



TM Forum Framework 14.0 Certification Business Process  
Framework (eTOM) Release 14.0

## Comverse ONE 3.7.7

# Level 2 Process: 1.1.2.1 - SM&O Support & Readiness

## Version 1

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Self-Assessment Process Mapping Report

A series of overlapping, wavy lines in orange, blue, yellow, green, and pink that sweep across the lower half of the page.

making  
**YOUR** network  
smarter



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## About Comverse

Comverse is the world's leading provider of software and systems enabling value-added services for voice, messaging, mobile Internet and mobile advertising; converged billing and active customer management; and IP communications. Comverse's extensive customer base spans more than 125 countries and covers over 450 communication service providers serving more than two billion subscribers. The company's innovative product portfolio enables communication service providers to unleash the value of the network for their customers by making their networks smarter.

For more information on our products and services, visit our website at: [www.comverse.com](http://www.comverse.com) or contact us at: [information@comverse.com](mailto:information@comverse.com)

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# 1 L2: 1.1.2.1 - SM&O Support & Readiness

L2 Desc

## 1.1 L3: 1.1.2.1.5 - Support Service & Specific Instance Rating

**Process Identifier:** 1.1.2.1.5

### Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 3 PROCESS MAPPING DETAILS</b> 1.1.2.1.5 - Support Service & Specific Instance Rating
<p><b>Brief Description</b></p> <p>Ensure that rating and tariff information is maintained for each service class, for use by Service &amp; Specific Instance Rating</p>
<p><b>Extended Description</b></p> <p>The purpose of the Support Service &amp; Specific Instance Rating processes ensure that rating and tariff information is maintained for each service class, for use by Service &amp; Specific Instance Rating. They are also responsible for the processing of this information related to administration of the services [AM]</p> <p>Like all configurable Comverse ONE data, service class identifiers and the rating and tariff information for each service class are maintained in the Comverse ONE Product Catalog database and exposed through the Product Catalog GUI. The Product Catalog maintains separate configurations for different resellers and different configuration versions, and automatically propagates that data into local child copies on different Customer servers for performance reasons (there is only one master copy, where all updates are performed).</p> <p>See the following flows for more details:</p> <ul style="list-style-type: none"><li>• <b>Error! Reference source not found.</b></li><li>• <b>Error! Reference source not found.</b></li><li>• <b>Error! Reference source not found.</b></li><li>• <b>Error! Reference source not found.</b></li><li>• <b>Error! Reference source not found.</b></li><li>• <b>Error! Reference source not found.</b></li><li>• <b>Error! Reference source not found.</b></li><li>• <b>Error! Reference source not found.</b></li></ul>

- ***Error! Reference source not found.***

**Explanatory**

Not used for this process element

**Mandatory**

Reserved for future use.

**Optional**

Not used for this process element

**Interactions**

Not used for this process element