

NTT Comware
Flexible Entry V2.0

TM Forum Framework 16.0 Conformance Assessment
Business Process Framework (eTOM) Release 16.0

Self-Assessment Process Mapping Document
Level 2 Process: Order Handling (1.3.3)
Version: V2R4

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1 Business Process Framework – Process Mapping Descriptions

1.1 Level 2: Order Handling (1.3.3)

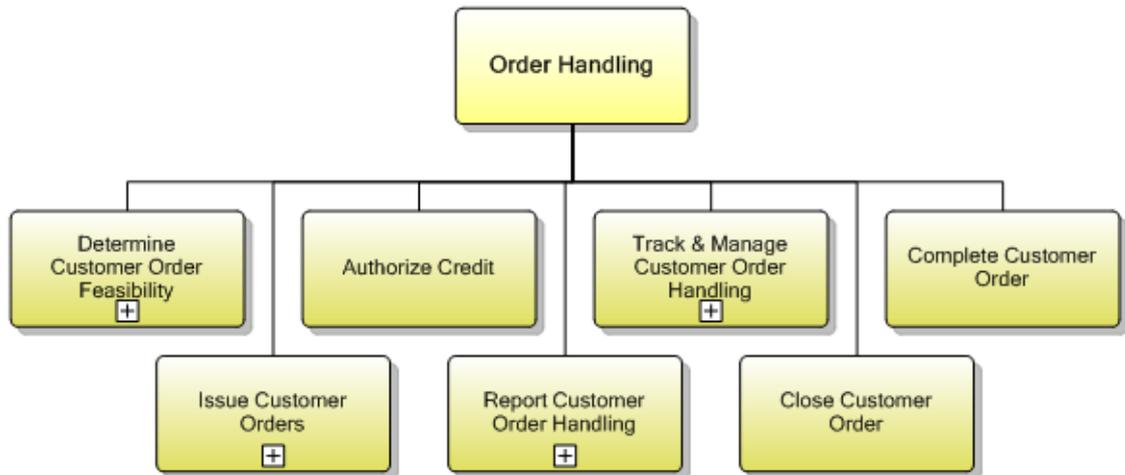


Figure 1-1 Order Handling (1.3.3) decomposition into level 3 processes

Process Identifier: 1.3.3

Brief Description

Responsible for accepting and issuing orders.

Extended Description

Order Handling processes are responsible for accepting and issuing orders. They deal with pre-order feasibility determination, credit authorization, order issuance, order status and tracking, customer update on order activities and customer notification on order completion. Responsibilities of the Order Handling processes include, but are not limited to:

- Issuing new customer orders, modifying open customer orders or canceling open customer orders;
- Verifying whether specific non-standard offerings sought by customers are feasible and supportable;
- Checking the credit worthiness of customers as part of the customer order process;
- Testing the completed offering to ensure it is working correctly;
- Updating of the Customer Inventory Database to reflect that the specific product offering has been allocated, modified or cancelled;
- Assigning and tracking customer provisioning activities;
- Managing customer provisioning jeopardy conditions
- Reporting progress on customer orders to customer and other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.1 Level 3: 1.3.3.1 - Determine Customer Order Feasibility

Process Identifier: 1.3.3.1

Brief Description

Check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified to a customer.

Extended Description

The purpose of the Determine Customer Order Feasibility process is to check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified as part of the standard product offering process flow, to a customer.

These processes invoke requests to SM&O provisioning processes to determine the availability and supportability of product offerings to a customer.

These processes are also responsible for determining whether the offering can be supported by other CRM processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.1.1 *Level 4: 1.3.3.1.1 - Perform Impact Analysis*

LEVEL 4 PROCESS MAPPING DETAILS 1.3.3.1.1 - Perform Impact Analysis

Brief Description

Analyses the customer order for further impact particularly deals with RFCs (request for change)

Extended Description

Not used for this process element

Explanatory

This process is used to determine the impact on feasibility of customer orders. After determination on feasibility of customer orders, impact analysis will detect the need of change. It determines the impact on customer solution service components.

Mandatory

Analyses the customer order for further impact particularly deals with RFCs (request for change) (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

The customer order is related to each subordinate service orders, and for each service orders, information necessary for service opening is automatically inherited from customer order.

When customer order is modified, the inherited information of each related service order is synchronized. Even if there is a deficiency in customer order, because deficiency check is executed on the screen of each service order, it is possible to prevent bad impact to the service order, such as inconsistency between customer order and service order.

Ref ⇒Operation_Manual=> 2.6.Register Application Format.pdf=>2.6.7-1、 2.6.7-2

Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.1.1)

Optional

Not used for this process element

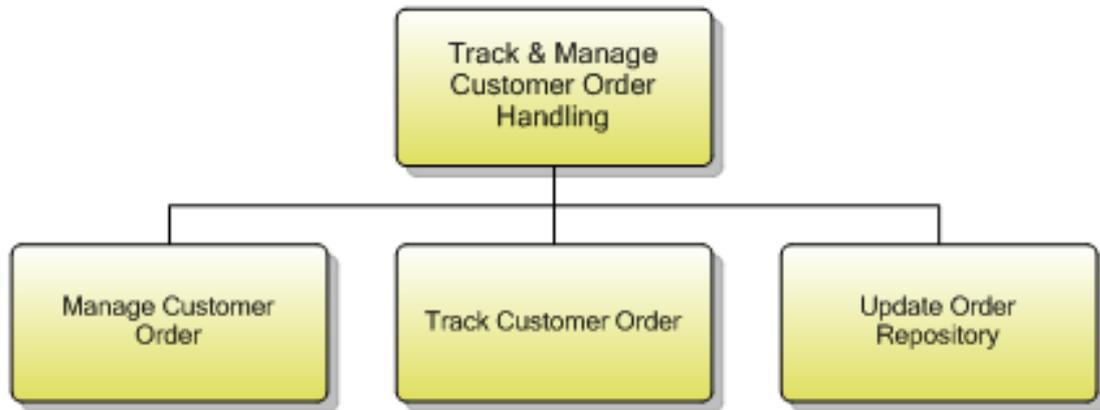
Interactions

This process supports the ITIL change management process.

1.1.2 Level 3: 1.3.3.2 - Authorize Credit [Not in Scope]

This process is not in scope for this assessment.

1.1.3 Level 3: 1.3.3.3 - Track & Manage Customer Order Handling



Process Identifier: 1.3.3.3

Brief Description

Ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date

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.

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

- Scheduling, assigning and coordinating customer provisioning related activities;
- Generating the respective service order creation request(s) to Issue Service Orders based on specific customer orders;
- Escalating status of customer orders in accordance with local policy;
- Undertaking necessary tracking of the execution process;
- Adding additional information to an existing customer order;
- Modifying information in an existing customer order;
- Modifying the customer order status;
- Canceling a customer order when the initiating sales request is cancelled;
- Monitoring the jeopardy status of customer orders, and escalating customer orders as necessary
- Indicating completion of a customer order by modifying the customer order status.

Note that some specific product components may be delivered directly by other parties. In these cases the Track & Manage Customer Order Handling process is responsible for initiating requests, through other Party Requisition Management for the delivery by the other Party of the specific product components.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.3.1 **1.3.3.3.1 - Manage Customer Order**

LEVEL 4 PROCESS MAPPING DETAILS

1.3.3.3.1 - Manage Customer Order

Brief Description

Schedule, assign and coordinate customer provisioning related activities. Generate the respective service order creation request(s) to Issue Service Orders based on specific customer orders. Escalate status of customer orders in accordance with local policy. Add additional information to an existing customer order. Modify information in an existing customer order. Cancel a customer order when the initiating sales request is cancelled. If some specific product components are delivered directly by other Parties, initiate requests, through other Party Requisition Management, for the delivery by the other Party of the specific product components. (AM)

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<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

It is possible to create service order related to customer order, and display relevance in tree view.

The status of customer order will be updated automatically based on the workflow process. It is also possible to modify or delete customer order.

Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf=> 2.5.1-4、2.5.5-1、2.5.5-2、2.5.6-1、2.5.7-1~2、2.5.8-1~2

Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.3.1)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.3.2 *Level 4: 1.3.3.3.2 - Track Customer Order*

LEVEL 4 PROCESS MAPPING DETAILS 1.3.3.3.2 - Track Customer Order
<p>Brief Description</p> <p>Undertake necessary tracking of the execution process. Modify the customer order status. Monitor the jeopardy status of customer orders, escalating customer orders as necessary. (AM)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>As for the customer order, it is possible to advance status according to the workflow and Flexible Entry can show the history of the task transition. As the task progresses, the status of customer order is also automatically changed.</p> <p>For the customer order workflow, by setting the alarm condition, the alarm state is monitored, and the customer order in which the alarm has occurred is colored in the customer order list or the task list. Also, when an alarm occurs, Flexible Entry can also send an alarm notification mail to the designated mail address.</p> <p>Ref ⇒Operation_Manual=> 2.3.Task List.pdf=>2.3.1-5</p> <p>Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf =>2.5.5-2</p> <p>Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.3.2)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

1.1.3.3 *Level 4: 1.3.3.3.3 - Update Order Repository*

LEVEL 4 PROCESS MAPPING DETAILS 1.3.3.3.3 - Update Order Repository
<p>Brief Description</p> <p>To be added</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Update repository at each level in order handling. The state of order will be changed at each level according to work flow:</p> <ul style="list-style-type: none">- All those issued customer order which are not preauthorized are set in 'pending' state- Validate order will passed to 'acknowledged' state (if invalid, order gets 'rejected')- Feasible order (completing the impact analysis) will be 'committed' in case order is not 'cancelled' (leads to cancelled state) (if infeasible , order gets 'rejected')- As the order progress for completion will set to 'completed' (in case not cancelled)- The 3 terminal states: completed, cancelled and rejected will finally leads to 'closed customer order'(AM)
<p>NTT Comware Flexible Entry Conformance</p> <p><i><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></i></p> <p>The customer order is transitioned with the status of "Editing", " Submitted", "Fixed", " Service Start". According to the business requirements , user can define the order status flexibly.</p> <p>User can assess the customer order which is acceptable or should be rejected by confirming the information of the order.</p> <p>User can "Cancel" or "Delete" customer order.</p> <p>Ref ⇒Operation_Manual=> 2.3.Task List.pdf=>2.3.2-1~2</p> <p>Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf => 2.5.9-1、 2.5.6-1、 2.5.7-1</p>

Mandatory

Create, update and delete order information and update order state into order inventory/ repository (A)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

User can create, modify, cancel service order.

Flexible Entry can manage the status of service order, and record the status change history in database. The status update history is displayed on the progress management screen.

Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf => 2.5.6-1、 2.5.7-1、 2.5.9-1

Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.3)

Optional

Not used for this process element

Interactions

This process will directly interact with the repository, in order to update the order state/status information.

1.1.4 Level 3: 1.3.3.4 - Complete Customer Order

Note: There is no decomposition to Level 4 for this process, hence mappings are supplied for the Level 3 process.

LEVEL 3 PROCESS MAPPING DETAILS 1.3.3.4 - Complete Customer Order
<p>Brief Description</p> <p>Manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase</p>
<p>Extended Description</p> <p>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. 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. (AM)</p>
<p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Since customer order is related to the subordinate service order, the user can check the construction, testing, and service activation status of each service order in the tree view. In addition, Flexible Entry also provides functions to cooperate with systems such as testing system and other service delivery system via API, allowing user to check the status of testing and delivery in real time.</p> <p>Flexible Entry can update customer order, also provides API that distributes customer information to other systems (CRM etc.).</p> <p>Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf => 2.5.1-1</p> <p>Ref ⇒Operation_Manual=> 2.8.Register API-Form.pdf</p> <p>Ref⇒External_Design Document=>3.7.1 External reference function.pdf</p> <p>Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.4)</p>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.5 Level 3: 1.3.3.5 - Issue Customer Orders

Process Identifier: 1.3.3.5

Brief Description

Issue correct and complete customer orders

Extended Description

The purpose of the Issue Customer Orders processes is to issue correct and complete customer orders. These processes ensure that all necessary information about the Customer Order (for example, type of product, install address, special requirements, etc.) is available. 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), may arise as a result of requests for customer provisioning activity to satisfy customer problem restoration activities, may arise to alleviate 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. 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. The customer order may also relate to the cancellation of previously purchased specific services. 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. 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. 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. The orchestration, if required, and tracking of the customer order progress is the responsibility of the Track & Manage Customer Order Handling processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.5.1 *Level 4: 1.3.3.5.1 - Assess Customer Order*

LEVEL 3 PROCESS MAPPING DETAILS 1.3.3.5.1 - Assess Customer Order
<p>Brief Description</p> <p>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. 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. The customer order may also relate to the cancellation of previously purchased specific services. (AM)</p>
<p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Flexible Entry can check whether the necessary information for service provision is entered to the customer order correctly. If Flexible Entry finds a deficiency in that information, it will display an error message.</p> <p>The user can change the check condition of the customer order flexibly.</p> <p>The user can also modify and delete the customer order.</p> <p>Ref ⇒Operation_Manual=> 2.6.Register Application Format.pdf=> : 2.6.4-1~3、2.6.5-1~2</p> <p>Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf => : 2.5.6-1、2.5.7-1</p> <p>Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.5.1)</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p> <p>Reserved for future use.</p>
<p>Optional</p> <p>Reserved for future use.</p>

Interactions

Reserved for future use.

1.1.5.2 *Level 4: 1.3.3.5.2 - Issue Customer Order*

LEVEL 3 PROCESS MAPPING DETAILS

1.3.3.5.2 - Issue Customer Order

Brief Description

Issue a customer order, creating a record of the relevant initiating sales request and the associated customer order. Where the initiating request for a purchased product offering has special or unusual requirements, if a specific feasibility assessment has been previously undertaken, create a record of the relevant initiating request information. If a specific feasibility assessment has not been previously undertaken, mark the issued customer order as requiring special handling. (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

Flexible Entry can execute order creation, application, reception, and completion for the customer order and related service orders, and can manage individual history of each.

Flexible Entry can check whether there is any defects in the customer order (check conditions can be defined / changed).

The user can arrange the customer order format as his/her wants , so the user can define a special handling flag as the item of the customer order.

When user creates the customer order, it is possible to be set special handling flags. It is also possible to search and extract the customer order by using special handling flag as search key. (For example, the special handling flag is set as a flag of "emergency order".)

Flexible Entry can output the special handling flags even in case of associating with the other system by API (JSON format) or CSV file output.

Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf => : 2.5.1-1~4

Ref ⇒Operation_Manual=> 2.6.Register Application Format.pdf=> : 2.6.4-1~3、2.6.5-1~2

Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.5.2)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

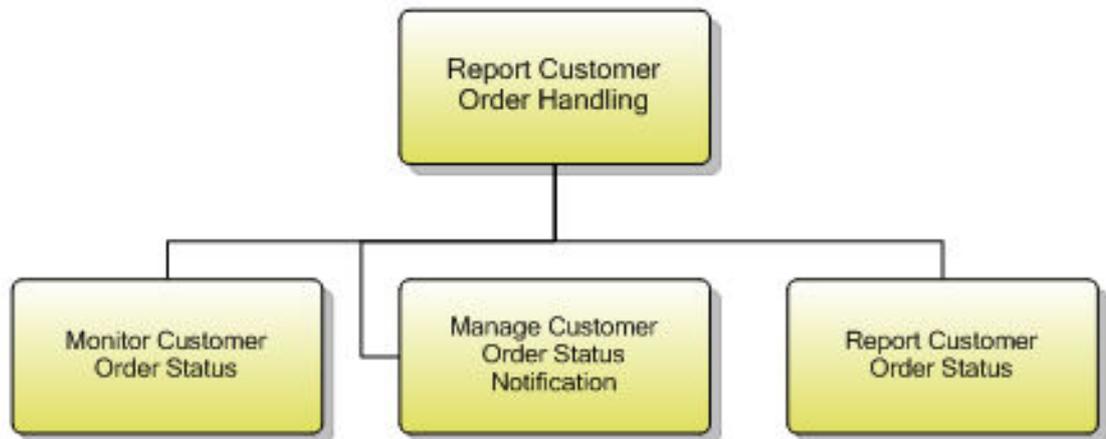
Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.6 Level 3: 1.3.3.6 - Report Customer Order Handling



Process Identifier: 1.3.3.6

Brief Description

Monitor the status of customer orders, provide notifications of any changes and provide management reports.

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. 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. 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.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.6.1 *Level 4: 1.3.3.6.1 - Monitor Customer Order Status*

LEVEL 3 PROCESS MAPPING DETAILS 1.3.3.6.1 - Monitor Customer Order Status
<p>Brief Description</p> <p>Continuously monitor the status of customer orders. (A)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Flexible Entry displays the status of the customer order in the search list of customer orders, so the user can check it.</p> <p>If there is a delay in the progress of the customer order, Flexible Entry can inform the person in charge of the delay by colored the alarm or alarm notification mail.</p> <p>Ref ⇒Operation_Manual=> 2.4.Search Registered Info.pdf=>2.4. 1 -1、 2.4.2-1~2</p> <p>Ref ⇒Operation_Manual=> 2.3.Task List.pdf=>2.3.1-1~5</p> <p>Ref ⇒Operation_Manual=> 2.7.Create Work-Flow.pdf=>2.7.1-4</p> <p>Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.6.1)</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

1.1.6.2 *Level 4: 1.3.3.6.2 - Manage Customer Order Status Notification*

LEVEL 3 PROCESS MAPPING DETAILS 1.3.3.6.2 - Manage Customer Order Status Notification
<p>Brief Description</p> <p>Manage notifications to processes and other parties registered to receive notifications of any status changes. (A)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>The status of the customer order is linked with workflow task.</p> <p>So Flexible Entry can send a notification mail to the mail address of the corresponding organization, when a task transition or rejection are executed.</p> <p>When order status has been changed, workflow can send notifications to other members who in charge of next process or send notifications to other systems via API.</p> <p>Still, the administrator can change the mail address of the organization to which Flexible Entry sends mail.</p> <p>Ref ⇒Operation_Manual => 2.7.Create Work-Flow.pdf=>2.7.1-4</p> <p>Ref ⇒Operation_Manual => 2.12.Manage Organization Info.pdf=>2.12.1- 1 ~3</p> <p>Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.6.2)</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

1.1.6.3 *Level 4: 1.3.3.6.3 - Report Customer Order Status*

LEVEL 3 PROCESS MAPPING DETAILS
1.3.3.6.3 – Report Customer Order Status

Brief Description

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, including specific reports required by specific customers. (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

Flexible Entry manages the change status (operator, start time, end time, etc.) of each detailed status of the customer order as a history database for analyzing the work efficiency.

Although Flexible Entry itself does not provide analysis function, the user can perform efficiency analysis by combining Flexible Entry with another analysis / evaluation tool.

Ref ⇒External_Design Document⇒> 3.6.2 Task operation history management.pdf

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.7 Level 3: 1.3.3.7 - Close Customer Order

Note: There is no decomposition to Level 4 for this process, hence mappings are supplied for the Level 3 process.

LEVEL 3 PROCESS MAPPING DETAILS 1.3.3.7 - Close Customer Order
<p>Brief Description</p> <p>Close a customer order when the customer provisioning activities have been completed. 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.</p>
<p>Extended Description</p> <p>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. (AM)</p>
<p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Flexible Entry can link the status of the customer order and the workflow.</p> <p>Therefore, Flexible Entry can automatically update the status of the customer order to completion when customer provisioning work is completed.</p> <p>When the status of the customer order is completed, Flexible Entry can set the state of the order to the closed state (edit disabled).</p>
<p>Ref ⇒Operation_Manual=> 2.5.Create&Output&Transfer Registered Info.pdf => 2.5.5-1~2</p>
<p>Ref ⇒Operation_Manual=> 2.9.Set Up API-Form.pdf => 2.9.1-1~2</p>
<p>Ref ⇒Maintenance Tool_Manual=> 3. About Control Information(Detail).pdf=> 3.10-1~3</p>
<p>Ref ⇒NTTComwareFE_eTOM_1.3.3_evidence.xlsx (Sheet 1.3.3.7)</p>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.8 Supporting Evidence References

<List of referenced documents in the mapping tables.>