Tibco Fulfillment Orchestration Suite R

TM Forum Frameworx 17.0 Certification

Business Process Framework (eTOM) Release 17.0

Self-Assessment Process Mapping Report

Level 2 Processes in Scope – Product Domain

1.2.4 - Product Support & Readiness
1.2.7 - Product Specification & Offering Development & Retirement

Version 1.0

January 3rd, 2018

Table of Contents

Guidelines

➢ For each Level 2 process in scope a Mapping Document should be created.

➢ In each Level 2 based document, the mapping team should provide mappings for each of the underlying Level 4 processes belonging to the Level 3 processes within the Level 2s in scope.

➢ If there are no Level 4 processes defined for a Level 3 process in scope for the assessment, the member should provide the mapping support against the Brief & Extended descriptions of the Level 3 process.

➢ Note that the descriptions should be the descriptions of the underlying Level 4 processes and specifically the description in the "Mandatory" field of the process.

➢ If the Level 4 process does not have a completed "Mandatory" field, then the "Extended Description" should be used. If there is no "Extended Description" available (sometimes this can happen), then the mappings should be provided against the "Brief Description".

➢ This template provides the structure for the Self-Assessment Mapping Document taking into account the use of Level 4 processes to demonstrate mapping support and also Level 3 processes for the situations where a Level 3 process does not or cannot decompose further to a Level 4 process with Business Process Framework 17.0
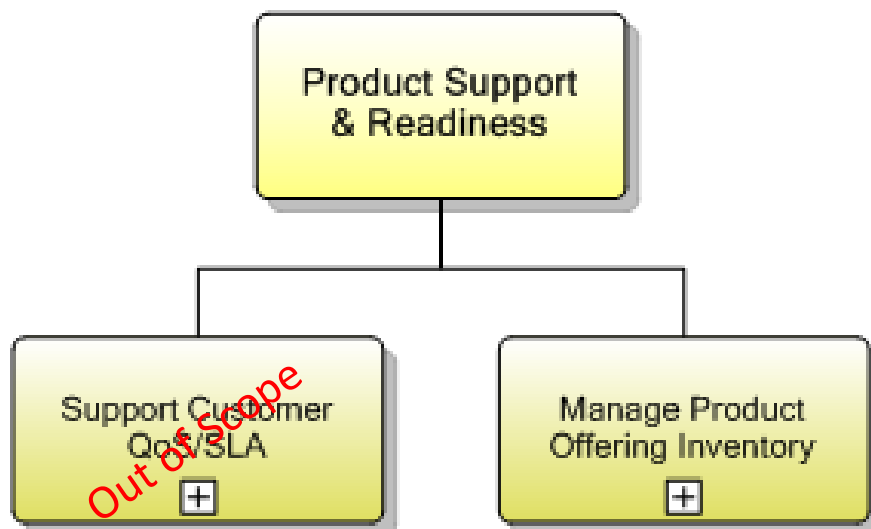
1.2.4 Product Support & Readiness

Figure 1 1.2.4 Product Support & Readiness decomposition

Process Identifier: 1.2.4

Brief Description
Product Support & Readiness processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.
Product Support & Readiness processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.

Extended Description
Product Support & Readiness processes ensure the support capability is in place to allow the Product Fulfillment, Assurance and Billing processes to operate effectively.
The responsibilities of these processes include, but are not limited to:
• Provision of product process infrastructure
• Policy support and decision support knowledge for product offerings
• Maintaining inventories to support the product data required by the FAB and CRM OS&R processes
• Monitoring and reporting on the capabilities and costs of the individual Product FAB processes
• Longer-term trend analysis on product FAB processes in order to establish the extent to which enterprise targets for these processes are being achieved and/or the need for the processes to be modified.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.
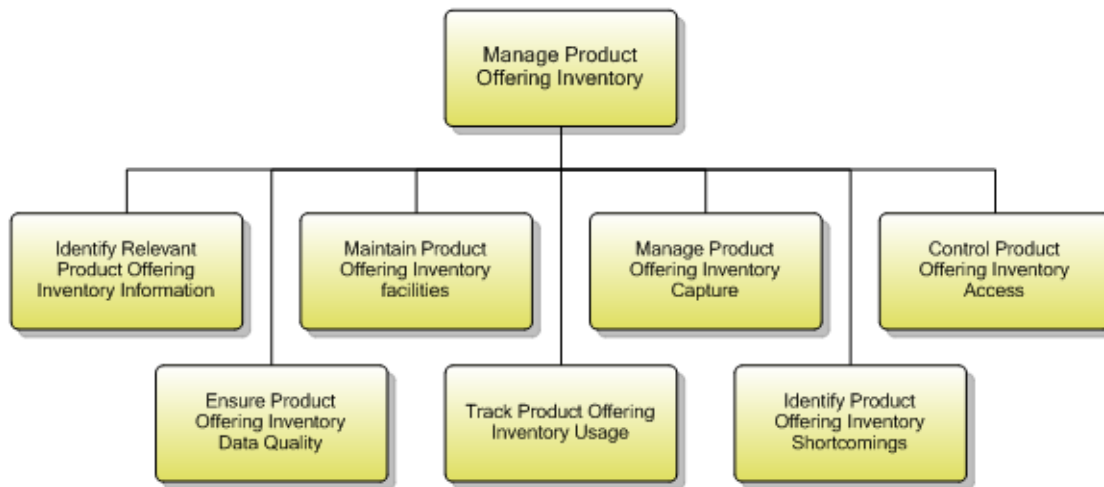
1.2.4.2 Manage Product Offering Inventory

Figure 2 1.2.4.2 Manage Product Offering Inventory decomposition

Process Identifier: 1.2.4.2

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.

Extended Description

The purpose of the Manage Product Offering Inventory processes are twofold - 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. 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.

Managing product offering inventory includes product creation, modification, update, deletion to the product offering inventory.

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

• Identifying the inventory-relevant information requirements to be captured for product offerings ;

• Identifying, establishing and maintaining product offering inventory repository facilities;

• Establishing and managing the product offering inventory management and information capture processes;
• 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;
• Ensuring the product offering inventory repository accurately captures and records all identified product offering details, through use of automated or manual audits;
• Tracking and monitoring of the usage of, and access to, the product offering inventory repository and associated costs, and reporting on the findings
• Identifying any technical driven shortcomings of the product offering 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.

Identify Relevant Product Offering Inventory Information

Process Identifier: 1.2.4.2.1

Brief Description
<mark>Identifying the inventory-relevant information requirements to be captured for product offerings</mark> AM

TIBCO Fulfillment Subscriber Inventory holds specific information about subscribers and the services or products that the subscribers have purchased, about to purchase, or being provisioned. The function of the TIBCO Fulfillment Subscriber Inventory is to maintain a current image of customer installed products at any given point in time, which is capable of supporting fast concurrent read or write access while ensuring data consistency.

FSI User's Guide: "Fulfillment Subscriber Inventory Overview"

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.

Maintain Product Offering Inventory facilities

Process Identifier: 1.2.4.2.2

Brief Description
Identifying, establishing and maintaining product offering inventory repository facilities;
AM

TIBCO Fulfillment Subscriber Inventory supports Oracle 11g Enterprise Edition (Oracle 11.2.x) single and Oracle 12c Enterprise Edition (Oracle 12.1.x) single and RAC databases.

FSI Installation Guide: "Operating System and Database Requirements"

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.

Manage Product Offering Inventory Capture

Process Identifier: 1.2.4.2.3

Brief Description
Establishing and managing the product offering inventory management and information capture processes; **AM**

With TIBCO Fulfillment Subscriber Inventory users can implement CRUD operations for data management on both party and item.

FSI User's Guide: "Uses of Fulfillment Subscriber Inventory"

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.

Control Product Offering Inventory Access

Process Identifier: 1.2.4.2.4

Brief Description
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**

Roles are used to define what the users can perform, or the list of permissions the users are granted, in the Fulfillment Subscriber Inventory application.

Party and item entities provide the capability for locking and lock management. This is useful in a context where multiple concurrent processes are all working on the same object but it is necessary to control the order of access to the object in a defined sequence.

FSI User's Guide: "Roles" / "List of Permissions for a Role" / "Object Locking"

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.

Ensure Product Offering Inventory Data Quality

Process Identifier: 1.2.4.2.5

Brief Description

Ensuring the product offering inventory repository accurately captures and records all identified product offering details, through use of automated or manual audits. Monitoring and reporting on the quality of the data maintained in the inventory. 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. **AM**

The data managed by Fulfillment Subscriber Inventory are as follows:

Party - Stores customer, subscriber, or other party related information.

Item - Stores product, service, or other tangible or intangible entities that have been ordered by a party, and are present as components of that party's image

FSI User's Guide: "Data Managed by Inventory" / "Parties" / "Items"

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.

Track Product Offering Inventory Usage

Process Identifier: 1.2.4.2.6

Brief Description

==Tracking and monitoring of the usage of, and access to, the product offering inventory repository and associated costs, and reporting on the findings== **M**

Fulfillment Subscriber Inventory stores related orders for an item, so that the user can walk through the item history. The user can also implement CRUD operations for data management on both party and item

FSI User's Guide: "Uses of Fulfillment Subscriber Inventory"

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.

Identify Product Offering Inventory Shortcomings

Process Identifier: 1.2.4.2.7

Brief Description

Identifying any technical driven shortcomings of the product offering inventory repository, and providing input to Resource Development & Management processes to rectify these issues. **M**

Users can contact TIBCO support for problems with the documentation or the software it addresses.

FSI User's Guide or Installation Guide: "TIBCO Documentation and Support Services"

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.

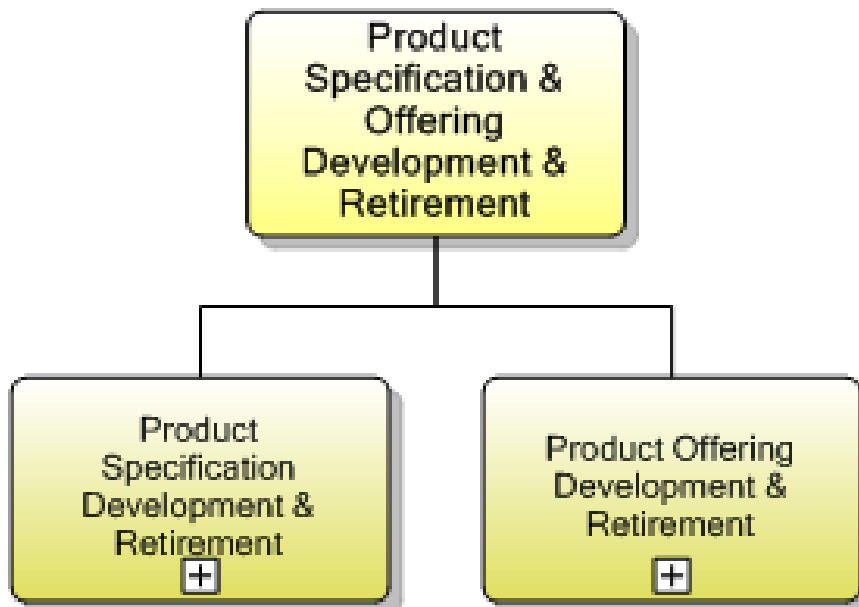## 1.2.7 Product Specification & Offering Development & Retirement

Figure 3 1.2.7 Product Specification & Offering Development & Retirement decomposition

Process Identifier: 1.2.7

Brief Description
Develop and deliver new product specifications as well as enhancements and new features, ready for use by other processes, including Product Offering Development & Retirement.
Develop and deliver new product offerings, their pricing, as well as catalogs that contain both. **AM**

TIBCO® Fulfillment Catalog is a plug-in for TIBCO MDM that enables you to easily manage and maintain complex Product Offerings.

The Product Offerings, Services and Rules for Pricing, Provisioning and Eligibility are actively maintained within the TIBCO® Fulfillment Catalog's Data Repository. For details on the product catalog and data models, see the Product Catalog documentation.

A complete hierarchical interface allows you to create, edit, search, and maintain data. User access, responsibilities, and lifecycle workflow can be configured for the ongoing management of this information. The complete data model for your product offerings and their components can be exported to the downstream order provisioning systems, such as TIBCO® Fulfillment Order Management.

The Offer & Price Designer is designed to be a separate component of Fulfillment Catalog.

Although the Fulfillment Catalog system is a robust system that can perform all catalog related functions, it is still very technical and it is suitable for technical users who define low level records and fulfillment details.

The Offer and Price Designer component eliminates this complexity with an intuitive user interface and a simplified workflow. Business users can use the Offer and Price Designer for business oriented view of the data, and also use it on a daily basis for offer creation activities.

Reference: (https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-795192D0-8514-4367-AD44-E37A80ADD5DA.html

and https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html-opd/GUID-CB92D350-381E-4480-B3C8-CB9D2FC403DE.html)

Extended Description
Product Specification & Offering Development & Retirement processes develop and deliver new product specifications as well as enhancements and new features, ready for use by other processes. Additionally they handle the removal of specifications no longer offered.

Product specifications represent the types of services and resources made available as product offerings to the market by an enterprise.

The key measures of this process are how effectively the enterprise's offerings are broadened by these specifications or new specification features. These processes also manage updates and enhancements to product specifications. Business case development tracking and commitment are key elements of this process.

They also develop new product offerings and their associated features. Pricing for the offerings is also developed, such as standard pricing and feature-based pricing. The offerings and selected processes are included in product catalogs which are also developed by these processes.

Explanatory
N/A

Mandatory
N/A

Optional
N/A

Interactions
N/A
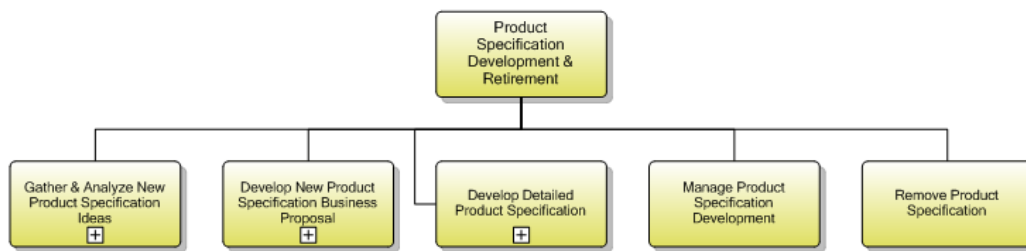
1.2.7.1 Product Specification Development & Retirement

Figure 4 1.2.7.1 Product Specification Development & Retirement decomposition

Process Identifier: 1.2.7.1

Brief Description

Develop and deliver new product specifications as well as enhancements and new features, ready for use by other processes, including Product Offering Development & Retirement.

Product Specifications represent the types of services and resources made available as product offerings to the market by an enterprise. **AM**

TIBCO® Fulfillment Catalog is a plug-in for TIBCO MDM that enables you to easily manage and maintain complex Product Offerings.

The Product Offerings, Services and Rules for Pricing, Provisioning and Eligibility are actively maintained within the TIBCO® Fulfillment Catalog's Data Repository.

A complete hierarchical interface allows you to create, edit, search, and maintain data. User access, responsibilities, and lifecycle workflow can be configured for the ongoing management of this information. The complete data model for your product offerings and their components can be exported to the downstream order provisioning systems, such as TIBCO® Fulfillment Order Management.

Reference: Refer the Use Case of Submitting and order in the following link https://docs.tibco.com/pub/af/4.0.0/doc/html/GUID-3CE121BF-AE11-4110-B8F3-EDA111E278A8.html and refer the use case of amending the order in the following link: https://docs.tibco.com/pub/af/4.0.0/doc/html/GUID-CA20028C-55D8-4F0E-B191-B7F6107C26A7.html

Extended Description

Product Specification Development & Retirement processes develop and deliver new product specifications as well as enhancements and new features, ready for use by other processes. Additionally they handle the removal of specifications no longer offered.

Product specifications represent the types of services and resources made available as product offerings to the market by an enterprise.

The key measures of this process are how effectively the enterprise's offerings are broadened by these specifications or new specification features. These processes also manage updates and enhancements to product specifications. Business case development tracking and commitment are key elements of this process.

Note that this process is reused to support the development of product specifications on-boarded from other parties with whom an enterprise collaborates to deliver value to customers. This is done to remove the redundancy between this process and the Party Offering Development & Retirement process. The focus of the Party Offering Development & Retirement core process is the relationships that product specifications have with other parties.

Also note that some of these processes, such as Gather & Analyze New Product Specification Ideas and Develop New Product Specification Business Proposal, may be performed in conjunction with the equivalent process in Product Offering Development & Retirement. For example, if ideas for a new specification or feature are being developed, ideas on how to offer it to the market may also be gathered; or if a new offering is being considered it may require new features defined for the specification or one or more new specifications to be developed for it.

Explanatory
Reserved for future use

Mandatory
Reserved for future use

Optional
Reserved for future use

Interactions
Reserved for future use

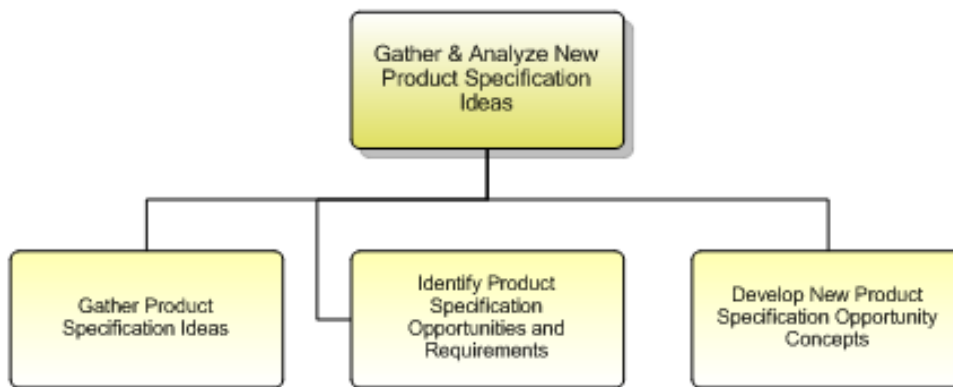## 1.2.7.1.1 Gather & Analyze New Product Specification Ideas

Figure 5 1.2.7.1.1 Gather & Analyze New Product Specification Ideas decomposition

Process Identifier: 1.2.7.1.1

Brief Description
Research and analyze demographic, customer, technology and marketing information to identify new product specification opportunities. **AM**

Gathering Product Specification Ideas and Identifying Product Specification Opportunities and Requirements are done manually without using the system and it is done by a separate team.

Developing New Product Specification Opportunity Concepts are done using the system.

Each record in the Product repository represents a Component. Components comprise other Components, which may include other Components. Depending on the complexity of the data there is no limit to the level of componentization you wish to model. From a SID perspective, a top-level Component is called a Product. Sub-components are known as Composite Products (if made of a distinct group of components) or simply Components. In turn, TIBCO Fulfillment Catalog also allows the user to classify their components into logical types (Device, Tariffs, Services, Options, and so on).

The meta data of the record that describes whether the product is Commercial, Technical, or None.

This is a read-only attribute whose value is decided based on the RECORD_TYPE and constraints (ValidCommercialRecordTypes, ValidTechnicalRecordTypes) defined in catalogvalidation.xml for PRODUCT repository. For example, if the RECORD_TYPE is BUNDLE then:

- *RecordUse would be Technical if BUNDLE appears in ValidTechnicalRecordTypes*
- *RecordUse would be Commercial if BUNDLE appears in ValidCommercialRecordTypes*
- *RecordUse would be All if BUNDLE appears neither in ValidTechnicalRecordTypes nor in ValidCommercialRecordTypes*
- *RecordUse would be Technical if BUNDLE appears both in ValidTechnicalRecordTypes as well as in ValidCommercialRecordTypes*

Reference: (https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-4285E530-8017-4059-BA2E-CAFB3BC048F1.html and https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-1722FDB3-D9C2-4A49-9F34-E94B8C863E68.html and https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-754F87C6-7543-4A3B-A21C-F565E6F5A510.html)

Extended Description
Gather & Analyze New Product Specification Ideas researches and analyzes demographic, customer, technology and marketing information to identify new product specification opportunities that represent a new entrant or enhanced feature(s) to an existing specification that will be introduced to the market as one or more product offerings.

The process undertakes the necessary analysis to identify potential opportunities, compares current capabilities with the identified opportunities, and as a result of the analysis develops new opportunity concepts. Requirements from the sales organization relating to enhancements to support their desired offers are also captured. The concepts include an analysis of the customer value proposition.

Explanatory
Reserved for future use

Mandatory
Reserved for future use

Optional
Reserved for future use

Interactions
Reserved for future use

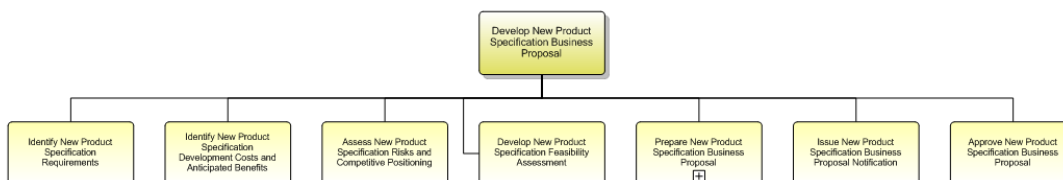## 1.2.7.1.2 Develop New Product Specification Business Proposal

Figure 6 1.2.7.1.2 Develop New Product Specification Business Proposal decomposition

Process Identifier: 1.2.7.1.2

Brief Description
Develop and document business proposals for the identified new product specification concept.

Extended Description
Develop New Product Specification Business Proposal develops and documents business proposals for the identified new product specification concept (including if necessary a business case). The business proposal (or business case) identifies the new product specification requirements, including the specific service specifications and resource specifications used to realize the product specification.

The business proposal also identifies the development costs and anticipated benefits, including forecast demand, revenue gains, productivity gains, performance improvements and/or operational cost improvements.

In addition, this process defines the attributes of the product specification which form the basis for associated product offering(s)' used for advertising and sales. The business proposal also includes an assessment of the risks and the competitive positioning of the product specification proposal. As a part of the business proposal development a feasibility assessment can be produced.

Potential other parties who can assist in the development of the product specification are also identified via interaction with the Determine Potential Parties sub-process within Party Tender Management. As a part of the process, the business proposal is appropriately approved, and as a result of the approval, necessary resources are made available.

Explanatory
N/A

Mandatory
N/A

Optional

N/A

Interactions

N/A

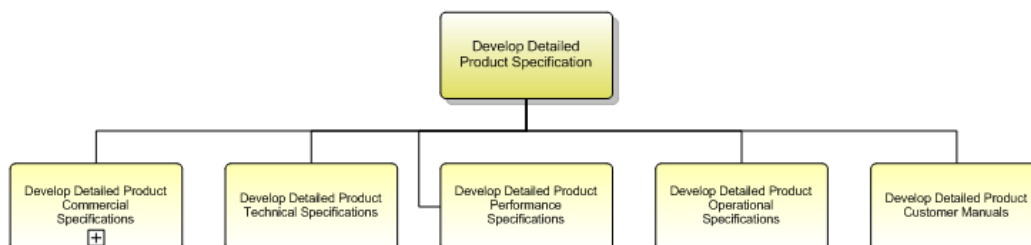## 1.2.7.1.3 Develop Detailed Product Specification

Figure 7 1.2.7.1.3 Develop Detailed Product Specification decomposition

Process Identifier: 1.2.7.1.3

Brief Description

Develop and document the detailed product specification-related commercial, technical, performance and operational specifications, and customer manuals. **AM**

Develop Detailed Product Performance Specifications and Develop Detailed Product Operational Specifications are not supported.

Develop Detailed Product Customer Manuals are done manually and the details are documented in the Product Catalog Guide and the User's Guide

Reference: (See the link https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-754F87C6-7543-4A3B-A21C-F565E6F5A510.html *for details on Developing Detailed Product Commercial Specifications and Developing Detailed Product Technical Specifications.)*

Extended Description

Develop Detailed Product Specification develops and documents the detailed product specification-related commercial, technical, performance and operational specifications, and customer manuals. These processes develop and document the required product features, the associated service or resource specifications that represent the realization of the product specification., the specific performance and operational requirements and support activities, and any product specific data required for the service and resource infrastructure. The processes ensure that all detailed specifications are

produced and appropriately documented. Additionally, the processes ensure that the documentation is captured in an appropriate enterprise repository.

Note: To minimize the number of sub-processes that update and remove various aspects of a product specification, such as features, it is assumed that the "develop" processes also perform updates and removals.

Explanatory
Reserved for future use

Mandatory
Reserved for future use

Optional
Reserved for future use

Interactions
Reserved for future use

1.2.7.1.4 Manage Product Specification Development

Process Identifier: 1.2.7.1.4

Brief Description
Ensure the co-coordinated delivery in line with the approved business case of all required product specification capabilities for that business case across the enterprise.

Extended Description
Manage Product Specification Development ensures the co-coordinated delivery in line with the approved business case of all required product specification capabilities for that business case across the enterprise. These processes may use project management disciplines when a project is created to develop a specification to deliver the necessary capabilities, including process development, specific systems & network infrastructure developments, specific channel developments, specific operational procedures, and so forth. required to support the new product specification.
Note that delivery of a product specification within the context of existing commercial agreements is managed through the Party Offering Development & Retirement process. If new partners are required, the Party Agreement Management process is used to deliver the necessary commercial agreements.
Note that the management of major new or enhanced infrastructure development to support Product & Offer Development is managed within the Product & Offer Capability Delivery process

Explanatory
N/A

Mandatory
N/A

Optional
N/A

Interactions
N/A

1.2.7.1.5 Remove Product Specification

Process Identifier: 1.2.7.1.5

Brief Description
Remove a product specification, either by deleting it or indicating it is no longer valid. **A**

Deleting a product in Fulfillment Catalog is done using the MDM interface. For details we have to refer the MDM documentation. The offer based products and their specifications can be deleted using the Offer and Pricing designer component of the Fulfillment Catalog system. Either the entire offer based product can be removed or the individual specifications can be removed (This has not been documented but it can be done).

Reference: (https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html-opd/GUID-C8FA9548-7C62-4CED-BB7D-6066E7811B08.html)

Extended Description
Remove Product Specification removes a product specification, either by deleting it or indicating it is no longer valid. When all associated Product Offerings have been deemed no longer viable and there are no Product Offerings planned the Product Specification is removed. Notifications are sent to Service Development & Retirement and Resource Development and Retirement processes so that they can determine if the associated service and resource specifications should also be removed. Additionally, a notification may be sent to the Party Offering Development & Retirement process so that it can determine if any on-boarded specifications should also be removed.

Explanatory
Reserved for future use

Mandatory
Reserved for future use

Optional
Reserved for future use

Interactions

Reserved for future use

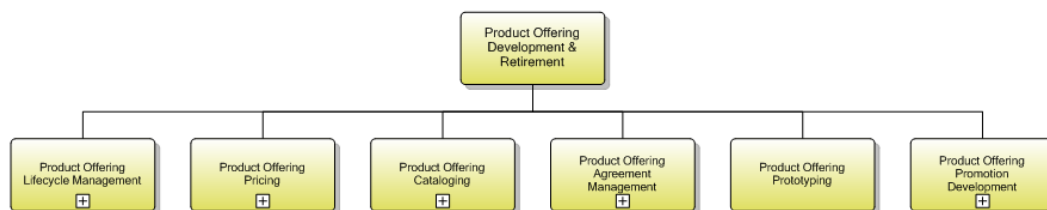## 1.2.7.2 Product Offering Development & Retirement

Figure 8 1.2.7.2 Product Offering Development & Retirement decomposition

Process Identifier: 1.2.7.2

Brief Description

<mark>Develop and deliver new product offerings, their pricing, as well as catalogs that contain both.</mark> **AM**

The Offer and Price Designer component has an intuitive user interface and a simplified workflow so that business users can use the Offer and Price Designer for business oriented view of the data, and also use it on a daily basis for offer creation activities.

(Source: https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html-opd/GUID-CB92D350-381E-4480-B3C8-CB9D2FC403DE.html)

Extended Description

Product Offering Development & Retirement develops new product offerings and their associated features. Pricing for the offerings is also developed, such as standard pricing and feature-based pricing. The offerings and selected processes are included in product catalogs which are also developed by these processes.

Note that this process is reused to support the development of product offerings on-boarded from other parties with whom an enterprise collaborates to deliver value to customers. This is done to remove the redundancy between this process and the Party Offering Development & Retirement process. The focus of the Party Offering Development & Retirement core process is the relationships that product offerings have with other parties.

Explanatory

Reserved for future use

Mandatory

Reserved for future use

Optional

Reserved for future use

Interactions

Reserved for future use

1.2.7.2
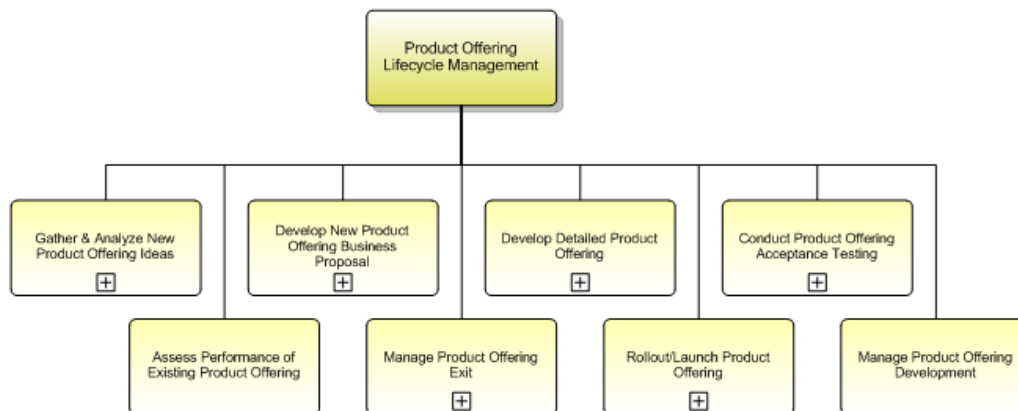## .1 Product Offering Lifecycle Management

Figure 9 1.2.7.2.1 Product Offering Lifecycle Management decomposition

Process Identifier: 1.2.7.2.1

Brief Description

Develop and deliver new product offerings as well as enhancements to existing offerings and new features, ready for use by other processes. Offerings may represent new entrants into the market that are based on new product specifications. The processes develop various pricing models for offerings and catalogs that contain the offerings. Additionally, the processes handle the exit of offerings from the market.

Product offerings represent the types of services and resources made available to the market by an enterprise. **AM**

The benefits of Offer & Price Designer are as follows:

- *Business users can define, browse, and interact with customer oriented products, thereby hiding the complexity of the low level technical catalog.*
- *Business users can perform the following operations related to Offers:*
    - o *Browsing, searching, and filtering offers*
    - o *Creating and modifying offers*
    - o *Modifying offer segments like CompatibleSegment and IncompatibleSegment*
    - o *Modifying ProductRequiredFor, IncompatibleProduct, and autoprovisioning product of an offer*

- o *Modifying and browsing offer hierarchy parameters like ProductComprisedOf*
  - o *Modifying Offer price including price characteristics, segments and ProductRequiresGroup*
  - o *Modifying Offer discount, which includes discount, characteristics, segments and ProductRequiresGroup*
  - o *Reduction in user clicks or wait time required to perform catalog tasks.*
- *Reduction in user clicks or wait time required to perform catalog tasks.*

(Source: https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html-opd/GUID-CB92D350-381E-4480-B3C8-CB9D2FC403DE.html)

Extended Description

Product Offering Lifecycle Management develops and delivers new product offerings as well as enhancements to existing offerings and new features, ready for use by other processes. Offerings may represent new entrants into the market that are based on new product specifications. The processes develop various pricing models for offerings and catalogs that contain the offerings. Additionally, the processes handle the exit of offerings from the market.

Product offerings represent the types of services and resources made available to the market by an enterprise.

The key measures of this process are how effectively the enterprise's offerings are broadened by these offerings or new offering features. These processes also manage updates and enhancements to product offerings. Business case development tracking and commitment are key elements of this process.

Note that some of these processes, such as Gather New Product Offering Ideas and Develop New Product Offering Business Proposal, may be performed in conjunction with the equivalent process in Product Specification Development & Retirement. For example, if ideas for a new specification or feature are being developed ideas on how to offer it to the market may also be gathered; or if a new offering is being considered it may require new features defined for the specification or one or more new specifications to be developed for it.

Explanatory
Reserved for future use

Mandatory
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Optional
Reserved for future use

Interactions
Reserved for future use

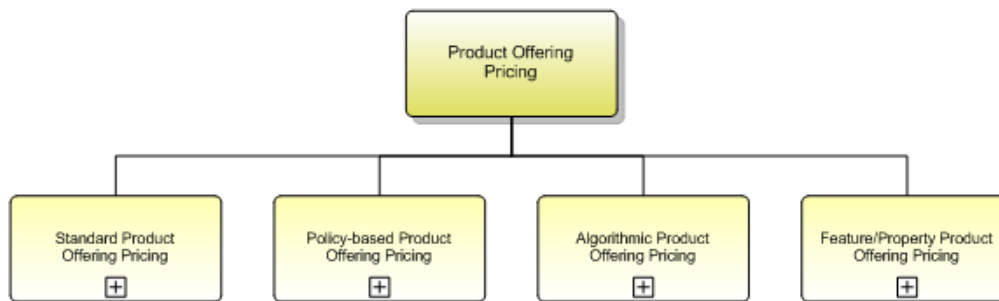# 1.2.7.2.2 Product Offering Pricing

Figure 10 1.2.7.2.2 Product Offering Pricing decomposition

Process Identifier: 1.2.7.2.2

Brief Description
<mark>Manage the lifecycle of standard pricing, policy-based pricing, algorithmic pricing, and feature/property-based pricing associated with product offering.</mark> **AM**

The pricing component of the offer allows you to:

- *Set a name for the created pricing and its description*
- *Set a price plan*
- *Set the pricing duration*
- *Set the type of pricing (One Time / Recurring / Usage-based)*
- *Set the amount and currency*
- *Add product characteristics and product segments*
- *Set up a product pricing group*
- *Set up discounts*

(Source: https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html-opd/GUID-C94C509C-8004-4009-BB73-CA4963F9DC81.html)

Extended Description
Product Offering Pricing manages all aspects of pricing for product offerings. This includes standard pricing, policy-based pricing, algorithmic pricing, and feature/property-based pricing. Standard pricing processes set the price, develop pricing

plans, update prices, obtain approval for pricing, provide notifications of price changes, and remove prices.

The other types of prices define various forms of rules that determine what price should be used under certain conditions. For example, policy-based pricing may determine if a customer qualifies for a discount based on what product offerings are ordered, algorithmic pricing defines matrices of properties/features used to determine a price, feature/property-based pricing determines a price based on the selection of one or more properties or features by a customer.

Explanatory
Reserved for future use

Mandatory
Reserved for future use

Optional
Reserved for future use

Interactions
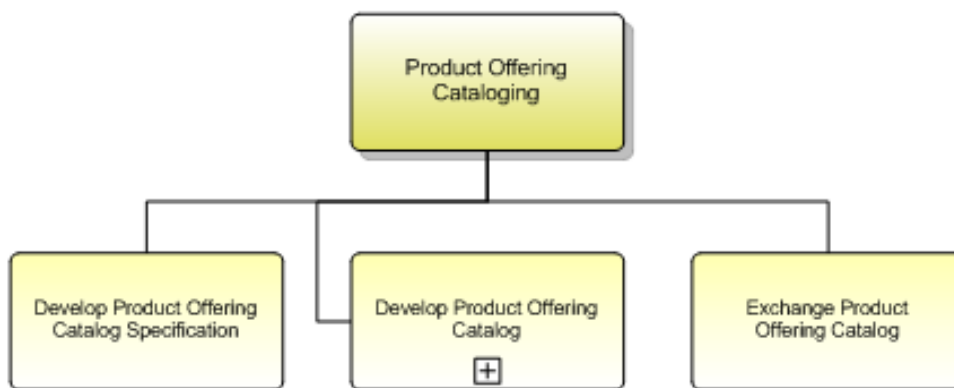Reserved for future use

1.2.7.2.3 Product Offering Cataloging

Figure 11 1.2.7.2.3 Product Offering Cataloging decomposition

Process Identifier: 1.2.7.2.3

Brief Description

<mark>Develop a specification (definition) of a catalog containing product offerings, develop a product offering catalog, and exchange a catalog among parties.</mark> **AM**

The offer created, using the Offer and Pricing Designer component, is stored and as a Product in the Fulfillment Catalog system. Since the offer is stored as a product all attributes of the product repository can be used to capture the specifications of the product.

This helps users in first creating an offer and then detailing the specifications of the product for the offer.

Product catalogs cannot be exchanged between parties.

(Source: https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-1722FDB3-D9C2-4A49-9F34-E94B8C863E68.html)

Extended Description

Product Offering Cataloging develops a specification (definition) for a catalog containing product offerings, develops a product offering catalog, and exchanges a catalog among parties.

Product catalog specifications define reusable definitions for one or more catalogs. For example, a catalog specification that defines a catalog of smart home devices that is updated with new devices periodically and issued as a new catalog.

Product catalogs can be exchanged by sending a catalog to another party and receiving a catalog from another party. The receiving party could be a prospect, a customer, or another enterprise that may become a business partner that makes an enterprise's offerings available to the market Similarly a catalog received from another party may be a prelude to the possible On-boarding of the parties offerings.

Note that this process reuses a set of generalized cataloging processes that can also be used to develop service catalogs and resource catalogs.

Explanatory
Reserved for future use

Mandatory
Reserved for future use

Optional
Reserved for future use

Interactions
Reserved for future use

1.2.7.2.4 Product Offering Agreement Management

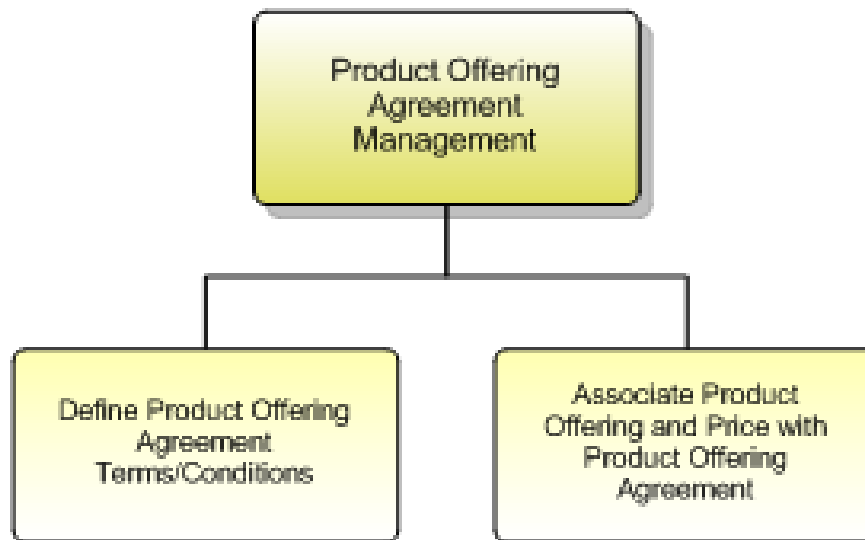*Figure 12 1.2.7.2.4 Product Offering Agreement Management decomposition*

Process Identifier: 1.2.7.2.4

Brief Description

Develop a template agreement that defines the terms/conditions associated with a product offering. **AM**

A Corporate Framework Agreement is designed to be the top-level record that describes a complete set of price lists and product offerings available to a Party (Corporation), describing global discounts and product price lists, as well as any specific price/product lists for the corporation's subsidiaries and or employee roles (for example, special price lists/product lists for Senior Management).

By definition it is designed to ALWAYS require a Party or Parties to apply to.

Together with the Party Entity, the Corporate Framework agreement is a complex object describing entire price agreements for Corporations.

The major price agreement examples are:

- *Defining the Corporate Framework Agreement and applying it to ACME Worldwide.*
- *Adding Child Price entities in two equally valid ways:*
  - o *Adding specific price entities for ACME worldwide that identify negotiated fixed prices for products in the ProductOffering repository.*
  - o *Alternatively using standard price entities (for example, non-ACME, generic price entities) and applying ACME-specific price discount entities.*
- *Creating a specific price object that applies only to an ACME subsidiary or Employee Role.*
- *The modeling described in the above bullet points may be created ad infinitum to create as many specific price objects necessary to fully describe a complete CFA.*

(Source: https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-A99F755B-CF80-4CF1-961F-1E69901B2B9D.html , https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-8EEDF1B2-BFF4-4AB6-9AA8-CD0974238196.html, and https://docs.tibco.com/pub/cim-ac/4.0.0/doc/html/GUID-9A2056FF-7B7E-4E3A-8D3D-97495AC73FC1.html)

Extended Description
Product Offering Agreement Management develops a template agreement that defines the terms/conditions associated with a product offering. The terms/conditions are accepted by a party when the offering is acquired.

This process uses the general Party Agreement Management process to develop a template agreement. Its focus is on defining product offering terms/conditions, such as financial terms (which includes such things as acceptable methods of payment), shipment terms, and service term (which includes early termination fees). It also associates an offering and price(s) with the terms/conditions and with a template agreement.

Note that Party Agreement Management is also used to define template service level agreements and associate them to a product offering and/or a product specification.

Explanatory
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Mandatory
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Optional
Reserved for future use

Interactions
Reserved for future use

1.2.7.2.6 Product Offering Promotion Development

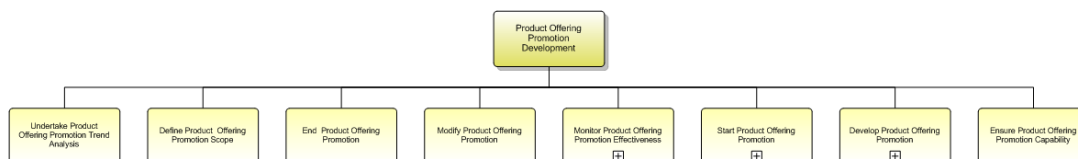*Figure 13 1.2.7.2.6 Product Offering Promotion Development decomposition*

Process Identifier: 1.2.7.2.6

Brief Description

Develop a promotion for one or more product offerings delivered using different mediums (television, radio, print, online) that advertise the promotion to reach the market, customers and channels.

Extended Description

Product Offering Promotion Development develops a promotion for one or more product offerings delivered using different mediums (television, radio, print, online) that advertise the promotion to reach the market, customers and channels.

Product offering promotions can be designed with different ends in mind, including introducing a new product, retaining customers, bringing in new customers, and increasing sales of a product already on the market.

Product Offering Promotion Development works with other processes, such as Market Research, Marketing Campaign Management, Marketing Communications, and Advertising Management to design the promotion and advertising, One of the key roles of all these processes is to position the product in the market, especially versus competitive products.

Explanatory
N/A

Mandatory
N/A

Optional
N/A

Interactions
N/A