

Solution Conformance Certification Report

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

For:

Jio Platforms Limited

Jio B2C System - ODA-C-Jio Assist

July 2025

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1 Introduction

1.1 Executive Summary

This document provides details of JIO B2C System for JIO-Assist, against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 24.0
- Information Framework (SID) 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) and the Information Framework (SID) according to the specific processes and entities submitted in scope for the Assessment.

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

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

JioAssist breaks traditional boundaries in contact center customer support by offering a truly device-agnostic, responsive and user-friendly platform. JioAssist is built on a modular, API-driven architecture leveraging REST APIs, microservices, and microfrontends. It empowers contact center agents with advanced features such as diagnostic widgets, proactive badges, contextual knowledge management (KM), and Trouble-to-Resolution (T2R) automation. These capabilities deliver real-time insights, enabling agents to resolve customer issues swiftly and accurately. By unifying multiple applications into a single, streamlined interface, JioAssist simplifies workflows and significantly enhances agent productivity. The platform's adoption of open-source technologies, horizontal scalability, and elimination of proprietary dependencies make it a cost-effective, flexible, and sustainable alternative to traditional IT systems.

2.2.1 Key Features:

1. Automation at the Core

JioAssist leverages intelligent automation to enhance efficiency and problem-solving:

1. **Dynamic Diagnostic Widgets** – Provide real-time insights and anomaly detection for proactive issue resolution.
2. **Proactive Badges** – Highlight potential concerns, enabling agents to take pre-emptive action.
3. **Automated Journeys** – Auto-fill forms for **Service Requests (SR)** and **Lead Creation**, seamlessly integrating customer data.
4. **Auto Answer T2R (Trouble to Resolve) Questions** – Reduces agent effort by automatically resolving transactional queries.
5. **Integrated Network Diagnostics** – Map-driven insights on **coverage, congestion, outages, and barring** for real-time network visibility.
6. **Custom-Built CTI Integration** – Built using Genesys PSDK framework, it provides a smooth agent experience with seamless interaction handling and customer context.
7. **Contextual Knowledge Management** – Displays relevant customer data and knowledge resources on a single screen for quick resolution.

2. Cloud-Ready Scalability

Designed for high performance and adaptability, JioAssist ensures seamless operations at any scale:

1. **Microservices & Micro Frontends Architecture** – Enables modular, independent, and scalable deployments.

2. **Cloud-Native Infrastructure** – Built on **Kubernetes, Kafka, and ELK Stack** for real-time monitoring, high availability, and fault tolerance.
3. **Fully Automated Deployments** – Aligned with Azure **DevOps best practices**, ensuring agility, reliability, and compliance.

2.2.2 Architecture

JioAssist is a **modular, API-driven platform** designed for seamless **customer support and operational efficiency**. It leverages **Microservices and Micro Frontends architecture**, ensuring **scalability, flexibility, and real-time responsiveness**.

Key Architectural Components:

1. **Micro Frontends-Based UI** – Context-aware, dynamically loaded interface for personalized agent interactions.
2. **Microservices & API-First Approach** – Independent, scalable services enabling seamless integrations.
3. **Custom CTI Integration** – Provides real-time call handling with contextual customer data.
4. **Automation & AI-Driven Workflows** – Enabling auto-fill forms, proactive diagnostics, and AI-powered auto-answering capabilities to streamline the **Trouble-to-Resolve (T2R)** process followed by advisors.
5. **Network Diagnostics** – Map-driven insights into coverage, congestion, and outages (Power by Jio Coverage Platform).
6. **Cloud-Native & DevOps Ready** – Kubernetes, Kafka, and ELK Stack for high availability and monitoring.

JioAssist's **highly modular architecture** ensures rapid adaptability, seamless integrations, and operational excellence across Jio Care ecosystem.

JIO B2C - JioAssist System Component Level Architecture

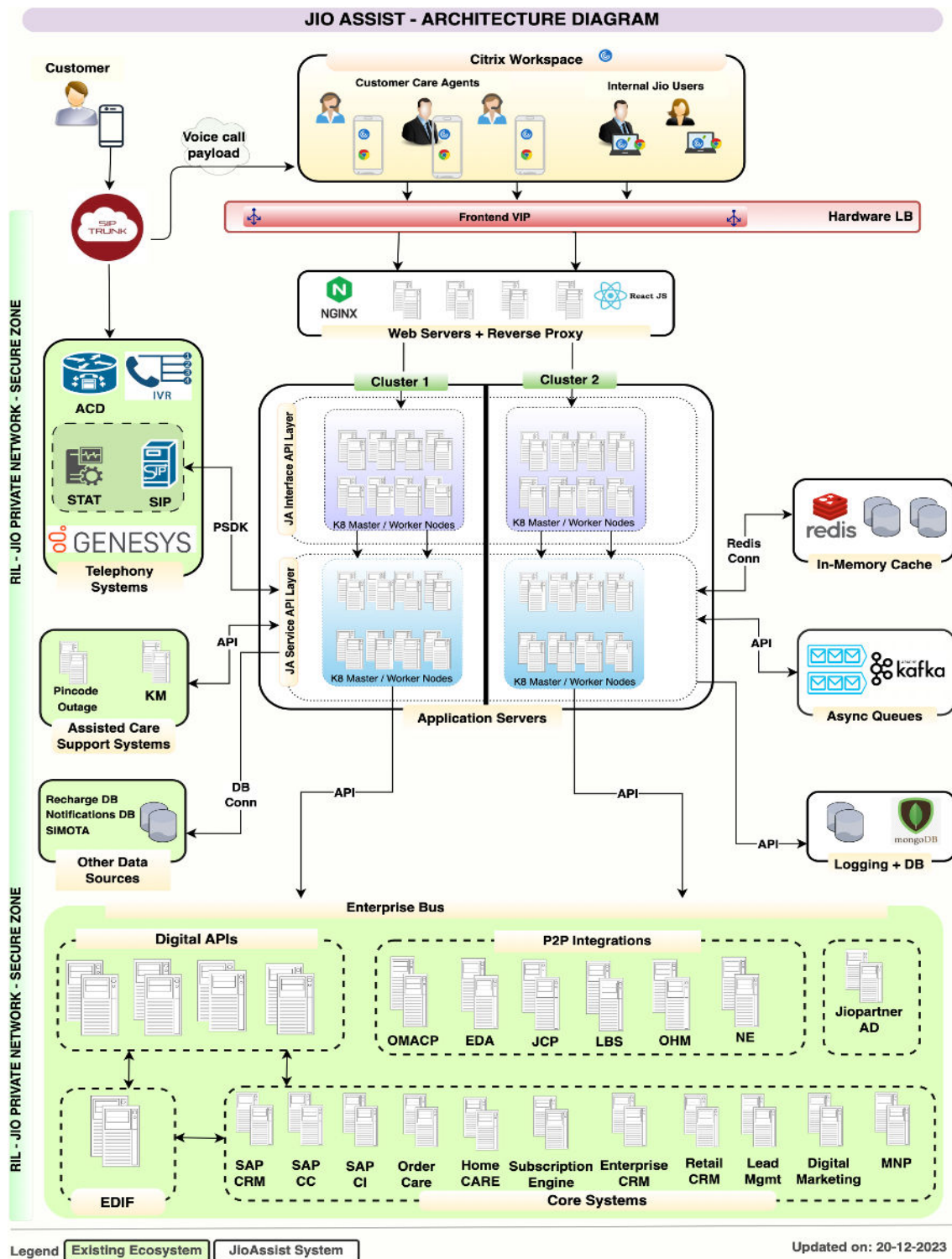


Figure 1 – JIO B2C System for JIO Assist –Architecture Diagram

2.3 JIO B2C JioAssist – Benefits

JioAssist Architecture provides these benefits:

1. **Enhanced Agent Efficiency** – AI-driven automation reduces manual efforts, enabling faster issue resolution.
2. **Seamless Omni-Channel Support** – Unified customer view across voice, chat, and digital touchpoints.
3. **Scalable & Resilient Infrastructure** – Cloud-native design allows seamless scaling with demand
4. **Proactive Issue Resolution** – Real-time diagnostic widgets ensure quick problem identification and action.
5. **Improved Customer Experience** – Faster resolution, contextual knowledge, and automated workflows.

Overall, **JioAssist is a modern, robust, and highly scalable platform** that empowers Jio's customer service teams by **enhancing efficiency, ensuring flexibility, and driving superior customer engagement.**

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

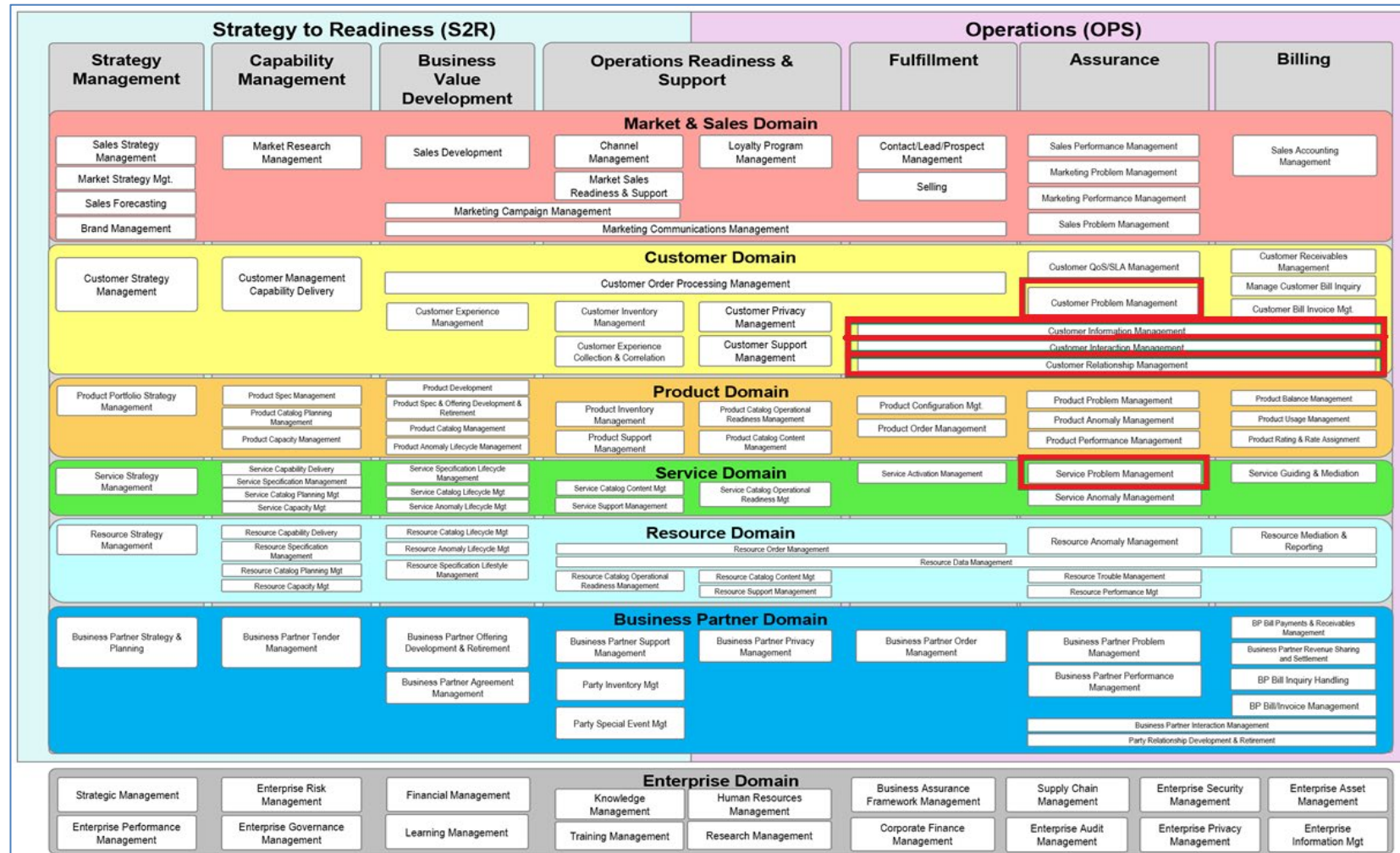


Figure 2 - Process coverage for JIO B2C System for JioAssist - Conformance Certification

Information Framework v24.0 – JIO B2C System for JioAssist – Conformance Scope

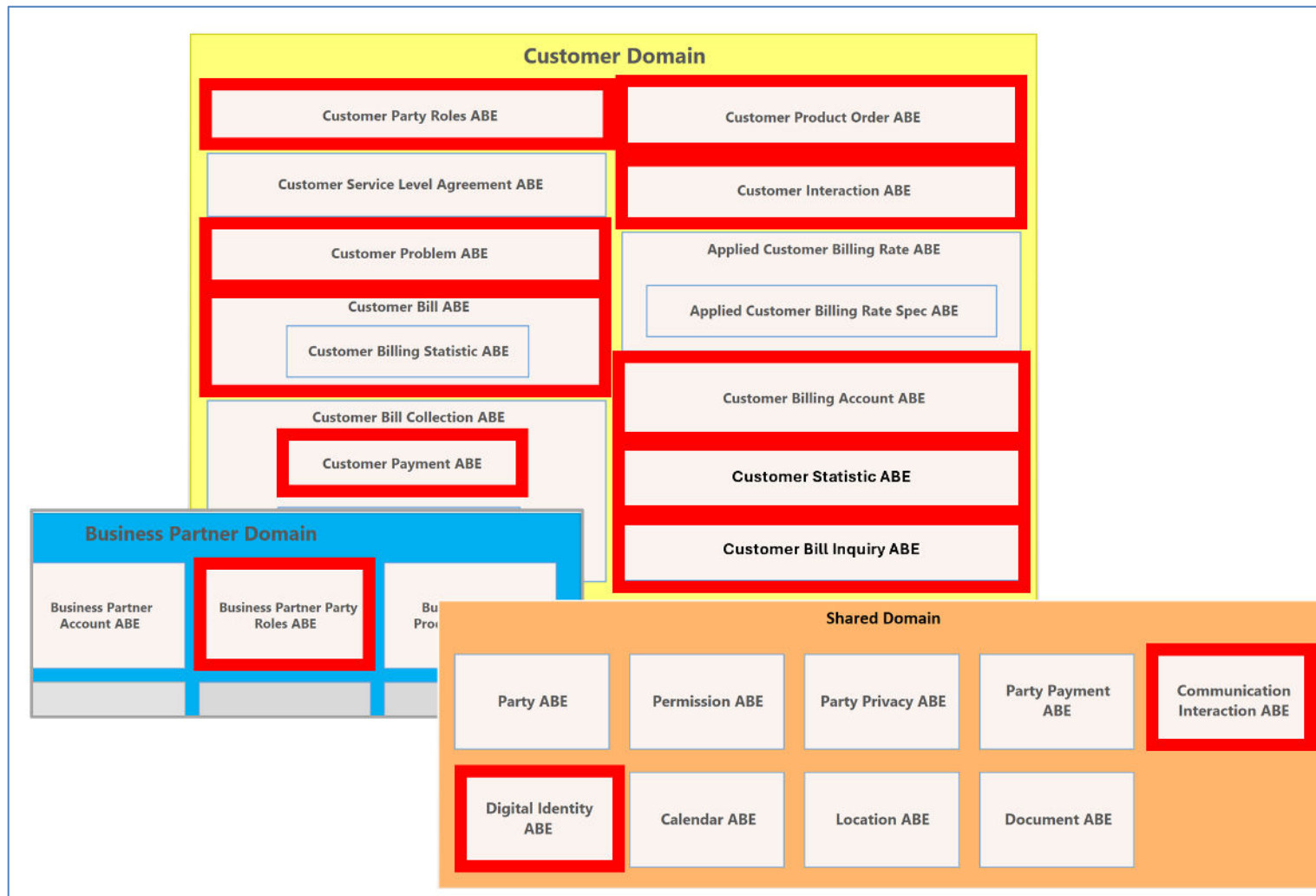


Figure 3 - ABE coverage for Jio B2C System for JioAssist - Conformance Certification

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)

This document conveys information about the Business Processes implemented by for JIO B2C System for JioAssist 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 and L3 Processes in scope for certification.

Process	Process identifier	Level	Domain
Customer Relationship Management	1.3.4	2	Customer Domain
Customer Interaction Management	1.3.5	2	Customer Domain
Customer Information Management	1.3.6	2	Customer Domain
Customer Problem Management	1.3.7	2	Customer Domain
Service Problem Management	1.4.6	2	Service Domain
Enable Retention & Loyalty	1.3.4.1	3	Customer Domain
Terminate Customer Relationship	1.3.4.4	3	Customer Domain
Create Customer Interaction	1.3.5.1	3	Customer Domain
Update Customer Interaction	1.3.5.2	3	Customer Domain
Close Customer Interaction	1.3.5.3	3	Customer Domain
Log Customer Interaction	1.3.5.4	3	Customer Domain
Track and Manage Customer Interaction	1.3.5.6	3	Customer Domain
Authenticate User	1.3.5.8	3	Customer Domain
Customer Interface Management	1.3.5.9	3	Customer Domain
Update Customer Data	1.3.6.2	3	Customer Domain
Notify Customer Data Change	1.3.6.3	3	Customer Domain
Isolate Customer Problem	1.3.7.1	3	Customer Domain
Track & Manage Customer Problem	1.3.7.3	3	Customer Domain
Close Customer Problem Report	1.3.7.4	3	Customer Domain
Correct & Recover Customer Problem	1.3.7.6	3	Customer Domain
Diagnose Service Problem	1.4.6.2	3	Service Domain
Correct & Resolve Service Problem	1.4.6.3	3	Service Domain

Figure 4- JIO B2C System for JioAssist – Level 2 & Level 3 processes in scope

3.3 Scope of eTOM Conformance Certification – (Graph) Customer Problem Management

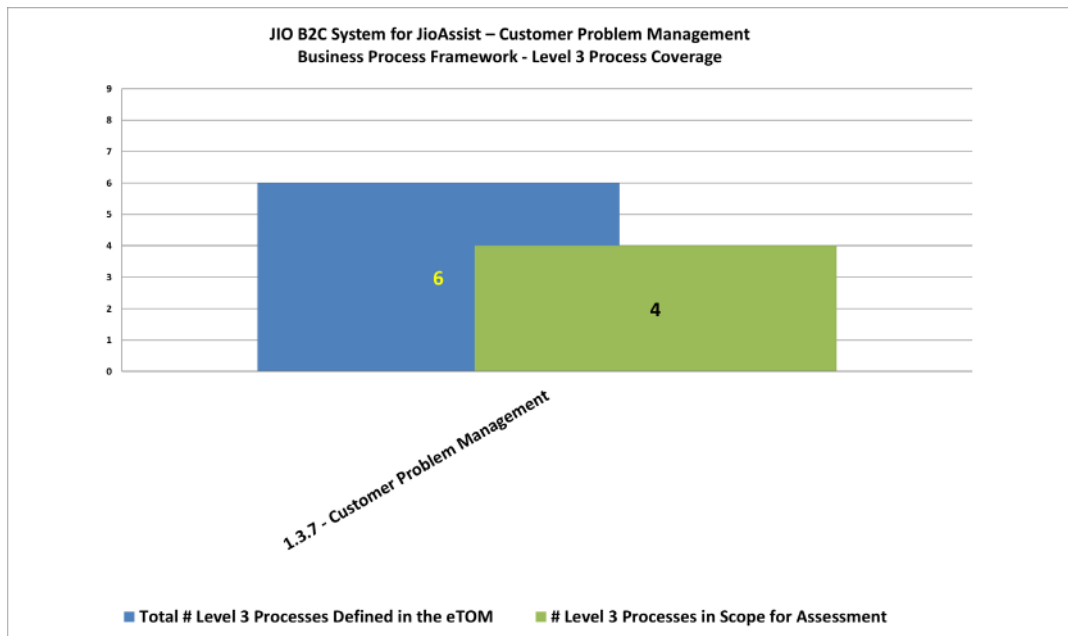


Figure 5- Level 3 process scope for certification – 1.3.7-Customer Problem Management

3.4 Scope of eTOM Conformance Certification – (Graph) Customer Information Management

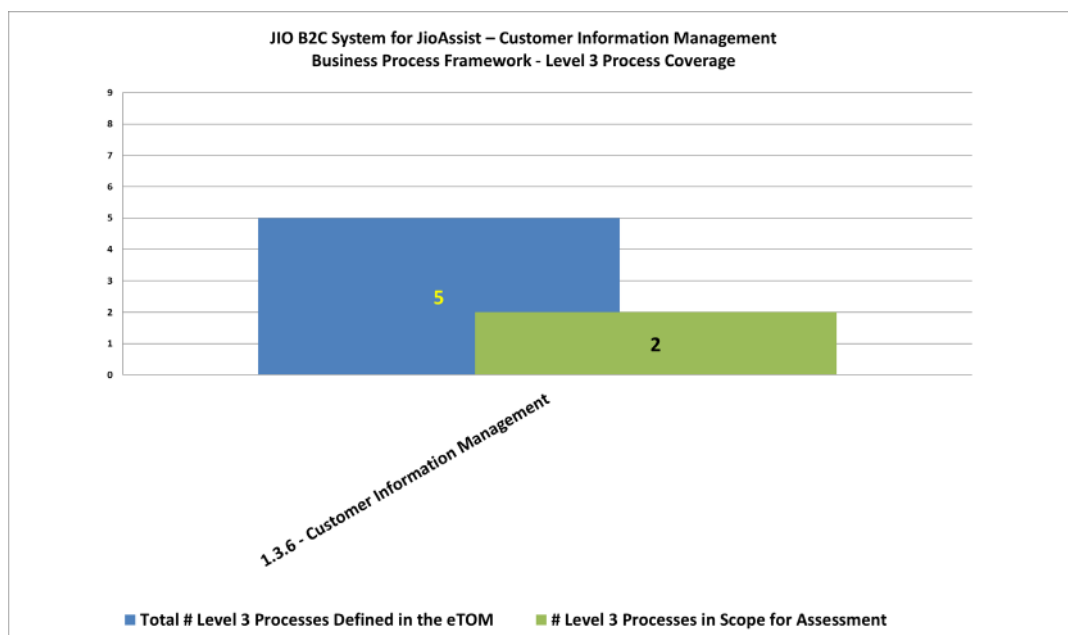


Figure 6- Level 3 process scope for certification – 1.3.7-Customer Information Management

3.5 Scope of eTOM Conformance Certification – (Graph) Customer Interaction Management

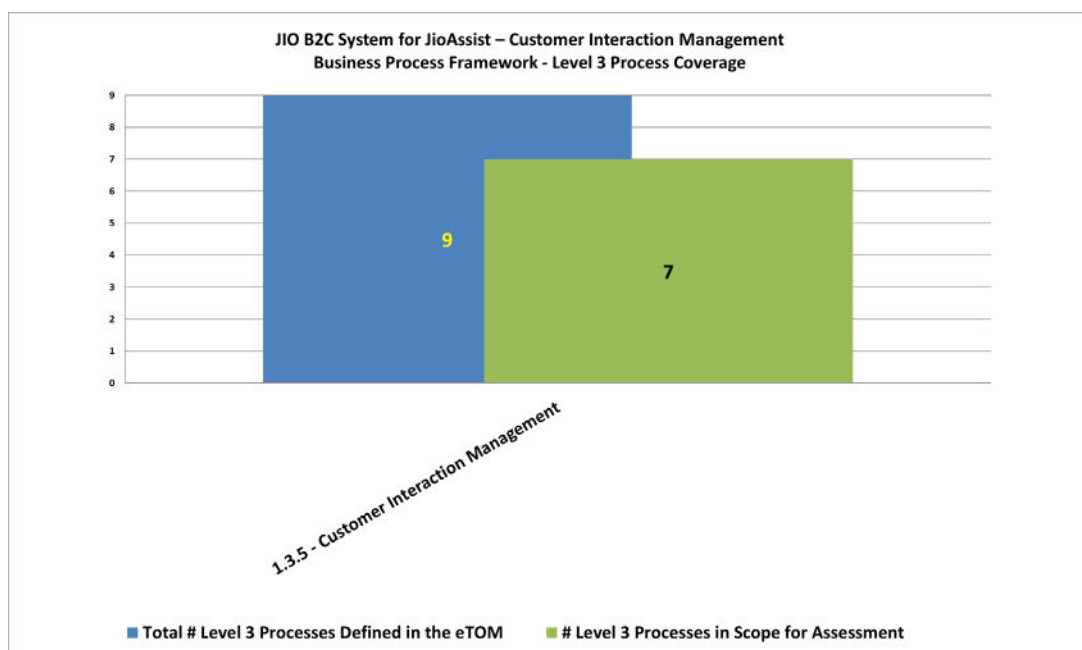


Figure 7- Level 3 process scope for certification – 1.3.5-Customer Interaction Management

3.6 Scope of eTOM Conformance Certification – (Graph) Customer Relationship Management

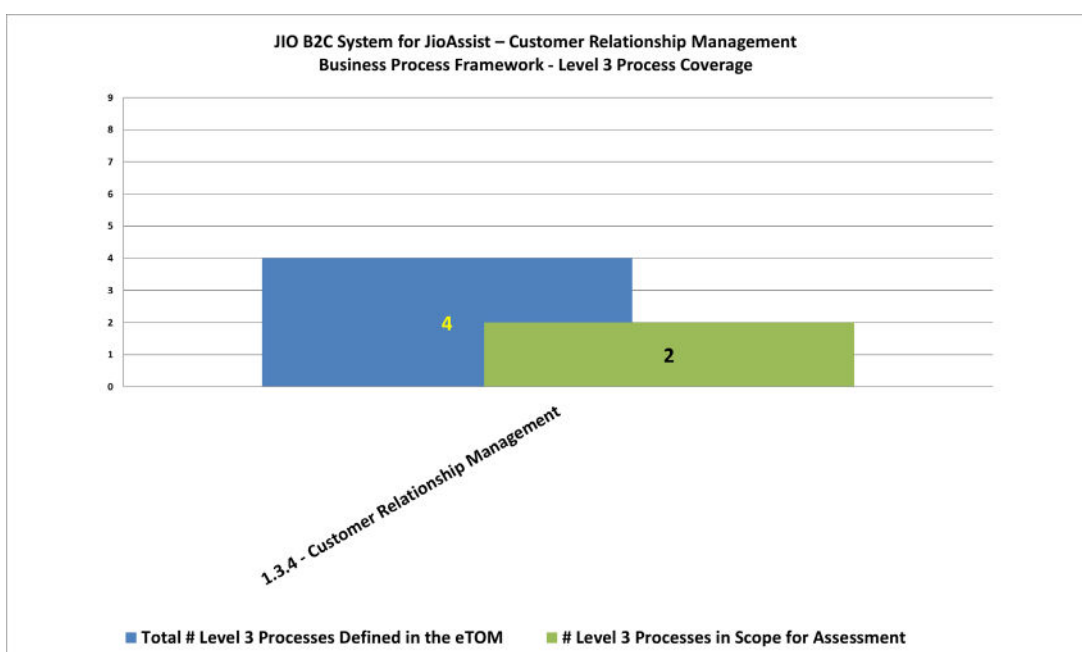


Figure 8- Level 3 process scope for certification – 1.3.4-Customer Relationship Management

3.7 Scope of eTOM Conformance Certification – (Graph) Service Problem Management

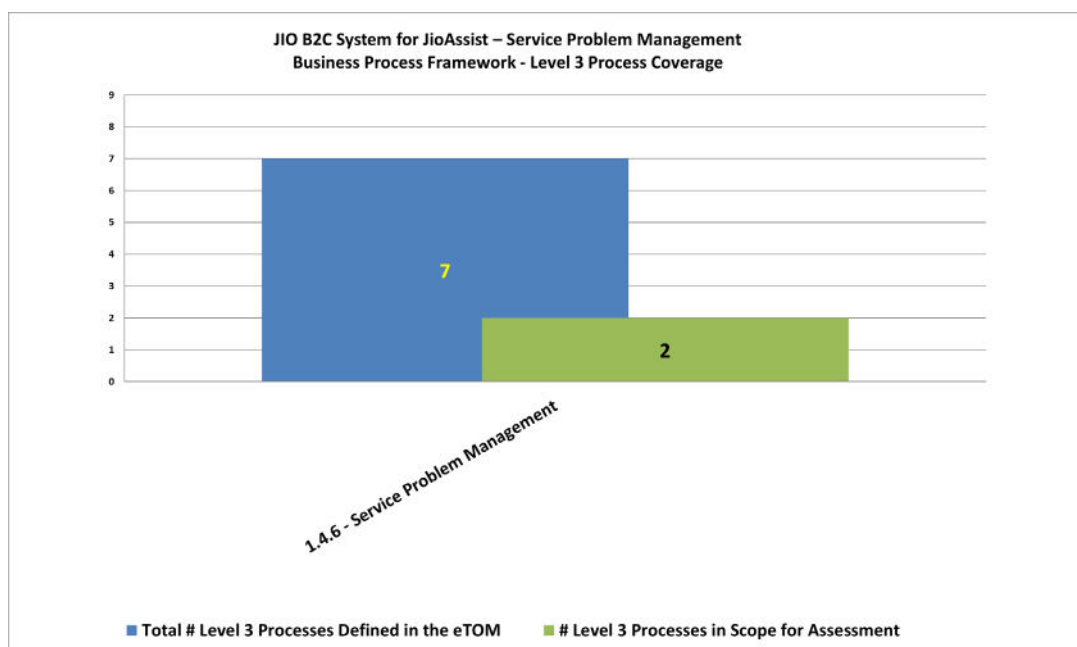


Figure 9- Level 3 process scope for certification – 1.4.6-Service Problem Management

3.8 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 10- TM Forum Business Process Framework: Conformance Scoring Rules

3.9 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework against the processes supported by JIO B2C System for JioAssist.

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

3.9.1 Mapping Details & Supporting Evidence

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

[Link to mapping document](#)

3.10 Conformance Results – Chart (eTOM) – Customer Domain

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 JioAssist – Customer Problem Management		
Assessment Type		Solution		
# of L3 Processes in Scope:		4		
Level 1	Level 2	Level 3		
1.3 - Customer Domain				
	1.3.7 - Customer Problem Management			
		1.3.7.1 - Isolate Customer Problem		5/5
		1.3.7.3 - Manage Customer Problem Coordination		4/5
		1.3.7.4 - Close Customer Problem Report		4.5/5
		1.3.7.6 - Correct & Recover Customer Problem		4.5/5

Figure 11- - eTOM Conformance Scores Summary – Customer Problem Management

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0				
Member:		JIO		Level 3 Process Elements Scores achieved
Solution:		JIO B2C System for JioAssist – Customer Information Management		
Assessment Type		Solution		
# of L3 Processes in Scope:		2		
Level 1	Level 2	Level 3		
1.3 - Customer Domain				
	1.3.6 - Customer Information Management			
		1.3.6.2 -Update Customer Data		4/5
		1.3.6.3 - Notifv Customer Data Change		4/5

Figure 12- - eTOM Conformance Scores Summary – Customer Information Management

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0				
Member:		JIO		Level 3 Process Elements Scores achieved
Solution:		JIO B2C System for JioAssist – Customer Interaction Management		
Assessment Type		Solution		
# of L3 Processes in Scope:		7		
Level 1	Level 2	Level 3		
1.3 - Customer Domain				
	1.3.5 - Customer Interaction Management			
		1.3.5.1 - Create Customer Interaction		5/5
		1.3.5.2 - Update Customer Interaction		5/5
		1.3.5.3 - Close Customer Interaction		5/5
		1.3.5.4 - Log Customer Interaction		5/5
		1.3.5.6 - Track and Manage Customer Interaction		4.5/5
		1.3.5.8 - Authenticate User		5/5
		1.3.5.9 - Customer Interface Management		4/5

Figure 13- - eTOM Conformance Scores Summary – Customer Interaction Management

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0				
Member:		JIO		<u>Level 3 Process Elements</u> Scores achieved
Solution:		JIO B2C System for JioAssist – Customer Relationship Management		
Assessment Type		Solution		
# of L3 Processes in Scope:		7		
Level 1	Level 2	Level 3		
1.3 - Customer Domain				
	1.3.4 - Customer Relationship Management			
		1.3.4.1 - Enable Retention & Loyalty		4.5/5
		1.3.4.4 - Terminate Customer Relationship		4.5/5

Figure 14- - eTOM Conformance Scores Summary – Customer Relationship Management

3.11 Conformance Results – Chart (eTOM) – Service Domain

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 JioAssist – Service Problem Management		
Assessment Type		Solution		
# of L3 Processes in Scope:		7		
Level 1	Level 2	Level 3		
1.4 - Service Domain				
	1.4.6 - Service Problem Management			
		1.4.6.2 - Diagnose Service Problem		4.5/5
		1.4.6.3 - Correct & Resolve Service Problem		4.5/5

Figure 15- - eTOM Conformance Scores Summary – Service Problem Management

3.12 Conformance Results – Graph (eTOM) – Customer Domain

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

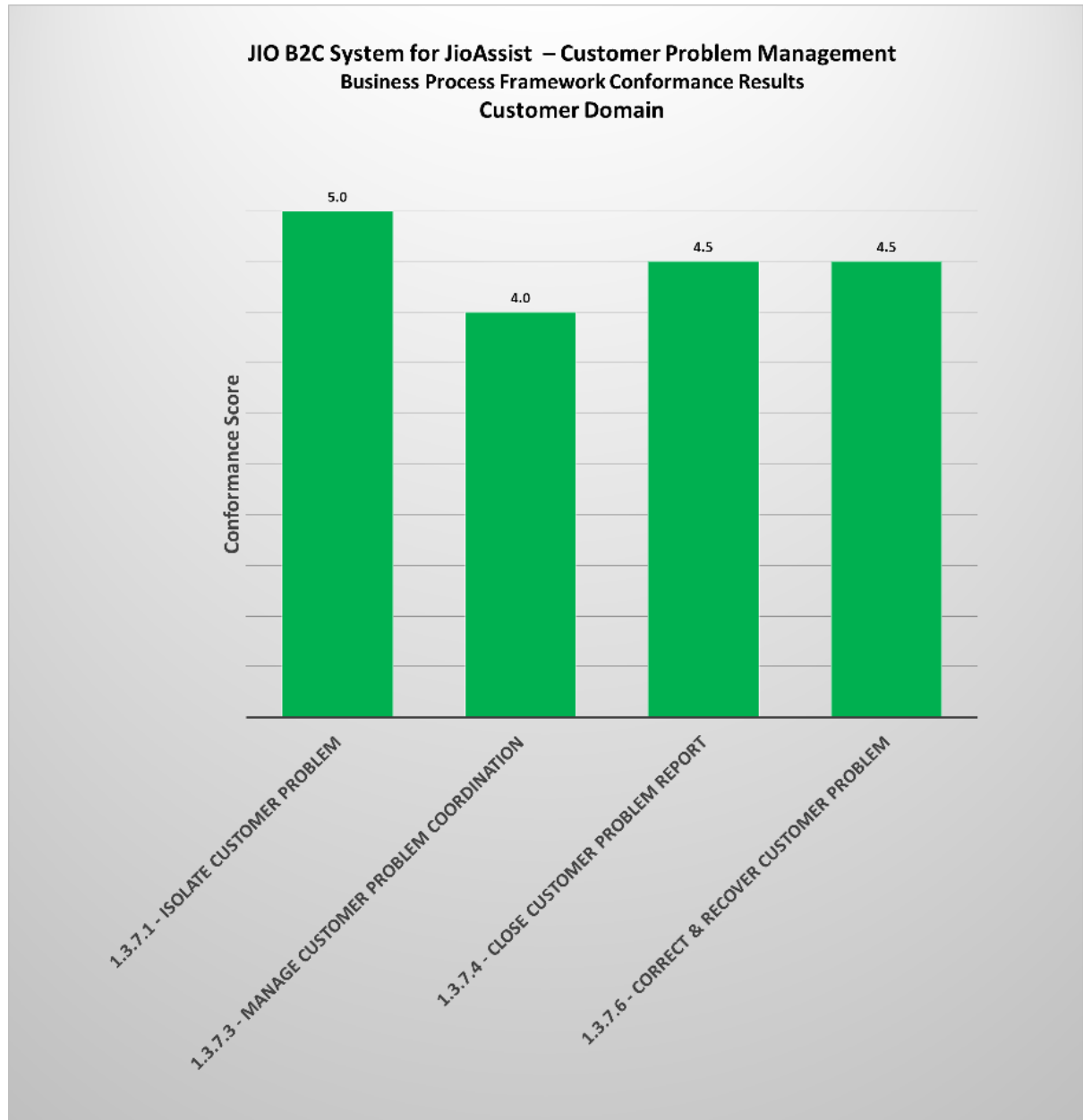


Figure 16- - eTOM Conformance Scores Summary Graph – Customer Problem Management

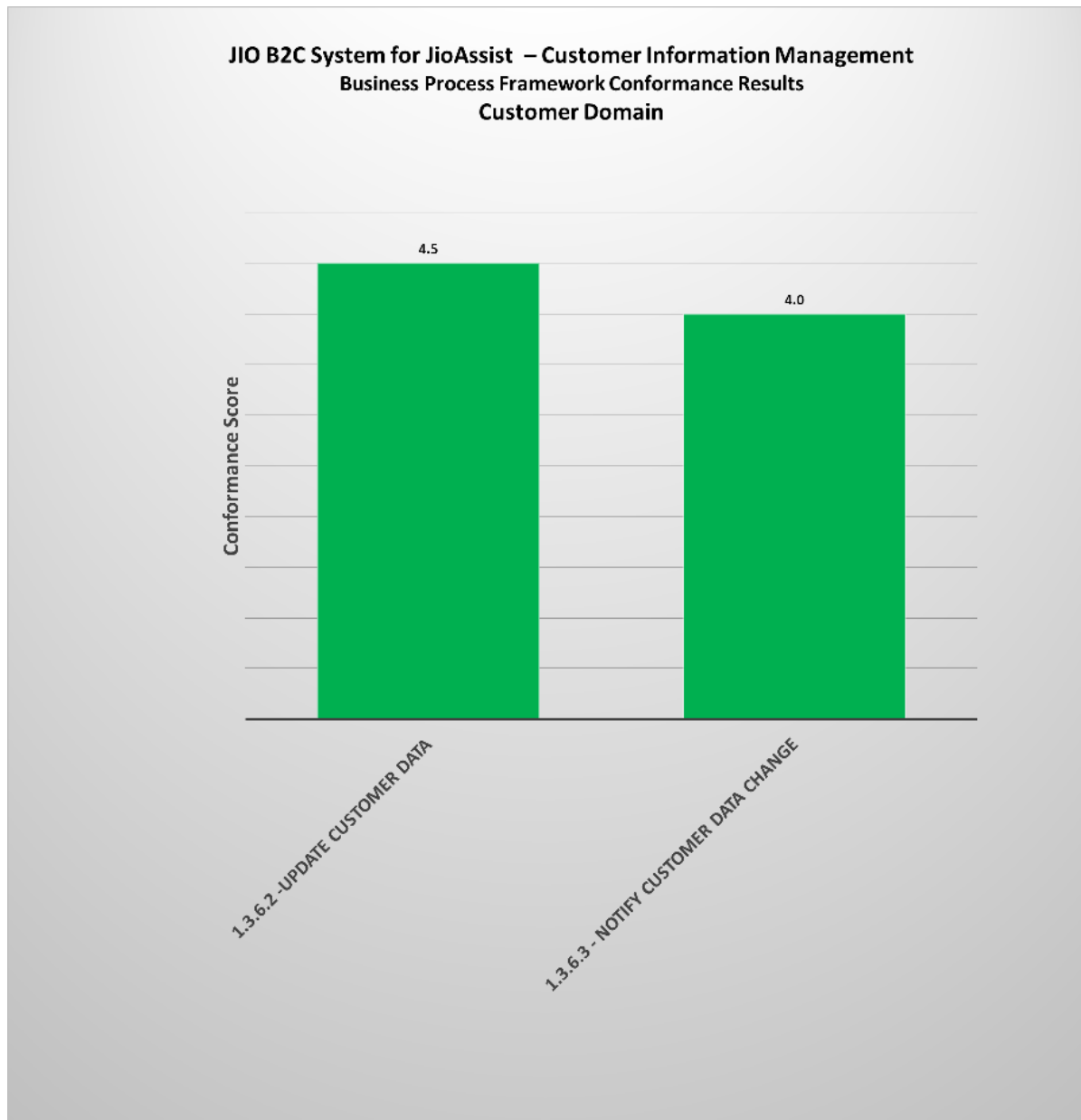


Figure 17- - eTOM Conformance Scores Summary Graph – Customer Information Management

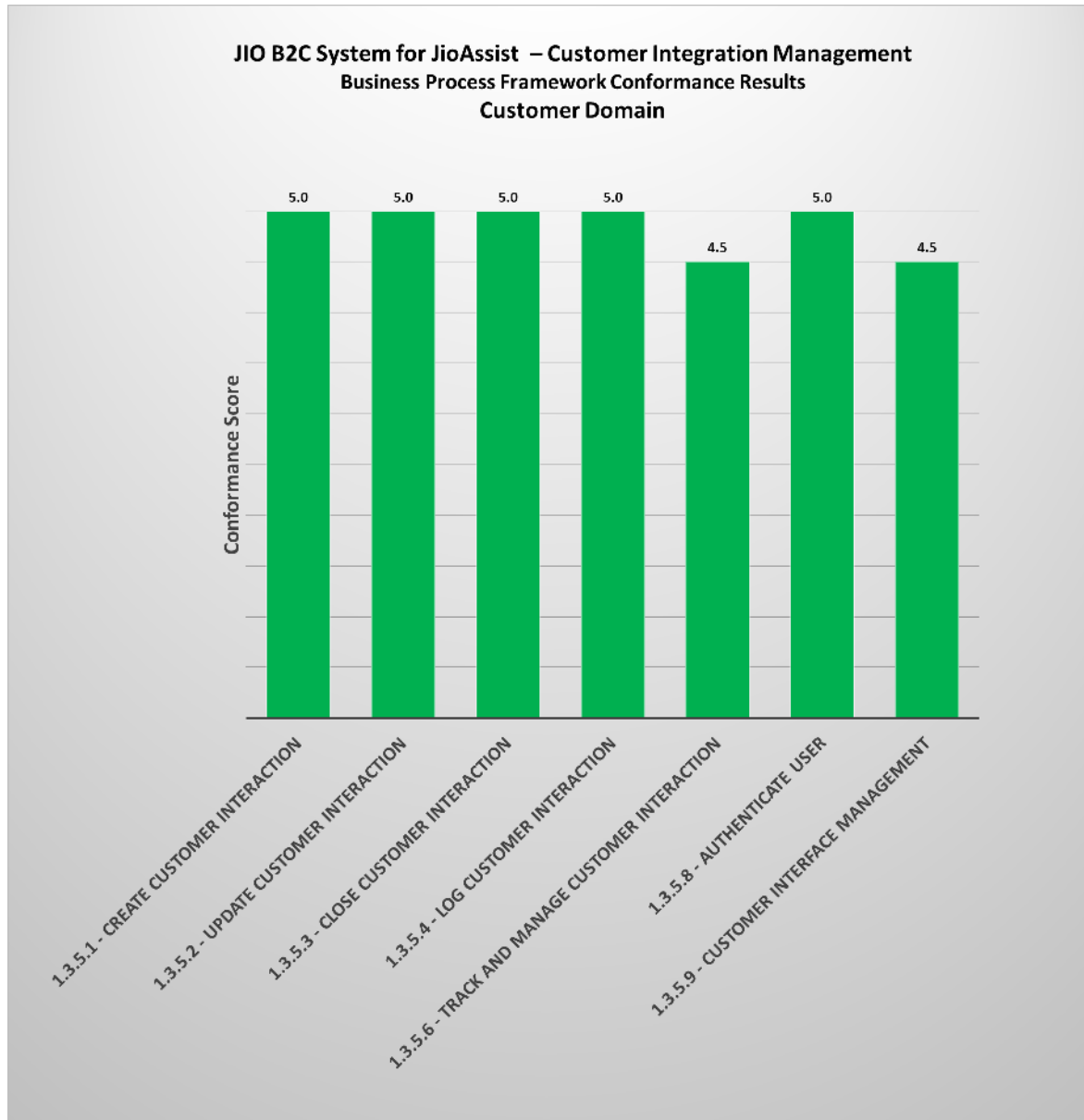


Figure 18- - eTOM Conformance Scores Summary Graph – Customer Integration Management

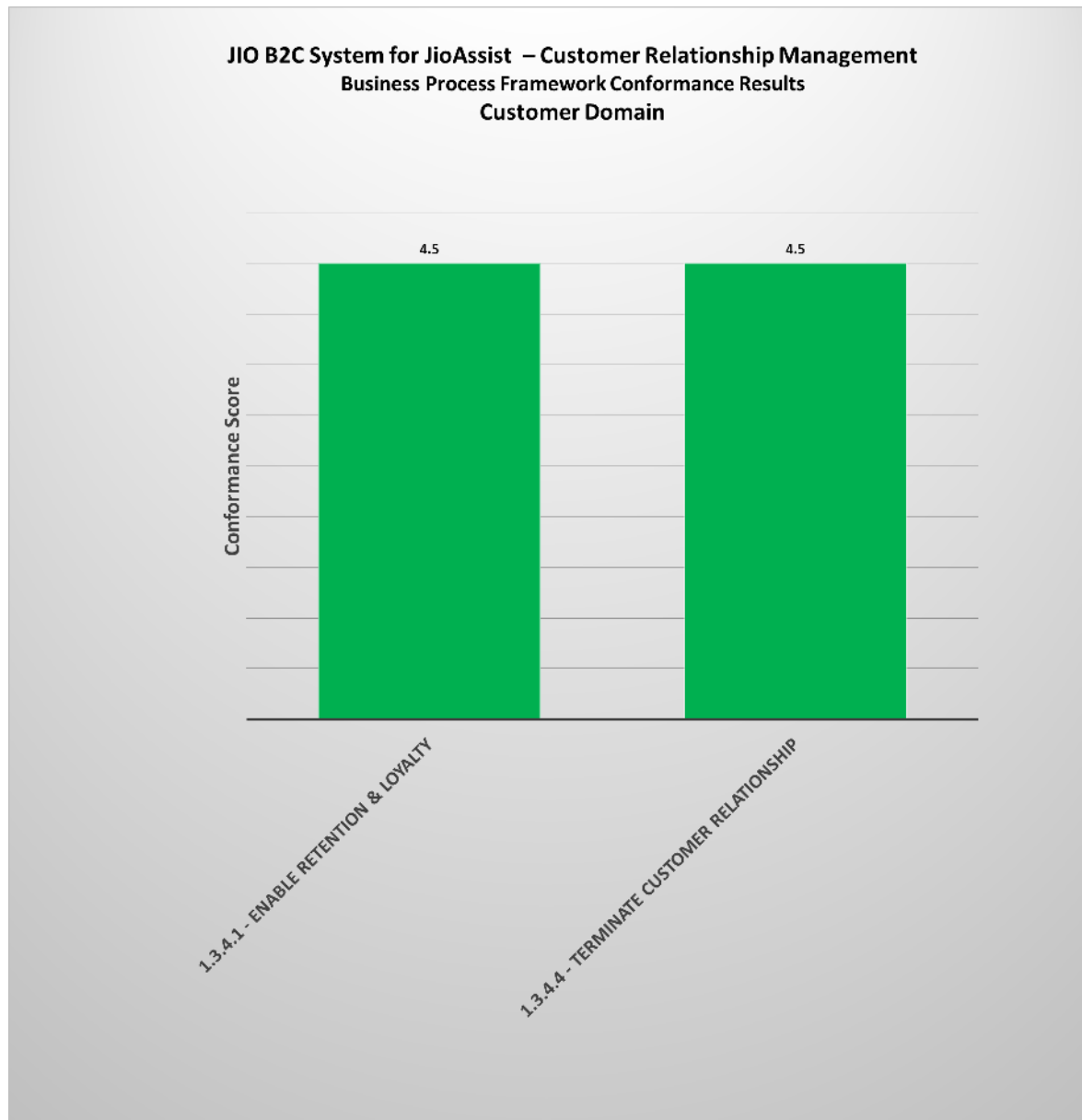


Figure 19- - eTOM Conformance Scores Summary Graph – Customer Relationship Management

3.13 Conformance Results – Graph (eTOM) – Service Domain

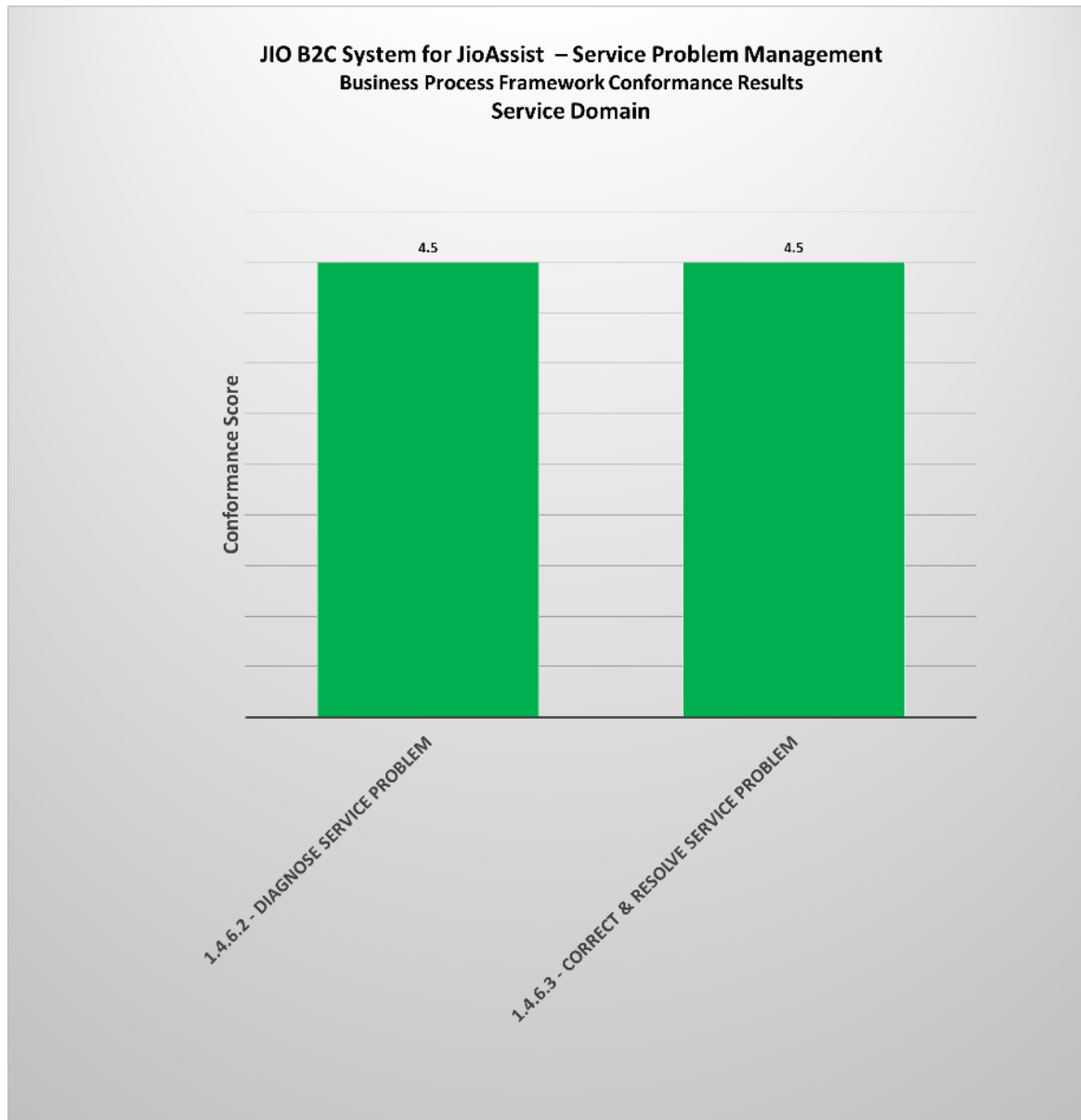


Figure 20- - eTOM Conformance Scores Summary Graph – Service Problem Management

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 for JioAssist	
Customer Domain = 9 ABEs / Business Partner Domain = 1 ABE / Shared Domain = 2 ABEs	
Customer Domain	
Customer Product Order ABE	
Customer Billing Account ABE	
Customer Bill Inquiry ABE	
Customer Bill ABE	
Customer Payment ABE	
Customer Statistic ABE	
Customer Problem ABE	
Customer Party Roles ABE	
Customer Interaction ABE	
Business Partner Domain	
Business Partner Party Roles ABE	
Shared Domain	
Digital Identity ABE	
Communication Interaction ABE	

Figure 21 - Jio B2C System for JioAssist –SID ABEs Certification Scope (List)

4.3 Detailed Conformance Mapping Summary (SID)

The data in these columns is based on the Information Framework (SID) Release 24.0 Information Model						For use during Self-Assessments by Organisation undergoing ODA Frameworks Conformance Assessment		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 Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	For comments impacting full conformance, please use red font .	ABE Conformance Score Adoption
Customer Product Order ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Very High Conformance Score = 9.90
Customer Product Order ABE	CustomerProductOrder			CE	Y	CustomerProductOrder		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		assignedPriority	ProductOrder	CO	N		Not available	<TMF-AAD> Reviewed & ACKNOWLEDGED ✓	
Customer Product Order ABE		assignedResponsibility	ProductOrder	CO	Y		confirmed_appointment.startDate	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		dueDate	ProductOrder	CO	Y		confirmed_appointment.endDate	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		expectedCompletionDate	ProductOrder	CO	Y		confirmed_appointment.endDate	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		purchaseOrderNumber	ProductOrder	CO	Y		order_ref_number	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		requestedCompletionDate	ProductOrder	CO	Y		preferred_appointment.endDate	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		requestedStartDate	ProductOrder	CO	Y		preferred_appointment.startDate	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		status	ProductOrder	CO	Y		Order_status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		type	ProductOrder	CO	Y		type	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		validFor	ProductOrder	CO	Y		confirmed_appointment.endDate	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		description	RootEntity	CO	Y		reasonDescription	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		ID	RootEntity	CR	Y		order_ref_number	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		name	RootEntity	CO	Y		scenario	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE	CustomerProductOrderItem			DR	Y	CustomerProductOrderItem		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Product Order ABE		status	ProductOrderItem	DR	Y		accountStatus	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Very High Conformance Score = 9.76
Customer Billing Account ABE	CustomerBillingAccount			CE	Y	CustomerBillingAccount		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		creditLimit	CustomerBillingAccount	CO	Y		credit_limit	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		pin	CustomerBillingAccount	CO	N		Not available	<TMF-AAD> Reviewed & ACKNOWLEDGED ✓	
Customer Billing Account ABE		ID	Account	CR	Y		account_id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		name	Account	CO	Y		product_name	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		status	Account	CO	Y		accountStatus	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		type	Account	CO	Y		billingType	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE	CustomerBillingAccountBalance			DE	Y	CustomerBillingAccountBalance		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		ID	AccountBalance	DR	Y		service_id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		remainingAmount	AccountBalance	DR	Y		outstanding_balance	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Billing Account ABE		validFor	AccountBalance	DR	Y		billing_cycle_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Customer Bill Inquiry ABE	CustomerBillingInquiry			CE	Y	CustomerBillingInquiry		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Bill Inquiry ABE		description	BusinessInteraction	CR	Y		interaction_title	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Bill Inquiry ABE		endDate	BusinessInteraction	CR	Y		resolution_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Bill Inquiry ABE		ID	BusinessInteraction	CR	Y		interaction_id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Bill Inquiry ABE		startDate	BusinessInteraction	CR	Y		Created_at	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Bill Inquiry ABE		status	BusinessInteraction	CR	Y		interaction_status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Bill ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Customer Bill ABE	CustomerBill			CE	Y	CustomerBill	No attribute	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Customer Payment ABE	CustomerPayment			CE	Y	CustomerPayment		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		amount	PartyPayment	CR	Y		Credit_amount	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		date	PartyPayment	CO	Y		Transaction_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		description	PartyPayment	CO	Y		Payment_summary	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		direction	PartyPayment	CO	Y		Debit_amount/credit_amount	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		ID	PartyPayment	CR	Y		Reference_number	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		remainingAmount	PartyPayment	CO	Y		current_charges	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		status	PartyPayment	CO	Y		Transaction_status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE	CustomerPaymentItem			DE	Y	CustomerPaymentItem		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Payment ABE		appliedAmount	CustomerPaymentItem	DO	Y		Current_charges	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Statistic ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Customer Statistic ABE	ChurnRetentionStatistic			DE	Y	ChurnRetentionStatistic	No attributes	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Customer Problem ABE	CloseCustomerProblemSummary			DE	Y	CloseCustomerProblemSummary		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		closeDate	CloseCustomerProblemSummary	DR	Y		resolution_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		description	CloseCustomerProblemSummary	DO	Y		description	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		ID	CloseCustomerProblemSummary	DO	Y		id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE	CustomerProblem			CE	Y	CustomerProblem		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		severity	CustomerProblem	CO	Y		urgency	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		description	BusinessInteraction	CR	Y		description	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		endDate	BusinessInteraction	CR	Y		resolution_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		ID	BusinessInteraction	CR	Y		id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		startDate	BusinessInteraction	CR	Y		created_at	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		status	BusinessInteraction	CR	Y		status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE	CustomerProblemTask			DE	Y	CustomerProblemTask		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		creationDate	CustomerProblemTask	DR	Y		created_at	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		dueDate	CustomerProblemTask	DO	Y		estimated_resolution_time	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		ID	CustomerProblemTask	DR	Y		id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Problem ABE		status	CustomerProblemTask	DO	Y		status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Party Roles ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Customer Party Roles ABE	Customer			CE	Y	Customer		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Party Roles ABE		customerRank	Customer	CO	Y		Customer segment	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Party Roles ABE		status	PartyRole	CR	Y		accountStatus	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Party Roles ABE		validFor	PartyRole	CR	Y		Validity.endDate	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Party Roles ABE		description	RootEntity	CO	Y		name	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Party Roles ABE		ID	RootEntity	CR	Y		account_id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Party Roles ABE		name	RootEntity	CO	Y		name	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Customer Interaction ABE	CustomerDisputedAmount			DE	Y	CustomerDisputedAmount		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		dueDate	DisputedAmount	DR	Y		estimated_resolution_time	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		description	BusinessInteraction	DR	Y		type_description	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		endDate	BusinessInteraction	DR	Y		resolution_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		ID	BusinessInteraction	DR	Y		interaction_id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		startDate	BusinessInteraction	DR	Y		interaction_status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		status	BusinessInteraction	DR	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE	CustomerInquiry			CE	Y	CustomerInquiry		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		description	BusinessInteraction	CR	Y		Interaction_title	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		endDate	BusinessInteraction	CR	Y		resolution_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		ID	BusinessInteraction	CR	Y		Interaction_id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		startDate	BusinessInteraction	CR	Y		created_at	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		status	BusinessInteraction	CR	Y		interaction_status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE	CustomerInvoiceInquiry			DE	Y	CustomerInvoiceInquiry		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		description	BusinessInteraction	DR	Y		Interaction_title	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		endDate	BusinessInteraction	DR	Y		resolution_date	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		ID	BusinessInteraction	DR	Y		Interaction_id	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		startDate	BusinessInteraction	DR	Y		Created_at	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Customer Interaction ABE		status	BusinessInteraction	DR	Y		interaction_status	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	

Figure 22 - Jio B2C System for JioAssist - SID Conformance Mapping - Customer Domain

The data in these columns is based on the Information Framework (SID) Release 24.0 Information Model					For use during Self-Assessments by Organisation undergoing ODA Frameworks Conformance Assessment		Member & TM Forum comments		ABE Conformance Score Adoption
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 Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	For comments impacting full conformance, please use red font.	
Business Partner Party Roles ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Business Partner Party Roles ABE	Agent			DE	Y	Agent		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Business Partner Party Roles ABE		status	PartyRole	DR	Y		agentType	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Business Partner Party Roles ABE		validFor	PartyRole	DR	Y		agentRole	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Business Partner Party Roles ABE		description	RootEntity	DO	Y		displayName	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Business Partner Party Roles ABE		ID	RootEntity	DR	Y		CiscoAgentId	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Business Partner Party Roles ABE		name	RootEntity	DO	Y		givenName	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	

Figure 23 - Jio B2C System for JioAssist - SID Conformance Mapping – Business Partner Domain

The data in these columns is extracted from the SID Release 24.0 information Model						For use during Self-Assessments by Organisation undergoing ODA Conformance Certification		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 Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	For comments impacting full conformance, please use red font.	ABE Conformance Score Adoption
Digital Identity ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Digital Identity ABE	Credential			DE	Y	SAML		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		ID	Credential	DR	Y		NameID	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		status	Credential	DO	Y		agentRole	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		trustLevel	Credential	DO	Y		memberOf	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		validFor	Credential	DO	Y		AuthnStatement	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE	LoginPasswordCredential			DE	Y	SAML		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		ID	Credential	DR	Y		password	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		status	Credential	DO	Y		agentRole	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		trustLevel	Credential	DO	Y		memberOf	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Digital Identity ABE		validFor	Credential	DO	Y		AuthnStatement	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Communication Interaction ABE				ABE	Y			<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	Full Conformance Score = 10.00
Communication Interaction ABE				DE	Y	Interaction		<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	
Communication Interaction ABE		name	CommunicationInteractionMeans	DO	Y		interaction_title	<TMF-AAD> Reviewed & Supporting Evidence ACKNOWLEDGED ✓	

Figure 24 - Jio B2C System for JioAssist - SID Conformance Mapping – Shared Domain

4.4 Information Framework Conformance Results (List)

Jio B2C System for JioAssist		Jio B2C System for JioAssist	
Customer Domain	ABE Conformance Score Adoption	Business Partner Domain	ABE Conformance Score Adoption
Customer Product Order ABE	Very High Conformance Score = 9.90	Business Partner Party Roles ABE	Full Conformance Score = 10.00
Customer Billing Account ABE	Very High Conformance Score = 9.76		
Customer Bill Inquiry ABE	Full Conformance Score = 10.00	Jio B2C System for JioAssist	
Customer Bill ABE	Full Conformance Score = 10.00	Shared Domain	ABE Conformance Score Adoption
Customer Payment ABE	Full Conformance Score = 10.00	Digital Identity ABE	Full Conformance Score = 10.00
Customer Statistic ABE	Full Conformance Score = 10.00	Communication Interaction ABE	Full Conformance Score = 10.00
Customer Problem ABE	Full Conformance Score = 10.00		
Customer Party Roles ABE	Full Conformance Score = 10.00		
Customer Interaction ABE	Full Conformance Score = 10.00		

Figure 25 - Jio B2C System for JioAssist –SID ABEs Certification Scores Achieved (List)

4.5 Information Framework Conformance Results (Graph)

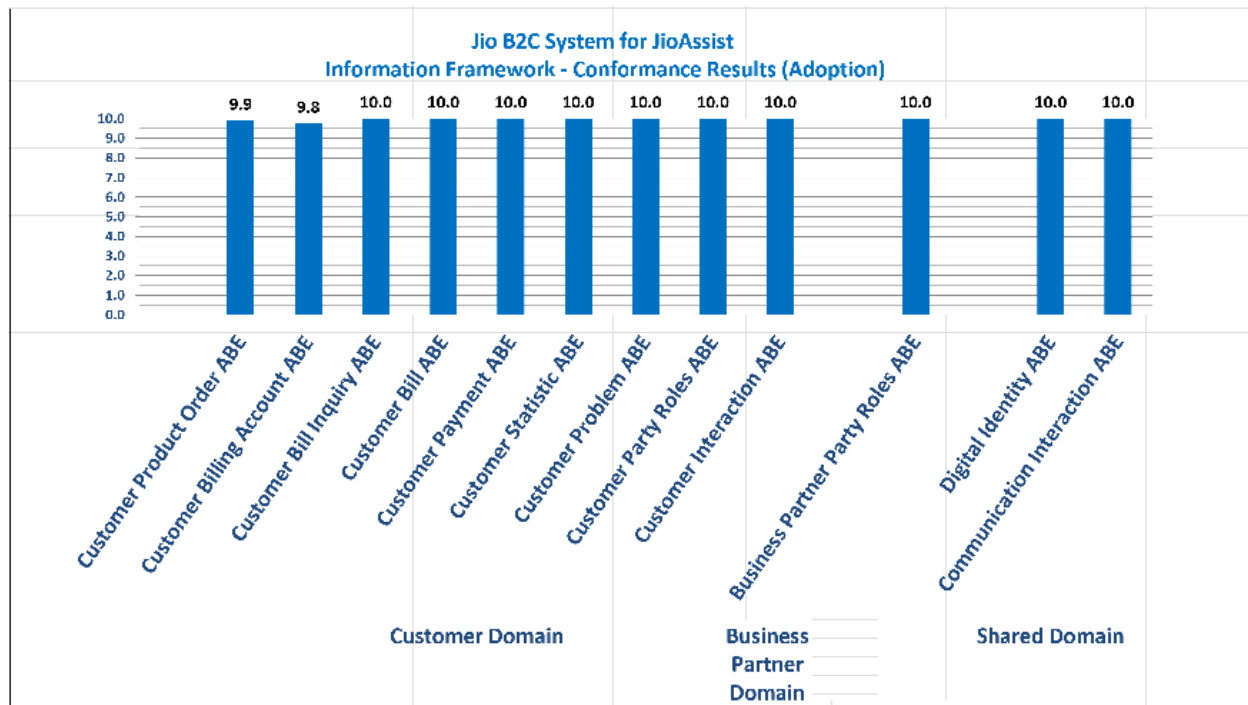


Figure 26 - Jio B2C System for JioAssist –SID ABEs Certification Scores Achieved (Graph)

4.5.1 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.

4.5.2 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 27 - TM Forum Information Framework Adoption Conformance - Scoring Rules

4.5.3 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.