

**Huawei Tech. Co., Ltd**

**Digital CRM R2.1**

**TM Forum Framework 16.0 Certification**

**Business Process Framework (eTOM) Release 16.0**

**Self-Assessment Process Mapping Report**

**Level 2 Process: 1.5.4 RM&O Support & Readiness**

**Version: V1R1**

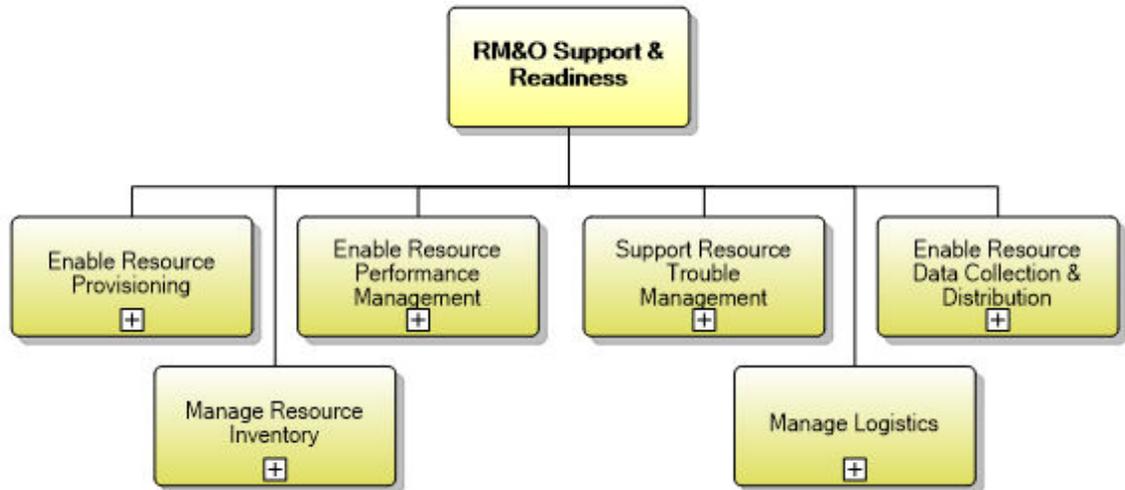
**3rd February 2017**

**Tianye (Dean)/Maxu**

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## 1 Level 2: 1.5.4 RM&O SUPPORT & READINESS



Framework Process	Level 3 Category	Process Identifier	Brief Description
Enable Resource Provisioning	(3) eTOM Process Type	1.5.4.1	Planning and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, and monitoring, managing and reporting on the capability of the Resource Provisioning processes.
Enable Resource Performance Management	(3) eTOM Process Type	1.5.4.2	Proactively monitoring and maintaining resource infrastructure, and monitoring, managing and reporting on the capability of the Resource Performance Management processes.

Support Resource Trouble Management	(3) eTOM Process Type	1.5.4.3	Proactively undertaking statistically driven preventative and scheduled resource infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Resource Trouble Management processes.
Enable Resource Data Collection & Distribution	(3) eTOM Process Type	1.5.4.4	Administering and management of the processes which enable the effective operation of the resource data collection and data distribution network, and monitoring, managing and reporting on the capability of the Resource Data Collection & Distribution processes.
Manage Resource Inventory	(3) eTOM Process Type	1.5.4.5	Establish, manage and administer the enterprise's resource inventory, as embodied in the Resource Inventory Database, and monitor and report on the usage and access to the resource inventory, and the quality of the data maintained in it
Manage Logistics	(3) eTOM Process Type	1.5.4.6	Manage and control warehousing, stock level management, physical distribution and transport of

			purchased resources and consumable goods.
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## 1.1 Level 3: 1.5.4.5 Manage Resource Inventory

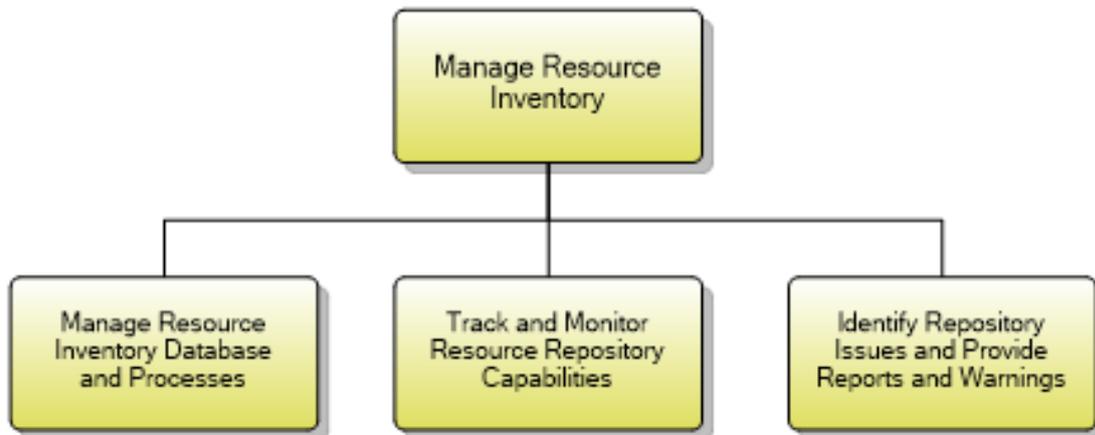


Figure 1 1.5.4.5 Manage Resource Inventory decomposition

**Process Identifier:** 1.5.4.5

### **Brief Description**

Establish, manage and administer the enterprise's resource inventory, as embodied in the Resource Inventory Database, and monitor and report on the usage and access to the resource inventory, and the quality of the data maintained in it

### **Comment for the compliance:**

AM

For this L3 process (Manage Resource Inventory), two of the Level 4 processes under it are mapped, including:

- 1.5.4.5.1 Manage Resource Inventory Database and Processes
- 1.5.4.5.2 Track and Monitor Resource Repository Capabilities

(Please refer to the document BP.INV.RM.01 "General Resource Readiness", BP.INV.RM.05 "Distribute Resource to Shop", BP.INV.RM.07 "Return to Vendor", BP.INV.RM.08 "Return Resource", BP.INV.RM.09 "Callback Resource")

### **Extended Description**

The responsibilities of the Manage Resource Inventory processes are twofold - establish, manage and administer the enterprise's resource inventory, as embodied in the Resource Inventory Database, and monitor and report on the usage and access to the resource inventory, and the quality of the data maintained in it. The resource inventory maintains records of all resource infrastructure and resource instance configuration, version, and status details. It also records test and performance results and any other resource related- information, required to support RM&O and other processes.

The resource inventory is also responsible for maintaining the association between service instances and resource instances, created as a result of the Resource

Provisioning Management processes.

Responsibilities of these processes include, but are not limited to:

- Identifying the inventory-relevant information requirements to be captured for resource infrastructure and resource instances;
- Identifying, establishing and maintaining resource inventory repository facilities;
- Establishing and managing the resource inventory management and information capture processes;
- Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download resource data to and from the resource inventory;
- Ensuring the resource inventory repository accurately captures and records all identified resource infrastructure and resource instance details, through use of automated or manual audits;
- Tracking and monitoring of the usage of, and access to, the resource inventory repository and associated costs, and reporting on the findings
- Identifying any technical driven shortcomings of the resource inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

1.1.1 Level 4: 1.5.4.5.1 Manage Resource Inventory Database and Processes

**LEVEL 4 PROCESS MAPPING DETAILS**  
**1.5.4.5.1 Manage Resource Inventory Database and Processes**

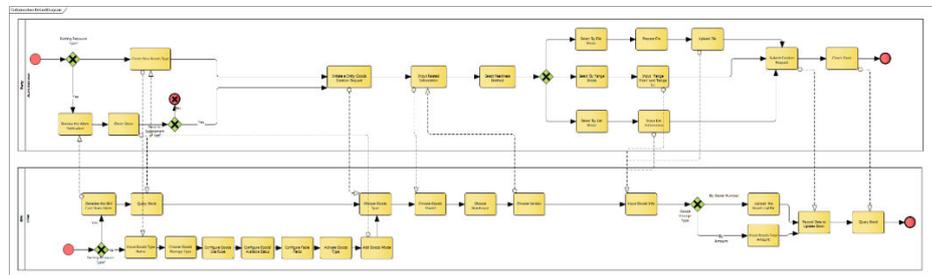
**Brief Description**

Establishing, managing and administering the enterprise's resource inventory,

**Comment for the compliance:**

AM (Please refer to the document BP.INV.RM.01 "General Resource Readiness. It includes the "Entity Goods Readiness" sub-process)

The relevant process diagram in Huawei BP can be found here:



The diagram can also be opened here:



**Entity Goods Readiness.bmp**

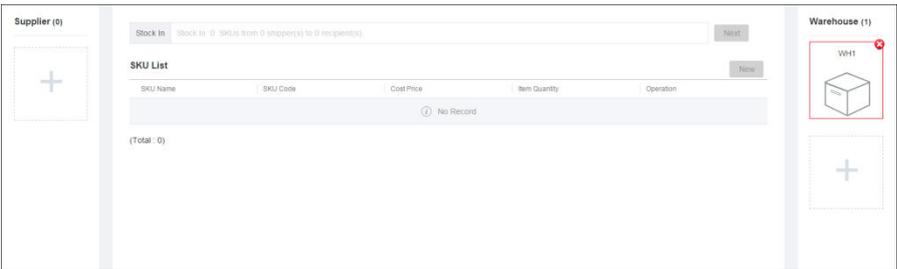
In this process, the activities of the diagram are used to realize the "Manage Resource Inventory Database and Processes" in TMF Process Framework.

#	Steps
1.1	<p><b>Generate Stock Alarm</b></p> <p>BES inventory backend task generates the entity goods stock alarm according to the configured threshold, and sends it to the specified warehouse user via SMS or Email.</p>
2.	<p><b>Receive Alarm Notification</b></p> <p>Business user receives the alarm notification of entity goods.</p>

3.	<p><b>Check Stock</b></p> <p><i>Business user checks entity goods stock.</i></p> <p><i>BES provides a stock query function for the user to check the stock.</i></p>
1.2	<p><b>Create New Good Type</b></p> <p><i>Business user creates a new type of entity goods if the goods type does not exist in system.</i></p> <p><i>BES captures the new goods manage type.</i></p> <p><i>BES captures the user rules of the new goods type.</i></p> <p><i>BES captures the available status of the new goods type.</i></p> <p><i>BES captures the fields of the table to keep the new goods type.</i></p> <p><i>BES activates the new created goods type.</i></p> <p><i>BES creates new goods model under the new goods type.</i></p>
4.	<p><b>Initiate Creation Request</b></p> <p><i>Business user initiates entity goods creation request.</i></p> <p><i>BES captures the goods type that needs to generate goods.</i></p>
5.	<p><b>Input Related Information</b></p> <p><i>Business user inputs related information of this operation.</i></p> <p><i>BES captures the good model that needs to generate goods.</i></p> <p><i>BES captures the warehouse info that will be used to keep the new imported goods.</i></p> <p><i>BES captures the vendor info that provides the goods.</i></p>

6.	<p><b>Entity goods Creation</b></p> <p><i>Business user selects entity goods creation method by:</i></p> <ol style="list-style-type: none"> <li><i>1. Creation is done by batch file.</i></li> <li><i>2. Creation is done by a range with begin number and end number.</i></li> <li><i>3. Creation is done by a list with multiple numbers separated by semicolon.</i></li> </ol> <p><i>BES captures the file of entity goods that needs to be imported into the system.</i></p>
7.	<p><b>Submit Creation Request</b></p> <p><i>Business user submits creation operation to system.</i></p> <p><i>BES records the entity goods after the user submits the request.</i></p>
8.	<p><b>Check Stock</b></p> <p><i>Business user checks stock to verify operation result.</i></p> <p><i>BES provides a stock query function for the user to check the stock.</i></p>

*Here is the screen shot of preparing the resource (physical entities) for the enterprise warehouse.*

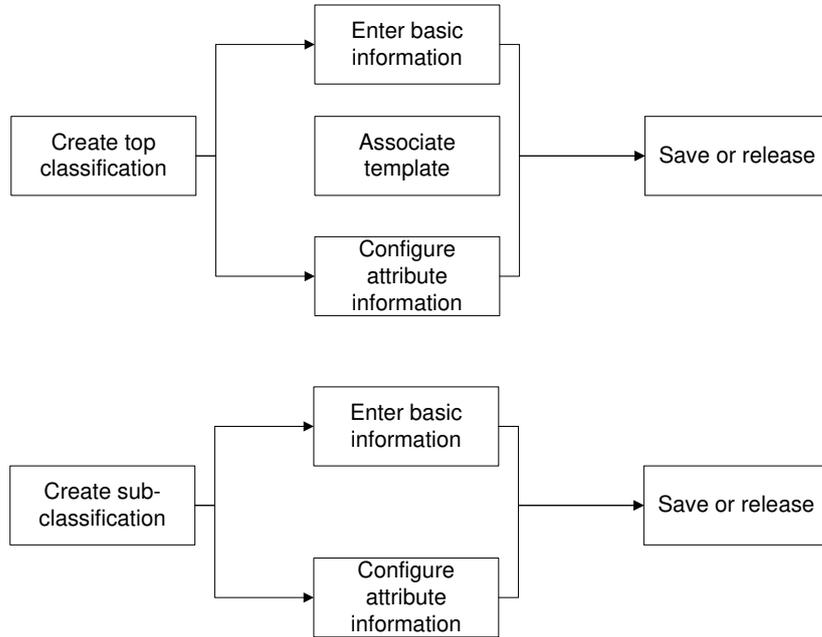


**Extended Description**

- Identifying the inventory-relevant information requirements to be captured for resource infrastructure and resource instances;

**Comment for the compliance:**

Here is Huawei CRM screenshot for the resource infrastructure and instance. In Huawei CRM it is supported by resource classification and type:



Basic Info

Name: English Chinese Description

Tag Data Dictionary Code

Template

Sequential: Yes No

Entity Template

Attribute Template: SIM Card Attribute Template

Type: Physical Virtual

Life Cycle Template

Attribute List

New Attribute Group

Release Save Cancel Export PAR Package

Code	Name	Status	Modified At	Package Flag	Application Scenario	Operation
rskTgsm	Phone Number	Valid	2016-12-09 15:32:06		Configuration	Edit Delete
phone	phone	Valid	2016-12-07 16:41:45	No	Configuration	Edit Delete
Package_TEL_SIM	Package_TEL_SIM	Valid	2016-12-07 16:30:56	Yes	Configuration	Edit Delete
Package_TelNum	Package_TelNum	Valid	2016-12-07 16:13:56	No	Configuration	Edit Delete
Package_SIM	Package_SIM	Valid	2016-12-07 16:06:47	No	Configuration	Edit Delete
3240000010	Itemidnum3240000010	Valid	2016-06-28 21:23:57	No	Configuration	Edit Delete

Total: 6

• Identifying, establishing and maintaining resource inventory repository facilities;

**Comment for the compliance:**

Here is Huawei CRM screenshot for establishing and maintaining the inventory resource facilities (i.e. warehouse department):

Name	Code	DU	Status	Default Warehouse	Modified At	Operation
wh12966	888012966	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12967	888012967	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12968	888012968	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12969	888012969	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12970	888012970	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12971	888012971	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12972	888012972	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12973	888012973	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12974	888012974	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard
wh12975	888012975	Internal system	Valid	☑	2015-09-30 09:37:35	Edit Delete Discard

- Establishing and managing the resource inventory management and information capture processes;

**Comment for the compliance:**

Here is Huawei CRM stock-in screenshot for the inventory management:

Here is Huawei CRM transfer screenshot for the inventory management:

- Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download resource data to and from the resource inventory;

**Comment for the compliance:**

Here is Huawei CRM “permission” screenshot for the access control for inventory warehouse:

**Data Permission Settings** | Roles Associated with Data Permission

**Basic Info**

Permission Code:

Permission Name:

Data Value Source Type:

Data Dictionary Code:

Operation Type List ID:

Description:

Dynamic Configuration Flag:

Filter by BE:

Here is the screenshot to associate the “permission” to the certain role for the access.

**Data Permission Settings** | **Roles Associated with Data Permission**

Role List

Role ID	Role Name	Role's Home BE	Permission Source
No Record			

Total: 0

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

## 1.1.2 Level 4: 1.5.4.5.2 Track and Monitor Resource Repository Capabilities

**LEVEL 4 PROCESS MAPPING DETAILS**  
**1.5.4.5.2 Track and Monitor Resource Repository Capabilities**

**Brief Description**

Monitoring and reporting on the usage and access to the resource inventory, and the quality of the data maintained in it.

**Comment for the compliance:**

AM (Please refer to the document BP.INV.RM.01 “General Resource Readiness. It includes the “Entity Goods Readiness” sub-process)

The relevant process diagram in Huawei BP can be found in the previous section.

Here is the screen shot to track and monitor the operation process records of the physical resource.

Home > Inventory > Query > Single Resource Operation

Search Condition

Resource Type: MDN  
Resource Code: 15111000759  
Operation Date: 2013-05-01 17:05:19 To: 2013-05-09 17:05:32

Query

Item Code	Resource Code	Operation Date	Note No.	Operation Type	Note Status	Creation User	Transferor Dept.	Transferee Dept.
HISDN	15111000759	2013-05-07 00:58:16	C000002	Recal Resource	COMPLETE	administrator	3.1.1 Shop	2.1 Resource Readiness(Warehouse HQ)
HISDN	15111000759	2013-05-04 04:18:21	HSDH00002	Distribute Resource	COMPLETE	cc	7.1 Resource Readiness/Warehouse HQ	3.1.1 Shop

Total records: 2

Here is the Huawei screenshot for query of inventory resource data

Catalog | Classification

Search > Search Item Type

Item Type | SKU | Item

invest Item Type Code/Name

Item Type List

Item Type Code	Item Type	Status
JTSIM	JTSIM	Valid

SKU Info

SKU Code	SKU Name	Unavailable Quantity	Available Quantity
JTSIM	JTSIM SKU Name	0	0
JTSIM1	JTSIM1 SKU Name	0	0

hhsim hhsim Valid

Total: 2

Here is the query criteria and results for the details of “usage and access” of the inventory data, including:

- Who operates the inventory
- Which datum (SKU and item) has been operated
- Which type of operation has been done
- When does the operation happen

Operation/Operation Log Query

Search Criteria

OU:

Operator:

Operation Type:

Success Flag:

\* Operation Start Time: 2016-11-28 19:36:23

\* Operation End Time: 2016-12-21 19:36:45

\* SKU: rsci9gsm\_80

ID:

Display by SKU:

Item: 30001094

Operation Log List

ID	OU	Operator	Operation Type	Success Flag	Operation Time	SKU Code	SKU Name	Item
1000004882	1888	77777770000	Transfer Tel Number	Yes	2016-12-13 19:20:26	telnum525	telnum525	30001094
1000004878	1888	77777770000	Stock In Tel Number	Yes	2016-12-13 16:07:26	telnum525	telnum525	30001094

Total 2

### Extended Description

- Tracking and monitoring of the usage of, and access to, the resource inventory repository and associated costs, and reporting on the findings;

### Explanatory

Reserved for future use.

### Mandatory

Reserved for future use.

### Optional

Reserved for future use.

### Interactions

Reserved for future use.