

Implementation Conformance Certification Report

**Business Process Framework (eTOM) v21.0
&
Information Framework (SID) v21.0**

for:

stc and ZIRA

**Wholesale Solution for stc's Wholesale
Business Unit (WBU)**

December 2021

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1 Introduction

1.1 Executive Summary

This document provides details of stc's and ZIRA's Self-Assessment of their implementation of Wholesale Solution for stc's Wholesale Business Unit (WBU), against the following ODA 21.0 components:

- Business Process Framework (eTOM) version 21.0
- Information Framework (SID) version 21.0

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

For more information on ZIRA's Wholesale Solution for stc's Wholesale Business Unit (WBU), please contact:

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2 Product Overview

2.1 About stc and ZIRA

2.1.1 About stc

Saudi Telecom Company (stc) is the largest digital enabler of telecommunications services in the Kingdom of Saudi Arabia, and the MENA region's top communications service provider (CSP). The company offers landline and fixed infrastructure, mobile and data services. stc offers mobile, broadband and cloud computing services.

For more information about stc, visit the website at www.stc.com.sa

2.1.2 About ZIRA

ZIRA is the leading vendor of innovative and fully digitalized BSS software solutions, which are successfully serving 50+ Telecom operators across 30+ countries. For decades, ZIRA is an active and well recognized contributor to TM Forum with award winning solutions and implementation concept's added values to the standards that positively adopted by ZIRA clients.

For more information about ZIRA, visit the website at www.zira.com.ba.

2.2 Product Functionality / Capability

ZIRA Wholesale Solution implemented for stc's wholesale unit is leveraging a consolidated user interface as well as an open architecture to enable and simplify future expansion. This single platform serves all lines of the wholesale business and provides a unified product catalog for all wholesale services. It enables end-to-end automation for new multiparty B2B2X solutions, incorporates more sophisticated product bundling to that end, and provides an industry standard configure, price, quote framework.

The platform provides deep financial and operational visibility with end-to-end process management across all revenue paths. Literally platform covers Lead to Cash processes. Process automation and control are enabled and complemented with advanced reporting, including the ability to define and monitor specific or custom KPIs.

New pricing models are also supported, such as value-based, pay-per-use, or pay-per-time as well as new charging criteria including flat, usage and burstable. Discounting for triple-play and other new bundled products are enabled as are expense management and credit control.

2.2.1 Key Features:

ZIRA's Wholesale Solution for stc's Wholesale Business Unit (WBU) has the following features:

- Partner Management with Partner Inventory Management and Partner 360°
- Product catalog-driven order management
- Agreement Management
- Configure Price Quote
- Customer Order Management
- Assets – Product Inventory
- Problem Management
- Interconnect Trading and Routing
- Expense Management
- Usage Rating
- Realtime Credit Control
- Customer Billing
- Partner Invoice Verification
- Dispute Management
- Multiparty Netting and Financial Settlement

2.2.2 Architecture

Wholesale Solution Stack is built following Microservices, Event-Driven and Reactive Architecture principles enabling Applications to be scalable with uncompromised reliability while being highly effective in infrastructure utilization. Those principles are accepted as standard for addressing the architectural challenges. Wholesale Solution Modules are designed to be loosely coupled, location transparent and capable of supporting isolated, autonomous services that enable applications to be elastic (supporting any amount of user load while only using the exact number of resources necessary) and resilient (allowing our systems to always be available, even in the face of failure).

Wholesale Solution is built upon Java based enterprise-class technology stack with utilization of microservice architectural patterns with DevOps controlled deployment.

An overview of ZIRA's Wholesale Solution for stc's Wholesale Business Unit (WBU) is depicted below:

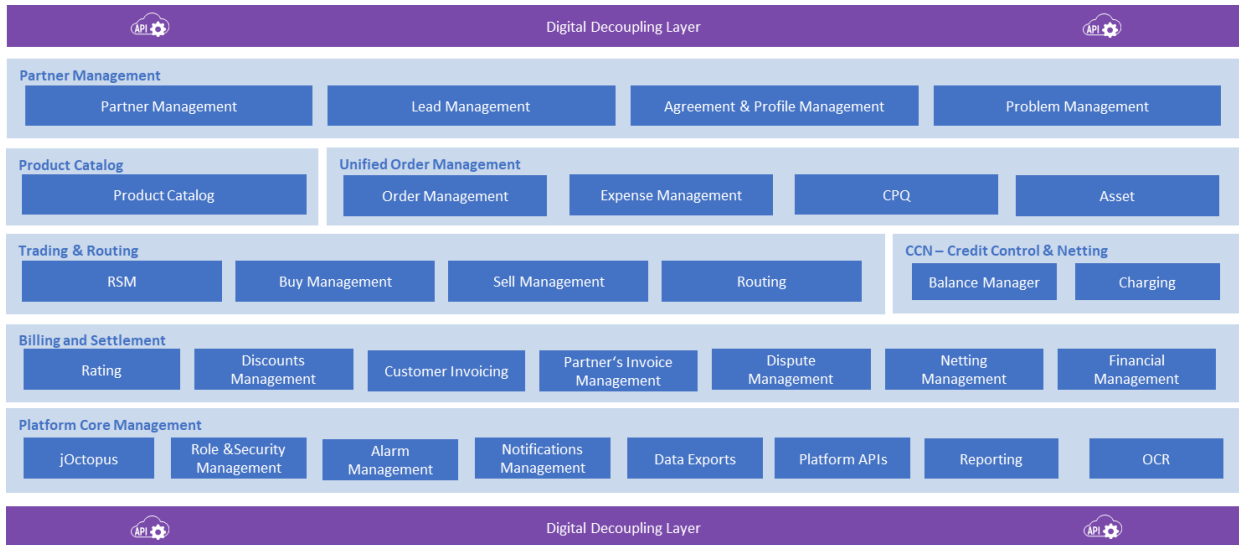


Figure 1 – ZIRA’s Wholesale Solution for stc’s Wholesale Business Unit (WBU)

2.3 ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU) – Benefits

ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU) brings the following benefits:

- 10-fold acceleration in time-to-market for new products
- 50% increase in production rollouts
- 30% less time to close sales quotes
- 50% shorter sales cycles
- 99% - of data meets organization and industry standard health index and can be used in BI
- Optimization of agreements with tailored pricing capabilities, where sales has multiple options of price & discount capabilities.
- Fiber-to-the-home (FTTH) order flow increased 200%, with less than 1% fallout
- Collaboration - 17 different wholesale departments unified under a single solution
- Processes & Workflows Automation of all key business processes

2.4 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.

Business Process Framework (eTOM) - v21.0 – ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU) – Conformance Footprint

Common	Strategy to Readiness				Operations				
	Strategy Management	Capability Delivery	Lifecycle Management	Operations Readiness & Support	Fulfillment	Assurance		Billing & Revenue Management	
Catalogs Management	Market & Sales			Sales Channel Mgt	Selling	Market Performance Management		Market & Sales Accounting Management	
Capacity Management	Market Strategy & Policy	Market Research	Sales Development	Loyalty Program Mgt		Contact/Lead/Prospect Mgt	Sales Performance Management		
Configuration Specification & Configuration Management	Sales Strategy & Planning		Marketing Campaign Management		Marketing Communications and Advertising				
Enterprise Audit Management	Sales Forecasting								
Domain Orchestration	Brand Management								
	Customer				Customer Support		Customer Interaction Management		
	Customer Experience Mgt	Customer Capability Delivery	Customer Lifecycle Management	Customer Support	Customer Information Management		Customer Bill Invoice Management	Customer Bill Payments & Receivables Mgt	
	Customer Strategy & Planning			Customer Experience Mgt	Customer Inventory Mgt	Customer Management			Customer Bill Inquiry Handling
				Customer Order Handling ⁵	Customer Problem Handling	Customer CoS/SLAMgt			
	Product				Product Test Management	Product Configuration Mgt	Product Rating & Rate Assignment		
	Product & Offer Portfolio Planning	Product & Offer Capability Delivery	Product Specification & Offering Dvt & Retirement	Product Support	Product Offering Purchasing	Product Performance Management		Product Usage Management	
	Product Test Quality Analysis	Product Capacity Management		Product Inventory Mgt				Product Balance Management	
	Service				Service Test Management	Service Configuration & Activation	Service Problem Management	Service Quality Management	
	Service Test Quality Analysis	Service Capability Delivery	Service Specification Development & Retirement	SMSO Support & Readiness					
	Service Strategy & Planning								Service Guiding & Mediation
	Resource				Resource Test Management	Resource Provisioning	Resource Trouble Management	Resource Performance Management	
	Resource Test Quality Analysis	Resource Capability Delivery	Resource Specification Development & Retirement	RMSO Support & Readiness					
	Resource Strategy & Planning					Workforce Management	Resource Data Collection & Distribution		Resource Mediation & Reporting
	Business Partner				BP Support	Business Partner Order Handling	Business Partner Problem Handling	Business Partner Performance Mgt	
	Business Partner Strategy & Planning	Business Partner Tender Management	Business Partner Offering Development & Retirement	Party Privacy Mgt					
						BP Training & Education	Business Partner Interaction Management		BP Bill/Invoice Management
				Party Special Event Mgt	Party Relationship Development & Retirement		BP Bill Payments & Receivables Management	BP Bill Inquiry Handling	
		Party Agreement Mgt		Party Inventory Mgt					
	Enterprise								
	Strategic & Enterprise Planning	Enterprise Risk Management	Enterprise Effectiveness Management	Knowledge & Research Management	Financial & Asset Management	Stakeholder & External Relations Mgt	Human Resources Management	Enterprise Data Management	Business Assurance

Number of L3 processes included in scope for certification

Figure 2 - Level 2 process coverage for ZIRA Wholesale Solution for STC's Wholesale Business Unit (WBU) Conformance Assessment

2.5 Information Framework Assessment - ABE Scope

The following diagram illustrates the Information Framework ABEs that were presented in scope for Certification.

Information Framework (SID) - v21.0 – ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU) – Conformance Footprint

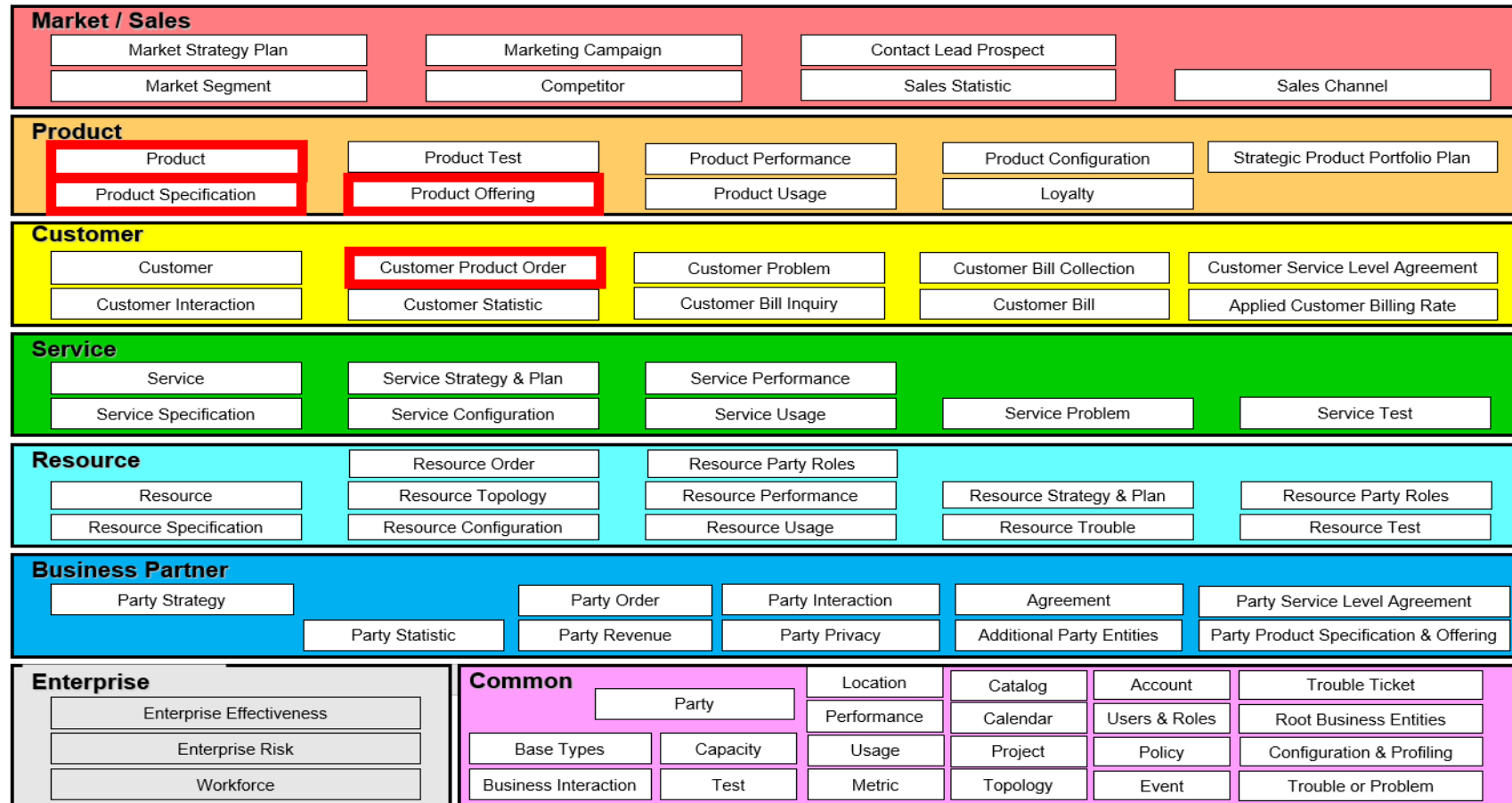


Figure 3 - Level 1 ABEs - SID coverage for ZIRA Wholesale Solution for STC's Wholesale Business Unit (WBU) Conformance Assessment

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)

This document conveys information about the Business Processes implemented by ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU), in accordance to the TM Forum eTOM Version 21.0. It also maps the processes with the Level 2 and Level 3 frameworks Activities. The document covers the following five L3 Processes under Customer Order Handling.

3.3 List of Certified Processes– Chart (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v21.0		
<i>Member:</i>		<i>ZIRA/STC</i>
<i>Product, Solution or Implementation:</i>		<i>Wholesale Solution for STC's Wholesale Business Unit (WBU)</i>
<i>Assessment Type:</i>		<i>Solution Implementation</i>
<i>Number of L3 Processes in Scope:</i>		5
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
1.3 - Customer Domain		
1.3.3 - Customer Order Handling		
		1.3.3.1 - Determine Customer Order Feasibility
		1.3.3.4 - Complete Customer Order
		1.3.3.5 - Issue Customer Orders
		1.3.3.7 - Close Customer Order
		1.3.3.9 - Customer Order Orchestration

Figure 4- Level 3 List of process certified

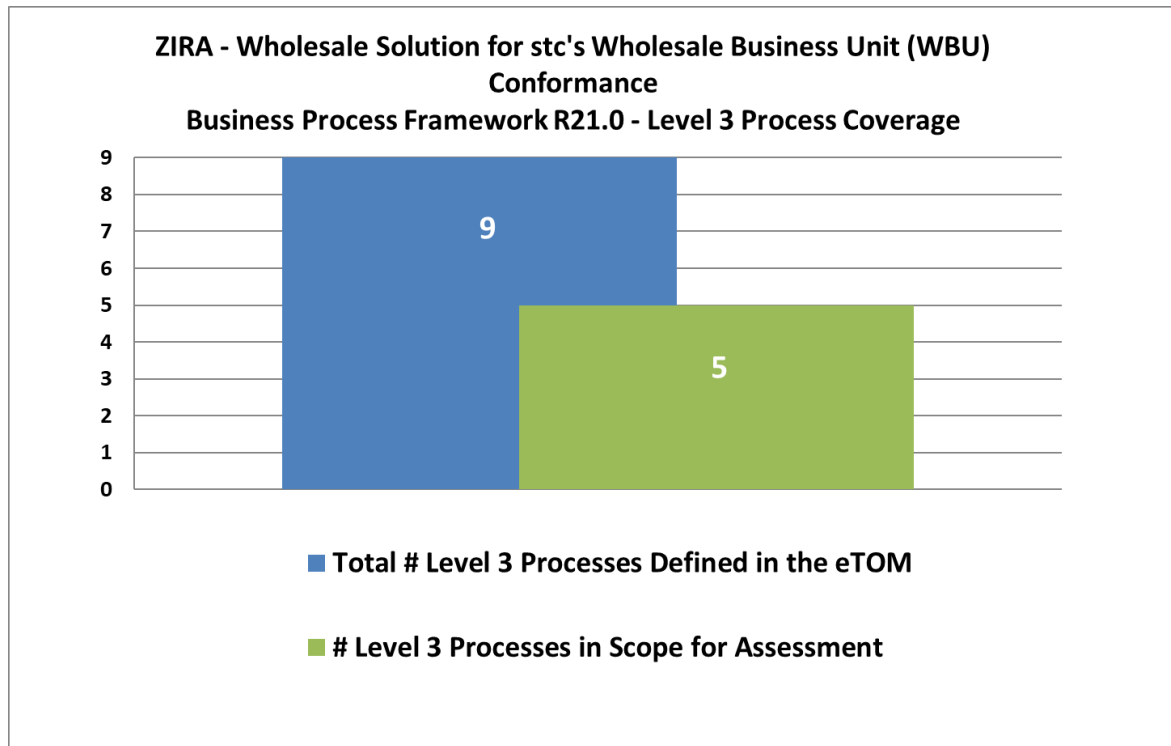


Figure 5- Level 3 process scope for certification

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 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		
<p>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.</p>		
<p>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.</p>		
<p>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.</p>		
<p>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.</p>		
<p>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.</p>		

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

3.5 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework v21.0 against the processes performed by ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU). The self-assessment was reviewed by TM Forum Subject Matter Experts alongside supporting documentation provided.

3.5.1 Customer Domain

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' business processes are available from the following link:

<https://tmforum-resources.s3.amazonaws.com/Conformance+Certifications+/ZIRA+-+eTOM+Conformance+Mapping+Template+-+V1RF.pdf>

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

1.3.3 - Customer Order Handling

- 1.3.3.1 - Determine Customer Order Feasibility
- 1.3.3.4 - Complete Customer Order
- 1.3.3.5 - Issue Customer Orders
- 1.3.3.7 - Close Customer Order
- 1.3.3.9 - Customer Order Orchestration

3.6 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 for ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU). 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)

TM Forum Business Process Framework (eTOM) - Assessment Scores		
Member	ZIRA/STC	
Product	ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU)	
Assessment Type	Solution Implementation	
Framework Version	21.0	
Number of L3 Processes in Scope:	5	
Level 2	Level 3	
1.5 - Resource Domain		
1.3.3 - Customer Order Handling		Level 3 Process Elements Scores achieved
1.3.3.1 - Determine Customer Order Feasibility	5	
1.3.3.4 - Complete Customer Order	5	
1.3.3.5 - Issue Customer Orders	5	
1.3.3.7 - Close Customer Order	5	
1.3.3.9 - Customer Order Orchestration	5	

Figure 7- eTOM Conformance Scores

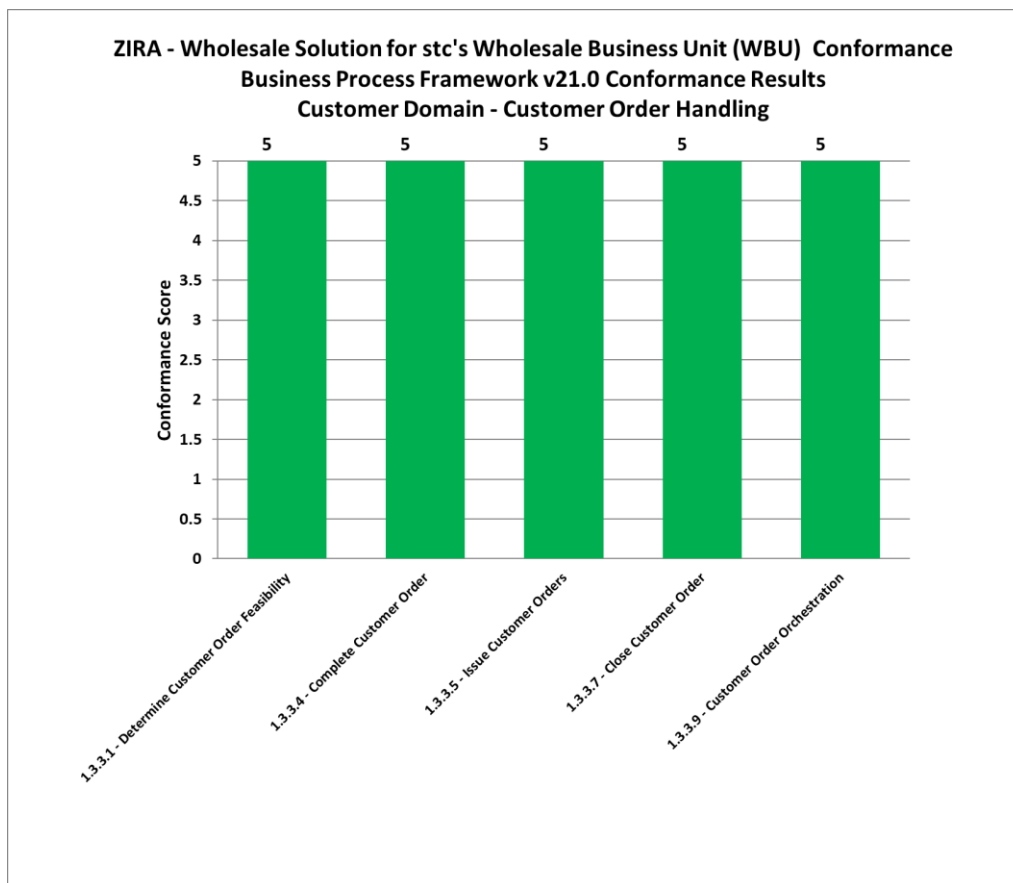


Figure 8- eTOM Conformance Scores – Graph

4 Information Framework Assessment Overview

4.1 Mapping Technique Employed

The certification scope defines the list of Information Framework (SID) ABEs (Aggregate Business Entities) for which mapping support is reviewed during the assessment. For each of the ABEs defined in scope for the assessment, the organization undergoing the assessment must map their information model to the core entities and dependent entities and the required and optional attributes for each entity, as defined in the SID model, according to what is supported for the product/solution under assessment.

For a view of the ABEs that were submitted in scope for conformance certification, please refer to Figure 3 - Level 1 ABEs - SID coverage for ZIRA Wholesale Solution for STC's Wholesale Business Unit (WBU) Conformance Assessment on page 7.

4.2 Information Framework – Conformance Scope

TM Forum - Assessment Scoping Document - Information Framework (SID) v21.0			
Member:	ZIRA/STC		
Product, Solution or Implementation:	Wholesale Solution for STC's Wholesale Business Unit (WBU)		
Assessment Type:	Solution Implementation		
ABEs in Scope:	4		
Level 1 ABEs			
Customer Domain			
Customer Product Order ABE			
Product Domain			
Product ABE			
Product Offering ABE			
Product Specification ABE			

Table 1 - Information Framework: Conformance Scope

4.3 Information Framework Conformance Result

This Section details the Scores awarded to reflect Conformance of ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU) to the Information Framework components release 21.0.

<i>Member</i>	ZIRA	<i>Conformance Certification Final Scores Achieved for ABEs</i>
<i>Product</i>	ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU)	
<i>Assessment Type</i>	Solution Implementation	
<i>Framework Version</i>	21.0	
<i>ABEs in Scope</i>	4	
Level 1 ABEs		
Product Domain		
Product ABE		9.82 - Very High Conformance
Product Offering ABE		9.90 - Very High Conformance
Product Specification ABE		9.71 - Very High Conformance
Customer Domain		
Customer Product Order ABE		10 - Full Conformance

Table 2 - Information Framework: Conformance Scores

4.3.1 Information Framework – Scoring Rules

Between 2013 (Framework 14.0) and the end of 2017, TM Forum applied a combined scoring method based on two different categories of conformance scoring:

1. Information Framework Maturity
2. Information Framework Adoption

Starting on the 1st of January 2018, only one method has been retained instead of these two scoring methods (Maturity + Adoption). The use of two different methods made interpretation and understanding difficult and ambiguous for many of our members, on the ground of such experience, the TM Forum decided to keep only the “Adoption” scoring method and discard the “Maturity” scoring method.

Adoption scoring ensures a good balance between qualitative and quantitative criteria on SID conformance criteria. The adoption scoring method consists of a range of scores from 1 to 10 which makes it intuitive and fair, it is also based on weighted criteria e.g. core element, dependent, required, optional, etc.

This section provides further details about the **Adoption** scoring method.

4.3.2 Information Framework Adoption Conformance Scoring Methodology

As of Framework 14.0 based Conformance Assessments, to recognize the overall adoption of the Information Framework SID Information model, the Information Framework Adoption Scoring system was introduced to complement the Maturity Levels that have been used since the launch of the Framework Conformance Program.

Information Framework Adoption scores are granted based on the detailed scoring guidelines outlined in Table 3 below.

Adoption conformance is based on an accumulative scoring system - i.e. scores are awarded for each element of an ABE to give an overall total Adoption score for the ABE – with elements in this context defined by core & dependent entities and required and optional attributes for both category of entity.

The scores for each element are calibrated according to relative weightings, according to the significance of each element e.g. core entity having higher weighting than dependent entities and required attributes having higher weighting than optional attributes. The relative weightings for each ABE ‘element’ are indicated in Table 3 - TM Forum Information Framework Adoption Conformance - Scoring Rules Table 3 below.

Table 3 - TM Forum Information Framework Adoption Conformance - Scoring Rules

Information Framework Adoption Conformance Scoring Guidelines						
SID Component		Weighted Scoring Calculation				
Lowest Level ABE		Equivalent – 1 score point				
Core Entity		Equivalent – 2 score points				
Core Entity Required Attribute		% equivalent * 2 [Must support min 50% of Required Attributes]				
Dependent Entity		% equivalent * 1.5				
Dependent Entities – Required Attributes		% equivalent * 1.5				
Core Entity – Optional Attributes		% equivalent * 1.2				
Dependent Entity – Optional Attributes		% equivalent * 0.8				
Adoption Conformance Score Graduation						
Non Conformance [Score = 1 to 3]	Very Low Conformance [3.0 < Score <= 4.0]	Low Conformance [4.0 < Score <= 5.0]	Medium Conformance [5.0 < Score <= 6.0]	High Conformance [6.0 < Score <= 8.0]	Very High Conformance [8.0 < Score < 10.0]	Full Conformance [Score = 10.0]
<p>NOTES:</p> <p>1. The score values for each SID component are added together to get the overall Adoption Conformance score.</p> <p>2. If 50% of the required attributes of Core entities are not supported, scores for following components are not applied as Adoption Conformance requires conformance to 50% of the required attributes of Core entities.</p> <p>3. Adoption Score versus Maturity Level: Using the scoring category to recognise SID adoption, an assessed ABE for which there is equivalence to 2/3 required core attributes and 8/10 dependent entities would be awarded Maturity Level Score = 2.5 (Very Low Conformance) & Adoption Conformance score = 5.2 (Medium Conformance).</p>						

4.3.3 Additional Notes on Information Framework Conformance Adoption scoring:

1. For each level, according to what is required, a value is calculated based on the percentage of entities/attributes supported - as appropriate. This will result in a decimal figure (rounded to one decimal place).
2. Adoption Scoring is based on the progressive scoring schema from the former “Maturity” scoring, however it provides additional flexibility in-so-far as it allows to score all attributes and entities in an assessed ABE. In the former “Maturity” scoring, when not all required attributes of the Core Entity were supported, the Maturity Level score would not progress to the next level, regardless of conformance to other “subordinate” components of the ABE (e.g. dependent entities, optional attributes). “Adoption” scoring fixes this constraint as it provides a weighting mechanism to score all elements supported, regardless of the absence of the core entity or/and required attributes.
3. A **core business entity** is an entity upon which other entities within the ABE are dependent. For example, Service in the Service ABE. A model should strive to attain as high a level of Information Framework (SID) conformance as possible. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.
4. A **dependent entity** is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.
5. The score values for each SID component are added together to get the overall Adoption Conformance score.
6. If 50% of the required attributes of Core entities are not supported, scores for following categories are not applied as Adoption Conformance requires conformance to 50% of the required attributes of Core entities.

4.4 Information Framework – Conformance Result Summary

The following section provide the summary results of the Information Framework Adoption scores granted to the ABEs presented in scope for the assessment of ZIRA Wholesale Solution for stc's Wholesale Business Unit (WBU).

Each ABE was measured using the Information Framework (SID) conformance scoring guidelines as described in section 4.3.2 above.

ZIRA - Wholesale Solution for stc's Wholesale Business Unit (WBU) Conformance
Information Framework v21.0 - Conformance Results (Adoption)

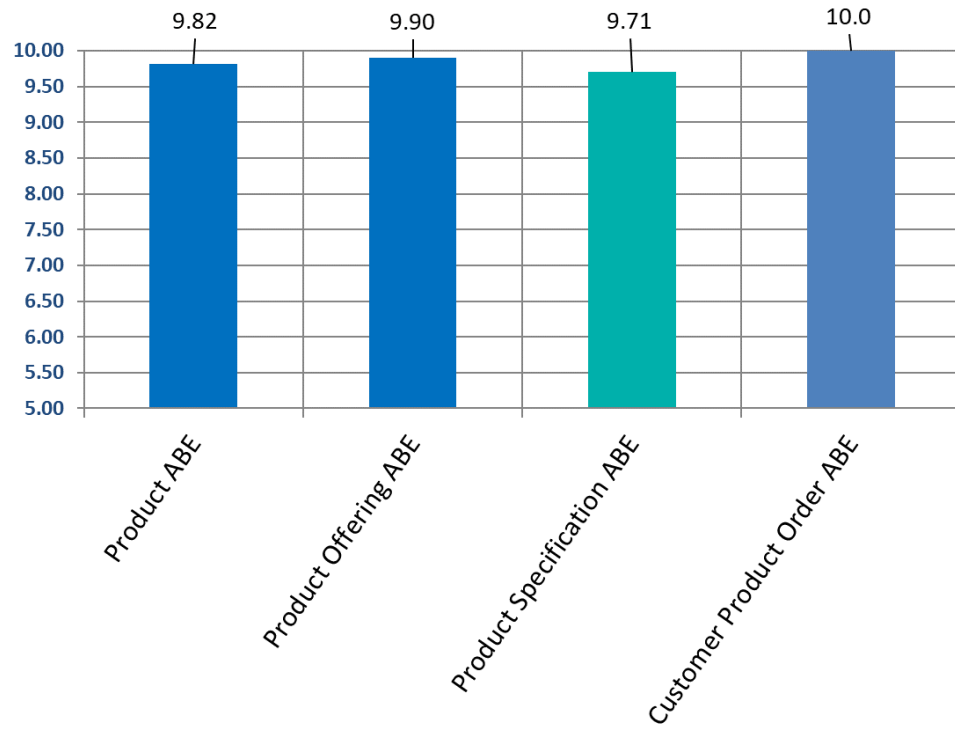


Figure 9- SID Conformance Scores – Graph

– End of Conformance Report –