

Framework 17.5

Design & Implementation Conformance Certification

Company Name: Saudi Telecom Company

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

Report Version: 1.0

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1 Introduction

1.1 Executive Summary

This document provides details of the implementation of the TM Forum Business Process Framework at **Saudi Telecom Company (STC)'s E2E Customer Fulfilment Process Journey CBU, EBU, WBU and Operations Sectors**, along with Conformance Assessment, against the following TM Forum Framework 17.5 components:

- Business Process Framework Version 17.5

The assessment included a review of the methodology approach to process modeling against the TM Forum's Business Process Framework Release 17.5 according to the specific processes submitted in scope for the Assessment.

Note that Conformance to the Information Framework (SID) Aggregate Business Entities (ABEs) was not covered in this Assessment.

For any additional information on this Framework Conformance Certification Report, please contact TM Forum Conformance Certification team at: conformance@tmforum.org.

2 Functionality/Capability Overview

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

E2E Customer Fulfilment **Process Journey** is one of the biggest initiatives in STC which is the Operations Excellence Process Journey and Certification program, its main objective to enhance the way of doing business. The program is done with the participation of **200+** participants from **40+** departments for a smooth end to end process for the customers in services Fulfilment across all customers segments (CBU, EBU, WBU).

- CBU is the customer business unit.
- EBU is the enterprise Business unit.
- WBU is the wholesale business unit.
- OPS is the Operations Sector which is the lead for this initiative.

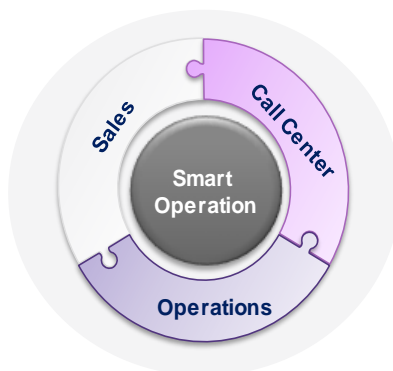


Figure 1 – Process journey smart integration between the three main functions in the company

As an outcome from this program, a unified shape for the high-level Fulfilment end to end processes between sectors was introduced for the first time which will increase the usability and accessibility of the processes, eliminating gaps and duplication in process flows and creates a common language for use in all departments, in the use of systems, with external partners and suppliers, and reduce costs and risks in the implementation of systems, integration and procurement.

E2E Customer Fulfilment Process Journey covers three main E2E flows:

- Order to payment
- Request to change
- Termination to confirmation.

1- Order to payment O2P

- This process flow deals with all activities which convert the customer request or an accepted offer into a 'Ready for use' product.
- This process involves capturing customer order information, triggering the relevant provisioning process and handing over the order to the Service layer.
Once the product is successfully provisioned, the customer order is closed, and the customer satisfaction is validated.

Business Scenarios

Scenario	Supported	Comments
Customer contacts STC to place an order for a new product	Y	
Customer contacts STC to place an order for a new product similar to existing	Y	
Customer contacts STC to place an order for a new product that can be self-installed	Y	
Customer contacts STC to request an amendment to an open order	Y	
Prospective Customer contacts STC to place an order for a new product	Y	
Prospective Customer contacts STC to place an order for a new product similar to existing	Y	
Prospective Customer contacts STC to place an order for a new product that can be self-installed	Y	

2- Request to change R2C

- This process flow deals with all activities which convert the customer 's change request into a 'Ready for use' product.
- This process involves capturing customer order information, triggering the relevant provisioning process and handing over the order to the Service layer.
Once the product is successfully provisioned, the customer order is closed, and the customer satisfaction is validated.

Business Scenarios

Scenario	Supported	Comments
Customer contacts STC to request changes to original commitment to move new service	Y	
Customer contacts STC to request a suspension of a service for a fixed period	Y	
Customer contacts STC to request a suspension of a service indefinitely	Y	
Customer contacts STC to cancel their open order	Y	
Customer contacts STC to resume partial services that were suspended	Y	
Customer contacts STC to resume full services that were suspended	Y	
Customer contacts STC to request a change in credit limit	Y	
Customer contacts STC to renew a contract	Y	
Customer contacts STC to change service with dispatch required (Speed upgrade)	Y	

3- Termination to confirmation T2C

- This process flow deals with all activities related to the execution of customer 's termination request.
- This process involves retention activities, capturing customer order information, triggering the relevant provisioning process and handing over the order to the Service layer.

Once the product is successfully terminated, the customer order is closed, and the customer satisfaction is validated.

Business Scenarios

Scenario	Supported	Comments
Customer contacts STC to terminate a service	Y	
STC discontinues the customer service due to collection	Y	

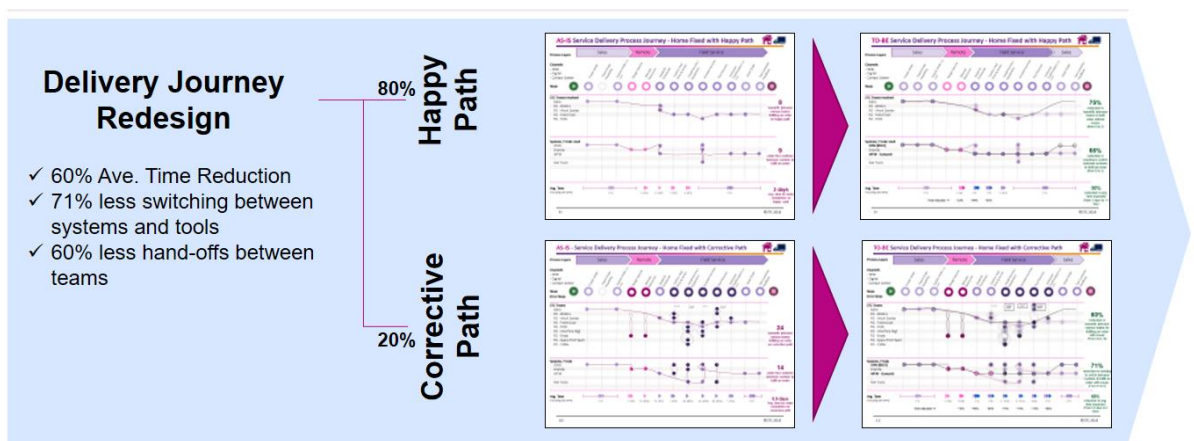
These three process flows consist of three Level-2 core processes along with the 21 Level-3 Processes represent the constituents of these end to end flows which is the master Fulfillment process for all sectors which participated in this initiative.

eTOM Level 3 processes used as a baseline and expanded into eTOM Level 4.

The fulfillment consists of three Level-2 core processes which are:

- 1- Customer order handling in the customer domain
- 2- Service Configuration and Activation in the service domain
- 3- Resource Provisioning in the resource domain

Visualizing the Process Journey Redesign Initiative and its benefits



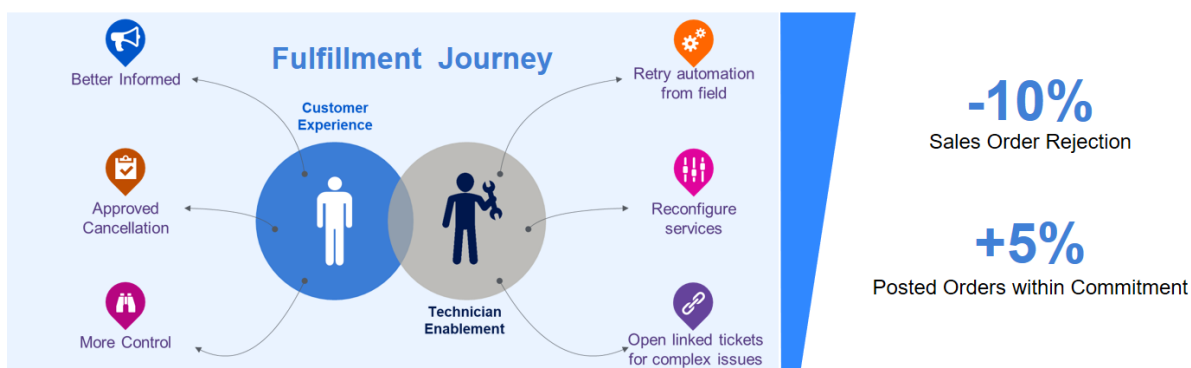


Figure 2 – Process Journey visualization

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

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

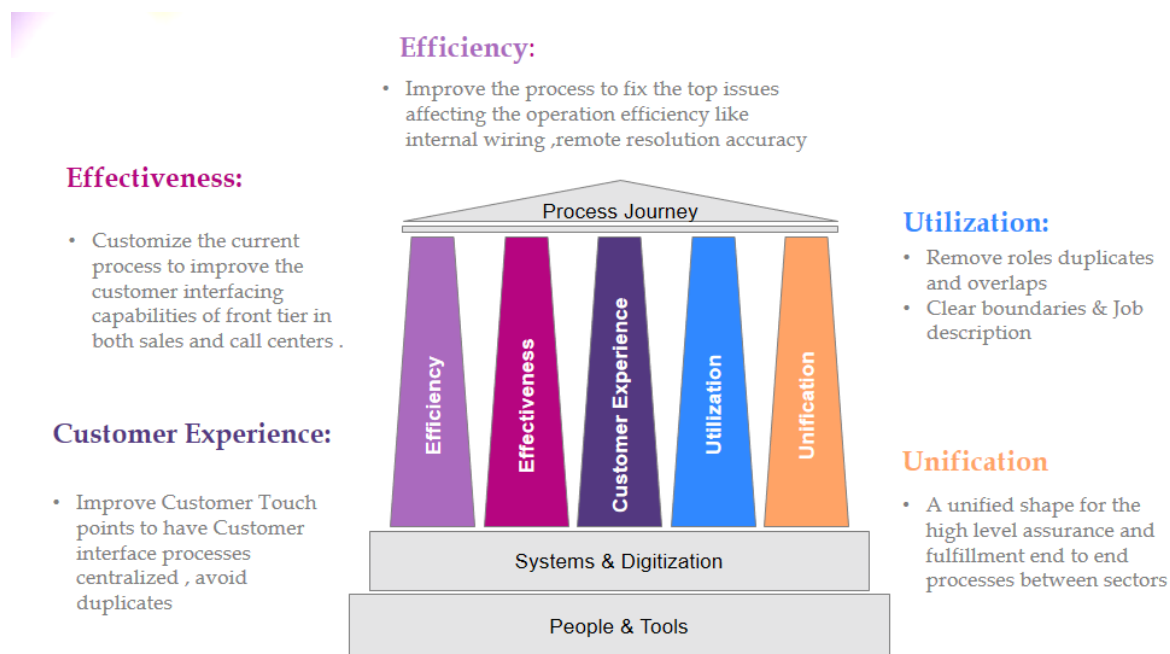


Figure 3 – Process journey six dimensions for design and implementation

Design and Implementation principles

1. Effectiveness

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

2. Unification

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

3. Efficiency

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

4. Utilization

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

5. Customer Experience

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

6. Systems & Digitization

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

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

The following figure represents the scope of the assessment based on the Business Process Framework (eTOM) v.17.5. The Level-2 processes highlighted in red, and all their Level-3 constituents were submitted for conformance certification.

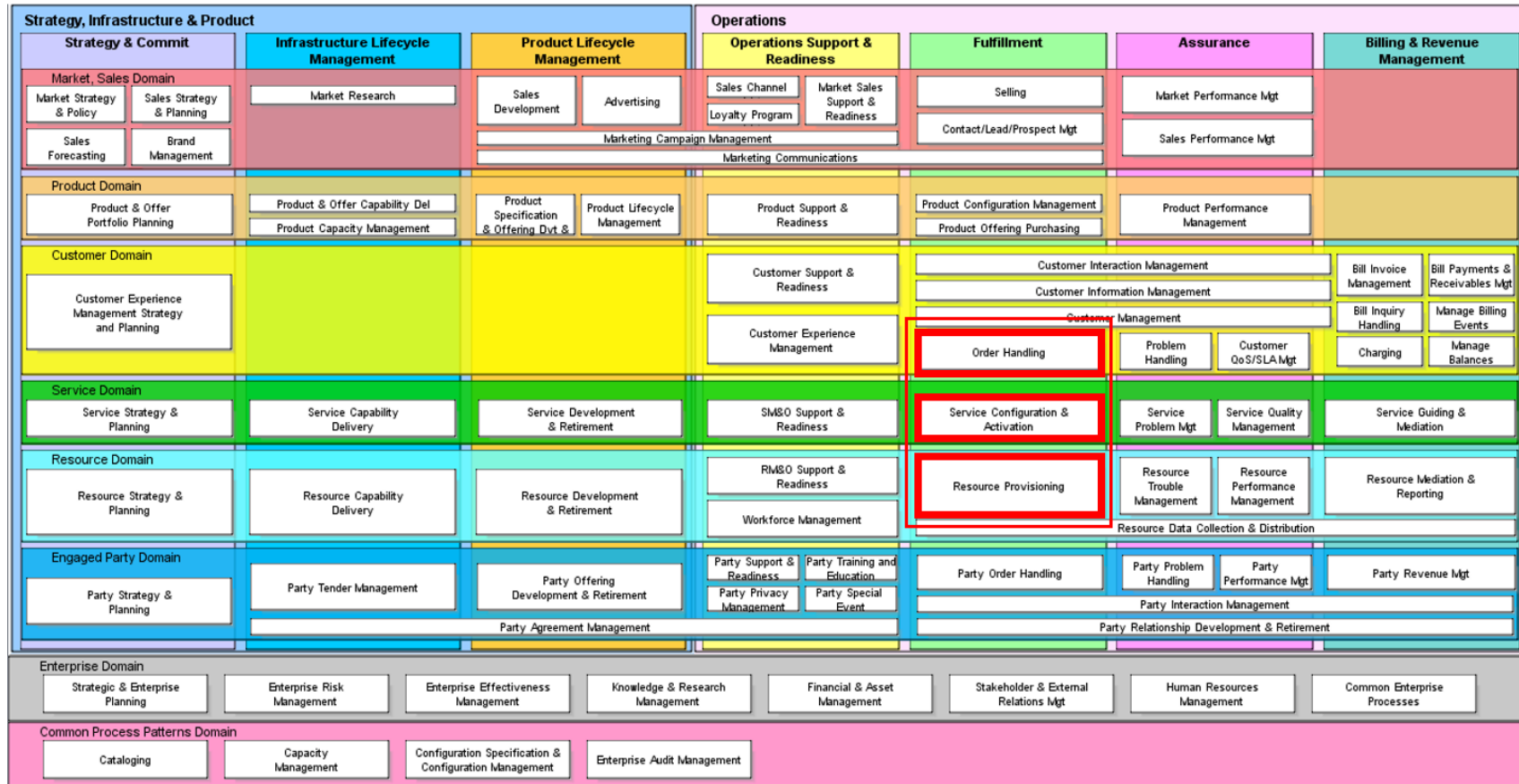


Figure 4- Level 2 process coverage for STC E2E Customer Fulfilment Process Journey Assessment

4 Business Process Framework Assessment Overview

4.1 Mapping Technique Employed

Business Process Framework Level 4 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework process is supported by descriptive text. In many cases, each process is aligned and mapped to appropriate company documentation references solution, methodology or modeling material.

Note that when a Level 3 process has not been decomposed to Level 4 processes, the implied tasks for the given Level 3 process are analyzed.

The Business Process Framework Level 4 descriptions (or Level 3 if appropriate) are analyzed by looking for implied tasks. Color coded text as highlighted below is used as part of the process mapping whereby highlighted text indicates the level of support for a Level 4 process implied task:

- **GREEN** is used to highlight key words or key statements that are fully supported
- **YELLOW** is used to highlight key words/key statements that are partially supported
- **GREY** is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements that are irrelevant, just for reference or needed to complete the sentence.

Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps, or a combination of both. In this document, “A”, “M”, or “AM” is used for each task to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

TM Forum Note 1: When process mappings are presented against Level 4 processes, the mappings are provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being used, the process mappings are in that case provided against the Level 4 Brief/Extended descriptions.

TM Forum Note 2: Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 4 process descriptions (Brief & Extended).

The following diagram identifies the number of Level 3 processes that were submitted for assessment, for each Level 2 process that was submitted in scope for the Assessment.

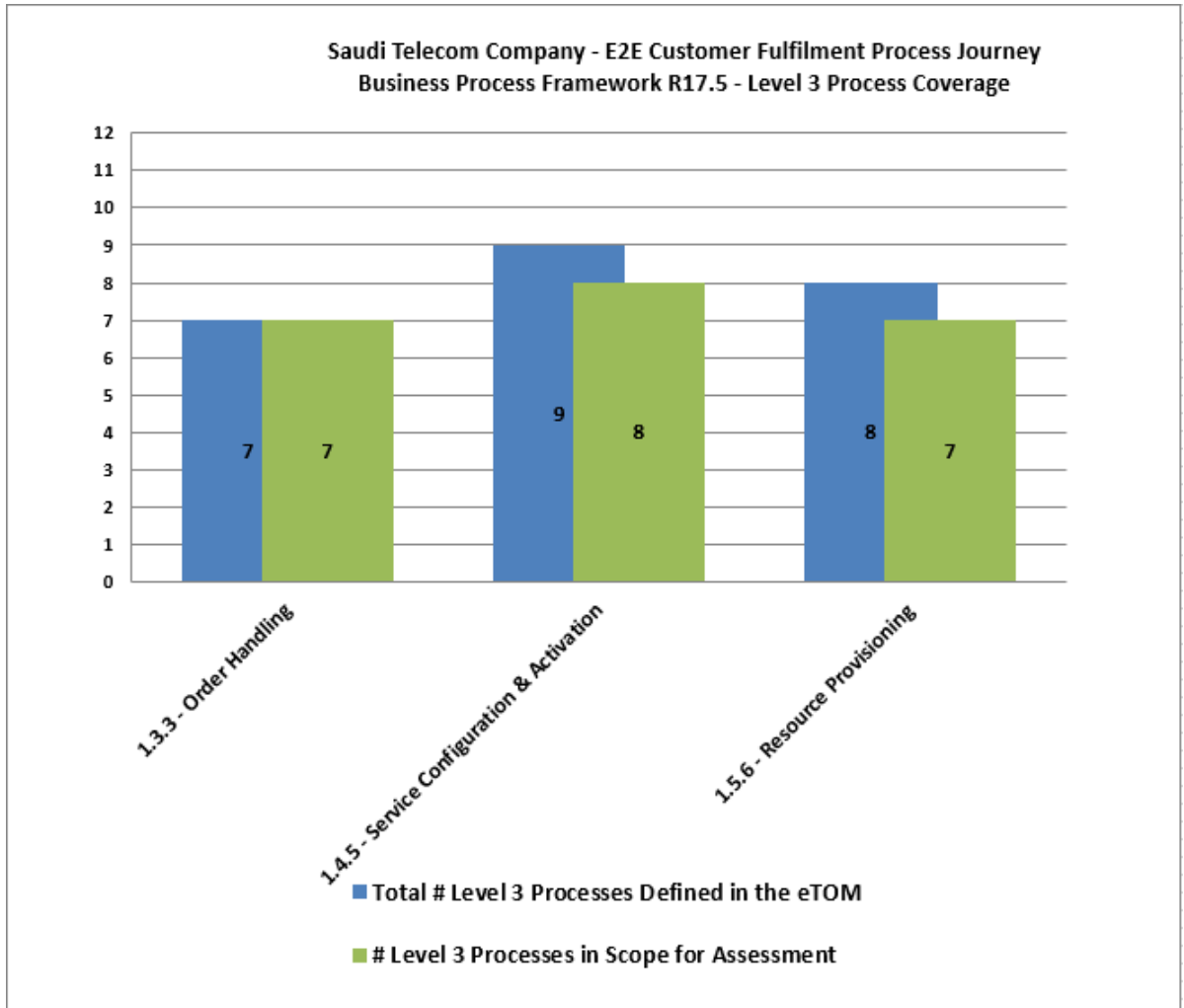


Figure 5 - Level 3 process coverage for STC E2E Customer Fulfilment Process Journey Assessment

5 Business Process Framework – Process Mapping Descriptions

This Section provides a summary of the design and implementation mappings that STC E2E Customer Fulfilment Process Journey provided in the form of self-assessment.

The self-assessment was reviewed by TM Forum Subject Matter Experts alongside supporting documentation provided by STC.

5.1 Level 2: 1.3.3 – Order Handling

5.1.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.3.3 – Order Handling” business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2015/02/Fx17_STC_Field_Ops_eTOM_1_3_3_Order_Handling_V2_RF.pdf

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

1.3.3 - Order Handling

1.3.3.1 - Determine Customer Order Feasibility

- 1.3.3.1.1 - Perform Impact Analysis
- 1.3.3.1.2 - Check offering availability
- 1.3.3.1.3 - Check Offering feasibility

1.3.3.2 - Authorize Credit

1.3.3.3 - Track & Manage Customer Order Handling

- 1.3.3.3.1 - Manage Customer Order
- 1.3.3.3.2 - Track Customer Order
- 1.3.3.3.3 - Update Order Repository

1.3.3.4 - Complete Customer Order

1.3.3.5 - Issue Customer Orders

- 1.3.3.5.1 - Assess Customer Order
- 1.3.3.5.2 - Issue Customer Order

1.3.3.6 - Report Customer Order Handling

- 1.3.3.6.1 - Monitor Customer Order Status
- 1.3.3.6.2 - Manage Customer Order Status Notification
- 1.3.3.6.3 - Report Customer Order Status

1.3.3.7 - Close Customer Order

5.2 Level 2: 1.4.5 - Service Configuration & Activation

5.2.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.4.5 – Service Configuration & Activation” business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2015/02/Fx17_STC_Field_Ops_eTOM_1_4_5_Service_Configuration_Activation_V2RF.pdf

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

1.4.5 - Service Configuration & Activation

1.4.5.1 - Design Solution

- 1.4.5.1.1 - Develop Overall Service Design
- 1.4.5.1.2 - Develop Service Implementation Plan
- 1.4.5.1.3 - Develop Detailed Service Design

1.4.5.2 - Allocate Specific Service Parameters to Services

- 1.4.5.2.1 - Determine Service Parameter Availability
- 1.4.5.2.2 - Reserve Service Parameters
- 1.4.5.2.3 - Release Service Parameter
- 1.4.5.2.4 - Allocate Service Parameters

1.4.5.3 - Track & Manage Service Provisioning

- 1.4.5.3.1 - Assign Service Provisioning Activity
- 1.4.5.3.2 - Track Service Provisioning Activity
- 1.4.5.3.3 - Manage Service Provisioning Activity

1.4.5.4 - Implement, Configure & Activate Service

- 1.4.5.4.1 - Configure Service
- 1.4.5.4.2 - Implement Service
- 1.4.5.4.3 - Activate Service

1.4.5.5 - Test Service End-to-End

- 1.4.5.5.1 - Test Service
- 1.4.5.5.2 - Develop Service Test Plans
- 1.4.5.5.3 - Capture Service Test Results

1.4.5.6 - Issue Service Orders

- 1.4.5.6.1 - Assess Service Request
- 1.4.5.6.2 - Create Service Orders
- 1.4.5.6.3 - Mark Service Order for Special Handling

1.4.5.7 - Report Service Provisioning

- 1.4.5.7.1 - Monitor Service Order Status

- 1.4.5.7.2 - Distribute Service Order Notification
- 1.4.5.7.3 - Distribute Service Provisioning Reports

1.4.5.8 - Close Service Order

5.3 Level 2: 1.5.6 – Resource Provisioning

5.3.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the “1.5.6 – Resource Provisioning” business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2015/02/Fx17_STC_Field_Ops_eTOM_1_5_6_Resource_Provisioning_V2RF.pdf

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

1.5.6 - Resource Provisioning

1.5.6.1 - Allocate & Install Resource

- 1.5.6.1.1 - Determine Resource Availability
- 1.5.6.1.2 - Reserve Resource
- 1.5.6.1.3 - Release Resource
- 1.5.6.1.4 - Allocate Resource
- 1.5.6.1.5 - Install and Commission Resource

1.5.6.2 - Configure & Activate Resource

- 1.5.6.2.1 - Configure Resource
- 1.5.6.2.2 - Implement Resource
- 1.5.6.2.3 - Activate Resource

1.5.6.3 - Test Resource

- 1.5.6.3.1 - Test Specific Resources
- 1.5.6.3.2 - Develop Test Plans
- 1.5.6.3.3 - Capture Test Results

1.5.6.4 - Track & Manage Resource Provisioning

- 1.5.6.4.1 - Coordinate Resource Provisioning Activity
- 1.5.6.4.2 - Track Resource Provisioning Activity
- 1.5.6.4.3 - Manage Resource Provisioning Activity
- 1.5.6.4.4 - Update Resource Repository

1.5.6.5 - Report Resource Provisioning

- 1.5.6.5.1 - Monitor Resource Order Status
- 1.5.6.5.2 - Distribute Resource Order Notification
- 1.5.6.5.3 - Distribute Resource Provisioning Reports

1.5.6.6 - Close Resource Order

1.5.6.7 - Issue Resource Orders

1.5.6.7.1 - Assess Resource Request

1.5.6.7.2 - Create Resource Orders

1.5.6.7.3 - Mark Resource Order for Special Handling

6 Frameworkx Conformance Result

This Section details the Scores awarded to reflect Conformance of the STC E2E Customer Fulfilment Process Journey design & implementation to the Business Process Framework components of Frameworkx 17.5.

6.1 Business Process Framework – Scoring Guidelines

Business Process Framework - Conformance Certification Methodology		
Process Level	Conformance Score	Qualifier
Level 1 Process	Not applicable	Conformance Assessment shall not be carried out at this process level.
Level 2 Process	Not applicable	A conformance level is not awarded to Level 2 processes in Frameworkx Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3.1* & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. If a Level 3 process has not been decomposed to Level 4 processes, the Level score is awarded according to alignment to the Level 3 defined Implied Tasks.
Level 4 Process	Level of conformance is calculated as input to parent Level 3 Process Score	Levels of conformance are calculated for Level 4 processes according to alignment to the individual implied tasks. Level 4 scores are summed and averaged to given an overall score for the parent Level 3 process.
* In earlier Conformance Assessments, scores were awarded to Level 1 & Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from > 3.		
Additional Notes		
Note 1 - Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 1 processes.		
Note 2 - Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.		
Note 3 - The Conformance Assessment shall be carried out at process level 3 (if there are no level 4 process elements defined for a specific level 3 in scope) or at level 4 (if there are level 4 process elements defined for a specific level 3 in scope). For each Level 3 process (when there are no level 4 processes available), conformance shall be deduced according to the documented support for the process implied tasks. For each Level 4 process (when available), conformance shall be deduced according to the documented support for the process implied tasks, as decomposed and described in the Level 4 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 4 processes/Implied Tasks.		
Note 4 - In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. This note specifically applies to Product & Solution Assessments.		
Note 5 - Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.		

Figure 6 - TM Forum Business Process Framework: Conformance Scoring Rules

6.2 Business Process Framework – Conformance Result Summary

The graph in this Section provides an overview of the conformance levels granted to the Level 3 Processes presented in scope for STC E2E Customer Fulfilment Process Journey conformance assessment.

Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to the level of Conformance – Full Conformance or Partial Conformance as described in Section 6.1 Business Process Framework – Scoring

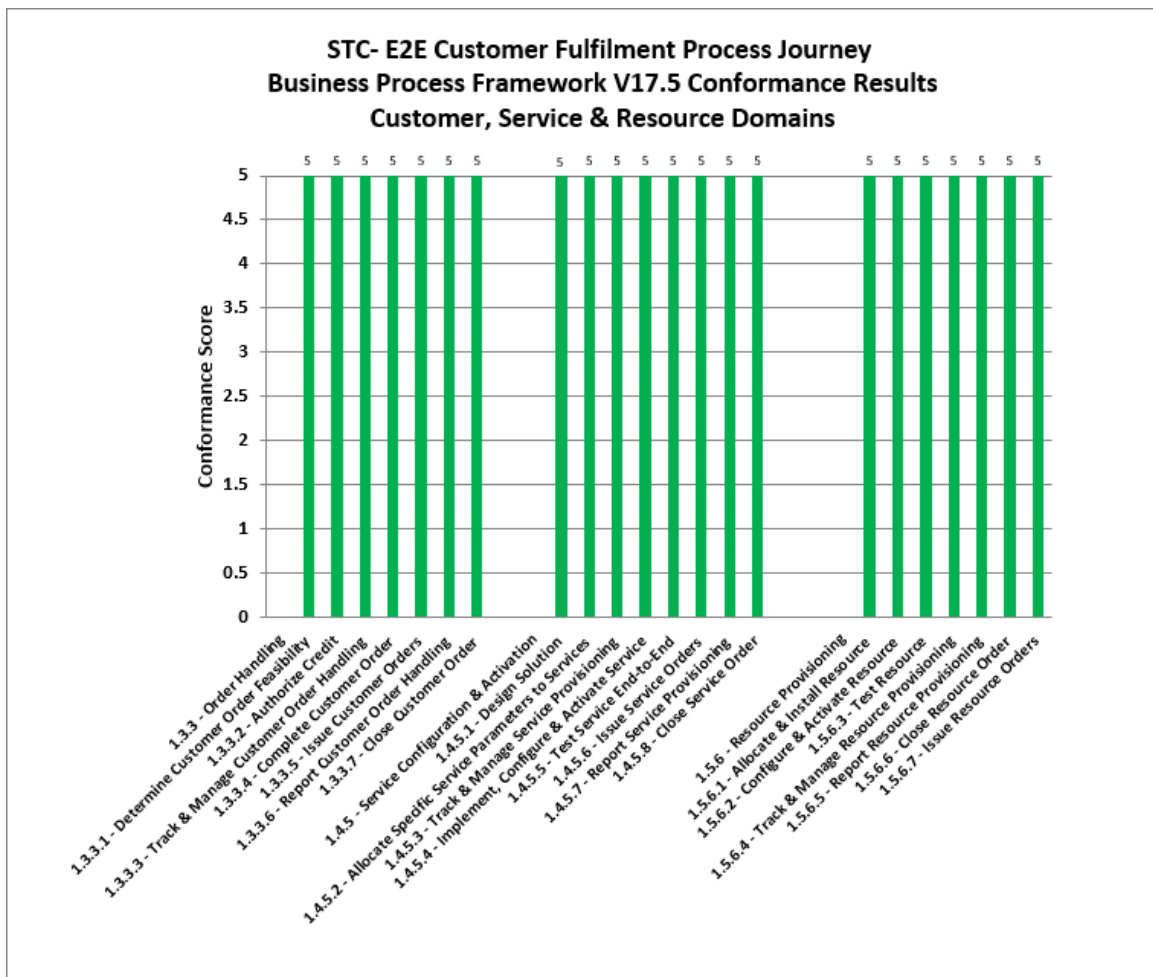


Figure 7 - Conformance Results (eTOM) Customer, Service & Resource Domains

6.3 Business Process Framework – Detailed Conformance Results - Customer Domain (1/2)

Member:		Saudi Telecom Company (STC)		Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved
Product or Area:		E2E Customer Fulfilment Process Journey				
Assessment Type		Design-Implementation Assessment				
Number of L3 Processes in Scope:		22				
Number of L4 Processes in Scope:		54				
Level 2	Level 3	Level 4				
1.3 - Customer Domain						
1.3.3 - Order Handling						
	1.3.3.1 - Determine Customer Order Feasibility			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.3.3.1.1 - Perform Impact Analysis		L4	100%	
		1.3.3.1.2 - Check offering availability		L4	100%	
		1.3.3.1.3 - Check Offering feasibility		L4	100%	
	1.3.3.2 - Authorize Credit			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
	1.3.3.3 - Track & Manage Customer Order Handling			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.3.3.3.1 - Manage Customer Order		L4	100%	
		1.3.3.3.2 - Track Customer Order		L4	100%	
		1.3.3.3.3 - Update Order Repository		L4	100%	
	1.3.3.4 - Complete Customer Order			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

Table 6-1 Business Process Framework: Detailed Conformance Results (1 of 2) – Customer

6.4 Business Process Framework – Detailed Conformance Results - Customer Domain (2/2)

<i>Member:</i>		<i>Saudi Telecom Company (STC)</i>		Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved
<i>Product or Area:</i>		<i>E2E Customer Fulfilment Process Journey</i>				
<i>Assessment Type</i>		<i>Design-Implementation Assessment</i>				
<i>Number of L3 Processes in Scope:</i>		22				
<i>Number of L4 Processes in Scope:</i>		54				
<i>Level 2</i>	<i>Level 3</i>	<i>Level 4</i>				
	1.3.3.5 - Issue Customer Orders			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTQM).
		1.3.3.5.1 - Assess Customer Order		L4	100%	
		1.3.3.5.2 - Issue Customer Order		L4	100%	
	1.3.3.6 - Report Customer Order Handling			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTQM).
		1.3.3.6.1 - Monitor Customer Order Status		L4	100%	
		1.3.3.6.2 - Manage Customer Order Status Notification		L4	100%	
		1.3.3.6.3 - Report Customer Order Status		L4	100%	
	1.3.3.7 - Close Customer Order			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTQM).

Table 6-2 Business Process Framework: Detailed Conformance Results (2 of 2) – Customer

6.5 Business Process Framework – Detailed Conformance Results - Service Domain (1/2)

Member:		Saudi Telecom Company (STC)		Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved
Product or Area:		E2E Customer Fulfilment Process Journey				
Assessment Type:		Design-Implementation Assessment				
Number of L3 Processes in Scope:		22				
Number of L4 Processes in Scope:		54				
Level 2	Level 3	Level 4				
1.4 - Service Domain						
1.4.5 - Service Configuration & Activation						
	1.4.5.1 - Design Solution			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.5.1.1 - Develop Overall Service Design		L4	100%	
		1.4.5.1.2 - Develop Service Implementation Plan		L4	100%	
		1.4.5.1.3 - Develop Detailed Service Design		L4	100%	
	1.4.5.2 - Allocate Specific Service Parameters to Services			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.5.2.1 - Determine Service Parameter Availability		L4	100%	
		1.4.5.2.2 - Reserve Service Parameters		L4	100%	
		1.4.5.2.3 - Release Service Parameter		L4	100%	
		1.4.5.2.4 - Allocate Service Parameters		L4	100%	
	1.4.5.3 - Track & Manage Service Provisioning			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.5.3.1 - Assign Service Provisioning Activity		L4	100%	
		1.4.5.3.2 - Track Service Provisioning Activity		L4	100%	
		1.4.5.3.3 - Manage Service Provisioning Activity		L4	100%	
	1.4.5.4 - Implement, Configure & Activate Service			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.5.4.1 - Configure Service		L4	100%	
		1.4.5.4.2 - Implement Service		L4	100%	
		1.4.5.4.3 - Activate Service		L4	100%	

Table 6-3 Business Process Framework: Detailed Conformance Results (1 of 2) - Service

6.6 Business Process Framework – Detailed Conformance Results - Service Domain (2/2)

Member:		Saudi Telecom Company (STC)		Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved
Product or Area:		E2E Customer Fulfilment Process Journey				
Assessment Type		Design-Implementation Assessment				
Number of L3 Processes in Scope:		22				
Number of L4 Processes in Scope:		54				
Level 2	Level 3	Level 4				
	1.4.5.5 - Test Service End-to-End			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.5.5.1 - Test Service		L4	100%	
		1.4.5.5.2 - Develop Service Test Plans		L4	100%	
		1.4.5.5.3 - Capture Service Test Results		L4	100%	
	1.4.5.6 - Issue Service Orders			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.5.6.1 - Assess Service Request		L4	100%	
		1.4.5.6.2 - Create Service Orders		L4	100%	
		1.4.5.6.3 - Mark Service Order for Special Handling		L4	100%	
	1.4.5.7 - Report Service Provisioning			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
		1.4.5.7.1 - Monitor Service Order Status		L4	100%	
		1.4.5.7.2 - Distribute Service Order Notification		L4	100%	
		1.4.5.7.3 - Distribute Service Provisioning Reports		L4	100%	
	1.4.5.8 - Close Service Order			L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

Table 6-4 Business Process Framework: Detailed Conformance Results (2 of 2) - Service

6.7 Business Process Framework – Detailed Conformance Results - Resource Domain (1/2)

Member:		Saudi Telecom Company (STC)		Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved
Product or Area:		E2E Customer Fulfilment Process Journey				
Assessment Type		Design-Implementation Assessment				
Number of L3 Processes in Scope:		22				
Number of L4 Processes in Scope:		54				
Level 2	Level 3	Level 4				
1.5.6 - Resource Provisioning						
1.5.6.1 - Allocate & Install Resource				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
	1.5.6.1.1 - Determine Resource Availability			L4	100%	
	1.5.6.1.2 - Reserve Resource			L4	100%	
	1.5.6.1.3 - Release Resource			L4	100%	
	1.5.6.1.4 - Allocate Resource			L4	100%	
	1.5.6.1.5 - Install and Commission Resource			L4	100%	
1.5.6.2 - Configure & Activate Resource				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
	1.5.6.2.1 - Configure Resource			L4	100%	
	1.5.6.2.2 - Implement Resource			L4	100%	
	1.5.6.2.3 - Activate Resource			L4	100%	
1.5.6.3 - Test Resource				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
	1.5.6.3.1 - Test Specific Resources			L4	100%	
	1.5.6.3.2 - Develop Test Plans			L4	100%	
	1.5.6.3.3 - Capture Test Results			L4	100%	
1.5.6.4 - Track & Manage Resource Provisioning				L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
	1.5.6.4.1 - Coordinate Resource Provisioning Activity			L4	100%	
	1.5.6.4.2 - Track Resource Provisioning Activity			L4	100%	
	1.5.6.4.3 - Manage Resource Provisioning Activity			L4	100%	
	1.5.6.4.4 - Update Resource Repository			L4	100%	

Table 6-5 Business Process Framework: Detailed Conformance Results (1 of 2) - Resource

6.8 Business Process Framework – Detailed Conformance Results - Resource Domain (2/2)

Member:		Saudi Telecom Company (STC)		Level 4 Process Elements included in the certification scope	Overall Scores Achieved in the certification	Comments About Scores Achieved
Product or Area:		E2E Customer Fulfilment Process Journey				
Assessment Type		Design-Implementation Assessment				
Number of L3 Processes in Scope:		22				
Number of L4 Processes in Scope:		54				
Level 2	Level 3	Level 4				
1.5 - Resource Domain						
	1.5.6.5 - Report Resource Provisioning		L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.5.6.5.1 - Monitor Resource Order Status	L4	100%		
		1.5.6.5.2 - Distribute Resource Order Notification	L4	100%		
		1.5.6.5.3 - Distribute Resource Provisioning Reports	L4	100%		
	1.5.6.6 - Close Resource Order		L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
	1.5.6.7 - Issue Resource Orders		L3	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).	
		1.5.6.7.1 - Assess Resource Request	L4	100%		
		1.5.6.7.2 - Create Resource Orders	L4	100%		
		1.5.6.7.3 - Mark Resource Order for Special Handling	L4	100%		

Table 6-6 Business Process Framework: Detailed Conformance Results (2 of 2) - Resource