

Etiya Information Technologies

Etiya BSS Platform

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Service Domain

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Service Development & Retirement (1.4.3.4)

Version 1 Review 0

April, 18th 2018

Merve Karaca, Etiya

1 1.4.3 Service Development & Retirement

1.1 1.4.3.4 Develop Detailed Service Specifications

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 1.4.3.4.1 Develop Detailed Service Technical Specifications

LEVEL 4 PROCESS MAPPING DETAILS 1.4.3.4.1 Develop Detailed Service Technical Specifications
<p>Brief Description</p> <p style="background-color: #00FF00; padding: 2px;">These processes develop and document the required service features for the systems and network infrastructure as agreed through the Develop New Service Business Proposal processes. AM</p> <p><i>System allows definition of service related attributes. These attributes include information that network and infrastructure systems may require to configure or operate the service, depending on the technical or operational requirements of the service provider.</i></p> <p>([PS TPCM], 5.2 Service Specification)</p> <p>([PS TSOM], Table 15: Service Specification Configuration)</p> <p style="background-color: #00FF00; padding: 2px;">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</p> <p><i>System allows associating service or product related documents to services or products. Although Etiya Product Catalog Management system supports relating service 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.</i></p> <p>([PS TSOM], Table 16: Service-Document Configuration)</p> <p>Extended description</p> <p>Not used for this process element</p>

1.1.2 1.4.3.4.2 Develop Detailed Service Support Specifications

LEVEL 4 PROCESS MAPPING DETAILS 1.4.3.4.2 Develop Detailed Service Support Specifications
<p>Brief Description</p> <p>These processes develop and document the specific underpinning resource requirements and selections required for the systems and network infrastructure as agreed through the Develop New Service Business Proposal processes. AM</p> <p><i>System allows definition of service related attributes. These attributes include information that network and infrastructure systems may require to configure or operate the service, depending on the technical or operational requirements of the service provider.</i></p> <p>([PS TPCM], 5.2 Service Specification)</p> <p>([PS TSOM], Table 15: Service Specification Configuration)</p> <p>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</p> <p><i>System allows associating service or product related documents to services or products. Although Etiya Product Catalog Management system supports relating service 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.</i></p> <p>([PS TSOM], Table 16: Service-Documents Configuration)</p> <p>Extended description</p> <p>Not used for this process element</p>

1.1.3 1.4.3.4.3 Develop Detailed Service Operational Specifications

LEVEL 4 PROCESS MAPPING DETAILS 1.4.3.4.3 Develop Detailed Service Operational Specifications
<p>Brief Description</p> <p>These processes develop and document the specific operational, and quality requirements and support activities, and any service specific data required for the systems and network infrastructure required for the systems and network infrastructure as agreed through the Develop New Service Business Proposal processes. AM</p> <p><i>System allows definition of service related attributes. These attributes include information that network and infrastructure systems may require to configure or operate the service, depending on the technical or operational requirements of the service provider.</i></p> <p>([PS TPCM], 5.2 Service Specification)</p> <p>([PS TSOM], Table 15: Service Specification Configuration)</p> <p>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</p> <p><i>System allows associating service or product related documents to services or products. Although Etiya Product Catalog Management system supports relating service 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.</i></p> <p>([PS TSOM], Table 16: Service-Documents Configuration)</p> <p>Extended description</p> <p>Not used for this process element</p>

1.1.4 1.4.3.4.4 Develop Detailed Service Customer Manuals

LEVEL 4 PROCESS MAPPING DETAILS 1.4.3.4.4 Develop Detailed Service Customer Manuals
<p>Brief Description</p> <p>These processes develop and document the customer manuals as agreed through the Develop New Service Business Proposal processes. AM</p> <p><i>System supports creating service level documents and associating them with the services.</i></p> <p>([PS TSOM], Table 16: Service-Document Configuration)</p> <p>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</p> <p><i>System allows associating service or product related documents to services or products. Although Etiya Product Catalog Management system supports relating service 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.</i></p> <p>([PS TSOM], Table 16: Service-Document Configuration)</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_v1.0.0.pdf, Product Specification Document for Etiya Product Catalog Management

PS_TSOM **PS_EtiyaSalesandOrderManagement_v1.0.0 .pdf**, Product Specification Document for Etiya Sales and Order Management

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Design Solution (1.4.5.1)

Version 1 Review 0

April, 18th 2016

Merve Karaca, Etiya

2 1.4.5 Service Configuration & Activation

2.1 1.4.5.1 Design Solution

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 1.4.5.1.1 Develop Overall Service Design

LEVEL 4 PROCESS MAPPING DETAILS 4.5.1.1 Develop Overall Service Design
<p>Brief Description</p> <p>Develop an overall service solution design for a particular customer, AM</p> <p><i>Etiya Lead and Feasibility Management System handles feasibility processes like planning, risk management, costs, infrastructure and CPE requirements for a customer specific service. The processes are invoked in the Feasibility Processes of the Etiya Lead and Feasibility Management System.</i></p> <p>([PS TLM], 8 Lead Feasibility Process)</p> <p>including customer premises equipment, AM</p> <p>([PS TLM], 8.1.1 Stage 1: Planning)</p> <p>operational methods, resource assignments AM</p> <p>([PS TLM], 7 Lead Life Cycle Management)</p>

and pre-order feasibility; M

Feasibility Processes are handled by Etiya Lead and Feasibility System. This process supports invoking SM&O processes manually after the identification of technical solution.

([\[PS_TLM\]](#), 8 Lead Feasibility Process)

Extended description

Not used for this process element

2.1.2 1.4.5.1.2 Develop Service Implementation Plan

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.1.2 Develop Service Implementation Plan
<p>Brief Description</p> <p>Develop an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process; AM</p> <p><i>Etiya Lead and Feasibility Management System’s feasibility assessment process includes planning and scheduling the effort and resources necessary for meeting the customer’s requirements. The KPIs should be delivered to Service Quality Management processes manually.</i></p> <p>([PS_TLM], 7 Lead Life Cycle Management)</p> <p>· Consideration of current and future service and underlying resources infrastructure, AM</p> <p>([PS_TLM], 8.1.3 Stage 3: Infrastructure)</p> <p>as well as expected solution results, budget, duration and risks; AM</p> <p>([SS_FCS], Feasibility Confirmation Screen)</p> <p>([EX_MEF], Example Feasibility Excel Sheet)</p> <p>([SS_MEF_1], Feasibility Excel Screenshot)</p>

· Consideration of the time schedule according with customer requirements; AM

([\[PS_TLM\]](#), 8.1.1 Stage 1: Planning)

· Ensure service and provisioning efficiency; AM

· Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment; AM

([\[SS_MEF_2\]](#), Feasibility Excel Screenshot)

Extended description

Not used for this process element

2.1.3 1.4.5.1.3 Develop Detailed Service Design

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.1.3 Develop Detailed Service Design
Brief Description <div style="background-color: #00ff00; padding: 5px;">Develop a detailed design identifying the relevant service orders to be issued to the Implement, Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes. AM</div> ([SS MEF 2] , Feasibility Excel Screenshot) <i>Feasibility templates as above can be uploaded to Etiya and can be confirmed.</i> [SS FEAS] [SS FEAS 2]
Extended description Not used for this process element

2.2 Supporting Evidence References (Works Cited)

EX_MEF	MetroEthernetFeasibility.xlsx, A sample feasibility assesment project for metro ethernet service.
[SS_MEF_1]	Excel_Sheet_Translation_1.jpg, The screenshot from the excel sheet [EX_MEF]
[SS_MEF_2]	Excel_Sheet_Translation_2.jpg, The screenshot from the excel sheet [EX_MEF]
PS_TLM	PS_EtiyaLeadandFeasibility_Management_v5.0v2_0_1v0_0_1, Product Specification Document for Etiya Lead Management
SS_FEAS_2	Feasibility_Confirmation_Screenv0_0_1.jpg, Feasibility confirmation Screenshot
SS_FEAS	Adding_New_Feasibility_Template.jpg, Add New Feasibility Screenshot

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Allocate Specific Service Parameters to Services (1.4.5.2)

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Merve Karaca, Etiya

3 1.4.5 Service Configuration & Activation

3.1 1.4.5.2 Allocate Specific Service Parameters to Services

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**.

3.1.1 1.4.5.2.1 Determine Service Parameter Availability

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.2.1 Determine Service Parameter Availability
<p>Brief Description</p> <p>Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes, these processes determine whether the requested service parameters are available. AM</p> <p><i>The services may be designed for designing customer specific services following feasibility processes. This step is mandatory before converting a feasibility data into an order. If the service characteristics and their validators are configured, it is possible to make a service availability check before placing any order.</i></p> <p>([PS TSOM], 6.6 Setting up Product Characteristics)</p> <p>Extended description</p> <p>Not used for this process element</p>

3.1.2 1.4.5.2.2 Reserve Service Parameters

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.2.2 Reserve Service Parameters
<p>Brief Description</p> <p>Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request, these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time A</p> <p><i>Etiya Sales and Order Management System makes a reservation call to the Product and Catalog Management System at the order entry phase of the order management system.</i></p> <p>([PS TPCM], 6.1.2.1 Validator Set up)</p> <p>Extended description</p> <p>Not used for this process element</p>

3.1.3 1.4.5.2.3 Release Service Parameter

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.2.3 Release Service Parameter
<p>Brief Description</p> <p>Release the reservation when the time period has expired. A</p> <p><i>Sales and Order Management, in case of the cancellation of the order, send a release call to Product and Catalog Management System regarding services in the customer order.</i></p> <p>([PS_TPCM], 6.1.2.1 Validator Set up)</p> <p>Extended description</p> <p>Not used for this process elementNot used for this process element</p>

3.1.4 1.4.5.2.4 Allocate Service Parameters

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.2.4 Allocate Service Parameters
<p>Brief Description</p> <p>Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, this process is responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated. AM</p> <p><i>Depending on the validators associated with them, service characteristics are updated by Etiya Product Catalog Management system as 'reserved' in the service activation process.</i></p> <p>([PS TPCM], 6.1.2.1 Validator Set up)</p> <p>Extended description</p> <p>Not used for this process element</p>

3.2 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 |

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Self-Assessment Process Mapping Report

Track & Manage Service Provisioning (1.4.5.3)

Version 1 Review 0

April, 27th 2018

Şerafettin Acır, Etiya

4 1.4.5 Service Configuration & Activation

4.1 1.4.5.3 - Track & Manage Service Provisioning

4.1.1 1.4.5.3.1 Assign Service Provisioning Activity

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.3.1 Assign Service Provisioning Activity
Brief Description Schedule, assign and coordinate service provisioning related activities. A <i>Etiya Order Management decomposes customer orders into service and resource orders. For each customer order item related services are provisioned through a service order based on the designed process flow associated with the service. The service provisioning process might include human tasks, integrations with other systems (e.g. inventory, CRM, billing), wait intervals, etc.</i> ([PS_OM], 5.1. Overview) ([PS_OM], 5.4.3 Order Decomposition)
Extended Description Not used for this process element

4.1.2 1.4.5.3.2 Track Service Provisioning Activity

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.3.2 Track Service Provisioning Activity
Brief Description
<p>Undertake necessary tracking of the execution process. Monitor the jeopardy status of service orders, and escalating service orders as necessary. A</p>
<p><i>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.</i></p>
<p>([PS OM], 5.5. User Interfaces)</p>
<p>([PS OM], 5.4.8 SLA Management)</p>
Extended Description
<p>Not used for this process element</p>

4.1.3 1.4.5.3.3 Manage Service Provisioning Activity

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.3.3 Manage Service Provisioning Activity
<p>Brief Description</p> <p>Responsibilities of this processes include, but are not limited to:</p> <ul style="list-style-type: none"> - Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders; A <p><i>Etiya Order Management is able to initiate a new resource order based on the prerequisite definition of a service process. Dependencies of service orders and resource orders are managed.</i></p> <p>([PS_OM], 5.5. User Interfaces, page 23)</p> <ul style="list-style-type: none"> • Escalating status of service orders in accordance with local policy; • Undertaking necessary tracking of the execution process; A <p><i>Etiya Order Management monitors each step of a service order in real time and takes necessary actions based on the alarms defined in the SLA definition.</i></p> <p>([PS_OM], 5.4.8 SLA Management)</p> <p>([PS_OM], 5.5. User Interfaces, page 22)</p> <ul style="list-style-type: none"> • Adding additional information to an existing service order; • Modifying information in an existing service order; A <p><i>Etiya Order Management supports enriching orders by adding more data or manipulating existing data.</i></p> <p>([PS_OM], 5.4.5 Order Enrichment)</p> <ul style="list-style-type: none"> • Modifying the service order status; A <p><i>Etiya Order Management updates service order status as one of these: Completed, On Error, Rejected, Cancelled, In Progress, Received according to the progress.</i></p> <p>([PS_OM], 5.4.6 Plan Execution)</p>

- Canceling a service order when the initiating customer order is cancelled; A

A service order can be cancelled upon the cancellation of customer order, if PNR (Point of No Return) has not been reached.

[\(\[PS OM\], 5.3.5 Cancel Order\)](#)

- Indicating completion of a service order by modifying the service order status. A

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

[\(\[PS OM\], 5.4.6 Plan Execution\)](#)

Note that some specific service components may be delivered by other parties. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through Party Order handling for the delivery by the party of the specific service components. A

Etiya Order Management can provision a service that is partially or completely provided by other parties either by integrating with their systems or by assigning human tasks to them.

[\(\[PS OM\], 5.1 Architecture\)](#)

[\(\[PS OM\], 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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Self-Assessment Process Mapping Report

Implement, Configure & Activate Service (1.4.5.4)

Version 1 Review 0

April, 27th 2018

Şerafettin Acır, Etiya

5 1.4.5 Service Configuration & Activation

5.1 1.4.5.4 - Implement, Configure & Activate Service

5.1.1 1.4.5.4.1 Configure Service

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.4.1 Configure Service
<p>Brief Description</p> <p>Assess and plan the approach to be undertaken for configuration. Re-use standard configuration and processes applicable to specific services. AM</p> <p><i>Relevant configurations, process definitions, SLAs, steps, etc. are made for each service.</i></p> <p>([PS OM], 5.4.4 Order Planning)</p> <p>([PS OM], 5.2. PCM Definitions for Order Management)</p> <p>([PS OM], 5.5. User Interfaces, page 23,24)</p> <p><i>Necessary input parameters for provisioning services such as username, bandwidth, quota are taken from order capture system.</i></p> <p>([PS OM], 5.4.5 Order Enrichment)</p> <p>Configure and reconfigure specific services, including customer premises equipment if part of the service provider offering. AM</p> <p><i>Services and if needed resources are configured.</i></p> <p>([PS OM], 5.1. Overview)</p> <p>([PS OM], 5.3. Order Capture)</p> <p>([PS OM], 5.4. Order Fulfillment)</p> <p>Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications. Update the information contained in the service inventory as to the configuration of specific services and their status. AM</p> <p><i>Relevant alarms can be triggered for specific situations while a service is configured by Etiya Order Management. Service inventory is fed based on the configurations.</i></p> <p>([PS OM], 5.4.6 Plan Execution)</p> <p>Extended Description</p>

Not used for this process element

5.1.2 1.4.5.4.2 Implement Service

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.4.2 Implement Service
<p>Brief Description</p> <p>Assess and plan the approach to be undertaken for implementation. Re-use standard implementation processes applicable to specific services. AM</p> <p><i>Relevant configurations, process definitions, SLAs, steps, etc. are made for each service.</i></p> <p>([PS OM], 5.4.4 Order Planning)</p> <p>([PS OM], 5.2. PCM Definitions for Order Management)</p> <p>([PS OM], 5.5. User Interfaces, page 23,24)</p> <p>Implement specific services, including customer premises equipment if part of the service provider offering. AM</p> <p><i>Services and if needed resources are implemented.</i></p> <p>([PS OM], 5.1. Overview)</p> <p>([PS OM], 5.3. Order Capture)</p> <p>([PS OM], 5.4. Order Fulfillment)</p> <p>Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications. AM</p> <p><i>Relevant alarms can be triggered for specific situations while a service is implemented by Etiya Order Management.</i></p> <p>([PS OM], 5.4.6 Plan Execution)</p> <p>Extended Description</p> <p>Not used for this process element</p>

5.1.3 1.4.5.4.3 Activate Service

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.4.3 Activate Service
<p>Brief Description</p> <p>Assess and plan the approach to be undertaken for activation. Re-used standard activation processes applicable to specific services. AM</p> <p><i>Relevant configurations, process definitions, SLAs, steps, etc. are made for each service.</i></p> <p>([PS OM], 5.4.4 Order Planning)</p> <p>([PS OM], 5.2. PCM Definitions for Order Management)</p> <p>([PS OM], 5.5. User Interfaces, page 23,24)</p> <p>Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications. AM</p> <p><i>Relevant alarms can be triggered for specific situations while a service is activated by Etiya Order Management.</i></p> <p>([PS OM], 5.4.6 Plan Execution)</p> <p>At the successful conclusion of this activity, the status of the specific services will be changed from allocated to activated, which means they are in-use. AM</p> <p><i>A service is updated as active at service repository when the associated service order is completed.</i></p> <p>([PS OM], 5.4.6 Plan Execution)</p> <p>Extended Description</p> <p>Not used for this process element</p>

5.2 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 Service Orders (1.4.5.6)

Version 1 Review 0

April, 28th 2018

Şerafettin Acır, Etiya

6 1.4.5 Service Configuration & Activation

6.1 1.4.5.6 - Issue Service Orders

6.1.1 1.4.5.6.1 Assess Service Request

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

6.1.2 1.4.5.6.2 Create Service Orders

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.6.2 Create Service Orders
<p>Brief Description</p> <p>The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from parties in relations to specific services.</p> <p>The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. AM</p> <p><i>A service order can originate from any business interaction like new sale, upsell, cancel, inquire quota, etc. Thus, a service order may target to activate/delete/change a service. Service orders are sub-components to fulfil the whole customer order. For example, service orders can be activating a mobile line, deleting an iptv service, changing username attribute of an adsl service, etc.</i></p> <p>([PS OM], 5.1. Overview)</p> <p>([PS OM], 5.4. Order Fulfillment)</p> <p>([PS OM], 5.5. User Interfaces, page 19)</p> <p><i>Etiya Order Management has built-in APIs for checking service availability</i></p> <p>([PS OM], 5.6. APIs)</p> <p>Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. AM</p> <p><i>Special requirements can be handled and implemented by Etiya Order Management process designer. All relevant service orders are issued to fulfil a service.</i></p> <p>([PS OM], 5.1. Overview)</p>

Extended Description

Not used for this process element

6.1.3 1.4.5.6.3 Mark Service Order for Special Handling

LEVEL 4 PROCESS MAPPING DETAILS

1.4.5.6.3 Mark Service Order for Special Handling

Brief Description

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

The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes. AM

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

[\(\[PS OM\], 5.1. Overview](#)

Extended Description

Not used for this process element

6.2 Supporting Evidence References (Works Cited)

PS_OM

PS_Etiya_Order_Management_v1.docx, Product Specification Document for Etiya Order Management

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Report Service Provisioning (1.4.5.7)

Version 1 Review 0

April, 28th 2018

Şerafettin Acır, Etiya

7 1.4.5 Service Configuration & Activation

7.1 1.4.5.7 - Report Service Provisioning

7.1.1 1.4.5.7.1 Monitor Service Order Status

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.7.1 Monitor Service Order Status
<p>Brief Description</p> <p>responsible for continuously monitoring the status of service orders; record, analyze and assess the service order status changes A</p> <p><i>Etiya Order Management monitors service orders including each process step. The system measures and saves each process's run time and controls the SLA's defined for the service 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.</i></p> <p>([PS_OM], 5.4.6 Plan Execution)</p> <p>([PS_OM], 5.4.8 SLA Management)</p> <p>([PS_OM], 5.5. User Interfaces, page 18,19,20)</p> <p>Extended Description</p> <p>Not used for this process element</p>

7.1.2 1.4.5.7.2 Distribute Service Order Notification

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.7.2 Distribute Service Order Notification
<p>Brief Description</p> <p>Provide notifications of any changes the status of service orders. Notifications are used to notify the owner of the current status of the order and also distributed to the other parties who require it. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes. AM</p> <p><i>While processing service orders Etiya Order Management notifies pertinent systems and components about the status updates.</i></p> <p>([PS OM], 5.4.6 Plan Execution)</p> <p>([PS OM], 5.6 APIs)</p> <p>Extended Description</p> <p>Not used for this process element</p>

7.1.3 1.4.5.7.3 Distribute Service Provisioning Reports

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.7.3 Distribute Service Provisioning Reports
<p>Brief Description</p> <p>Provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. These specialized summaries could be specific reports required by specific audiences. AM</p> <p><i>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.</i></p> <p>([PS OM], 5.5. User Interfaces, page 18,19,20)</p>
<p>Extended Description</p> <p>Not used for this process element</p>

7.2 Supporting Evidence References (Works Cited)

PS_OM

PS_Etiya_Order_Management_v1.docx, Product Specification Document for Etiya Order Management

Etiya Information Technologies

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Close Service Order (1.4.5.8)

Version 1 Review 0

April, 18th 2018

Merve Karaca, Etiya

8 1.4.5 Service Configuration & Activation

8.1 1.4.5.8 Close Service Order



Alfred Anaya-Dubern...

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

LEVEL 3 PROCESS MAPPING DETAILS

1.4.5.8 Close Service Order

Brief Description

Close a service order when the service provisioning activities have been completed **A**

When service activation processes are done Middleware updates the status of the order as completed.

([\[PS TSOM\]](#), 4.1.2.3 Service Activation)

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

Extended description

The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed. These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to 'Completed'. **A**

Etiya Sales and Order Management updates the order status as completed when all provisioning activities are finished at middleware.

([\[PS TSOM\]](#), 5.2.1 Order Statuses)

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

8.2 Supporting Evidence References (Works Cited)

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

Etiya BSS Platform v9.0

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

Allocate Specific Service Parameters to Services (1.4.5.9)

Version 1 Review 0

April, 18th 2018

Merve Karaca, Etiya

9 1.4.5 Service Configuration & Activation

9.1 1.4.5.9 Recover Service

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**.

9.1.1 1.4.5.9.1 Develop Service Recovery Plan

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.9.1 Develop Service Recovery Plan
<p>Brief Description</p> <p style="background-color: #00ff00; padding: 2px;">Where appropriate recovery plans are not available this process is responsible for developing appropriate recovery plans. AM</p> <p><i>Etiya Product and Catalog Management System supports creating recovery plans by service specification, service relations and service characteristics configurations. Service specification allows defining the network the service is running so that Etiya Sales and Order Management System sends related service orders to their platforms. Dependent Service Configuration is used for marking services as dependent service. These services are cancelled if a cancel order is given to their parent services.</i></p> <p>(IPS TSOM), Table 15: Service Specification Configuration)</p> <p><i>Service-Service Relations are used for establishing relations like ‘requires’ or ‘excludes’ between services. These definitions may have impacts on service cancellation. (For example if a required service may not be allowed to be cancelled by itself)</i></p> <p><i>Order handling processes use service-service, service-resource relations or product dependencies defined in the product catalog to create the termination orders (or any kind of order regarding the products). Product Catalog allows associating provision flows for termination of services (service-business interaction relations). For example, if product A is a dependent product that requires product B (service-service or product-service relations), in case a termination request for the product B, order management system automatically creates a termination order for product A too, and calls termination flows for both underlying services. Also, if the dependent product is an equipment belongs to the operator, system supports triggering a workflow for collecting the equipment from customer site.</i></p>

([\[PS TSOM\]](#), 6.3.2 Relations Between Services and Resources)

([\[PS TSOM\]](#), Table 17: Service-Business Interaction Configuration)

Extended description

Not used for this process element

9.1.2 1.4.5.9.2 Provide Service Recovery Proposal Notification

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.9.2 Provide Service Recovery Proposal Notification
<p>Brief Description</p> <p>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. AM</p> <p><i>Once a service is cancelled depending on the service-service or service-resource relations or related service instances are included in the cancellation order.</i></p> <p>([PS TSOM], Table 15: Service Specification Configuration)</p>
<p>Extended description</p> <p>Not used for this process element</p>

9.1.3 1.4.5.9.3 Request Service Recovery Authorization

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.9.3 Request Service Recovery Authorization
Brief Description Ensure authorization is received to proceed with the recovery plan. AM <i>Once a service is cancelled depending on the service-service or service-resource relations or related service instances are included in the cancellation order.</i> (IPS TSOM), Table 15: Service Specification Configuration)
Extended description Not used for this process element

9.1.4 1.4.5.9.4 Commence Service Recovery

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.9.4 Commence Service Recovery
<p>Brief Description</p> <p>When the recovery activity is about to commence, these processes are responsible for notifying when recovery work is commencing and when it is completed. A</p> <p><i>Cancel 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 (including cancellation order).</i></p> <p><i>Order handling processes use service-service, service-resource relations or product dependencies defined in the product catalog to create the termination orders (or any kind of order regarding the products).</i></p> <p>([PS TSOM], 4.1.1.4 Product Configuration and Provision Step)</p> <p>([PS TSOM], 4.1.2.5 Order Closure)</p> <p>([SS TO], Cancel Order Screen Shot)</p> <p>Extended description</p> <p>Not used for this process element</p>

9.1.5 1.4.5.9.4 Complete Service Recovery

LEVEL 4 PROCESS MAPPING DETAILS 1.4.5.9.4 Complete Service Recovery
<p>Brief Description</p> <p>This process is responsible for notifying when it is completed. A</p> <p><i>In all types of orders (including cancellation orders) Etiya Sales and Order Management informs Etiya Product Catalog Management about the completion of the order.</i></p> <p>([PS_TSOM], 4.1.2.5 Order Closure)</p> <p>When recovered, the specific services and/or associated service specific parameters will be marked as unallocated. AM</p> <p><i>Depending on the validators associated with them, service characteristics are updated by Etiya Product Catalog Management system as 'released' or 'free'</i></p> <p>([PS_TPCM], 6.1.2.1 Validator Set up)</p> <p>Extended description</p> <p>Not used for this process element</p>

9.2 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 |
| SS_TO | TerminationOrder.jpg , Screenshot from Etiya Sales and Order Management Cancel Order GUI. |