

# **Solution Conformance Certification Report**

**Business Process Framework (eTOM)**

**For:**

**Jio Platforms Limited**

**Jio B2C System – ODA-C-TMFC002 v2.1.0  
Jio Floworx**

**July 2025**

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## 1 Introduction

### 1.1 Executive Summary

This document provides details of Jio B2C System – ODA-C-TMFC002 v2.1.0 Jio Floworx, 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](http://www.jio.com)

## 2.2 Solution Functionality / Capability

Orchestration Engine offers event-driven orchestration and management platform for the transactions that needs to be completed in multiple activities. Starts the orchestration as soon as the events are received and manage each activities for successful completion.

Initial Orchestration Engine which is implemented with COTs product is migrated Jio Floworx, own source cloud-native Digital Process Automation Platform designed and developed on cloud-native open-source technologies.

Following key features are implemented in Jio with the help of orchestration platform, Jio Floworx.

- Customer Order Management
- Product Order Management
- Service Order Management
- Resource Order Management

### 2.2.1 Key Features:

- Integrate and automate processes with consistency across the enterprise with low code.
- Decouple orchestration and business logic.
- Define modular, composable and dynamic processes using DSL in YAML like OpenAPI Spec in Floworx process editor.
- Implement business logic “function-as-a-service” FaaS in your language (Java, Golang and Rust) as low-code.
- Connect and integrate with widely used open industry standards and specifications.
- Simplified graphical visualization of process flow definition and execution.
- Reduce development and testing efforts with distributed responsibility
- Cloud-native, distributed runtime.
- Real-time observability with a unified monitoring dashboard
- Pluggable vendor-neutral data store.
- Own source product which helps to avoid the vendor lock in.
- Available as an operator on TMF Canvas runtime

### 2.2.2 Architecture

Jio Floworx platform is a low-code, generic event-driven orchestration platform which is designed and implemented with microservices-based, Saga orchestration architecture. Business and orchestration logics are decoupled that empowers developers to focus solely on business logic.

Process Engine, Process Starter Worker, Process Activity Execution Worker will be independently released, maintained, deployed and scaled. When the event is received, the Process Starter worker starts the orchestration instances for the relevant transaction and gives the Process engine the specifics of the tasks that need to be finished. The related Process Activity Execution Worker receives commands from the Process Engine to complete each task.

Jio Floworx platform provide extension interfaces to implement interaction with message broker / any communication transport and data store.

Process Monitoring Console provides a dashboard which helps to monitor and manage orchestration instances from a unified Monitoring Console.

It will help to maintain code base independently, remove release/feature dependency, faster delivery, deployment and scalability, reduce deployment time, support rolling upgrade, insight real-time visibility JIO and easy to debug if issue occurred including dependent systems e. g. Message Broker, Database.

As a generic orchestration platform application suits for any solution that requires complex orchestration and business functionality handling.

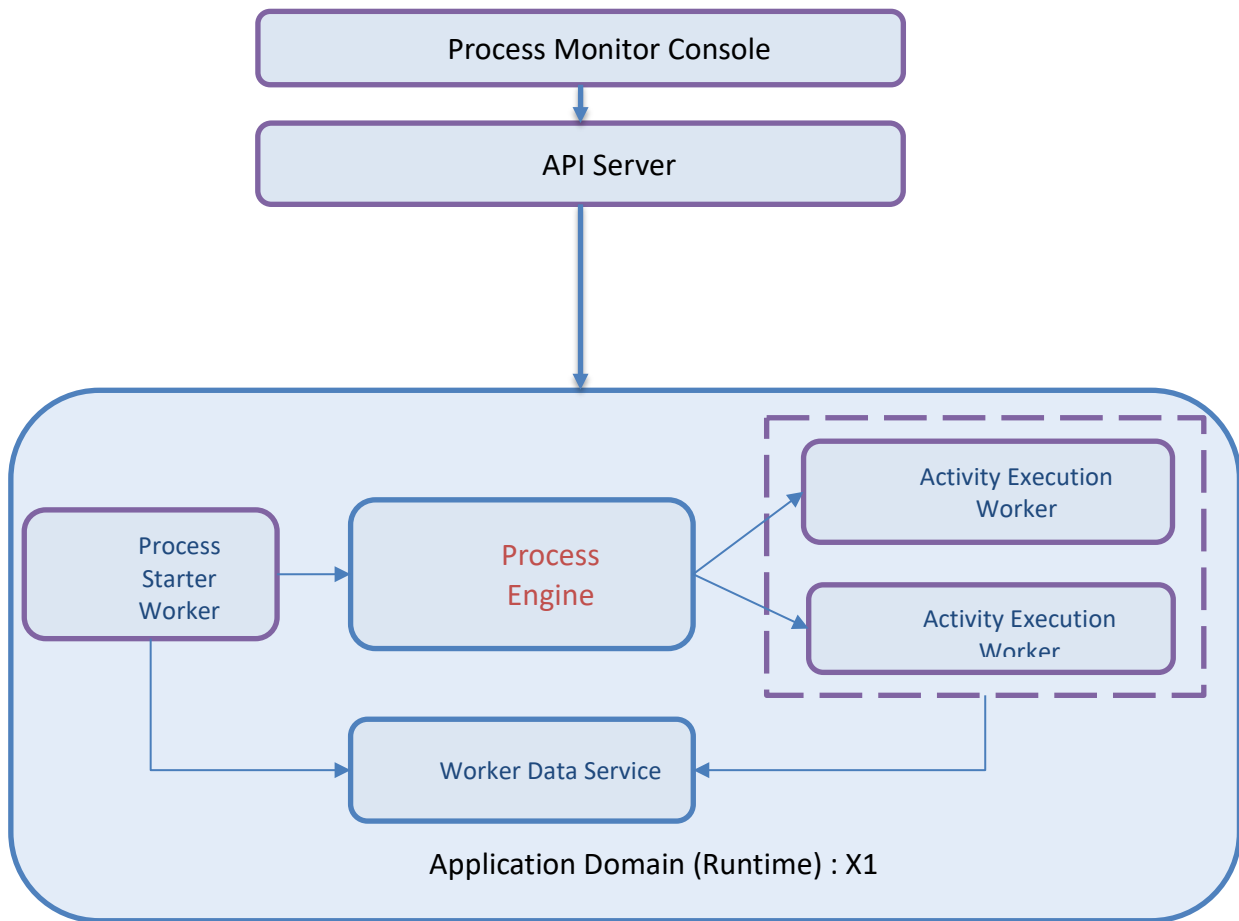


Figure 1 - Jio B2C -ODA-C-TMFC002 for Jio Floworx Architecture



## 2.3 Jio B2C – Jio Floworx – Benefits

The microservice-based design used by Jio Floworx aids to avoid the monolithic architecture followed by the initial orchestration engine.

It helps to achieve,

### 1. Agility

- Faster development
- Reduce time to market for business need

### 2. Independent Deployment

- Reduce feature dependency
- Separate deployment for each line of businesses (viz. Retail O2A, Retail MACD)

### 3. Scalability & Maintainability

- Easy to scale on on-demanded basis by deploying on cloud
- Easy to maintain

### 4. Real-time observability with a unified monitoring dashboard

### 5. Technology agnostic design and development

### 6. Flexibility

- Should work as pluggable solution
- Integrate with different tech with ease, to cater different business needs in less time

**Business Process Framework v24.0 – Jio B2C System – ODA-C-TMFC002 for Jio Floworx – Conformance Scope**

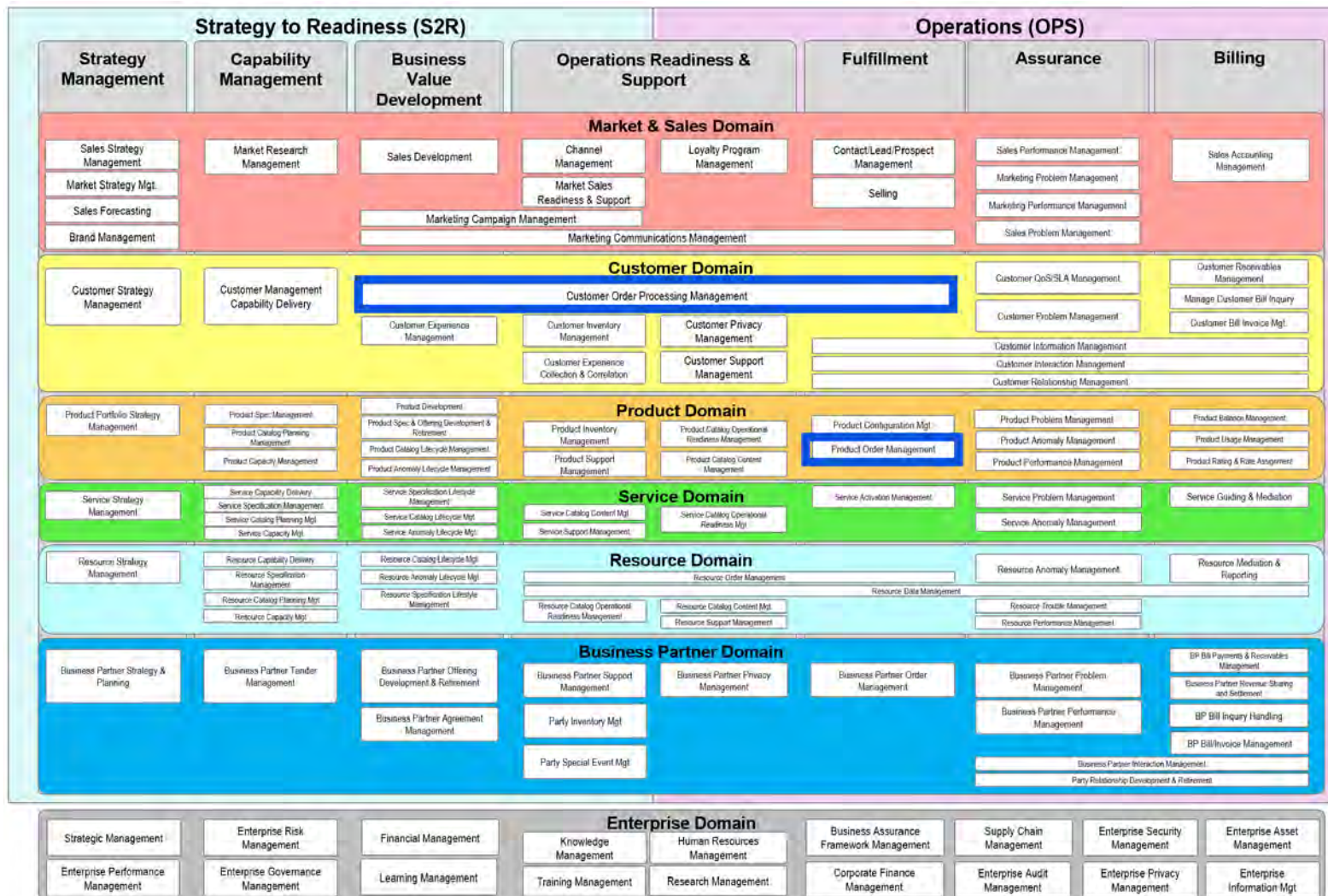


Figure 2 - Process coverage for Jio B2C System – ODA-C-TMFC002 for Jio Floworx - Conformance Certification

Information Framework v24.0 – Jio B2C System – ODA-C-TMFC002 for Jio Floworx – Conformance Scope

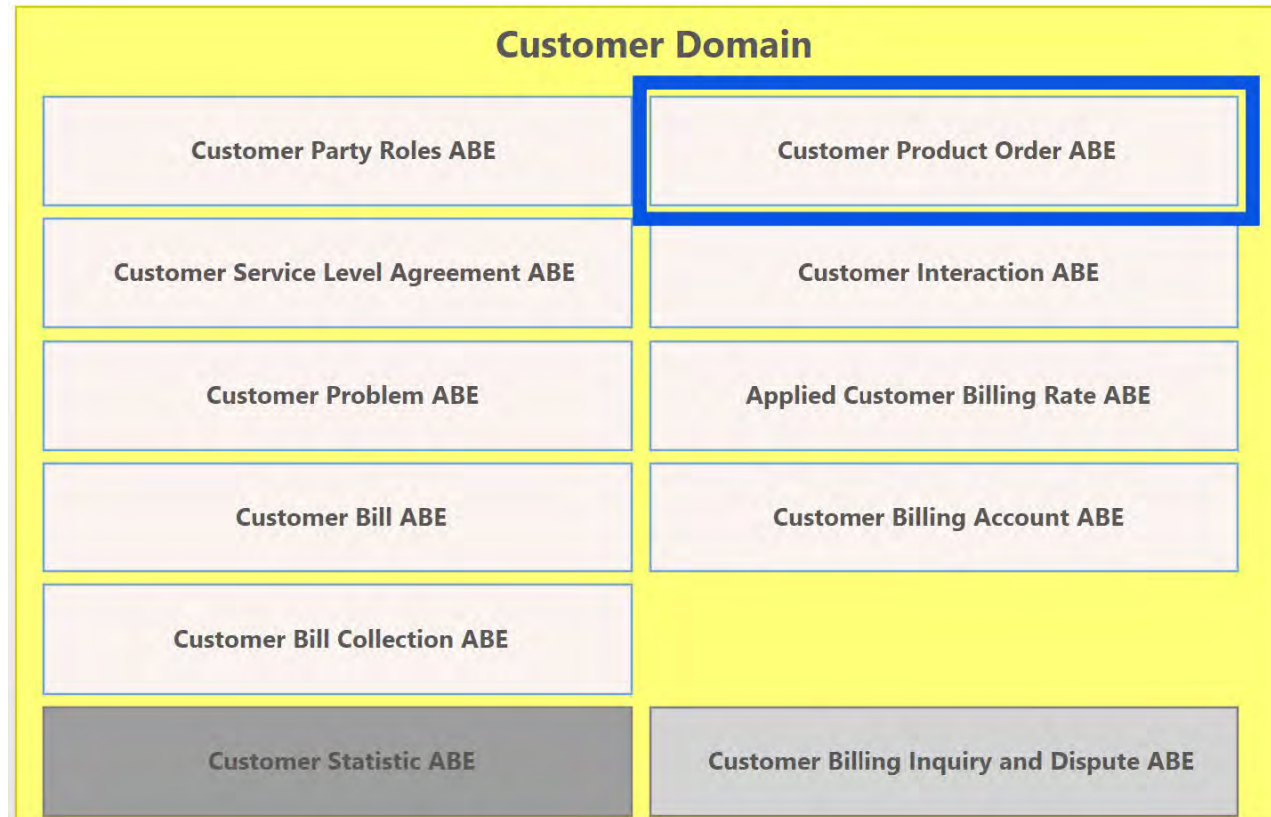


Figure 3 - ABE coverage for Jio B2C System – ODA-C-TMFC002 for Jio Floworx - Conformance Certification

### 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 (eTOM)

This document conveys information about the Business Processes implemented for Jio B2C System – ODA-C-TMFC002 for Jio Floworx in accordance to the TM Forum Business Process Framework. It also maps the processes with the Level 2 and Level 3 frameworks' business activities. The document covers the following L2 Processes in scope for certification.

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>	<i>JIO</i>	
<i>Solution:</i>	<i>JIO B2C System – Jio Floworx - ODA-C-TMFC002</i>	
<i>Assessment Type</i>	<i>Solution</i>	
<i># of L2 Processes in Scope:</i>	<i>5</i>	
<b>Level 1</b>	<b>Level 2</b>	
<b>1.3 - Customer Domain</b>		
	<b>1.3.3 - Customer Order Processing Management</b>	
<b>1.2 - Product Domain</b>		
	<b>1.2.27 - Product Order Management</b>	

Figure 4- Jio B2C System – ODA-C-TMFC002 for Jio Floworx – Scope of certification

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

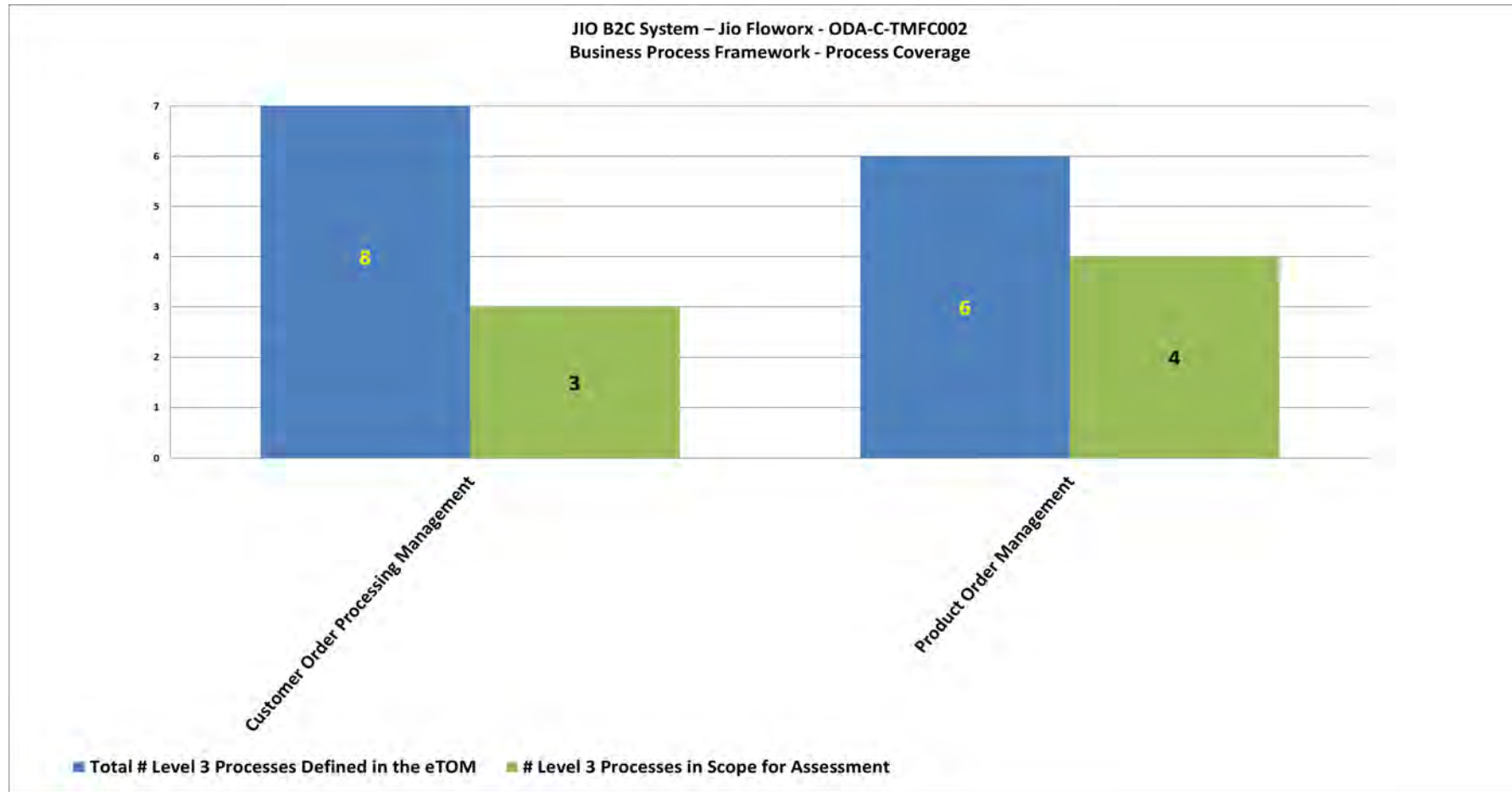


Figure 5- Jio B2C System – ODA-C-TMFC002 for Jio Floworx — certified processes and their scores



### 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	<p>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 &amp; 5 depending on the level of coverage &amp; conformance to the Level 3 process based on the alignment to the level 3 process definitions.</p> <ul style="list-style-type: none"> <li>A score of 5 indicates that the process is fully conformant with no deviations.</li> <li>A score of 4.5 indicates a process that is almost fully conformant, but displays some minor deviations from the standard.</li> <li>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.</li> <li>A score of 3.5 indicates a process that is partially conformant as it displays major deviations from the standard.</li> <li>A score of 3.0 indicates a process that is not conformant as it displays no alignment or conformance at all with the standard.</li> </ul>
<p><i>* In earlier Conformance Assessments, scores were awarded to Level 1 &amp; Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from &gt; 3.</i></p>		
<p><b>Note 1 - Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 1 processes.</b></p>		
<p><b>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.</b></p>		
<p><b>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.</b></p>		
<p><b>Note 4 - In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. <u>This note specifically applies to Product &amp; Solution Assessments.</u></b></p>		
<p><b>Note 5 - Processes that are supported via manual implementation <u>only</u>, are not considered in scope for the Assessment. <u>This note specifically applies to Product &amp; Solution Assessments.</u></b></p>		

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 Floworx.

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

#### 3.5.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 2 business processes in scope is available from the following link:

[Mapping Document](#)

### 3.6 Conformance Results – (eTOM)

Below is a summary list and graph which provide the scores awarded for the conformance to the Business Process Framework (eTOM).

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			Level 2 Process Elements Scores achieved
Member:	JIO		
Solution:	JIO B2C System – Jio Floworx - ODA-C-TMFC002		
Assessment Type	Solution		
# of L2 Processes in Scope:	5		
Level 1	Level 2		
1.3 - Customer Domain			
	1.3.3 - Customer Order Processing Management	5/5	
1.2 - Product Domain			
	1.2.27 - Product Order Management	5/5	

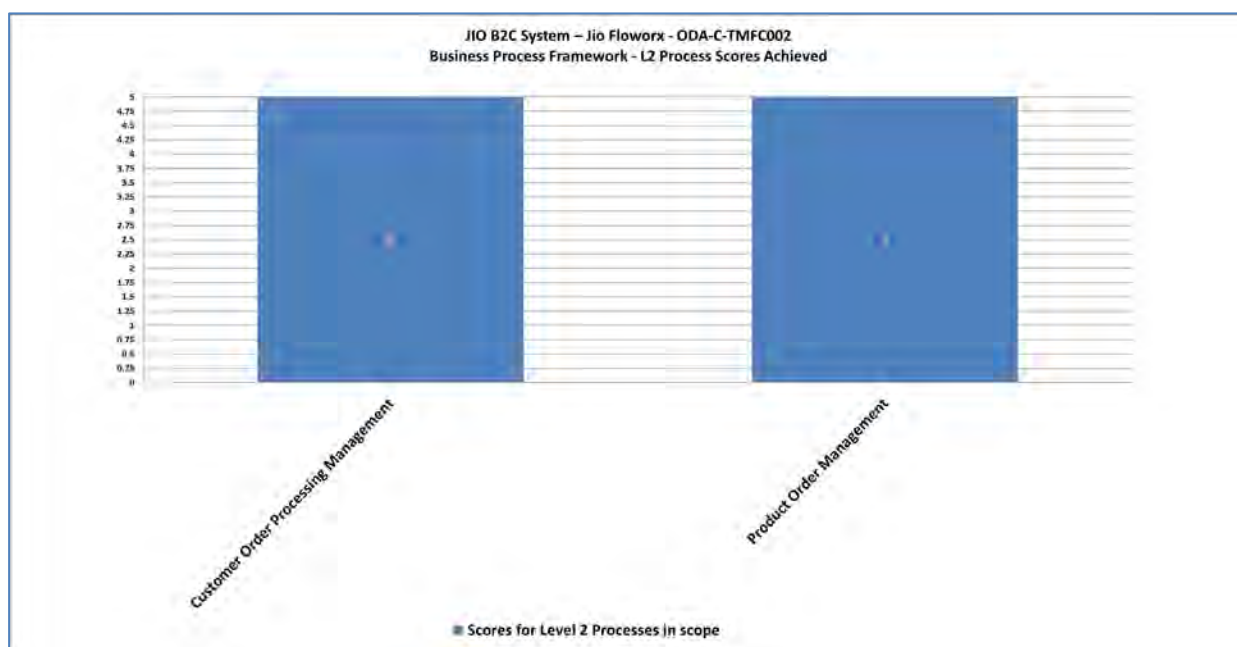


Figure 7- Jio B2C – ODA-C-TMFC002 - System for Jio Floworx —eTOM Scores Awarded



## 4 Information Framework Assessment Overview

### 4.1 Mapping Technique Employed

The certification scope defines the list of Information Framework (SID) ABEs (Aggregate Business Entities) for which mapping support is reviewed during the assessment. For each of the ABEs defined in scope for the assessment, the organization undergoing the assessment must map their information model to the core entities and dependent entities and the required and optional attributes for each entity, as defined in the SID model, according to what is supported for the product/solution under assessment.

### 4.2 Scope of Conformance Certification (SID)

JIO B2C System – Jio Floworx - ODA-C-TMFC002	
Customer Domain = 1 ABE	
Customer Domain	
	Customer Product Order ABE

Figure 8 - JIO B2C -ODA-C- Jio Floworx –SID ABEs Certification Scope (List)

### 4.3 Detailed Conformance Mapping Summary (SID)

The data in these columns is based on what was extracted from the 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	Member Mapping: VALUE	For comments impacting full conformance, please use <b>red font</b> .	ABE Conformance Score Adoption	
Customer Product Order ABE	CustomerProductOrder			ABE	Y				<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>	8.24 Very High Conformance	
Customer Product Order ABE				CE	Y	order			<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		
Customer Product Order ABE		assignedPriority	ProductOrder	CO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		assignedResponsibilityDate	ProductOrder	CO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		dueDate	ProductOrder	CO	Y	order	estimatedCompletionDateTime		<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		
Customer Product Order ABE		expectedCompletionDate	ProductOrder	CO	Y	order	expectedDeliveryDate		<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		
Customer Product Order ABE		purchaseOrderNumber	ProductOrder	CO	Y	order	orderNumber		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		requesterCompletionDate	ProductOrder	CO	Y	order	appointmentDateTimeTo		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		requesterStartDate	ProductOrder	CO	Y	order	appointmentDateTimeFrom		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		status	ProductOrder	CO	Y	order	orderStatus		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		type	ProductOrder			order	orderType	01::create Order 09::Draft Order 13::Migrate Order 14::Initial Order			
						Y					
Customer Product Order ABE			validFor	ProductOrder	CO	N				<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>	
Customer Product Order ABE			ID	RootEntity	CR	Y	order	orderRefNo		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>	
Customer Product Order ABE			description	RootEntity	CO	Y	order	comment		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>	
Customer Product Order ABE	SalesQuote	name	RootEntity	CO	Y	order/product name			<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		
Customer Product Order ABE		frequency	SalesQuote	CO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		ID	SalesQuote	CR	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		status	SalesQuote	CO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		validFor	SalesQuote	CO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		value	SalesQuote	CO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE	ShoppingCart			DE	Y	order			<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		
Customer Product Order ABE		assignedPriority	ProductOrder	DO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		assignedResponsibilityDate	ProductOrder	DO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		dueDate	ProductOrder	DO	Y	order	estimatedCompletionDateTime		<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		
Customer Product Order ABE		expectedCompletionDate	ProductOrder	DO	Y	order	expectedDeliveryDate		<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		
Customer Product Order ABE		purchaseOrderNumber	ProductOrder	DO	Y	order	orderNumber		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		requesterCompletionDate	ProductOrder	DO	Y	order	appointmentDateTimeTo		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		requesterStartDate	ProductOrder	DO	Y	order	appointmentDateTimeFrom		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		status	ProductOrder	DO	Y	order	orderStatus		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		type	ProductOrder	DO	Y	order	orderType		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		validFor	ProductOrder	DO	N				<TMF> <b>ACKNOWLEDGED</b> as not being supported		
Customer Product Order ABE		ID	RootEntity	DR	Y	order	orderRefNo		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		description	RootEntity	DO	Y	order	comment		<TMF>Supporting evidence reviewed and <b>ACKNOWLEDGED</b>		
Customer Product Order ABE		name	RootEntity	DO	Y	order/product name			<TMF>This is <b>ACKNOWLEDGED</b> upon clarification and supporting evidence		

Figure 9 Jio B2C System – Jio Floworx - ODA-C-TMFC002 – SID mappings

#### 4.4 Information Framework Conformance Results (List)

JIO B2C System – Jio Floworx - ODA-C-TMFC002	
Customer Domain	ABE Conformance Score Adoption
Customer Product Order ABE	8.24 Very High Conformance

Figure 10 - Jio B2C System – Jio Floworx - ODA-C-TMFC002 –SID ABEs Certification Scores Achieved (List)

#### 4.5 Information Framework Conformance Results (Graph)

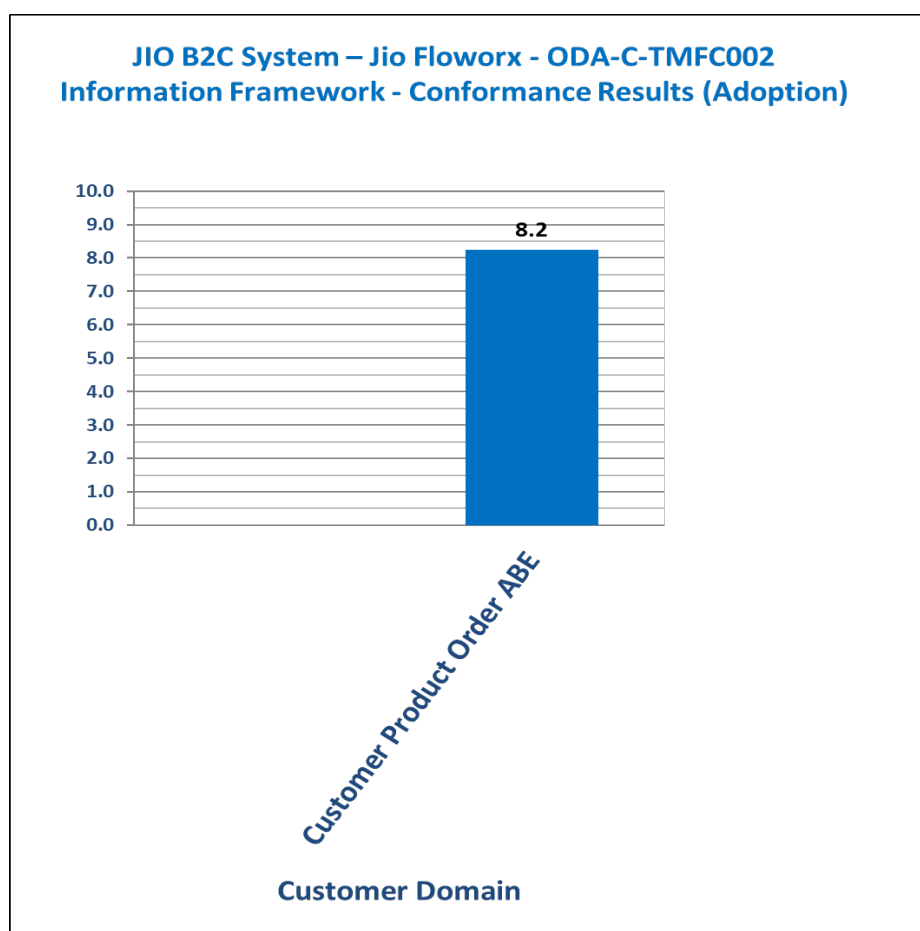


Figure 11 - Jio B2C System – Jio Floworx - ODA-C-TMFC002–SID ABEs Certification Scores Achieved (Graph)

#### 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 12 - 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.