

Framework 16.5 Product Conformance Certification Report

Company Name: NTS Retail

Product Name: NTS Retail Suite

Product Version: X5

Report Version: 1.0

Report Date: 13 September 2017

Table of Contents

List of Figures.....	0
List of Tables.....	0
1 Introduction.....	1
1.1 Executive Summary.....	1
2 Product Functionality/Capability Overview.....	2
2.1 NTS Retail Suite Product Overview.....	2
2.2 NTS Retail Suite Product Scope.....	3
3 Business Process Framework Assessment Overview.....	4
3.1 Mapping Technique Employed.....	4
3.2 Business Process Framework Level 2 Process Scope.....	5
4 Business Process Framework – Process Mapping Descriptions.....	8
4.1 Level 2: 1.1.7 - Market Sales Support & Readiness.....	8
4.1.1 Mapping Details & Supporting Evidence.....	8
4.1.2 Detailed Conformance Scores.....	9
4.2 Level 2: 1.5.4 - RM&O Support & Readiness.....	10
4.2.1 Mapping Details & Supporting Evidence.....	10
4.2.2 Detailed Conformance Scores.....	11
5 Information Framework Assessment Overview.....	12
5.1 Mapping Technique Employed.....	12
5.2 Information Framework Assessment - ABE Scope.....	12
5.3 Product Scope.....	12
6 Framework Conformance Result.....	13
6.1 Business Process Framework – Scoring Rules.....	13
6.2 Business Process Framework – Conformance Result Summary.....	15
6.3 Business Process Framework – Detailed Conformance Results.....	16
6.4 Information Framework – Scoring Rules.....	17
6.4.1 Information Framework Maturity Conformance Scoring Methodology.....	17
6.4.2 Information Framework Adoption Conformance Scoring Methodology.....	17

List of Figures

Figure 2-1 NTS Retail Solution Portfolio	2
Figure 2-2 NTS Retail Product Scope	3
Figure 3-1 Level 2 process coverage for NTS Retail Suite Assessment	5
Figure 3-2 Level 3 process coverage for NTS Retail Suite Assessment	6
Figure 6-1 TM Forum Business Process Framework: Conformance Scoring Rules	13
Figure 6-2 Conformance Results (eTOM) Market/Sales & Resource Domains	15

List of Tables

Table 3-1 Business Process Framework Assessment Scope.....	7
Table 4-1 - 1.1.7 - Market Sales Support & Readiness Conformance Scores	9
Table 4-2 - 1.5.4 - RM&O Support & Readiness Conformance Scores.....	11
Table 6-1 Business Process Framework: Detailed Conformance Results	16

1 Introduction

1.1 Executive Summary

This document provides details of the **NTS Retail Suite** product functionality mapping, along with TM Forum's Conformance Assessment, against the following Framework 16.5 components:

- Business Process Framework Version 16.5

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 16.5 according to the specific processes submitted in scope for the Assessment.

Note that Conformance to the Information Framework (SID) Aggregate Business Entities (ABEs) was not covered in this Assessment.

For any additional information on this Framework Conformance Certification Report, please contact TM Forum Conformance Certification team at:

conformance@tmforum.org.

2 Product Functionality/Capability Overview

2.1 NTS Retail Suite Product Overview

NTS Retail is the premium retail management and customer engagement solution for telecoms. It gives you absolute control over your entire retail business and helps you build a strong digital experience across your sales channels. Designed in close cooperation with leading CSPs, NTS Retail perfectly supports telecom operators in implementing their top store transformation initiatives:

- Transform the telco store into an omni-channel world
- Enable your sales associates to shine during customer interactions
- Accelerate the sales process and increase sales efficiency
- Optimize omni-channel goods fulfillment
- Offer new digital services

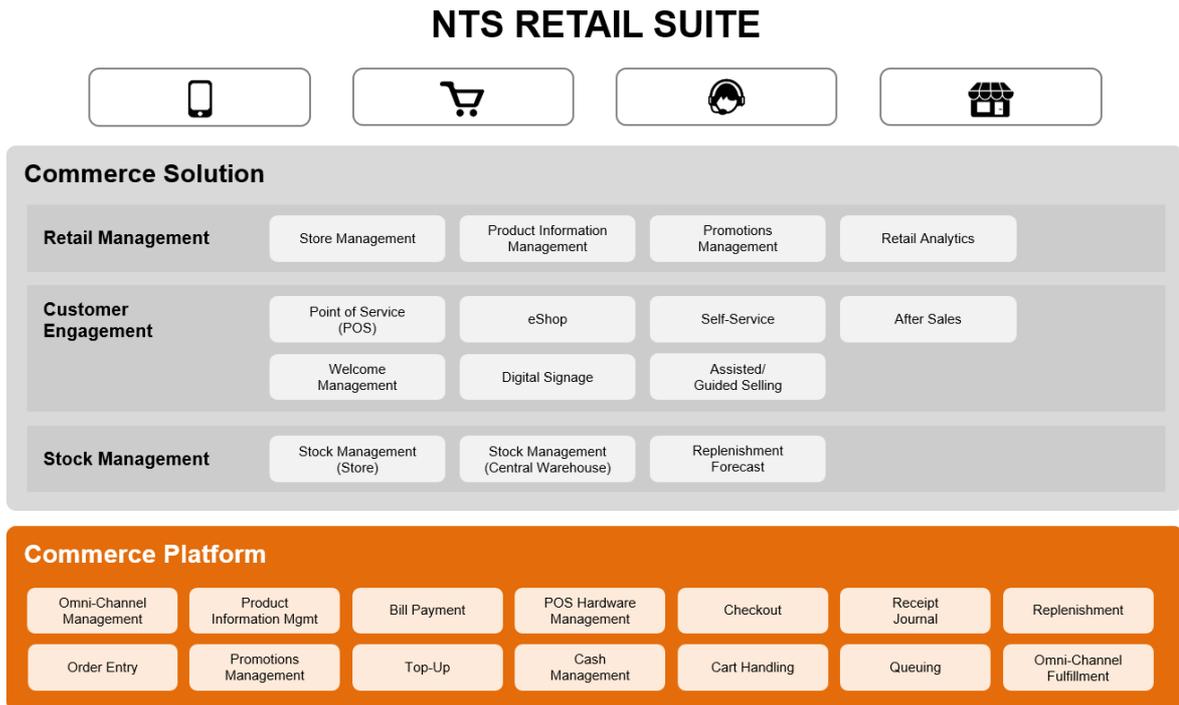


Figure 2-1 NTS Retail Solution Portfolio

2.2 NTS Retail Suite Product Scope

The following diagram represents the NTS Retail Suite solution, highlighting the modules that were submitted in scope for the Conformance Certification assessment in boxes with yellow coloring (■).

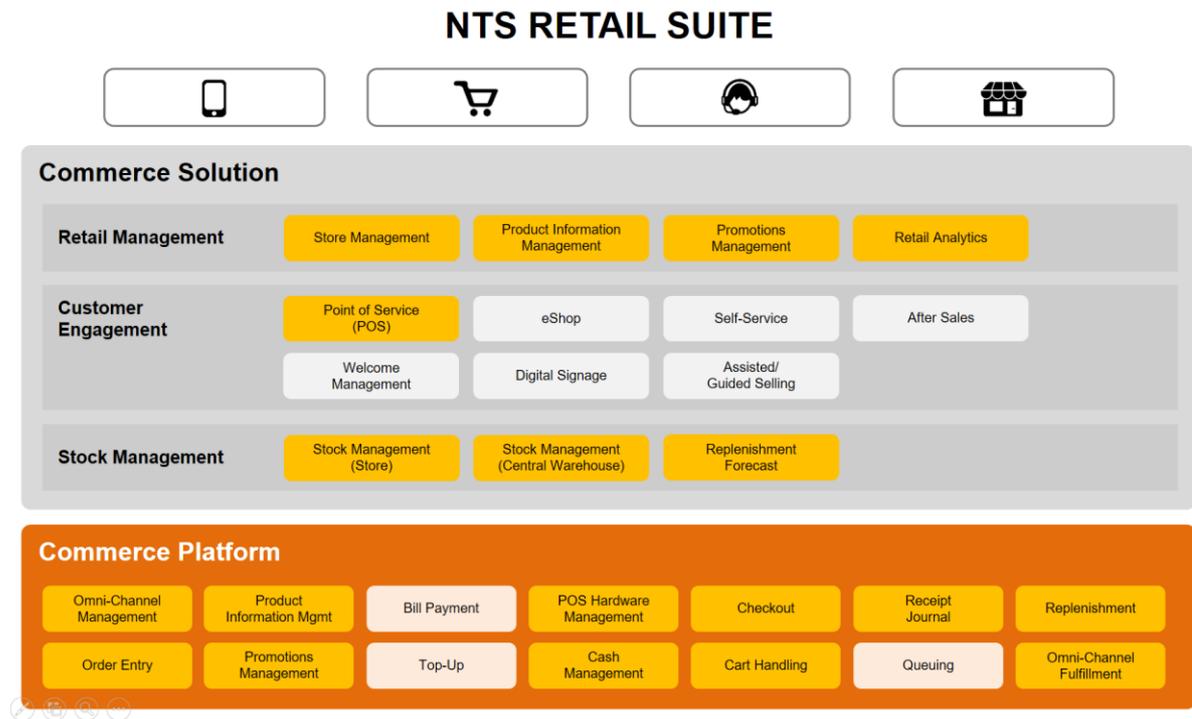


Figure 2-2 NTS Retail Product Scope

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework Level 4 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework 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.

Note that when a Level 3 process has not been decomposed to Level 4 processes, the implied tasks for the given Level 3 process are analyzed.

The Business Process Framework Level 4 descriptions (or Level 3 if appropriate) 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 4 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).

TM Forum Note 1: *When process mappings are presented against Level 4 processes, the mappings are provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being used, the process mappings are in that case provided against the Level 4 Brief/Extended descriptions.*

TM Forum Note 2: *Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 4 process descriptions (Brief & Extended).*

3.2 Business Process Framework Level 2 Process Scope

The following figure represents the Business Process Framework Level 2 processes (high-lighted in blue) that were presented in scope for the assessment and that were assessed and support the corresponding Business Process Framework processes according to the results in Chapter 6 Framework Conformance Result.

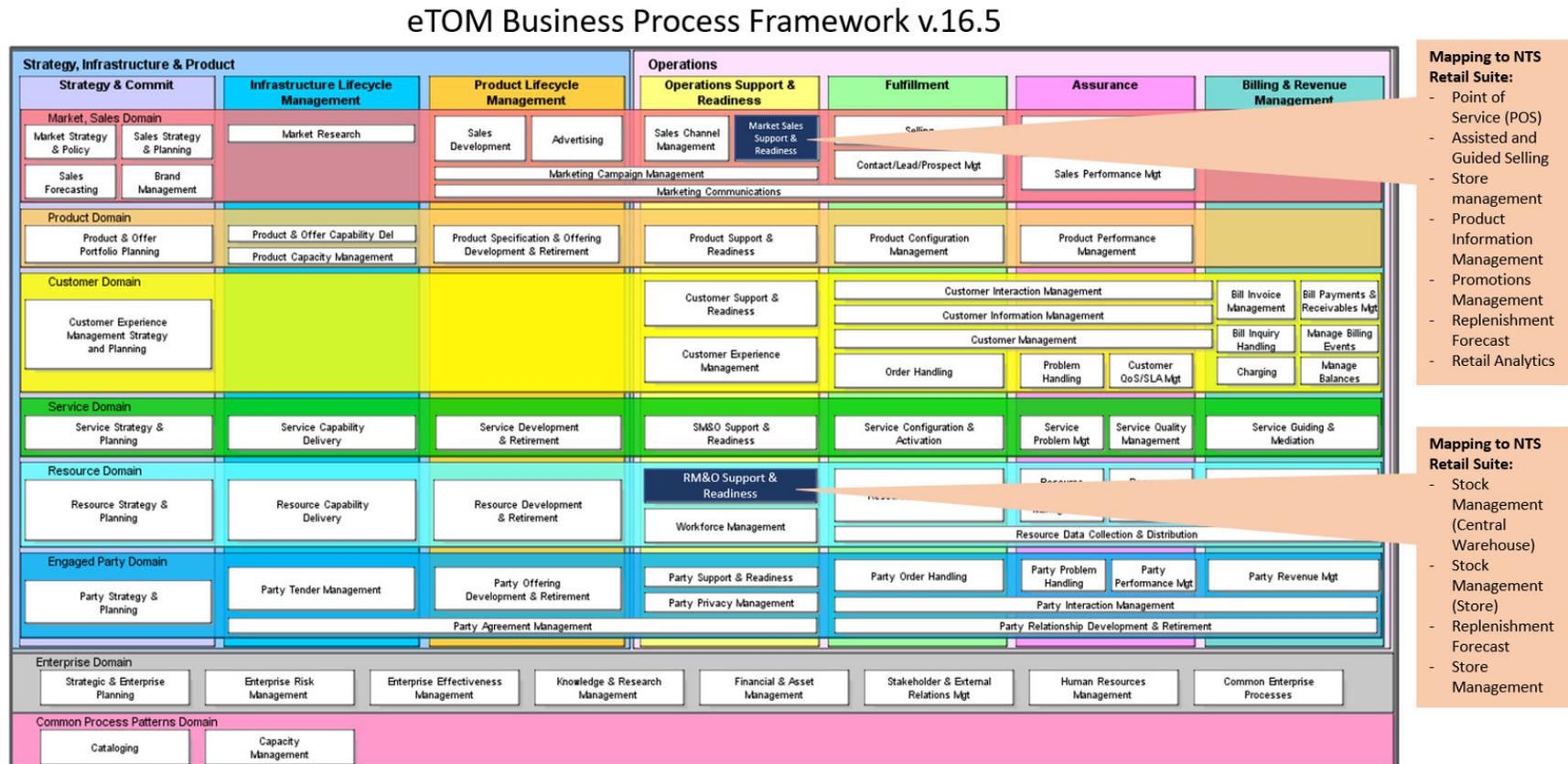


Figure 3-1 Level 2 process coverage for NTS Retail Suite Assessment

The following diagram identifies the number of Level 3 processes that were submitted for assessment, for each Level 2 process that was submitted in scope for the Assessment.

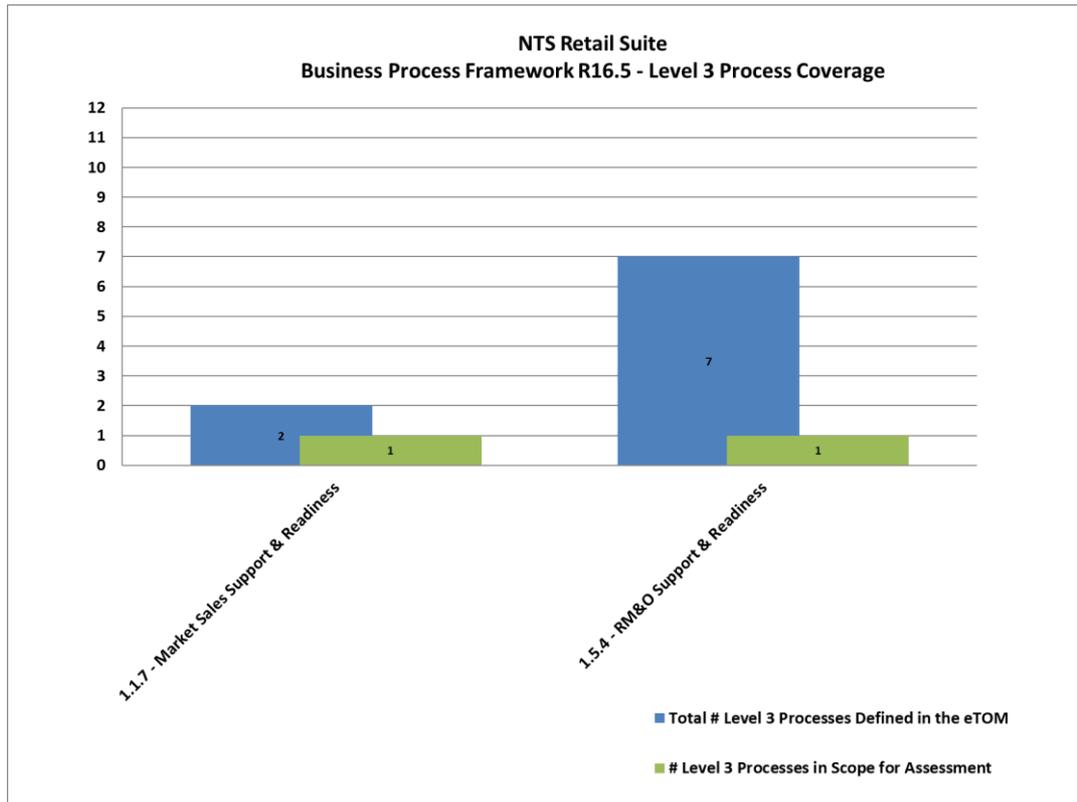


Figure 3-2 Level 3 process coverage for NTS Retail Suite Assessment

NTS Retail Suite Framework 16.5 Business Process Framework Conformance Scores	
1.1 Market/Sales Domain	
Level 2: 1.1.7 - Market Sales Support & Readiness	Conformance Scores
1.1.7.2 - Support Selling	L3 in scope
1.1.7.2.1 - Ensure Selling Capability	L4 in scope
1.1.7.2.2 - Manage Sales Channels	L4 in scope
1.1.7.2.3 - Manage Sales Leads	L4 in scope
1.1.7.2.4 - Undertake Selling Trend Analysis	L4 in scope
<i>1.1.7.4 - Manage Sales Inventory</i>	<i>L3 Not in Scope</i>

NTS Retail Suite Framework 16.5 Business Process Framework Conformance Scores	
1.5 Resource Domain	
Level 2: 1.5.4 - RM&O Support & Readiness	Conformance Scores
<i>1.5.4.1 - Enable Resource Provisioning</i>	<i>L3 Not in Scope</i>
<i>1.5.4.2 - Enable Resource Performance Management</i>	<i>L3 Not in Scope</i>
<i>1.5.4.3 - Support Resource Trouble Management</i>	<i>L3 Not in Scope</i>
<i>1.5.4.4 - Enable Resource Data Collection & Distribution</i>	<i>L3 Not in Scope</i>
<i>1.5.4.5 - Manage Resource Inventory</i>	<i>L3 Not in Scope</i>
1.5.4.6 - Manage Logistics	L3 in scope
1.5.4.6.1 - Manage Warehousing	L4 in scope
1.5.4.6.2 - Manage Orders	L4 in scope
1.5.4.6.3 - Track and Monitor Logistics and Manage Resource Inventory	L4 in scope
1.5.4.6.4 - Identify Logistic Issues and Provide Reports	L4 in scope
<i>1.5.4.7 - Manage Number Portability</i>	<i>L3 Not in Scope</i>

Table 3-1 Business Process Framework Assessment Scope

4 Business Process Framework – Process Mapping Descriptions

This Section provides the Process Mapping output from NTS Retail self-assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for the NTS Retail Suite Product.

4.1 Level 2: 1.1.7 - Market Sales Support & Readiness

4.1.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.1.7 - Market Sales Support & Readiness” business processes are available from the following link:

<https://www.tmforum.org/wp-content/uploads/2014/10/NTS-Retail-Suite-X5-1.1.7-Market-Sales-Support-Readiness.pdf>

Mappings and supporting evidence was presented for the following **L3/L4** processes:

1.1.7.2 - Support Selling

- 1.1.7.2.1 - Ensure Selling Capability
- 1.1.7.2.2 - Manage Sales Channels
- 1.1.7.2.3 - Manage Sales Leads
- 1.1.7.2.4 - Undertake Selling Trend Analysis

4.1.2 Detailed Conformance Scores

The following table details the conformance scores awarded to the Level 3 and Level 4 processes submitted in scope for Level 2 process “1.1.7 - Market Sales Support & Readiness”. The scoring guidelines are explained in Figure 6-1 in Section 6.1.

NTS Retail chose not to submit some Level 3 processes for Frameworkx conformance assessment.

Note that the scope of certified conformance only applies to the Level 3 processes under a given Level 2 that were included in scope; other excluded L3 process under the same L2 process remain out of the scope in the present conformance certification.

NTS Retail Suite	
Frameworkx 16.5 Business Process Framework Conformance Scores	
1.1 Market/Sales Domain	
Level 2: 1.1.7 - Market Sales Support & Readiness	Conformance
1.1.7.2 - Support Selling	4.8
1.1.7.2.1 - Ensure Selling Capability	100%
1.1.7.2.2 - Manage Sales Channels	100%
1.1.7.2.3 - Manage Sales Leads	50%
1.1.7.2.4 - Undertake Selling Trend Analysis	100%
<i>1.1.7.4 - Manage Sales Inventory</i>	<i>Not in Scope</i>

Table 4-1 - 1.1.7 - Market Sales Support & Readiness Conformance Scores

4.2 Level 2: 1.5.4 - RM&O Support & Readiness

4.2.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.5.4 - RM&O Support & Readiness” business processes are available from the following link:

<https://www.tmforum.org/wp-content/uploads/2014/10/NTS-Retail-Suite-X5-1.5.4-RMO-Support-Readiness.pdf>

Mappings and supporting evidence was presented for the following **L3/L4** processes:

1.5.4.6 - Manage Logistics

1.5.4.6.1 - Manage Warehousing

1.5.4.6.2 - Manage Orders

1.5.4.6.3 - Track and Monitor Logistics and Manage Resource Inventory

1.5.4.6.4 - Identify Logistic Issues and Provide Reports

4.2.2 Detailed Conformance Scores

The following table details the conformance scores awarded to the Level 3 and Level 4 processes submitted in scope for Level 2 process “1.5.4 - RM&O Support & Readiness”. The scoring guidelines are explained in Figure 6-1 in Section 6.1.

NTS Retail Suite	
Framework 16.5 Business Process Framework Conformance Scores	
1.5 Resource Domain	
Level 2: 1.5.4 - RM&O Support & Readiness	Conformance
1.5.4.1 - Enable Resource Provisioning	<i>Not in Scope</i>
1.5.4.2 - Enable Resource Performance Management	<i>Not in Scope</i>
1.5.4.3 - Support Resource Trouble Management	<i>Not in Scope</i>
1.5.4.4 - Enable Resource Data Collection & Distribution	<i>Not in Scope</i>
1.5.4.5 - Manage Resource Inventory	<i>Not in Scope</i>
1.5.4.6 - Manage Logistics	4.9
1.5.4.6.1 - Manage Warehousing	100%
1.5.4.6.2 - Manage Orders	100%
1.5.4.6.3 - Track and Monitor Logistics and Manage Resource Inventory	75%
1.5.4.6.4 - Identify Logistic Issues and Provide Reports	100%
1.5.4.7 - Manage Number Portability	<i>Not in Scope</i>

Table 4-2 - 1.5.4 - RM&O Support & Readiness Conformance Scores

5 Information Framework Assessment Overview

5.1 Mapping Technique Employed

Not applicable for this assessment.

5.2 Information Framework Assessment - ABE Scope

Not applicable for this assessment.

5.3 Product Scope

Not applicable for this assessment.

6 Framework Conformance Result

This Section details the Scores awarded to reflect Conformance of the NTS Retail Suite product to the Business Process Framework & Information Framework components of Framework 16.5.

6.1 Business Process Framework – Scoring Rules

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

Framework 16.0 Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Score Methodology		
Process Level	Conformance Score	Qualifier
Level 1 Process	Not applicable	Conformance Assessment shall not be carried out at this process level.
Level 2 Process	Not applicable	A conformance level is not awarded to Level 2 processes in Framework Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3.1* & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. If a Level 3 process has not been decomposed to Level 4 processes, the Level score is awarded according to alignment to the Level 3 defined Implied Tasks.
Level 4 Process	Level of conformance is calculated as input to parent Level 3 Process Score	Levels of conformance are calculated for Level 4 processes according to alignment to the individual implied tasks. Level 4 scores are summed and averaged to given an overall score for the parent Level 3 process.

* In earlier Conformance Assessments, scores were awarded to Level 1 & Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from > 3.

Figure 6-1 TM Forum Business Process Framework: Conformance Scoring Rules

Additional Notes on Business Process Framework Conformance Scoring

1. Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient.

A conformance level shall not be awarded for Level 1 processes.

2. Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient.

A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.

3. The Conformance Assessment shall be carried out at process level 3. For each Level 3 process, conformance shall be deduced according to the support for the process implied tasks, as decomposed and described in the underlying Level 4 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 4 processes/Implied Tasks. This provides finer granularity of scoring than in Assessment prior to Framework 12.0 based Assessments.

4. In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. This note specifically applies to Product & Solution Assessments.

5. Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.

6.2 Business Process Framework – Conformance Result Summary

The graph in this Section provides an overview of the conformance levels granted to the Level 3 Processes presented in scope for NTS Retail conformance assessment. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to the level of Conformance – Full Conformance or Partial Conformance as described in Section 6.1 Business Process Framework – Scoring Rules.

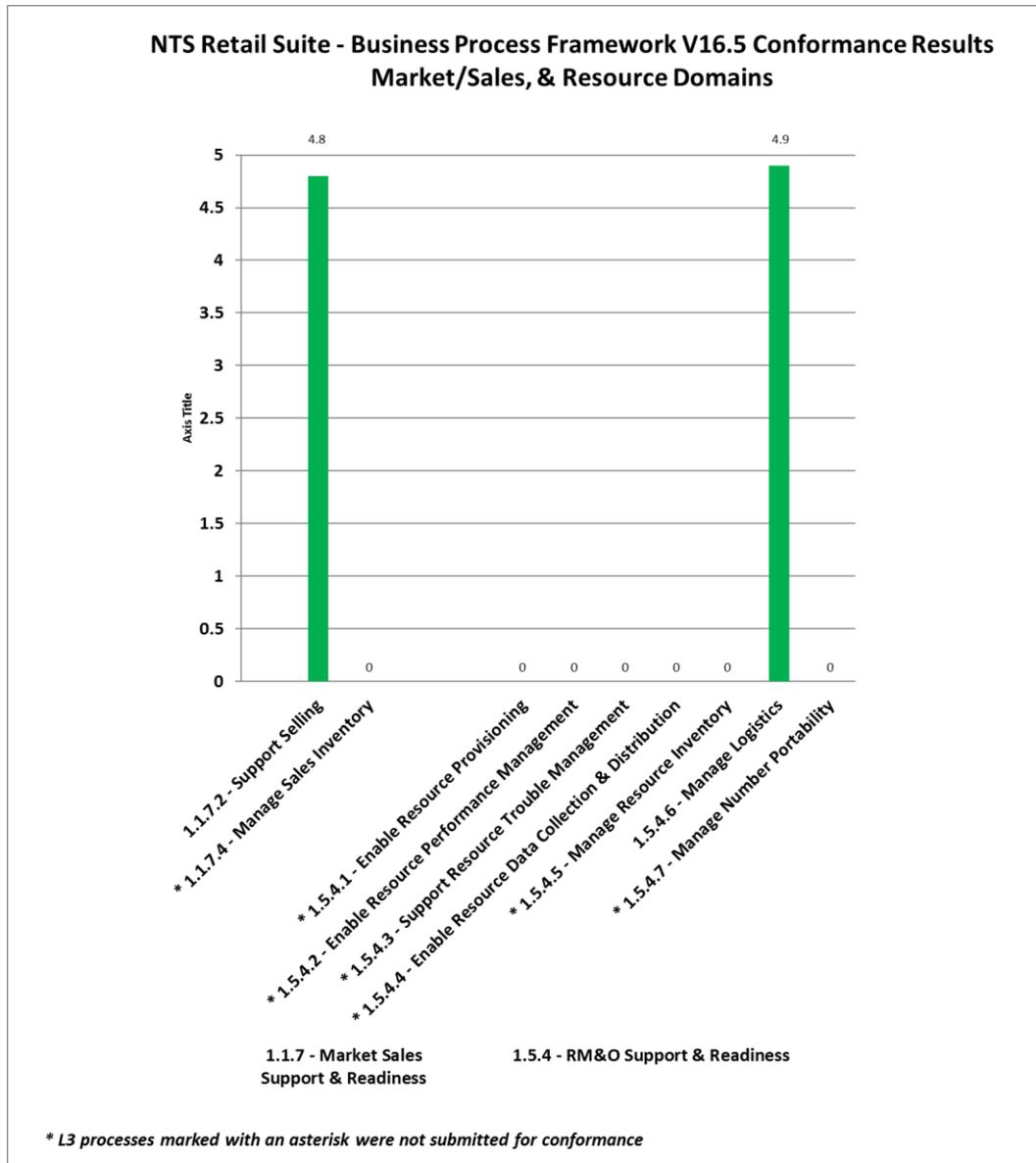


Figure 6-2 Conformance Results (eTOM) Market/Sales & Resource Domains

6.3 Business Process Framework – Detailed Conformance Results

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

NTS Retail Suite Framework 16.5 Business Process Framework Conformance Scores		
L1 / L2 / L3 Process	L3 Process Score	Comments
1.1 Market/Sales Domain		
1.1.7 - Market Sales Support & Readiness		
	[2/3]	Comments
1.1.7.2 - Support Selling	4.8	Conformant with minor gaps Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some gaps identified for the L4 process element "1.1.7.2.3 - Manage Sales Leads". See Level 3/Level 4 results section in Chapter 4.
<i>1.1.7.4 - Manage Sales Inventory</i>	<i>0</i>	<i>This process was not submitted for assessment.</i>
1.5 Resource Domain		
1.5.4 - RM&O Support & Readiness		
<i>1.5.4.1 - Enable Resource Provisioning</i>	<i>Not in Scope</i>	<i>This process was not submitted for assessment.</i>
<i>1.5.4.2 - Enable Resource Performance Management</i>	<i>Not in Scope</i>	<i>This process was not submitted for assessment.</i>
<i>1.5.4.3 - Support Resource Trouble Management</i>	<i>Not in Scope</i>	<i>This process was not submitted for assessment.</i>
<i>1.5.4.4 - Enable Resource Data Collection & Distribution</i>	<i>Not in Scope</i>	<i>This process was not submitted for assessment.</i>
<i>1.5.4.5 - Manage Resource Inventory</i>	<i>Not in Scope</i>	<i>This process was not submitted for assessment.</i>
1.5.4.6 - Manage Logistics	4.9	Conformant with minor gaps Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some gaps identified for the L4 process element "1.5.4.6.3 - Track and Monitor Logistics and Manage Resource Inventory". See Level 3/Level 4 results section in Chapter 4.
<i>1.5.4.7 - Manage Number Portability</i>	<i>Not in Scope</i>	<i>This process was not submitted for assessment.</i>

Table 6-1 Business Process Framework: Detailed Conformance Results

6.4 Information Framework – Scoring Rules

Not applicable for this assessment.

6.4.1 Information Framework Maturity Conformance Scoring Methodology

Not applicable for this assessment.

6.4.2 Information Framework Adoption Conformance Scoring Methodology

Not applicable for this assessment.