automatic validation process, the PLM process includes Approval activities for manual approval of Catalog changes (ConceptWave PLM Process).

		Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. (AM) (For Offer/Product/Service/Resource Specification information, the Catalog is the enterprise repository. ConceptWave PLM process is ConceptWave Catalog specific, therefore it ensures that the Catalog-mastered data is specified within the Catalog. In addition to this, ConceptWave PLM Process is based on the configurable workflow and therefore can be extended to include processes/activities which are not necessarily Catalog-data related; for example, a process of Gather and Analyze Market Information, which does not necessarily use Catalog data, can still be configure as an activity in the PLM process. In that case, the PLM process would also ensure that the result of the Market Analysis is stored in the appropriate enterprise repository.

3.5 Resource Development & Management [1.2.3]

3.5.1 Resource Development & Retirement Process Mapping [1.2.3.3]

eTOM process element	Enterprise Process Mapping	
1.2.3.3 Resource Development & Retirement	**Alignment**	**Mapping Comment**
1.2.3.3.4 Develop Detailed Resource Specifications	ConceptWave Catalog User Guide Specification V5.1.7 (CW_CM_UG_5.1-7 Sections; Items Attribute Types Associations Catalog Rules Catalog Hierarchies) ConceptWave PLM Process v5.1.7 (CW_PLM_Process_5.1.7)	**Brief Description** Develop and document the detailed resource-related technical and operational specifications, and manuals. (AM) (ConceptWave Catalog Management application supports all Offer/Product/Service/Resource Data & Lifecycle Management processes. The core features of the application are provided to support development and documentation of the Offer/Product/Service/Resource information. This includes resource-related technical, performance and operational specifications and customer manuals. ConceptWave CM has a built-in PLM process with the following main steps; • Conception • Evaluation • Definition/Design & Planning • Build/Development • Testing • Launch Product • Service & Support Product • Retirement eTOM process Develop Detailed Resource Specifications is covered with Definition/Design & Planning, Build/Development and Testing CW PLM processes. This is mostly a manual task with Catalog application utilized for the task execution.)

		Extended Description The Develop Detailed Resource Specifications processes develop and document the detailed resource-related technical, performance and operational specifications, and manuals. (AM) (All Resource-relevant data is designed during Definition/Design & Planning process (CW_PLM_Process_5.1.7). ConceptWave Catalog uses generic modeling concepts to support capturing any type of data including resource-related technical, performance & operational specifications and customer manuals. CW data model does not need to be extended to capture this data as all the required attributes can be added dynamically, i.e. as data rather than data structure (Catalog User Guide, sections Items and Attribute Types). Users with the Resource Manager role then use the Build/Development process to implement the Resource in full detail. The final step is Testing of the developed Product, which includes related Services and Resources. ConceptWave Catalog provides the Test Mode functionality which allows users to build an instance of the Product, configure its Pricing and place it in the Basket.) These processes develop and document the required resource features, the specific technology requirements and selections, the specific operational, performance and quality requirements and support activities, any resource specific data required for the systems and network infrastructure. The Develop Detailed Service Specifications processes provide input to these specifications. (AM) (The same processes; Definition/Design & Planning, Build/Development and Testing CW PLM process are used to develop and document the full Offer/Product/Service/Resource hierarchy, including any resource-specific performance and operational requirements and support activities as well as any data specific for the systems and network infrastructure. ConceptWave provides a concept of Context (Catalog User Guide, section Contexts), which is used to segment any specific data; for example, any information specific for a network infrastructure can be placed under a separate Context. This enables easier integration of the Catalog with other systems in an Enterprise. The processes ensure that all detailed specifications are produced and appropriately documented. (AM) (ConceptWave provides several Catalog features which support the validation of the completeness and correctness of captured data. These are; Attribute level data integrity rules like data type, mandatory, field format, allowed values etc (Catalog User Guide, section Attribute Types). Cardinality can be used to specify a number of Items included under a

		selected Item. Rules are used to specify more complex constraints (Catalog User Guide, sections Catalog Rules and Item Restrictions). In addition to Catalog features that support the automatic validation process, the PLM process includes Approval activities for manual approval of Catalog changes (ConceptWave PLM Process). Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. (AM) (For Offer/Product/Service/Resource Specification information, the Catalog is the enterprise repository. ConceptWave PLM process is ConceptWave Catalog specific, therefore it ensures that the Catalog-mastered data is specified within the Catalog. In addition to this, ConceptWave PLM Process is based on the configurable workflow and therefore can be extended to include processes/activities which are not necessarily Catalog-data related; for example, a process of Gather and Analyze Market Information, which does not necessarily use Catalog data, can still be configure as an activity in the PLM process. In that case, the PLM process would also ensure that the result of the Market Analysis is stored in the appropriate enterprise repository.

4 Process Conformance

4.1 Business Process Framework – Process Conformance Summary

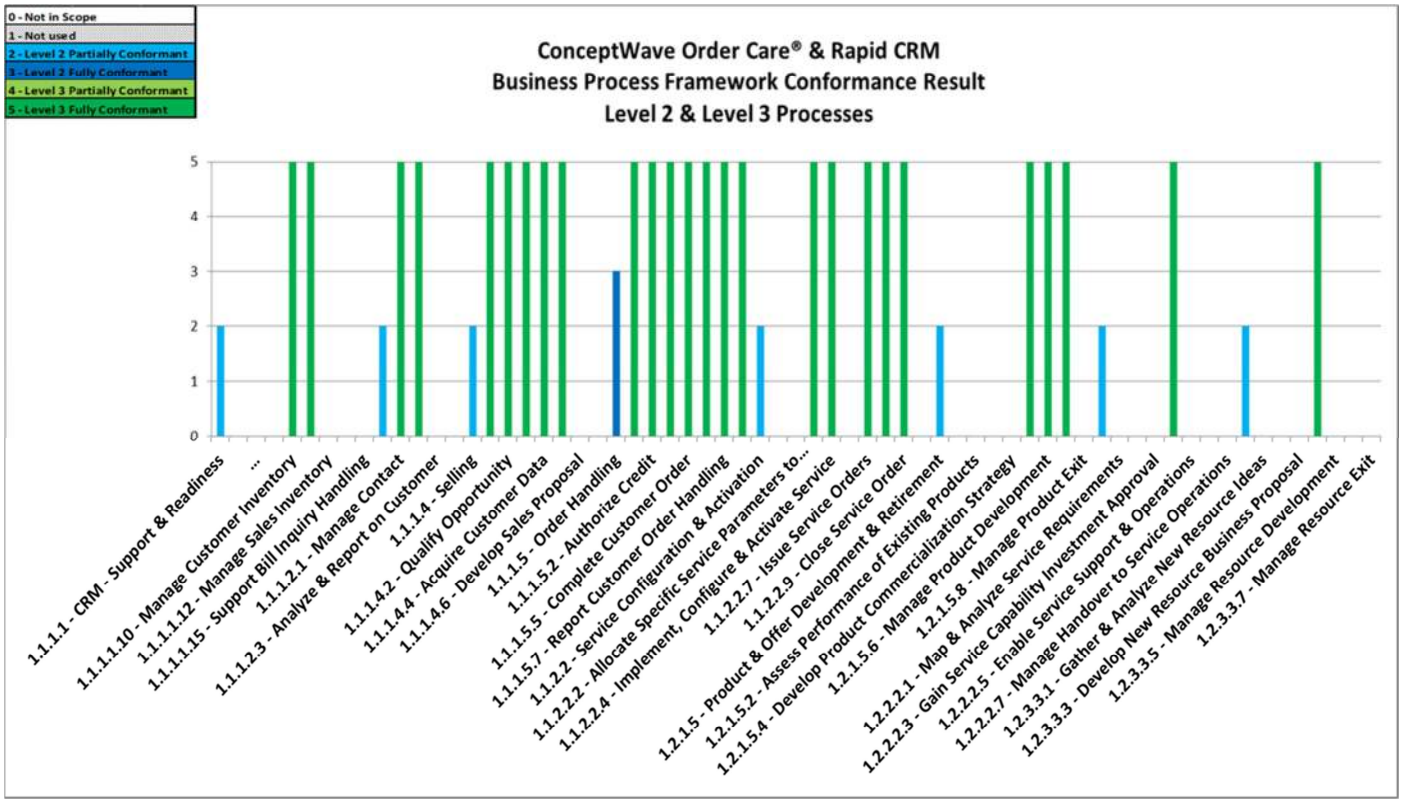

Figure 4.1 ConceptWave Order Care® & Rapid CRM Product – Conformance Result Summary

4.2 Business Process Framework – Process Conformance Detailed

Table 4.1 ConceptWave Order Care® & Rapid CRM Product – Detailed Conformance Result

eTOM process element	Conformance Score	Comment
Within Level 1: **1.1.1 - Customer Relationship Management**	***N/A*** ***(Level 1 Processes are not assessed)***	The following Level 2 process elements were submitted in scope for this Level 1 process: **1.1.1.1 – CRM Support & Readiness** **1.1.1.2 – Customer Interface Management** **1.1.1.4 – Selling** **1.1.1.5 – Order Handling**
Within Level 2: **1.1.1.1 CRM – Support & Readiness**	**Scope Partially Conformant** **(2)**	**Partially Conformant** The following Level 3 process were assessed for conformance: **1.1.1.1.10 - Manage Customer Inventory** **1.1.1.1.11 - Manage Product Offering Inventory** These processes represent 2 of 14 processes defined for this Level 2 process. Not all contained Level 3 process elements are in scope for the assessment. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.1.10 - Manage Customer Inventory	**Scope Fully Conformant** **(5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.1.11 - Manage Product Offering Inventory	**Scope Fully Conformant** **(5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
Within Level 2: **1.1.1.2 Customer Interface Management**	**Scope Partially Conformant** **(2)**	**Partially Conformant** The following Level 3 process were assessed for conformance: **1.1.1.2.1 - Manage Contact** **1.1.1.2.2 - Manage Request (Including Self Service)**

eTOM process element	Conformance Score	Comment
		These processes represent 2 of 4 processes defined for this Level 2 process. Not all contained Level 3 process elements are in scope for the assessment. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.2.1 - Manage Contact	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.2.2 - Manage Request (Including Self Service)	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
Within Level 2: **1.1.1.4 Selling**	**Scope Partially Conformant (2)**	**Partially Conformant** The following Level 3 process were assessed for conformance: **1.1.1.4.1 - Manage Prospect** **1.1.1.4.2 - Qualify Opportunity** **1.1.1.4.3 - Negotiate Sales/Contract** **1.1.1.4.4 - Acquire Customer Data** **1.1.1.4.5 - Cross/Up Selling** These processes represent 5 of 7 processes defined for this Level 2 process. Not all contained Level 3 process elements are in scope for the assessment. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.4.1 - Manage Prospect	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.4.2 - Qualify Opportunity	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.4.3 - Negotiate	**Scope Fully**	**Conformant**

eTOM process element	Conformance Score	Comment
Sales/Contract	**Conformant (5)**	Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.4.4 - Acquire Customer Data	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.4.5 - Cross/Up Selling	**Scope Fully Conformant (5)**	**Conformant** See the Process Mapping descriptions in Chapter 3 for further details.
Within Level 2: **1.1.1.5 Order Handling**	**Scope Fully Conformant (3)**	**Conformant** The following Level 3 process were assessed for conformance: **1.1.1.5.1 - Determine Customer Order Feasibility** **1.1.1.5.2 - Authorize Credit** **1.1.1.5.4 - Track & Manage Customer Order Handling** **1.1.1.5.5 - Complete Customer Order** **1.1.1.5.6 - Issue Customer Orders** **1.1.1.5.7 - Report Customer Order Handling** **1.1.1.5.8 - Close Customer Order** These processes represent 7 of 7 processes defined for this Level 2 process. All contained Level 3 process elements are in scope for the assessment. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.5.1 - Determine Customer Order Feasibility	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.5.2 - Authorize Credit	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.5.4 - Track & Manage Customer	**Scope Fully Conformant**	**Conformant**

eTOM process element	Conformance Score	Comment
Order Handling	**(5)**	Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.5.5 - Complete Customer Order	**Scope Fully Conformant** **(5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.5.6 - Issue Customer Orders	**Scope Fully Conformant** **(5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.5.7 - Report Customer Order Handling	**Scope Fully Conformant** **(5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.1.5.8 - Close Customer Order	**Scope Fully Conformant** **(5)**	**Conformant** See the Process Mapping descriptions in Chapter 3 for further details.
Within Level 1: **1.1.2 - Service Management & Operations**	***N/A*** ***(Level 1 Processes are not assessed)***	The following Level 2 process elements were submitted in scope for this Level 1 process: **1.1.2.2 - Service Configuration & Activation**
Within Level 2: **1.1.2.2 - Service Configuration & Activation**	**Scope Partially Conformant** **(2)**	**Partially Conformant** The following Level 3 process were assessed for conformance: **1.1.2.2.3 - Track & Manage Service Provisioning** **1.1.2.2.4 - Implement, Configure & Activate Service** **1.1.2.2.7 - Issue Service Orders** **1.1.2.2.8 - Report Service Provisioning** **1.1.2.2.9 - Close Service Order** These processes represent 5 of 9 processes defined for this Level 2 process. Not all contained Level 3 process elements are in scope for the assessment.

eTOM process element	Conformance Score	Comment
		Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.2.2.3 - Track & Manage Service Provisioning	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.2.2.4 - Implement, Configure & Activate Service	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.2.2.7 - Issue Service Orders	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.2.2.8 - Report Service Provisioning	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.1.2.2.9 - Close Service Order	**Scope Fully Conformant (5)**	**Conformant** See the Process Mapping descriptions in Chapter 3 for further details.
Within Level 1: **1.2.1 - Marketing & Offer Management**	***N/A*** ***(Level 1 Processes are not assessed)***	The following Level 2 process elements were submitted in scope for this Level 1 process: **1.2.1.5 Product & Offer Development & Retirement**
Within Level 2: **1.2.1.5 Product & Offer Development & Retirement**	**Scope Partially Conformant (2)**	**Partially Conformant** The following Level 3 process were assessed for conformance: **1.2.1.5.5 - Develop Detailed Product Specifications** **1.2.1.5.6 - Manage Product Development** **1.2.1.5.7 - Launch New Products**

eTOM process element	Conformance Score	Comment
		These processes represent 3 of 8 processes defined for this Level 2 process. Not all contained Level 3 process elements are in scope for the assessment. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.2.1.5.5 - Develop Detailed Product Specifications	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.2.1.5.6 - Manage Product Development	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.2.1.5.7 - Launch New Products	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
Within Level 1: **1.2.2 - Service Development & Management**	***N/A*** ***(Level 1 Processes are not assessed)***	The following Level 2 process elements were submitted in scope for this Level 1 process: **1.2.2.3 Service Development & Retirement Process Mapping**
Within Level 2: **1.2.2.3 Service Development & Retirement Process Mapping**	**Scope Partially Conformant (2)**	**Partially Conformant** The following Level 3 process were assessed for conformance: **1.2.2.3.4 - Develop Detailed Service Specifications** These processes represent 1 of 7 processes defined for this Level 2 process. Not all contained Level 3 process elements are in scope for the assessment. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.2.2.3.4 - Develop Detailed Service Specifications	**Scope Fully Conformant (5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support.

eTOM process element	Conformance Score	Comment
		See the Process Mapping descriptions in Chapter 3 for further details.
Within Level 1: **1.2.3 - Resource Development & Management**	***N/A*** ***(Level 1 Processes are not assessed)***	The following Level 2 process elements were submitted in scope for this Level 1 process: **1.2.3.3 Resource Development & Retirement Process Mapping**
Within Level 2: **1.2.3.3 Resource Development & Retirement Process Mapping**	**Scope Partially Conformant** **(2)**	**Partially Conformant** The following Level 3 process were assessed for conformance: **1.2.3.3.4 - Develop Detailed Resource Specifications** These processes represent 1 of 7 processes defined for this Level 2 process. Not all contained Level 3 process elements are in scope for the assessment. Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.
1.2.3.3.4 - Develop Detailed Resource Specifications	**Scope Fully Conformant** **(5)**	**Conformant** Note that the support provided can involve manual action facilitated by the automated support. See the Process Mapping descriptions in Chapter 3 for further details.