

Solution Conformance Certification Report

Business Process Framework (eTOM)
&
Information Framework (SID)

For:

Jio Platforms Limited

JIO B2C System – ODA-C-TMFC001 v2.1.0
Jio Product Catalog (JPC) - Jio Connect(X)

April 2025

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1 Introduction

1.1 Executive Summary

This document provides details of JIO B2C System – ODA-C-TMFC001 v2.1.0 Jio Product Catalog (JPC) - Jio Connect(X), against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 23.5
- Information Framework (SID) version 23.5

The assessment included a review of the methodology approach to 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.

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2 Solution Overview

2.1 About JIO

Reliance Jio has revolutionized the Indian telecom and digital services landscape, bringing affordable, high-speed connectivity to millions. Since its launch, Jio has been at the forefront of digital transformation, democratizing data access and fostering innovation across industries. With a customer-first approach, Jio's cutting-edge technologies, including 4G LTE, 5G, fiber broadband, and AI-driven solutions, empower businesses and individuals alike.

Jio's impact extends beyond connectivity, driving advancements in digital payments, cloud computing, and enterprise solutions. The company's Open Digital Architecture (ODA)-based platforms enable scalable and modular solutions, ensuring seamless integration across industries. Jio's AI-powered customer service and CRM solutions enhance customer experience while optimizing operational efficiency.

By embracing sustainability and digital inclusion, Jio supports India's vision of a self-reliant digital economy. Initiatives like rural broadband expansion, IoT-driven smart cities, and industry-focused automation highlight Jio's commitment to People, Profit, and Planet. Jio's innovation ecosystem fosters collaboration with startups and enterprises, accelerating the adoption of next-generation technologies.

Through continuous investment in digital infrastructure and disruptive technologies, Jio remains a driving force in India's digital revolution, enabling businesses, enhancing lives, and shaping the future of connectivity.

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

2.2 Solution Functionality / Capability

As a part of complete solution design, Data Architecting is required to identify information for implementing end to end solution design. Data Architecting involves designing Conceptual Data Model using business entities and designing Physical Data Model which involves mapping between business entities to system entities.

Conceptual Data Model & Physical Data Model are referred by Solution Architects, Application Architects and Data Architects. SID Aggregate Business entities are typical examples of Conceptual Data model. CDM is mostly represented using E-R models or UML models in some cases leveraging tools like JOSIF, ARIS, and RSA respectively.

It captures the Logical Data Model for **Jio Product Catalog (JPC) - Jio Connect(X)** to define and distribute product information in a structured and consistent way following the **TM Forum SID standards**.

For online queries into product catalog, our strategy is to keep a replica of the product catalog data into an in-memory database (EDIF). It provides an integration framework between **Jio Product Catalog (JPC) - Jio Connect(X)** and data consuming systems like EDIF, CRM, OCS, Billing & Invoicing, ERECHARGE, POS, Onboarding Channels, Selfcare Channels etc.

The concept of **Jio Product Catalog (JPC) - Jio Connect(X)** is to centralize multiple product catalogs across lines of businesses and applications into a unified enterprise catalog which makes it easier to create innovative, convergent offers, as well as to respond quickly to market demands. **Jio Product Catalog (JPC) - Jio Connect(X)** to be the unified product catalog for the Jio's businesses like **Mobility, Fiber, Air Fiber, IoT, Enterprise**.

2.2.1 Key Features:

Key Features of Jio Product Catalog (JPC) - Jio Connect(X):

- Intuitive interface to configure Products, Resources and Services.
- Designed with capability to maintain all Enterprise level Offers at single platform.
- Clone and launch new Product Offers from existing Product Offers.
- Supports effortless modification of existing Offers.
- Efficient and unified mechanism to push data to consumer applications in the ecosystem.
- RESTful APIs supporting CRUD operations.
- Seamless integration with new applications.
- TMForum OpenAPI certified for TMF 620, TMF 633, TMF 634, TMF 657, TMF 760, TMF 679.
- Reduced time to market.
- Reduced CAPEX and OPEX.

2.2.2 Architecture

Jio Product Catalog (JPC) - Jio Connect(X) is a platform where the logical data model for product catalog is defined as **Product Offering Model**. This model defines the product offerings in detail which will be made available to the customers along with the product, service and resource specifications associated with it. Further there are prices corresponding to simple and bundled product offering of the model.

Through the data model JPC- Jio Connect(X) has inbuilt capability to cover rule-based business requirements which are mainly compatibility rules, eligibility rules and dependency rules. The model has a provision to define products based on customer segments (silver, gold, platinum etc.), geographic locations, sales channels.

This model also defines allowable actions against each product specification like Suspend/Resume, Safe custody etc. This is defined using the BusinessInteractionType entity. Through this data model JPC- Jio Connect(X) defines all the business interactions which are possible against any product specification and considering the present status of the product instance for a customer.

The model exhaustively defines all the details which define a product to be offered by Jio to its customers in the market.

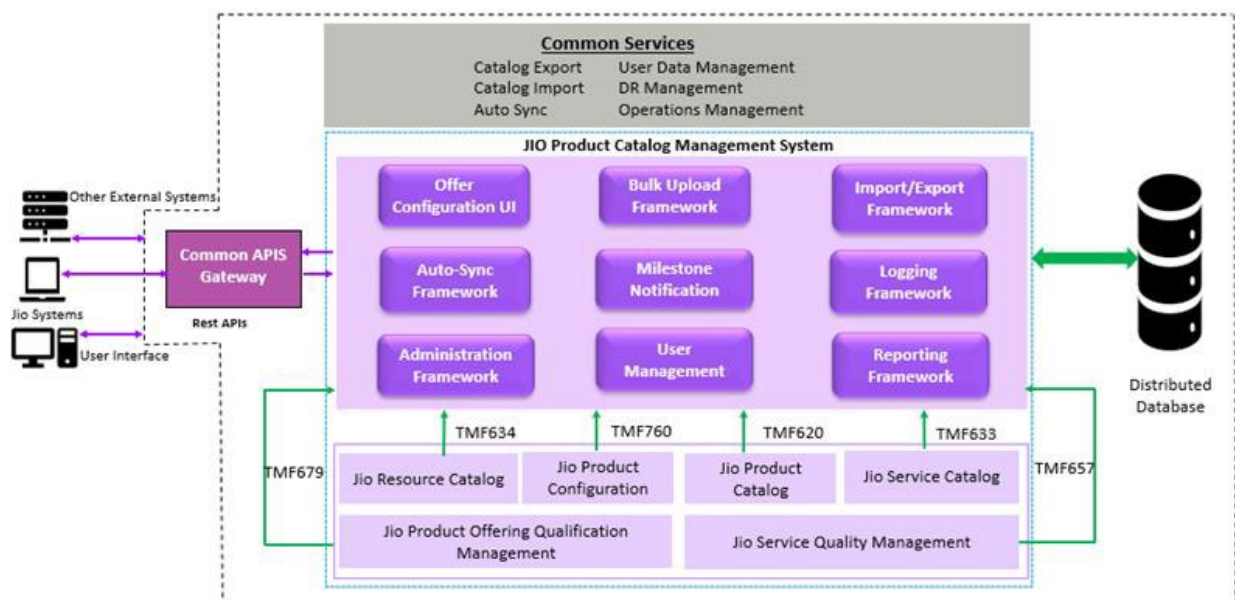
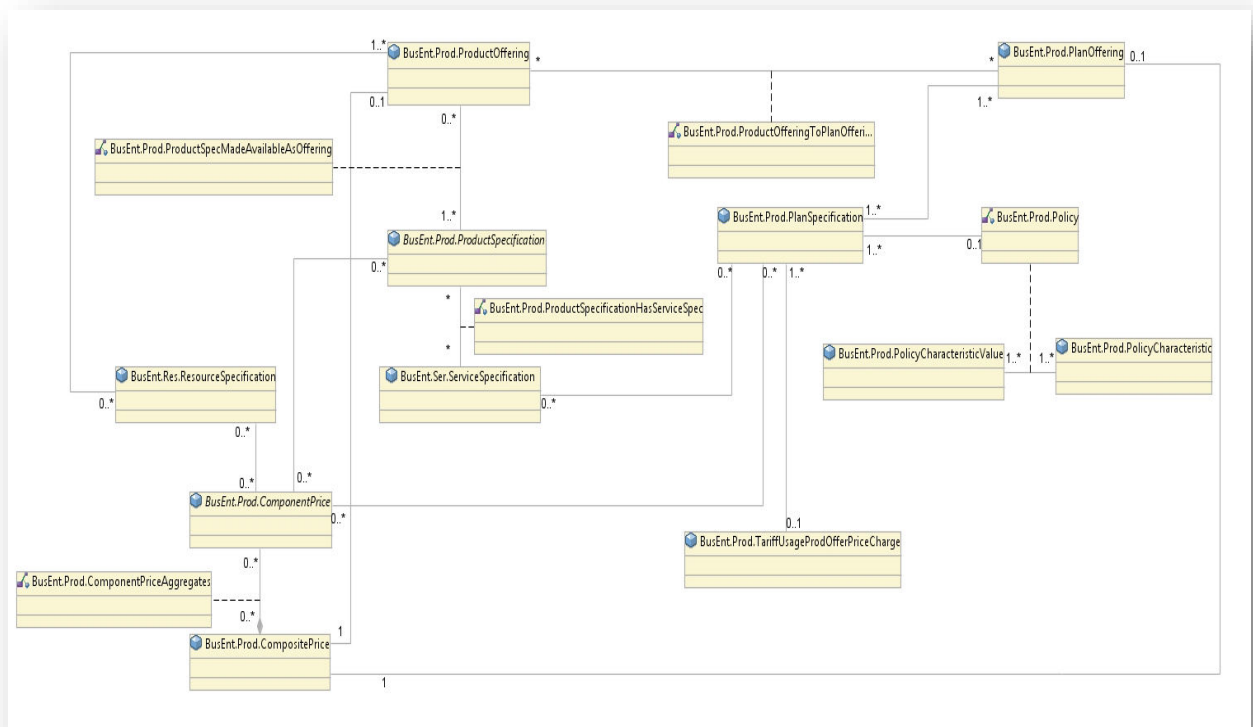


Figure 1 - JIO B2C – Jio Product Catalog (JPC) - Jio Connect(X) Architecture

2.3 JIO B2C – Jio Product Catalog (JPC) - Jio Connect(X) – Benefits

Jio Product Catalog (JPC)- Jio Connect(X) solution provides structured information about products available for sale. It typically includes product details, pricing, availability, and relationships between different products.

Product Management

- Create, update, and delete product entries.
- Organize products into categories and subcategories.
- Manage product specifications and characteristics.
- Handle product bundles and relationships.

Pricing & Discount Management

- Define base prices, promotional prices, and discounts.
- Support multiple pricing models (one-time, subscription, tiered, pay as you go, rental etc.).
- Supports multi-currency-and regional pricing.

Product Offerings & Qualification

- Configure different product offerings based on customer eligibility.
- Define rules for product compatibility and dependencies.
- Support customized product configurations.

API & Integration Support

- Provide RESTful APIs for external applications (e.g., CRM, ERP).
- Integrate with payment gateways, order management, and fulfillment systems.
- Support product synchronization to marketplaces.

Compliance & Governance

- Ensure compliance with industry standards (TMF, etc.).
- Track changes with version control and audit logs.

Business Process Framework v23.5 – JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) – Conformance Scope

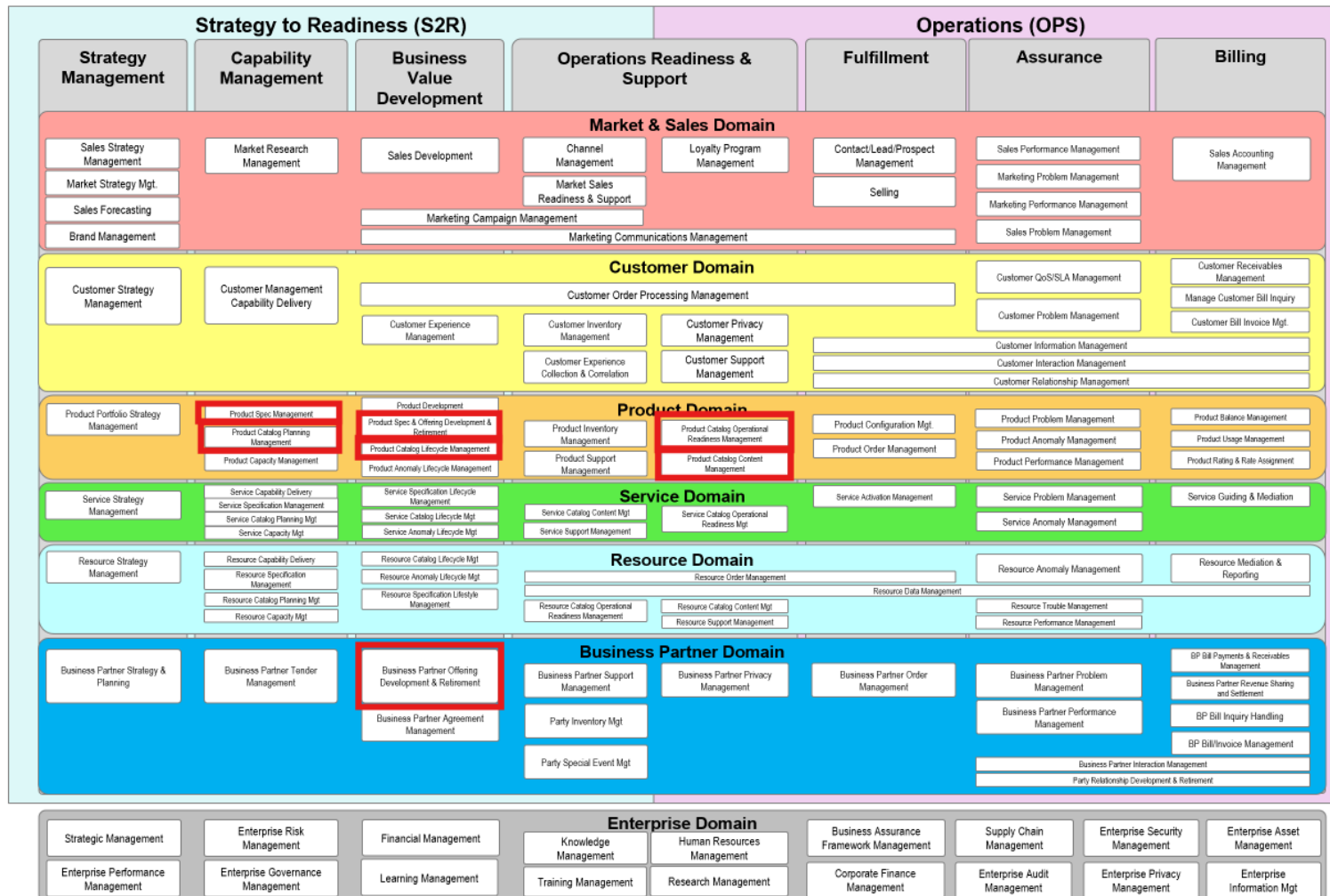


Figure 2 - Process coverage for JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) - Conformance Certification

2.4 Information Framework Assessment - ABE Scope

Information Framework (SID) - v23.5 – JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) – Conformance Footprint

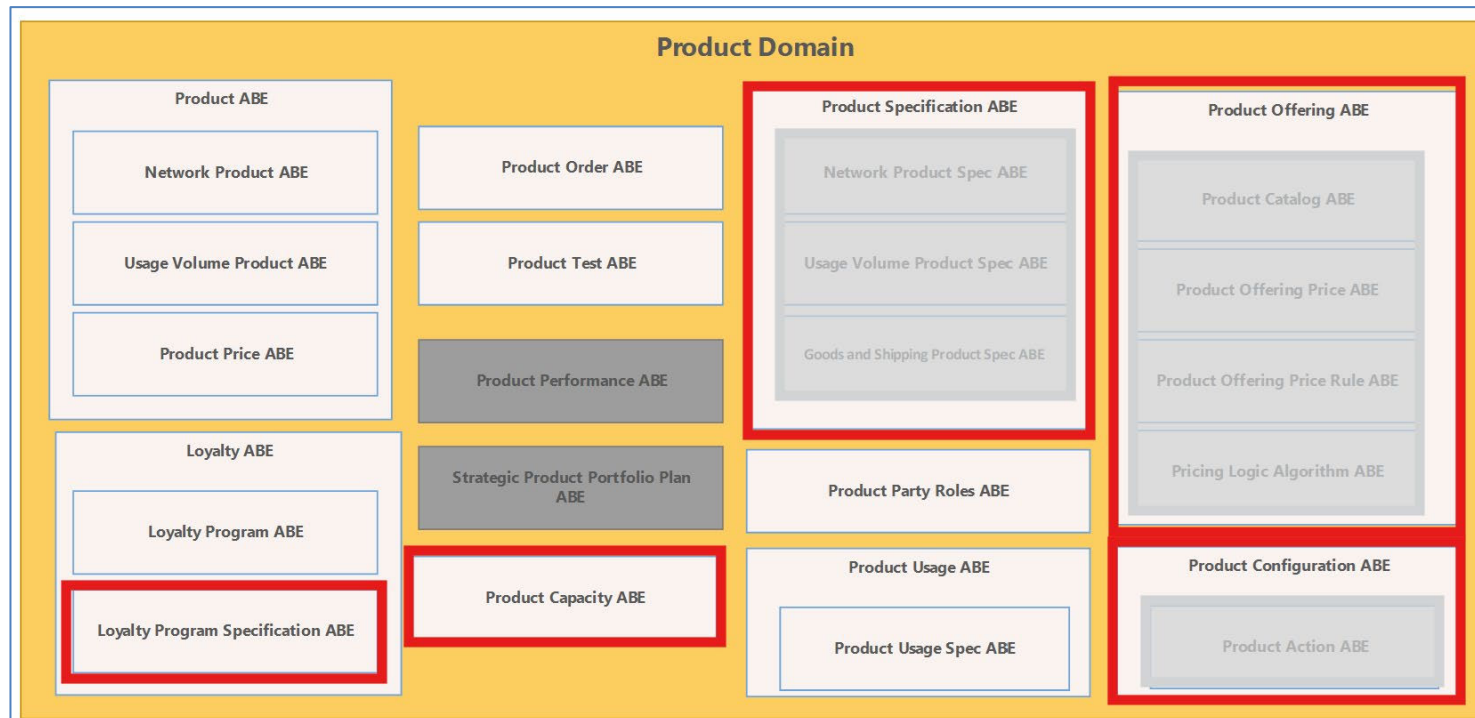


Figure 3 - Level 1 & 2 ABEs - SID coverage for JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) Conformance Certification

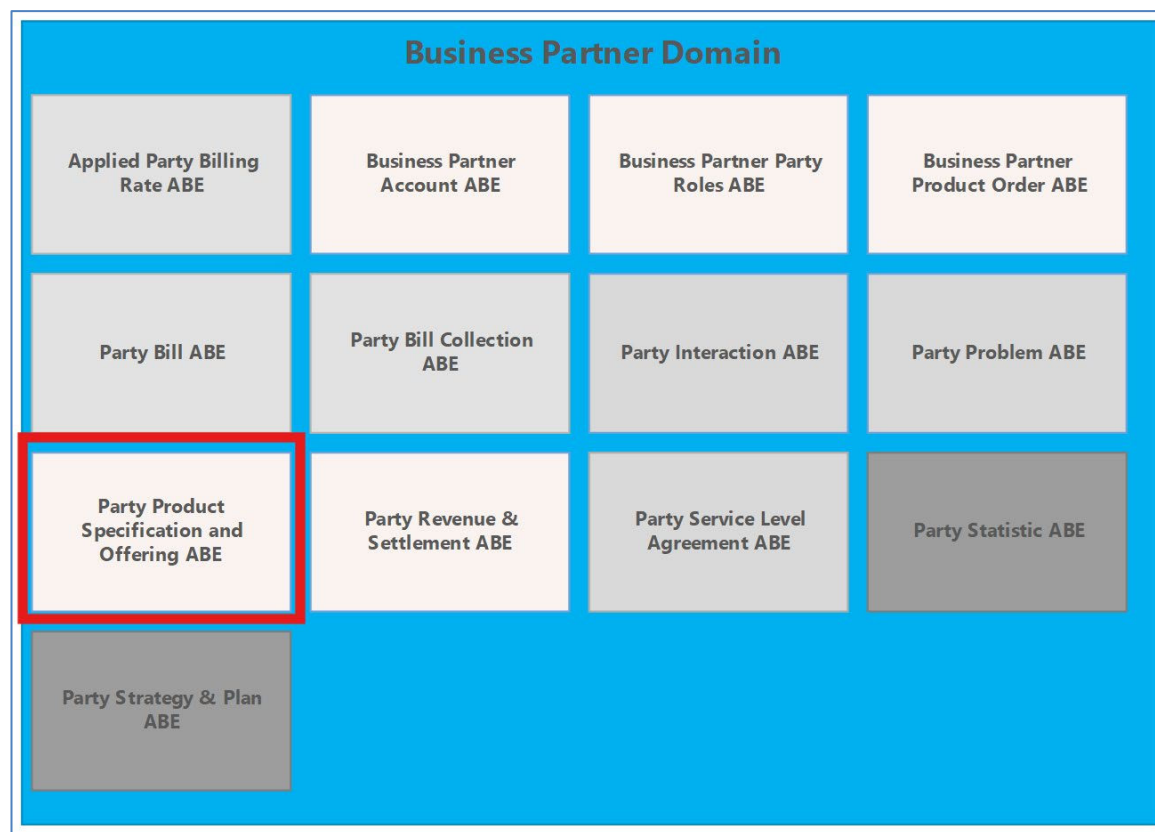


Figure 4 - Level 1 & 2 ABEs - SID coverage for JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) Conformance Certification

Nota Bene: There are currently no entities defined for the 'Party Product Specification & Offering' ABE, therefore there is nothing to map for conformance as per v23.5 of the SID

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 (eTOM)

This document conveys information about the Business Processes implemented for JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) 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 L2 Processes in scope for certification.

Nota Bene: The scope agreed for certification consists only of the following Level2 process elements; there were no Level3 process elements involved.



Figure 5- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) -- Scope of certification– Product Domain

Nota Bene: The scope agreed for certification consists only of the following Level2 process elements; there were no Level3 process elements involved.

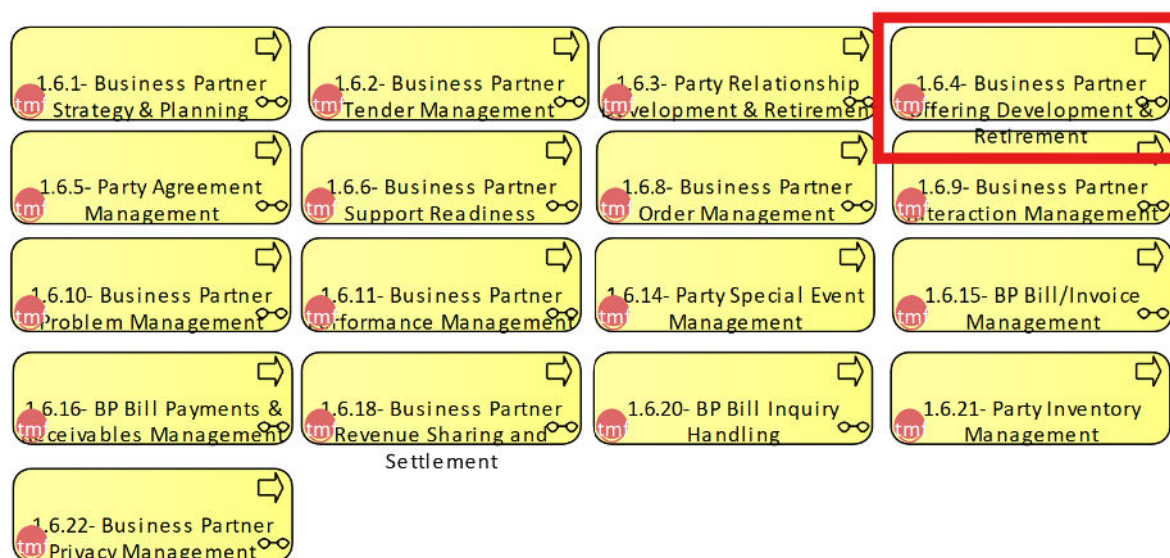


Figure 6- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) — Scope of certification— Business Partner Domain

3.3 Scope of Conformance Certification – Chart (eTOM)

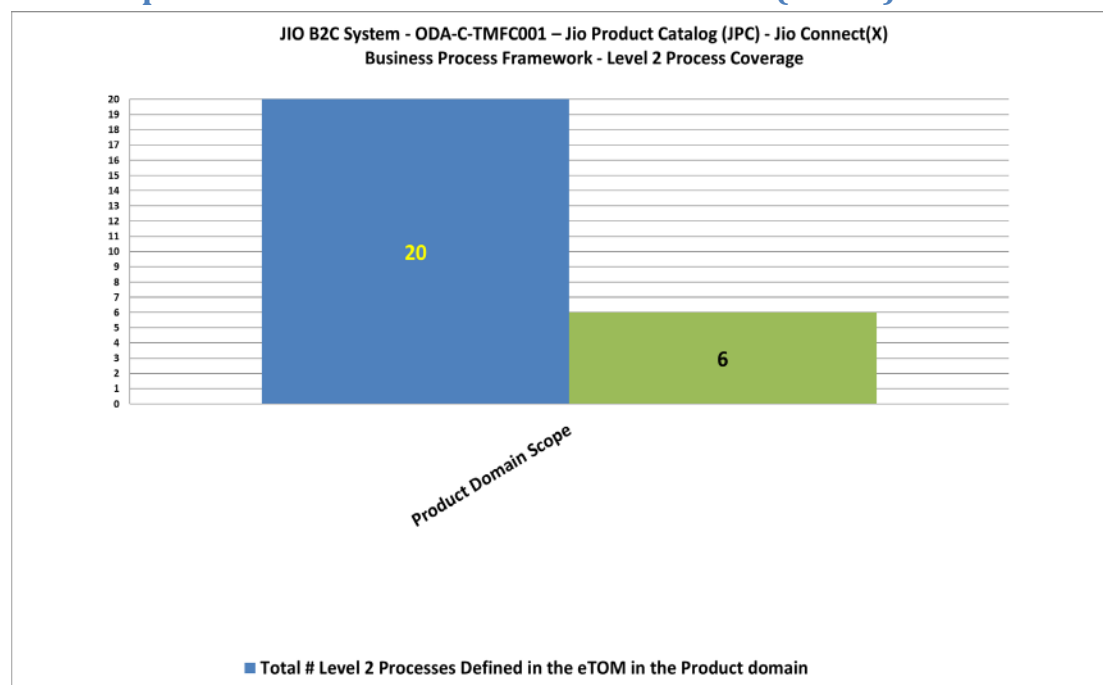


Figure 7- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) — certified processes

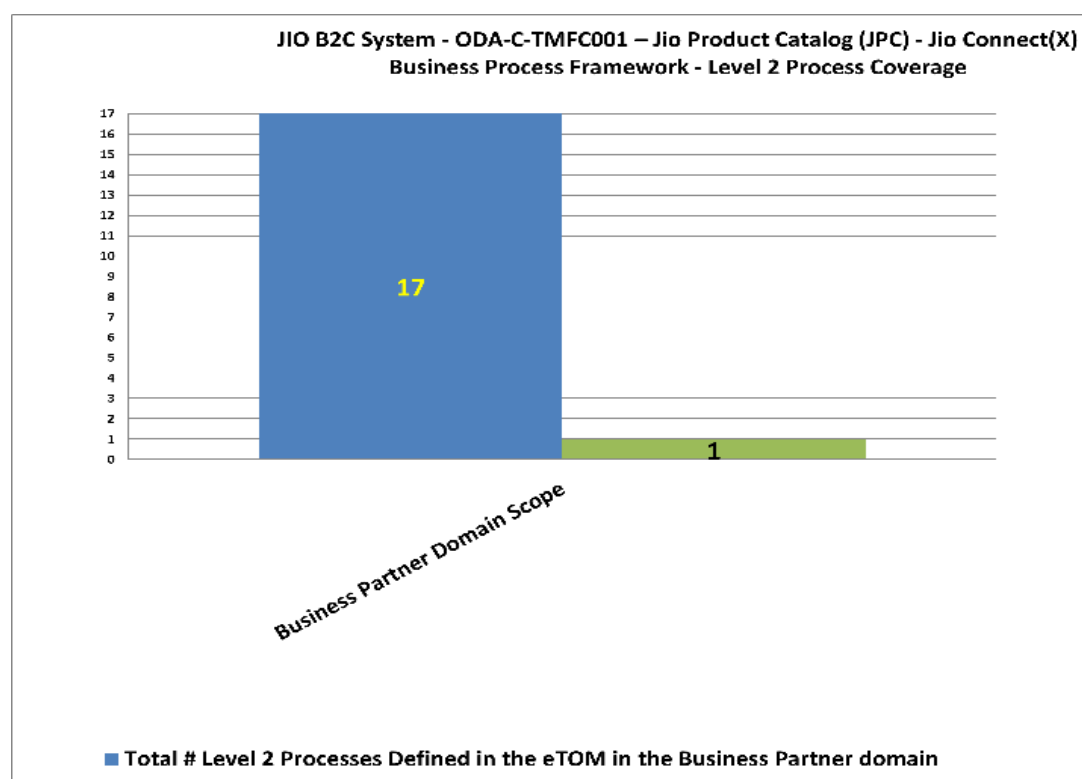


Figure 8- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) — certified processes

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 the Assessment. The Conformance Score awarded can be a value between 3 & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 process definitions. <ul style="list-style-type: none"> A score of 5 indicates that the process is fully conformant with no deviations. A score of 4.5 indicates a process that is almost fully conformant, but displays some minor deviations from the standard. A score of 4.0 indicates a process that is partially conformant as it displays some deviations (not severe but not minor either) from the standard. A score of 3.5 indicates a process that is partially conformant as it displays major deviations from the standard. A score of 3.0 indicates a process that is not conformant as it displays no alignment or conformance at all with the standard.
* 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.		
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 & 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 & Solution Assessments.</u>		

Figure 9- 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 for Jio Product Catalog (JPC) - Jio Connect(X).

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 2 business processes in scope is available from the following link:

https://www.tmforum.org/wp-content/uploads/2025/04/eTOM-23.5_Conformance_Mapping_Template-JIO-B2C-System-ODA-C-TMFC001-VFRF.pdf

3.6 Conformance Results – Chart (eTOM)

Below are displayed the scores awarded to reflect Conformance to the Business Process Framework (eTOM).

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
Member:		JIO	Level 2 Process Elements Scores achieved
Solution:		JIO B2C System - ODA-C-TMFC001 – Jio Product Catalog (JPC) - Jio Connect(X)	
Assessment Type		Solution	
# of L2 Processes in Scope:		6	
Level 1	Level 2		
1.2 - Product Domain			
	1.2.7 - Product Specification & Offering Development & Retirement		5/5
	1.2.19 - Product Catalog Planning Management		5/5
	1.2.20 - Product Catalog Lifecycle Management		5/5
	1.2.21 - Product Catalog Operational Readiness Management		5/5
	1.2.22 - Product Catalog Content Management		5/5
	1.2.23 - Product Specification Management		5/5

Figure 10- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) — certified processes – Product domain

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
Member:		JIO	<u>Level 2 Process Elements</u> Scores achieved
Solution:		JIO B2C System - ODA-C-TMFC001 – Jio Product Catalog (JPC) - Jio Connect(X)	
Assessment Type		Solution	
# of L2 Processes in Scope:		6	
Level 1	Level 2		
1.6 - Business Partner Domain			
	1.6.4 - Business Partner Offering Development & Retirement		5/5

Figure 11- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) — certified processes – Business Partner domain

Nota Bene: The scope certified for JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) is based on Level2 processes instead of the standard Level3 process-based conformance framework.

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).

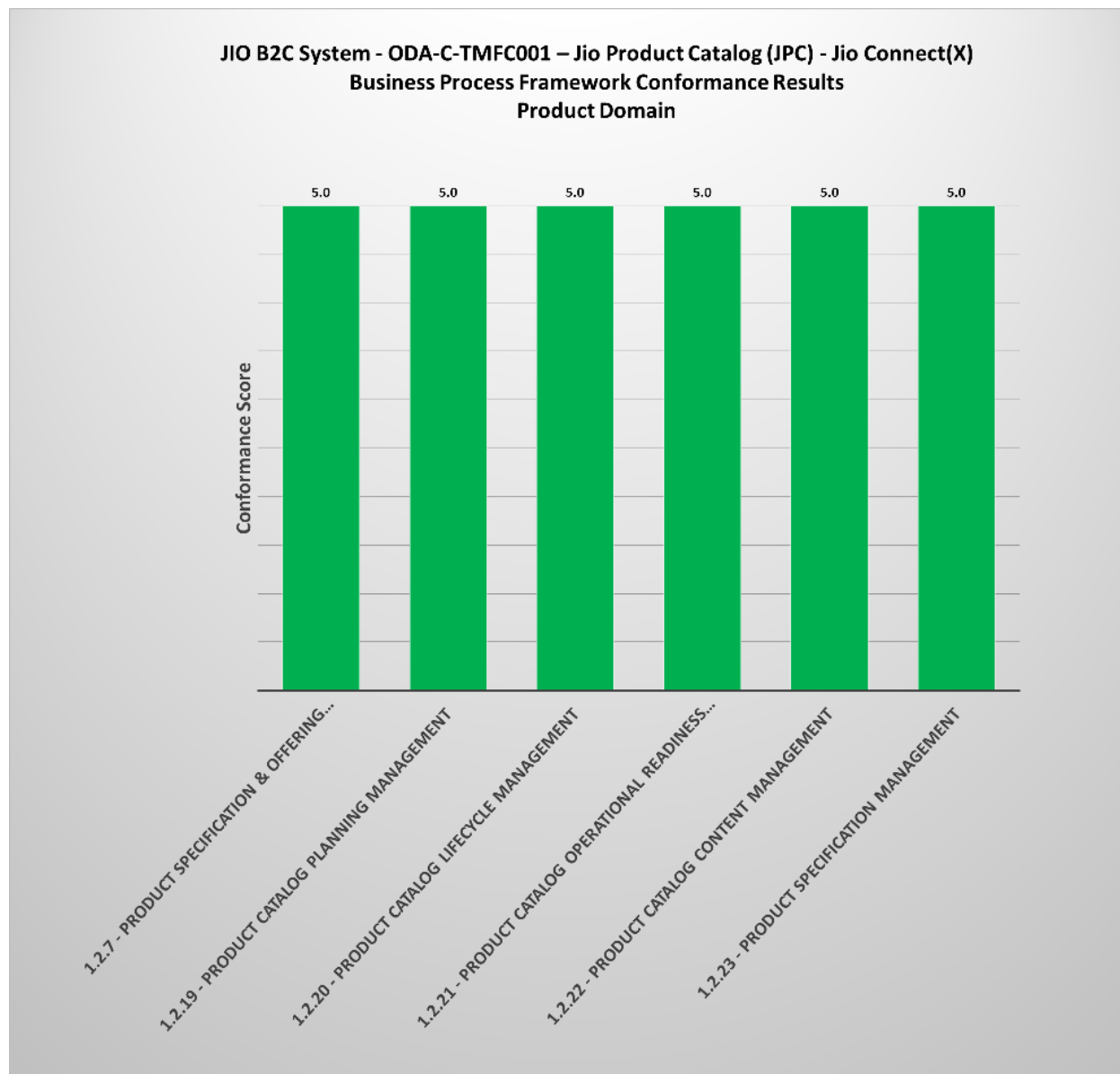


Figure 12- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) --Scores Awarded

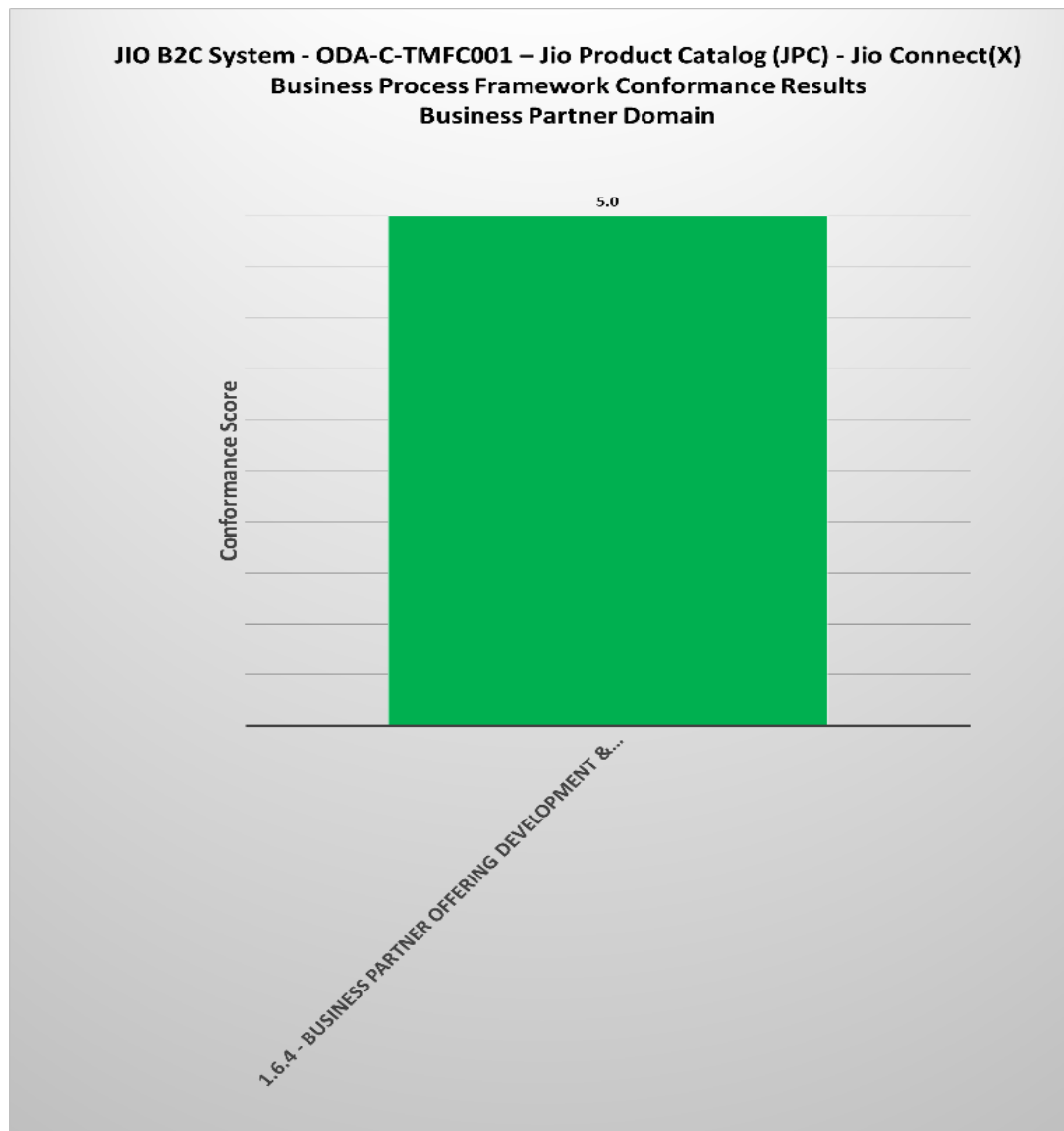


Figure 13- JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) --Scores Awarded

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.

4.2 Scope of Conformance Certification (SID)

Product Domain

JIO B2C System - ODA-C-TMFC001 – Jio Product Catalog (JPC) - Jio Connect(X) - Product Domain = 6 ABEs	
Product Domain	
Product Offering ABE	
Product Configuration ABE	
Loyalty ABE :: Loyalty Program Specification ABE	
Product Capacity ABE	
Product Specification ABE	

Figure 14 - SID - v23.5 – JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) SID Certification Scope

Business Partner Domain

Nota Bene: There are currently no entities defined for the 'Party Product Specification & Offering' ABE, therefore there is nothing to map for conformance as per v23.5 of the SID

4.3 Detailed Conformance Mapping Summary (SID)

The data in these columns is based on the Information Framework (SID) Release 23.5 Information Model						For use during Self-Assessments by Organisation	Member & TM Forum comments	
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						For Member Use - Mandatory Mapping	Comments w.r.t. Mapping Review	
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance	Member Mapping: ENTITY	For comments impacting full conformance, please use red font.	ABE Conformance Score Adapted
Product Offering ABE				ABE	Y		✓	Full Conformance [Score = 10.0]
Product Offering ABE	BundledProdOfferOption			DE	Y	ProductOfferingCont	✓	
Product Offering ABE	BundledProductOffering			CE	Y	ProductOffering	✓	
Product Offering ABE	DistChannelProdOffer			DE	Y	ProductOfferingToS	✓	
Product Offering ABE	DistributionChannel			DE	Y	SalesChannel	✓	
Product Offering ABE	ProductOffering			CE	Y	ProductOffering	✓	
Product Offering ABE	ProductOffering	isPromotion	ProductOffering	DE	Y	ProductOffering	✓	
Product Offering ABE	ProductOfferingRelationship			DE	Y	ProductOfferingCont	✓	
Product Offering ABE	ProductOfferingTermOrCondition			DE	Y	ProductOfferingHasTermsAndConditions	✓	
Product Offering ABE	SimpleProductOffering			DE	Y	ProductOffering	✓	
Product Offering ABE	SimpleProductOffering	isPromotion	ProductOffering	DE	Y	ProductOffering	✓	
Product Usage ABE :: Product Usage Spec ABE	CompositeProductUsageSpec			DE	Y	ProductSpecification	✓	
Product Usage ABE :: Product Usage Spec ABE	ProductUsageSpec			CE	Y	ProductSpecification	✓	
Product Configuration ABE				ABE	Y		✓	Full Conformance [Score = 10.0]
Product Configuration ABE	ProductConfigSpec			DE	Y	ProductSpecCharact	✓	
Product Configuration ABE	ProductConfiguration			CE	Y	ProductSpecCharact	<TMF-AA>Reviewed in	
Loyalty ABE :: Loyalty Program Specification ABE				ABE	Y		✓	Full Conformance [Score = 10.0]
Loyalty ABE :: Loyalty Program Specification ABE	LoyaltyAction			DE	Y	CampaignAction	✓	
Loyalty ABE :: Loyalty Program Specification ABE	LoyaltyCondition			DE	Y	CampaignCondition	✓	
Loyalty ABE :: Loyalty Program Specification ABE	LoyaltyEvent			DE	Y	CampaignEvent	✓	
Loyalty ABE :: Loyalty Program Specification ABE	LoyaltyProgramProdSpec			CE	Y	PlanSpecification	✓	
Loyalty ABE :: Loyalty Program Specification ABE	LoyaltyRule			DE	Y	campaignRule	✓	
Product Capacity ABE				ABE	Y		✓	Full Conformance [Score = 10.0]
Product Capacity ABE	ProductCapacity			CE	Y	ProductSpecToChar	✓	
Product Capacity ABE	ProductCapacityDemand			DE	Y	ProductSpecToChar	✓	
Product Specification ABE				ABE	Y		✓	Full Conformance [Score = 10.0]
Product Specification ABE	AtomicProductSpecification			DE	Y	ProductSpecification	✓	
Product Specification ABE	CompositeProductSpecification			DE	Y	ProductSpecification	✓	
Product Specification ABE	ProdSpecBPPProdSpecChoice			DE	Y	ProductSpecRelation	✓	
Product Specification ABE	ProdSpecCharValueUse			DE	Y	ProductSpecToChar	✓	
Product Specification ABE	ProductCategory			DE	Y	ProductSpecCharact	✓	
Product Specification ABE	ProductLine			DE	Y	ProductSpecCharact	✓	
Product Specification ABE	ProductSpecCharacteristic			DE	Y	ProductSpecCharact	✓	
Product Specification ABE	ProductSpecCharacteristicValue			DE	Y	ProductSpecToCharacteristicMapping	✓	
Product Specification ABE	ProductSpecCharUse			DE	Y	ProductSpecToChar	✓	
Product Specification ABE	ProductSpecification			CE	Y	ProductSpecification	✓	
Product Specification ABE	ProductSpecificationCost			DE	Y	ProductSpecToCom	✓	
Product Specification ABE	ProductSpecificationRelationship			DE	Y	ProductSpecRelationship	✓	
Product Specification ABE	ProductSpecificationType			DE	Y	ProductSpecCharact	✓	
Product Specification ABE	ProductSpecificationVersion			DE	Y	ProductSpecification	✓	

Figure 15 - SID - v23.5 – JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) SID Conformance Mapping Summary

4.4 Information Framework Conformance Result

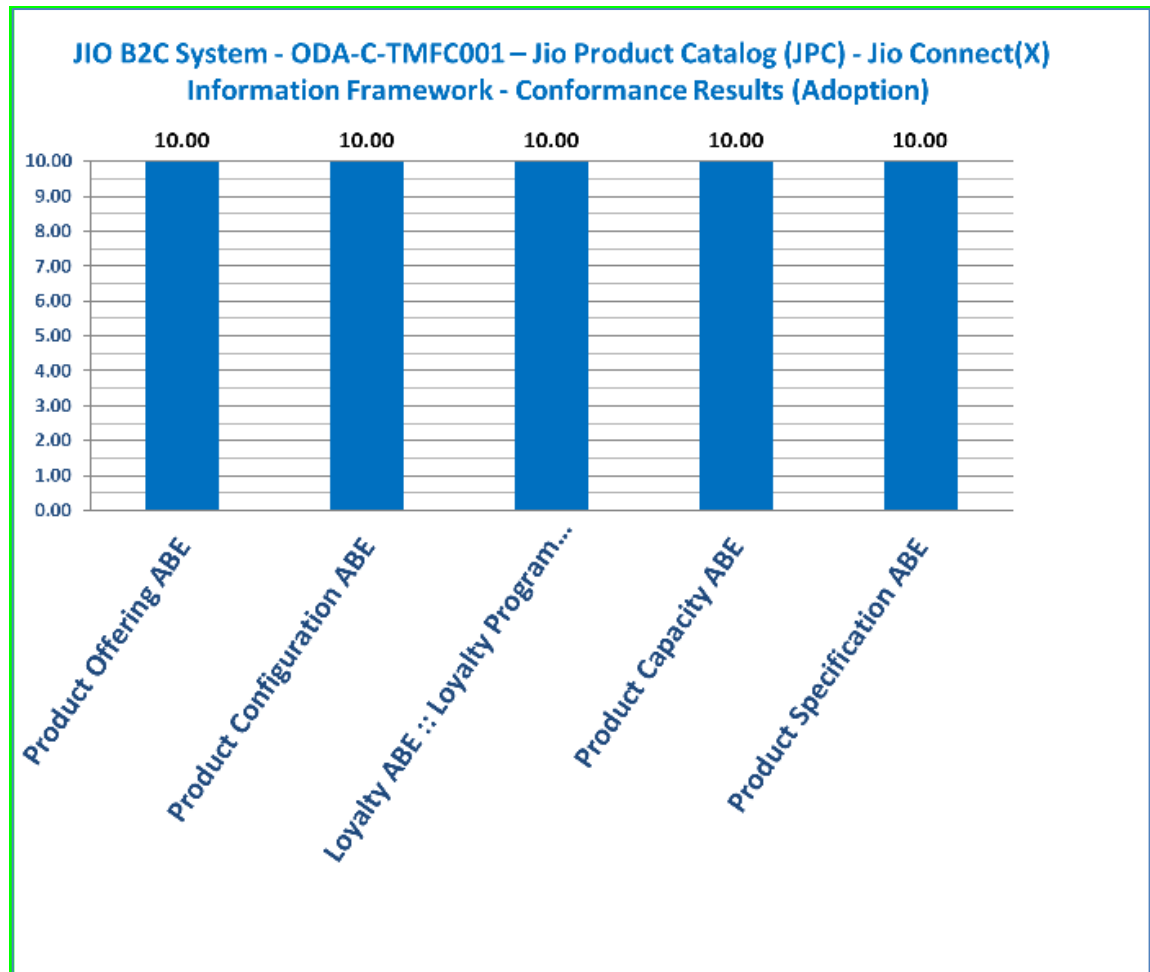


Figure 16 - SID - v23.5 – JIO B2C System for Jio Product Catalog (JPC) - Jio Connect(X) SID Certification Scores

4.4.1 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.

4.4.2 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.

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 1 - TM Forum Information Framework Adoption Conformance - Scoring Rules Table 1 below.

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]
NOTES:						
1. The score values for each SID component are added together to get the overall Adoption Conformance score.						
2. If 50% of 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.						
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).						

Figure 17 - TM Forum Information Framework Adoption Conformance - Scoring Rules

4.4.3 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.