

Solution Conformance Certification Report

Business Process Framework (eTOM)

For:

Jio Platforms Limited

**JIO B2C System – JIO Document
Management System (JDMS)**

May 2025

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1 Introduction

1.1 Executive Summary

This document provides details of JIO B2C System – JIO Document Management System (JDMS), against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 24.0

The assessment included a review of the methodology approach to process and information modeling, respectively against the TM Forum's Business Process Framework (eTOM) 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

Jio Document Management System (JDMS) aims to be a comprehensive, scalable solution for managing and processing large volumes of documents across Jio's enterprise. It is designed to streamline the entire lifecycle of document management, from upload and storage to retrieval and compliance. JDMS is a highly flexible, cloud-native platform that provides seamless integration with existing IT infrastructure while being fully customizable to meet the needs of different departments and document management workflows. It is engineered to handle complex document storage, metadata management, and secure retrieval processes efficiently.

JDMS incorporates several cutting-edge technologies and methodologies to offer a robust, secure, and scalable solution, including:

- **Cloud-Native Architecture:** JDMS leverages cloud technologies for dynamic scalability of storage and computer resources, ensuring flexibility in managing both small and large-scale document repositories. This architecture supports continuous growth and efficient document processing across various departments within the organization.
- **Predefined Modules:** JDMS includes several built-in modules to enhance functionality:
 - **Document Upload and Storage Management:** Manages the upload and classification of various document types.
 - **Metadata Management:** Handles the storage and retrieval of metadata associated with documents, facilitating easy search and access.
 - **Version Control:** Ensures that every document version is tracked, enabling rollback and historical reference.
 - **Access and Permissions Management:** Provides secure access control mechanisms for users and groups to ensure compliance with internal and regulatory standards.
 - **Audit Trail:** Records every action taken on documents, from upload to retrieval, for compliance and traceability.
- **REST & SOAP APIs:** JDMS provides robust CRUD (Create, Read, Update, Delete) operation APIs, enabling integration with third-party systems or automation tools. These APIs can be accessed via REST, SOAP, and asynchronous mechanisms, such as batch upload and download, ensuring flexibility in various automation workflows.

JDMS serves as a centralized application that handles the complete lifecycle of document management, addressing challenges faced by the organization, such as:

- **Document Retrieval Delays:** Legacy systems frequently suffer from slow performance and inefficiency, resulting in delays when accessing documents. JDMS enables fast, efficient document retrieval via optimized APIs and search functionalities.
- **Scalability Issues:** Traditional document management systems often fail to scale effectively to meet increasing demand. JDMS is built to handle a growing number of documents and users without sacrificing performance.
- **Single Point of Failure:** Legacy document management systems can be fragile and susceptible to failure. JDMS is designed with built-in redundancy and failover mechanisms to ensure continuous uptime.
- **Customizability:** JDMS can be easily customized to fit the specific needs of different teams or departments, reducing dependency on specialized developers for system changes.
- **Cross-Platform Support:** Unlike legacy systems, JDMS offers full support for both web and mobile platforms, enabling users to access documents anytime, anywhere.

JDMS aligns with **TM Forum's Business Process Framework (eTOM)**, facilitating the design and development of automated business processes within the document management lifecycle. This ensures JDMS operates as an agile cloud-native platform, optimizing operational efficiency, reducing project costs, and accelerating integration timelines.

2.2.1 Key Features:

#Centralized Document Repository:

JDMS offers a centralized document repository for managing both physical and digital document types. The system organizes documents by categories, streamlining access and retrieval processes. It ensures that all documents, whether administrative, legal, or operational, are stored securely and are easily accessible via the platform.

#Cloud-Native Architecture:

JDMS utilizes a **cloud-native** architecture that ensures scalability and flexibility for managing large volumes of documents. This dynamic architecture enables seamless scaling of storage and computer resources, enhancing the system's ability to handle growing document repositories and heavy document-processing tasks.

#Enhanced Document API Performance:

JDMS significantly boosts the performance of document access and processing. The use of **advanced cloud technologies** and optimized database design results in faster search, retrieval, and updating of documents compared to traditional systems. APIs are designed to handle high request volumes, ensuring rapid document operations and efficient workflow automation.

#Fault-Tolerant and High Availability Design:

JDMS incorporates **fault-tolerant and multi-zone architecture** to ensure high availability and resilience. By utilizing a distributed system with failover mechanisms, the platform ensures minimal service disruption during infrastructure failures, allowing continuous access to documents and workflows.

#Robust Reporting and Analytics:

JDMS comes with **out-of-the-box reporting** functionality, enabling administrators and users to generate comprehensive reports on document status, audit trails, and usage statistics. Custom reports can be easily configured to meet various business needs, ensuring compliance and performance tracking.

#Template-Driven Document Classification:

JDMS simplifies the creation and classification of documents through a **template-driven approach**. Predefined templates for different document types, such as contracts, or technical specifications, ensure consistency in document management and categorization, reducing manual intervention.

#Low Total Cost of Ownership (TCO):

JDMS is designed with a **minimal licensing and datacenter footprint**, ensuring low operational costs. The cloud-native architecture and automated scaling allow JDMS to efficiently manage document repositories with fewer resources, reducing overhead costs and enhancing return on investment (ROI).

#Cross-Platform Access:

JDMS offers a **web and mobile app suite** for managing document CRUD operations. The mobile and web platforms are synchronized, providing users with access to documents from anywhere, ensuring seamless integration into business operations, whether on a desktop or mobile device.

2.3 JDMS Architecture

The JDMS Architecture is designed to handle uploads, processing, storage, and retrieval in a scalable and efficient manner. Source systems initiate the process by sending data through upload channels, which are managed by multiple front-end upload instances to balance the load. Uploaded files are temporarily stored in the cloud for durability and availability. The processing layer, consisting of upload and retrieval services, handles validation, transformation, and backend operations. A database load balancer manages traffic between the application and the JDMS database server to ensure efficient data storage and retrieval. Retrieval channels allow users to access processed as needed. Finally, the system integrates with external platforms for downstream processing, ensuring a complete end-to-end workflow from upload to external system handover.

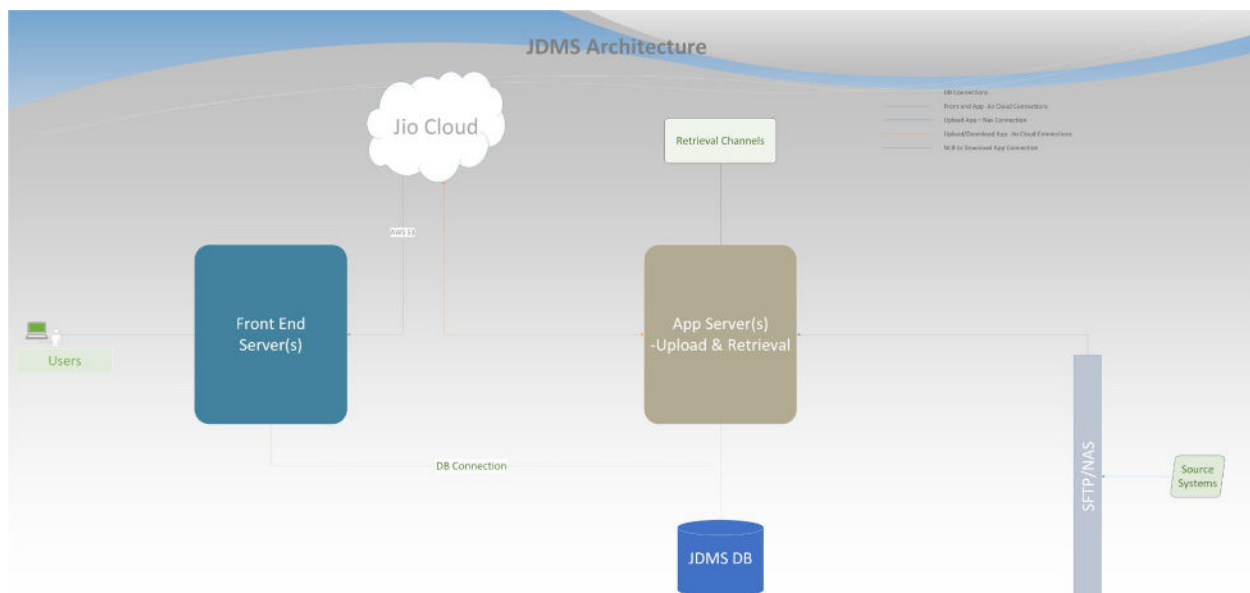


Figure 1 – JDMS Technical Architecture

2.3.1 JIO B2C - JDMS Component Level Architecture

This component-level architecture represents a modern enterprise web application stack comprising a frontend built with Angular, protected by a Web Application Firewall (WAF) and managed by a Load Balancer to ensure high availability. The system uses JWT-based authentication and supports microservices architecture with components like API servers, config servers, service discovery, schedulers, and event logging. It integrates secure storage for secrets and tokens using Vault, and external API exposure is managed through a Digital API Platform. The backend interacts with various data storage systems including relational databases (Oracle), Jio Cloud, and object storage via ECS (S3 and Swift protocols). Additionally, the architecture includes real-time data streaming with GoldenGate, ETL processes for data replication, and analytics layers for business intelligence and dashboarding, with an external NGO Portal for third-party access.

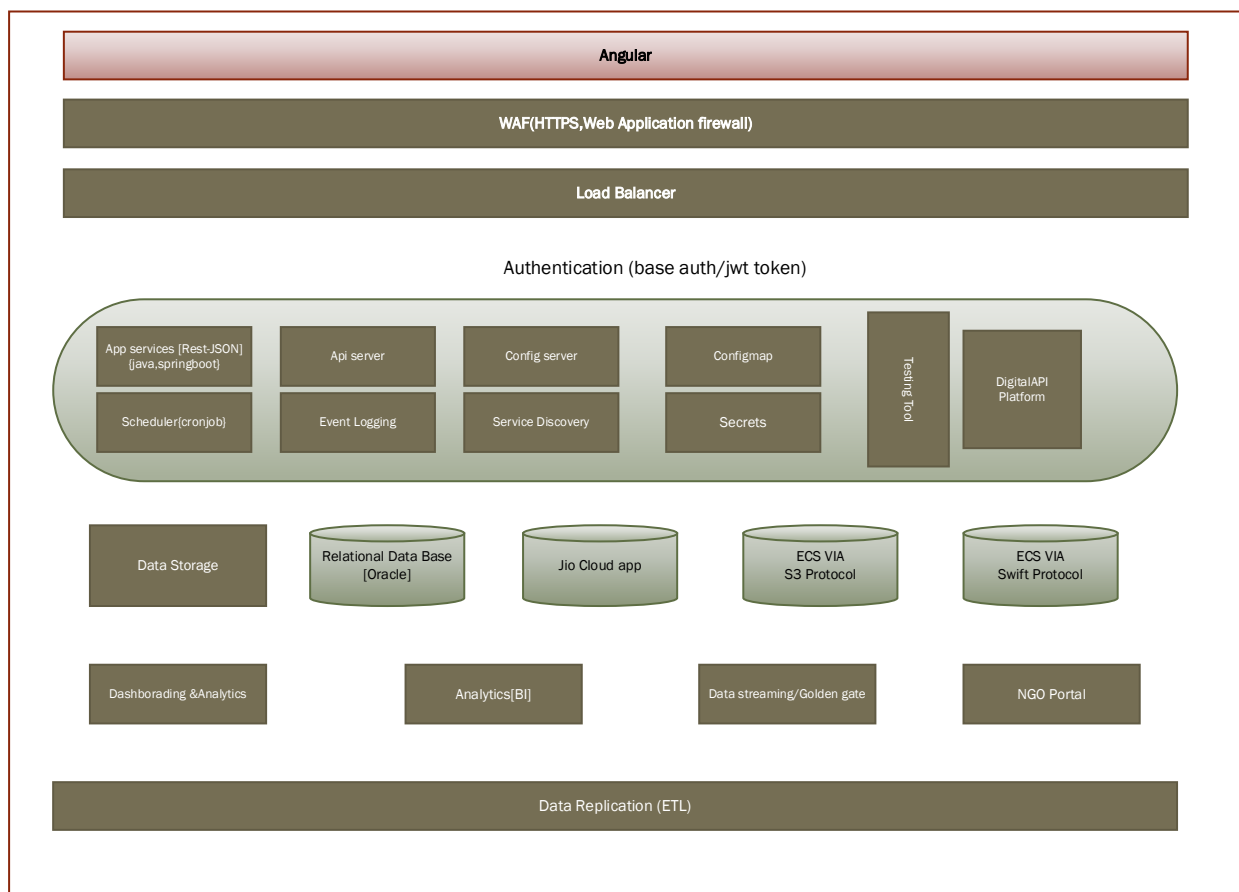


Figure 2 – JDMS Component Level Architecture

2.4 JIO Document Management System (JDMS) – Benefits

As enterprise document volumes grow and compliance needs become more critical, JDMS ensures efficient, scalable, and secure document handling across the organization.

Following are the benefits of JIO Document Management System (JDMS):

- **Centralized Document Archive** supporting PAN India operations with seamless access to millions of digital and physical documents.
- **Cloud Storage Integration** with auto-scaling capabilities to handle dynamic document uploads and retrievals in real-time.
- **Smart Categorization and Search** enabling faster discovery of documents using advanced filters and intelligent tagging.
- **Real-time Upload & Download APIs** that allow channels and applications to consume documents without delay.
- **Microservice-driven Architecture** facilitating independent deployment and scaling of upload, download, and validation services.
- **Automated Compliance Checks** to ensure documents meet regulatory and internal standards before approval.
- **CI/CD-Enabled Deployments** reducing time-to-market for new features, ensuring faster rollout of updates and patches.
- **Interactive Dashboards & Alerts** for real-time monitoring, audit trails, and quick exception handling.

Business Process Framework v24.0 – JIO Document Management System (JDMS) – Conformance Scope

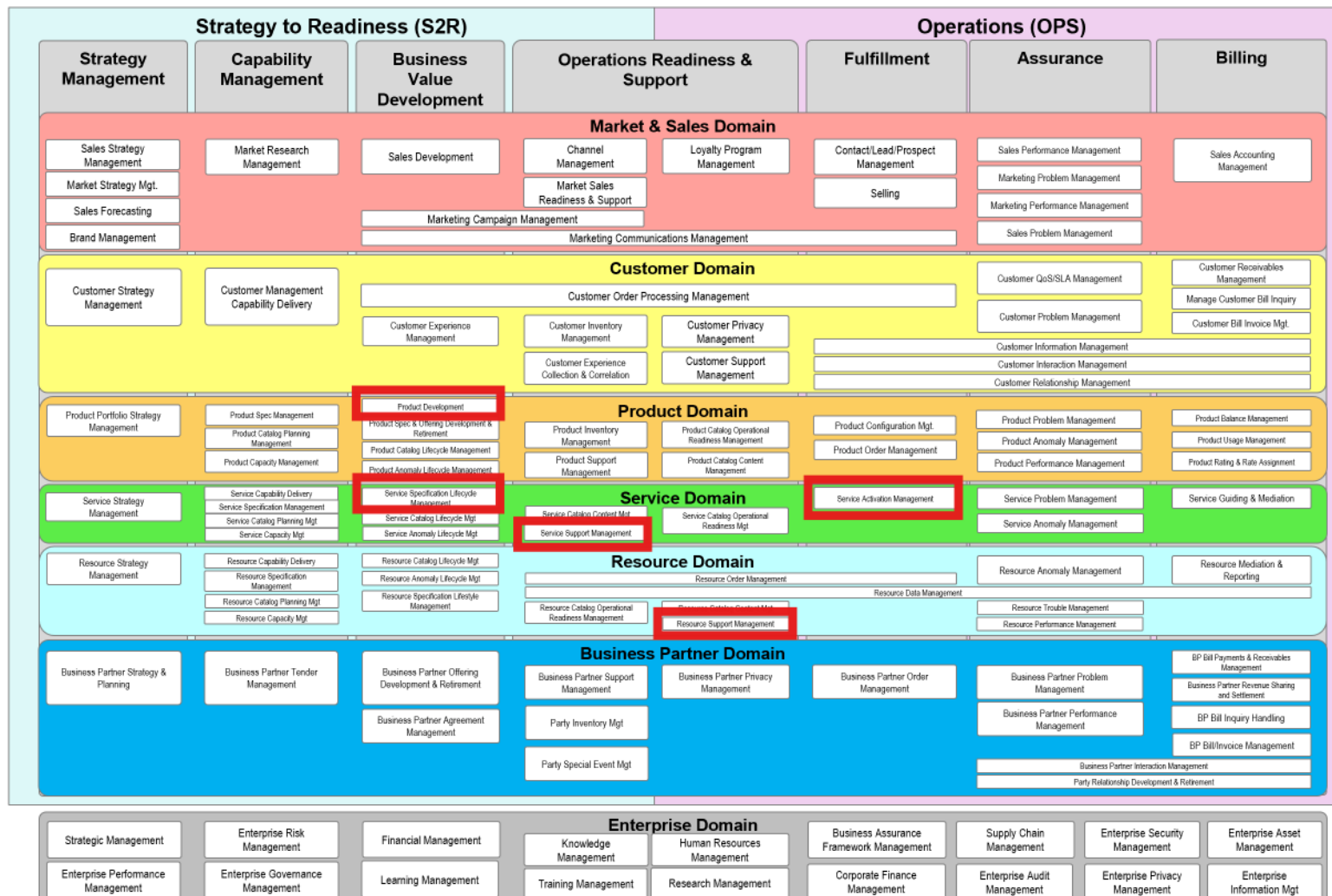


Figure 3 - Process coverage for JIO B2C System for JIO Document Management System (JDMS) - Conformance Certification

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 List (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
Member:		JIO
Solution:		JIO B2C System for JIO Document Management System (JDMS)
Assessment Type		Solution
# of L3 Processes in Scope:		10
Level 1	Level 2	Level 3
1.2 - Product Domain		
	1.2.2 - Product Development	
		1.2.2.1 - Define Product Capability Requirements
		1.2.2.5 - Manage Handover to Product Operations
1.4 - Service Domain		
	1.4.3 - Service Specification Lifecycle Management	
		1.4.3.4 - Develop Detailed Service Specifications
		1.4.3.5 - Manage Service Development
		1.4.3.6 - Manage Service Deployment
	1.4.4 - Service Support Management * (Processes marked with an asterisk were submitted at Level2 only)	
	1.4.5 - Service Activation Management	
		1.4.5.1 - Design Solution
		1.4.5.4 - Implement, Configure & Activate Service
		1.4.5.5 - Test Service End-to-End
1.5 - Resource Domain		
	1.5.4 - Resource Support Management	
		1.5.4.1 - Enable Resource Provisioning
		1.5.4.2 - Enable Resource Performance Management

Figure 4- JIO B2C System for JIO Document Management System (JDMS) – Level 2 & Level 3 processes in scope

3.3 Scope of eTOM Conformance Certification – (Graph)

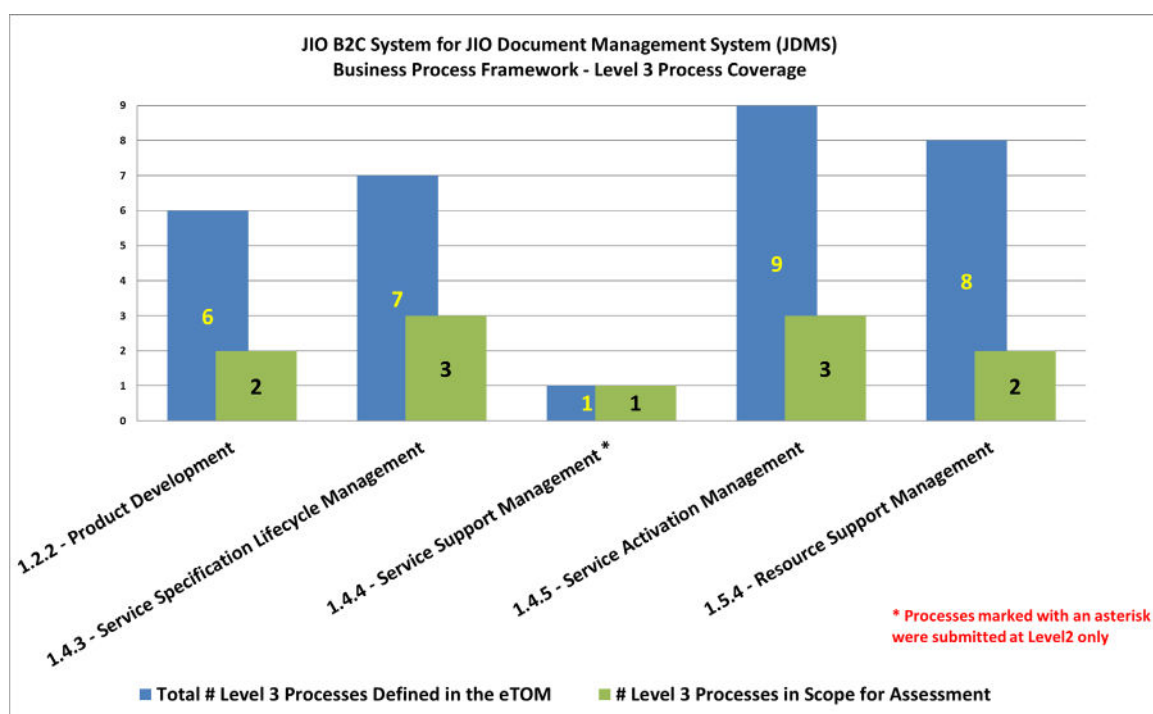


Figure 5- Level 3 process scope for certification

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 (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 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 against the processes supported by JIO B2C System for JIO Document Management System (JDMS).

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:

[JIO B2C System for JDMS Mapping document](#)

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				
Member:		JIO		Level 3 Process Elements Scores achieved
Solution:		JIO B2C System for JIO Document Management System (JDMS)		
Assessment Type		Solution		
# of L3 Processes in Scope:		10		
Level 1	Level 2	Level 3		
1.2 - Product Domain				
	1.2.2 - Product Development			
		1.2.2.1 - Define Product Capability Requirements		5/5
		1.2.2.5 - Manage Handover to Product Operations		5/5
1.4 - Service Domain				
	1.4.3 - Service Specification Lifecycle Management			
		1.4.3.4 - Develop Detailed Service Specifications		5/5
		1.4.3.5 - Manage Service Development		5/5
		1.4.3.6 - Manage Service Deployment		5/5
	1.4.4 - Service Support Management * (Processes marked with an asterisk were submitted at Level2 only)			4.25/5
	1.4.5 - Service Activation Management			
		1.4.5.1 - Design Solution		4.25/5
		1.4.5.4 - Implement, Configure & Activate Service		5/5
		1.4.5.5 - Test Service End-to-End		4.75/5
1.5 - Resource Domain				
	1.5.4 -Resource Support Management			
		1.5.4.1 - Enable Resource Provisioning		4.75/5
		1.4.5.2 - Enable Resource Performance Management		4.5/5

Figure 7- - eTOM Conformance Scores Summary –

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).

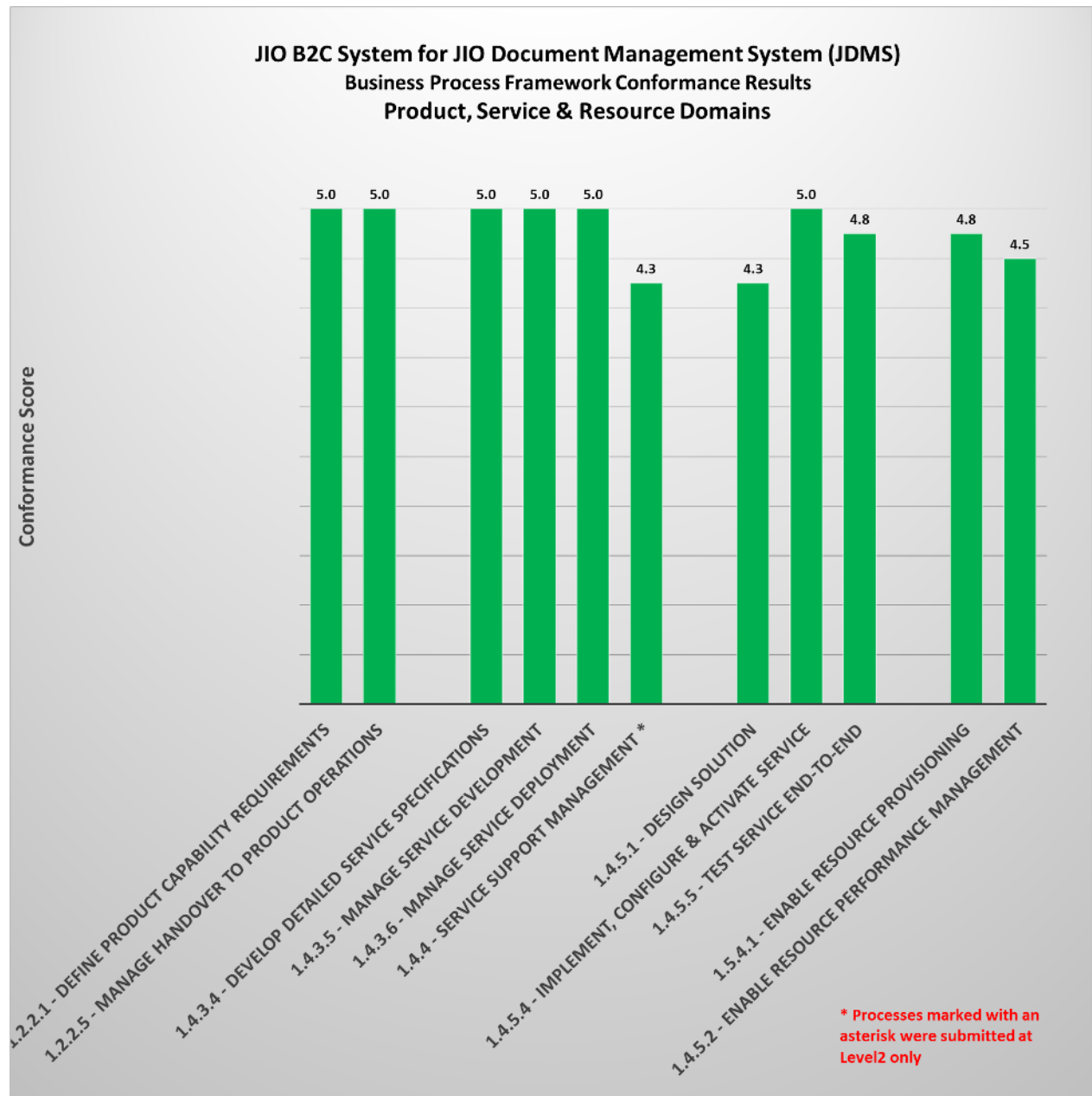


Figure 8- - eTOM Conformance Scores Summary Graph –