

Etiya Information Technologies

Etiya BSS Platform

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Product Domain

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Define Product Capability Requirements (1.2.2.1)

Version 2 Review 2

April, 14th 2018

Şerafettin Acır, Etiya

1 1.2.2 Product & Offer Capability Delivery

1.1 1.2.2.1 - Define Product Capability Requirements

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 1.2.2.1.1 Capture Product Infrastructure Requirements

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.2.1.1 Capture Product Infrastructure Requirements |
| <p>Brief Description</p> <p>These processes define the detailed infrastructure requirements to support the product portfolio and individual product plans. Product infrastructure requirements to support new product initiatives in the PLM vertical are captured in this process, as well as any product infrastructure requirements needed to support the specific offers being made to customers through the sales channels. These processes also identify the service infrastructure capabilities required to deliver the product infrastructure. AM</p> <p><i>The Requirements of the products are captured in Etiya PLM and products are specialized edited and created in Etiya Product Catalog Management according to product infrastructure requirements.</i></p> <p>([PCM_PLM], PLM Description, page:8)</p> <p>Extended Description</p> <p>Not used for this process element</p> |

1.1.2 1.2.2.1.2 Agree Product Infrastructure Requirements

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.2.1.2 Agree Product Infrastructure Requirements |
| Brief Description <p style="background-color: #90EE90;">These processes obtain agreement to the detailed infrastructure requirements to support the product portfolio and individual product plans. The processes include any cross-enterprise coordination and management functions to ensure that the requirements capture the needs of all stakeholders. AM</p> <p><i>The Requirements of the products are approved or rejected in PLM of Etiya Product Catalog Management according to product infrastructure requirements.</i></p> <p>([PCM_PLM])</p> |
| Extended Description Not used for this process element |

1.1.3 1.2.2.1.3 Report Product Infrastructure Requirements

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.2.1.3 Report Product Infrastructure Requirements |
| <p>Brief Description</p> <p>These processes provide input into the requirements capture processes in the Service and Party Offering Development & Retirement processes, and potentially the Resource domain process groupings. AM</p> <p><i>Etiya Product Catalog Management allows definition of service specification groups and resource specification groups.</i></p> <p><i>Service Specification Groups make it possible to cluster service specification with similar properties or business rules to meet different technical or marketing requirements of CSPs. An out of the box functionality of service groups is to collect services that can be transformed into each other.</i></p> <p><i>Resource groups allows grouping of resources for various business needs. It is possible to give a unique short code to each resource specification group. Resource specification groups might be used for reporting or order handling purposes.</i></p> <p>([SRVC_GRP_SS], Service Group Screenshot</p> <p>([RSRC_GRP_SS], Resource Group Screenshot)</p> <p>Extended Description</p> <p>Not used for this process element</p> |

1.2 Supporting Evidence References (Works Cited)

| | |
|--------------------|--|
| PS_TPCM | PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management |
| PCM_PLM | Etiya PCM Concepts - PLM_v0.0.pdf, Documentation for PLM in Etiya |
| SRVC_GRP_SS | SRVC_GRP_SS.png, Etiya Product Catalog Management Screenshot for Service Groups |
| RSRC_GRP_SS | RSRC_GRP_SS.png, Etiya Product Catalog Management Screenshot for Resource Groups |

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Capture Product Capability Shortfalls (1.2.2.2)

Version 2 Review 2

April, 14th 2018

Şerafettin Acır, Etiya

2 1.2.2 Product & Offer Capability Delivery

2.1 1.2.2.2 - Capture Product Capability Shortfalls

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**.

2.1.1 1.2.2.2.1 Capture Product Capacity Shortfalls

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.2.2.1 Capture Product Capacity Shortfalls |
| <p>Brief Description</p> <p>These processes identify specific or imminent product capacity shortfalls. These processes take information available from the Customer Relationship Management processes to establish detailed views of anticipated product capacity issues. AM</p> <p><i>Etiya PLM enables updating the product statuses manually concerning feedbacks from various Etiya Systems.</i></p> <p>([PCM PLM])</p> <p>Extended Description</p> <p>Not used for this process element</p> |

2.1.2 1.2.2.2.2 Capture Product Performance Shortfalls

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.2.2.2 Capture Product Performance Shortfalls |
| <p>Brief Description</p> <p>These processes identify specific or imminent product performance shortfalls. These processes take information available from the Customer Relationship Management processes to establish detailed views of anticipated product performance issues. AM</p> <p><i>Etiya PLM enables updating the product statuses manually concerning feedbacks from various Etiya Systems.</i></p> <p>([PCM PLM])</p> |
| <p>Extended Description</p> <p>Not used for this process element</p> |

2.1.3 1.2.2.2.3 Capture Product Operational Support Shortfalls

| LEVEL 4 PROCESS MAPPING DETAILS | |
|--|--|
| 1.2.2.2.3 Capture Product Operational Support Shortfalls | |
| Brief Description | <p>These processes identify specific or imminent product operational support shortfalls. These processes take information available from the Customer Relationship Management processes to establish detailed views of anticipated product operational support issues. AM</p> <p><i>Etiya PLM enables updating the product statuses manually concerning feedbacks from various Etiya Systems.</i></p> <p><u>([PCM PLM])</u></p> |
| Extended Description | <p>Not used for this process element</p> |

2.2 Supporting Evidence References (Works Cited)

PCM_PLM

Etiya PCM Concepts - PLM_v0.0.pdf, Documentation for PLM in Etiya Suite

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Self-Assessment Process Mapping Report

Approve Product Business Case (1.2.2.3)

Version 3 Review 3

April, 14th 2018

Şerafettin Acır, Etiya

3 1.2.2 Product & Offer Capability Delivery

3.1 1.2.2.3 - Approve Product Business Case

3.1.1 1.2.2.3.1 Develop Product Business Case

| LEVEL 4 PROCESS MAPPING DETAILS | |
|--|--|
| 1.2.2.3.1 Develop Product Business Case | |
| Brief Description | <p>These processes capture all activities required to develop a business case to develop and deliver the required capabilities, including identification of potential partners. The business case should identify any required product infrastructure components, development costs and anticipated benefits, including revenue gains, productivity gains, performance improvements and/or operational cost improvements. The business case should also include a general view of the types of product offers which could be developed and deployed using the product infrastructure, but would not necessarily include a specific proposal to launch a specific product. This later activity is managed by the PLM processes.</p> |
| Extended Description | <p>Not used for this process element</p> |

3.1.2 1.2.2.3.2 Gain Product Business Case Approval

| LEVEL 4 PROCESS MAPPING DETAILS 1.2.2.3.2 Gain Product Business Case Approval |
|--|
| <p>Brief Description</p> <p>These processes capture all activities required to gain the necessary level of approval for a business case to develop and deliver the required capabilities. The processes include any cross-enterprise coordination and management functions to ensure that the business case is supported by all stakeholders.</p> <p>Extended Description</p> <p>Not used for this process element</p> |

3.2 Supporting Evidence References (Works Cited)

| | |
|----------------|---|
| PS_TPCM | PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management |
| PS_TCRM | PS_EtiyaCustomerRelationManagement_v.5.01.pdf, Product Specification Document for Etiya Customer Relationship Management |
| PMM_BC | PMM_Business Case Template.docx, Etiya Product Management Model Business Case Template |
| PMM_BC | PMM_Product Presentation Template.docx, Etiya Product Management Model Product Presentation Template |

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Self-Assessment Process Mapping Report

Deliver Product Capability (1.2.2.4)

Version 2 Review 2

April, 14th 2018

Şerafettin Acır, Etiya

4 1.2.2 Product & Offer Capability Delivery

4.1 1.2.2.4 - Deliver Product Capability

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**.

4.1.1 1.2.2.4.1 Co-ordinate Product Capability Delivery

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.2.4.1 Co-ordinate Product Capability Delivery |
| <p>Brief Description</p> <p>These processes ensure the co-coordinated delivery in line with the approved business case of all required product infrastructure capabilities for that business case across the enterprise. It is predominantly a program/project management function, with the detailed management of individual infrastructure component delivery managed through separate processes. AM</p> <p><i>PLM is used in Etiya PCM when launching a new product and adding the product to product portfolio (Checking both the commercial aspects and capabilities). Also the lifecycle of the current products can be determined and changed concerning mainly the commercial aspects.</i></p> <p>()</p> <p>Extended Description</p> <p>Not used for this process element</p> |

4.1.2 1.2.2.4.2 Track Product Capability Business Case Costs

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.2.4.2 Track Product Capability Business Case Costs |
| <p>Brief Description</p> <p>These processes track and ensure that the business case cost parameters are met for all required product infrastructure capabilities. AM</p> <p><i>Product Life Cycle Management controls both the commercial aspects and the capabilities which are controlled manually. Publishing, approving and retiring processes include approving both the capabilities and commercial aspects of the product.</i></p> <p>([PCM PLM])</p> |
| <p>Extended Description</p> <p>Not used for this process element</p> |

4.1.3 1.2.2.4.3 Ensure Product Capability Benefits & Operational Costs

| LEVEL 4 PROCESS MAPPING DETAILS | |
|--|--|
| 1.2.2.4.3 Ensure Product Capability Benefits & Operational Costs | |
| Brief Description | <p>These processes track and ensure that the anticipated benefits and ongoing operational costs are likely to be achieved for all required product infrastructure capabilities. AM</p> <p><i>Etiya PLM enables updating the product statuses manually concerning feedbacks from various Etiya Systems. The operational costs and infrastructure capabilities are concerned when products are managed.</i></p> <p>([PCM PLM])</p> |
| Extended Description | <p>Not used for this process element</p> |

4.2 Supporting Evidence References (Works Cited)

PS_TPCM

PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management

PCM_PLM

Etiya PCM Concepts - PLM_v0.0.pdf, Documentation for PLM in Etiya Suite

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Self-Assessment Process Mapping Report

Manage Handover to Product Operations (1.2.2.5)

Version 2 Review 2

April, 14th 2018

Şerafettin Acır, Etiya

5 1.2.2 Product & Offer Capability Delivery

5.1 1.2.2.5 - Manage Handover to Product Operations

5.1.1 1.2.2.5.1 Co-ordinate Product Operational Handover

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.2.5.1 Co-ordinate Product Operational Handover |
| Brief Description <p>These processes co-ordinate the processes involved in handover of deployed product infrastructure to operational control, including the management and coordination of all stakeholders required to gain approval and acceptance of the handover. AM</p> |
| Extended Description <p>The Manage Handover to Product Operations processes manage the processes involved in handover of deployed product infrastructure to operational control. These processes ensure that all performance and operational design requirements have been met by the installed product infrastructure, and that all tools, test equipment, operational procedures, support groups, and training is in place to allow for successful operation. These processes include the management and coordination of all stakeholders required to gain approval and acceptance of the handover to operational control. AM</p> <p><i>SRS document is prepared and handed out to operation control.</i></p> <p>([SRS_TEMP], SRS template)</p> <p>Etiya Product Catalog Management supplies information about detailed product infrastructure.</p> <p>([PS_TPCM], 7. Product & Catalog Management Processes)</p> |

5.1.2 1.2.2.5.2 Validate Product Infrastructure Design

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.2.5.2 Validate Product Infrastructure Design |
| <p>Brief Description</p> <p>These processes ensure that all performance and operational design requirements have been met by the installed product infrastructure. AM</p> <p><i>Product Life Cycle Management controls both the commercial aspects and the capabilities which are controlled manually. Publishing, approving and retiring processes include approving both the capabilities and commercial aspects of the product.</i></p> <p>([PCM PLM])</p> |
| <p>Extended Description</p> <p>Not used for this process element</p> |

5.1.3 1.2.2.5.3 Ensure Product Handover Support

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.2.5.3 Ensure Product Handover Support |
| Brief Description |
| <p>These processes ensure that all tools, test equipment, operational procedures, support groups, and training is in place to allow for successful operation. AM</p> |
| <p><i>Etiya Reporting Management allows viewing general business processes.</i></p> |
| <p>([PS TRM], 5.10.1 General Business Process Report)</p> |
| <p><i>Project reports help viewing the current status of the project and taking necessary actions.</i></p> |
| <p>([PS TRM], 5.6 Project Reports)</p> |
| <p>([PS TRM], 5.12.1 Project Reports)</p> |
| Extended Description |
| <p>Not used for this process element</p> |

5.2 Supporting Evidence References (Works Cited)

| | |
|-----------------|--|
| PS_TPCM | PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management |
| PS_TCRM | PS_EtiyaCustomerRelationManagement_v.5.01.pdf, Product Specification Document for Etiya Customer Relationship Management |
| SRS_TEMP | SRS_Template_v1.0.0v0_0_1.docx, SRS template document |
| PS_TRM | PS_EtiyaReportingManagement_v5v0_0_1.pdf, Product Specification for Etiya Reporting Management |

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Self-Assessment Process Mapping Report

Manage Product Capability Delivery Methodology (1.2.2.6)

Version 2 Review 2

April, 14th 2018

Şerafettin Acır, Etiya

6 1.2.2 Product & Offer Capability Delivery

6.1 1.2.2.6 - Manage Product Capability Delivery Methodology

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**.

6.1.1 1.2.2.6.1 Define Product Capability Delivery Methodology

| LEVEL 4 PROCESS MAPPING DETAILS 1.2.2.6.1 Define Product Capability Delivery Methodology |
|--|
| <p>Brief Description</p> <p style="background-color: #90EE90; padding: 2px;">These processes define the methodology to be adopted for product capability delivery across the enterprise. The processes define the procedures and steps to follow to ensure that all project activities across the enterprise to develop infrastructure capability are co-coordinated, visible and controlled. These processes define the steps in the methodology, and approval process or gates. AM</p> <p><i>Etiya PLM controls the product lifecycle management in Etiya Suite.</i></p> <p>([PCM PLM], PLM Description, page:8)</p> <p>([PCM PLM], PLM Processes, page:9)</p> <p>Extended Description</p> <p>Not used for this process element</p> |

6.1.2 1.2.2.6.2 Maintain Product Capability Delivery Repository

| LEVEL 4 PROCESS MAPPING DETAILS | |
|---|--|
| 1.2.2.6.2 Maintain Product Capability Delivery Repository | |
| Brief Description | <p>These processes manage the methodology to be adopted for product capability delivery across the enterprise. These processes may maintain a repository of all activities as a part of the coordination aspects, including approval process or gates to be passed by individual product capability delivery projects. AM</p> <p><i>Etiya PLM controls the product lifecycle management in Etiya Suite. The PLM processes are kept and maintained in Etiya Product Catalog Management. Product life cycle processes in Etiya can be configured according to the customer requirements. The data model of Etiya Suite allows a flexible PLM structure in Etiya Product Catalog Management.</i></p> <p>[PCM PLM]</p> |
| Extended Description | <p>Not used for this process element</p> |

6.2 Supporting Evidence References (Works Cited)

PS_TPCM

PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management

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Self-Assessment Process Mapping Report

Support Customer QoS/SLA (1.2.4.1)

Version 2 Review 2

April, 14th 2018

Şerafettin Acır, Etiya

7 1.2.4 Product Support & Readiness

7.1 1.2.4.1 - Support Customer QoS/SLA

7.1.1 1.2.4.1.1 - Ensure Customer QoS/SLA Capability

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 4 PROCESS MAPPING DETAILS

1.2.4.1.1 - Ensure Customer QoS/SLA Capability

Brief Description

Supporting the Support Customer QoS/SLA Management process. AM

([\[PS_TSLAM\]](#), 6 Etiya Order Entry Module)

Extended description

Not used for this process element

7.1.2 1.2.4.1.2 - Proactive Performance Monitoring

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.4.1.2 - Proactive Performance Monitoring |
| Brief Description Proactively monitor and assess the performance of purchased product offerings AM ([PS_TSLAM] , 6 Etiya Order Entry Module) ([PS_TSLAM] , 5.7 Sending Notifications) ([PS_TSLAM] , 5.8 Chasing and Reporting SLA) [SS_SLA] Extended description Not used for this process element |

7.1.3 1.2.4.1.3 - Monitor and Report on QoS/SLA capability

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.4.1.3 - Monitor and Report on QoS/SLA capability |
| Brief Description |
| Monitoring, and report on the capability of the Customer QoS/SLA Management processes AM |
| ([PS_TSLAM] , 6 Etiya Order Entry Module) |
| ([PS_TSLAM] , 5.7 Sending Notifications) |
| ([PS_TSLAM] , 5.8 Chasing and Reporting SLA) |
| [SS_SLA] |
| Extended description |
| Not used for this process element |

7.2 Supporting Evidence References (Works Cited)

PS_TSLAM

PS_EtiyaSLAMManagement_v5.0.pdf, Product Specification Document for Etiya SLA Management.

SS_SLA

SS_SLA.png, SLA Order Screenshot

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Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Manage Product Offering Inventory (1.2.4.2)

Version 2 Review 2

April, 14th 2018

Şerafettin Acır, Etiya

8 1.2.4 Product Support & Readiness

8.1 1.2.4.2 - Manage Product Offering Inventory

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**.

8.1.1 1.2.4.2.1 - Identify Relevant Product Offering Inventory Information

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.4.2.1 Identify Relevant Product Offering Inventory Information |
| <p>Brief Description</p> <p style="background-color: #90EE90; padding: 2px;">Identifying the inventory-relevant information requirements to be captured for product offerings</p> <p>AM</p> <p><i>Etiya Product and Catalog Management keeps the information regarding products and allows this information to be captured, updated and deleted. The information to be captured can be defined in the system and extended as desired.</i></p> <p>([PS TPCM], 5.2 Service Specification)</p> <p>([PS TPCM], 5.4 Product Specification)</p> <p>[SS TPCM 3]</p> <p>[SS TPCM 4]</p> <p>Extended description</p> <p><i>Not used for this process element</i></p> |

8.1.2 1.2.4.2.2 - Maintain Product Offering Inventory facilities

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.4.2.2 Maintain Product Offering Inventory facilities |
| Brief Description Identifying, establishing and maintaining product offering inventory repository facilities; AM <i>Etiya Product Catalog Management allows propagation of product offering information to external systems by its built in catalog propagation web services and APIs.</i> <i>After capturing product offering inventory, Etiya is capable of keeping the data in secure and structured way and make it available for other applications. Supplying hardware, infrastructure and network is done manually.</i> ([PS_TPCM], 8 Distribution of Product Catalog) |
| Extended description <i>Not used for this process element</i> |

8.1.3 1.2.4.2.3 - Manage Product Offering Inventory Capture

| LEVEL 4 PROCESS MAPPING DETAILS 1.2.4.2.3 Manage Product Offering Inventory Capture |
|--|
| <p>Brief Description</p> <p>Establishing and managing the product offering inventory management and information capture processes; A</p> <p><i>Etiya Product and Catalog has fully support capturing product offer information via its user interface. Etiya product Catalog Management is the master system for keeping all product offering inventory.</i></p> <p>([PS_TPCM], 4 About Product & Catalog Management)</p> <p>([PS_TPCM], 7 Product & Catalog Management Processes)</p> <p>Extended description</p> <p><i>Not used for this process element</i></p> |

8.1.4 1.2.4.2.4 - Control Product Offering Inventory Access

| |
|---|
| <p>LEVEL 4 PROCESS MAPPING DETAILS</p> <p>1.2.4.2.4 Control Product Offering Inventory Access</p> |
|---|

Brief Description

Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download product offering data to and from the product offering inventory A

Etiya Product and Catalog Management distributes the product catalog and offer information to only authorized sales channels according to the definitions in the product catalog.

([\[PS_TPCM\]](#), 8 Distribution of Product Catalog)

Etiya Product Catalog manages offer life cycles from creation to retirement. There is a three step approval for publishing an offer to the catalogs on the market. The assumption is a marketing specialist creates the offers according to business needs and sends them to be reviewed by a marketing manager. After reviewing the configurations, marketing managers might approve and reject them. The second step is publishing approved offers in the catalogs in a controlled manner. A release manager publishes the offers to the market. Published offers can be retired by release managers when it is time to remove them from the catalogs.

[\[PCM_PLM\]](#)

Extended description

Not used for this process element

8.1.5 1.2.4.2.5 - Ensure Product Offering Inventory Data Quality

LEVEL 4 PROCESS MAPPING DETAILS

1.2.4.2.5 Ensure Product Offering Inventory Data Quality

Brief Description

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

Etiya Product Catalog Management manages lifecycles of product catalogs and product offerings. All related create/update/delete information is recorded in the system and logged to allow any automated audit.

([\[PS TPCM\]](#), 5.5 Product Offerings)

([\[PS TPCM\]](#), 5.7 Product Catalogs)

[\[SS TPCM 1\]](#)

[\[SS TPCM 5\]](#)

[\[SS TPCM 6\]](#)

The product offering inventory maintains records of all product offerings, their interactions with the enterprise, and any other product offering related- information, required to support CRM and other processes. AM

Etiya Product Catalog Management maintains records of all product offerings and related information to support CRM processes.

([\[PS TPCM\]](#), 5.5 Product Offerings)

([\[PS TPCM\]](#), 7 Product & Catalog Management Processes)

The product offering inventory is also responsible for maintaining the association between customers and purchased product offering instances, created as a result of the Order Handling processes. A

Etiya Customer Relationship management is informed by the middleware through Etiya Sales and order Management systems to keep and manage the information of purchased products.

([\[PS TSOM\]](#), 4.1.2.5 Order Closure)

([\[PS TCRM\]](#), 9.2 Customer Main Page)

Extended description

Not used for this process element

8.1.6 1.2.4.2.6 - Track Product Offering Inventory Usage

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.4.2.6 Track Product Offering Inventory Usage |
| <p>Brief Description</p> <p>Tracking and monitoring of the usage of, and access to, the product offering inventory repository and associated costs, and reporting on the findings AM</p> <p><i>Etiya Product Catalog logs the access information to its inventory allowing tracking and monitoring.</i></p> <p><i>Etiya Product Catalog Management logs the product offering inventory usage information and allows manual monitoring.</i></p> |
| <p>Extended description</p> <p><i>Not used for this process element</i></p> |

8.1.7 1.2.4.2.7 - Identify Product Offering Inventory Shortcomings

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.4.2.7 Identify Product Offering Inventory Shortcomings |
| <p>Brief Description</p> <p>Identifying any technical driven shortcomings of the product offering inventory repository, and providing input to Resource Development & Management processes to rectify these issues. AM</p> <p><i>Etiya Product Catalog logs the access information to its inventory allowing tracking and monitoring. It is possible to audit these activities to identify shortcomings.</i></p> <p><i>Etiya Product Catalog Management enables managing all product offerings including the deactivated offerings. This is a partially automated process as the automatically logged product inventory information is manually analyzed and shortcomings of the product offering inventory is identified. The sales reports generated by the Etiya Reporting Management</i></p> <p>Extended description</p> <p><i>Not used for this process element</i></p> |

8.2 Supporting Evidence References (Works Cited)

| | |
|------------------|--|
| PS_TPCM | PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management |
| PS_TSOM | PS_EtiyaSalesandOrderManagement_v5 .pdf, Product Specification Document for Etiya Sales and Order Management |
| SS_TPCM_1 | SS_TPCM_1.png, Offer Life Cycle Management |
| SS_TPCM_3 | SS_TPCM_3.png, Etiya Product Catalog Management Screenshot Product Specification Details |
| SS_TPCM_4 | SS_TPCM_4.png, Etiya Product Catalog Management Screenshot Service Specification Details |
| SS_TPCM_5 | SS_TPCM_5.png, Etiya Product Catalog Management Screenshot Offer Details |
| SS_TPCM_6 | SS_TPCM_6.png, Etiya Product Catalog Management Screenshot Offer Catalog Details |
| PCM_PLM | Etiya PCM Concepts - PLM_v0.0.pdf, Documentation for PLM in Etiya Suite |
| PS_TCRM | PS_EtiyaCustomerRelationshipManagement_v7.0.0.pdf, Product Specification Document for Etiya Customer Relationship Management v7.0.0 |

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

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Self-Assessment Process Mapping Report

Product Configuration Management (1.2.5)

Version 1 Review 0

April, 20th 2018

Şerafettin Acır, Etiya

9 1.2.5 Product Configuration Management

9.1 1.2.5.1 - Manage Product Configuration Specification

9.1.1 1.2.5.1 - Manage Product Configuration Specification

| LEVEL 3 PROCESS MAPPING DETAILS |
|--|
| 1.2.5.1 Manage Product Configuration Specification |
| <p>Brief Description</p> <p style="background-color: #00ff00;">Create and remove a product configuration specification as well as a relationship between a product specification and a product configuration specification. A</p> <p><i>Etiya Product and Catalog Management allows to create characteristics, service specifications and resource specifications which then can be added to a product specification. A product specification can be related with other product specifications by a relation type like Requires, Excludes.</i></p> <p>([PS_CKU], 3.1 General Characteristics)</p> <p>([PS_CKU], 3.3 Service Specifications)</p> <p>([PS_CKU], 3.2 Resource Specifications)</p> <p>([PS_CKU], 3.4 Product Specifications)</p> <p>([PS_TPCM], 5.4 Product Specification)</p> <p>Extended description</p> <p><i>Not used for this process element</i></p> |

9.2 1.2.5.2 - Manage Product Configuration

9.2.1 1.2.5.2 - Manage Product Configuration

| LEVEL 3 PROCESS MAPPING DETAILS |
|---|
| 1.2.5.2 Manage Product Configuration |
| <p>Brief Description</p> <p>Create and remove the product configuration as defined by a selected product configuration specification, as well as relationship between a product and a product configuration. A</p> <p><i>Etiya Product and Catalog Management allows to create characteristics, service specifications and resource specifications which then can be added to a product specification. A product specification can be related with other product specifications by a relation type like Requires, Excludes. All definitions of a Product Specification can be updated.</i></p> <p>([PS_CKU], 3.1 General Characteristics)</p> <p>([PS_CKU], 3.3 Service Specifications)</p> <p>([PS_CKU], 3.2 Resource Specifications)</p> <p>([PS_CKU], 3.4 Product Specifications)</p> <p>([PS_TPCM], 5.4 Product Specification)</p> <p>Extended description</p> <p><i>Not used for this process element</i></p> |

9.3 Supporting Evidence References (Works Cited)

PS_TPCM

PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management

PS_CKU

FR-PT02.04_R01-Etiya_Product_Catalog_Key_User_Guide.pdf, Etiya Product Catalog User Guide

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Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Product Specification Development & Retirement (1.2.7.1)

Version 1 Review 0

April, 18th 2018

Şerafettin Acır, Etiya

10 1.2.7 Product Specification & Offering Development & Retirement

10.1 1.2.7.1 - Product Specification Development & Retirement



Alfred Anaya-Dubernard

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 (or has limited impact in some cases) 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 1.2.7.1.1 Gather & Analyze New Product Specification Ideas

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.7.1.1 Gather & Analyze New Product Specification Ideas |
| <p>Brief Description</p> <p>Research and analyze demographic, customer, technology and marketing information to identify new product specification opportunities. M</p> |
| <p>Extended description</p> <p>Gather & Analyze New Product Specification Ideas researches and analyzes demographic, customer, technology and marketing information M</p> <p><i>Sales reports can be used to get an idea of what types of products can be introduced to the market. Also customer information can be analyzed via special reports.</i></p> <p>([PS TSR], 5.5.2 Campaign Sales Report)</p> <p>([PS TSR], 5.7 Sales and Orders Reports)</p> <p>to identify new product specification opportunities that represent a new entrant or enhanced feature(s) to an existing specification that will be introduced to the market as one or more product offerings. M</p> <p><i>Products, customers and offers can be examined to learn more about potential offer opportunities.</i></p> <p>([PS TSR], 5.7 Sales and Orders Reports)</p> <p>([PS TPCM], 7.5 Product Offerings)</p> <p>The process undertakes the necessary analysis to identify potential opportunities, compares current capabilities with the identified opportunities, and as a result of the analysis develops new opportunity concepts. M</p> |

Manually current and required capabilities can be compared.

Requirements from the sales organization relating to enhancements to support their desired offers are also captured.

Requirements for offers can be taken from sales and marketing departments via other tools.

([\[PS TSR\]](#), 5.7 Sales and Orders Reports)

([\[PS TPCM\]](#), 7.5 Product Offerings)

The concepts include an analysis of the customer value proposition. M

Customer information can be analyzed via special reports.

10.1.2 1.2.7.1.2 Develop New Product Specification Business Proposal

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.7.1.2 Develop New Product Specification Business Proposal |
| <p>Brief Description</p> <p>Develop and document business proposals for the identified new product specification concept. M</p> <p>Extended description</p> <p>Develop New Product Specification Business Proposal develops and documents business proposals for the identified new product specification concept (including if necessary a business case). The business proposal (or business case) identifies the new product specification requirements, including the specific service specifications and resource specifications used to realize the product specification.</p> <p>The business proposal also identifies the development costs and anticipated benefits, including forecast demand, revenue gains, productivity gains, performance improvements and/or operational cost improvements.</p> <p>In addition, this process defines the attributes of the product specification which form the basis for associated product offering(s)' used for advertising and sales. The business proposal also includes an assessment of the risks and the competitive positioning of the product specification proposal. As a part of the business proposal development a feasibility assessment can be produced.</p> <p>Potential other parties who can assist in the development of the product specification are also identified via interaction with the Determine Potential Parties sub-process within Party Tender Management. As a part of the process, the business proposal is appropriately approved, and as a result of the approval, necessary resources are made available. M</p> <p><i>When a new product is wanted to be introduced a system requirements specification document (SRS) is prepared to identify details, attributes, risks, feasibility, etc. of the new product. Following the approval of an SRS document all necessary developments, configuration and infrastructure buying are made.</i></p> <p>([SRS TEMPL], SRS Template)</p> |

10.1.3 1.2.7.1.3 Develop Detailed Product Specification

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.7.1.3 Develop Detailed Product Specification |
| <p>Brief Description</p> <p>Develop and document the detailed product specification-related commercial, technical, performance and operational specifications, and customer manuals. AM</p> <p>Extended description</p> <p>Develop Detailed Product Specification develops and documents the detailed product specification-related commercial, technical, performance and operational specifications, and customer manuals. AM</p> <p><i>Etiya Product and Catalog Management System supports adding characteristics of any type while specifying products. These characteristics may include technical, operational or performance related specifications according to the design of the products.</i></p> <p>([PS TPCM], 7.4 Product Specifications)</p> <p>These processes develop and document the required product features, the associated service or resource specifications that represent the realization of the product specification. AM</p> <p><i>Products are derived from services and resources. Product Catalog supports establishing relations between services and resources to define technical dependencies and resource requirements.</i></p> <p>([PS TPCM], 7.1 Down to Up Product Offering Creation derived from Service Specs & Resource Specs)</p> <p>the specific performance and operational requirements and support activities, AM</p> <p><i>Etiya Product and Catalog Management System supports adding characteristics of any type while specifying products. These characteristics may include technical, operational or performance related specifications according to the design of the products.</i></p> <p>([PS TPCM], 7.4 Product Specifications)</p> <p>and any product specific data required for the service and resource infrastructure. AM</p> <p><i>Any product specific data may be stored in a product level characteristic or in service attributes.</i></p> <p>([PS TSOM], 6.3 Setting up Services)</p> <p>([PS TSOM], 6.6 Setting up Product Characteristics)</p> |

The processes ensure that all detailed specifications are produced and appropriately documented.

AM

Etiya Product Catalog Management System supports binding any product related documentation to the products.

[\(\[KUG_TPCM\]](#), 3.4.4 Product Specification Documents)

Additionally, the processes ensure that the documentation is captured in an appropriate enterprise repository. **M**

Etiya Product and Catalog Management System supports mapping of product documents with the documents in the repository. Capturing the documents in a repository should be handled out of the system.

[\(\[KUG_TPCM\]](#), 3.4.4 Product Specification Documents)

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

Etiya Product and Catalog Management System supports updates and removals from the product specification definition screens.

[\(\[PS_TPCM\]](#), 7.4 Product Specifications)

10.1.4 1.2.7.1.4 Manage Product Specification Development

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.7.1.4 Manage Product Specification Development |
| <p>Brief Description</p> <p>Ensure the co-coordinated delivery in line with the approved business case of all required product specification capabilities for that business case across the enterprise. AM</p> <p>Extended description</p> <p>Manage Product Specification Development ensures the co-coordinated delivery in line with the approved business case of all required product specification capabilities for that business case across the enterprise. AM</p> <p><i>Every product development process is implemented through an SRS document. An SRS document contains all necessary information such as business requirements for the new or changed product, use cases, functional requirements, data model changes, etc. Product development process starts from the stakeholder who requires new product and is enriched with business scenarios via SRS document. An SRS template can be seen below:</i></p> <p>([SRS TEMP], SRS Template)</p> <p>These processes may use project management disciplines when a project is created to develop a specification to deliver the necessary capabilities, including process development, specific systems & network infrastructure developments, specific channel developments, specific operational procedures, and so forth. required to support the new product specification.</p> <p><i>Only after a product is tested from end to end to ensure that business requirements are met then the product goes live.</i></p> <p>([SOA OM], 4 SOA Deployment Proc)</p> <p><i>All change requests for a new or a modified product relating Etiya Suite are delivered through release plans to ensure that everything is under control, change requests are delivered on time and change requests do not have bad effect on any other process or change request. A release plan template can be seen below:</i></p> <p>([RP TEMPL], Release Plan Template)</p> |

Every requirement is managed through Etiya's task management tool named Jira. Via this tool the delivery date, progress, priority, dependencies, etc. of a task are tracked. A screen shot for Jira can be seen below:

[\(\[TSK_SCR\], Task Management Screenshot\)](#)

Note that delivery of a product specification within the context of existing commercial agreements is managed through the Party Offering Development & Retirement process. If new partners are required, the Party Agreement Management process is used to deliver the necessary commercial agreements.

Note that the management of major new or enhanced infrastructure development to support Product & Offer Development is managed within the Product & Offer Capability Delivery process

AM

Products whose owner is another supplier or partner can be sold from Etiya Suite through middleware. Middleware can call a supplier's or a buyer's APIs for selling a product.

[\(\[PS_TSOM\], 4.1.2.3 Service Activation\)](#)

10.1.5 1.2.7.1.5 Remove Product Specification

| LEVEL 4 PROCESS MAPPING DETAILS | |
|--|--|
| 1.2.7.1.5 Remove Product Specification | |
| Brief Description | Remove a product specification, either by deleting it or indicating it is no longer valid. AM |
| Extended description | <p>Remove Product Specification removes a product specification, either by deleting it or indicating it is no longer valid. When all associated Product Offerings have been deemed no longer viable and there are no Product Offerings planned the Product Specification is removed. AM</p> <p><i>Product Specifications can be removed either by making their status Passive or by deleting them. In both cases, removed Product Specifications cannot be used by any Product Offerings.</i></p> <p>([PS TSOM], 7.4 Product Specifications)</p> <p>Notifications are sent to Service Development & Retirement and Resource Development and Retirement processes so that they can determine if the associated service and resource specifications should also be removed. Additionally a notification may be sent to the Party Offering Development & Retirement process so that it can determine if any on-boarded specifications should also be removed. AM</p> <p><i>Service and Resource Specifications can be deleted in case there are no more Product Specifications that inherit them. Product Offerings cannot inherit deleted Product Specifications.</i></p> <p>([PS TSOM], 7.4 Product Specifications)</p> <p>([PS TSOM], 7.5 Product Offerings)</p> |

10.2 Supporting Evidence References (Works Cited)

| | |
|----------------|---|
| PS_TPCM | PS_EtiyaProductCatalog_Management_v5.pdf, Product Specification Document for Etiya Product Catalog Management |
| PS_TSR | PS_EtiyaReportingManagement_v5.pdf, Product Specification Document for Etiya Reporting Management |

| | |
|-------------------|--|
| [KUG_TPCM] | FR-PT02.04_R01-Etiya_Product_Catalog_Key_User_Guide.pdf, Etiya Product Catalog Management Key User Guide |
| PS_TSOM | PS_EtiyaSalesandOrderManagement_v1.0.0 .pdf , Product Specification Document for Etiya Sales and Order Management |
| SOA_OM | SOA_Operation_Manual_v1.0.0 , SOA operation manual |
| RP_TEMPL | Release_Plan_Template.xlsx , Release Plan Template Document |
| SRS_TEMPL | SRS_Template_v1.0.0.doc , System/Solution Requirements Specification |
| TSK_SCR | Jira_Task_Screenshot.png , Task Management Screen Shot |

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Self-Assessment Process Mapping Report

Product Specification Development & Retirement (1.2.7.2)

Version 1 Review 0

April, 18th 2018

Şerafettin Acır, Etiya

11 1.2.7 Product Specification & Offering Development & Retirement

11.1 1.2.7.2 - Product Offering Development & Retirement

11.1.1 1.2.7.2.1 Product Offering Lifecycle Management

| LEVEL 4 PROCESS MAPPING DETAILS 1.2.7.2.1 Product Offering Lifecycle Management |
|---|
| <p>Brief Description</p> <p>Develop and deliver new product offerings as well as enhancements to existing offerings and new features, ready for use by other processes. Offerings may represent new entrants into the market that are based on new product specifications. The processes develop various pricing models for offerings and catalogs that contain the offerings. Additionally the processes handle the exit of offerings from the market.</p> <p>Product offerings represent the types of services and resources made available to the market by an enterprise. A</p> <p>Extended description</p> <p>Product Offering Lifecycle Management develops and delivers new product offerings as well as enhancements to existing offerings and new features, ready for use by other processes. Offerings may represent new entrants into the market that are based on new product specifications. The processes develop various pricing models for offerings and catalogs that contain the offerings. Additionally the processes handle the exit of offerings from the market. A</p> <p><i>Etiya Product Catalog Management supports defining new Product Offerings with pricing information. Product Offerings are derived from Product Specifications and can be removed from market.</i></p> <p>([PS_TPCM], 7.5 Product Offerings)</p> <p><i>Product Catalogs which are Product Offering containers can be configured.</i></p> <p>([PS_TPCM], 7.5.7 Offer Catalogs)</p> <p>Product offerings represent the types of services and resources made available to the market by an enterprise. A</p> <p><i>Product Offerings are derived from Product Specifications. Product Specifications are based on Service and Resource Specifications. There is a hierarchy between these definitions.</i></p> |

([\[PS_TPCM\]](#), 7.1 Down to Up Product Offering Creation derived from Service Specs & Resource Specs)

([\[PS_TPCM\]](#), 7.2 Down to Up Product Offering Creation derived from Service Specs)

([\[PS_TPCM\]](#), 7.3 Down to Up Product Offering Creation derived from Resource Specs)

The key measures of this process are how effectively the enterprise's offerings are broadened by these offerings or new offering features. These processes also manage updates and enhancements to product offerings. **AM**

Product Offerings can be updated based on business needs and enhancement requirements. Characteristics can be added for new offering features. Simple Product Offerings can be reused in multiple bundle offers.

([\[PS_TPCM\]](#), 7.5 Product Offerings)

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

Business cases can be manually tracked. When a new product is wanted to be introduced a system requirements specification document (SRS) is prepared to identify details, attributes, risks, feasibility, etc. of the new product. Following the approval of an SRS document all necessary developments, configuration and infrastructure buying are made. Based on business requirements new Product Specifications can be defined or existing ones can be modified.

([\[SRS_TEMPL\]](#), SRS Template)

11.1.2 1.2.7.2.2 Product Offering Pricing

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.7.2.2 Product Offering Pricing |
| <p>Brief Description</p> <p>Manage the lifecycle of standard pricing, policy-based pricing, algorithmic pricing, and feature/property-based pricing associated with product offering. AM</p> <p>Extended description</p> <p>Product Offering Pricing manages all aspects of pricing for product offerings. This includes standard pricing, policy-based pricing, algorithmic pricing, and feature/property-based pricing. Standard pricing processes set the price, develop pricing plans, update prices, obtain approval for pricing, provide notifications of price changes, and remove prices. AM</p> <p><i>Product offering prices can be managed by adding tariffs.</i></p> <p>([PS TSOM], 7.5 Product Offerings) ([PS TSOM], 7.6 Tariffs)</p> <p><i>Rules for the tariffs can be also added per Product Offering to indicate in which cases the tariff is valid.</i></p> <p>([PCM TA])</p> <p><i>Etiya Product Catalog Management supports attribute based pricing. When the value of an attribute changes the price of the Product Offering is changed accordingly by multiplying tariff value with a multiplier</i></p> <p>([PCM ABPI])</p> <p><i>Approval process can be performed while Product offering prices and other attributes are updated.</i></p> <p>([PCM PLM], PLM Concepts)</p> <p><i>Product Offering price, Product Catalog and other changes are propagated automatically to external systems by Etiya Product and Catalog Management.</i></p> |

([PS TSOM], 8 Distribution of Product Catalog)

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

Rules for the tariffs can be also added per Product Offering to indicate in which cases the tariff is valid.

([PCM TA])

Etiya Product Catalog Management supports attribute-based pricing. When the value of an attribute changes the price of the Product Offering is changed accordingly by multiplying tariff value with a multiplier

([PCM ABP])

11.1.3 1.2.7.2.3 Product Offering Cataloging

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.7.2.3 Product Offering Cataloging |
| <p>Brief Description</p> <p>Develop a specification (definition) of a catalog containing product offerings, develop a product offering catalog, and exchange a catalog among parties. A</p> <p>Extended description</p> <p>Product Offering Cataloging develops a specification (definition) for a catalog containing product offerings, develops a product offering catalog, A</p> <p><i>Etiya Product and Catalog Management supports defining Product Catalog Specifications and Product Catalogs.</i></p> <p>([PS TSOM], 5.6 Product Catalog Specification)</p> <p>([PS TSOM], 5.7 Product Catalogs)</p> <p>([PS TSOM], 7.5.7 Offer Catalogs)</p> <p>and exchanges a catalog among parties. AM</p> <p><i>Product Catalogs are propagated to external systems by Etiya Product and Catalog Management depending on client's privileges.</i></p> <p>([PS TSOM], 8 Distribution of Product Catalog)</p> <p>Product catalog specifications define reusable definitions for one or more catalogs. For example, a catalog specification that defines a catalog of smart home devices that is updated with new devices periodically and issued as a new catalog.</p> <p><i>Product Catalog Specifications and Product Catalogs are reusable building blocks in Etiya Product Catalog Management.</i></p> <p>([PS TSOM], 5.6 Product Catalog Specification)</p> <p>([PS TSOM], 5.7 Product Catalogs)</p> <p>([PS TSOM], 7.5.7 Offer Catalogs)</p> |

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

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

Product Catalogs are propagated to external systems by Etiya Product and Catalog Management depending on client's privileges. Another party's catalogs can be retrieved and used.

([\[PS TSOM\]](#), 8 Distribution of Product Catalog)

11.1.4 1.2.7.2.4 Product Offering Agreement Management

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.7.2.4 Product Offering Agreement Management |
| Brief Description <p>Develop a template agreement that defines the terms/conditions associated with a product offering. AM</p> |
| Extended description <p>Product Offering Agreement Management develops a template agreement that defines the terms/conditions associated with a product offering. The terms/conditions are accepted by a party when the offering is acquired.</p> <p>This process uses the general Party Agreement Management process to develop a template agreement. Its focus is on defining product offering terms/conditions, such as financial terms (which includes such things as acceptable methods of payment), shipment terms, and service term (which includes early termination fees). It also associates an offering and price(s) with the terms/conditions and with a template agreement.</p> <p>Note that Party Agreement Management is also used to define template service level agreements and associate them to a product offering and/or a product specification. AM</p> <p><i>Product documents can be defined in Etiya Product Catalog for service/resource/product specifications and product offerings. The agreement, national ID and other relevant documents are requested from the sales representatives at order capture phase and they can be upload. Documents can vary based on customer type, business interaction and sales channel.</i></p> <p>([PCM DD])</p> |

11.1.5 1.2.7.2.5 Product Offering Prototyping

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.7.2.5 Product Offering Prototyping |
| <p>Brief Description</p> <p>Iteratively develop a product offering to a state that enables it to be tested in some way. AM</p> |
| <p>Extended description</p> <p>Product Offering Prototyping iteratively develops a product offering. Product Offering Development & Retirement processes develop each iteration of the offering to a state that enables it to be tested in some way by the Product Offering Development & Retirement’s Conduct Product Offering Acceptance Testing process. Tests can be conducted internally, in the form of a pilot, or field trial. Tests are measured against defined acceptance criteria. Identified improvements/enhancements are made during the next iteration based on test results. Once the final iteration tests are accepted the offering is rolled out and launched to the market at large.</p> <p>Note: This process is not further decomposed, because the process uses existing Product Offering Development & Retirement processes. AM</p> <p><i>Product Offerings can be made available to only certain sales channels, customer groups/communities, users, regions, etc. so that they can be tested before being rolled out to the whole market.</i></p> <p>([KUG TPCM], 3.10.2 Specializing Offers)</p> <p>([PS TSOM], 7.5 Product Offerings)</p> |

11.1.6 1.2.7.2.6 Product Offering Promotion Development

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.7.2.6 Product Offering Promotion Development |
| <p>Brief Description</p> <p>Develop a promotion for one or more product offerings delivered using different mediums (television, radio, print, online) that advertise the promotion to reach the market, customers and channels. AM</p> <p>Extended description</p> <p>Product Offering Promotion Development develops a promotion for one or more product offerings delivered using different mediums (television, radio, print, online) that advertise the promotion to reach the market, customers and channels. AM</p> <p><i>Product Offering Promotions, discounts and their eligibility rules can be defined.</i></p> <p>([PS TSOM], 7.5 Product Offerings)</p> <p><i>Campaigns can be also defined to offer promotions to customers.</i></p> <p>([PS TSOM], 6.9 Setting up Campaigns)</p> <p>Product offering promotions can be designed with different ends in mind, including introducing a new product, retaining customers, bringing in new customers, and increasing sales of a product already on the market. AM</p> <p><i>Product Offerings can be inserted into Product Catalogs/Campaigns that target new customers, up/cross selling customers, churning customers and so forth.</i></p> <p>([KUG TPCM], 3.10.2 Specializing Offers) ([PS TSOM], 6.9 Setting up Campaigns) ([PS TSOM], 7.5 Product Offerings)</p> <p>Product Offering Promotion Development works with other processes, such as Market Research, Marketing Campaign Management, Marketing Communications, and Advertising Management to design the promotion and advertising, One of the key roles of all these processes is to position the product in the market, especially versus competitive products. M</p> <p><i>Manually a product can be positioned in the market.</i></p> |

11.2 Supporting Evidence References (Works Cited)

| | |
|-------------------|---|
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| PS_TSR | PS_EtiyaReportingManagement_v5.pdf, Product Specification Document for Etiya Reporting Management |
| [KUG_TPCM] | FR-PT02.04_R01-Etiya_Product_Catalog_Key_User_Guide.pdf, Etiya Product Catalog Management Key User Guide |
| PS_TSOM | PS_EtiyaSalesandOrderManagement_v1.0.0 .pdf, Product Specification Document for Etiya Sales and Order Management |
| SOA_OM | SOA_Operation_Manual_v1.0.0, SOA operation manual |
| RP_TEMPL | Release_Plan_Template.xlsx, Release Plan Template Document |
| SRS_TEMPL | SRS_Template_v1.0.0.doc, System/Solution Requirements Specification |
| TSK_SCR | Jira_Task_Screenshot.png, Task Management Screen Shot |

PCM_PLM

Etiya_PCM_Concepts_-_PLM_v0.0v0_0_1, Etiya Product Lifecycle Management Concepts

PCM_TA

Etiya_PCM_Define_Tariff_Rule_Screenshot, Etiya PCM Define Tariff Rule Screenshot

PCM_ABP

Etiya_PCM_Product_Offering_Attribute_Based_Pricing_Screenshot, Etiya PCM Offering Attribute Based Pricing Screenshot

PCM_DD

Etiya_PCM_Product_Documents_Definition_Screenshot, Etiya PCM Product Documents Definition Screenshot

Etiya Information Technologies

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TM Forum Framework 17.5 Certification

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Self-Assessment Process Mapping Report

Product Lifecycle Administration (1.2.10.1)

Version 1 Review 0

April, 24th 2018

Şerafettin Acır, Etiya

12 1.2.10 Product Lifecycle Management

12.1 1.2.10.1 - Product Lifecycle Administration

12.1.1 1.2.10.1.1 - Create Product

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.10.1.1 Create Product |
| <p>Brief Description</p> <p>Create a product as a standalone product or one that is part of a product bundle. A</p> <p>Extended description</p> <p>Create Product creates a product as a standalone product , a product bundle, or one that is part of a product bundle. The product is associated with either the product specification or product offering that describes it. If the product is one that is customized by a party and not offered by an enterprise the product is associated to the product specification that describes it. A</p> <p><i>Etiya Sales and Order Management captures customer orders with a shopping basket interface. While an order is entered, products are created for the customer. The products can be standalone simple products, bundle products or simple products that reside inside a bundle product. Relevant Product Specification and Product Offering information is saved for a product. A product can be provided by an enterprise or a 3rd party. The system supports both options.</i></p> <p>([PS SOM], 6.5 Setting up Products)</p> <p>([PS UGSOM], 3.1.1.1 New Sales Order)</p> <p>Features/properties chosen during the Product Offering Purchasing process or chosen by this process if the product is created outside of the Product Offering Purchasing process may also be created for the product. This is done if the Product Configuration process is not used to create them. A</p> <p><i>All product characteristics and product relations are set at product configuration step of Order Entry process.</i></p> <p>([PS UGSOM], 3.1.1.1 New Sales Order)</p> <p>([PS SOM], 6.6 Setting up Product Characteristics)</p> <p>([PS SOM], 4.1.1.4 Product Configuration and Provision Step)</p> |

A product is associated with its installation location if applicable and the associated product offering terms/conditions that were accepted, such as those for a contract or voucher. It may also be associated with one or more other products. For example, one product may replace another. A

Installation address of a product is entered at Order Entry stage in case the Product Specification that a Product is derived from has been configured as "Requires Installation Address".

([\[PS_UGSOM\]](#), 3.1.1.1 New Sales Order)

12.1.2 1.2.10.1.2 - Specify Party Product Involvement

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.10.1.2 Specify Party Product Involvement |
| <p>Brief Description</p> <p>Specify the involvement one or more parties have with a product, the parties' types of involvement, as well as identity specific information for users. A</p> <p>Extended description</p> <p>Specify Party Product Involvement specifies the involvement one or more parties have with it and the party account that will pay for the product. If the product is paid for when it is purchased and there are no recurring or other types of charges due at some point in the future, then the party account may not be specified. Involved parties type of involvement is also specified, such as user, owner, payer. A</p> <p><i>Etiya Product and Catalog associates all products with a customer account to specify ownership and with a billing account to specify payment information. Billing account includes details like who is the payment responsible contact, what will be the bill format (e-invoice, printed), to which address the bill will be sent, and so forth.</i></p> <p>([PS SOM], 4.1.1.6 Account Configuration Step)</p> <p>([PS UGSOM], 3.1.1.1 New Sales Order)</p> <p><i>Etiya Product and Catalog Management also can create product involvements with the party information to identify End Users of a product. For example, a product's Owner can be a father and End User can be his child. Product involvements can be manipulated at any time.</i></p> <p>([SS PEU])</p> <p>Additionally identity specific information, such as rights and restrictions, are specified for users (parties) of the product. AM</p> <p><i>Only involvement type information is stored in the system. There is no rights/restriction information.</i></p> <p>([PS SOM], 4.1.1.6 Account Configuration Step)</p> <p>([PS UGSOM], 3.1.1.1 New Sales Order)</p> <p>([SS PEU])</p> |

This process also updates and removes the involvement and identity specific information. A

Product involvements can be manipulated at any time by changing End Users, transferring Products to other customers or by changing Customer Accounts.

[\(\[PS_UGSOM\]\)](#), 3.1.3 Order Entry)

[\(\[PS_SOM\]\)](#), 5.2 Customer and Service Orders)

[\(\[SS_PEU\]\)](#)

12.1.3 1.2.10.1.3 - Activate Product

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.10.1.3 Activate Product |
| <p>Brief Description</p> <p>Activate a product which is typically done after it has been configured or any required services and/or resources have been configured and activated. A</p> <p>Extended description</p> <p>Activate Product activates a product, which is typically done after it has been configured or any required services and/or resources have been configured and activated. Processes responsible for activating services and resources provide activation notification to this process. A</p> <p><i>Etiya Sales and Order Management creates Products at Order Entry Phase with the status Waiting. Following the Order Capture step by collecting all necessary data, the customer order is sent to Etiya Order Orchestrator for provisioning purposes. Etiya Order Orchestrator fulfils the customer order by activating all required services and resources, and then notifies Etiya Sales and Order Management about the completion of the order so that Products are updated as Active.</i></p> <p>([PS SOM], 4.1 The Order Management Lifecycle)</p> <p>([PS SOM], 5.2 Customer and Service Orders)</p> |

12.1.4 1.2.10.1.4 - Modify Product

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.10.1.4 Modify Product |
| <p>Brief Description</p> <p>Update product information, such as features/properties and the associated location. Features/properties may also be removed. A</p> <p><i>In Etiya Sales and Order Management, a Product's characteristics, address, price, etc. can be changed via various Business Interactions such as Update Username, Update Password, MSISDN Change, Tariff Change, Move Order, and so forth.</i></p> <p>([PS UGSOM], 3.1.3 Order Entry)</p> |

12.1.5 1.2.10.1.5 - Remove Product

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.10.1.5 Remove Product |
| <p>Brief Description</p> <p>Remove a product and its associated prices. A</p> |
| <p>Extended description</p> <p>Remove Product removes a product and its associated prices. A product may be physically deleted or logically deleted by changing its status and/or effective date to indicate is no longer of interest to an enterprise.</p> <p>A product may be removed by such scenarios as when the primary party cancels its subscription to the product or when a party browsing the catalog discards the product in which interest was expressed. A</p> <p><i>In Etiya Sales and Order Management, a Product is removed with a Cancel Order. The product's status is updated as Passive when the Cancel Order is completed. The product can also be canceled through a customer account cancel and billing account cancel.</i></p> <p>([PS UGSOM], 3.1.3 Order Entry)</p> <p>([PS UGSOM], 3.1.3.6 Cancel Order)</p> |

12.1.6 1.2.10.1.6 - Provide Product Review

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.10.1.6 Provide Product Review |
| Brief Description <p>Provide Product Review accepts a consumers review of a product that they have acquired A</p> <p><i>Etiya Product and Catalog Management has user interfaces for inquiring Product details e.g. characteristics, relations, installation address, status. Besides, Products can be reviewed by external systems by calling Etiya Product and Catalog Management's Get Product APIs.</i></p> <p>([PS_UGSOM], 3.1.3 Order Entry)</p> <p>([PS_PCM], 8 Distribution of Product Catalog)</p> <p>([API_LST], Product Interfaces)</p> |

12.1.7 1.2.10.1.7 - Inactivate Product

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.10.1.7 Inactivate Product |
| <p>Brief Description</p> <p>Inactivate a product when it is no longer being used by a party or if inactivated by an enterprise for specified reasons, such as non-payment of a bill/invoice. A</p> <p><i>Etiya Product and Catalog Management allows to suspend a product because of debt, freeze, fraud or other business requirements. When a Suspend Order is applied to a product, at the end of order processes, the product's status is updated as Suspended. After suspension, a product can then be resumed.</i></p> <p>([PS UGSOM], 3.1.3.8 Product Suspend Order)</p> <p>([PS UGSOM], 3.1.3.9 Product Resume Order)</p> <p>([PS UGSOM], 3.1.3.10 Product Freeze Order)</p> <p>([PS UGSOM], 3.1.3.11 Product Defreeze Order)</p> |

12.2 Supporting Evidence References (Works Cited)

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|-----------------|---|
| PS_SOM | PS_EtiyaSalesandOrderManagement_v5.pdf , Product Specification Document for Etiya Sales and Order Management |
| PS_UGSOM | FR-PT02.04-R01_Etiya_Sales_and_Order_Management.pdf, Etiya Sales and Order Management User Guide |
| SS_PEU | Product_End_User_Definition.png , Screenshot for Product End User Definition |
| PS_PCM | PS_EtiyaProductCatalog_Management_v5.pdf , Product Specification of Product Catalog |
| API_LST | InternalESB.docx , Etiya BSS Platform API List |

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Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Product Pricing (1.2.10.2)

Version 2 Review 1

April, 24th 2018

Şerafettin Acır, Etiya

13 1.2.10 Product Lifecycle Management

13.1 1.2.10.2 - Product Pricing

13.1.1 1.2.10.2.1 - Apply Product Pricing

| LEVEL 4 PROCESS MAPPING DETAILS | |
|----------------------------------|--|
| 1.2.10.2.1 Apply Product Pricing | |
| Brief Description | Apply a product price to a product. The price may be influenced directly or indirectly by a policy. A |
| Extended description | <p>Apply Product Price applies a product price to a product. A</p> <p>While Etiya Sales and Order Management captures customer orders, products with tariff (pricing) information are created for the customer.</p> <p>([PS UGSOM], 3.1.1.1 New Sales Order)</p> <p>([PS UGSOM], 3.1.3 Order Entry)</p> <p>The price may be influenced directly or indirectly by a policy. A</p> <p>Product tariffs can vary based on the business rules defined in Etiya Product Catalog. Multiple tariffs can be defined but only the eligible tariffs for the customer are instantiated.</p> <p>([PCM ABPI])</p> <p>([PCM TA])</p> <p>A price may be a single price, a group of prices, or part of the group. For example, a group may consist of a recurring payment for base usage of the product, such as the number of times medical information can be sent to a doctor each month, and another price for any usage that exceeds the base.</p> <p>The price may also be dependent on a policy or a policy may determine another price to apply to the product or some other product. For example, viewing more than a defined number of videos may</p> |

result in a free view for a family member. Policies are defined when the product offering is developed and associated with an item on a product offering purchase. **A**

Etiya Product and Catalog Management supports multiple tariffs per Product Offering. Based on this configurations, Products and their tariffs are created when a customer order is fulfilled. Three types of tariffs are supported: One Time Tariff, Recurring Tariff and Usage Based Tariff. Usage Based Tariffs can contain policies for example, up to certain amount of usage is free/within the allowed limit, above this limit charged with a certain amount.

([\[PS_PCM\]](#), 7.5.1 Simple Offers)

Also miscellaneous Product Offering Bundles can be defined with special eligibility rules, discounts, commitments, etc.

([\[PS_PCM\]](#), 7.5 Product Offerings)

13.1.2 1.2.10.2.2 - Update Product Price

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.10.2.2 Update Product Price |
| <p>Brief Description</p> <p>Make changes to the price of a product. A</p> |
| <p>Extended description</p> <p>Update Product Price makes changes to the price of a product. The update may include changes to associations with a policy that influences the price. This is typically triggered by changes to the price of a product offering in an enterprise's product catalog. A</p> <p><i>Product tariffs can be altered by running Tariff Change business interaction. This interaction may also be triggered by an external system.</i></p> <p>([PS_UGSOM], 3.1.3.7 Tariff Change Order)</p> <p>([API_LST], SALES ORDER Interfaces)</p> |

13.1.3 1.2.10.2.3 - Remove Product Price

| LEVEL 4 PROCESS MAPPING DETAILS |
|--|
| 1.2.10.2.3 Remove Product Price |
| <p>Brief Description</p> <p>Remove a product price by changing its effective date or physically removing it. A</p> <p><i>Product tariffs can be removed by running Tariff Change business interaction. This interaction may also be triggered by an external system.</i></p> <p>([PS UGSOM], 3.1.3.7 Tariff Change Order)</p> <p>([API LST], SALES ORDER Interfaces)</p> |

13.2 Supporting Evidence References (Works Cited)

| | |
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| PS_UGSOM | FR-PT02.04-R01_Etiya_Sales_and_Order_Management.pdf, Etiya Sales and Order Management User Guide |
| SS_PEU | Product_End_User_Definition.png , Screenshot for Product End User Definition |
| PS_PCM | PS_EtiyaProductCatalog_Management_v5.pdf , Product Specification of Product Catalog |
| PCM_ABP | Etiya_PCM_Product_Offering_Attribute_Based_Pricing_Screenshot.png , Etiya PCM Offering Attribute Based Pricing Screenshot |
| PCM_DD | Etiya_PCM_Product_Documents_Definition_Screenshot.png , Etiya PCM Product Documents Definition Screenshot |
| API_LST | InternalESB.docx , Etiya BSS Platform API List |
| PCM_TA | Etiya_PCM_Define_Tariff_Rule_Screenshot.png , Etiya PCM Define Tariff Rule Screenshot |

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Self-Assessment Process Mapping Report

Proactive Product Maintenance (1.2.10.3)

Version 1 Review 0

April, 24th 2018

Şerafettin Acır, Etiya

14 1.2.10 Product Lifecycle Management

14.1 1.2.10.3 - Proactive Product Maintenance

14.1.1 1.2.10.3.1 - Identify Proactive Maintenance Product

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.10.3.1 Identify Proactive Maintenance Product |
| <p>Brief Description</p> <p>Identify a potential product requiring proactive maintenance and/or replacement. AM</p> <p>Extended description</p> <p>Identify Proactive Maintenance Product extracts and analyzes, including undertaking trend analysis, historical and current reported customer/party problems and performance reports to identify a potential product requiring proactive maintenance and/or replacement. AM</p> <p><i>Etiya Customer Complaint Management's Trouble Ticket Reports and Etiya Sales and Order Management's Sales Reports together with other enterprise BI/DWH Reports can be leveraged to forecast potential products that needs replacement and/or maintenance.</i></p> <p>([PS_SR], 2.1 GENERIC ORDER REPORT)</p> <p>([PS_SR], 2.2 SALES REPORT)</p> <p>([PS_CCM], 5.10 Reporting)</p> |

14.1.2 1.2.10.3.2 - Request Additional Product Data Collection

| <p style="text-align: center;">LEVEL 4 PROCESS MAPPING DETAILS</p> <p style="text-align: center;">1.2.10.3.2 Request Additional Product Data Collection</p> |
|--|
| <p>Brief Description</p> <p>Request scheduling of additional customer/party product data collection to assist in the analysis activity. M</p> <p><i>Additional data request can be handled manually.</i></p> |

14.1.3 1.2.10.3.3 - Develop Product Proactive Maintenance Program

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.10.3.3 Develop Product Proactive Maintenance Program |
| Brief Description |
| Develop and manage a customer/party product proactive maintenance program. AM |
| <i>Etiya Customer Complaint Management's Trouble Ticket Reports and Etiya Sales and Order Management's Sales Reports together with other enterprise BI/DWH Reports can be leveraged to conduct a proactive product maintenance program.</i> |
| ([PS_SR], 2.1 GENERIC ORDER REPORT) |
| ([PS_SR], 2.2 SALES REPORT) |
| ([PS_CCM], 5.10 Reporting) |

14.1.4 1.2.10.3.4 - Request Product Provisioning Activity

| LEVEL 4 PROCESS MAPPING DETAILS |
|---|
| 1.2.10.3.4 Request Product Provisioning Activity |
| Brief Description Request product provisioning activities to prevent anticipated customer/party problems. AM |
| Extended description Request Product Provisioning Activity requests product provisioning activities to prevent anticipated customer/party problems associated with product identified during analysis. Maintenance is actually performed on the underlying service(s) and/or resource(s) used to realize the product. AM <i>Etiya Sales and Order Management can notify Etiya Order Orchestrator about special alerts, events, cases, exceptions, etc. via order characteristics for instance so that the products are activated based on the special circumstances.</i> ([PS_SOM] , 4.1.2 Order Fulfillment Steps) |

14.2 Supporting Evidence References (Works Cited)

PS_SOM

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PS_SR

PS_EtiyaSalesandOrderManagement_Reports_v5.pdf, Product Specification of Etiya Sales and Order Management Reports

PS_CCM

Etiya_Customer_Complaint_Management_Concepts_v1.docx, Product Specification of Etiya Customer Complaint Management System