

Framework 17.0

Design & Implementation Conformance Certification

Company Name: Saudi Telecom Company

Area Name: E2E Customer Assurance
Process Journey CBU, EBU,
WBU and Operations
Sectors

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1 Introduction

1.1 Executive Summary

This document provides details of the implementation of the TM Forum Business Process Framework at **Saudi Telecom Company (STC)'s E2E Customer Assurance Process Journey CBU, EBU, WBU and Operations Sectors**, along with Conformance Assessment, against the following TM Forum Framework 17.0 components:

- Business Process Framework Version 17.0

The assessment included a review of the methodology approach to process modeling against the TM Forum's Business Process Framework Release 17.0 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 Functionality/Capability Overview

2.1 STC- Customer Assurance Process Journey CBU, EBU, WBU and Operations Sectors' Business Process Blueprint – Design & Implementation Overview

- E2E Customer Assurance **Process Journey** is one of the biggest initiatives in STC which is the Operations Excellence Process Journey and Certification program, its main objective to enhance the way of doing business. The program is done with the participation of **200+** participants from **40+** departments for a smooth end to end process for the customers in services assurance across all customers segments (CBU, EBU, WBU).
 - CBU is the customer business unit.
 - EBU is the enterprise Business unit.
 - WBU is the wholesale business unit.
 - OPS is the Operations Sector which is the lead for this initiative.

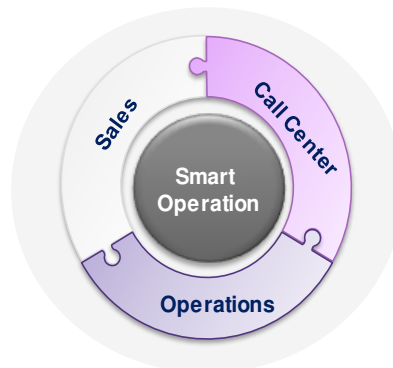


Figure 1– Process journey smart integration between the three main functions in the company

- As an outcome from this program, a unified shape for the high-level assurance end to end processes between sectors was introduced for the first time which will increase the usability and accessibility of the processes, eliminating gaps and duplication in process flows and creates a common language for use in all departments, in the use of systems, with external partners and suppliers, and reduce costs and risks in the implementation of systems, integration and procurement.
- E2E Customer Assurance Process Journey are related to Problem /Service / Trouble Management as depicted in the diagram below:
 - Problem Handling within the Customer Domain.
 - Service Problem Management within the Service Domain.
 - Resource Trouble Management within the Resource Domain.

The three Level-2 core processes along with the 20 Level-3 Processes shown below represent the constituents of the end to end flow called **Trouble Ticket to Solution T2S** which is the master assurance process for all sectors which participated in this initiative. eTOM Level 3 processes used as a baseline and expanded into eTOM Level 4.

Furthermore, the following is a list of the high-level business scenarios compiled for all Level-3 process flows to ensure coverage of the business requirements.

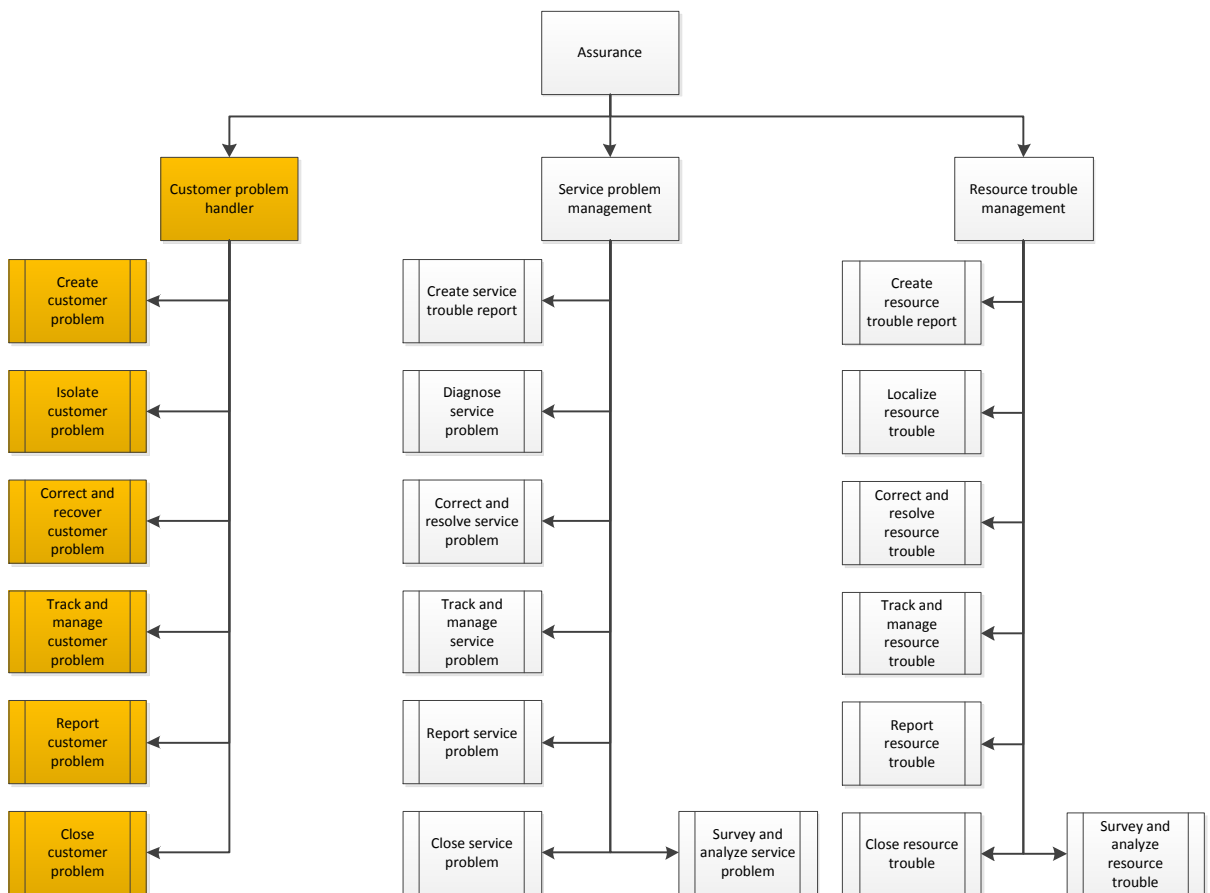


Figure 2– E2E Customer assurance process journey main components

Problem Handling

Problem handling processes are responsible for the management of problems reported by customers and associated with purchased product offerings. The objective of these processes is to receive reports from customers, resolving them to the customer’s satisfaction and providing meaningful statuses on repair and/or recovery activity to the customer. They are also responsible for customer contact and support in relation to any customer-affecting problems detected by other processes

or through analysis, including proactively informing the customer and resolving these specific problems to the customer's satisfaction.

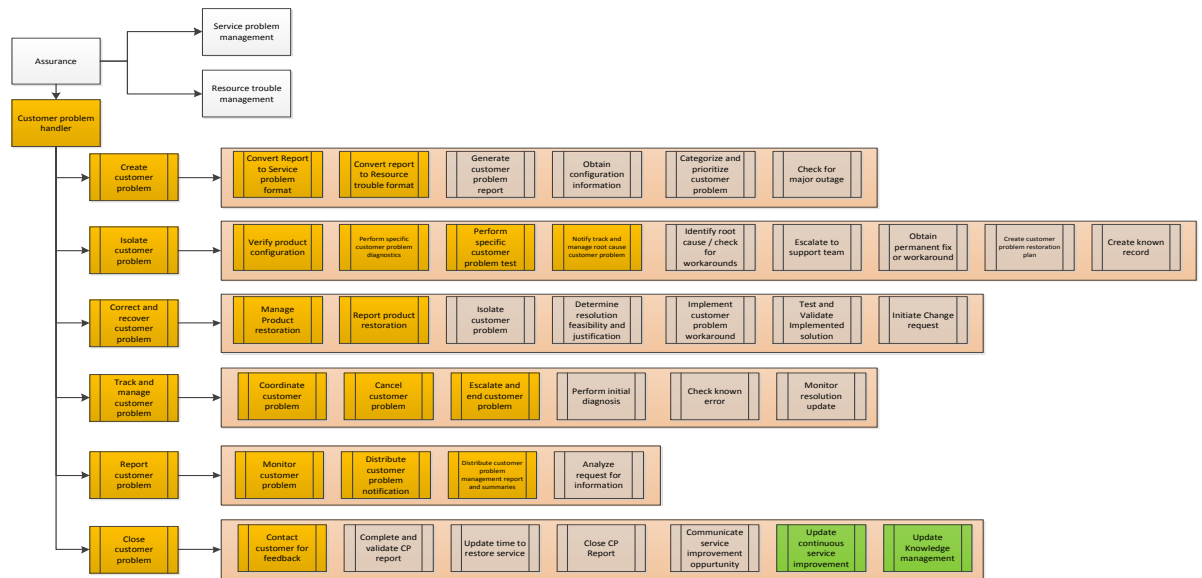


Figure 3– Detailed L4 Customer problem handling

Service Problem Management

Service Problem Management processes are responsible for the management of problems associated with specific services. The objective of these processes is to respond immediately to reported service problems or failures in order to minimize their effects on customers, and to invoke the restoration of the service, or provide an alternate service as soon as possible.

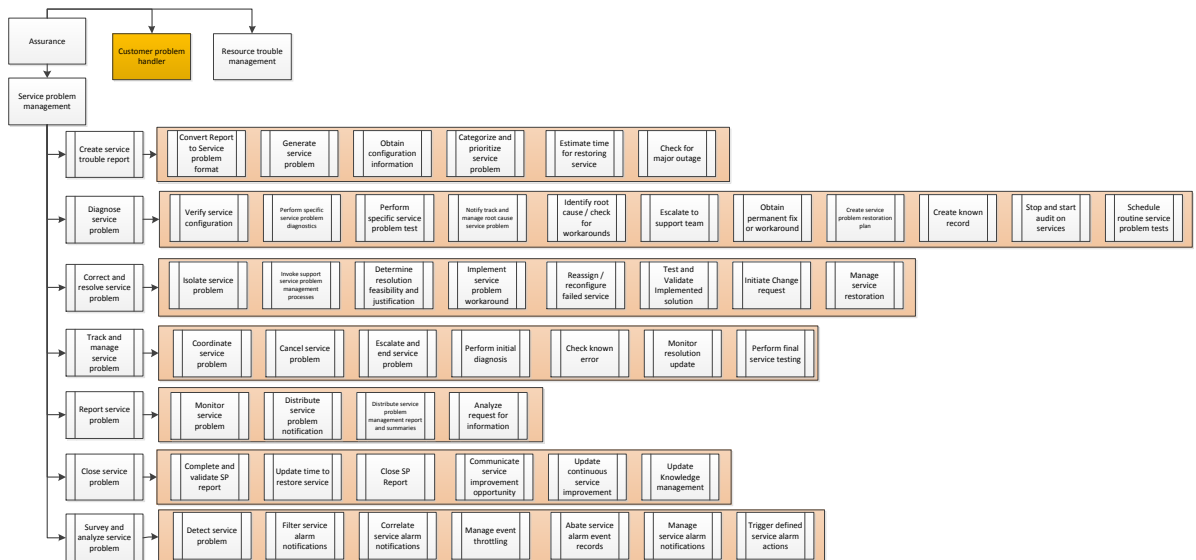


Figure 4 – Detailed L4 service problem Management

Resource Trouble Management

Resource Trouble Management processes are responsible for the management of troubles associated with specific resources. The objectives of these processes are to efficiently and effectively manage reported resource trouble, isolate the root cause and act to resolve the resource trouble.

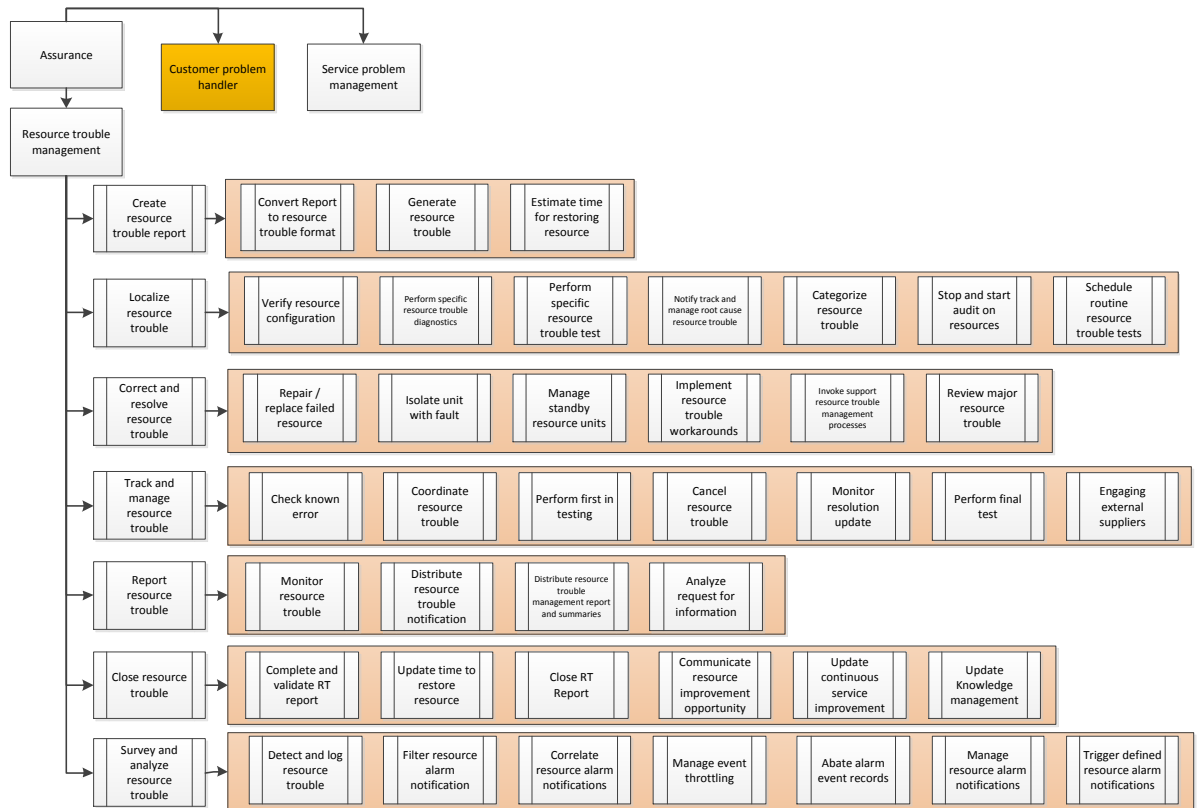


Figure 5 – Detailed L4 Resource Trouble Management

To ensure consistency and promote standardization the following principles, techniques, standards and best practices are observed for process design, implementation and improvement:

The process journey has six dimensions and strategy pillars which were considered during the design and implementation of the E2E process, these dimensions are depicted in the below figure:

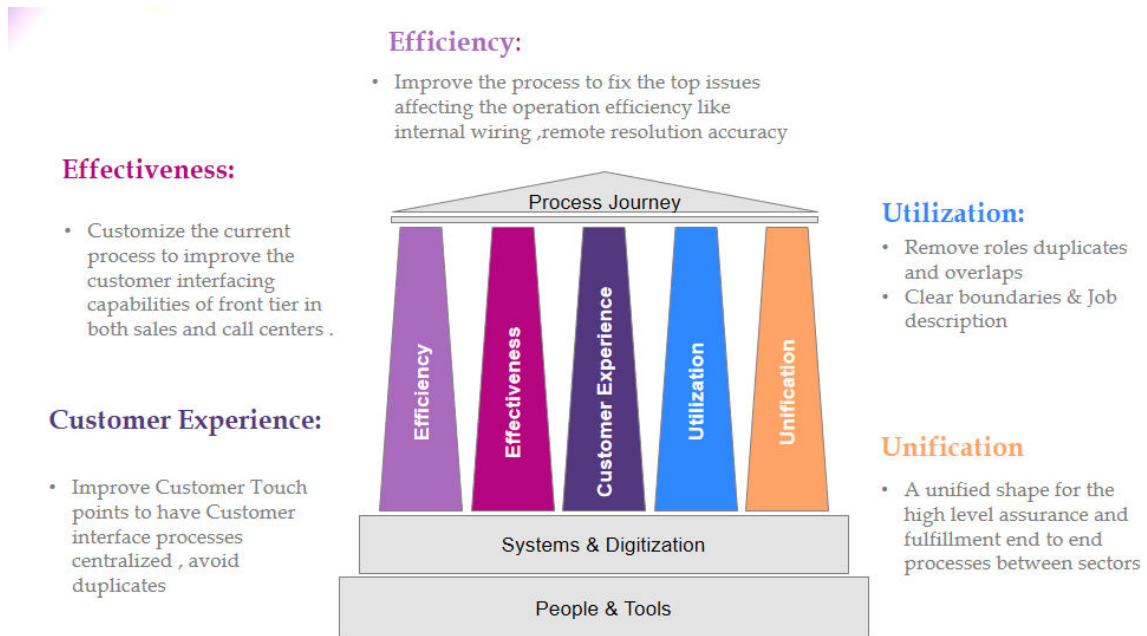


Figure 6 – Process journey six dimensions for design and implementation

Design and Implementation principles

1. Effectiveness

- Reduce non-value adding activities
- First time right
- Reduce Cycle time
- Reduce number of hand-offs
- Reduce Human Intervention

2. Unification

- Unified shape for the E2E Assurance processes between business segments and operations
- Reduction of process variants
- Standardization of processes (in line with GB 921U)

3. Efficiency

- Improve the process to fix the top issues affecting the operation efficiency like internal wiring, remote resolution accuracy
- Compliance to business process frameworks
- Common Governance structure for review conformance and maturity of process design.

4. Utilization

- Remove roles duplicates and overlaps
- Clear boundaries & Job description
- Reusable components

5. Customer Experience

- Customer Insightfulness of processes
- Improve Customer Touch points to have Customer interface processes centralized, avoid duplicates

6. Systems & Digitization

- Convert Conceptual process model which are Process Journey To-Be Processes to Executable process model digitized Processes.

3 STC – E2E Customer Assurance Process Journey - Business Process Framework Process Scope

The following figure represents the scope of the assessment based on the Business Process Framework (eTOM) v.17.0. The Level-2 processes highlighted in red, and all their Level-3 constituents were submitted for conformance certification.

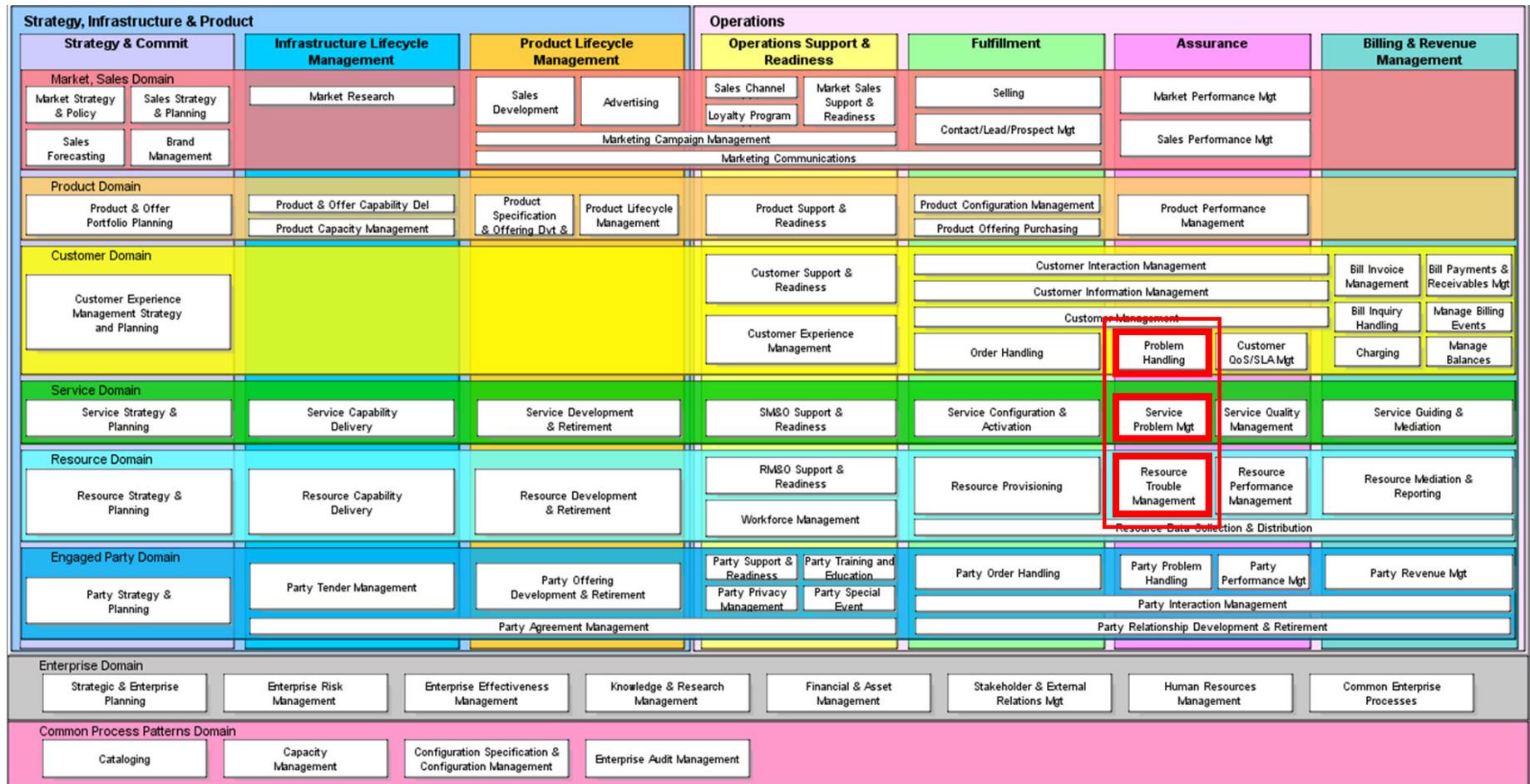


Figure 7- Level 2 process coverage for STC E2E Customer Assurance Process Journey Assessment

4 Business Process Framework Assessment Overview

4.1 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).*

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.

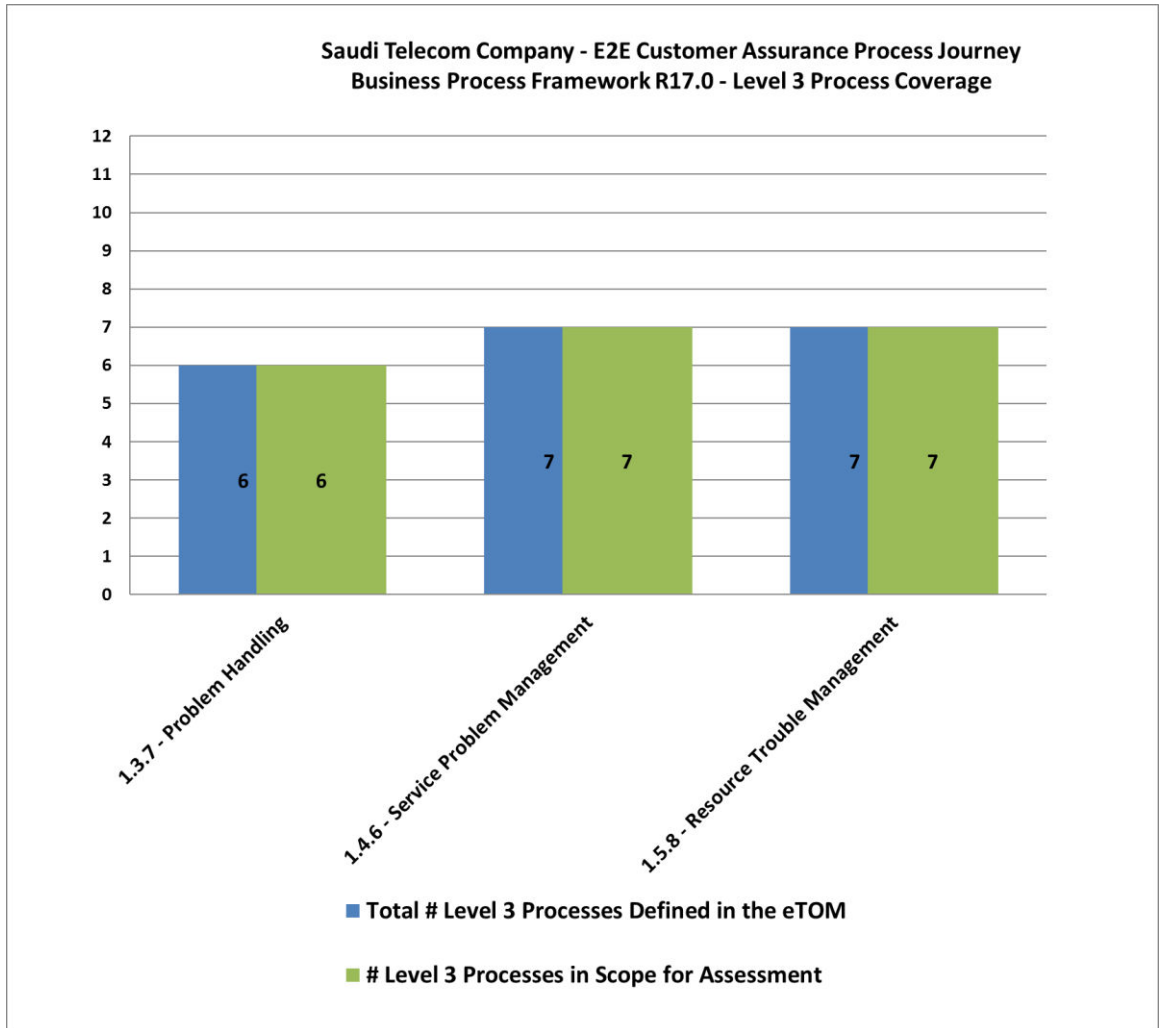


Figure 8 - Level 3 process coverage for STC E2E Customer Assurance Process Journey Assessment

5 Business Process Framework – Process Mapping Descriptions

This Section provides a summary of the design and implementation mappings that STC E2E Customer Assurance Process Journey provided in the form of self-assessment. The self-assessment was reviewed by TM Forum Subject Matter Experts alongside supporting documentation provided by STC.

5.1 Level 2: 1.3.7 - Problem Handling

5.1.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.3.7 – Problem Handling” business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2014/08/Fx17_STC_AssuranceProcessJourney_eTOM_1_3_7_ProblemHandling_V3RF.pdf

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

1.3.7.1 - Isolate Customer Problem

- 1.3.7.1.1 - Verify Product Configuration
- 1.3.7.1.2 - Perform Specific Customer Problem Diagnostics
- 1.3.7.1.3 - Perform Specific Customer Problem Tests
- 1.3.7.1.4 - Notify T&M Root Cause Customer Problem
- 1.3.7.1.5 - Categorize Customer Problem
- 1.3.7.1.6 - Identify Root Cause / Check for Workarounds
- 1.3.7.1.7 - Obtain permanent fix or workarounds
- 1.3.7.1.8 - Create customer problem restoration plan
- 1.3.7.1.9 - Create Known record

1.3.7.2 - Report Customer Problem

- 1.3.7.2.1 - Monitor Customer Problem
- 1.3.7.2.2 - Distribute Customer Problem Notifications
- 1.3.7.2.3 - Distribute Customer Problem Management Reports & Summaries
- 1.3.7.2.4 - Notify Customer Problem
- 1.3.7.2.5 - Issue Customer Problem Management Summaries
- 1.3.7.2.6 - Generate Customer Problem Management Reports

1.3.7.3 - Track & Manage Customer Problem

- 1.3.7.3.1 - Coordinate Customer Problem
- 1.3.7.3.2 - Cancel Customer Problem
- 1.3.7.3.3 - Escalate/End Customer Problem
- 1.3.7.3.4 - Monitor Customer Problem Jeopardy Status
- 1.3.7.3.5 - Prioritize Customer Problem
- 1.3.7.3.6 - Escalate Customer Problem to support team

1.3.7.4 - Close Customer Problem Report

- 1.3.7.4.1 - Contact Customer for Feedback
- 1.3.7.4.2 - Complete and Validate Customer Problem Report
- 1.3.7.4.3 - Update Time to Restore Service
- 1.3.7.4.4 - Finalize Customer Problem Report
- 1.3.7.4.5 - Communicate Service improvement Opportunity

1.3.7.5 - Create Customer Problem Report

- 1.3.7.5.1 - Generate Customer Problem Report
- 1.3.7.5.2 - Obtain Configuration Information
- 1.3.7.5.3 - Check for major outage

1.3.7.6 - Correct & Recover Customer Problem

- 1.3.7.6.1 - Manage Product Restoration
- 1.3.7.6.2 - Report Product Restoration Results
- 1.3.7.6.3 - Determine Resolution Feasibility and Justification
- 1.3.7.6.4 - Implement Customer Problem Workaround
- 1.3.7.6.5 - Test & Validate Implemented Solution
- 1.3.7.6.6 - Initiate Change Request
- 1.3.7.6.7 - Review Major Customer Problem

5.2 Level 2: 1.4.3 - Service Problem Management

5.2.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.4.3 – Service Problem Management” business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2014/08/Fx17_STC_AssuranceProcessJourney_eTOM_1_4_6_Service_ProblemManagement_V2RF.pdf

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

1.4.6.1 - Create Service Trouble Report

- 1.4.6.1.1 - Generate Service Problem
- 1.4.6.1.2 - Convert Report to Service Problem Format
- 1.4.6.1.3 - Estimate Time for Restoring Service

1.4.6.2 - Diagnose Service Problem

- 1.4.6.2.1 - Verify Service Configuration
- 1.4.6.2.2 - Perform Specific Service Problem Diagnostics
- 1.4.6.2.3 - Perform Specific Service Problem Tests
- 1.4.6.2.4 - Schedule Routine Service Problem Tests
- 1.4.6.2.5 - Stop and Start Audit on Services
- 1.4.6.2.6 - Notify T&M Root Cause Service Problem
- 1.4.6.2.7 - Categorize Service Problem

1.4.6.3 - Correct & Resolve Service Problem

- 1.4.6.3.1 - Reassign / Reconfigure Failed Service
- 1.4.6.3.2 - Manage Service Restoration
- 1.4.6.3.3 - Implement Service Problem Work Arounds
- 1.4.6.3.4 - Invoke Support Service Problem Management Processes
- 1.4.6.3.5 - Review Major Service Problem

1.4.6.4 - Track & Manage Service Problem

- 1.4.6.4.1 - Coordinate Service Problem
- 1.4.6.4.2 - Perform First in Service Testing
- 1.4.6.4.3 - Cancel Service Problem
- 1.4.6.4.4 - Escalate/End Service Problem
- 1.4.6.4.5 - Perform Final Service Test
- 1.4.6.4.6 - Prioritize Service Problem

1.4.6.5 - Report Service Problem

- 1.4.6.5.1 - Monitor Service Problem
- 1.4.6.5.2 - Distribute Service Problem Notifications
- 1.4.6.5.3 - Distribute Service Problem Management Reports & Summaries

1.4.6.6 - Close Service Trouble Report

1.4.6.7 - Survey & Analyze Service Problem

- 1.4.6.7.1 - Manage Service Alarm Event Notifications
- 1.4.6.7.2 - Filter Service Alarm Event Notifications
- 1.4.6.7.3 - Correlate Service Alarm Event Notifications
- 1.4.6.7.4 - Abate Service Alarm Event Records
- 1.4.6.7.5 - Trigger Defined Service Alarm Action
- 1.4.6.7.6 - Monitor Service Alarms Events
- 1.4.6.7.7 - Categorize Service Alarm Event

5.3 Level 2: 1.5.8 – Resource Trouble Management

5.3.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.5.8 – Resource trouble Management” business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2014/08/Fx17_STC_AssuranceProcessJourney_eTOM_1_5_8_ResourceTroubleManagement_V2RF.pdf

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

1.5.8.1 - Survey & Analyze Resource Trouble

- 1.5.8.1.1 - Manage Resource Alarm Event Notifications
- 1.5.8.1.2 - Filter Resource Alarm Event Notifications
- 1.5.8.1.3 - Correlate Resource Alarm Event Notifications
- 1.5.8.1.4 - Abate Alarm Event Records
- 1.5.8.1.5 - Trigger Defined Action
- 1.5.8.1.6 - Monitor Resource Alarms Events
- 1.5.8.1.7 - Categorize Resource Alarm Event

1.5.8.2 - Localize Resource Trouble

- 1.5.8.2.1 - Verify Resource Configuration
- 1.5.8.2.2 - Perform Specific Resource Trouble Diagnostics
- 1.5.8.2.3 - Perform Specific Resource Trouble Tests
- 1.5.8.2.4 - Stop and Start Audit on Resources
- 1.5.8.2.5 - Schedule Routine Resource Trouble Tests
- 1.5.8.2.6 - Notify T&M Root Cause Resource Trouble
- 1.5.8.2.7 - Categorize Resource Trouble

1.5.8.3 - Correct & Resolve Resource Trouble

- 1.5.8.3.1 - Repair / Replace Failed Resource
- 1.5.8.3.2 - Isolate Unit with Fault

- 1.5.8.3.3 - Manage Standby Resource Units
- 1.5.8.3.4 - Implement Resource Trouble Work Arounds
- 1.5.8.3.5 - Invoke Support Resource Trouble Management Processes
- 1.5.8.3.6 - Review Major Resource Trouble
- 1.5.8.3.7 - Probe Root Cause of Failure
- 1.5.8.3.8 - Heal Resource Trouble
- 1.5.8.4 - Track & Manage Resource Trouble**
 - 1.5.8.4.1 - Coordinate Resource Trouble
 - 1.5.8.4.2 - Perform First in Testing
 - 1.5.8.4.3 - Cancel Resource Trouble
 - 1.5.8.4.4 - Escalate/End Resource Trouble
 - 1.5.8.4.5 - Perform Final Test
 - 1.5.8.4.6 - Engaging External Suppliers
 - 1.5.8.4.7 - Prioritize Resource Trouble
- 1.5.8.5 - Report Resource Trouble**
 - 1.5.8.5.1 - Monitor Resource Trouble
 - 1.5.8.5.2 - Distribute Notifications
 - 1.5.8.5.3 - Distribute Management Reports & Summaries
- 1.5.8.6 - Close Resource Trouble Report**
- 1.5.8.7 - Create Resource Trouble Report**
 - 1.5.8.7.1 - Generate Resource Trouble
 - 1.5.8.7.2 - Convert Report to Resource Trouble Format
 - 1.5.8.7.3 - Estimate Time for Restoring Resource

6 Framework Conformance Result

This Section details the Scores awarded to reflect Conformance of the STC E2E Customer Assurance Process Journey design & implementation to the Business Process Framework components of Framework 17.0.

6.1 Business Process Framework – Scoring Guidelines

Business Process Framework - Conformance Certification 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.		
Additional Notes		
Note 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.		
Note 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.		
Note 3 - The Conformance Assessment shall be carried out at process level 3 (if there are no level 4 process elements defined for a specific level 3 in scope) or at level 4 (if there are level 4 process elements defined for a specific level 3 in scope). For each Level 3 process (when there are no level 4 processes available), conformance shall be deduced according to the documented support for the process implied tasks. For each Level 4 process (when available), conformance shall be deduced according to the documented support for the process implied tasks, as decomposed and described in the 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.		
Note 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.		
Note 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.		

Figure 9 - TM Forum Business Process Framework: Conformance Scoring Rules

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 STC E2E Customer Assurance Process Journey 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

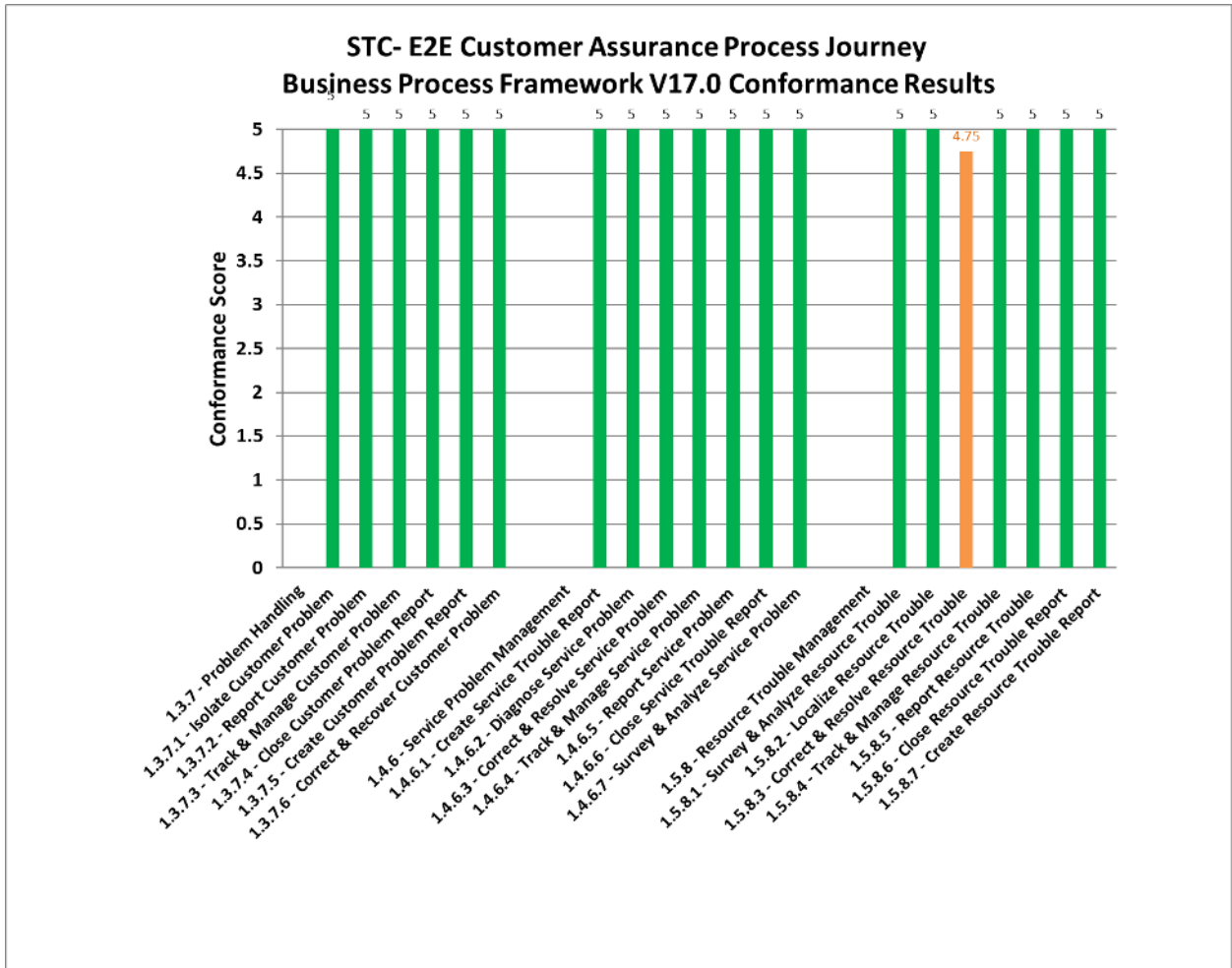


Figure 10 - Conformance Results (eTOM) Customer, Service & Resource Domains

6.3 Business Process Framework – Detailed Conformance Results Customer Domain

TM Forum Framework 17.0 Assessment Scoping Document - Business Process Framework (eTOM) Level 4 process elements							
Member:	Saudi Telecom Company (STC)			Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved	
Product or Area:	EZE Customer Assurance Process Journey						
Assessment Type:	Design-Implementation Assessment						
Number of L3 Processes in Scope:	20						
Number of L4 Processes in Scope:	102			Level 1	Level 2	Level 3	Level 4
	1.3.7 - Problem Handling			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.3.7.1 - Isolate Customer Problem		L4	100%		
		1.3.7.1.1 - Verify Product Configuration		L4	100%		
		1.3.7.1.2 - Perform Specific Customer Problem Diagnostics		L4	100%		
		1.3.7.1.3 - Perform Specific Customer Problem Tests		L4	100%		
		1.3.7.1.4 - Notify T&M Root Cause Customer Problem		L4	100%		
		1.3.7.1.5 - Categorize Customer Problem		L4	100%		
		1.3.7.1.6 - Identify Root Cause / Check for Workarounds		L4	100%		
		1.3.7.1.7 - Obtain permanent fix or workarounds		L4	100%		
		1.3.7.1.8 - Create customer problem restoration plan		L4	100%		
		1.3.7.1.9 - Create Known record		L4	100%		
				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.3.7.2 - Report Customer Problem		L4	100%		
		1.3.7.2.1 - Monitor Customer Problem		L4	100%		
		1.3.7.2.2 - Distribute Customer Problem Notifications		L4	100%		
		1.3.7.2.3 - Distribute Customer Problem Management Reports &		L4	100%		
		1.3.7.2.4 - Notify Customer Problem		L4	100%		
		1.3.7.2.5 - Issue Customer Problem Management Summaries		L4	100%		
		1.3.7.2.6 - Generate Customer Problem Management Reports		L4	100%		
		1.3.7.3 - Track & Manage Customer Problem		L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.3.7.3.1 - Coordinate Customer Problem		L4	100%		
		1.3.7.3.2 - Cancel Customer Problem		L4	100%		
		1.3.7.3.3 - Escalate/End Customer Problem		L4	100%		
		1.3.7.3.4 - Monitor Customer Problem Jeopardy Status		L4	100%		
		1.3.7.3.5 - Prioritize Customer Problem		L4	100%		
		1.3.7.3.6 - Escalate Customer Problem to support team		L4	100%		
				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.3.7.4 - Close Customer Problem Report		L4	100%		
		1.3.7.4.1 - Contact Customer for Feedback		L4	100%		
		1.3.7.4.2 - Complete and Validate Customer Problem Report		L4	100%		
		1.3.7.4.3 - Update Time to Restore Service		L4	100%		
		1.3.7.4.4 - Finalize Customer Problem Report		L4	100%		
		1.3.7.4.5 - Communicate Service Improvement Opportunity		L4	100%		
				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.3.7.5 - Create Customer Problem Report		L4	100%		
		1.3.7.5.1 - Generate Customer Problem Report		L4	100%		
		1.3.7.5.2 - Obtain Configuration Information		L4	100%		
		1.3.7.5.3 - Check for major outage		L4	100%		
				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.3.7.6 - Correct & Recover Customer Problem		L4	100%		
		1.3.7.6.1 - Manage Product Restoration		L4	100%		
		1.3.7.6.2 - Report Product Restoration Results		L4	100%		
		1.3.7.6.3 - Determine Resolution Feasibility and Justification		L4	100%		
		1.3.7.6.4 - Implement Customer Problem Workaround		L4	100%		
		1.3.7.6.5 - Test & Validate Implemented Solution		L4	100%		
		1.3.7.6.6 - Initiate Change Request		L4	100%		
		1.3.7.6.7 - Review Major Customer Problem		L4	100%		

Table 6-1 Business Process Framework: Detailed Conformance Results

6.4 Business Process Framework – Detailed Conformance Results

Service Domain

TM Forum Framework 17.0 Assessment Scoping Document - Business Process Framework (eTOM) Level 4 process elements						
Member:	Saudi Telecom Company (STC)			Level 4 Process Elements	Overall Scores	Comments About Scores Achieved
Product or Area:	E2E Customer Assurance Process Journey			included in the certification scope	Achieved in the certification	
Assessment Type:	Design-Implementation Assessment					
Number of L3 Processes in Scope:	20					
Number of L4 Processes in Scope:	102					
Level 1	Level 2	Level 3	Level 4			
			1.4 - Service Domain			
	1.4.6 - Service Problem Management			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
	1.4.6.1 - Create Service Trouble Report			L4	100%	
		1.4.6.1.1 - Generate Service Problem		L4	100%	
		1.4.6.1.2 - Convert Report To Service Problem Format		L4	100%	
		1.4.6.1.3 - Estimate Time For Restoring Service		L4	100%	
	1.4.6.2 - Diagnose Service Problem			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.6.2.1 - Verify Service Configuration		L4	100%	
		1.4.6.2.2 - Perform Specific Service Problem Diagnostics		L4	100%	
		1.4.6.2.3 - Perform Specific Service Problem Tests		L4	100%	
		1.4.6.2.4 - Schedule Routine Service Problem Tests		L4	100%	
		1.4.6.2.5 - Stop And Start Audit On Services		L4	100%	
		1.4.6.2.6 - Notify T&M Root Cause Service Problem		L4	100%	
		1.4.6.2.7 - Categorize Service Problem		L4	100%	
	1.4.6.3 - Correct & Resolve Service Problem			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.6.3.1 - Reassign / Reconfigure Failed Service		L4	100%	
		1.4.6.3.2 - Manage Service Restoration		L4	100%	
		1.4.6.3.3 - Implement Service Problem Work Arounds		L4	100%	
		1.4.6.3.4 - Invoke Support Service Problem Management Processes		L4	100%	
		1.4.6.3.5 - Review Major Service Problem		L4	100%	
	1.4.6.4 - Track & Manage Service Problem			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.6.4.1 - Coordinate Service Problem		L4	100%	
		1.4.6.4.2 - Perform First in Service Testing		L4	100%	
		1.4.6.4.3 - Cancel Service Problem		L4	100%	
		1.4.6.4.4 - Escalate/End Service Problem		L4	100%	
		1.4.6.4.5 - Perform Final Service Test		L4	100%	
		1.4.6.4.6 - Prioritize Service Problem		L4	100%	
	1.4.6.5 - Report Service Problem			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.6.5.1 - Monitor Service Problem		L4	100%	
		1.4.6.5.2 - Distribute Service Problem Notifications		L4	100%	
		1.4.6.5.3 - Distribute Service Problem Management Reports & Summaries		L4	100%	
	1.4.6.6 - Close Service Trouble Report			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
	1.4.6.7 - Survey & Analyze Service Problem			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.6.7.1 - Manage Service Alarm Event Notifications		L4	100%	
		1.4.6.7.2 - Filter Service Alarm Event Notifications		L4	100%	
		1.4.6.7.3 - Correlate Service Alarm Event Notifications		L4	100%	
		1.4.6.7.4 - Abate Service Alarm Event Records		L4	100%	
		1.4.6.7.5 - Trigger Defined Service Alarm Action		L4	100%	
		1.4.6.7.6 - Monitor Service Alarms Events		L4	100%	
		1.4.6.7.7 - Categorize Service Alarm Event		L4	100%	

Table 6-2 Business Process Framework: Detailed Conformance Results

6.5 Business Process Framework – Detailed Conformance Results Resource Domain

TM Forum Framework 17.0 Assessment Scoping Document - Business Process Framework (eTOM) Level 4 process elements							
Member:	Saudi Telecom Company (STC)				Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved
Product or Area:	E2E Customer Assurance Process Journey						
Assessment Type:	Design-Implementation Assessment						
Number of L3 Processes in Scope:	20						
Number of L4 Processes in Scope:	102						
Level 1	Level 2	Level 3	Level 4				
1.5 - Resource Domain							
		1.5.8 - Resource Trouble Management					
				L3	5		Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.5.8.1 - Survey & Analyze Resource Trouble					
			1.5.8.1.1 - Manage Resource Alarm Event Notifications	L4	100%		
			1.5.8.1.2 - Filter Resource Alarm Event Notifications	L4	100%		
			1.5.8.1.3 - Correlate Resource Alarm Event Notifications	L4	100%		
			1.5.8.1.4 - Abate Alarm Event Records	L4	100%		
			1.5.8.1.5 - Trigger Defined Action	L4	100%		
			1.5.8.1.6 - Monitor Resource Alarms Events	L4	100%		
			1.5.8.1.7 - Categorize Resource Alarm Event	L4	100%		
				L3	5		
		1.5.8.2 - Localize Resource Trouble					
			1.5.8.2.1 - Verify Resource Configuration	L4	100%		
			1.5.8.2.2 - Perform Specific Resource Trouble Diagnostics	L4	100%		
			1.5.8.2.3 - Perform Specific Resource Trouble Tests	L4	100%		
			1.5.8.2.4 - Stop And Start Audit On Resources	L4	100%		
			1.5.8.2.5 - Schedule Routine Resource Trouble Tests	L4	100%		
			1.5.8.2.6 - Notify T&M Root Cause Resource Trouble	L4	100%		
			1.5.8.2.7 - Categorize Resource Trouble	L4	100%		
				L3	4.75		
		1.5.8.3 - Correct & Resolve Resource Trouble					
			1.5.8.3.1 - Repair / Replace Failed Resource	L4	100%		
			1.5.8.3.2 - Isolate Unit with Fault	L4	100%		
			1.5.8.3.3 - Manage Standby Resource Units	L4	100%		
			1.5.8.3.4 - Implement Resource Trouble Work Arounds	L4	100%		
			1.5.8.3.5 - Invoke Support Resource Trouble Management Processes	L4	100%		
			1.5.8.3.6 - Review Major Resource Trouble	L4	100%		
			1.5.8.3.7 - Probe Root Cause Of Failure	L4	100%		
			1.5.8.3.8 - Heal Resource Trouble	L4	0%		
		1.5.8.4 - Track & Manage Resource Trouble		L3	5		
			1.5.8.4.1 - Coordinate Resource Trouble	L4	100%		
			1.5.8.4.2 - Perform First in Testing	L4	100%		
			1.5.8.4.3 - Cancel Resource Trouble	L4	100%		
			1.5.8.4.4 - Escalate/End Resource Trouble	L4	100%		
			1.5.8.4.5 - Perform Final Test	L4	100%		
			1.5.8.4.6 - Engaging External Suppliers	L4	100%		
			1.5.8.4.7 - Prioritize Resource Trouble	L4	100%		
		1.5.8.5 - Report Resource Trouble		L3	5		
			1.5.8.5.1 - Monitor Resource Trouble	L4	100%		
			1.5.8.5.2 - Distribute Notifications	L4	100%		
			1.5.8.5.3 - Distribute Management Reports & Summaries	L4	100%		
		1.5.8.6 - Close Resource Trouble Report		L3	5		
		1.5.8.7 - Create Resource Trouble Report		L3	5		
			1.5.8.7.1 - Generate Resource Trouble	L4	100%		
			1.5.8.7.2 - Convert Report To Resource Trouble Format	L4	100%		
			1.5.8.7.3 - Estimate Time For Restoring Resource	L4	100%		

Table 6-3 Business Process Framework: Detailed Conformance Results

7 Revision History

Version	Date	Authors	Comments
V1.0	03/01/2018	Alfred Anaya-Dubernard	Final Report for Publication