

Business Process Framework (eTOM) Implementation Conformance Certification Report

Solutions by STC —Solution Delivery—

September 2021

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1 Introduction

1.1 Executive Summary

This document provides details of self-assessment and TM Forum's conformance review of the implementation of the eTOM by **Solutions by STC Solution Delivery**, against the following TM Forum reference model:

- Business Process Framework Version 20.5

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

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1.2 About Solutions by STC

Solutions by STC provides information and communications technology solutions. The company offers system integration, managed services, internet of things, cyber security, cloud computing, big data analysis, etc.

Over 25 years, Solutions by STC developed strong operational expertise and market leading digital solutions in key technology verticals across the IT value chain. This supercharged its strategic ambition to become the digital solutions innovator and provider of end-to-end services across local and regional ICT service providers.

2 Implementation Functionality/Capability Overview

2.1 Implementation Overview

Resource Capability Delivery Overview

The process flow is developed for managing the delivery of projects starting with clearly defining the requirements, the scope of work and the financial plan and obtaining the required approvals. Then the resource requirements are defined and then communicated through a plan to be prepared. During project execution, project managers continuously manage execution, reviewing deliverables and addressing shortfalls or problems faced. Finally, the project resources are handed over to operations to take forward.

Customer Problem Handling Overview

The process flow is developed for managing all customer complaints received through various channels. Following a proper recording of customer complaints, an initial attempt to address them is undertaken before further escalation is done following a clearly defined matrix. The complaint and its resolution is tracked and monitored until closure and customer satisfaction with the end result is achieved.

2.2 Implementation Scope

Resource Capability Delivery

- Resource Capability Delivery
- Capture Resource Capability Shortfalls
- Gain Resource Capability Investment Approval
- Design Resource Capabilities
- Enable Resource Support & Operations
- Manage Resource Capability Delivery
- Manage Handover to Resource Operations

Customer Problem Handling

- Isolate Customer Problem
- Report Customer Problem
- Track & Manage Customer Problem
- Close Customer Problem Report
- Create Customer Problem Report
- Correct & Recover Customer Problem

2.3 Architectural Blueprint

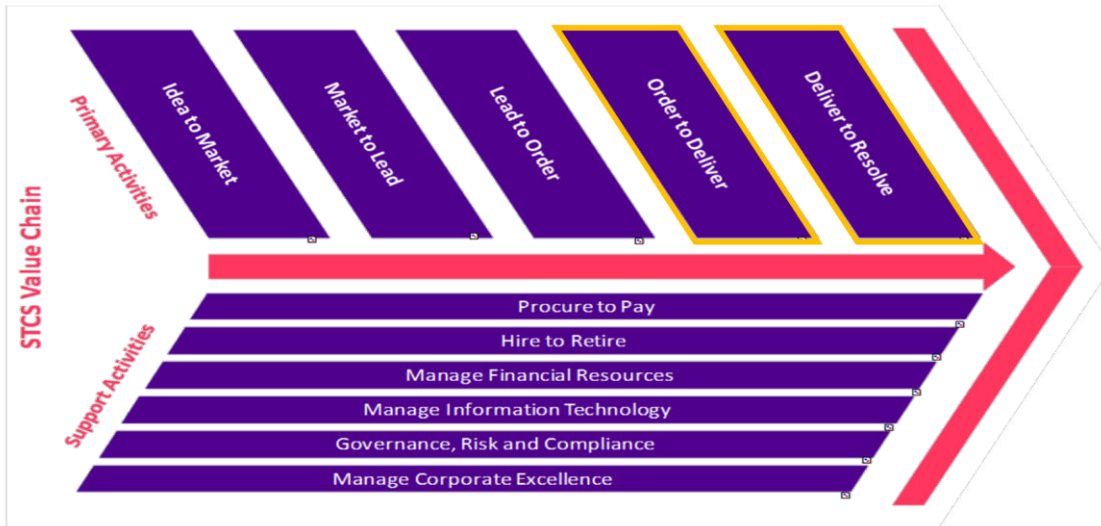


Figure 1 – Solutions by STC’s process model

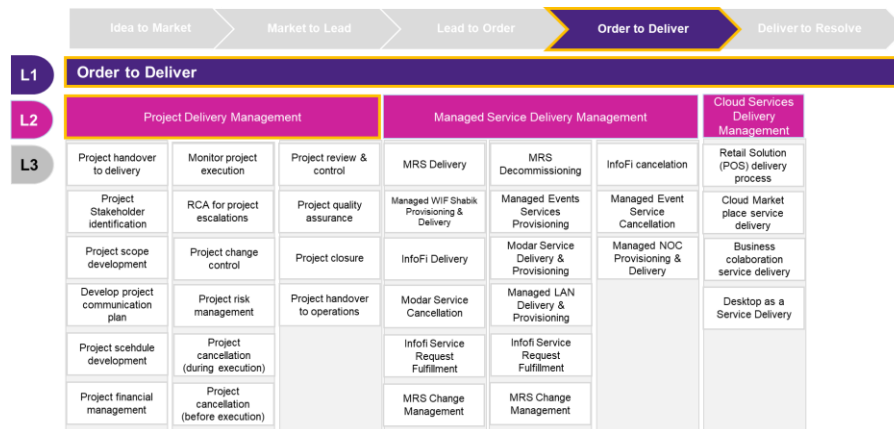


Figure 2 - Order to Deliver Process

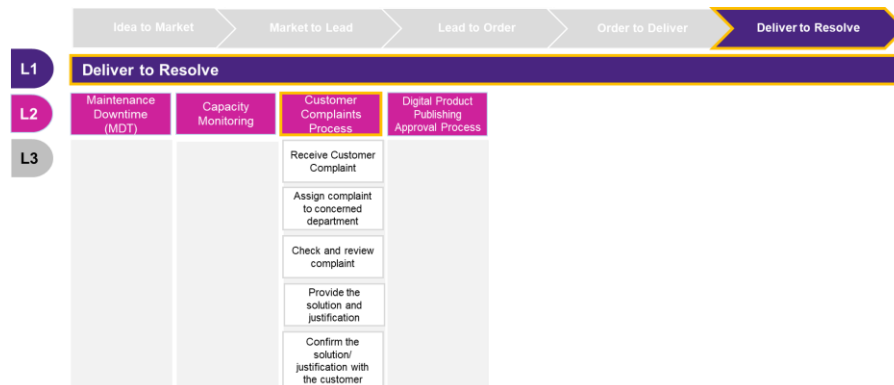


Figure 3 - Deliver to Resolve Process

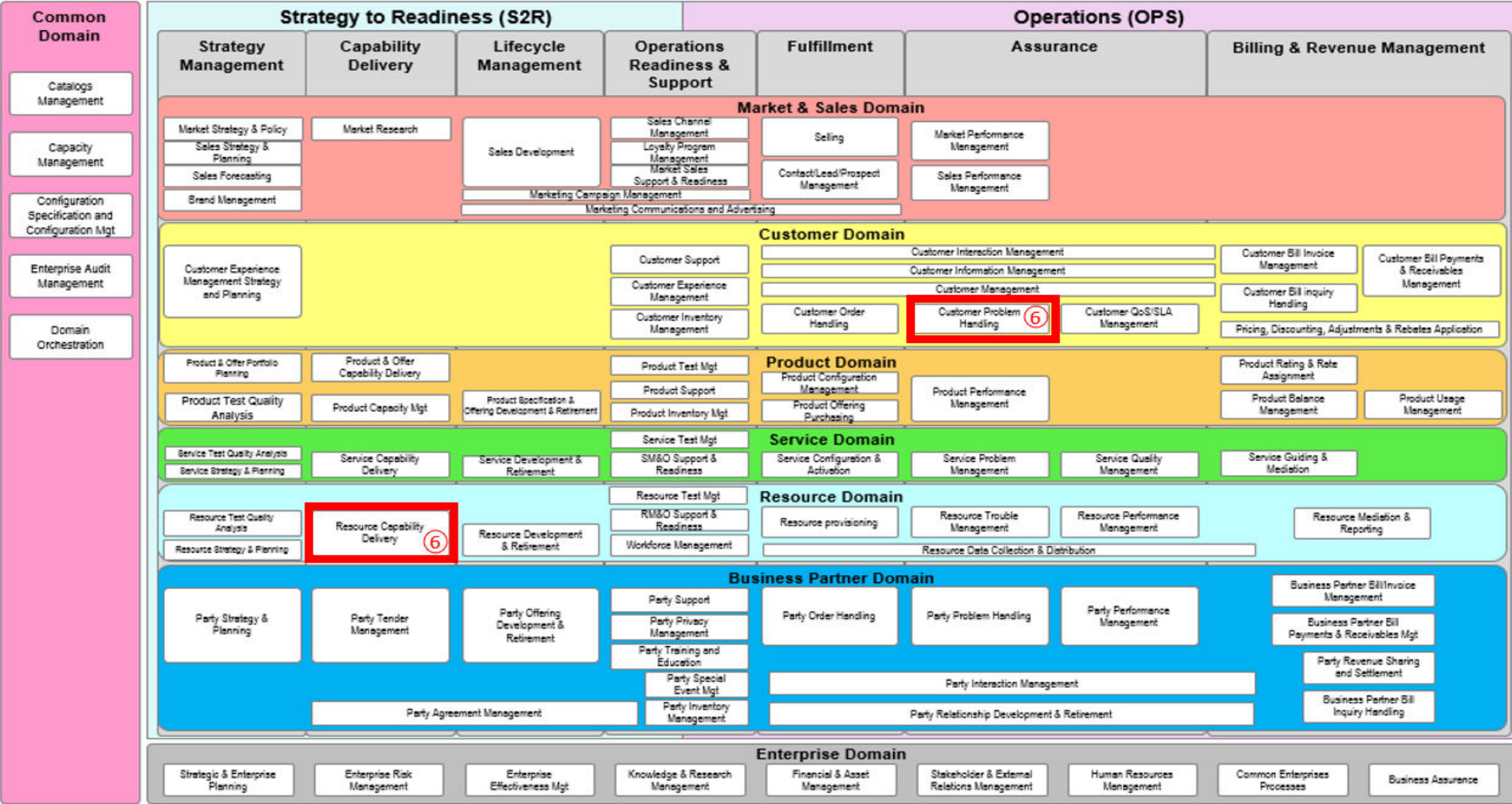
2.4 Technical Deployment Model

The implementation of the “Resource Capability Delivery” process and the “Customer Problem Handling process” is supported by two main systems: The Enterprise Performance Management (EPM) and MyDashboard, a customer centric project management tool with comprehensive functionalities facilitating partial automation of the processes.

2.5 Business Process Framework Level 2 Process Scope

The following figure represents the Business Process Framework Level 2 processes that were presented in scope for conformance certification.

eTOM - v20.5 – Solutions by STC Solution Delivery - Conformance Certification Footprint



Number of L3 processes included in scope for certification

Figure 4 - Level 2 process coverage for Solutions by STC Solution Delivery – Conformance Assessment

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework Level 3 descriptions are analyzed by focusing on implied tasks also referred to as implied functional requirements. (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.

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.

As of February 2018, TM Forum allows mappings to be provided against Level-3 process elements when:

- L3s have relevant, consistent full detailed descriptions reflecting all L4 process elements in their decomposition (usually implied tasks identified and separated by bullet points)
- No decomposition to Level 4 processes was available for a particular L3 process, but the Level-3 mappings fulfil the condition described above, therefore the score awarded hereafter is for the Level 3 process in its entirety.

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 most often provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being defined in the eTOM specification, the process mappings are in that case provided

against the Level 4 Extended description. If an Extended description is not defined, then the mapping is provided against the Brief description.

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 3 process descriptions using the Mandatory/Extended/Brief description as per the guidelines explained for Level 4 based mappings in the previous note.

3.2 Scope of Conformance Certification (eTOM)

TM Forum Business Process Framework (eTOM) - Assessment Scope		
<i>Member</i>	<i>Solutions by STC</i>	Level 3 Process Elements included in the certification scope
<i>Product</i>	<i>Solution Delivery</i>	
<i>Assessment Type</i>	<i>Implementation</i>	
<i>Framework Version</i>	<i>20.5</i>	
<i>Number of L3 Processes in Scope:</i>	<i>12</i>	
Level 2	Level 3	
1.3 - Customer Domain		
1.3.7 - Customer Problem Handling		L2
1.3.7.1 - Isolate Customer Problem		L3
1.3.7.2 - Report Customer Problem		L3
1.3.7.3 - Track & Manage Customer Problem		L3
1.3.7.4 - Close Customer Problem Report		L3
1.3.7.5 - Create Customer Problem Report		L3
1.3.7.6 - Correct & Recover Customer Problem		L3
1.3 - Resource Domain		
1.5.2 - Resource Capability Delivery		L2
1.5.2.2 - Capture Resource Capability Shortfalls		L3
1.5.2.3 - Gain Resource Capability Investment Approval		L3
1.5.2.4 - Design Resource Capabilities		L3
1.5.2.5 - Enable Resource Support & Operations		L3
1.5.2.6 - Manage Resource Capability Delivery		L3
1.5.2.7 - Manage Handover to Resource Operations		L3

Table 1 - Business Process Framework (eTOM) Assessment Scope

3.3 Scope of Conformance Certification – Chart (eTOM)

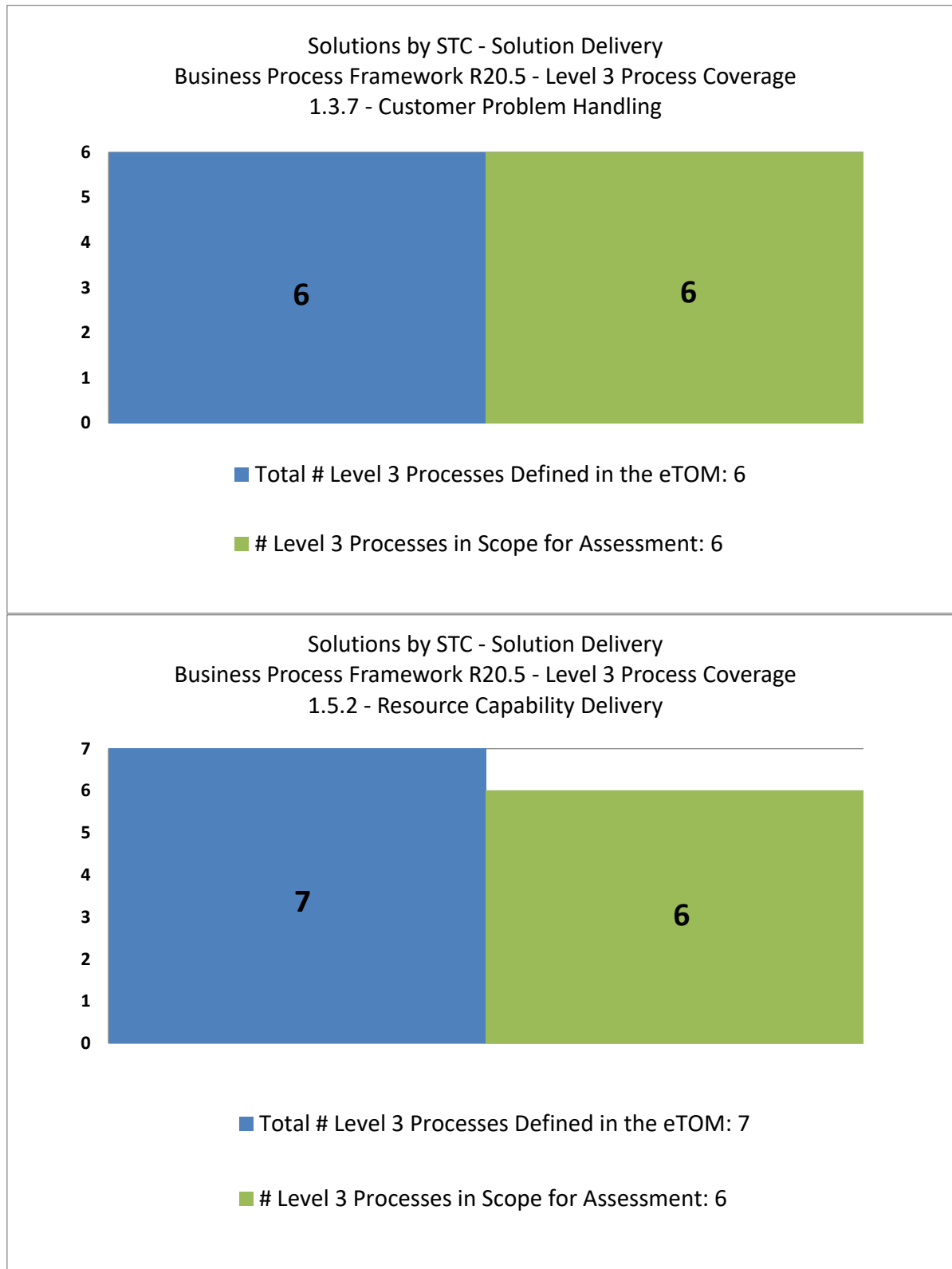


Figure 5- Level 3 process scope for certification

3.4 Business Process Framework – Scoring Guidelines

This section provides the Process Mapping output from the self-assessment carried out by TM Forum Subject Matter Experts alongside supporting documentation made available for this purpose.

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 Framework 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 give 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

3.5 Business Process Framework – Process Mapping Descriptions

This Section provides a summary of the solution mappings that were provided in the form of self-assessment.

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

3.5.1 Customer and Resource Domains

3.5.1.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3 processes in scope for the ‘1.3 – Customer Domain’ and for the ‘1.5 – Resource Domain’ business processes is available from the following link:

<https://www.tmforum.org/wp-content/uploads/2021/09/Solutions-by-STC-Conformance-Mapping-V2RF.pdf>

Mappings and supporting evidence were presented for the following **L3** processes:

1.3.7 - Customer Problem Handling	
	1.3.7.1 - Isolate Customer Problem
	1.3.7.2 - Report Customer Problem
	1.3.7.3 - Track & Manage Customer Problem
	1.3.7.4 - Close Customer Problem Report
	1.3.7.5 - Create Customer Problem Report
	1.3.7.6 - Correct & Recover Customer Problem

1.5.2 - Resource Capability Delivery	
	1.5.2.2 - Capture Resource Capability Shortfalls
	1.5.2.3 - Gain Resource Capability Investment Approval
	1.5.2.4 - Design Resource Capabilities
	1.5.2.5 - Enable Resource Support & Operations
	1.5.2.6 - Manage Resource Capability Delivery
	1.5.2.7 - Manage Handover to Resource Operations

3.6 Conformance Result

This Section details the Scores awarded to reflect Conformance to the Business Process Framework components of eTOM v20.5.

TM Forum Business Process Framework (eTOM) - Assessment Scores		
<i>Member</i>	<i>Solutions by STC</i>	Level 3 Process Elements Scores achieved
<i>Product</i>	<i>Solution Delivery</i>	
<i>Assessment Type</i>	<i>Implementation</i>	
<i>Framework Version</i>	20.5	
<i>Number of L3 Processes in Scope:</i>	12	
Level 2	Level 3	
1.3 - Customer Domain		
1.3.7 - Customer Problem Handling		L2
1.3.7.1 - Isolate Customer Problem		5
1.3.7.2 - Report Customer Problem		5
1.3.7.3 - Track & Manage Customer Problem		5
1.3.7.4 - Close Customer Problem Report		5
1.3.7.5 - Create Customer Problem Report		5
1.3.7.6 - Correct & Recover Customer Problem		5
1.3 - Resource Domain		
1.5.2 - Resource Capability Delivery		L2
1.5.2.2 - Capture Resource Capability Shortfalls		5
1.5.2.3 - Gain Resource Capability Investment Approval		5
1.5.2.4 - Design Resource Capabilities		5
1.5.2.5 - Enable Resource Support & Operations		5
1.5.2.6 - Manage Resource Capability Delivery		5
1.5.2.7 - Manage Handover to Resource Operations		5

Figure 7 - eTOM Conformance Scores Summary

3.7 Business Process Framework – Conformance Result Summary

This Section provides a graphical view of the conformance levels granted to the Level 3 Processes presented in scope. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to the level of Conformance – Full Conformance (Score = 5) or Partial Conformance (Score below 5)

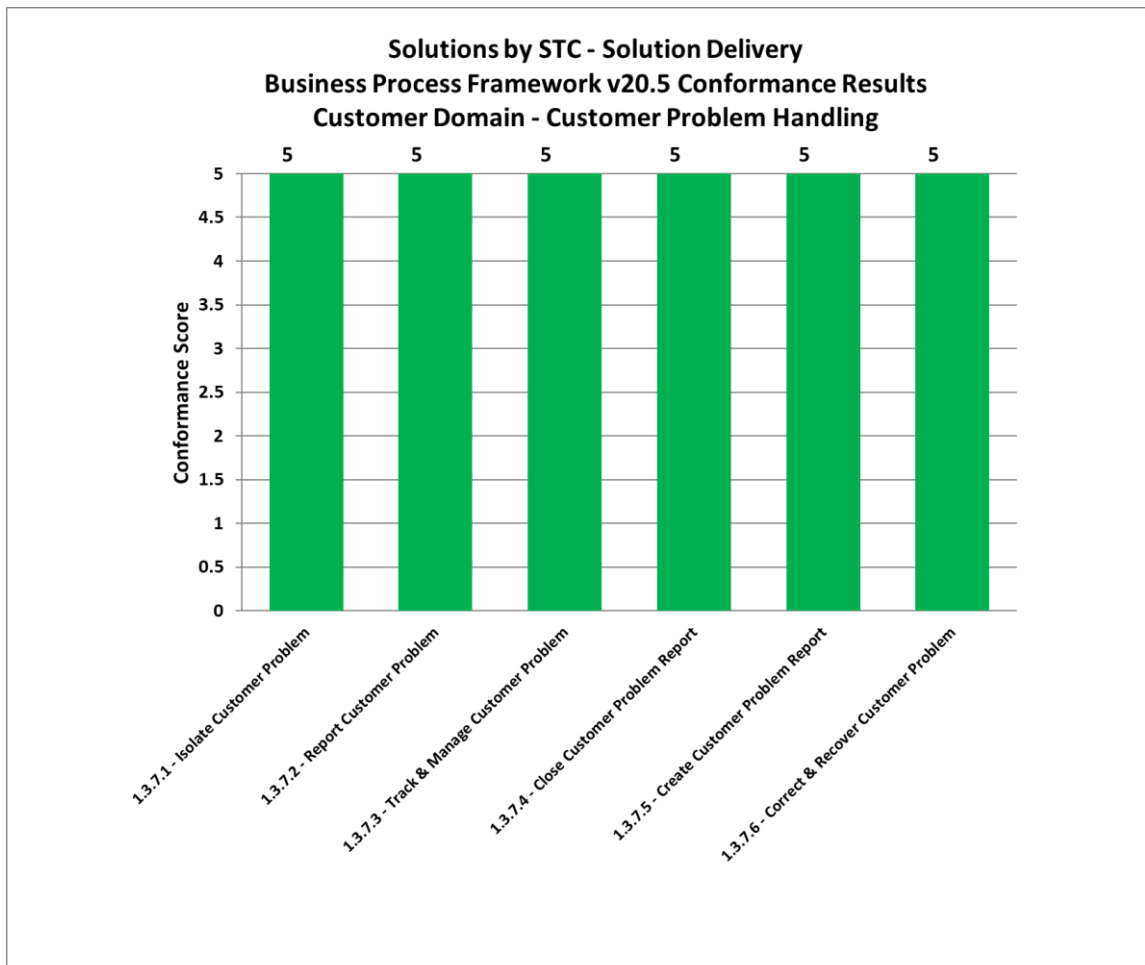


Figure 8- eTOM Conformance Scores – Customer Domain – Solutions by STC – Solution Delivery

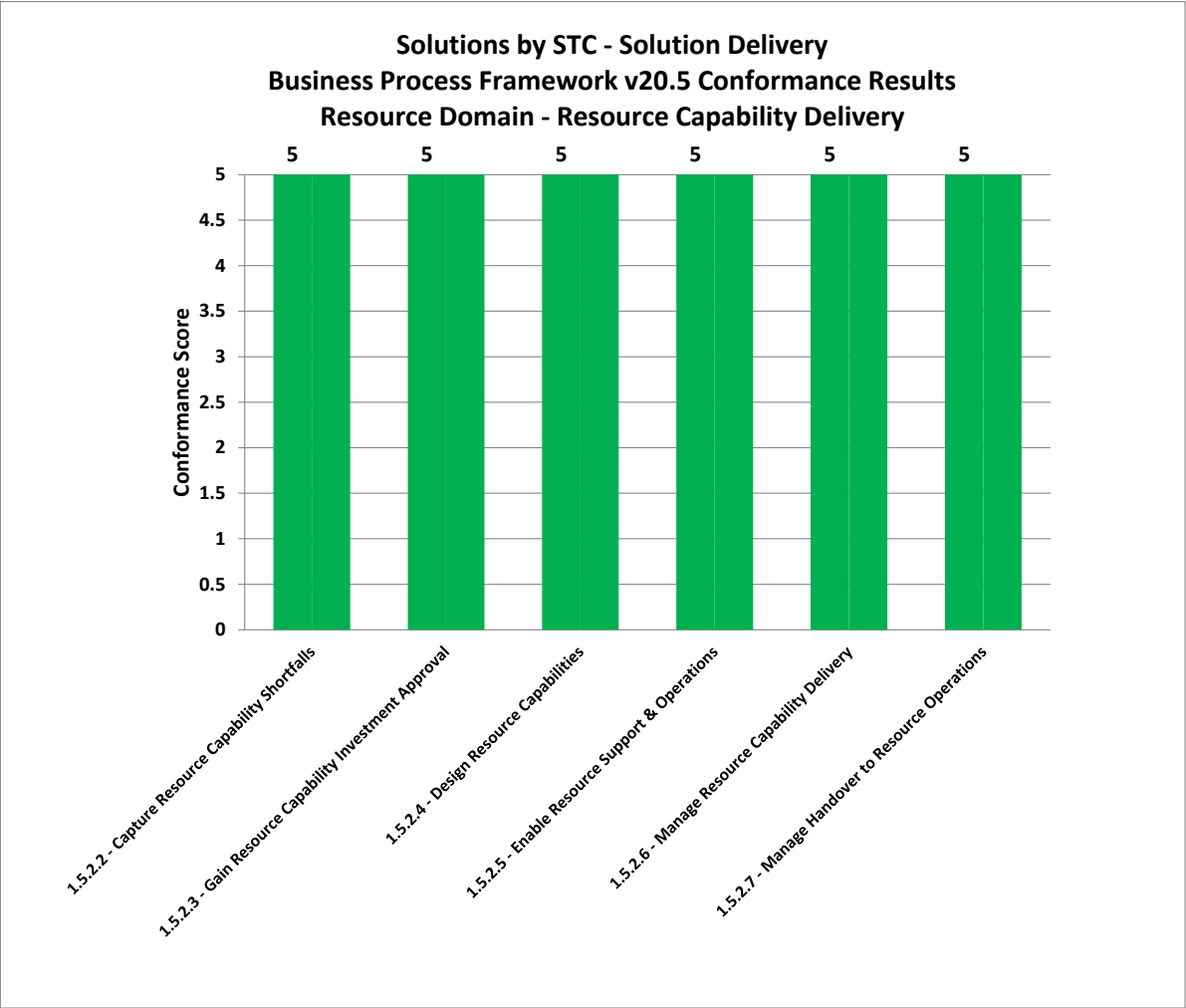


Figure 9- eTOM Conformance Scores – Resource Domain – Solutions by STC – Solution Delivery