

# **Solution Conformance Certification Report**

**Business Process Framework (eTOM)**

**For:**

**Jio Platforms Limited**

**JIO B2C System - Jio JPW - ODA-C - TMFC061**

**July 2025**

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## 1 Introduction

### 1.1 Executive Summary

This document provides details of JIO B2C System - Jio JPW - ODA-C - TMFC061, against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 23.5

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

**Jio Partner World (JPW)** is Jio's unified field execution platform purpose-built to manage large-scale, on-ground operations across telecom (fiber and network maintenance) and retail domains. JPW supports work order execution at scale—covering over **3.5 lakh network maintenance sites** and enabling **over 30 lakh fiber and network-related preventive and corrective tasks per month**.

JPW offers modular solutions for asset maintenance, service delivery, field-force management, and retail facility maintenance. The platform integrates with enterprise systems and supports location intelligence, SLA-driven workflows, multilingual technician apps, permit-to-work modules, and IoT-triggered job creation.

In retail, JPW powers the world's largest facility management operation—spanning over **12,000+ Reliance Retail stores** and managing **4.5 lakh+ assets** through **4 lakh+ monthly work orders**. While FM operations are domain-specific, JPW's telecom core ensures a scalable foundation, with unified governance and business continuity across verticals.

### 2.2.1 Key Features:

- Workflow-based task orchestration for fiber installations and network site upkeep
- SLA-driven work order lifecycle with intelligent dispatch and delay code capture
- Geo-fencing, location tracking, and multilingual support for technicians
- IoT-based alerts and real-time job creation for critical network infrastructure
- AI-assisted nearby tower detection and route navigation for field engineers
- QR-code tagging, OTP-based closures, digital photo evidence, and customer consent capture
- Integrated dashboards for NHQ and state leadership monitoring network site health
- Permit and audit management for network compliance and safety
- Role-based mobile interfaces for technicians, supervisors, and partners
- Web portal for NHQ command centers to monitor execution progress
- Field gamification models for region-wise and site-wise performance competition
- Standardized task templates with partial version control and lifecycle traceability
- API integration with SAP, CRM, and site databases for master data sync

## 2.2.2 Architecture

JPW is built on a microservices-driven, cloud-native architecture optimized for scale, real-time processing, and decentralized execution. Key components include:

- A mobile-first layer with dedicated apps for field teams (iOS, Android, Windows)
- A dynamic workflow and task management engine with configurable logic
- Integration APIs for master data ingestion (assets, users, locations, task types)
- A centralized analytics dashboard layer for SLA, CSAT, and RCA insights
- IoT integrations for real-time issue detection and auto-triggered tasks
- Role-based portals for NHQ and regional command centers

The platform supports both online and offline modes, ensuring uninterrupted field execution in low-connectivity zones, and is enabled with multilingual UIs for national reach.

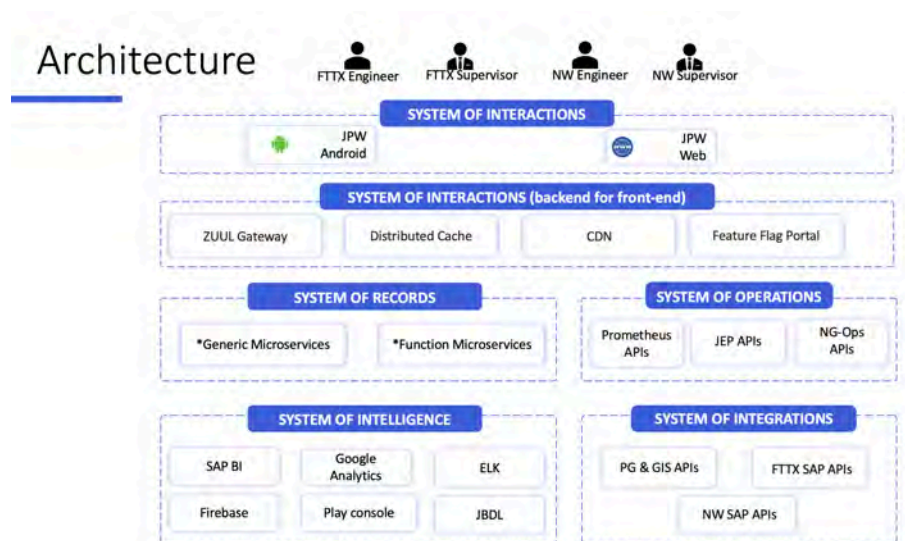


Figure 1 - Jio B2C - ODA-C- Jio JPW - ODA-C - TMFC061 - Architecture

## 2.3 Jio JPW - ODA-C - TMFC061 – Benefits

JPW enables Jio to:

- Manage **3.5 lakh+ telecom sites** across India with **30 lakh+ monthly fiber and network work orders**
- Improve SLA compliance with escalation-aware scheduling and live performance tracking
- Extend asset life by **10–20%** in retail and telecom environments via preventive maintenance
- Onboard and manage large field ecosystems including **LCOs, HSPs, and internal service teams**
- Enable **data-backed decision making** via integrated network performance dashboards
- Automate task closures via customer OTP, geolocation, and real-time evidence capture
- Govern cross-functional field teams using unified templates, workflows, and business logic
- Ensure business continuity for **12,000+ Reliance Retail outlets**
- Deliver training and operational readiness via in-app videos and multilingual interfaces
- Drive accountability through gamified performance dashboards and RCA workflows



## Business Process Framework v23.5 – JIO B2C System - Jio JPW - ODA-C - TMFC061 – Conformance Scope

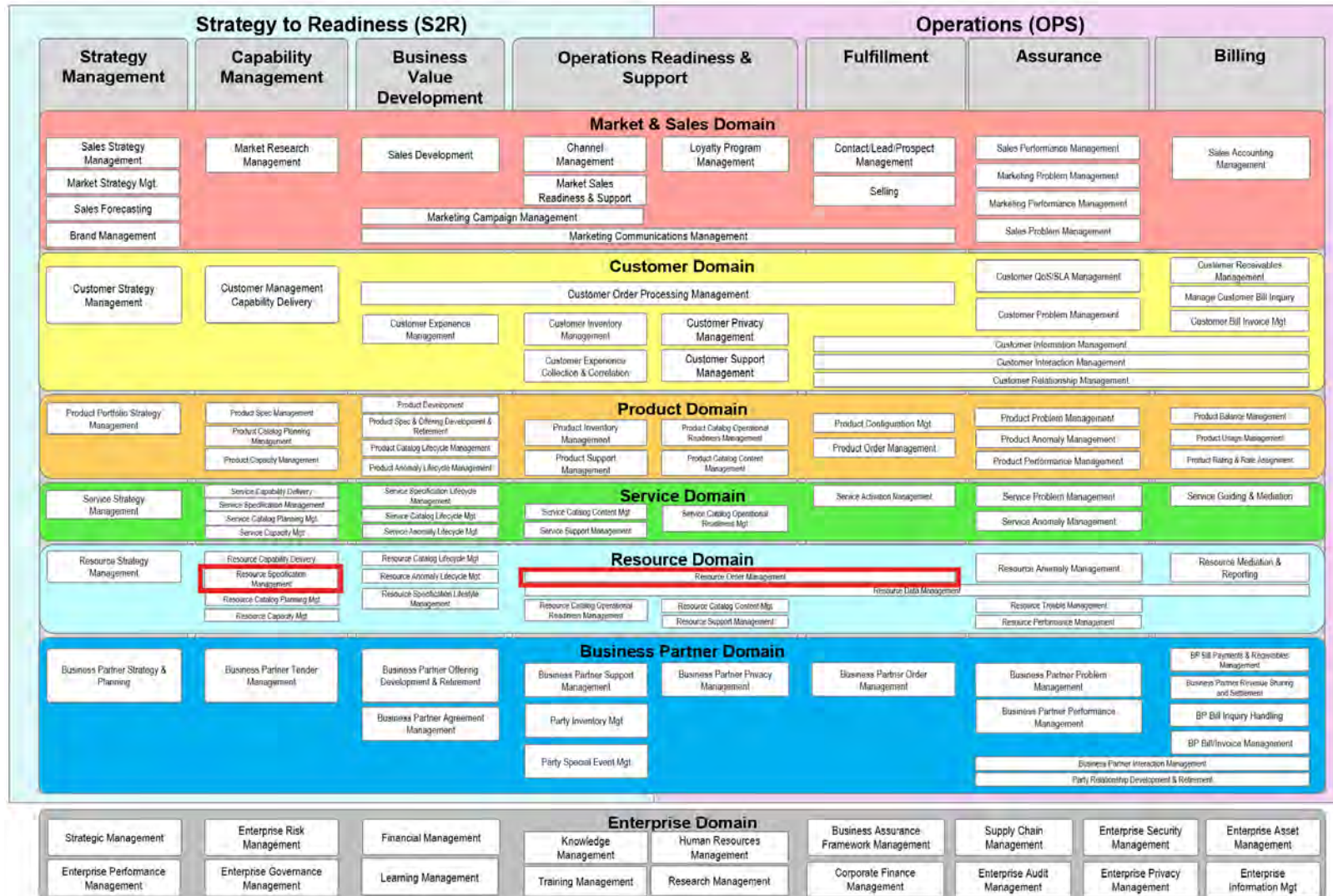


Figure 2 - Process coverage for JIO B2C System - Jio JPW - ODA-C - TMFC061 - Conformance Certification

### 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 - Jio JPW - ODA-C - TMFC061 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) v23.5		
Member:		JIO
Solution:		JIO B2C System - Jio JPW - ODA-C - TMFC061
Assessment Type		Solution
# of L2 Processes in Scope:		5
Level 1	Level 2	Level 3
1.5 - Resource Domain		
	Resource Order Management	
	Resource Specification Management	

Figure 3- JIO B2C System - Jio JPW - ODA-C - TMFC061 — Scope of certification

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

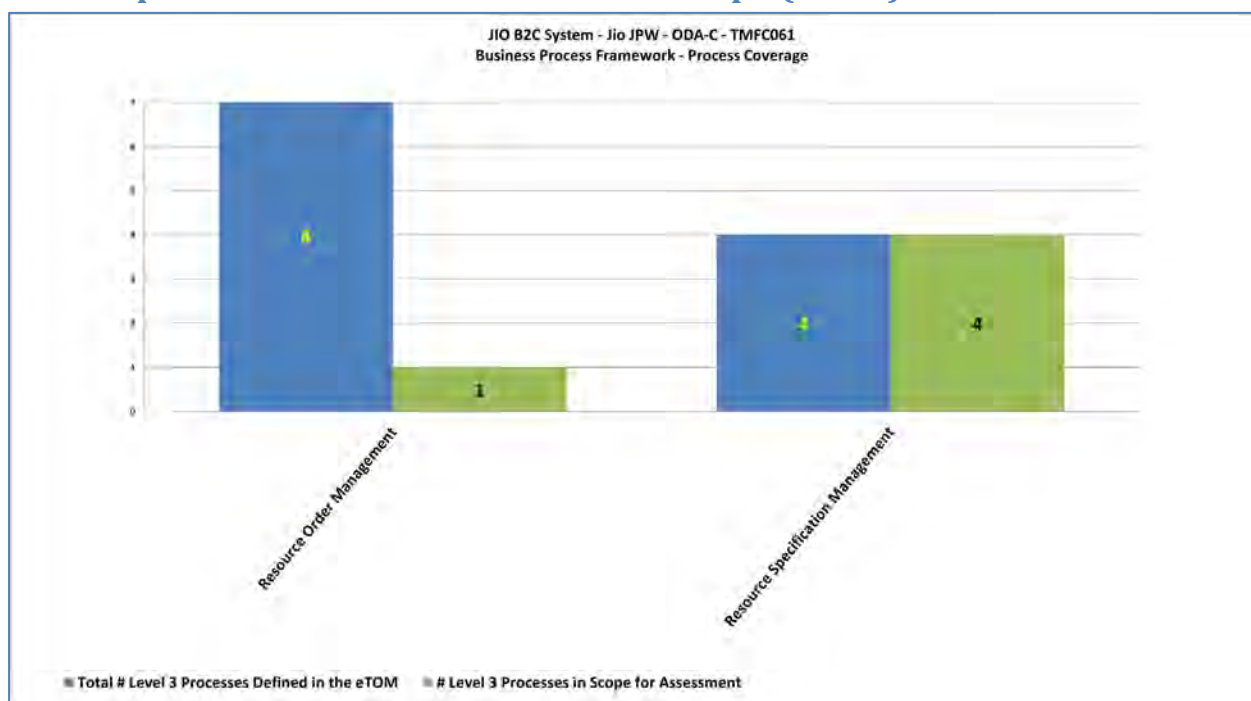


Figure 4- JIO B2C System - Jio JPW - ODA-C - TMFC061 — certified processes and their scores

### 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 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 - Jio JPW - ODA-C - TMFC061.

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 (List) – (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) v23.5			
Member:		JIO	Level 2 Process Elements Scores achieved
Solution:		JIO B2C System - Jio JPW - ODA-C - TMFC061	
Assessment Type		Solution	
# of L2 Processes in Scope:		5	
Level 1	Level 2	Level 3	
1.5 - Resource Domain			
	Resource Order Management		5/5
	Resource Specification Management		4.75/5

Figure 6- JIO B2C System - Jio JPW - ODA-C - TMFC061 —Scores Awarded

### 3.7 Conformance Results (Graph) – (eTOM)

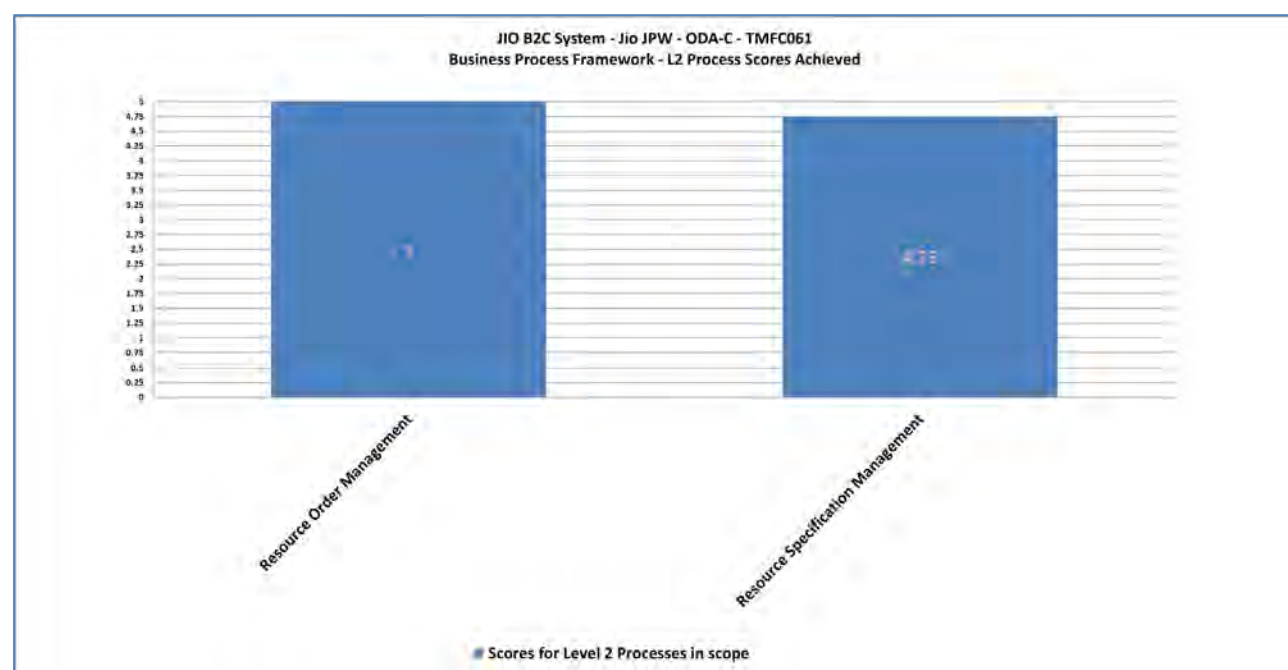


Figure 7- JIO B2C System - Jio JPW - ODA-C - TMFC061 —Scores Awarded