

Etiya Information Technologies

Etiya BSS Platform

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Engaged Party Domain

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Self-Assessment Process Mapping Report

Party Relationship Management (1.6.3.1)

Version 1 Review 1

April, 25th 2018

Şerafettin Acır, Etiya

1 1.6.3 Party Relationship Development & Retirement

1.1 1.6.3.1 - Party Relationship Management

AA Alfred Anaya-Dubern...
 It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

1.1.1 1.6.3.1.1 - Establish Party Relationship

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.1.1 Establish Party Relationship
<p>Brief Description</p> <p>Verify the party identity and manage a party's identity across the enterprise. AM</p> <p><i>Etiya Partner Account Management allows verification of party identity against national tax number databases.</i></p> <p>Extended description</p> <p>Establish Party Relationship verifies that a party is who they claim they are to ensure only one party identity exists across an enterprise, which can be referenced across the whole enterprise and allows the party to quickly and easily identify itself, to establish and verify the Identity and to issue a unique Identifier and authentication information. Before establishing an identity for a new party it is essential to check that it does not already have an Identity with the Enterprise. AM</p> <p><i>Identity of an engaged party can be verified via its tax number. Tax number is unique in the system. When a tax number is entered during party creation process a check is made to ensure that the tax number is valid from the national tax number database. So the user can verify a party is who they claim they are by checking the company name that is given by the party and the party name retrieved from the national tax number database. If both party names are the same this means the party's claim is correct. Besides, documents about a company like activity certificate, list of authorized signatures, etc. are requested from the party when a new party is created to prevent unauthorized party creation. These documents are listed as a reminder on the create partner screen.</i></p> <p><i>Internal identities are also created in Etiya Partner Account Management for parties that can be used throughout the whole Enterprise. For parties that do not have a tax number or for enterprises that are not located in a country where a national-wide tax number database exists, a party's name can be manually searched to see whether it exists in the system or not before the party is created.</i></p>

[\[PS_PAM\]](#), **5.1 Partner General Profile**

1.1.2 1.6.3.1.2 - Manage Party Relationship

<p style="text-align: center;">LEVEL 4 PROCESS MAPPING DETAILS</p> <p style="text-align: center;">1.6.3.1.2 Manage Party Relationship</p>
<p>Brief Description</p> <p>Establish and manage the on-going processes to support the commercial, strategic, delivery and operational interactions between an enterprise and party. AM</p> <p>Extended Description</p> <p>Manage Party Relationship establishes and manages the on-going processes to support the commercial, strategic, delivery and operational interactions between the enterprise and a party. It monitors, reviews, and agrees on changes to the commercial, strategic and operational interaction processes to improve their effectiveness.</p> <p>This process oversees and administers any agreed joint management and/or process improvement activities between an enterprise and a party. These joint activities could include operations monitoring and management, project related build and implementation activities, joint strategic management meetings, etc. AM</p> <p><i>Audits can be made to monitor a party by the Enterprise.</i></p> <p>[PS_PAM], 5.3 Partner Performance Information</p> <p><i>Surveys, complaints, and suggestions can be monitored to listen feedbacks from engaged parties by the Enterprise.</i></p> <p>[PS_STM], 6. Survey Management</p> <p>[PS_STM], 4.3 Survey Management</p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 1.6.3 Complaint Management</p> <p>[PS_CM], 5.2 Suggestion Management</p> <p>[PS_CM], 6.2 Suggestion Management</p> <p><i>Meetings can be held between the party and Enterprise and operations reports (e.g. sales reports, customer complaints reports, and partner fraud reports.) can be monitored to discover any changes that should be applied to the commercial, strategic and operational interaction processes.</i></p>

1.1.3 1.6.3.1.3 - Re-establish Party Relationship

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.1.3 Re-establish Party Relationship
<p>Brief Description</p> <p>Re-establish a relationship with a party which was suspended or terminated in the past. This process recovers the appropriate party information along with past interactions and provides them to the operational systems in order to provide continuity in the Party Relationship Management processes.</p> <p>A</p> <p>Extended description</p> <p>Re-establish Party Relationship re-establishes a relationship with a party which was suspended or terminated in the past. It recovers the appropriate party information along with past interactions and provides them to the operational systems in order to provide continuity in the Party Relationship Management processes. A</p> <p><i>In Etiya PRM, when an engagement ends with a party, the party is not deleted from the database. The status of the party is just updated as Passive. A party can be reactivated by changing its status from Passive to Active. Etiya PRM sends notifications about all party interactions (create partner, update partner, deactivate partner, etc.) to related external systems via its integration layer. Hence, if a party's status is changed, notification for this interaction will be propagated to other legacy systems like CRM, Billing, ERP, Inventory, DWH, etc.</i></p> <p>[PS PAM], 2.2 Before You Begin</p> <p>[PS PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS PAM], 5.1 Partner General Profile</p>

1.1.4 1.6.3.1.4 - Terminate Party Engagement

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.1.4 Terminate Party Engagement
<p>Brief Description</p> <p>Manage the removal of a party from an enterprise's value fabric. AM</p>

Extended description

Terminate Party Relationship manages the removal of a party from an enterprise's value fabric, based on the continued inadequate performance based on monitoring and analysis performed by the Party Performance Management processes, and unsuccessful resolution through Manage Party Relationship Management processes.

A new party may need to be found to replace the terminated party. In this case the applicable processes, such as Identify Potential Parties, would be performed to accomplish this. **AM**

In Etiya PRM, when an engagement ends with a party, the status of the party is updated as Passive. Etiya PRM sends notifications about all party interactions (create partner, update partner, deactivate partner, etc.) to related external systems via its integration layer. Hence, if a party is terminated, notification for this interaction will be propagated to other legacy systems like CRM, Billing, ERP, Inventory, DWH, etc.

[\[PS_PAM\]](#), **2.2 Before You Begin**

[\[PS_PAM\]](#), **4.5 Etiya PRM Interface Management**

[\[PS_PAM\]](#), **5.1 Partner General Profile**

Audits can be made to monitor the performance of a party by the Enterprise.

[\[PS_PAM\]](#), **5.3 Partner Performance Information**

Exams can be used to test how well a party is aware of the products, processes, etc.

[\[PS_ST\]](#), **5.1 Training Management**

Operations reports (e.g. sales reports, customer complaint reports, fraud reports.) can be leveraged to monitor the performance of a party.

1.1.5 1.6.3.1.5 - Collect Party Data

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.1.5 Collect Party Data
Brief Description <p>Collect data about a party and/or a party playing a role. Data includes basic party data, identification data, contact data, and additional attributes. A</p>
Extended description <p>Collect Party Data collects data about a party and/or a party playing a role. Data includes basic party data, identification data, contact data, and additional attributes. This process also enables modification and removal of party data and party role data and establishes the types of roles a party can play. A</p> <p><i>Etiya PRM allows to define parties with all necessary information such as identity, communication, address, account and so forth. A party can play a party role e.g. Partner, Supplier, etc.</i></p> <p>([PS_PAM], 4.1 Party and Party Role)</p> <p>([PS_PAM], 5.1 Partner General Profile)</p>

1.1.6 1.6.3.1.6 - Develop Party Relationship

LEVEL 4 PROCESS MAPPING DETAILS 1.6.3.1.6 Develop Party Relationship
<p>Brief Description</p> <p>Provide an initial welcome to a party, create an initial engagement plan, provide information useful to a party's success, and provide training. AM</p>
<p>Extended description</p> <p>Develop Party Relationship provides an initial welcome to the party with whom a relationship has started. It creates an initial engagement plan which includes rules of engagement, initial plans for training, and describes the on-boarding process in more detail. Material is provided to a party that they should find useful as their relationship with an enterprise continues to be developed, such as downloadable resources and brochures/datasheets/whitepapers. It also provides online and in person training, ongoing training on new solutions, new marketing strategies, and so forth. AM</p> <p><i>Trainings can be given to a party to increase the awareness of party regarding an enterprise's procedures, policies, products, etc. with downloadable supporting materials and documents.</i></p> <p>[PS ST], 5.1 Training Management</p> <p><i>Announcements can be published on Etiya PRM with downloadable material to inform parties about important procedures, notifications, changes, strategies, policies, etc. based on different criteria e.g. region, party role type, user role.</i></p> <p>[PS CM], 6.1 Announcement Management</p>

1.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_STM

PS_EtiyaPRM_Skill-Training Management_v1.0.2.docx, Product Specification Document for Etiya PRM Skill Training Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

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Self-Assessment Process Mapping Report

Party Demographic Collection (1.6.3.2)

Version 1 Review 0

April, 25th 2018

Şerafettin Acır, Etiya

2 1.6.3 Party Relationship Development & Retirement

2.1 1.6.3.2 - Party Demographic Collection

2.1.1 1.6.3.2.1 - Specify Party Demographic Definition

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.2.1 Specify Party Demographic Definition
<p>Brief Description</p> <p>Define a type of demographics to be collected about parties and/or a role a party plays. AM</p>
<p>Extended description</p> <p>Specify Party Demographic Definition defines a type of demographic to be collected about parties and/or a role a party plays. This includes specifying the permitted values associated with a demographic, such as age ranges, income ranges, as well as associations to market segments and so forth. This process also enables changes to be made to any of these aspects for a demographics definition. AM</p> <p><i>Profiles can be collected dynamically. Profiles are defined as a collection of characteristics (characteristic groups) and entered by the user while a party is created or updated. When a new demographic information is required, it is defined as a new characteristic. A characteristic can be any information about a party like age, income level, number of employees, etc.</i></p> <p>[PS_PCM], 5.1 General Characteristics</p> <p>[PS_DPI]</p>

2.1.2 1.6.3.2.2 - Specify Party Demographic Definition Group

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.1.2 Specify Party Demographic Definition Group
<p>Brief Description</p> <p>Group party demographic definitions or define a group of groups. AM</p> <p>Extended Description</p> <p>Specify Party Demographic Definition Group defines a group party demographic definitions or defines a group of groups. For example for an organization a group may represent a collection of demographics about the organization itself, such as headquarters location, number and location of offices (domestic vs. international, regions/triads); each have different access requirements.</p> <p>This process also enables changes and deletions to be made to any grouping. AM</p> <p><i>Party Demographic Definition Groups are defined Characteristic Groups and they are treated as Party Profiles and entered by the user while a party is created or updated. Each party profile contains characteristics.</i></p> <p>[PS_PCM], 5.1 General Characteristics</p> <p>[PS_DPI]</p>

2.1.3 1.6.3.2.3 - Remove Party Demographic Definition

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.2.3 Remove Party Demographic Definition
Brief Description Remove a party demographic definition, either by deleting it or indicating it is no longer valid. AM
Extended description Remove Party Demographic Definition removes a party demographic definition, either by deleting it or indicating it is no longer valid. Care must be taken when deleting a demographic definition, because any party demographics related to it may also be deleted or could lose their context. Often the choice is to mark the demographic as no longer valid to preclude collecting it for any more parties. AM <i>A characteristic can be removed from a profile (characteristic group) so that it is no more requested by the user and not collected anymore for parties.</i> [PS DPI]

2.1.4 1.6.3.2.4 - Collect Party Demographic

<p style="text-align: center;">LEVEL 4 PROCESS MAPPING DETAILS</p> <p style="text-align: center;">1.6.3.2.4 Collect Party Demographic</p>
<p>Brief Description</p> <p>Collect a demographic about a party and/or one or more roles a party plays. AM</p> <p>Extended description</p> <p>Collect Party Demographic collects a demographic about a party and/or one or more roles a party plays. The demographic is placed in a group according to the definition of the demographic. Its relationship to a geographic area, product offering, or market segment may also be established.</p> <p>It can be collected directly from a party or from another source, such as social media, professional groups to which a party belongs, and census data.</p> <p>This process also enables changes to be made to any of these aspects for a demographic. AM</p> <p><i>Etiya PRM allows to collect party demographic information like age, income level, number of employees and so forth on Etiya PRM party definition screen.</i></p> <p>[PS_PAM], 5.1 Partner General Profile</p> <p><i>Profiles can be collected dynamically. Profiles are defined as a collection of characteristics (characteristic groups) and entered by the user while a party is created or updated. When a new demographic information is required, it is defined as a new characteristic.</i></p> <p>[PS_CPI]</p>

2.1.5 1.6.3.2.5 - Remove Party Demographic

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.2.5 Remove Party Demographic
Brief Description <p>Remove a party demographic, either by deleting it or indicating it is no longer valid. AM</p>
Extended description <p>Remove Party Demographic removes a party demographic, either by deleting it or indicating it is no longer valid. For example, a party privacy agreement may specify that a certain fact about a part be removed via deletion after an agreed upon period of time; this is typically referred to "as the right to be forgotten". AM</p> <p><i>Etiya PRM allows to collect party demographic information like age, income level, number of employees and so forth. If not required, unnecessary demographic information can be hidden on Etiya PRM party definition screen and not requested from users.</i></p> <p>[PS_PAM], 5.1 Partner General Profile</p> <p><i>A characteristic can be removed from a profile (characteristic group) so that it is no more requested by the user and not collected anymore for parties. Existing party profiles are not deleted.</i></p> <p>[PS_DPI]</p> <p>[PS_CPI]</p>

2.2 Supporting Evidence References (Works Cited)

PS_PAM	PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management
PS_CPI	Collect_Profile_Information.png, Collect Profile Information screenshot
PS_PCM	PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management
PS_DPI	Define_Profile_Information.png, Define Profile Information screenshot

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Self-Assessment Process Mapping Report

Party Profiling (1.6.3.3)

Version 1 Review 0

April, 25th 2018

Şerafettin Acır, Etiya

3 1.6.3 Party Relationship Development & Retirement

3.1 1.6.3.3 - Party Profiling

3.1.1 1.6.3.3.1 - Define Party Profile Type

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.3.1 Define Party Profile Type
Brief Description <p>Define a type of party profile and its attributes to be collected about parties and/or a role a party plays. AM</p>
Extended description <p>Define Party Profile Type defines a type of party profile and its attributes to be collected about parties and/or a role a party plays. This includes specifying the permitted values associated with a party profile attribute, such as interests/hobbies, education, product offering preferences. Demographic information can also be linked to a party profile type's attributes. This process also enables changes to be made to any of these aspects for a demographics' definition. This process may also relate a party profile type to a market segment for grouping parties into segments or to marketing campaigns and product offerings to target parties for them. AM</p> <p><i>Profiles can be collected dynamically. Profiles are defined as a collection of characteristics (characteristic groups) and entered by the user while a party is created or updated. When a new information is required, it is defined as a new characteristic. A characteristic can be any information about a party like age, income level, number of employees, etc.</i></p> <p>[PS_PCM], 5.1 General Characteristics</p> <p>[PS_DPI]</p>

3.1.2 1.6.3.3.2 - Define Party Profile Type Attribute Group

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.1.2 Define Party Profile Type Attribute Group
Brief Description <p>Group party profile type attributes or define a group of groups. AM</p>
Extended Description <p>Define Party Profile Type Attribute Group defines a group party profile attributes or defines a group of groups. For example for an individual a group may represent a collection of educational information or interests and hobbies.</p> <p>This process also enables changes and deletions to be made to any grouping. AM</p> <p><i>Party Definition Groups are defined Characteristic Groups and they are treated as Party Profiles and entered by the user while a party is created or updated. Each party profile contains characteristics.</i></p> <p>[PS_PCM], 5.1 General Characteristics</p> <p>[PS_DPI]</p>

3.1.3 1.6.3.3.3 - Remove Party Profile Type

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.3.3 Remove Party Profile Type
<p>Brief Description</p> <p>Remove a party profile type and/or one or more of its attributes, either by deleting it or indicating it is no longer valid. AM</p>
<p>Extended description</p> <p>Remove Party Profile Type removes a party profile type and/or one or more of its attributes, either by deleting it or indicating it is no longer valid. Care must be taken when deleting a profile type and/or one or more of its attributes, because any party profiles or party profile attribute(s) related to them may also be deleted or could lose their context. Often the choice is to mark the profile type and/or attribute(s) as no longer valid to preclude collecting it for any more parties. AM</p> <p><i>A characteristic can be removed from a profile (characteristic group) so that it is no more requested by the user and not collected anymore for parties.</i></p> <p>[PS DPI]</p>

3.1.4 1.6.3.3.4 - Collect Party Profile

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.3.4 Collect Party Profile
<p>Brief Description</p> <p>Create a profile for a party and/or a party role and collect profile attribute values. For example, a list of hobbies in which a party is involved. AM</p> <p>Extended description</p> <p>Collect Party Profile creates a profile for a party and/or a party role and collects profile attribute values. For example, a list of hobbies in which a party is involved. The attribute is placed in a group if it is defined as part of one. Demographics about the party may become part of the profile if a relationship between the two has been specified.</p> <p>It can be collected directly from a party or from another source, such as social media or professional groups to which a party belongs,.</p> <p>This process also enables changes to be made to any of these aspects for a profile or a profile's attribute(s). AM</p> <p><i>Etiya PRM allows to collect party profile information like age, income level, number of employees and so forth on Etiya PRM party definition screen.</i></p> <p>[PS PAM], 5.1 Partner General Profile</p> <p><i>Profiles can be collected dynamically. Profiles are defined as a collection of characteristics (characteristic groups) and entered by the user while a party is created or updated. When a new profile information is required, it is defined as a new characteristic.</i></p> <p>[PS CPI]</p>

3.1.5 1.6.3.3.5 - Remove Party Profile

LEVEL 4 PROCESS MAPPING DETAILS
1.6.3.3.5 Remove Party Profile
<p>Brief Description</p> <p>Remove a party profile and/or one or more profile attributes, either by deleting it or indicating it is no longer valid. AM</p> <p><i>Etiya PRM allows to collect party profile information like age, income level, number of employees and so forth. If not required, unnecessary profile information can be hidden on Etiya PRM party definition screen and not requested from users.</i></p> <p>[PS_PAM], 5.1 Partner General Profile</p> <p><i>A characteristic can be removed from a profile (characteristic group) so that it is no more requested by the user and not collected anymore for parties. Existing party profiles are not deleted.</i></p> <p>[PS_DPI]</p> <p>[PS_CPI]</p>

3.2 Supporting Evidence References (Works Cited)

PS_PAM	PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management
PS_CPI	Collect_Profile_Information.png, Collect Profile Information screenshot
PS_PCM	PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management
PS_DPI	Define_Profile_Information.png, Define Profile Information screenshot

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Self-Assessment Process Mapping Report

Party Agreement Management (6.5)

Version 1 Review 0

April, 17th 2018

Merve Karaca, Etiya

4 1.6.5 Party Agreement Management

4.1 1.6.5.1 - Prepare Party Agreement

AA

Alfred Anaya-Dubern...

It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

LEVEL 3 PROCESS MAPPING DETAILS

1.6.5.1. Prepare Party Agreement

Brief Description

Prepare an agreement between the enterprise and a party or a template agreement that can be used as the basis for party-specific agreements. **AM**

Etiya PRM allows the definition of agreements between an enterprise and its partners. Agreement details like description, agreement type, agreement start date, etc. are configurable.

Extended description

Prepare Party Agreement prepares an agreement between the enterprise and a party or a template agreement that can be used as the basis for party-specific agreements. After approval of agreement between the enterprise and the party, the party can be on-boarded. **AM**

Etiya PRM allows to define agreements instantiated from agreement specifications between the Enterprise and a party.

[\[PS PAM\]](#), **5.5 Partner Agreement**

Party or parties involved in an agreement make information available to the enterprise, including contact information, bank information, account information, service integration information, and so forth available to Party Engagement Development & Retirement process. For a product, service, or resource related agreement the party or parties make these available to the enterprise as products in the party catalog. **AM**

If defined so (configured according to the business interaction being performed, partner type, etc.), the user is forced to establish a partnership agreement when defining a new partner. Besides, while a new partner agreement is established, Etiya PRM sends a notification for this interaction to other legacy systems like CRM, ERP, Inventory, DWH, etc. via Middleware so that these systems can make

necessary configurations for the partner. Following the creation of an agreement, the relationship between the partner and the Enterprise begins, and for example the partner can begin to use related systems of the Enterprise.

[\[PS_PAM\]](#), **5.5 Partner Agreement**

[\[PS_PAM\]](#), **2.2 Before You Begin**

[\[PS_PAM\]](#), **4.5 Etiya PRM Interface Management**

[\[PS_PAM\]](#), **5.1 Partner General Profile**

The party makes its information available to the enterprise, including contact information, bank information, account information, service integration information, SLA information etc, and makes the outsourced resources available to the enterprise as products in the party catalog. **AM**

The details (e.g. contact address, account, etc.) of a party can be entered in Partner Account Management using Create Partner interfaces.

[\[PS_PAM\]](#), **5.1 Partner General Profile**

[\[PS_PAM\]](#), **5.4 Partner Contacts**

[\[PS_PAM\]](#), **5.6 Partner Users**

This process element defines the commercial terms and conditions and requirements for the product to comply with the technical / operational specifications defined in the party catalog. **AM**

Details of the agreement between a party and the Enterprise can be stored in agreement description part. Also agreement's digital copy can be attached using Etiya PRM interfaces.

[\[PS_PAM\]](#), **5.5 Partner Agreement**

This process can be applied with other similar processes, for example, Party Order Handling, where the process to manage the implementation of the established agreement is addressed. **AM**

Etiya PRM offers a feature to make a relation between a business interaction specification and an agreement specification to ensure that when a business interaction specification is instantiated (a business interaction is created) an agreement specification is also instantiated (an agreement is created).

[\[PS_PAM\]](#), **5.5 Partner Agreement**

4.2 1.6.5.4 - Manage Party Agreement Variation

LEVEL 3 PROCESS MAPPING DETAILS
1.6.5.4 Manage Party Agreement Variation
Brief Description
<p>Manage changes to the commercial terms of an agreement during its term. AM</p> <p><i>Etiya PRM allows to change an agreement conditions, dates and other details.</i></p>
Extended description
<p>The Manage Party Agreement Variation processes manage changes to the commercial terms of an agreement during its term of agreement. Variations can occur to the commercial terms themselves (i.e. prices), or to the technical, functional and operational specifications on which the agreement was based. In addition, changes can occur to the list of items (modification, expansion or reduction) within the agreement upon which processes can place orders. AM</p> <p><i>Changes can be made to an existing commercial terms of an agreement.</i></p> <p>[PS PAM], 5.5 Partner Agreement</p>

These processes manage all activities which result in a joint commercial agreement to vary the terms of the original negotiated agreement. M

Negotiations can be made between the party and Enterprise and operations reports (e.g. sales reports, customer complaints reports, and partner fraud reports.) can be analyzed to find whether there is some terms of the agreement that need to be changed in the agreement.

In addition, these processes also manage any agreements between the enterprise and the party of "within agreement" product volumes, their specification, pricing and delivery timetable. AM

Multiple agreements can be established between a party and the Enterprise. All necessary details can be added to these agreements.

[\[PS_PAM\]](#), 5.5 Partner Agreement

4.3 1.6.5.5 - Terminate Party Agreement

LEVEL 3 PROCESS MAPPING DETAILS
1.6.5.5 Terminate Party Agreement
Brief Description
<p>Terminate an agreement between the enterprise and the party for a particular product or products for which the enterprise and the party were in an agreement. AM</p>
<p><i>Etiya PRM allows an existing agreement between a party and the Enterprise to be terminated.</i></p>
Extended description
<p>Terminate an agreement between the enterprise and the party for a particular product or products for which the enterprise and the party were in an agreement.</p> <p>This process does not terminate the entire relationship (which is handled by the Manage Party Termination process), but just the agreement. AM</p>
<p><i>By using Terminate Agreement business interaction an existing agreement between a party and the Enterprise can be ended. This results only in the cancellation of the agreement. The party remains to be Active.</i></p>
<p>[PS_PAM], 5.5 Partner Agreement</p>

The process supports activities that cease the enterprise from offering any products/services to its customers that depend on the party's products/services. This process also triggers any commercial settlements for this particular agreement, the off-boarding of the offerings and specifications from the enterprise catalog and the recovery of the resources into the party inventory. **AM**

External systems are notified about the lifecycle (creation, update, and termination) of an agreement through the Integration Layer so that they can take necessary actions for the party.

[\[PS_PAM\]](#), **5.5 Partner Agreement**

When the "Manage Party Termination" process is invoked, this automatically terminates all agreements and therefore this process will be invoked for each of the agreements. **A**

When a partner's engagement is terminated (deactivated), all existing agreements of the partner are automatically terminated, too.

[\[PS_PAM\]](#), **5.5 Partner Agreement**

4.4 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Party Privacy Profile Management (1.6.7.3)

Version 2 Review 2

April, 25th 2018

Şerafettin Acır, Etiya

5 1.6.7 Party Privacy Management

5.1 1.6.7.3 - Party Privacy Profile Management

AA Alfred Anaya-Dubern...
 It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

5.1.1 1.6.7.3.1 - Enforce Party Privacy Profile

LEVEL 4 PROCESS MAPPING DETAILS
1.6.7.3.1 Enforce Party Privacy Profile
<p>Brief Description</p> <p>Enforce the Party Privacy Profile, i.e. apply the Privacy Profile Rules for each element of PII defined in the Party Privacy Profile Type. AM</p> <p><i>Etiya PRM allows the definition of agreements between an Enterprise and its partners. Agreement details like description, agreement type, agreement start date, etc. are configurable.</i></p>

Extended description

The Enforce Party Privacy Profile process manages the application of the Data Subject Privacy Profile so that the Data Processor can comply with mandatory legislation, and the agreed wishes of the Data Subject, on each occasion involving the use of that Data Subject's PII.. For each action performed by the Data Controller Party on the PII defined, the Data Controller must ensure this action is compliant with the Rules set by default and validated or amended by the Data Subject. ~~M~~

AM

Etiya PRM allows to define agreements which can be also of type Privacy Policy. Depending on the partner type, a Privacy Policy agreement can be configured to be automatically created while a partner is created in order to ensure that the party has accepted the Privacy Policy of the Enterprise. Agreement details can be entered according to the negotiated Privacy Policy between the party and the Enterprise. Digital copies of the agreements can be uploaded.

[\[PS_PAM\]](#), **5.5 Partner Agreement**

5.1.2 1.6.7.3.2 - Send Party Privacy Profile

LEVEL 4 PROCESS MAPPING DETAILS
1.6.7.3.2 Send Party Privacy Profile
<p>Brief Description</p> <p>Communicate a Privacy Policy Profile attached to a PII to a Data Processor Party so that the Privacy of PII is still protected outside of the Data Controller and when with the Data Processor. Ensuring the end-to-end protection of the PII, ensuring privacy, is an essential requirement to avoid flaws in the data processing processes. M</p>
<p>Extended description</p> <p>The Send Party Privacy Profile process manages the application of External Privacy Policy Rules when a PII must be sent to a Data Processor Party. It applies the External Rules, then transforms the existing Party Privacy Profile External Rules into Internal Rules, in order the Data Processor Party can import it into its Privacy Management. M</p> <p><i>Etiya PRM allows to define agreements which can be also of type Privacy Policy. Party Privacy Profile External Rules can be defined as Privacy Policy agreements.</i></p> <p>[PS_PAM], 5.5 Partner Agreement</p>

5.1.3 1.6.7.3.3 - Receive Party Privacy Profile

LEVEL 4 PROCESS MAPPING DETAILS 1.6.7.3.3 Receive Party Privacy Profile
<p>Brief Description</p> <p>Receive a Data Subject’s Privacy Profile from a Data Processor. M</p>
<p>Extended description</p> <p>The Receive Party Privacy Profile process is used to receive a Party Profile from a Data Controller. In this process, the Data Processor can then become a Data Controller for this PII, with permissions defined by the rules defined in the Privacy Profile.</p> <p>This process checks if all the authorization required are agreed by the Data Subject, else a request for changing it will be triggered. M</p> <p><i>Etiya PRM allows to define agreements which can be also of type Privacy Policy. Data Processor can use Privacy Profile type agreements by calling Etiya PRM APIs.</i></p> <p>[PS_PAM], 5.5 Partner Agreement</p>

5.1.4 1.6.7.3.4 - Request Party Privacy Profile Extension

LEVEL 4 PROCESS MAPPING DETAILS
1.6.7.3.4 Request Party Privacy Profile Extension
Brief Description <p>Offer the possibility for the Data Processor to request modification of a Privacy Profile by the Data Subject. M</p>
Extended description <p>The Request Party Privacy Profile Extension process is used by the Data Controller to request the change of Privacy Profile rule after its agreement between Data Controller and Data Subject. Those modifications typically occur in the Consent Screen, at the moment the evolution of the settings are required to deliver a new service, in the case a PII must be sent to a new Processor Party, etc. If the External Rules prevent the sending of an element of PII - that is required to deliver a Service - to a Data Processor party, the Data Controller can request an extension of the Privacy Policy through the 'Request Party Privacy Profile extension' process. M</p> <p><i>Etiya PRM allows to define agreements which can be also of type Privacy Policy. Data Processor can request update for an existing Privacy Profile type agreements by calling Etiya PRM APIs.</i></p> <p>[PS PAM], 5.5 Partner Agreement</p>

5.1.5 1.6.7.3.6 - Modify Party Privacy Policy

LEVEL 4 PROCESS MAPPING DETAILS 1.6.7.3.6 Modify Party Privacy Policy
<p>Brief Description</p> <p>offer the possibility for the Data Subject to modify an existing Party Privacy Profile. M</p>
<p>Extended description</p> <p>The Modify Party Privacy Profile process is used to modify the Rules of Privacy Profiles through the Privacy Dashboard after the agreement of the Privacy Profile between Data Controller and Data Subject. Those modifications typically occur in the Dashboard. Those modifications are done according to the values authorized by the Privacy Policy Type. M</p> <p><i>Etiya PRM allows to define agreements which can be also of type Privacy Policy. Data Processor can request update for an existing Privacy Profile type agreements by calling Etiya PRM APIs.</i></p> <p>[PS_PAM], 5.5 Partner Agreement</p>

5.1.6 1.6.7.3.7 - Erase Party Privacy Profile Information

LEVEL 4 PROCESS MAPPING DETAILS
1.6.7.3.7 Erase Party Privacy Profile Information
<p>Brief Description</p> <p>Enforce the right of erasure of Party Privacy Profile Information M</p>
<p>Extended description</p> <p>Delete all information referenced in the Privacy Profile according to Data Processor Rules. It can be done according to Data Subject request or retention rules. M</p> <p><i>Etiya PRM allows to define agreements which can be also of type Privacy Policy. Data Processor can request delete for an existing Privacy Profile type agreements by calling Etiya PRM APIs.</i></p> <p>[PS_PAM], 5.5 Partner Agreement</p>

5.1.7 1.6.7.3.8 - Import Data Subject Party Privacy Profile

LEVEL 4 PROCESS MAPPING DETAILS
1.6.7.3.8 Import Data Subject Party Privacy Profile
Brief Description import the Privacy Profile pre-defined by a Data Subject Party and integrate it into the Privacy Profile M
Extended description import the Privacy Profile pre-defined by a Data Subject Party and integrate it into the Privacy Profile M <i>Etiya PRM allows to define agreements which can be also of type Privacy Policy. Data Processor can add a new agreement with Privacy Profile type by calling Etiya PRM APIs.</i> [PS PAM] , 5.5 Partner Agreement

5.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Party Interaction Management (1.6.9)

Version 1 Review 1

April, 26nd 2016

Şerafettin Acır, Etiya

6 1.6.9 Party Interaction Management



Alfred Anaya-Dubern...

It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

6.1 1.6.9.1 - Log Party Interaction

LEVEL 4 PROCESS MAPPING DETAILS
1.6.9.1.1 Create Party Interaction Log
<p>Brief Description</p> <p>Create a record that logs the Party interaction. A</p> <p><i>Etiya PRM logs all party business interactions.</i></p> <p>Extended description</p> <p>The purpose of this process is to create a record that logs the Party interaction. The Party interaction can be initiated by the Party or by the enterprise. A</p> <p><i>Etiya PRM creates instances of business interaction specifications (e.g. Create Partner, Update Partner, Create Partner Suggestion, etc.) for each party business interaction. Depending on the authorization level, party business interactions can be triggered both by the party or the Enterprise.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 5.8 Partner Business Interactions</p>

LEVEL 4 PROCESS MAPPING DETAILS

1.6.9.1.2 Update Party Interaction

Brief Description

Update the Party interaction log A

Etiya PRM makes required updates to business interactions.

Extended description

The purpose of this process is to update the Party interaction, typically when additional action is carried out during long-lived interactions. When the Party should be notified about the update, this process triggers the Notify Party process to perform the notification. A

Etiya PRM updates the status of a business interaction according to the progress level and makes any other necessary changes to the party related data. Etiya PRM notifies the party and/or the user that created the business interaction by SMS, email, system notification, etc. according to business interaction progress such as when a party problem is resolved.

[\[PS_PAM\]](#), 4.5 Etiya PRM Interface Management

[\[PS_PAM\]](#), 5.8 Partner Business Interactions

6.2 1.6.9.2 - Notify Party

LEVEL 3 PROCESS MAPPING DETAILS
1.6.9.2 Notify Party
<p>Brief Description</p> <p>Notify the Party when interesting events related to an ongoing interaction is happening. A</p> <p><i>Etiya PRM notifies party according to business interaction progress.</i></p>
<p>Extended description</p> <p>The purpose of this process is to notify the Party when events related to existing interactions or to significant Party experience happen. Some notifications can be sent immediately using interactive media(such as SMS, Push to applications, etc.) and other notifications can be sent later using asynchronous media such as mail. A</p> <p><i>Etiya PRM notifies the party and/or the user that created the business interaction by SMS, email, system notification, etc. according to business interaction progress such as when a party problem is resolved.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 5.8 Partner Business Interactions</p>

6.3 1.6.9.3 - Track and Manage Party Interaction

LEVEL 3 PROCESS MAPPING DETAILS 1.6.9.3 Track and Manage Party Interaction
<p>Brief Description</p> <p>Ensure that Party Interactions are managed and tracked efficiently to meet the Party interaction policies and SLA requirements. M</p>
<p>Extended description</p> <p>The purpose of this process is to ensure that Party Interactions are managed and tracked efficiently across all interaction channels in order to meet the agreed SLA with the Party. Responsibilities of these process include but are not limited to:</p> <ul style="list-style-type: none">· Ensure interactions are completed and closed in a timely manner· Monitor the interaction and Notify the Party when SLA or deadlines can not be met· Track Party responses when these are required· Measure KPIs in order to improve the Interactions efficiency M <p><i>Special alarms can be populated for business interactions to meet party SLAs. But this is not a built-in feature of Etiya PRM and needs an extra development effort in the Middleware.</i></p> <p>[PS PAM], 4.5 Etiya PRM Interface Management</p> <p><i>Business interactions log (user, duration, status, etc.) can be tracked and analyzed to enhance the process efficiency a business interaction.</i></p> <p>[PS PAM], 5.8 Partner Business Interactions</p>

6.4 1.6.9.4 - Handle Party Interaction (Including Self Service)

LEVEL 4 PROCESS MAPPING DETAILS
1.6.9.4.1 Handle Interaction
Brief Description <p>Receive the interaction requests and authenticate the party contact. Either enable its originator to automatically fulfill it, or identify and activate the opportune process to accomplish the request. A</p>
Extended description <p>Receive the interaction requests and authenticate the party contact. Either enable its originator to automatically fulfill it, or identify and activate the opportune process to accomplish the request. A</p> <p><i>All party requests like Create Party, Create Party Problem, etc. result in the creation of business interaction instances.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 5.8 Partner Business Interactions</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.6.9.4.2 Monitor Interaction Status
Brief Description <p>Manages the status of the ongoing interactions and is able to provide status information at any moment in which the request is active. A</p>
Extended description <p>The purpose of this process is to monitor the status of a Party interaction. These processes analyze and assess the Party interaction status changes to initiate notifications or reports. A</p> <p><i>Business interaction statuses are managed by Etiya PRM. According to each business interaction status change a notification/report can be generated.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 5.8 Partner Business Interactions</p>

LEVEL 4 PROCESS MAPPING DETAILS	
1.6.9.4.3 Close Interaction	
Brief Description	Formally closes the interaction when all related activities have been terminated AM
Extended description	<p>The purpose of this process is to close the Party interaction when both parties agree that the interaction is closed, or according to party interaction policies when an interaction is regarded as timed out. AM</p> <p><i>Business interactions are closed by Etiya PRM when all related activities are completed by the Middleware. Middleware can update a Business Interaction as Failed, when a time-out occurs.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 5.8 Partner Business Interactions</p>

6.5 1.6.9.5 - Analyze & Report Party Interactions

LEVEL 4 PROCESS MAPPING DETAILS	
1.6.9.5.1 Analyze Party Interactions	
Brief Description	
	Perform all required analysis on closed (completed or unfulfilled) requests and on Party contacts. AM
	AM
Extended description	
	The purpose of this process is to perform all required analysis on closed (completed or unfulfilled) requests and on Party contacts. AM
	<i>Business interactions logs can be used to perform all required analysis.</i>
	[PS_PAM] , 4.5 Etiya PRM Interface Management
	[PS_PAM] , 5.8 Partner Business Interactions

LEVEL 4 PROCESS MAPPING DETAILS

1.6.9.5.2 Report Party Interaction

Brief Description

Generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc. AM

Extended description

The purpose of this process is to generate related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc. AM

Business interactions logs can be used to perform all required analysis. Custom reports can also be generated using the data produced by the system.

[\[PS PAM\]](#), 4.5 Etiya PRM Interface Management

[\[PS PAM\]](#), 5.8 Partner Business Interactions

6.6 1.6.9.6 - Mediate & Orchestrate Party Interactions

LEVEL 4 PROCESS MAPPING DETAILS
1.6.9.6.1 Identify Party Interactions Data Formats
<p>Brief Description</p> <p>Identifies the necessary data formats to be sent externally according to the agreement. AM</p>
<p>Extended description</p> <p>Performs identification of the necessary data formats to be sent externally. Increasingly transactions with external parties (e.g. Parties using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations. The actual agreement between the parties to use specific interaction standards is part of the Support Party Interface Management and Support Selling L3s. AM</p> <p><i>Etiya PRM enriches and sends all business interactions with all relevant data (e.g. party id, part name, etc.) in XML format to middleware via APIs.</i></p> <p><i>Middleware then performs necessary actions and informs other legacy systems about the transaction. Middleware makes necessary mappings and conversions to Etiya PRM’s transaction data to make them understandable by external systems.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 5.8 Partner Business Interactions</p>

LEVEL 4 PROCESS MAPPING DETAILS

1.6.9.6.2 Orchestrate Party Interactions

Brief Description

Where required, orchestrates interactions with external parties so that messages and transactions are undertaken with defined and agreed message exchange. A

Extended description

The purpose of Orchestrate Party Interactions is to ensure that the messages are orchestrated according to the agreed message exchange patterns. A

Etiya PRM publishes all business interactions enriched with relevant data to external systems via the Middleware's APIs.

[\[PS_PAM\]](#), 4.5 Etiya PRM Interface Management

[\[PS_PAM\]](#), 5.8 Partner Business Interactions

LEVEL 4 PROCESS MAPPING DETAILS
1.6.9.6.3 Mediate Party Interactions
<p>Brief Description</p> <p>Manages conversion of externally received messages into the required internal enterprise formats, and manages conversion to agreed externally send message formats. AM</p>
<p>Extended description</p> <p>The purpose of the Mediate Party Interactions is to ensure that transaction message structure and interactions conform to agreed or externally defined or agreed standards used by the enterprise and its Parties. Increasingly transactions with external parties (e.g. Parties using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations. AM</p> <p><i>Middleware can make necessary conversions to fit external systems' messages to Etiya PRM's API interfaces.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 5.8 Partner Business Interactions</p>

6.7 1.6.9.7 - Login Party

LEVEL 3 PROCESS MAPPING DETAILS
1.6.9.7 Login Party
<p>Brief Description</p> <p>Login a party at the beginning of an interaction or at some point during an interaction. AM</p>
<p>Extended description</p> <p>Login Party provides the ability for a party to login at the beginning of an interaction or at some point during an interaction.</p> <p>This is often referred to as logging into an account where an account identification, sometimes an email address, and password are provided by a party. AM</p> <p><i>Etiya PRM includes a login page with a username and password. Parties can use Etiya PRM via this login page.</i></p> <p>[PS_PAM], 5.6 Partner Users</p>

6.8 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Receive Party Problem (1.6.10.1)

Version 2 Review 2

April, 25nd 2018

Şerafettin Acır, Etiya

7 1.6.10 Party Problem Handling

7.1 1.6.10.1 - Receive Party Problem

AA Alfred Anaya-Dubern...
It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.¹

7.1.1 1.6.10.1.1 - Create Party Problem

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.1.1 Create Party Problem
Brief Description Create a party problem as a result of a specific party initiated problem. A <i>Etiya PRM allows party users to create party problems with the details: problem header, description, and main and sub category. Distinguishing information such as customer id, service number, etc. can be added to the problem record to make it easier to detect the cause of the problem.</i> [PS_CM] , 5.3 Complaint Management [PS_CM] , 6.3 Complaint Management
Extended description Not used for this process element

7.1.2 1.6.10.1.2 - Request Additional Party Problem Information

LEVEL 4 PROCESS MAPPING DETAILS 1.6.10.1.2 Request Additional Party Problem Information
<p>Brief Description</p> <p>Request additional information from a party if needed to further process a party problem. AM</p> <p><i>Additional information about a party problem can be requested manually from a party.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

7.1.3 1.6.10.1.3 - Receive Additional Party Problem Information

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.1.3 Receive Additional Party Problem Information
Brief Description
Receive requested additional party problem information from a party and update the problem with it. AM
<i>Additional information about a party problem can be received manually from a party and then relevant updates can be made in Etiya PRM Complaint Management.</i>
[PS_CM] , 5.3 Complaint Management
[PS_CM] , 6.3 Complaint Management
Extended description
Not used for this process element

7.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Assess Party Problem (1.6.10.2)

Version 1 Review 0

April, 25nd 2018

Şerafettin Acır, Etiya

8 1.6.10 Party Problem Handling

8.1 1.6.10.2 - Assess Party Problem

8.1.1 1.6.10.2.1 - Involve External Party in Party Problem Assessment

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.2.1 Involve External Party in Party Problem Assessment
<p>Brief Description</p> <p>Involve an external party in the assessment of a party problem. AM</p> <p>Extended description</p> <p>Involve External Party in Party Problem Assessment involves an external party in the assessment of a party problem if necessary. The need for their involvement is communicated to them and their acceptance, or not, is received. The external party then becomes involved in the assessment process when their response indicates acceptance of the request.</p> <p>External parties are engaged by an enterprise in assessing a received party problem by interacting with them when a problem assessment requires:</p> <ul style="list-style-type: none"> - A higher level expertise and/or higher level support is required to resolve a problem - An enterprise has outsourced specific activities to another party which are needed as part of solving and resolving problems, for example outsourced field maintenance - A product has been purchased from another party - A product or product component is owned and maintained by an external party. AM <p><i>External parties could be involved in assessment process and then relevant changes can be made for a party problem in Etiya PRM. A party problem can be assigned to another user.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

8.1.2 1.6.10.2.2 - Verify Party Problem

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.2.2 Verify Party Problem
<p>Brief Description</p> <p>Verify whether the party problem information supplied by the party is correct. AM</p> <p><i>Party problem information can be verified manually by checking it against data in Etiya PRM and other resources.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p> <p>[PS_PAM], 5.1 Partner General Profile</p> <p>Extended description</p> <p>Not used for this process element</p>

8.1.3 1.6.10.2.3 - Categorize Party Problem

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.2.3 Categorize Party Problem
<p>Brief Description</p> <p>Determine the nature of a party problem. AM</p> <p><i>Category of a party problem can be updated in Etiya PRM Complaint Management.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

8.1.4 1.6.10.2.4 - Isolate Party Problem

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.2.4 Isolate Party Problem
<p>Brief Description</p> <p>Identify the root cause of a party problem. AM</p>
<p>Extended description</p> <p>Isolate Party Problem identifies the root cause of a party problem. It verifies whether the product is being used correctly, performs diagnostics based on information provided by a party to determine whether the root cause of the party problem is linked to the underlying services/resources. It also updates a party problem, as required during the assessment, and when the root cause has been identified. AM</p> <p><i>Root cause of a party problem can be updated as Problem Closure Type in Etiya PRM Complaint Management.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

8.1.5 1.6.10.2.5 - Complete Party Problem Assessment & Investigation

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.2.5 Complete Party Problem Assessment & Investigation
Brief Description
<p>Complete the assessment and investigation of a party problem and make the results of the assessment and investigation available to other processes. AM</p>
<p><i>Party problem assessment updates are sent to other processes and external systems by Etiya PRM Complaint Management.</i></p>
<p>[PS_CM], 5.3 Complaint Management</p>
<p>[PS_CM], 6.3 Complaint Management</p>

8.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

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Self-Assessment Process Mapping Report

Submit Party Problem (1.6.10.3)

Version 1 Review 0

April, 25nd 2018

Şerafettin Acır, Etiya

9 1.6.10 Party Problem Handling

9.1 1.6.10.3 - Submit Party Problem

9.1.1 1.6.10.3.1 - Prepare Party Problem

LEVEL 4 PROCESS MAPPING DETAILS	
1.6.10.3.1 Prepare Party Problem	
Brief Description	Prepare a party problem. AM
Extended description	Prepare Party Problem prepares a party problem to be submitted to another party or prepares additional information requested by the party. AM <i>Additional information for a party problem can be retrieved and updated in Etiya PRM. A party problem can be assigned to another user.</i> [PS_CM] , 5.3 Complaint Management [PS_CM] , 6.3 Complaint Management

9.1.2 1.6.10.3.2 - Submit Prepared Party Problem

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.3.2 Submit Prepared Party Problem
<p>Brief Description</p> <p>Submit a party problem or send additional information if requested. AM</p> <p><i>Additional information for a party problem can be retrieved and updated in Etiya PRM. A party problem can be assigned to another user.</i></p> <p>[PS CM], 5.3 Complaint Management</p> <p>[PS CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

9.2 Supporting Evidence References (Works Cited)

PS_PAM PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

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Self-Assessment Process Mapping Report

Track Party Problem (1.6.10.4)

Version 2 Review 2

April, 25nd 2018

Şerafettin Acır, Etiya

10 1.6.10 Party Problem Handling

10.1 1.6.10.4 - Track Party Problem

AA Alfred Anaya-Dubern...
 It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

10.1.1 1.6.10.4.1 - Assign Party Problem Jeopardy Status

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.4.1 Assign Party Problem Jeopardy Status
<p>Brief Description</p> <p>Assign a jeopardy status to a party problem. AM</p> <p><i>A special category can be created for risky party problems. Notes can be recorded to indicate jeopardy status of a party problem.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

10.1.2 1.6.10.4.2 - Monitor Party Problem Jeopardy Status

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.4.2 Monitor Party Problem Jeopardy Status
<p>Brief Description</p> <p>Monitor the jeopardy status of a party problem. M</p> <p><i>Party problems which are in jeopardy status can be manually reported and actions can be taken accordingly. Also in Middleware some policies can be defined, for example if a problem is not solved for a specified period time, to escalate the problem by sending notifications, create and assign tasks etc.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 4.5.1 Partner Account Business Interactions</p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

10.1.3 1.6.10.4.3 - Escalate Party Problem Jeopardy Status

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.4.3 Escalate Party Problem Jeopardy Status
<p>Brief Description</p> <p>Escalate the jeopardy status of a party problem. M</p> <p><i>Party problems which are in jeopardy status can be manually reported and actions can be taken accordingly. Also in Middleware some policies can be defined, for example if a problem is not solved for a specified period time, to escalate the problem by sending notifications, create and assign tasks etc.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 4.5.1 Partner Account Business Interactions</p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

10.1.4 1.6.10.4.4 - Provide Party Problem Jeopardy Notification

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.4.4 Provide Party Problem Jeopardy Notification
<p>Brief Description</p> <p>Provide notification to parties that a party problem is in jeopardy or the jeopardy status has changed. M</p> <p>Extended description</p> <p>Provide Party Problem Jeopardy Notification provides notification to parties that a party problem is in jeopardy or the jeopardy status has changed.</p> <p>Note that lists of contacts related to a process such as this can be maintained by a generalized process such as Process Management & Support that is part of Enterprise Effectiveness Management in the Enterprise domain. M</p> <p><i>Party problems which are in jeopardy status can be manually reported and actions can be taken accordingly. Also in Middleware some policies can be defined, for example if a problem is not solved for a specified period time, to escalate the problem by sending notifications, create and assign tasks etc.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 4.5.1 Partner Account Business Interactions</p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

10.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

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Self-Assessment Process Mapping Report

Resolve Party Problem (1.6.10.5)

Version 1 Review 0

April, 25nd 2018

Şerafettin Acır, Etiya

11 1.6.10 Party Problem Handling

11.1 1.6.10.5 - Resolve Party Problem

11.1.1 1.6.10.5.1 - Record Party Problem Resolution

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.5.1 Record Party Problem Resolution
Brief Description <p>Resolve a party problem and record how the inquiry was resolved. AM</p>
Extended description <p>Record Party Problem Resolution resolves a party problem and records how the inquiry was resolved. For example, a party may accept that a product is now working properly after its underlying service(s) and/or resource(s) have been reconfigured or replaced in the case of resource(s). AM</p> <p><i>A party problem can be updated as Closed when resolved. The Problem Closure Method can be entered to indicate how the problem is solved. Free format notes can be added to a party problem to save comments for the resolution method.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

11.1.2 1.6.10.5.2 - Update Party Problem Status to Resolved

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.5.2 Update Party Problem Status to Resolved
Brief Description Update the party problem status to resolved. AM
Extended description Update Party Problem Status to Resolved updates the party problem status to resolved and informs the Close Party Problem process that a party problem has been resolved. AM <i>A party problem can be updated as Closed when resolved. The Problem Closure Method can be entered to indicate how the problem is solved. Free format notes can be added to a party problem to save comments for the resolution method.</i> [PS_CM] , 5.3 Complaint Management [PS_CM] , 6.3 Complaint Management

11.2 Supporting Evidence References (Works Cited)

PS_PAM	PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etia PRM Partner Account Management
PS_CM	PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etia PRM Communication Management

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Self-Assessment Process Mapping Report

Manage Party Problem (1.6.10.6)

Version 2 Review 2

April, 25nd 2018

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12 1.6.10 Party Problem Handling

12.1 1.6.10.6 - Manage Party Problem

AA Alfred Anaya-Dubern...
 It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

12.1.1 1.6.10.6.1 - Modify Party Problem

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.6.1 Modify Party Problem
<p>Brief Description</p> <p style="background-color: #90EE90; padding: 2px;">Modify any information about a party problem. A</p> <p><i>Since party complaint is also defined as business interaction specification in Etiya PRM, a business interaction is instantiated for each party problem. So this business interaction is sent to the Middleware and then Middleware sends this problem to other corporate systems like CRM, Billing, ERP, etc. that should deal with the problem. Problem status is automatically updated by the Middleware according to the progress level to reflect any changes. Also description, name, categories and other details of a party problem can be updated.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 4.5.1 Partner Account Business Interactions</p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

12.1.2 1.6.10.6.2 - Cancel Party Problem

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.6.2 Cancel Party Problem
<p>Brief Description</p> <p>Cancel a party problem. AM</p> <p>Extended description</p> <p>Cancel Party Problem cancels a party problem. A party problem may be cancelled for a reason, such as a party realizes that a product was not being properly used or incorrectly reported, because the problem was with another product. The reason for cancellation is recorded and the status of a party problem is changed to cancelled. AM</p> <p><i>Party problems may be canceled at any time by the Middleware according to some predefined policies such as when it is discovered that there is no real problem about the party or the problem is already solved by other parties, systems, etc. Besides, a party problem can be canceled by the party or Enterprise.</i></p> <p>[PS_PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS_PAM], 4.5.1 Partner Account Business Interactions</p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

12.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

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Self-Assessment Process Mapping Report

Report Party Problem (1.6.10.7)

Version 2 Review 2

April, 25nd 2018

Şerafettin Acır, Etiya

13 1.6.10 Party Problem Handling

13.1 1.6.10.7 - Report Party Problem

AA Alfred Anaya-Dubern...
 It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

13.1.1 1.6.10.7.1 - Monitor Party Problems

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.7.1 Monitor Party Problems
<p>Brief Description</p> <p style="background-color: #90EE90; padding: 2px;">Continuously monitor the status of one or more party problems. AM</p> <p><i>Status of party problems is updated based on the progress. Status update can be made by a user or automatically by Middleware.</i></p> <p>[PS PAM], 4.5 Etiya PRM Interface Management</p> <p>[PS PAM], 4.5.1 Partner Account Business Interactions</p> <p>[PS CM], 5.3 Complaint Management</p> <p>[PS CM], 6.3 Complaint Management</p> <p>Extended description</p> <p>Not used for this process element</p>

13.1.2 1.6.10.7.2 - Provide Party Problem Change Notification

LEVEL 4 PROCESS MAPPING DETAILS
1.6.10.7.2 Provide Party Problem Change Notification
<p>Brief Description</p> <p>Manage party problem notifications to other processes and to other parties. M</p> <p>Extended description</p> <p>Provide Party Problem Change Notification manages party problem notifications to other processes and to other parties. A notification may be made to other processes and/or to other parties, including partners, registered to receive notifications of any status changes.</p> <p>Note that lists of contacts related to a process such as this can be maintained by a generalized process such as Process Management & Support that is part of Enterprise Effectiveness Management in the Enterprise domain. M</p> <p><i>Customized management summaries can be generated using party problem business interactions data.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

13.1.3 1.6.10.7.3 - Provide Party Problem Management Report

<p>LEVEL 4 PROCESS MAPPING DETAILS</p> <p>1.6.10.7.3 Provide Party Problem Management Report</p>
<p>Brief Description</p> <p>Provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Party Problem Handling processes. M</p> <p>Extended description</p> <p>Provide Party Problem Management Report produces management reports and any specialized summaries of the efficiency and effectiveness of the overall Party Problem Handling processes.</p> <p>It records, analyzes, and assesses the party problem status changes to provide reports and any specialized summaries of the efficiency and effectiveness of the overall Party Problem Handling processes. These specialized summaries could be specific reports required by specific audiences, such as partners.</p> <p>Note that lists of recipients related to a process such as this can be maintained by a generalized process such as Process Management & Support that is part of Enterprise Effectiveness Management in the Enterprise domain. M</p> <p><i>Customized management reports can be generated using party problem business interactions data.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

13.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

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Self-Assessment Process Mapping Report

Close Party Problem (1.6.10.8)

Version 2 Review 2

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14 1.6.10 Party Problem Handling

14.1 1.6.10.8 - Close Party Problem



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It is well understood and **ACKNOWLEDGED** that the support to this process element since the previous conformance certification for Framework v15.0 is not impacted by the changes introduced in Framework version 17.5, therefore, conformance of this process element to Framework v.17.5 is **AGREED**.

LEVEL 3 PROCESS MAPPING DETAILS

1.6.10.8 Close Party Problem

Brief Description

Close a party problem when the problem has been resolved. **AM**

Extended description

Close Party Problem closes a party problem when a problem has been resolved. It monitors the status of all open party problems and recognizes that a party problem is ready to be closed when the status is changed to resolved.

This process provides this information to Provide Party Problem Change Notification which notifies applicable parties that a problem has been closed. **AM**

Status of party problems is updated based on the progress. Status update can be made by a user or automatically by Middleware.

[\[PS_PAM\]](#), 4.5 Etiya PRM Interface Management

[\[PS_PAM\]](#), 5.8 Partner Business Interactions

[\[PS_CM\]](#), 5.3 Complaint Management

[\[PS_CM\]](#), 6.3 Complaint Management

14.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management

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Self-Assessment Process Mapping Report

Analyze Party Problem Trend (1.6.10.9)

Version 1 Review 0

April, 25nd 2018

Şerafettin Acır, Etiya

15 1.6.10 Party Problem Handling

15.1 1.6.10.9 - Analyze Party Problem Trend

LEVEL 3 PROCESS MAPPING DETAILS 1.6.10.9 Analyze Party Problem Trend
<p>Brief Description</p> <p>Undertake trend analysis on party problems. M</p> <p>Extended description</p> <p>Analyze Party Problem Trend conducts trend analysis on party problems. Trend Analysis may report the results of trend analysis to the Product Specification & Offering Development & Retirement process to influence the development of new and/or modified product offerings. Results may also indicate the effectiveness of the overall Party Problem Handling process. M</p> <p><i>Party problem reports can be used to conduct trend analysis on party problems.</i></p> <p>[PS_CM], 5.3 Complaint Management</p> <p>[PS_CM], 6.3 Complaint Management</p>

15.2 Supporting Evidence References (Works Cited)

PS_PAM

PS_EtiyaPRM_PAM_v1.0.2.docx, Product Specification Document for Etiya PRM Partner Account Management

PS_CM

PS_EtiyaPRM_Communication Management_v1.0.2.docx, Product Specification Document for Etiya PRM Communication Management