Solution Conformance Certification Report

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

For:

Jio Platforms Limited

JIO B2C System - ODA-C - JioID - TMFC020 v1.1.0

May 2025

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1 Introduction

1.1 Executive Summary

This document provides details of JIO B2C System - ODA-C - JioID - TMFC020 v1.1.0, against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 24.0.
- Information Framework (SID) version 24.0 (promoted from 23.5 due to no version impact).

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 innovative 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 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

JioID: Unified, Secure and Scalable Digital Identity and Account Management

Solution Overview

JioID is a next-gen, multi-tenant digital identity and access management platform built to simplify and secure user experiences across Reliance's diverse ecosystem—telecom, retail, entertainment, finance, and beyond. JioID delivers a universal login experience powered by leading open standards such as OAuth2, SAML, OpenID Connect (OIDC), JWT, JWKS, and FIDO2 Passkeys.

With "Sign In with Jio," users get effortless access to digital services through one-click login across mobile, web, and smart devices. JioID removes the friction of multiple logins, enabling a unified identity journey and scalable integration for businesses.

Key Functionalities

- **Universal SSO**: One ID for all apps—enabling seamless login across Jio and partner platforms
- **Passwordless Authentication**: Supports FIDO2 passkeys, biometrics, OTPs, and app prompts
- **Adaptive Multi-Factor Authentication (MFA)**: Dynamic, risk-based layers of security using device signals, behavior, and context
- **Social Login Enablement**: "Sign In with Jio" supports third-party applications as a trusted social login provider
- **Zero Trust Ready**: Built with zero-trust architecture principles ensuring least-privilege access and continuous verification
- **Unified Account Management**: Single dashboard to manage user profiles, linked accounts, and privacy settings
- **Consent and Privacy Compliance**: Aligned with global standards (GDPR) offering transparency and control over personal data
- **Omnichannel Compatibility**: Works consistently across mobile, web, kiosks, smart TVs, and more

Core Capabilities

- **Multi-Tenant Architecture**: Serve diverse apps and business units with isolated yet scalable identity services
- **Cross-Platform SDKs & APIs**: Easy integration with existing digital services and apps
- **Scalable Performance**: Supports over 30K QPS with 1B+ identities and 1B+ devices in use
- **Ecosystem Integration**: Out-of-the-box support for telecom (537M users), retail (435M), and media (500M) verticals

- **PKI-Based Security**: Robust certificate management and secure device binding for trusted access
- **Cloud-Native & On-Prem Ready**: Deployable in hybrid, public cloud, or on-prem environments

Why JioID?

JioID transforms identity into a growth enabler. It reduces onboarding friction, strengthens security, and enhances user engagement—offering enterprises a future-ready, unified identity experience.

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2.2.1 Key Features:

Authentication & Authorization

- **Single Sign-On (SSO)**: Supports OAuth2, OpenID Connect (OIDC), and SAML2 for federated identity.
- **Passwordless Authentication**: Leverages FIDO2/WebAuthn passkeys and biometric device authenticators.
- **Multi-Factor Authentication (MFA)**: Includes OTPs (SMS/Email and On call), app-based prompts, authenticator apps, face and biometric, and backup codes.
- **Adaptive MFA**: Context-aware authentication using risk score (device, IP, behavior).
- **PKI-Based Authentication**: Device-bound certificate-based login with mutual TLS support.

Identity Federation & Integration

- **Standards-Based Protocols**: OAuth2.0, OIDC, SAML 2.0 (SP and IdP), JWT, JWKS.
- **Social Login Integration**: "Sign In with Jio" for third-party applications as an identity provider.
- **Cross-Platform SDKs**: Native SDKs and REST APIs for Android, iOS, Web, Smart Devices.
- **Custom Claims & Scopes**: Support for flexible token structures and custom authorization flows.

User Management & Experience

- **Universal ID & Profile Management**: Unified identity across businesses.
- **Self-Service Account Portal**: End-user dashboard for account management, profile updates, and preferences.
- **Consent & Privacy Management**: Built-in interfaces for user consent collection, logging, and revocation (GDPR-ready).
- **Progressive Profiling**: Incremental attribute capture for better onboarding and personalization.

Platform Capabilities

- **Multi-Tenant Architecture**: Logical separation of tenants with dedicated policy, configuration, and branding.
- **Tenant-Specific Configs**: Custom branding, authentication rules, redirect URIs, scopes, and identity providers.
- **Zero Trust Architecture**: Enforces least privilege, continuous authentication, and access verification.

Security & Compliance

- **Secure Token Lifecycle**: JWT with short-lived tokens, refresh tokens, rotation, and revocation endpoints.
- **Session Management**: Device-bound sessions, logout propagation, and session expiry policies.
- **Audit & Logging**: Full traceability of login events, consents, and policy violations.
- **Compliance Ready**: Adheres to global standards including GDPR.

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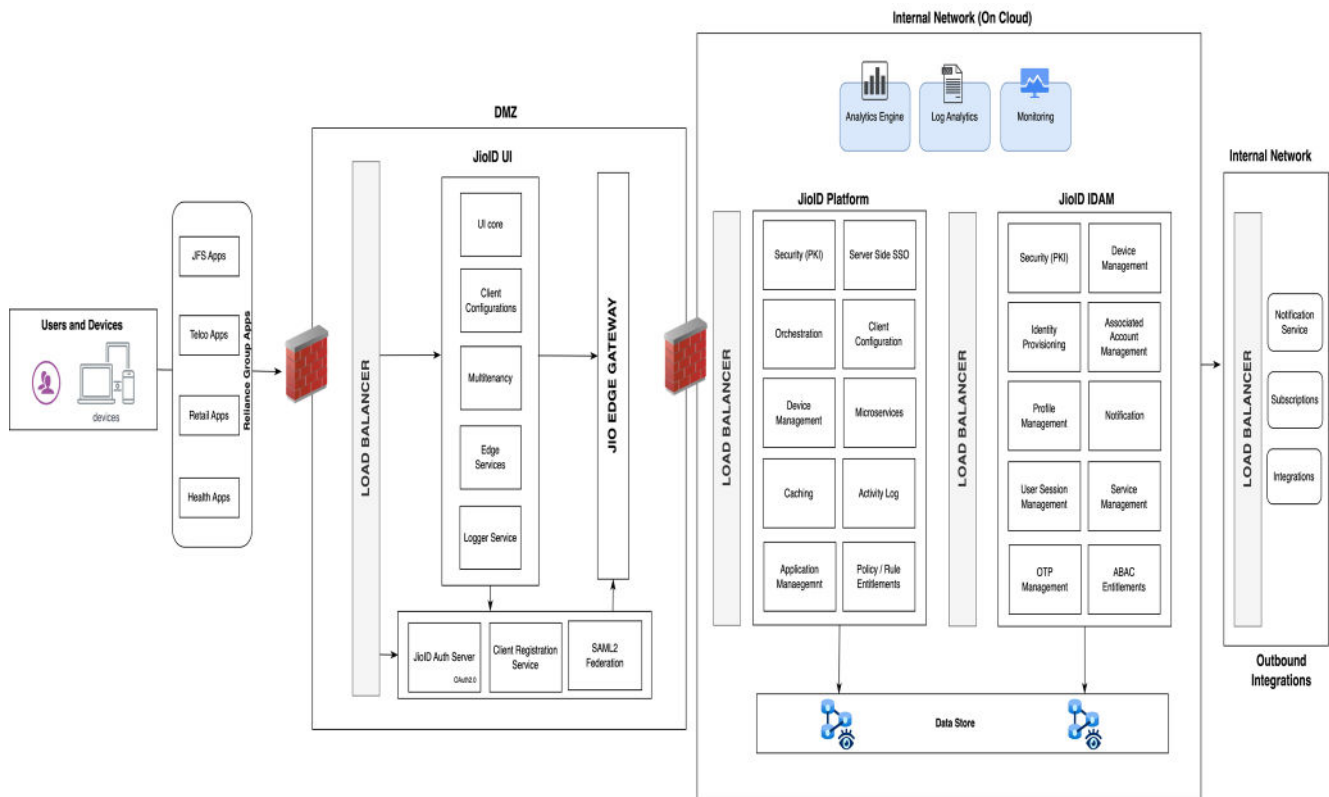
2.2.2 Architecture

Figure 1 – JioID –Architecture Diagram

2.3 JIO ID – Benefits

- Unified and passwordless login experience for all users
- Adaptive Multi-Factor Authentication (MFA) and passkey support for enhanced security
- Server-side Single Sign-On (SSO) enables continuous access without repeated logins
- Seamless access across mobile, web, and connected devices
- Smooth cross-platform user experience with minimal friction
- Simplified integration for businesses via standard protocols and SDKs
- Builds user trust with secure and consistent authentication
- Reduces login fatigue and improves overall user engagement

Business Process Framework (eTOM) – JIO ID (JioID) – Conformance Scope
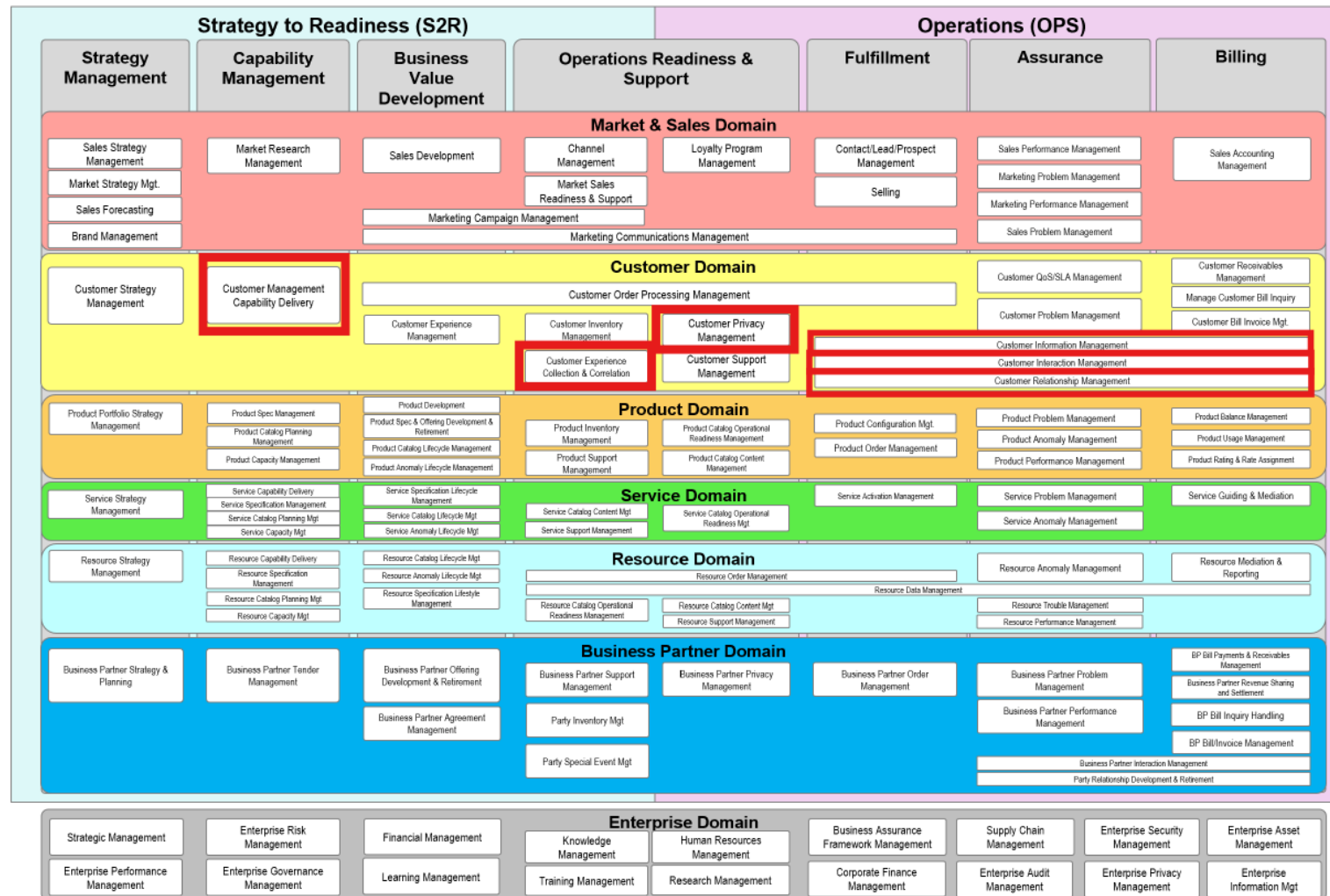
Figure 2 - Process coverage for JIO ID (JioID) - Conformance Certification

2.4 Information Framework (SID) Assessment - ABE Scope

Information Framework (SID) – JIO ID System (JioID) – Conformance Footprint
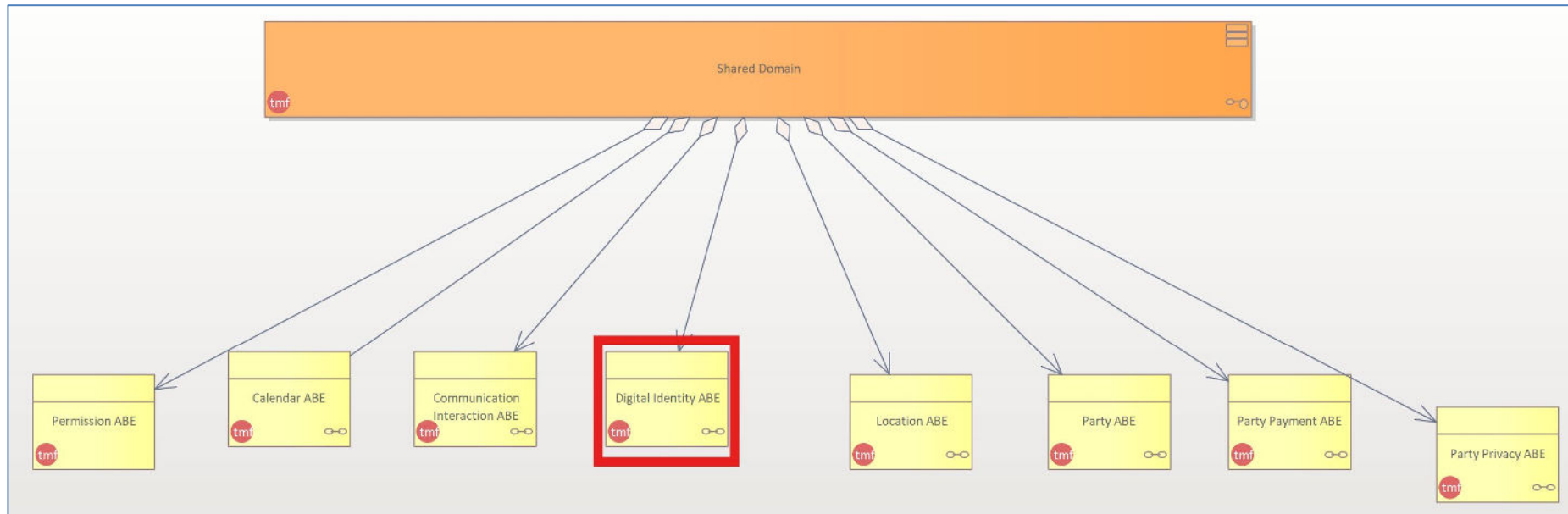
Figure 3 - Level 1 ABEs - SID coverage JIO ID System (JioID) - Conformance Certification

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 diagram conveys information about the Business Processes implemented for JIO ID System (JioID) in accordance to the TM Forum Business Process Framework. It provides a snapshot of the L2 processes included in scope for certification. The scope covers the following L2 Processes in scope for certification.

JIO B2C System - ODA-C - JioID - TMFC020
Business Process Framework - Level 3 Process Coverage

* The processes marked with an asterisk were submitted at Level2 only

■ Total # Level 3 Processes Defined in the eTOM　　■ # Level 3 Processes in Scope for Assessment
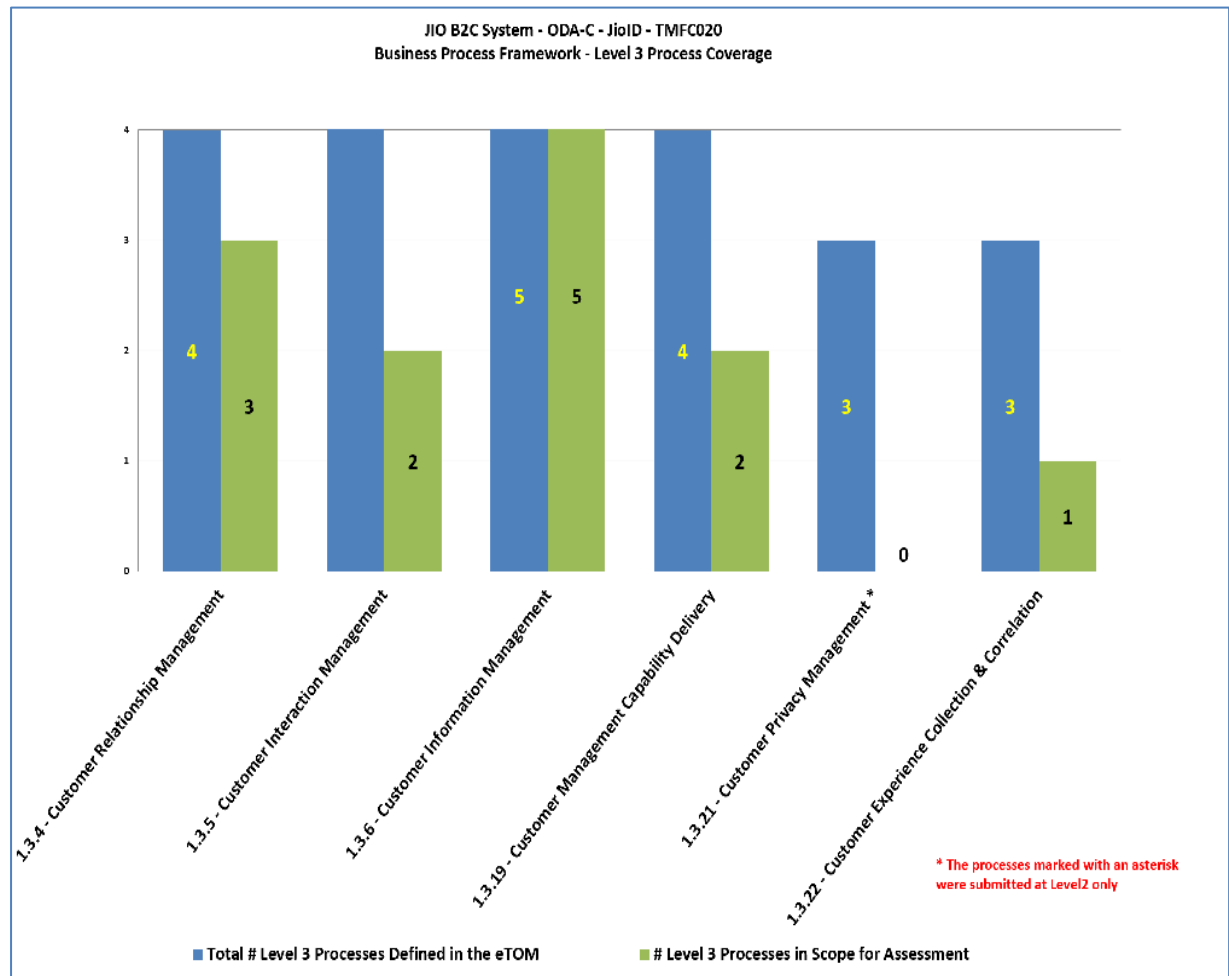
Figure 4- JIO ID System (JioID) –- Scope of certified processes – Graph

3.3 Scope of Conformance Certification – List (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
Member:	JIO	
Solution:	JIO B2C System - ODA-C - JioID - TMFC020	
Assessment Type	Solution	
# of L3 Processes in Scope:	13	
Level 1	**Level 2**	**Level 3**
1.3 - Customer Domain		
	1.3.4 - Customer Relationship Management	
		1.3.4.1 - Enable Retention & Loyalty
		1.3.4.2 - Establish Customer Relationship
		1.3.4.4 - Terminate Customer Relationship
	1.3.5 - Customer Interaction Management	
		1.3.5.5 - Notify Customer
		1.3.5.8 - Authenticate User
	1.3.6 - Customer Information Management	
		1.3.6.1 - Create Customer Record
		1.3.6.2 - Update Customer Data
		1.3.6.3 - Notify Customer Data Change
		1.3.6.4 - Archive Customer Data
		1.3.6.5 - Build a Unified Customer View
	1.3.19 - Customer Management Capability Delivery	
		1.3.19.2 - Deliver Customer Analytics Capability
		1.3.19.5 - Deliver Customer Engagement Capability
	1.3.21 - Customer Privacy Management *	
	1.3.22 - Customer Experience Collection & Correlation	
		1.3.22.2 - Correlate Customer Experience Data

Figure 5- JIO ID System (JioID)–- Scope of certified processes - List

3.4   Conformance Results – Chart (eTOM)

This Section details the Scores awarded to reflect Conformance to the Level -3 processes in scope.

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
Member:	**JIO**		Level 3 Process Elements Scores achieved
Solution:	*JIO B2C System - ODA-C - JioID - TMFC020*		
Assessment Type	*Solution*		
# of L3 Processes in Scope:	**13**		
Level 1	*Level 2*	*Level 3*	
1.3 - Customer Domain			
	1.3.4 - Customer Relationship Management		
		1.3.4.1 - Enable Retention & Loyalty	5/5
		1.3.4.2 - Establish Customer Relationship	5/5
		1.3.4.4 - Terminate Customer Relationship	5/5
	1.3.5 - Customer Interaction Management		
		1.3.5.5 - Notify Customer	5/5
		1.3.5.8 - Authenticate User	5/5
	1.3.6 - Customer Information Management		
		1.3.6.1 - Create Customer Record	5/5
		1.3.6.2 - Update Customer Data	5/5
		1.3.6.3 - Notify Customer Data Change	5/5
		1.3.6.4 - Archive Customer Data	5/5
		1.3.6.5 - Build a Unified Customer View	5/5
	1.3.19 - Customer Management Capability Delivery		
		1.3.19.2 - Deliver Customer Analytics Capability	5/5
		1.3.19.5 - Deliver Customer Engagement Capability	5/5
	1.3.21 - Customer Privacy Management *		4.5/5
	1.3.22 - Customer Experience Collection & Correlation		
		1.3.22.2 - Correlate Customer Experience Data	5/5

Figure 6 JIO ID System (JioID) –- Scores awarded to certified processes

3.5 Conformance Results – Graph (eTOM)

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

JIO B2C System - ODA-C - JioID - TMFC020
Business Process Framework Conformance Results
Customer Domain

Figure 7- JIO ID System (JioID) –-Scores Awarded

3.6   Business Process Framework – Conformance Scoring Guidelines

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 Frameworx 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. • 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. 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 8- TM Forum Business Process Framework: Conformance Scoring Rules

3.7 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework against the processes supported by JIO ID System (JioID).

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

3.7.1 Mapping Details & Supporting Evidence

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

eTOM Conformance Mapping - JioID

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)

JIO B2C System - ODA-C - JioID - TMFC020
Shared Domain = 1 ABE
Shared Domain
Digital Identity ABE

Figure 9 - SID - v24.0 – JIO ID System (JioID) - SID Certification Scope

4.3 Detailed Conformance Mapping Summary (SID)

The data in these columns is extracted from the SID Release 23.5 (promoted to 24.0) Information Model						
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						
ABE name	**Entity name**	**Attribute name**	**Attribute origin**	**Item Type**	**Conformance Result**	**ABE Conformance Score Adoption**
Digital Identity ABE				ABE	Y	**8.86 Very High Conformance**
Digital Identity ABE	Avatar			DE	Y	
Digital Identity ABE		name	Avatar	DO	Y	
Digital Identity ABE		nickName	Avatar	DO	Y	
Digital Identity ABE	BiometricCredential			DE	Y	
Digital Identity ABE		ID	Credential	DR	Y	
Digital Identity ABE		status	Credential	DO	Y	
Digital Identity ABE		trustLevel	Credential	DO	N	
Digital Identity ABE		validFor	Credential	DO	Y	
Digital Identity ABE	ContactMediumCredentialRole			DE	Y	
Digital Identity ABE		role	ContactMediumCredentialRole	DO	Y	
Digital Identity ABE		validPeriod	ContactMediumCredentialRole	DO	N	
Digital Identity ABE	Credential			DE	Y	
Digital Identity ABE		ID	Credential	DR	Y	
Digital Identity ABE		status	Credential	DO	Y	
Digital Identity ABE		trustLevel	Credential	DO	N	
Digital Identity ABE		validFor	Credential	DO	Y	
Digital Identity ABE	DigitalIdentity			CE	Y	
Digital Identity ABE		ID	DigitalIdentity	CR	Y	
Digital Identity ABE		status	DigitalIdentity	CO	N	
Digital Identity ABE		validFor	DigitalIdentity	CO	Y	
Digital Identity ABE	DigitalIdentitySupplier			DE	Y	
Digital Identity ABE		status	PartyRole	DR	N	
Digital Identity ABE		validFor	PartyRole	DR	Y	
Digital Identity ABE		description	RootEntity	DO	N	
Digital Identity ABE		ID	RootEntity	DR	Y	
Digital Identity ABE		name	RootEntity	DO	Y	
Digital Identity ABE	DongleCredential			DE	Y	
Digital Identity ABE		ID	Credential	DR	Y	
Digital Identity ABE		status	Credential	DO	N	
Digital Identity ABE		trustLevel	Credential	DO	N	
Digital Identity ABE		validFor	Credential	DE	Y	
Digital Identity ABE	LoginPasswordCredential			DO	Y	
Digital Identity ABE		ID	Credential	DR	Y	
Digital Identity ABE		status	Credential	DO	N	
Digital Identity ABE		trustLevel	Credential	DO	N	
Digital Identity ABE		validFor	Credential	DO	N	
Digital Identity ABE	NetworkCredential			DE	Y	
Digital Identity ABE		ID	Credential	DR	Y	
Digital Identity ABE		status	Credential	DO	N	
Digital Identity ABE		trustLevel	Credential	DO	N	
Digital Identity ABE		validFor	Credential	DO	Y	
Digital Identity ABE	PartyDigitalIdentity			DE	Y	
Digital Identity ABE		ID	DigitalIdentity	DR	Y	
Digital Identity ABE		status	DigitalIdentity	DO	N	
Digital Identity ABE		validFor	DigitalIdentity	DO	Y	
Digital Identity ABE	ResourceDigitalIdentity			DE	Y	
Digital Identity ABE		ID	DigitalIdentity	DR	Y	
Digital Identity ABE		status	DigitalIdentity	DO	N	
Digital Identity ABE		validFor	DigitalIdentity	DO	Y	
Digital Identity ABE	TokenCredential			DE	Y	
Digital Identity ABE		ID	Credential	DR	Y	
Digital Identity ABE		status	Credential	DO	N	
Digital Identity ABE		trustLevel	Credential	DO	Y	
Digital Identity ABE		validFor	Credential	DO	Y	

Figure 10 - SID - v24.0 – JIO ID System (JioID) - SID Conformance Mapping Summary

4.4 Information Framework Conformance Result

JIO B2C System - ODA-C - JioID - TMFC020
Information Framework - Conformance Results (Adoption)
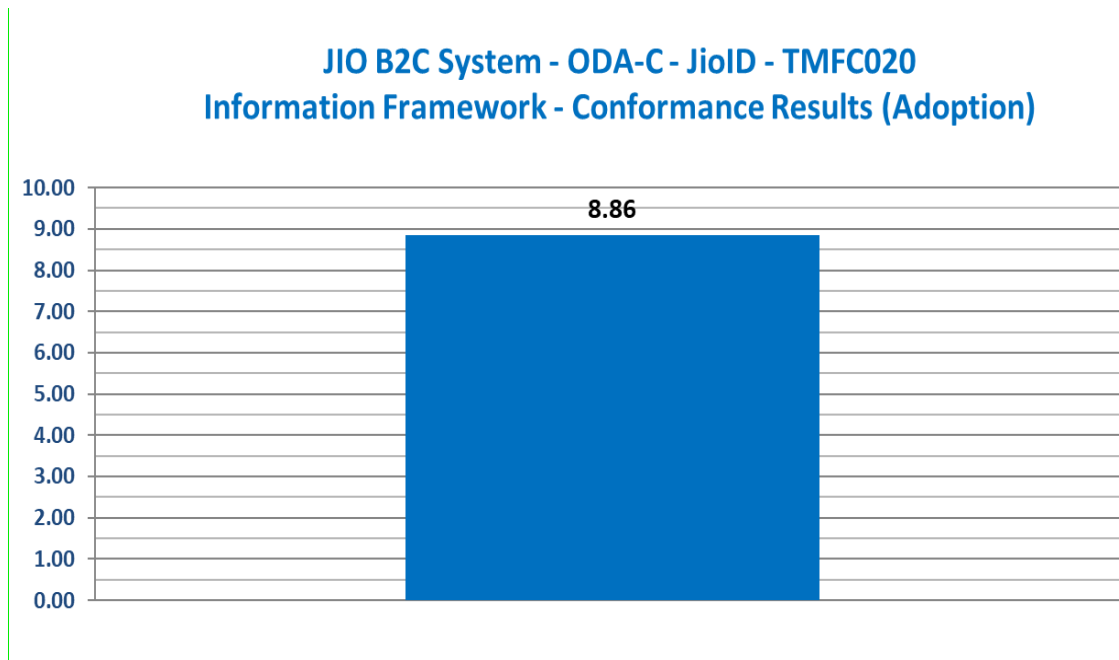
Figure 11 - SID – JIO ID System (JioID) - SID Certification Scores

4.4.1 Information Framework – Scoring Rules

Between 2013 (Frameworx 14.0) and the end of 2017, TM Forum applied a combined scoring method SEsed 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 SElance 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 SEsed on weighted criteria e.g. core element, dependent, required, optional, etc.

4.4.2 Information Framework Adoption Conformance Scoring Methodology

As of Frameworx 14.0 SEsed 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 Frameworx Conformance Program.

Adoption conformance is SEsed 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 Confomance) & Adoption Conformance score = 5.2 (Medium Conformance).

Figure 12 - 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 SEsed 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 SEsed 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.