

Solution Conformance Certification Report

Business Process Framework (eTOM)

For:

Jio Platforms Limited

Jio B2C System – ODA-C-TMFC003 v2.0.0
Jio Floworx

July 2025

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1 Introduction

1.1 Executive Summary

This document provides details of Jio B2C System – ODA-C-TMFC003 v2.0.0 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

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.

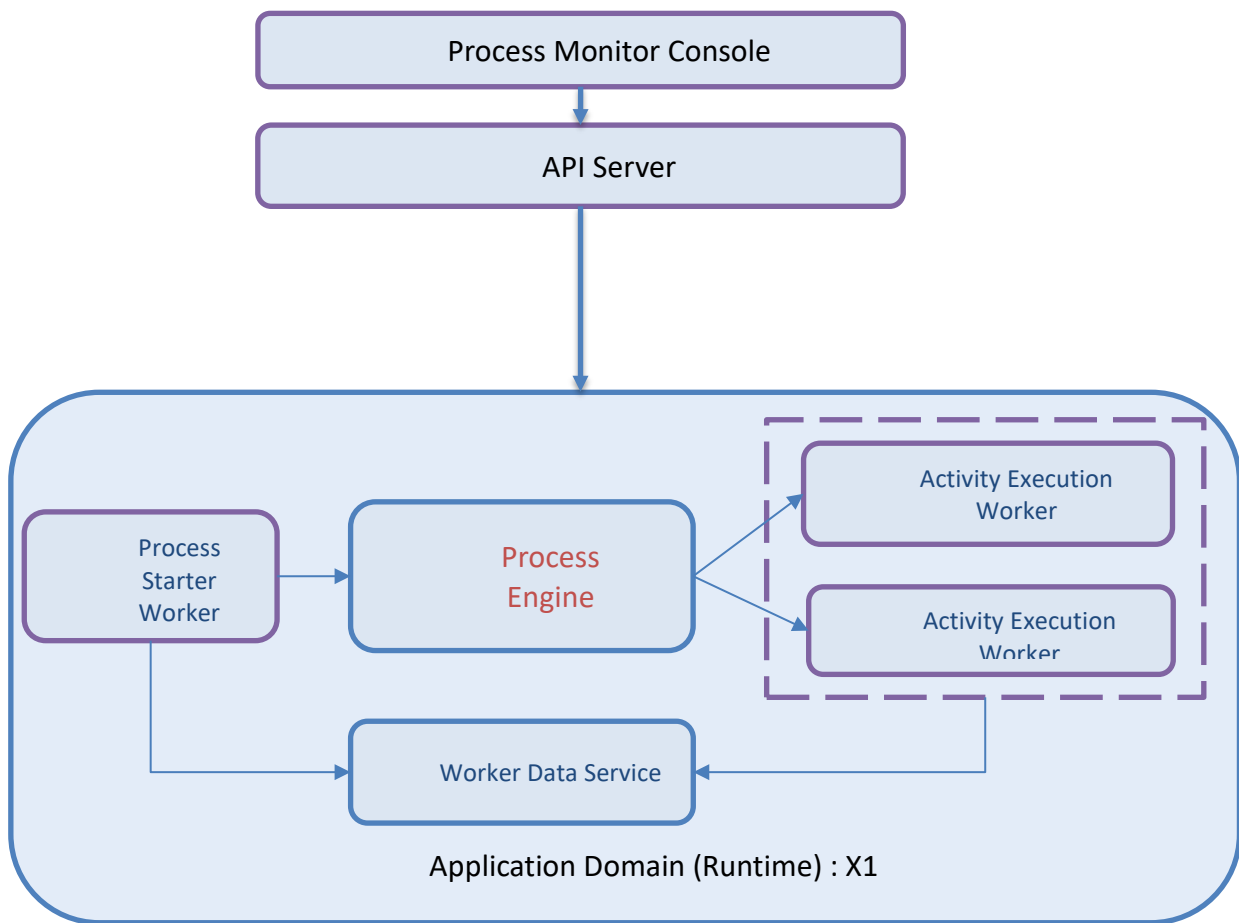


Figure 1 - Jio B2C -ODA-C-TMFC003 for Jio Floworx Architecture

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-TMFC003 for Jio Floworx – Conformance Scope

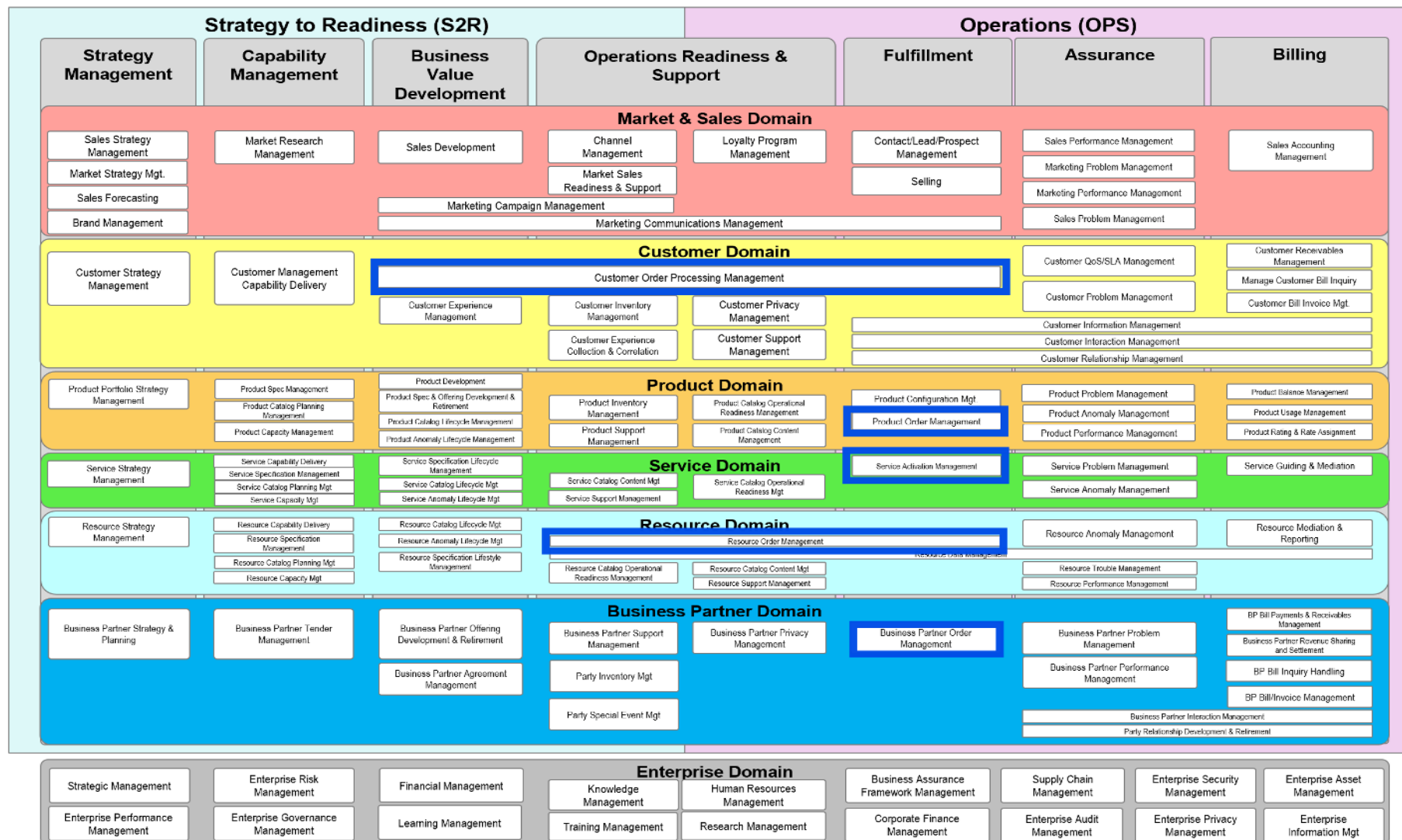


Figure 2 - Process coverage for Jio B2C System – ODA-C-TMFC003 for Jio Floworx - Conformance Certification

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-TMFC003 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.

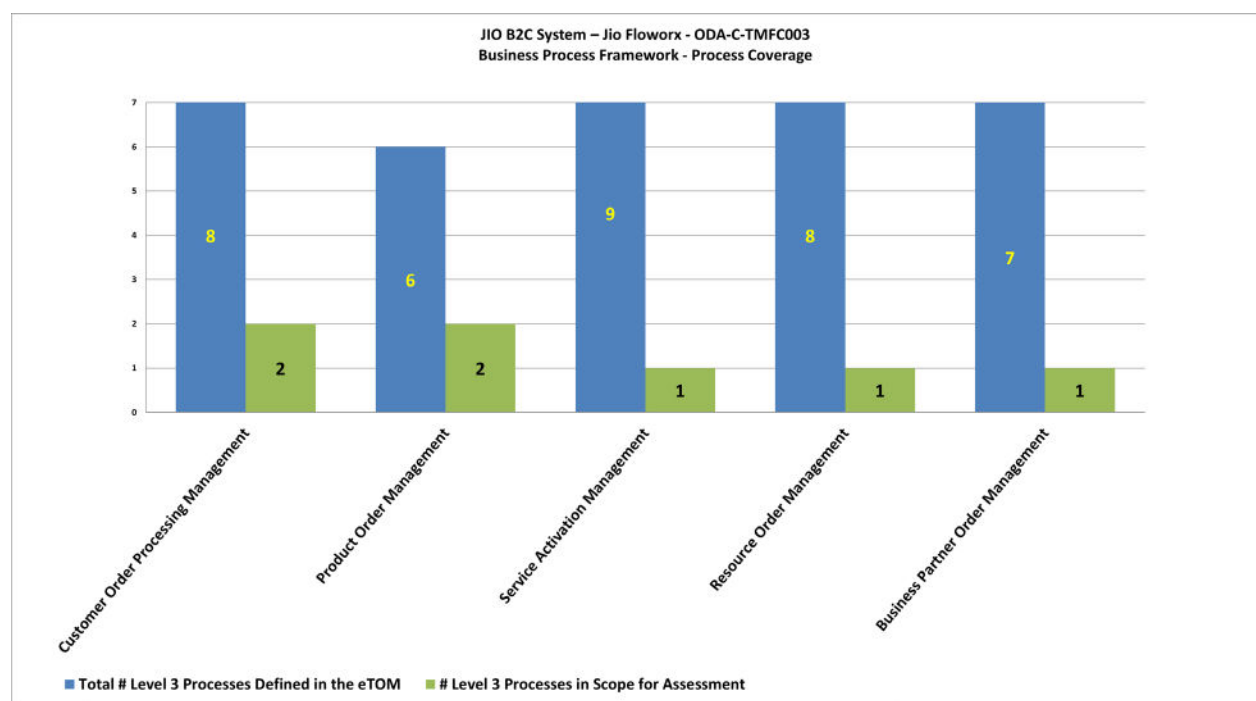


Figure 3- Jio B2C System – ODA-C-TMFC003 for Jio Floworx – Scope of certification

3.3 Scope of Conformance Certification – Graph (eTOM)

| TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0 | | | |
|--------------------------------------------------------------------------------|---------|----------------------------------------------|------------------------------------------------|
| Member: | | JIO | Level 2 Process Elements Scores achieved |
| Solution: | | JIO B2C System – Jio Floworx - ODA-C-TMFC003 | |
| 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 |
| 1.4 - Service Domain | | | |
| | | 1.4.5 - Service Activation Management | 4.5/5 |
| 1.5 - Resource Domain | | | |
| | | 1.5.5 - Resource Order Management | 5/5 |
| 1.6 - Business Partner Domain | | | |
| | | 1.6.8 - Business Partner Order Management | 4.75/5 |

Figure 4- Jio B2C System – ODA-C-TMFC003 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 | 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 5- 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 – Graph (eTOM)

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

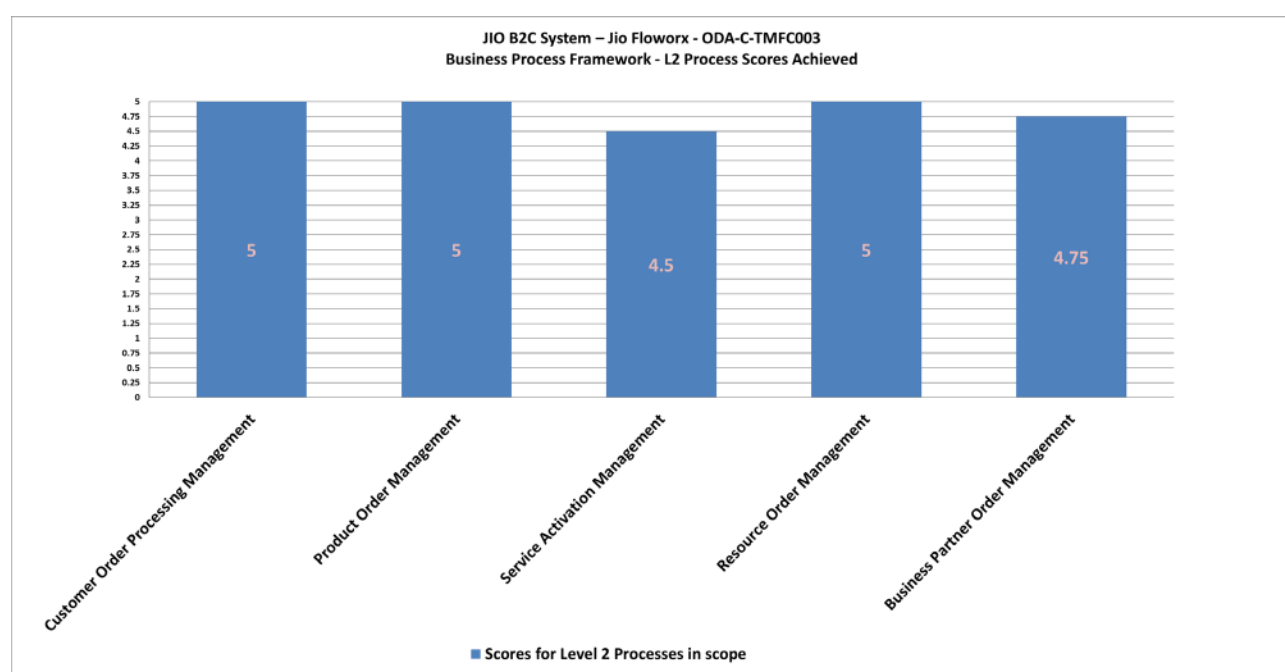


Figure 6- Jio B2C – ODA-C-TMFC003 - System for Jio Floworx —Scores Awarded