

Solution Conformance Certification Report

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

For:

Jio Platforms Limited

Jio EVA

July 2025

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1 Introduction

1.1 Executive Summary

This document provides details of Jio EVA (Jio Engage Virtual Assistant) 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) 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

JioEVA is a versatile solution offered in two deployment models. It can be implemented as a standalone AI engine, seamlessly integrated into the customer's existing environment. Alternatively, it is available as part of the Jio Contact Center-as-a-Service (CCaaS) suite. This comprehensive offering includes core modules such as Automatic Call Distribution (ACD), Agent Assist, and Knowledge Management. These features work together to enhance agent productivity and deliver a better customer experience. Customers can choose the model that best suits their operational structure and digital maturity. JioEVA ensures scalable, intelligent, and efficient contact center operations either way.

2.2.1 Key Features:

The key features of Jio EVA are:

- Multiple LLM Models: RAG pipeline is independent of underlying LLM Model. Flexibility to A/B Test and switch to the best Model (Llama 3.1, GPT 4o, Sonnet 3.5)
- Muti-Modal: Text Input, Voice Input, Image/File Input and Hands-Free Mode.
- Multi-Account:Single BOT for all Jio Accounts: Mobile, JioFiber, AirFiber, Non-Jio and all the mini-apps inside MyJio
- Multi-Lingual:Support for all Indian Languages with language switching in the same conversation
- User Authentication through voice + DTMF inputs (Account No / Card No / DOB / OTP / PIN)
- User Sentiment Detection and Handling Abusive Language

2.2.2 Architecture

JioEVA is offered as:

- (1) a standalone solution for integration into a customer's environment, or
- (2) part of the comprehensive Jio Contact Center-as-a-Service suite, including ACD, Agent Assist, and Knowledge Management

Architecture diagram:

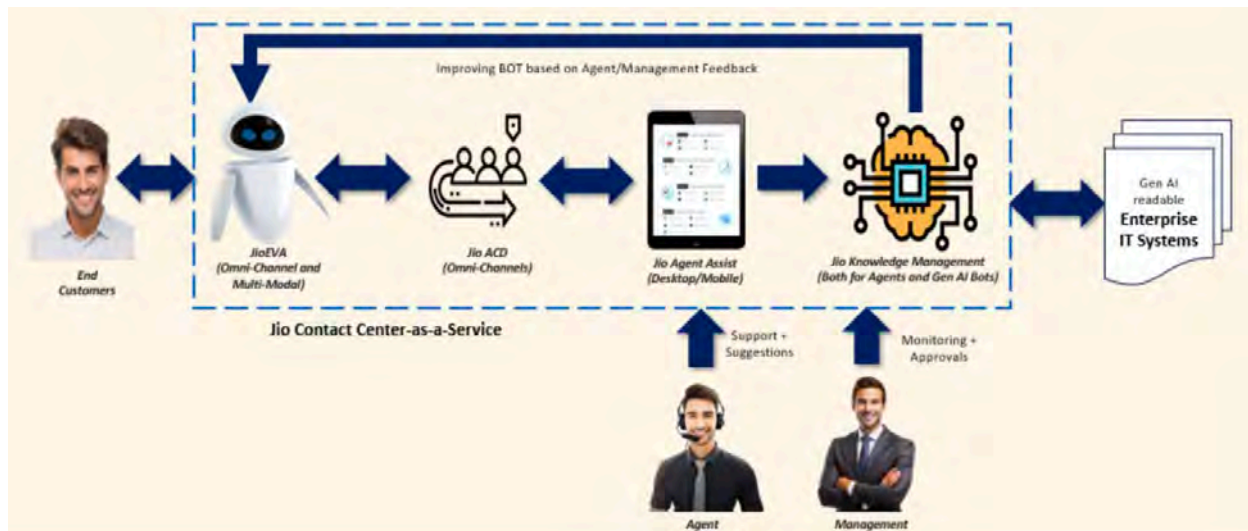


Figure 1 - Jio B2C -ODA-Jio EVA Architecture

2.3 Jio EVA – Benefits

Jio EVA helps to achieve:

- Enterprises can create bots for their needs
- Enterprises can create Video BOTS on Android/iOS/Web
- Enterprises can use it for call masking
- Gen AI based system that automatically distributes incoming calls to the most appropriate agent or department
- Integration of SMS, WhatsApp, IVR and REST API for missed call management supporting both manual and BOT driven callbacks
- One Customer care number for all enterprise needs.
- Reduction in Agent Handover
- Increase in Net Promoter Score
- Helps in Cost Savings

Business Process Framework v24.0 - Jio EVA – Conformance Scope

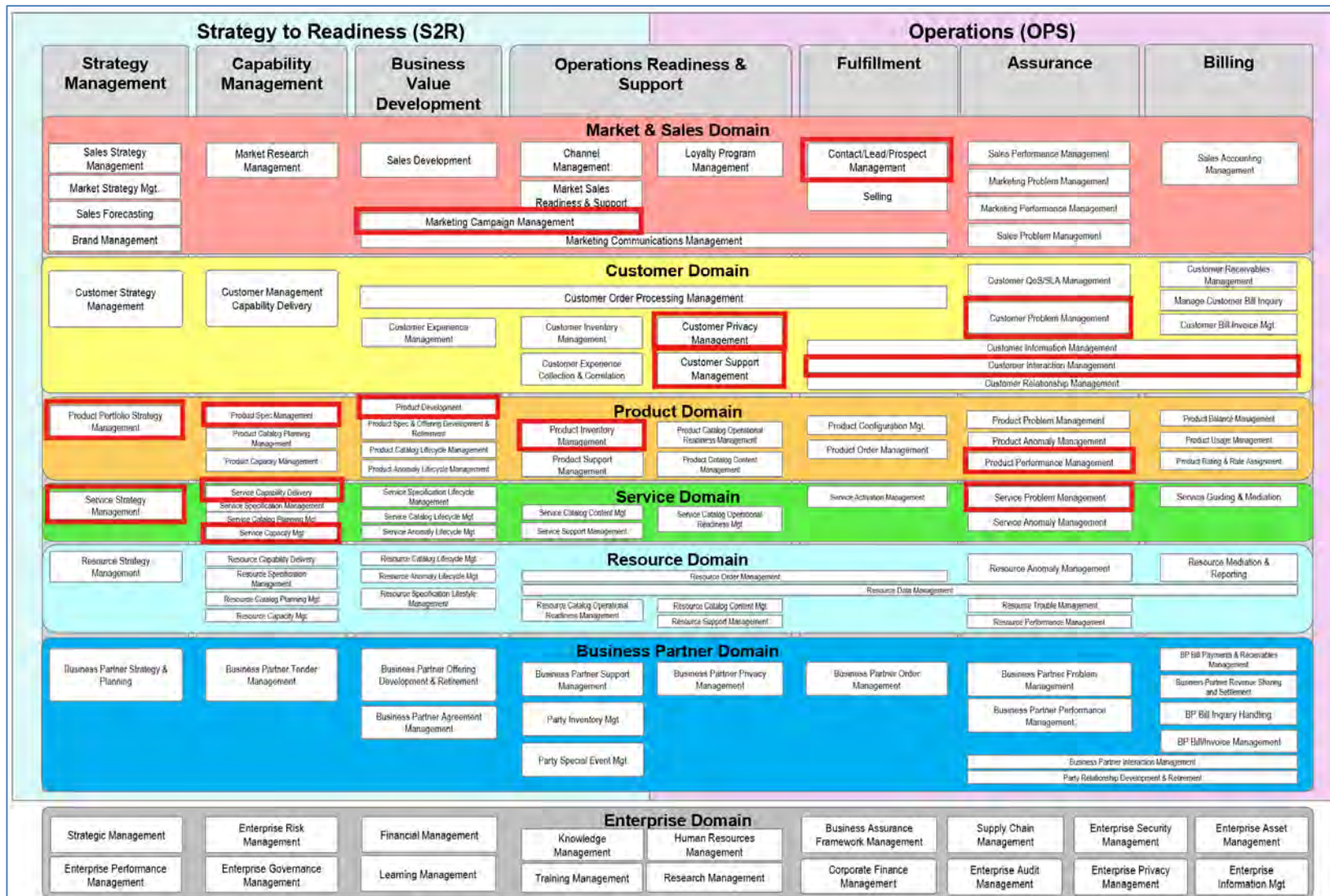


Figure 2 - Process coverage for Jio EVA - Conformance Certification

Information Framework v24.0 - Jio EVA – Conformance Scope

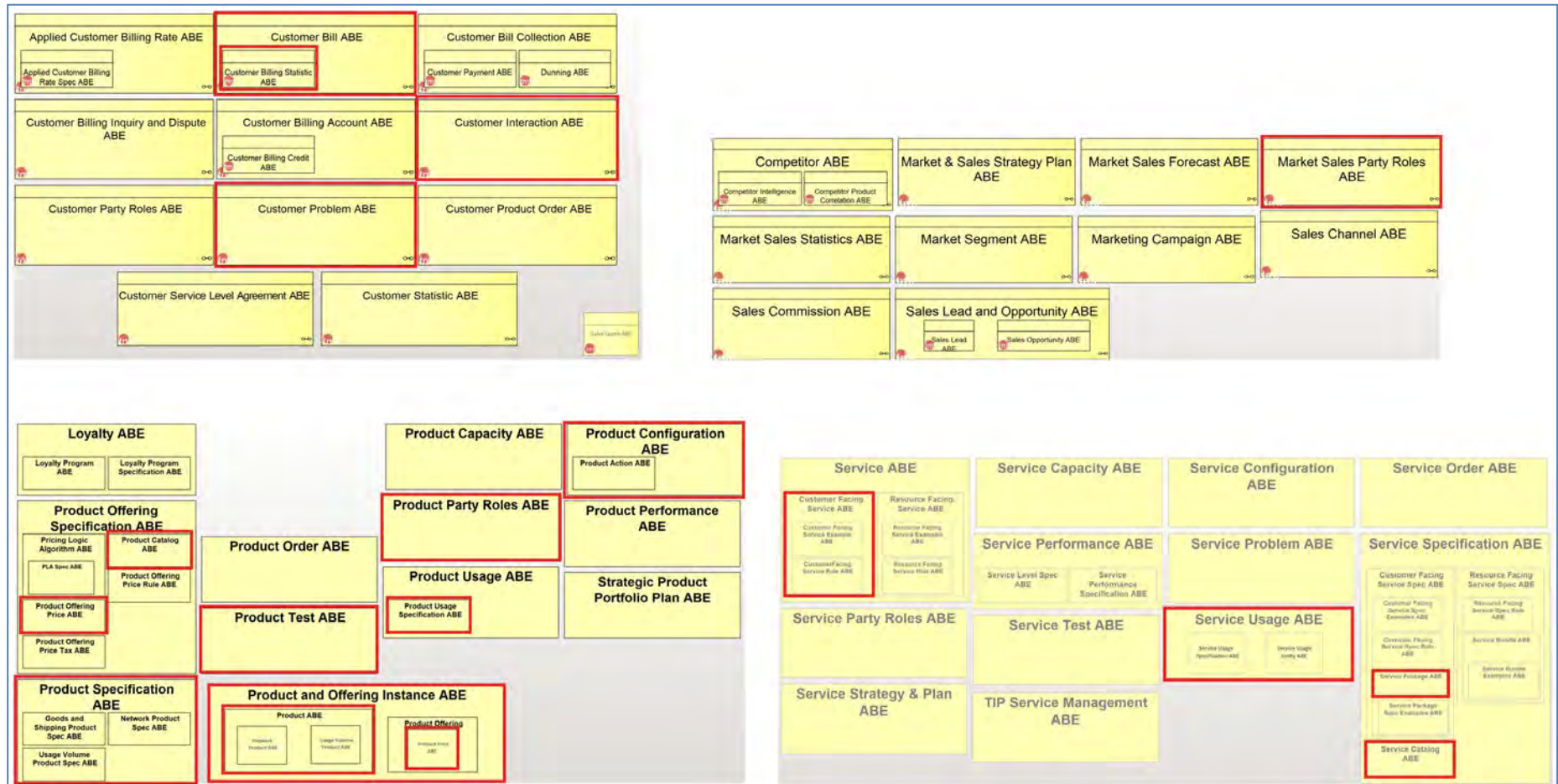


Figure 3 – SID ABE coverage for Jio EVA - Conformance Certification

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 EVA 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.

3.3 Scope of (eTOM) Conformance Certification – (List)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
Member:		JIO
Solution:		Jio Enterprise Virtual Assistant – JioEVA
Assessment Type		Solution
# of L2 Processes in Scope:		15
Level 1	Level 2	Level 3
1.1 - Market & Sales Domain		
	Contact/Lead/Prospect Management	
		Manage Sales Lead
	Marketing Campaign Management	
		Plan Marketing Campaign
		Ensure Marketing Campaign Capability
		Develop Marketing Campaign
1.2 - Product Domain		
	Product Portfolio Strategy Management	
		Gather & Analyze Product Information
		Produce Product Portfolio Business Plans
		Product Test Strategy
		Analyze Product Test Quality
	Product Development	
		Deliver Product Capability
	Product Performance Management	
		Establish Product Performance Goals
		Monitor Product Performance
		Analyze Product Performance
	Product Inventory Management	
		Product Lifecycle Management Support
	Product Specification Management	
		Describe Product Specifications
		Analyze Product Specifications
1.3 - Customer Domain		
	Customer Support Management *	
	Customer Interaction Management	
		Create Customer Interaction
		Log Customer Interaction
		Authenticate User
	Customer Problem Management	
		Report Customer Problem
	Customer Privacy Management *	
1.4 - Service Domain		
	Service Strategy Management	
		Gather & Analyze Service Information
		Analyze Service Test Quality
	Service Capability Delivery	
		Map & Analyze Service Requirements
		Manage Service Capability Delivery
	Service Problem Management *	
	Service Capacity Management	
		Plan Service Capacity
		Analyze Service Capacity

Figure 4 Jio EVA — Scope of certification (List)

3.4 Scope of eTOM Conformance Certification – (Graph)

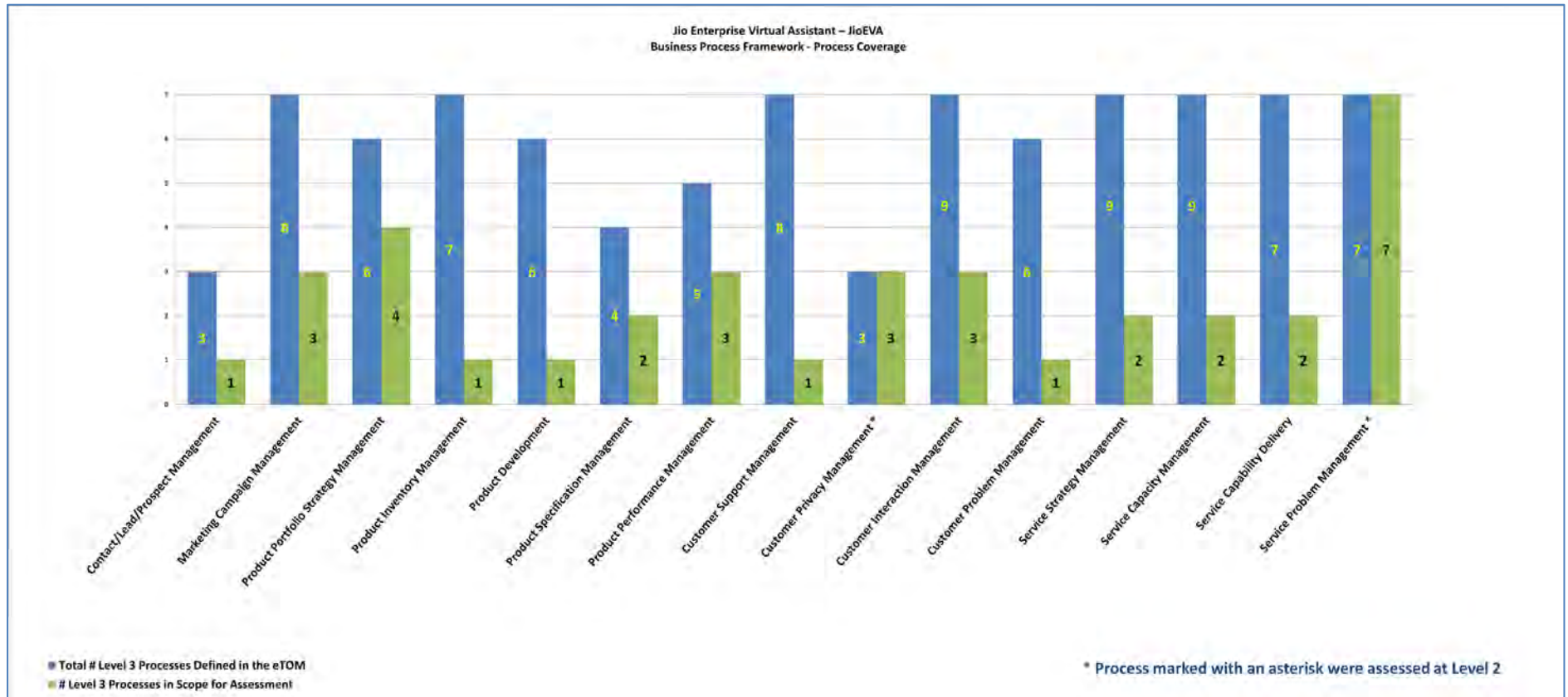


Figure 5 Jio EVA -- Scope of certification (Graph)

3.5 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 & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 process definitions.</p> <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.
<p><i>* 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.</i></p>		
<p>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.</p>		
<p>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.</p>		
<p>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.</p>		
<p>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></p>		
<p>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></p>		

Figure 6- TM Forum Business Process Framework: Conformance Scoring Rules

3.6 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework against the processes supported.

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

3.6.1 Mapping Details & Supporting Evidence

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

[eTOM Mapping Document](#)

3.7 Conformance Results – (eTOM)

The following section provides a summary list and graph displaying the scores awarded for the conformance to the Business Process Framework (eTOM).

3.1 Scores - eTOM Conformance Certification – (List)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
Member:		JIO	
Solution:		Jio Enterprise Virtual Assistant – JioEVA	
Assessment Type		Solution	
# of L2 Processes in Scope:		15	
Level 1	Level 2	Level 3	
1.1 - Market & Sales Domain			
	Contact/Lead/Prospect Management		
		Manage Sales Lead	5/5
	Marketing Campaign Management		
		Plan Marketing Campaign	4.5
		Ensure Marketing Campaign Capability	5/5
		Develop Marketing Campaign	4.5
1.2 - Product Domain			
	Product Portfolio Strategy Management		
		Gather & Analyze Product Information	5/5
		Produce Product Portfolio Business Plans	5/5
		Product Test Strategy	5/5
		Analyze Product Test Quality	5/5
	Product Development		
		Deliver Product Capability	5/5
	Product Performance Management		
		Establish Product Performance Goals	4/5
		Monitor Product Performance	4.5/5
		Analyze Product Performance	5/5
	Product Inventory Management		
		Product Lifecycle Management Support	5/5
	Product Specification Management		
		Describe Product Specifications	4.5/5
		Analyze Product Specifications	4.5/5
1.3 - Customer Domain			
	Customer Support Management *	5/5	
	Customer Interaction Management		
		Create Customer Interaction	5/5
		Log Customer Interaction	5/5
		Authenticate User	5/5
	Customer Problem Management		
		Report Customer Problem	5/5
	Customer Privacy Management *	5/5	
1.4 - Service Domain			
	Service Strategy Management		
		Gather & Analyze Service Information	5/5
		Analyze Service Test Quality	4.5/5
	Service Capability Delivery		
		Map & Analyze Service Requirements	5/5
		Manage Service Capability Delivery	5/5
	Service Problem Management *	5/5	
	Service Capacity Management		
		Plan Service Capacity	5/5
		Analyze Service Capacity	5/5

Figure 7- – Jio EVA – certified eTOM processes and their scores (List)

3.1 Scores - eTOM Conformance Certification – (Graph)

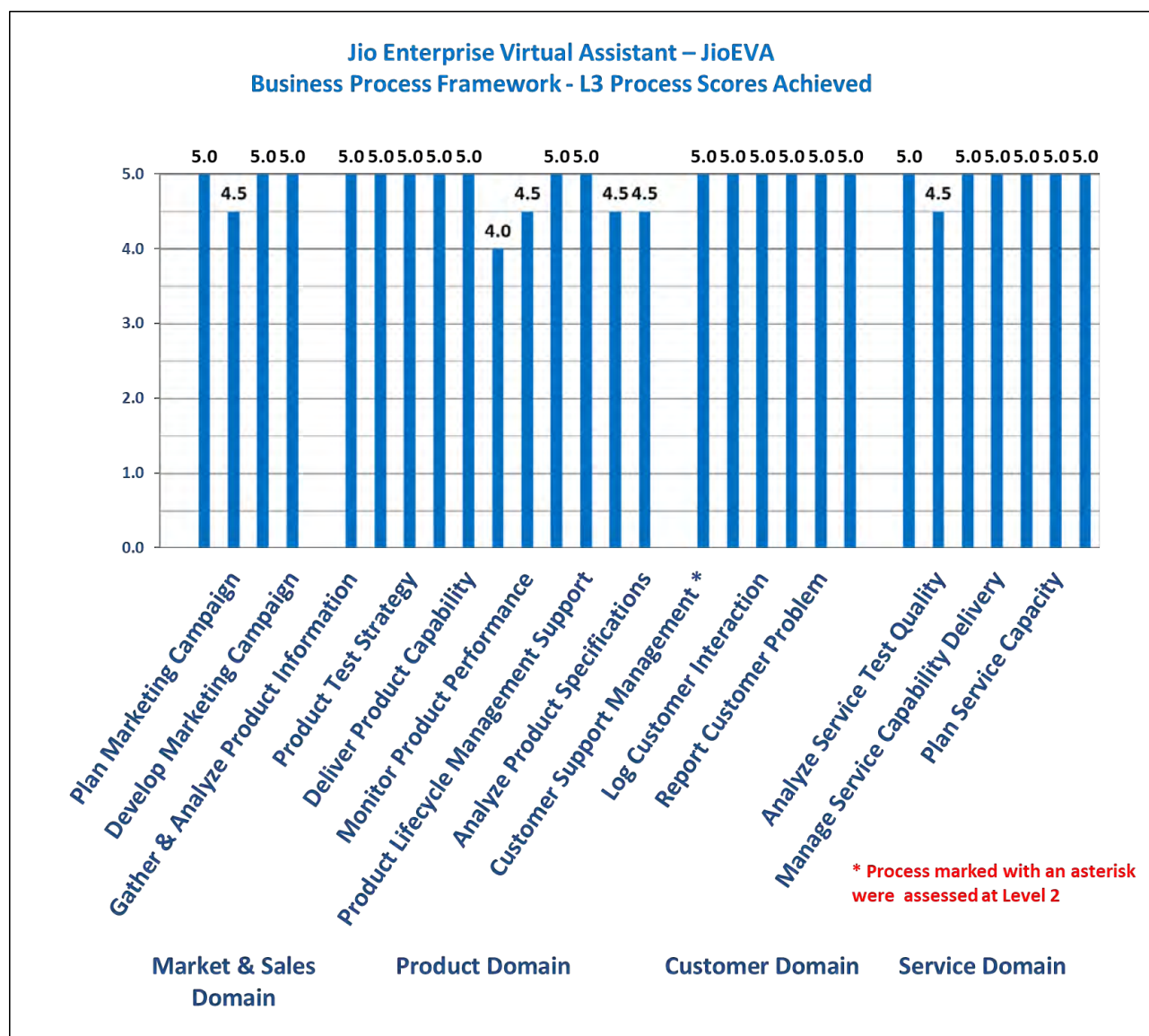


Figure 8- Jio EVA — certified eTOM L3 processes and their scores (Graph)

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 Engage Virtual Assistant – JioEVA	
Market & Sales Domain = 1 ABE / Customer Domain = 2 ABEs / Product Domain = 3 ABEs / Service Domain = 4 ABEs	
Market Sales Domain	
	Market Sales Party Roles ABE
Customer Domain	
	Customer Bill ABE (De-scoped)
	Customer Billing Statistic ABE (De-scoped)
	Customer Interaction ABE
	Customer Problem ABE
Product Domain	
	Product ABE (De-scoped)
	Product Configuration ABE (De-scoped)
	Product Offering Instance ABE (De-scoped)
	Product Offering Price ABE (De-scoped)
	Product Party Roles ABE
	Product Price ABE (De-scoped)
	Product Specification ABE
	Product Test ABE (De-scoped)
	Product Usage Spec ABE (De-scoped)
Service Domain	
	Service Catalog ABE
	Service Package ABE
	Service Usage ABE
	Customer Facing Service ABE

Figure 9 – Jio EVA –SID ABEs Certification Scope (List)

4.3 Detailed Conformance Mapping Summary (SID)

4.3.1 Market & Sales Domain SID Mappings

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	
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						For Member Use - Mandatory Mapping	
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE
Market Sales Party Roles ABE				ABE	Y		
Market Sales Party Roles ABE	MarketingManager			CE	Y	Marketing Manager	
Market Sales Party Roles ABE	MarketingManager	status	PartyRole	CR	Y	Marketing Manager	mkt_status
Market Sales Party Roles ABE	MarketingManager	validFor	PartyRole	CR	Y	Marketing Manager	mkt_validFor
Market Sales Party Roles ABE	MarketingManager	description	RootEntity	CO	Y	Marketing Manager	mkt_description
Market Sales Party Roles ABE	MarketingManager	ID	RootEntity	CR	Y	Marketing Manager	mkt_ID
Market Sales Party Roles ABE	MarketingManager	name	RootEntity	CO	Y	Marketing Manager	mkt_name
Market Sales Party Roles ABE	SalesAgent			DE	Y		
Market Sales Party Roles ABE	SalesAgent	status	PartyRole	DR	Y	SalesAgent	sales_status
Market Sales Party Roles ABE	SalesAgent	validFor	PartyRole	DR	Y	SalesAgent	sales_validFor
Market Sales Party Roles ABE	SalesAgent	description	RootEntity	DO	Y	SalesAgent	sales_description
Market Sales Party Roles ABE	SalesAgent	ID	RootEntity	DR	Y	SalesAgent	sales_ID
Market Sales Party Roles ABE	SalesAgent	name	RootEntity	DO	Y	SalesAgent	sales_name

Figure 10 - Jio EVA– Market Sales Domain - SID mappings

4.3.2 Customer Domain SID Mappings

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	For comments impacting full conformance, please use red font.
Customer Billing Statistic ABE				ABE	N			de-scoped
Customer Billing Statistic ABE	CustomerBillingAccountChargeSum			DE	N			de-scoped
Customer Bill ABE				ABE	N			de-scoped
Customer Bill ABE	CustomerBill			CE	N			de-scoped
Customer Problem ABE					Y			✓
Customer Problem ABE	CustomerProblemWorkaround			ABE	Y			✓
Customer Problem ABE	CustomerProblemWorkaround	description	CustomerProblemWorkaround	CO	Y		description	✓
Customer Problem ABE	CustomerProblemWorkaround	name	CustomerProblemWorkaround	CR	Y		name	✓
Customer Problem ABE	KnownProblemDescription			DE	Y			✓
Customer Problem ABE	KnownProblemDescription	description	KnownProblemDescription	DO	Y		description	✓
Customer Problem ABE	KnownProblemDescription	name	KnownProblemDescription	DR	Y		name	✓
Customer Interaction ABE					Y			✓
Customer Interaction ABE	CustomerQuote			ABE	Y			✓
Customer Interaction ABE	CustomerQuote	description	BusinessInteraction	CR	Y		description	✓
Customer Interaction ABE	CustomerQuote	endDate	BusinessInteraction	CR	Y		endDate	✓
Customer Interaction ABE	CustomerQuote	ID	BusinessInteraction	CR	Y		ID	✓
Customer Interaction ABE	CustomerQuote	startDate	BusinessInteraction	CR	Y		startDate	✓
Customer Interaction ABE	CustomerQuote	status	BusinessInteraction	CR	Y		status	✓

Figure 11 - Jio EVA– Customer Domain - SID mappings

4.3.3 Product Domain SID Mappings

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
Product Specification ABE				ABE	Y		
Product ABE				ABE	N		
Product Offering Instance ABE				ABE	N		de-scoped
Product Price ABE				ABE	N		de-scoped
Product Offering Price ABE				ABE	N		de-scoped
Product Usage Spec ABE				ABE	N		de-scoped
Product Configuration ABE				ABE	N		de-scoped
Product Test ABE				ABE	N		de-scoped
Product Party Roles ABE				ABE	Y		

Figure 12 - Jio EVA- Product Domain - SID mappings

4.3.1 Service Domain SID Mappings

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	
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						For Member Use - Mandatory Mapping	
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE
Service Package ABE				ABE	Y		
Service Package ABE	ServicePackageSpec			CE	Y		
Service Package ABE	ServicePackageSpec	type	ServicePackageSpec	CR	Y		type
Service Package ABE	ServicePackageSpec	status	EntitySpecification	CR	Y		status
Service Package ABE	ServicePackageSpec	validFor	EntitySpecification	CR	Y		validFor
Service Package ABE	ServicePackageSpec	description	RootEntity	CO	Y		description
Service Package ABE	ServicePackageSpec	ID	RootEntity	CR	Y		ID
Service Package ABE	ServicePackageSpec	name	RootEntity	CO	Y		name
Service Catalog ABE	ServCatalogServCandidate			ABE	Y		
Service Catalog ABE	ServCatalogServCandidate			DE	Y		
Service Catalog ABE	ServCatalogServCandidate	validFor	ServCatalogServCandidate	DR	Y		validFor
Service Usage ABE					Y		
Service Usage ABE	ServiceUsage			ABE	Y		
Service Usage ABE	ServiceUsage	usageDate	Usage	CE	Y		usageDate
Service Usage ABE	ServiceUsage	usageStatus	Usage	CR	Y		usageStatus
Customer Facing Service ABE					Y		
Customer Facing Service ABE	CustomerFacingService			ABE	Y		
Customer Facing Service ABE	CustomerFacingService			CE	Y	Pre-Sales	
Customer Facing Service ABE	CustomerFacingService	status	CustomerFacingService	CR	Y	Pre-Sales	status
Customer Facing Service ABE	CustomerFacingService	hasStarted	Service	CO	Y	Pre-Sales	hasStarted
Customer Facing Service ABE	CustomerFacingService	isMandatory	Service	CO	Y	Pre-Sales	isMandatory
Customer Facing Service ABE	CustomerFacingService	isServiceEnabled	Service	CR	Y	Pre-Sales	isServiceEnabled
Customer Facing Service ABE	CustomerFacingService	isStateful	Service	CO	Y	Pre-Sales	isStateful
Customer Facing Service ABE	CustomerFacingService	startMode	Service	CO	Y	Pre-Sales	startMode
Customer Facing Service ABE	CustomerFacingService	description	RootEntity		Y		description
Customer Facing Service ABE	CustomerFacingService	ID	RootEntity	CO	Y	Pre-Sales	ID
Customer Facing Service ABE	CustomerFacingService	name	RootEntity	CR	Y	Pre-Sales	name
Customer Facing Service ABE	CustomerFacingServiceAtomic			CO	Y	Pre-Sales	
Customer Facing Service ABE	CustomerFacingServiceAtomic	status	CustomerFacingService	DE	Y	Pre-Sales	status
Customer Facing Service ABE	CustomerFacingServiceAtomic	hasStarted	Service	DR	Y	Pre-Sales	hasStarted
Customer Facing Service ABE	CustomerFacingServiceAtomic	isMandatory	Service	DO	Y	Pre-Sales	isMandatory
Customer Facing Service ABE	CustomerFacingServiceAtomic	isServiceEnabled	Service	DO	Y	Pre-Sales	isServiceEnabled
Customer Facing Service ABE	CustomerFacingServiceAtomic	isStateful	Service	DR	Y	Pre-Sales	isStateful
Customer Facing Service ABE	CustomerFacingServiceAtomic	startMode	Service	DO	Y	Pre-Sales	startMode
Customer Facing Service ABE	CustomerFacingServiceAtomic	description	RootEntity		Y		description
Customer Facing Service ABE	CustomerFacingServiceAtomic	ID	RootEntity	DO	Y	Pre-Sales	ID
Customer Facing Service ABE	CustomerFacingServiceAtomic	name	RootEntity	DR	Y	Pre-Sales	name
Customer Facing Service ABE	CustomerFacingServiceAtomic			DO	Y	Pre-Sales	

Figure 13 - Jio EVA- Service Domain - SID mappings

4.4 Information Framework Conformance Results (List)

Jio Engage Virtual Assistant – JioEVA		
Market & Sales Domain = 1 ABE / Customer Domain = 2 ABEs / Product Domain = 3 ABEs / Service Domain = 4 ABEs		ABE Conformance Score Adoption
Market Sales Domain		
	Market Sales Party Roles ABE	10.0 Full Conformance
Customer Domain		
	Customer Bill ABE (De-scoped)	
	Customer Billing Statistic ABE (De-scoped)	
	Customer Interaction ABE	10.0 Full Conformance
	Customer Problem ABE	10.0 Full Conformance
Product Domain		
	Product ABE (De-scoped)	
	Product Configuration ABE (De-scoped)	
	Product Offering Instance ABE (De-scoped)	
	Product Offering Price ABE (De-scoped)	
	Product Party Roles ABE	10.0 Full Conformance
	Product Price ABE (De-scoped)	
	Product Specification ABE	6.0 High Conformance
	Product Test ABE (De-scoped)	
	Product Usage Spec ABE (De-scoped)	
Service Domain		
	Service Catalog ABE	10.0 Full Conformance
	Service Package ABE	10.0 Full Conformance
	Service Usage ABE	10.0 Full Conformance
	Customer Facing Service ABE	

Figure 14 - Jio EVA–SID ABEs Certification Scores Achieved (List)

4.5 Information Framework Conformance Results (Graph)

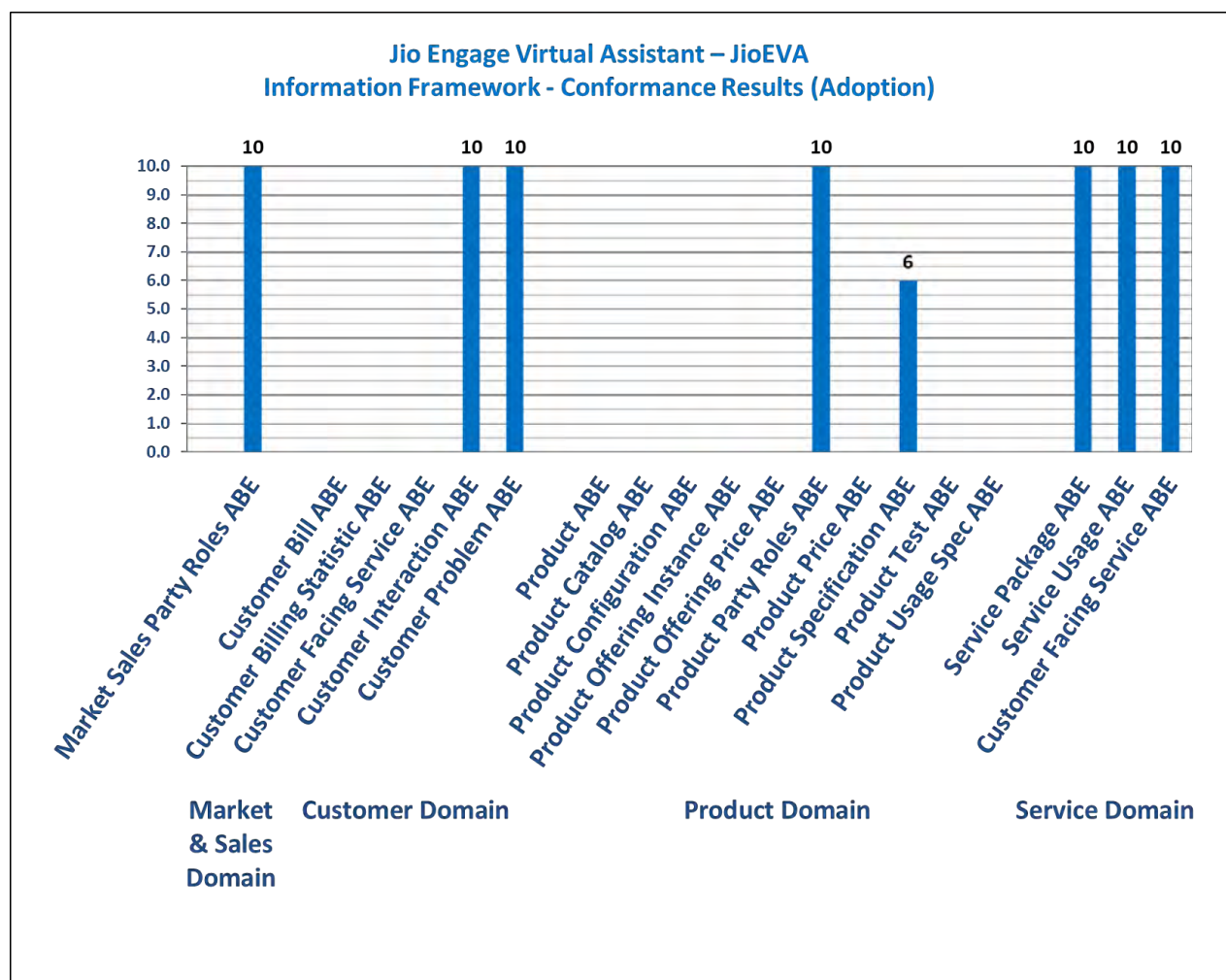


Figure 15 - Jio EVA–SID ABEs Certification Scores Achieved (Graph)

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 16 - 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.