tmforum

Etiya Information Technologies

Etiya BSS Platform

TM Forum Frameworx 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Resource Domain

Contents

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Frameworx 17.5 Certification

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Develop Detailed Resource Specifications (1.5.3.4)

Version 1 Review 0

April 17th, 2016

Merve Karaca, Etiya

1   1.5.3 Resource Development & Retirement

1.1   1.5.3.4- Develop Detailed Resource Specifications

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

1.1.1   1.5.3.4.1 Develop Detailed Resource Technical Specifications

LEVEL 4 PROCESS MAPPING DETAILS 1.5.3.4.1 Develop Detailed Resource Technical Specifications
Brief Description These processes develop and document the required resource features for the systems and network infrastructure. **AM** *Etiya Product Catalog Management System allows specifying resource characteristics, their values and validation rules.* ([PS_EPCM], **5.3 Resource Specification**) The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. **AM** *Although Etiya Product Catalog Management system supports relating product related documents with the documents in the external repository, the actual storing of the digital documents in a repository should be handled manually out of the system.* ([PS_ESOM], **Table 16: Service-Document Configuration**) **Extended description** Not used for this process element

1.1.2   1.5.3.4.2 Develop Detailed Resource Support Specifications

LEVEL 4 PROCESS MAPPING DETAILS
1.5.3.4.2 Develop Detailed Resource Support Specifications

Brief Description

These processes develop and document the specific technology requirements and selections required for the systems and network infrastructure. **AM**

Etiya Product Catalog Management System allows specifying resource characteristics, their values and validation rules.

([PS_EPCM]**, 5.3 Resource Specification)**

The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. **AM**

Although Etiya Product Catalog Management system supports relating product related documents with the documents in the external repository, the actual storing of the digital documents in a repository should be handled manually out of the system.

([PS_ESOM]**, Table 16: Service-Document Configuration)**

Extended description

Not used for this process element

1.1.3 1.5.3.4.3 Develop Detailed Resource Operational Specifications

LEVEL 4 PROCESS MAPPING DETAILS

1.5.3.4.3 Develop Detailed Resource Operational Specifications

Brief Description

These processes develop and document the specific operational, and quality requirements and support activities, and any resource specific data required for the systems and network infrastructure required for the systems and network infrastructure. **AM**

System allows creating physical or logical resources, defining their attributes and characteristics, defining accepted values for these characteristics, validation rules and providing methods for these resource characteristics. Attributes and characteristics defined for resources include information that network and infrastructure systems may require configuring or operating the resources or services related with the resources, depending on the technical or operational requirements of the operator.

([PS_ESOM]**, 6.3.1 Setting up Resources)**

The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. **AM**

Although Etiya Product Catalog Management system supports relating product related documents with the documents in the external repository, the actual storing of the digital documents in a repository should be handled manually out of the system.

([PS_ESOM]**, Table 16: Service-Document Configuration)**

Extended description

Not used for this process element

1.1.4 1.5.3.4.4 Develop Detailed Resource Manuals

<table>
<tr><td colspan="1" align="center">LEVEL 4 PROCESS MAPPING DETAILS
1.5.3.4.4 Develop Detailed Resource Manuals</td></tr>
<tr><td>

Brief Description

These processes develop and document the manuals. **AM**

System supports creating service level documents and associating them with the services.

([PS_ESOM], **Table 16: Service-Document Configuration)**

The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. **AM**

Although Etiya Product Catalog Management system supports relating product related documents with the documents in the external repository, the actual storing of the digital documents in a repository should be handled manually out of the system.

([PS_ESOM], **Table 16: Service-Document Configuration)**

Extended description

Not used for this process element

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1.2   Supporting Evidence References (Works Cited)

[PS_EPCM]   **PS_EtiyaProductCatalog_Management_v5.0.1.pdf**, Product Specification
                         Document for Etiya Product Catalog Management

PS_ESOM   **PS_EtiyaSalesandOrderManagement_v5.0.1 .pdf,** Product Specification
                         Document for Etiya Sales and Order Management

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Self-Assessment Process Mapping Report

Allocate & Install Resource (1.5.6.1)

Version 2 Review 2

April, 27th 2016

Şerafettin Acır, Etiya

2   1.5.6 Resource Provisioning

2.1   1.5.6.1 Allocate & Install Resource

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

2.1.1   1.5.6.1.1 Determine Resource Availability

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.1.1 Determine Resource Availability

Brief Description

This process investigates the ability to be able to satisfy specific service orders as a part of a feasibility check. **AM**

Investigating the order feasibility is a responsibility of Etiya Sales and Order Management. According the service-resource specifications and characteristic configuration done in Etiya Product Catalog Management System, Sales and Order Management performs required validations and availability checks during the order entry.

1. *Configuring Service-Resource Relations*
   ([PS_TSOM]**, 6.3.2 Relations Between Services and Resources)**
2. *Configuring Service & Resource Specifications*
   ([PS_TSOM]**, Table 15: Service Specification Configuration)**
3. ([PS_TPCM]**, 7.2 Down to Up Product Offering Creation derived from Service Specs)**
4. ([PS_TPCM]**, 7.3 Down to Up Product Offering Creation derived from Resource Specs)**
5. *Assigning service characteristics to services & products*
   ([PS_TPCM]**, 7.4 Product Specifications)**
6. *Assigning Validators and Providers to Characteristics*
   ([PS_TPCM]**, 7.4 Product Specifications)**
7. ([PS_TPCM]**, 6.1.2.1 Validator Set up)**
8. ([PS_TSOM]**, 6.6 Setting up Product Characteristics)**

Where the Allocate & Install Resource processes are requested by a pre-feasibility resource order, or by the Design Resources processes, these processes determine whether the requested resources are available. **AM**

Etiya Sales and Order Management system checks if the services in the order have all required resources either in the order or among the existing products of the customer depending on the service-resource relations defined in Etiya Product Catalog Management System.

Etiya Product and Catalog Management System allows associating validators with the products. The validators are invoked in and may be used to call external systems to validate the availability of the resources. (For example a geographic number can be checked from a number inventory)

([PS_TPCM], **6.1.2 Validators)**

([PS_TPCM], **6.1.2.1 Validator Set up)**

([PS_TPCM], **7.2.1.2 Service Spec Resource Spec Relationships)**

([PS_TSOM], **4.1.1.4 Product Configuration and Provision Step)**

Extended description

Not used for this process element

2.1.2   1.5.6.1.2 Reserve Resource

LEVEL 4 PROCESS MAPPING DETAILS **1.5.6.1.2 Reserve Resource**
Brief Description This process reserves specific resources in response to issued resource orders. **AM** *Validators and Providers are used to make necessary checks and reservations in the order entry phase. If there is a specific resource like number, CPE, port, etc., a CPE characteristic (for example) should be associated with a provider, which in the order entry time will invoke a function to get a serial number for the CPE inventory/warehouse system if available. If not, validator will return a (error) message to inform the user. When a validator is not satisfied, Etiya Sales and Order Management does not allow proceeding with the order(this configuration is optional, it is possible to place the order even if there is not available resources, assuming the CSP will provide the required CPE at a later step of the order handling like shipment or installation time). Depending on the validator configuration, the handler will reserve the allocated item.* (**[PS_TPCM]**, **6.1.2.1 Validator Set up)** (**[PS_TSOM]**, **6.6 Setting up Product Characteristics)**   Depending on business rules, and on any specific levels of commitment contained in the initiating resource order or resource design request, these processes may reserve specific resources linked to the initiating resource order or resource design request for a period of time **AM** *Etiya Sales and Order Management System makes a reservation call in the product configuration and provisioning phase of the order entry. This reservation will remain until the order is placed or*

cancelled or rejected manually or expired automatically depending the order expiration date configured in the system.

([PS_TSOM]**, 5.2 Customer and Service Orders)**

([PS_TSOM]**, Table 8: Order Statuses)**

([PS_TSOM]**, 6.1 Setting up Business Interactions)**

([PS_TSOM]**, Table 10: Business Interaction vs. Sales Channel Configuration)**

Extended description

Not used for this process element

2.1.3   1.5.6.1.3 Release Resource

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.1.3 Release Resource
Brief Description Release the reservation when the time period has expired. **AM** *Etiya Sales and Order Management System makes a reservation call in the product configuration and provisioning phase of the order entry. This reservation will remain until the order is placed or cancelled or rejected manually or expired automatically depending the order expiration date configured in the system.* ([PS_TSOM], **5.2 Customer and Service Orders**) ([PS_TSOM], **Table 8: Order Statuses**) ([PS_TSOM], **6.1 Setting up Business Interactions**) ([PS_TSOM], **Table 10: Business Interaction vs. Sales Channel Configuration**) **Extended description** Not used for this process element

2.1.4   1.5.6.1.4 Allocate Resource

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.1.4 Allocate Resource

Brief Description

<mark>This process allocates specific resources in response to issued resource orders</mark> **AM**

Validators and Providers are used to make necessary checks and reservations in the order entry phase. If there is a specific resource like number, CPE, port, etc., a CPE characteristic (for example) should be associated with a provider, which in the order entry time will invoke a function to get a serial number for the CPE inventory/warehouse system if available. If not, validator will return a (error) message to inform the user. When a validator is not satisfied, Etiya Sales and Order Management does not allow proceeding with the order(this configuration is optional, it is possible to place the order even if there is not available resources, assuming the CSP will provide the required CPE at a later step of the order handling like shipment or installation time). Depending on the validator configuration, the handler will reserve the allocated item.

([PS_TPCM]**, 6.1.2.1 Validator Set up)**

([PS_TSOM]**, 6.6 Setting up Product Characteristics)**

<mark>Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed customer order, this process is responsible for allocating the specific resources required to satisfy the initiating resource order. Any previously reserved specific resources are marked as allocated.</mark> **A**

When Etiya Sales and Order Management system invokes a handler of a validator (or a provider), Etiya Product and Catalog Management system marks those resources as 'reserved' depending on the configuration of the validator. When the order is completed successfully the status of the resource is updated as 'allocated'. If the order is rejected, cancelled or expired at quote step, the resource status will be updated as 'free'

([PS_TPCM]**, 6.1.2 Validators)**

([PS_TSOM]**, 6.6 Setting up Product Characteristics)**

([PS_TSOM]**, Table 19: Characteristic Configuration)**

Extended description

Not used for this process element

2.1.5 1.5.6.1.5 Install and Commission Resource

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.1.5 Install and Commission Resource

Brief Description

<mark>This process is responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes</mark> **AM**

Etiya Sales and Order Management triggers an installation and/or shipment task flow to the order handling processes depending on the configurations of services, resources or products at Etiya Product Catalog Management.

(**[PS_TPCM]**, **7.4 Product Specifications)**

(**[PS_TSOM]**, **Table 20: Simple Offer Configuration)**

(**[PS_TSOM]**, **5.2.2 Order Items)**

(**[PS_TSOM]**, **6.1.1 Setting Up Business Interactions and Sales Channels)**

After the completion of the order, System supports configuring a commission flow if the task is performed by a supplier/partner.

(**[UG_TWM]**, **4.3.1 Installation Workflow)**

(**[PS_TSOM]**, **4.1.2.5 Order Closure)**

Where installation of the specific resources requires an upfront major resource infrastructure, the installation of both the resource infrastructure and specific resources may be undertaken under the control of the Support Resource Provisioning processes.

2.2   Supporting Evidence References (Works Cited)

PS_TSOM   **PS_EtiyaSalesandOrderManagement_v5v0_0_1.PDF**Product Specification
Document for Etiya Sales and Order Management

[PS_TPCM]   **PS_EtiyaProductCatalog_Management_v1.0.0.pdf**, Product Specification
Document for Etiya Product Catalog Management

UG_TWM   **FR-PT02.04-R01 Etiya_Workforce Management_v3.2.5.pdf, Key User Guide
for Etiya Workforce Management System.**

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Self-Assessment Process Mapping Report

Configure & Activate Resource (1.5.6.2)

Version 1 Review 0

April, 28th 2018

Şerafettin Acır, Etiya

3   1.5.6 Resource Provisioning

3.1   1.5.6.2 Configure & Activate Resource

3.1.1   1.5.6.2.1 Configure Resource

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.2.1 Configure Resource
Brief Description This process assesses and plans the approach to be undertaken for configuration. It re-uses standard configuration and processes applicable to specific resources. **AM** *Relevant configurations, process definitions, SLAs, steps, etc. are made for each resource.* ([PS_OM], **5.4.4 Order Planning**) ([PS_OM], **5.2. PCM Definitions for Order Management**) ([PS_OM], **5.5. User Interfaces,** page 23,24) *Necessary input parameters for provisioning resources such as serial number, mac id, brand are taken from order capture system.* ([PS_OM], **5.4.5 Order Enrichment**) It configures and reconfigures specific resources, including customer premises equipment if part of the resource provider offering. **AM** *Resources are configured.* ([PS_OM], **5.1. Overview**) ([PS_OM], **5.3. Order Capture**) ([PS_OM], **5.4. Order Fulfillment**)

It provides notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. It update the information contained in the resource inventory as to the configuration of specific resources and their status. **AM**

Relevant alarms can be triggered for specific situations while a resource is configured by Etiya Order Management. Resource inventory is fed based on the configurations.

(**[PS_OM]**, **5.4.6 Plan Execution)**

Extended description

Not used for this process element

3.1.2   1.5.6.2.2 Implement Resource

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.2.2 Implement Resource

Brief Description

This process re-uses standard implementation processes applicable to specific resources. **AM**

Relevant configurations, process definitions, SLAs, steps, etc. are made for each resource.

([PS_OM], **5.4.4 Order Planning**)

([PS_OM], **5.2. PCM Definitions for Order Management**)

([PS_OM], **5.5. User Interfaces,** page 23,24)

It implements specific resources, including customer premises equipment if part of the resource provider offering. **AM**

Resources are implemented.

([PS_OM], **5.1. Overview**)

([PS_OM], **5.3. Order Capture**)

([PS_OM], **5.4. Order Fulfillment**)

It provides notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. **AM**

Relevant alarms can be triggered for specific situations while a resource is implemented by Etiya Order Management.

([PS_OM], **5.4.6 Plan Execution**)

Extended description

Not used for this process element

3.1.3   1.5.6.2.3 Activate Resource

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.2.3 Activate Resource

Brief Description

<mark>This process assesses and plans the approach to be undertaken for activation. It re-uses standard activation processes applicable to specific resources.</mark>

Relevant configurations, process definitions, SLAs, steps, etc. are made for each resource.

([PS_OM], **5.4.4 Order Planning)**

([PS_OM], **5.2. PCM Definitions for Order Management)**

([PS_OM], **5.5. User Interfaces,** page 23,24**)**

<mark>It provides notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.</mark>

Relevant alarms can be triggered for specific situations while a resource is activated by Etiya Order Management.

([PS_OM], **5.4.6 Plan Execution)**

<mark>At the successful conclusion of this activity, the status of the specific resources will be changed from allocated to activated, which means they are in-use.</mark> **AM**

A resource is updated as active at resource repository when the associated resource order is completed.

([PS_OM], **5.4.6 Plan Execution)**

Extended description

Not used for this process element

3.2   Supporting Evidence References (Works Cited)

PS_OM   **PS_Etiya_Order_Management_v1.docx, Product Specification Document
                               for Etiya Order Management**

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Self-Assessment Process Mapping Report

Track & Manage Resource Provisioning (1.5.6.4)

Version 1 Review 0

April, 28th 2018

Şerafettin Acır, Etiya

4   1.5.6 Resource Provisioning

4.1   1.5.6.4 Track & Manage Resource Provisioning

4.1.1   1.5.6.4.1 Coordinate Resource Provisioning Activity

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.4.1 Coordinate Resource Provisioning Activity
Brief Description This process schedules, assigns and coordinates resource provisioning related activities. **AM** *Etiya Order Management decomposes customer orders into service and resource orders. For each customer order item related resources are provisioned through a resource order based on the designed process flow associated with the resource. The resource provisioning process might include human tasks, integrations with other systems (e.g. inventory, CRM, billing), wait intervals, deliveries, installations, etc.* ([PS_OM], **5.1. Overview**) ([PS_OM], **5.4.3 Order Decomposition**) **Extended description** Not used for this process element

4.1.2   1.5.6.4.2 Track Resource Provisioning Activity

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.4.2 Track Resource Provisioning Activity

Brief Description

This process tracks the order execution process. **AM**

Etiya Order Management allows to monitor orders from the dashboard and order list. Customer Orders, Resource Orders, Service Orders, SLA statuses, process details, faulty orders and so forth can be monitored. Necessary alarms are triggered for SLAs that are about to violate.

([PS_OM], **5.5. User Interfaces)**

([PS_OM], **5.4.8 SLA Management)**

Extended description

Not used for this process element

4.1.3   1.5.6.4.3 Manage Resource Provisioning Activity

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.4.3 Manage Resource Provisioning Activity
Brief Description This process escalates resource orders in accordance with local policy, **A** *Etiya Order Management monitors each step of a resource order in real time and takes necessary actions based on the alarms defined in the SLA definition.* (**[PS_OM]**, **5.4.8 SLA Management**) (**[PS_OM]**, **5.5. User Interfaces,** page 22**)** adds information to an existing resource order, modifies information in an existing resource order, **A** *Etiya Order Management supports enriching orders by adding more data or manipulating existing data.* (**[PS_OM]**, **5.4.5 Order Enrichment**) cancels a resource order when the initiating service order is cancelled, **A** *A resource order is cancelled upon the cancellation of the related service order, if PNR (Point of No Return) has not been reached.* (**[PS_OM]**, **5.3.5 Cancel Order**)   and also modifies the resource order status, **A** *Etiya Order Management updates resource order status as one of these: Completed, On Error, Rejected, Cancelled, In Progress, Received according to the progress.* (**[PS_OM]**, **5.4.6 Plan Execution**)

including setting it to complete when the resource order has been fulfilled. **A**

Etiya Order Management updates resource order status as Completed when all tasks are completed to provision the resource.

([PS_OM]**, 5.4.6 Plan Execution)**

Extended description

Not used for this process element

4.1.4   1.5.6.4.4 Update Resource Repository

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.4.4 Update Resource Repository
Brief Description Update resource state and status **A** *Etiya Order Management updates resource status according to the progress of resource order. Also resource repository is updated.* ([PS_OM], **5.4.6 Plan Execution)** **Extended description** Not used for this process element

4.2   Supporting Evidence References (Works Cited)

PS_OM   **PS_Etiya_Order_Management_v1.docx, Product Specification Document for Etiya Order Management**

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Report Resource Provisioning (1.5.6.5)

Version 1 Review 0

April, 28th 2018

Şerafettin Acır, Etiya

5   1.5.6 Resource Provisioning

5.1   1.5.6.5 Report Resource Provisioning

5.1.1   1.5.6.5.1 Monitor Resource Order Status

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.5.1 Monitor Resource Order Status
Brief Description This process is responsible for continuously monitoring the status of resource orders. **AM** *Etiya Order Management monitors resource orders including each process step. The system measures and saves each process's run time and controls the SLA's defined for the resource to ensure SLAs are met. In case of any SLA violation an alarm is generated. Status of service orders can be followed from the dashboards.* ([PS_OM], **5.4.6 Plan Execution**) ([PS_OM], **5.4.8 SLA Management**) ([PS_OM], **5.5. User Interfaces,** page 18,19,20) **Extended description** Not used for this process element

5.1.2   1.5.6.5.2 Distribute Resource Order Notification

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.5.2 Distribute Resource Order Notification
Brief Description This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes. **AM** *While processing resource orders Etiya Order Management notifies pertinent systems and components about the status updates.* (**[PS_OM]**, **5.4.6 Plan Execution**) (**[PS_OM]**, **5.6 APIs**) **Extended description** Not used for this process element

5.1.3   1.5.6.5.3 Distribute Resource Provisioning Reports

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LEVEL 4 PROCESS MAPPING DETAILS

1.5.6.5.3 Distribute Resource Provisioning Reports
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Brief Description

This process records, analyzes and assesses the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process, including specific reports required by specific audiences. **AM**

Etiya Order Management contains executive dashboards and reports for displaying erroneous orders, SLA status, status of the orders. Customizations can be applied or new reports can be generated. Also order data can be exported to BI/DWH systems for further analysis and reporting.

([PS_OM], **5.5. User Interfaces,** page 18,19,20**)**

Extended description

Not used for this process element
</td></tr>
</table>

5.2   Supporting Evidence References (Works Cited)

PS_OM   **PS_Etiya_Order_Management_v1.docx, Product Specification Document
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Self-Assessment Process Mapping Report

Close Resource Order (1.5.6.6)

Version 1 Review 0

April, 28th 2018

Şerafettin Acır, Etiya

6   1.5.6 Resource Provisioning

6.1   1.5.6.6 Close Resource Order

LEVEL 3 PROCESS MAPPING DETAILS 1.5.6.6 Close Resource Order
Brief Description This process monitors the status of the order and changes the status to closed when it is completed. **A** **Extended description** The objective of the Close Resource Order processes is to close a resource order when the resource provisioning activities have been completed. These processes monitor the status of all open resource orders, and recognize that a resource order is ready to be closed when the status is changed to completed. **A** *Etiya Order Management updates resource order status as Completed when all tasks are completed to provision the resource.* (**[PS_OM]**, **5.4.6 Plan Execution**)

6.2   Supporting Evidence References (Works Cited)

PS_OM   **PS_Etiya_Order_Management_v1.docx, Product Specification Document
for Etiya Order Management**

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Issue Resource Orders (1.5.6.7)

Version 1 Review 0

April, 28th 2018

Şerafettin Acır, Etiya

7   1.5.6 Resource Provisioning

7.1   1.5.6.7 Issue Resource Orders

7.1.1   1.5.6.7.1 Assess Resource Request

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.7.1 Assess Resource Request
Brief Description This process assesses the information contained in the service order, through a resource order request, initiating resource process request or supplier/partner initiated request, to determine the associated resource orders that need to be issued. **AM** *Etiya Order Management decomposes customer orders into service and resource orders. For each customer order item, resources related with purchased product offerings are provisioned through a resource order based on the designed process flow associated with the resource.* ([PS_OM], **5.1. Overview**) ([PS_OM], **5.4. Order Fulfillment**) **Extended description** Not used for this process element

7.1.2   1.5.6.7.2 Create Resource Orders

LEVEL 4 PROCESS MAPPING DETAILS 1.5.6.7.2 Create Resource Orders
Brief Description Where the initiating request or the purchased product offering has a standard set of associated resource orders this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders. Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or resource design has been previously created, this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders. **AM** *A resource order can originate from any business interaction like new sale, upsell, cancel, suspend, etc. Thus, a resource order may target to activate/delete/change a resource. Resource orders are sub-components to fulfil the whole customer order. For example, resource orders can be activating MSISDN, installing a modem, selling a handset, or canceling a set up box.* *Special requirements can be handled and implemented by Etiya Order Management process designer. All relevant resource orders are issued to provision a resource.* ([PS_OM], **5.1. Overview)** ([PS_OM], **5.4. Order Fulfillment)** ([PS_OM], **5.5. User Interfaces,** page 19**)** **Extended description** Not used for this process element

7.1.3   1.5.6.7.3 Mark Resource Order for Special Handling

<table>
<tr><td align="center">LEVEL 4 PROCESS MAPPING DETAILS

1.5.6.7.3 Mark Resource Order for Special Handling</td></tr>
<tr><td>

Brief Description

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific resource design has not been previously created, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process. **AM**

Special requirements can be handled and implemented by Etiya Order Management process designer. All relevant resource orders are issued to provision a resource.

([PS_OM], **5.1. Overview**

Extended description

Not used for this process element

</td></tr>
</table>

7.2 Supporting Evidence References (Works Cited)

PS_OM   **PS_Etiya_Order_Management_v1.docx, Product Specification Document for Etiya Order Management**

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Self-Assessment Process Mapping Report

Recover Resource (1.5.6.8)

Version 1 Review 0

April, 17th 2018

Merve Karaca, Etiya

8 1.5.6 Resource Provisioning

8.1 1.5.6.8 Recover Resource

8.1.1 1.5.6.8.1 Develop Resource Recovery Plan

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.8.1 Develop Resource Recovery Plan

Brief Description

Where appropriate recovery plans are not available this process is responsible for developing appropriate recovery plans. **AM**

Order handling processes use service-resource relations or resource dependencies defined in Etiya Product Catalog Management to create the termination orders (or any kind of order regarding the resources). Product Catalog allows associating provision flows for termination of resources (resource-business interaction relations). For example, if service A requires a resource B, in case a termination request for the service A, order management system automatically creates a termination order for resource A too, and calls termination flows for both. Also, if the resource is an equipment belongs to the operator, system supports triggering a workflow for collecting the equipment from customer site.

([PS_EPCM], **5.3 Resource Specification)**

([PS_ESOM], **6.3.2 Relations Between Services and Resources)**

([SS_RBIR], **Resource-Business Interaction Relation Definition Screen)**

8.1.2   1.5.6.8.2 Provide Resource Recovery Proposal Notification

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.8.2 Provide Resource Recovery Proposal Notification

Brief Description

<mark>Where recovery of services is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the recovery proposal.</mark> **AM**

Etiya Product and Catalog Management System supports creating recovery plans by resource specification, service-resource relations and resource characteristics configurations. If the services are cancelled, all the resources required to run the service are cancelled too. If the resources are connected to one or more services, product configuration and business interaction rules can be defined in the rule engine of Etiya Sales and Order Management.

([PS_EPCM]**, 7.3 Down to Up Product Offering Creation derived from Resource Specs)**

([PS_ESOM]**, 7.1 Rule Types)**

([PS_ESOM]**, 6.1.1 Setting Up Business Interactions and Sales Channels)**

Service-Resource Relations are used for establishing relations like 'requires' or 'excludes' between services and resources. ***Once a service is cancelled depending on the service-service or service-resource relations or related resource instances are included in the cancellation order. A resource is updated as 'Free' after the cancellation order is completed if a Cancel Type validator is associated with it.***

([PS_ESOM]**, 6.3.2 Relations Between Services and Resources)**

([PS_EPCM]**, 5.3 Resource Specification)**

([PS_EPCM]**, 6.1.2.1 Validator Set up)**

8.1.3   1.5.6.8.3 Request Resource Recovery Authorization

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.8.3 Request Resource Recovery Authorization

Brief Description

<mark>Ensure authorization is received to proceed with the recovery plan.</mark> **AM**

In Etiya Sales and Order Management it is also possible to invoke an order approval workflow prior to the order fulfillment.

([PS_ESOM]**, 6.1.1 Setting Up Business Interactions and Sales Channels)**

Extended description

Not used for this process element

8.1.4   1.5.6.8.4 Commence Resource Recovery

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.8.4 Commence Resource Recovery

Brief Description

When the recovery activity is about to commence, this processes is responsible for notifying when recovery work is commencing. **AM**

Cancelled orders are managed and tracked by Etiya Sales and Order Management. Etiya Product Catalog Management is informed by Etiya Sales and Order Management when the product inventory should be updated in the order lifecycle during any type of order cancellation (including reasons such as; churn, death, pure). Etiya Sales and Order Management system performs further actions like updating product statuses, updating customer and contact information or starting a commission workflow if necessary.

(**[PS_ESOM]**, **4.1.1.4 Product Configuration and Provision Step**)

(**[PS_ESOM]**, **4.1.2.5 Order Closure**)

8.1.5   1.5.6.8.5 Complete Resource Recovery

LEVEL 4 PROCESS MAPPING DETAILS **1.5.6.8.5 Complete Resource Recovery**
Brief Description This process is responsible for notifying when it is completed. **AM** *Etiya Sales and Order Management informs Etiya Product Catalog Management about the completion of an order.* (**[PS_ESOM]**, **4.1.1.4 Product Configuration and Provision Step)** (**[PS_ESOM]**, **4.1.2.5 Order Closure)** When recovered, the specific resources and/or associated resource specific parameters will be marked as unallocated. **AM** *Depending on the validators associated with them, resource characteristics are updated by Etiya Product Catalog Management system as 'released' or 'free'* (**[PS_EPCM]**, **6.1.2.1 Validator Set up)** **Extended description** Not used for this process element

8.1.6   1.5.6.8.6 Recover Specific Resource

LEVEL 4 PROCESS MAPPING DETAILS
1.5.6.8.6 Recover Specific Resource

Brief Description

This process recovers a specific resource that is no longer required. **AM**

Etiya Product and Catalog Management System supports creating recovery plans for resources by resource - service relations and resource - business interaction relations.

Order handling processes use service-resource relations or resource dependencies defined in Etiya Product Catalog Management to create the termination orders (or any kind of order regarding the resources). Product Catalog allows associating provision flows for termination of resources (resource-business interaction relations). For example, if service A requires a resource B, in case a termination request for the service A, order management system automatically creates a termination order for resource A too, and calls termination flows for both. Also, if the resource is an equipment belongs to the operator, system supports triggering a workflow for collecting the equipment from customer site.

([PS_EPCM], **5.3 Resource Specification**)

([PS_ESOM], **6.3.2 Relations Between Services and Resources**)

([SS_RBIR], **Resource-Business Interaction Relation Definition Screen**)

Extended description

Not used for this process element

8.2   Supporting Evidence References (Works Cited)

PS_ESOM   **PS_EtiyaSalesandOrderManagement_v5v0_0_1.PDF** Product Specification
Document for Etiya Sales and Order Management

[PS_EPCM]   **PS_EtiyaProductCatalog_Management_v1.0.0.pdf**, Product Specification
Document for Etiya Product Catalog Management

SS_RBIR   Resource-BusinessInteractionRelations.jpg, Screen shot from Etiya Product
Catalog Management System