

# Solution Conformance Certification Report

Business Process Framework (eTOM)

For:

**Jio Platforms Limited**

**JIO B2C System - ODA-C  
JIO Consent Gateway (JioCG)**

December 2024

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## 1 Introduction

### 1.1 Executive Summary

This document provides details of JIO B2C System for JIO Consent Gateway, against the Business Process Framework (eTOM) version 24.0

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 and entities submitted in scope for the Assessment.

For more information on JIO B2C System for JIO Consent Gateway, please contact:

**Mayank Sethi**

JioSE- JEPS Delivery Manager, JIO Platform

**Email:** mayank.sethi@ril.com

**Gaurav Duggal**

JEPS Head, JIO Platform

**Email:** gaurav.duggal@ril.com

For any additional information on this ODA Conformance Certification Report, please contact TM Forum at: [conformance@tmforum.org](mailto:conformance@tmforum.org).

## 2 Solution Overview

### 2.1 About JIO

Reliance Jio Infocomm Limited (Jio) is India's largest telecom operator with over 470 Mn subscribers. Jio's advanced 4G network is future ready and can be easily upgraded to support advanced technologies of 5G, 6G and beyond.

Jio has revolutionized the telecommunication sector by democratizing access to high-speed internet and digital services. This empowered millions of people across India and bridged the digital divide and fostered inclusive growth. Jio has brought transformational changes in the Indian digital services space to enable the vision of Digital India for 1.3 billion Indians and propel India into gloSEI leadership in the digital economy.

Jio has been focused on developing in-house applications spanning various technology domains to support all industry verticals from education to healthcare, are designed to streamline processes, enhance efficiency, and improve accessibility. These carefully crafted strategic plans to leverage digital transformation for the benefit of the Indian population at large have been, alongside company growth, proactively addressing societal needs.

Jio has created an eco-system comprising of network, devices, applications and content, service experience and affordable tariffs for everyone to live the Jio Digital Life. Since launch of its commercial operations in 2016, it has been redefining benchmarks, setting new milestones, inspiring unprecedented adoption, usage, and service metrics that are among the best in the industry.

For more information on our products and services, visit our website at: [www.jio.com](http://www.jio.com)

## 2.2 Solution Functionality / Capability

The Jio Consent Gateway is a consent management application and can be defined as a crucial part of Jio's Value-Added Services (VAS) system, specifically for managing Jiotunes subscriptions. It handles the customer's consent through three defined channels.

The Consent Gateway manages customer interactions for obtaining consent to activate Jiotune services, tracking consents across all channels and ensuring compliance with customizable timeframes. It supports timely interactions, monitors customer responses, and evaluates key performance indicators (KPIs) to improve efficiency, optimizing the consent process for Jiotune services.

### 2.2.1 Key Features:

#### Key Features of Jio Consent Gateway as a product:

1. **Consent Management:** The gateway captures customer consent through three primary channels:
  - **Green Channel:** Customers can directly provide consent via the Jiotunes webpage.
  - **SMS Channel:** Customers can send a confirmation SMS from their registered mobile number to activate the service.
  - **IVR Channel:** Customers can use an Interactive Voice Response (IVR) system to give consent through their registered mobile number.
2. **Time Tracking:** The gateway logs the timestamps of when consent messages are sent to customers and when responses are received. Customers must respond within a specified timeframe to confirm their consent.
3. **Consent Log Storage:** All consent logs are securely stored, allowing the VAS system to effectively track customer interactions, ensuring compliance, reporting, and enhancing customer engagement.
4. **Authentication:** The gateway authenticates internal customers through their registered mobile numbers, ensuring only authorized users can access services.
5. **Detailed Consent Storage:** The Jio Consent Gateway captures and securely stores detailed customer consent information, including customer ID, plan offering ID, plan specifications, service details, and timestamps for creation, updates, and responses. This data is used to monitor both the customer's status and the service provided. It can also be analyzed and customized to generate management reports, offering insights into the efficiency and effectiveness of the customer interaction process.

### 2.2.2 Architecture

The Jio Consent Gateway acts as the backbone to facilitate customer interactions to obtain consents for activating Jiotune services, efficiently tracking consents across multiple channels while ensuring adherence to customizable timeframes. It enables timely interactions, monitors customer responses, and ultimately optimizing the consent process for Jiotune services.

### JIO B2C System for Consent Gateway Level Architecture

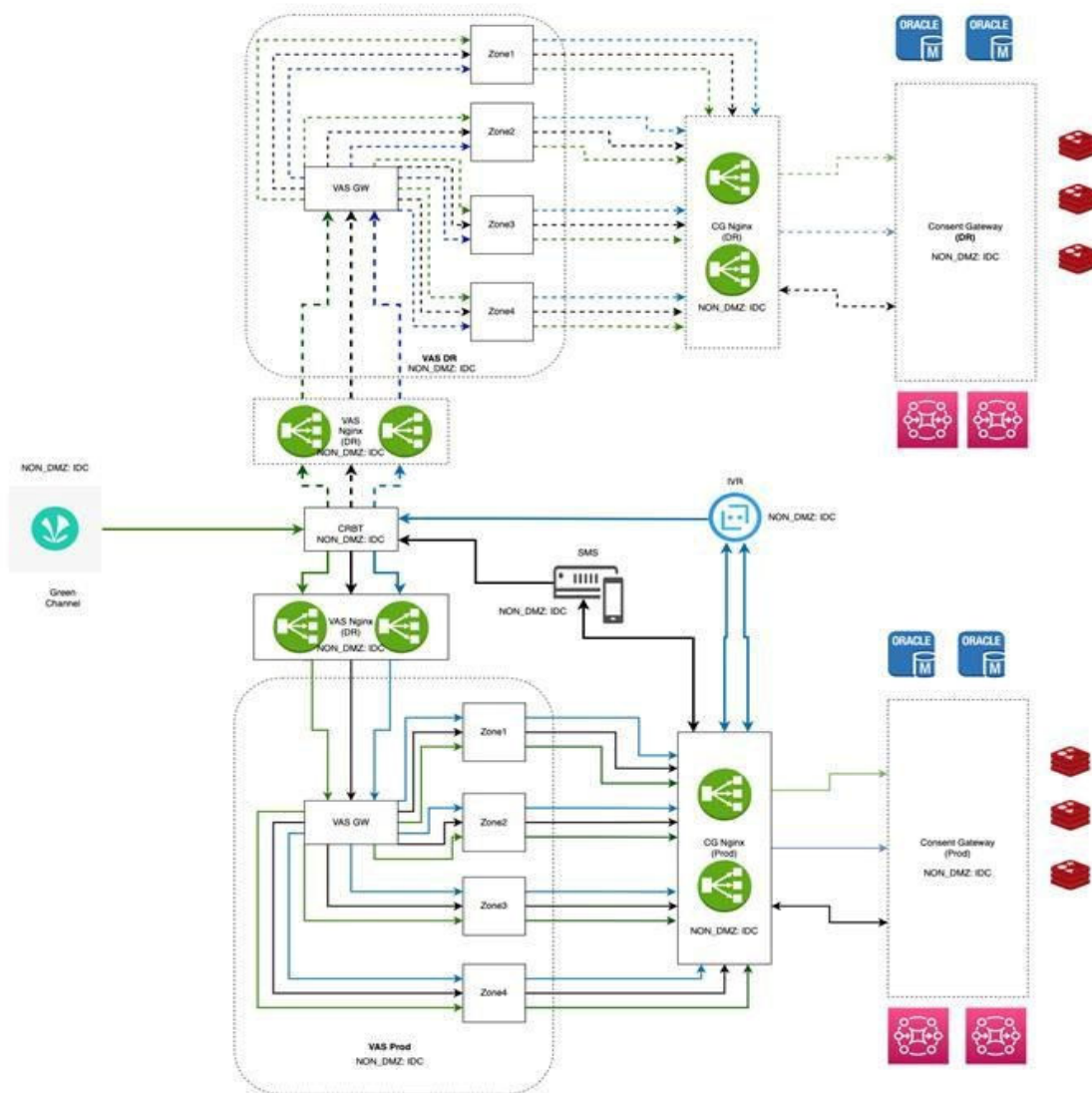


Figure 1 – JIO B2C System for JIO Consent Gateway –Architecture Diagram

## 2.3 JIO B2C System for Consent Gateway – Benefits

### JioCG Architecture

- 1. Open-Source Framework:** JioCG is built on an open-source architecture, allowing independent development and deployment of its various features. The use of open-source tools ensures flexibility and promotes continuous improvement through community-driven enhancements. The platform supports seamless integration with scheduling and monitoring utilities, providing a unified system for managing operations and facilitating smooth oversight.
- 2. Zero Downtime for Updates:** The platform's architecture separates the business logic from technical operations, allowing the deployment of updates without any service interruptions. This modular structure ensures that audits or changes can be implemented instantly, without affecting the system's availability. The version control mechanism supports the management of audit objects, enabling users to revert to previous versions if required.
- 3. Scalability and Resilience:** JioCG is engineered to scale efficiently and remain resilient under heavy loads. The system's design ensures elasticity as demand grows, ensuring consistent performance regardless of customer volume. Its resilient infrastructure minimizes downtime and service disruptions through redundant data centers, backup systems, and robust failover mechanisms.
- 4. Data Management and Reporting:** The platform features powerful data import and export capabilities, supporting essential business functions such as regulatory compliance and performance analytics. The data aggregation module consolidates information from various sources, enabling detailed analysis, reporting, and regulatory submissions.
- 5. Operational Efficiency:** JioCG's architecture is enhanced by a dedicated operational process that streamlines the workflow for managing consents, its billing and reporting. It facilitates real-time monitoring and oversight of system processes, offering tools to manage operations, schedule tasks, and generate comprehensive reports on subscription activities.

Overall, the Jio Consent Gateway is a modern, robust, and highly scalable platform that caters to the consent management needs of millions of customers across various services, ensuring flexibility, scalability, and efficiency.



Business Process Framework v24.0 – JIO B2C System for Consent Gateway – Conformance Scope

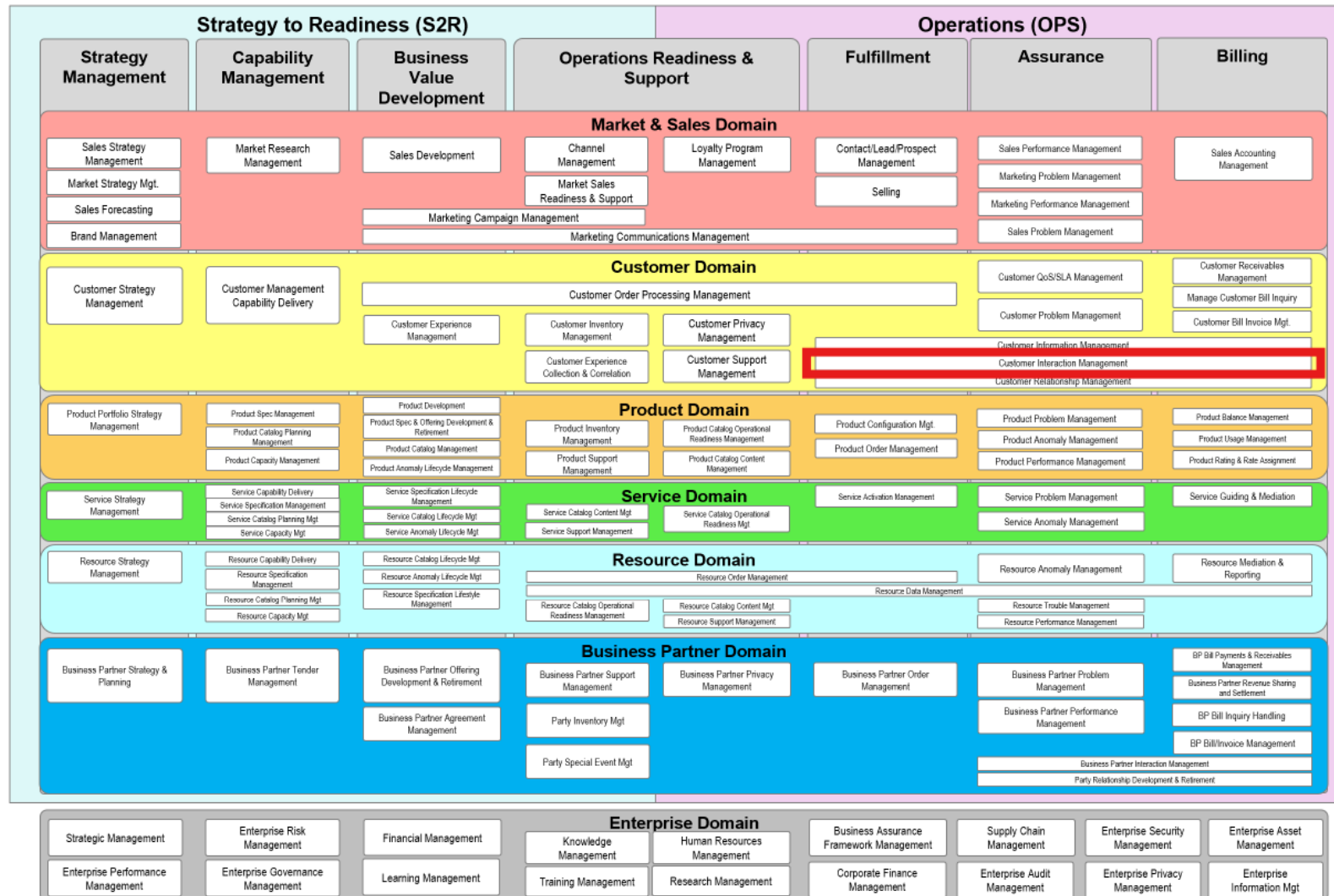


Figure 2 - Process coverage for JIO B2C System for Consent Gateway - Conformance Certification

### 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 3 or a Level 4 implied task within a process element:

- **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 3 processes, such mappings are provided against the process’ extended description. If an Extended Description is not defined, then the mapping is provided against the Brief Description.

### 3.2 Scope of Conformance Certification Graph (eTOM)

This document conveys information about the Business Processes implemented by for JIO B2C System for Consent Gateway in accordance to the TM Forum Business Process Framework. It also maps the processes with the Level 2 and Level 3 frameworks’ business activities. The document covers the following L3 Processes in scope for certification.

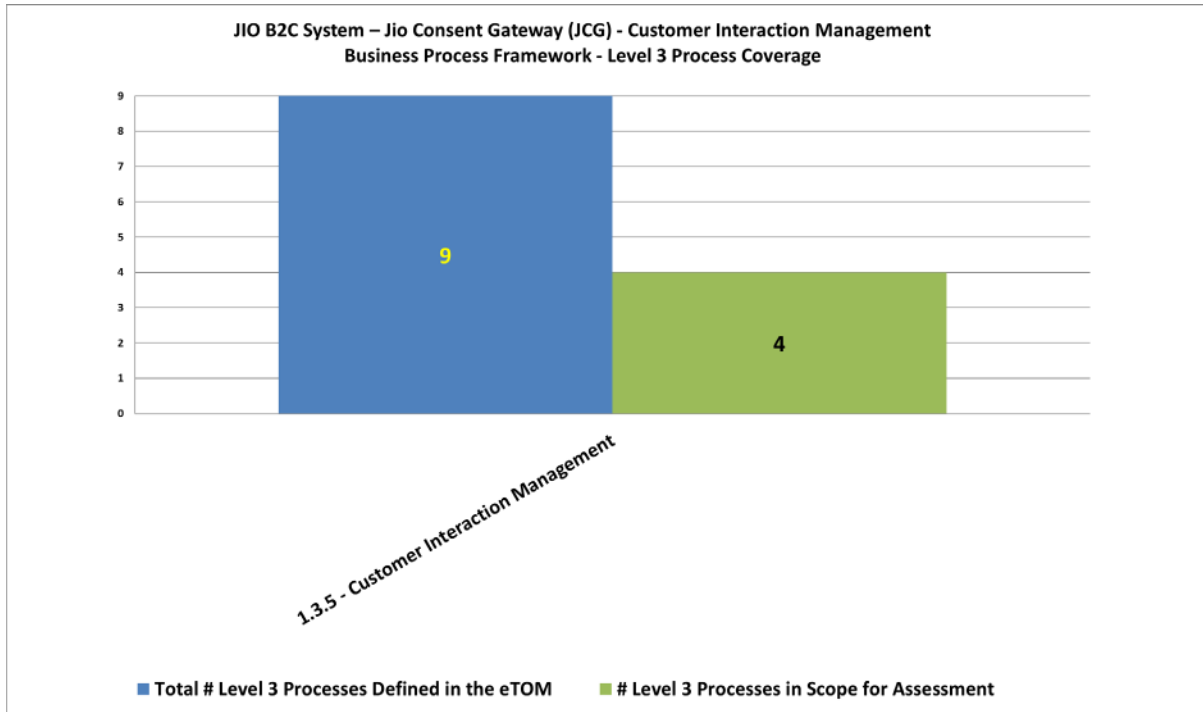


Figure 3- JIO Consent Gateway – Customer Interaction Management - Level 3 processes in scope for certification

### 3.3 Scope of Conformance Certification – Chart (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		JIO
<i>Solution:</i>		JIO B2C System – Jio Consent Gateway (JCG)
<i>Assessment Type</i>		Solution
<i># of L3 Processes in Scope:</i>		4
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>1.3 - Customer Domain</b>		
<b>1.3.5 - Customer Interaction Management</b>		
1.3.5.4 - Log Customer Interaction		
1.3.5.5 - Notify Customer		
1.3.5.6 - Track and Manage Customer Interaction		
1.3.5.7 - Report Customer interaction		

Figure 4- Level 3 process scope for certification – Customer Interaction Management

### 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 (eTOM) - Conformance Scoring 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 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 definitions.
* 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.		
<b>Additional Notes</b>		
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. For each Level 3 process, conformance shall be deduced according to the support for the process implied tasks, as decomposed and described in the underlying process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 3 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. <u>This note specifically applies to Product &amp; Solution Assessments.</u>		
Note 5 - Processes that are supported via manual implementation <u>only</u> , are not considered in scope for the Assessment. <u>This note specifically applies to Product &amp; Solution Assessments.</u>		

Figure 5- 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 against the processes supported by JIO B2C System - ODA-C – Jio Consent Gateway.

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

#### 3.5.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3 business processes in scope is available from the following link:

<https://www.tmforum.org/wp-content/uploads/2024/11/eTOM-24.0 Conformance Mapping Template-JIO-B2C-System-JCG-VFRF.pdf>

### 3.6 Conformance Results – Chart (eTOM)

This Section details the Scores awarded to reflect Conformance to the Business Process Framework (eTOM).

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		<i>JIO</i>	
<i>Solution:</i>		<i>JIO B2C System – Jio Consent Gateway (JCG)</i>	
<i>Assessment Type</i>		<i>Solution</i>	
<i># of L3 Processes in Scope:</i>		4	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.3 - Customer Domain</b>			
<b>1.3.5 - Customer Interaction Management</b>			
<b>1.3.5.4 - Log Customer Interaction</b>			
<b>1.3.5.5 - Notify Customer</b>			
<b>1.3.5.6 - Track and Manage Customer Interaction</b>			
<b>1.3.5.7 - Report Customer interaction</b>			
			<b>5/5</b>
			<b>5/5</b>
			<b>5/5</b>
			<b>5/5</b>

Figure 6- - eTOM Conformance Scores Summary – Customer Interaction Management

### 3.7 Conformance Results - Graph (eTOM)

This Section provides a summary graph of the scores awarded to reflect Conformance to the Business Process Framework (eTOM).

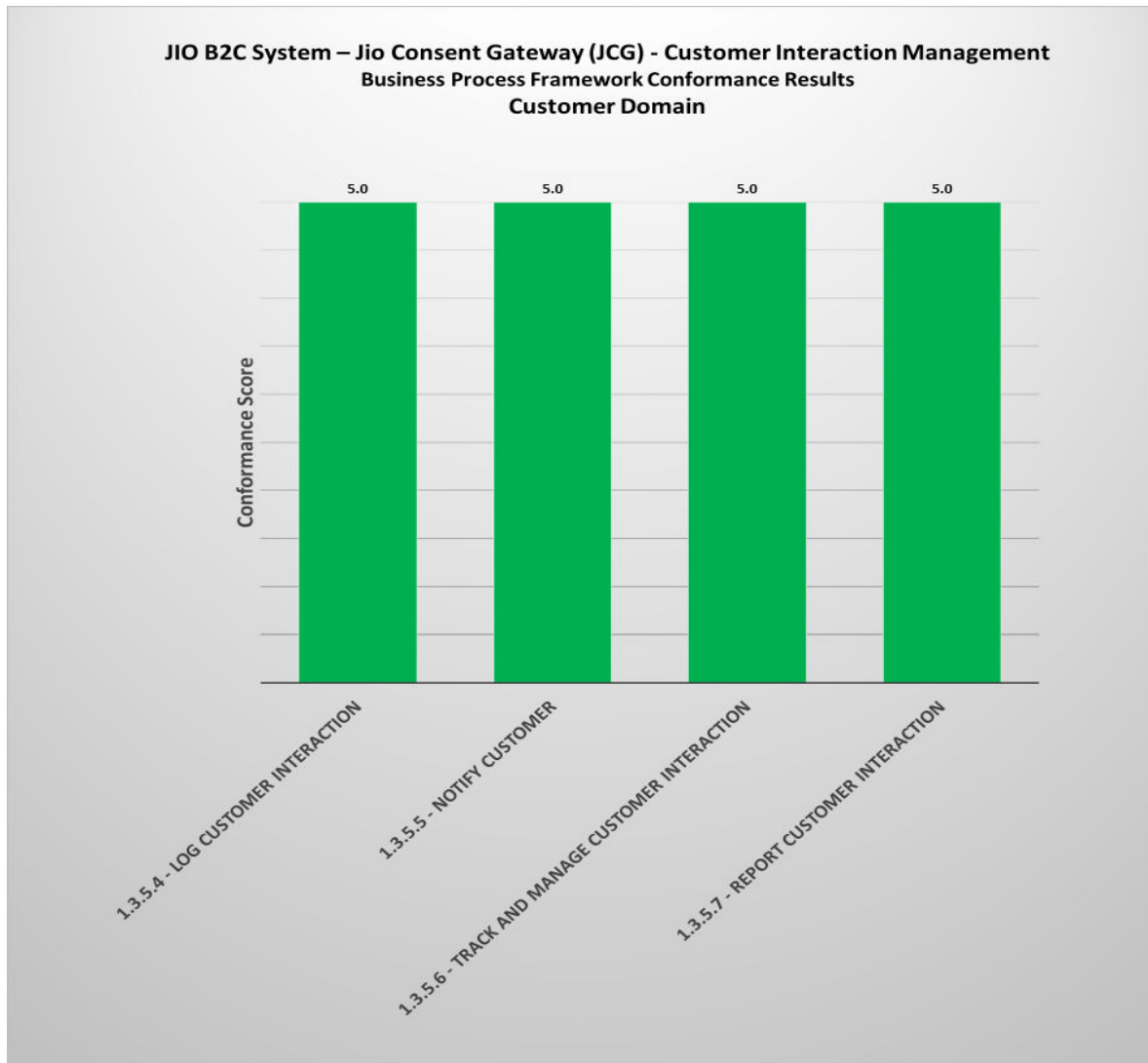


Figure 7- eTOM Conformance Scores Summary Graph – Customer Interaction Management