



Solution Conformance Certification Report

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

For:

Jio Platforms Limited

MyJio

July 2025

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1 Introduction

1.1 Executive Summary

This section provides details of MyJio against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 24.0
- Information Framework (SID) version 24.0

The assessment included a review of the methodology approach to process and information modeling, respectively against the TM Forum's Business Process Framework (eTOM) and the Information Framework (SID) according to the specific processes and entities submitted in scope for the Assessment.

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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

3 Solution Functionality / Capability

MyJio SuperApp – Unified Digital Experience for Jio Customers

MyJio is a comprehensive superapp that serves as the digital front door for Jio customers, offering seamless access to both Mobility and JioHome (Fiber/AirFiber) services along with mini-app digital entertainment and shopping and cloud and banking services. Designed for convenience, control, and personalization, MyJio empowers users with an extensive suite of self-care, connectivity, and entertainment features.

3.1 Key Features:

Offerings (Features & Services Available in MyJio)

3.1.1 Mobility Services

- Mobile recharges, top-ups, and bill payments
- 5G services & coverage checks
- International roaming services
- 5G Device compatibility checks
- Plan upgrades and usage tracking
- Link & manage family and friends' accounts
- Recharge or pay bills on behalf of others
- Onboarding and SIM leads
- Smooth SKYC flow

3.1.2 JioHome (Fiber / AirFiber)

- WiFi management: Change SSID & password
- Add, block, unblock devices from WiFi
- Self-diagnose and troubleshoot network issues
- OTT management: Activate, view, and manage bundled OTT apps
- Plan upgrades & personalized upsell suggestions
- Onboarding and Fiber leads
- Order Tracking and real time updates
- Proactive outages and alerts

3.1.3 Customer Support & Service Requests

- Live chat and voice support
- Raise service requests (e.g., engineer visits)
- Track service request and order delivery status

3.1.4 Payments & Finance

- UPI-based payments and transfers
- Multi-mode payment options (cards, wallets, net banking, etc.)
- Autopay setup for recharges and bills
- In-app transaction history and bill management

3.1.5 Shopping & Lifestyle

- JioMart integration: Shop groceries, electronics & more
- Curated shopping experience within MyJio

3.1.6 Entertainment & Content Hub

- Live TV, JioTV access
- JioNews & live updates (national, regional, global)
- Games: Access to casual and interactive games
- JioMusic for streaming songs
- Jiocloud for cloud storage, media backup & access
- AI Image Maker for creative visuals

3.2 Architecture

The MyJio app follows a modular, scalable architecture designed to deliver a unified digital experience across telecom services, payments, content, and support. It leverages microservices, APIs, and cloud-native infrastructure to enable seamless integration with core systems and third-party platforms. The architecture supports personalization, contextual engagement, and real-time insights while ensuring security, performance, and ease of maintenance. This approach allows for rapid deployment of new features, consistent user experiences, and alignment with industry standards and best practices. Architecture diagram:

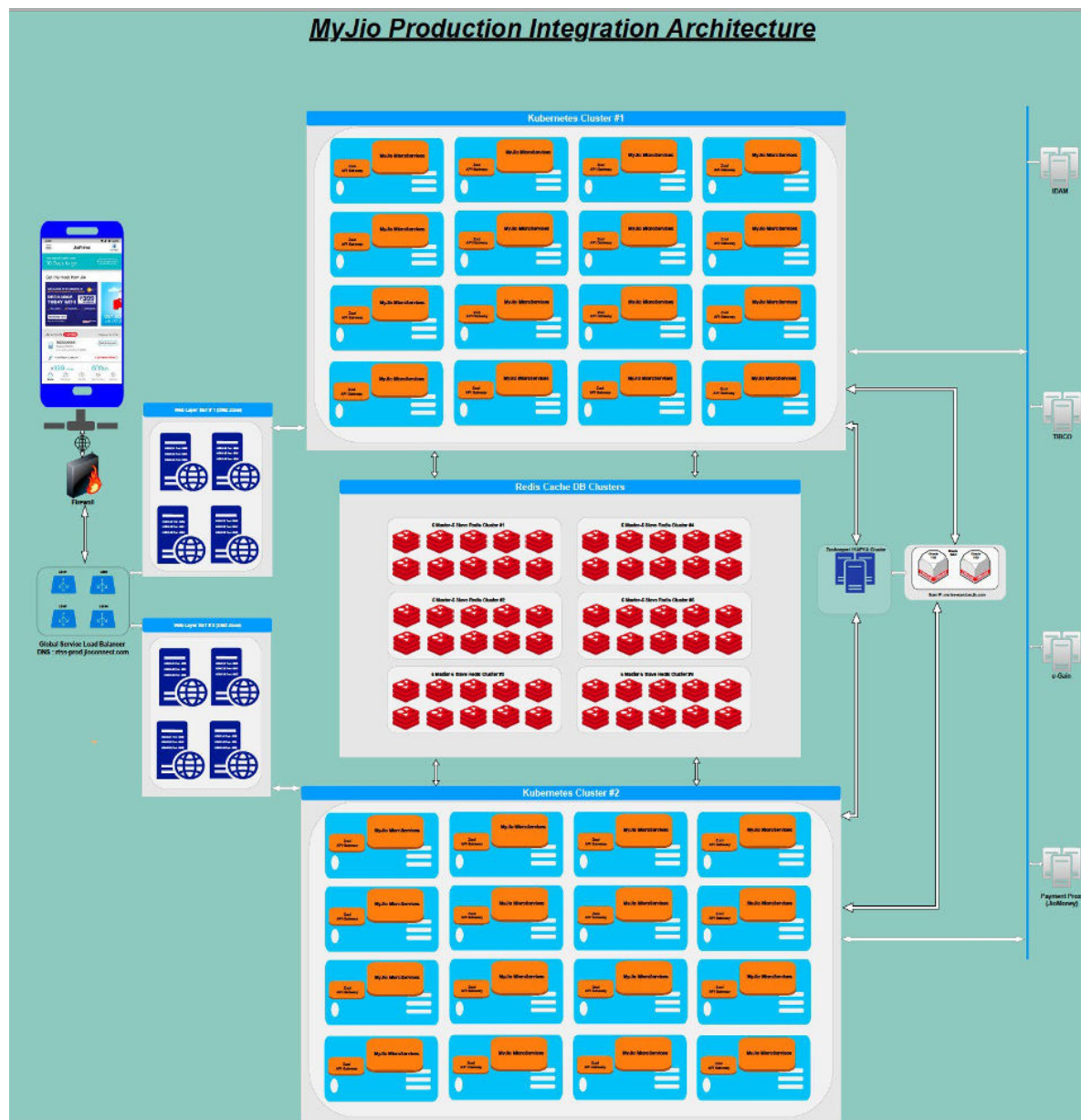


Figure 1 – MyJio Production Integration Architecture

4 MyJio – Benefits

4.1 Benefits (Why Users Love It)

- **All-in-One Convenience:** Manage telecom, home broadband, payments, shopping, and entertainment in a single app
- **Time-Saving Self-Service:** Easy access to troubleshooting, plan management, and support without visiting stores
- **Control & Personalization:** Customize caller tunes, WiFi settings, linked accounts, and entertainment content
- **Secure & Seamless Payments:** UPI, autopay, and multi-mode payment for hassle-free bill management
- **Stay Entertained & Informed:** Access to live TV, news, games, music, and more— anytime, anywhere
- **Smart Device Management:** Monitor, control, and secure all connected home devices
- **Support Made Simple:** Raise and track service requests, chat with support, or call—all from one place
- **Family-Friendly:** Recharge or pay bills for others and manage family connections from one dashboard
- **Data & Media Access:** Store, sync, and access your files across devices via Jiocloud
- **Creative Tools:** Use built-in AI image maker for fun and engaging visuals

Business Process Framework v24.0 – MyJio – Conformance Scope

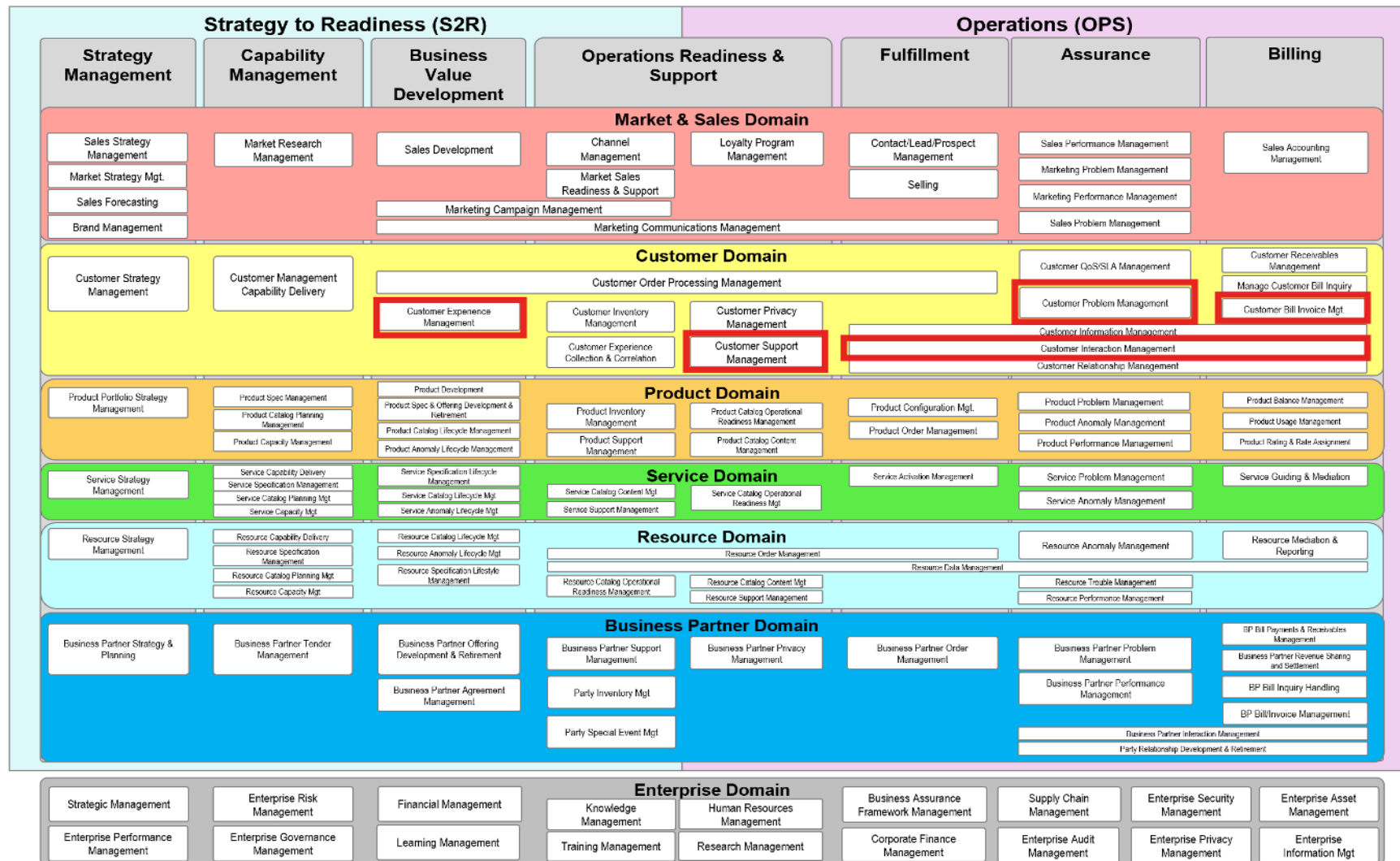


Figure 2 - Process coverage for MyJio - Conformance Certification

Information Framework v24.0 – Jio MyJio – Conformance Scope

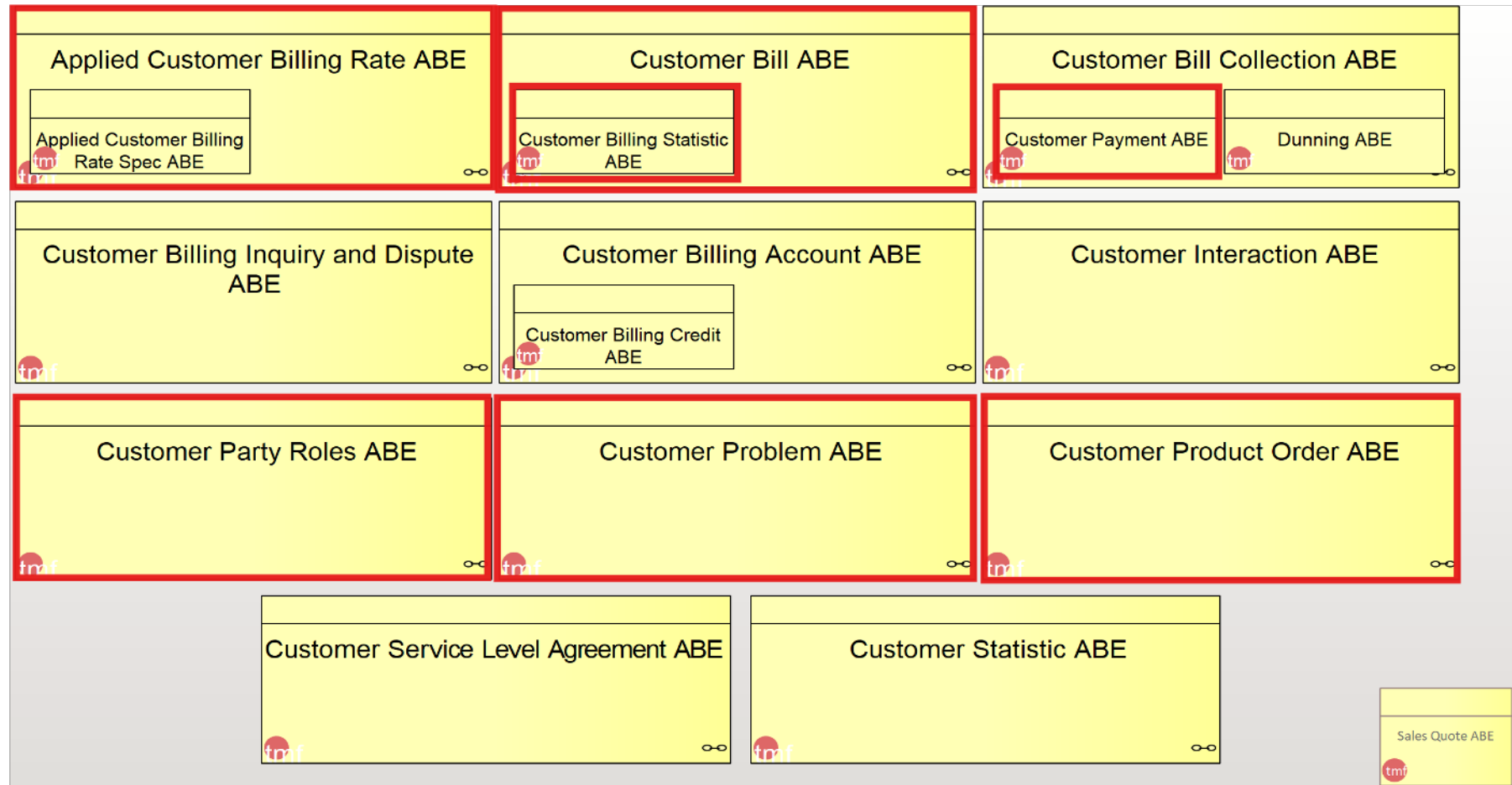


Figure 3 - ABE coverage for MyJio - Conformance Certification

5 Business Process Framework Assessment Overview

5.1 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.

5.2 Scope of Conformance Certification (eTOM)

This document conveys information about the Business Processes implemented for MyJio 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.

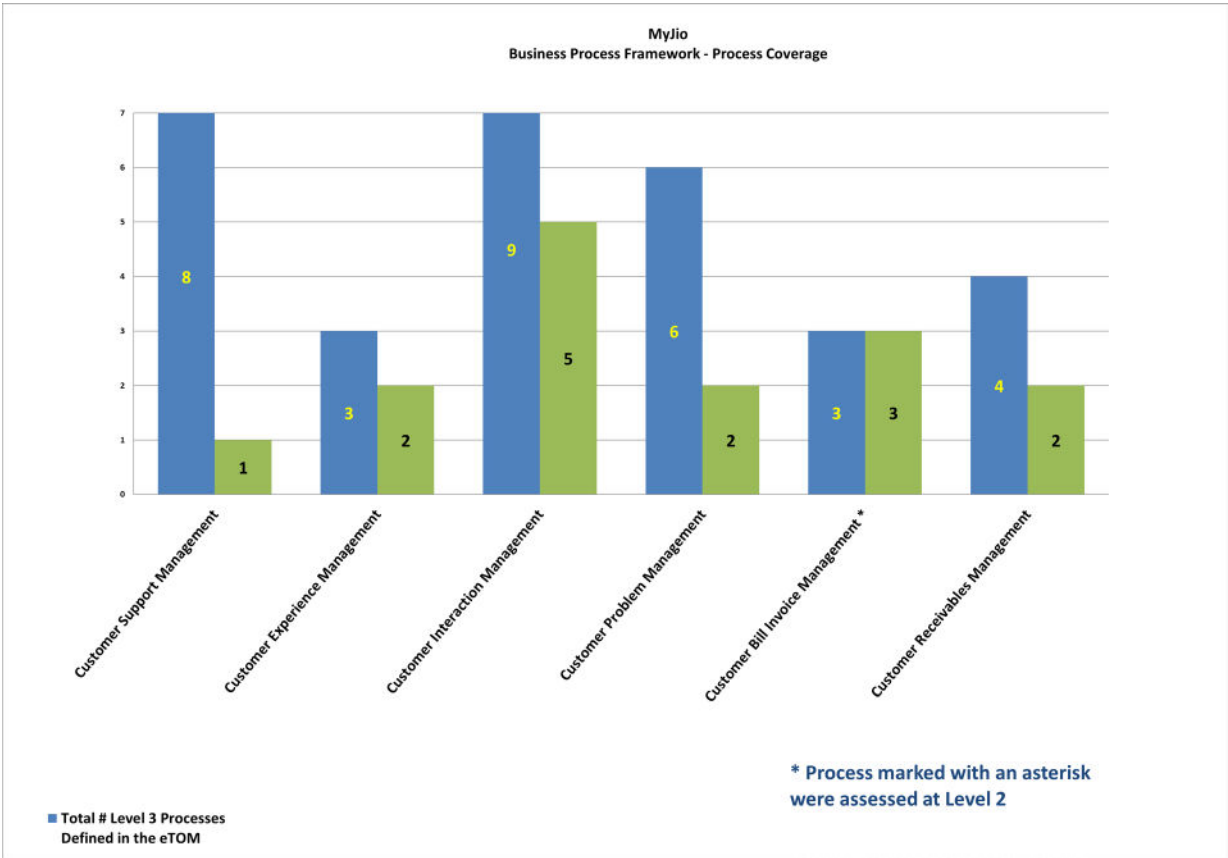


Figure 4- MyJio — Scope of certification

5.3 Scope of Conformance Certification – Graph (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
Member:		JIO
Solution:		My Jio
Assessment Type		Solution
# of L3 Processes in Scope:		12
Level 1	Level 2	Level 3
1.3 - Customer Domain		
	Customer Support Management	
		Support Customer QoS/SLA
	Customer Experience Management	
		Design Customer Experience Journey
		Analyze Customer Experience Journey Interactions
	Customer Interaction Management	
		Update Customer Interaction
		Log Customer Interaction
		Notify Customer
		Track and Manage Customer Interaction
		Authenticate User
	Customer Problem Management	
		Isolate Customer Problem
		Report Customer Problem
	Customer Bill Invoice Management *	(Processes marked with an asterisk were submitted at Level2 only)
	Customer Receivables Management	
		Manage Customer Billing Account
		Manage Customer Payments

Figure 5- MyJio — certified processes and their scores

5.4 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 & 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

5.5 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.

5.5.1 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](#)

5.6 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			
Member:		JIO	Level 3 Process Elements Scores achieved
Solution:		My Jio	
Assessment Type		Solution	
# of L3 Processes in Scope:		12	
Level 1	Level 2	Level 3	
1.3 - Customer Domain			
	Customer Support Management		
		Support Customer QoS/SLA	5/5
	Customer Experience Management		
		Design Customer Experience Journey	5/5
		Analyze Customer Experience Journey Interactions	5/5
	Customer Interaction Management		
		Update Customer Interaction	4/5
		Log Customer Interaction	5/5
		Notify Customer	5/5
		Track and Manage Customer Interaction	5/5
		Authenticate User	5/5
	Customer Problem Management		
		Isolate Customer Problem	5/5
		Report Customer Problem	5/5
	Customer Bill Invoice Management *		4.75/5
	Customer Receivables Management		
		Manage Customer Billing Account	5/5
		Manage Customer Payments	5/5

Figure 7- MyJio—eTOM Scores Awarded (List)

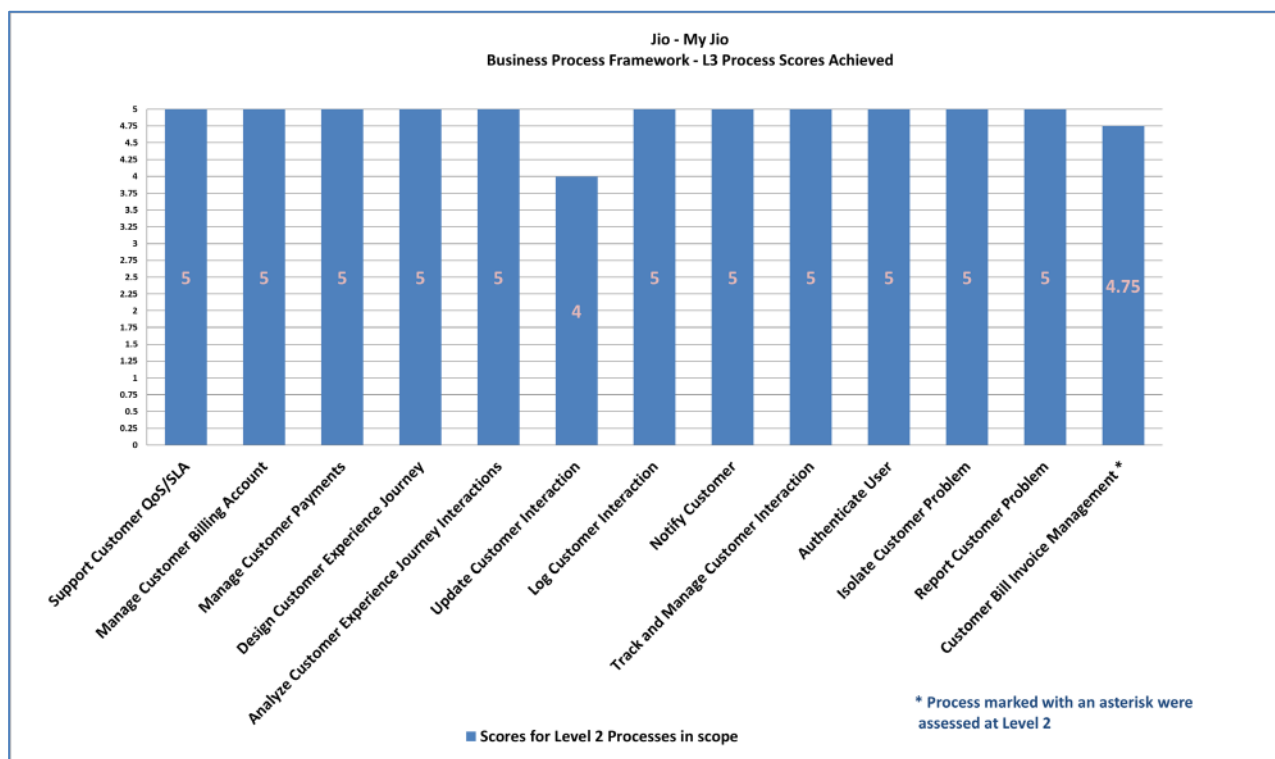


Figure 8- MyJio--eTOM Scores Awarded (Chart)

6 Information Framework Assessment Overview

6.1 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.

6.2 Scope of Conformance Certification (SID)

Jio - MyJio	
Customer Domain = 7 ABEs	
Customer Domain	
	Customer Party Roles ABE
	Customer Problem ABE
	Applied Customer Billing Rate ABE
	Customer Bill ABE (de-scoped)
	Customer Billing Statistic ABE
	Customer Payment ABE
	Customer Product Order ABE

Figure 9 - MyJio–SID ABEs Certification Scope (List)

6.3 Detailed Conformance Mapping Summary (SID)

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
Customer Party Roles ABE	Customer			ABE	Y	customerID	
Customer Party Roles ABE		customerRank	Customer	CE	Y		
Customer Party Roles ABE		status	PartyRole	CR	Y		subscription Type
Customer Party Roles ABE		validFor	PartyRole	CR	Y		activationDate
Customer Party Roles ABE		description	RootEntity	CO	Y		contactDetails
Customer Party Roles ABE		ID	RootEntity	CR	Y		customerID
Customer Party Roles ABE		name	RootEntity	CO	Y		firstName
Customer Problem ABE				ABE	Y		
Customer Problem ABE	CloseCustomerProblemSummary			DE	Y	QueryCustomerProblem	
Customer Problem ABE		closeDate	CloseCustomerProblemSummary	DR	Y		resolutionDate
Customer Problem ABE		description	CloseCustomerProblemSummary	DO	Y		description
Customer Problem ABE		ID	CloseCustomerProblemSummary	DO	Y		problemRefNo
Customer Problem ABE	CustomerProblem			CE	Y	FindCustomerProblem	
Customer Problem ABE		severity	CustomerProblem	CO	N		NA
Customer Problem ABE		description	BusinessInteraction	CR	Y		description
Customer Problem ABE		endDate	BusinessInteraction	CR	Y		estimatedResTime
Customer Problem ABE		ID	BusinessInteraction	CR	Y		problemRefNo
Customer Problem ABE		startDate	BusinessInteraction	CR	Y		raisedDate
Customer Problem ABE		status	BusinessInteraction	CR	Y		statusDesc
Applied Customer Billing Rate ABE				ABE	Y		
Applied Customer Billing Rate ABE	AppliedCustomerBillingCharge			CE	Y	CustomerBills	
Applied Customer Billing Rate ABE		date	AppliedCustomerBillingRate	CR	Y		billingPeriod
Applied Customer Billing Rate ABE		description	AppliedCustomerBillingRate	CO	Y		statementURL
Applied Customer Billing Rate ABE		ID	AppliedCustomerBillingRate	CO	Y		billNo
Applied Customer Billing Rate ABE		quantity	AppliedCustomerBillingRate	CR	Y		totalBillAmount
Applied Customer Billing Rate ABE	AppliedCustomerBillingCredit			CO	Y	BillingCreditDetails	
Applied Customer Billing Rate ABE		date	AppliedCustomerBillingRate	CR	Y		billingPeriod
Applied Customer Billing Rate ABE		description	AppliedCustomerBillingRate	CO	Y		type
Applied Customer Billing Rate ABE		ID	AppliedCustomerBillingRate	CO	Y		billNo
Applied Customer Billing Rate ABE		quantity	AppliedCustomerBillingRate	CR	Y		creditLimit
Applied Customer Billing Rate ABE	AppliedCustomerBillingProductCharge			DE	Y	Customerbills	
Applied Customer Billing Rate ABE		date	AppliedCustomerBillingRate	DR	Y		billingPeriod
Applied Customer Billing Rate ABE		description	AppliedCustomerBillingRate	DO	Y		statementURL
Applied Customer Billing Rate ABE		ID	AppliedCustomerBillingRate	DO	Y		billNo
Applied Customer Billing Rate ABE		quantity	AppliedCustomerBillingRate	DR	Y		currentCharges
Applied Customer Billing Rate ABE	AppliedCustomerBillingProductOneTimeCharge			DE	Y	BillingCreditDetails	
Applied Customer Billing Rate ABE		date	AppliedCustomerBillingRate	DR	Y		billingPeriod
Applied Customer Billing Rate ABE		description	AppliedCustomerBillingRate	DO	Y		type
Applied Customer Billing Rate ABE		ID	AppliedCustomerBillingRate	DO	Y		billNo
Applied Customer Billing Rate ABE		quantity	AppliedCustomerBillingRate	DR	Y		securityDeposit
Applied Customer Billing Rate ABE	AppliedCustomerBillingProductRecurringCharge			DE	Y	BillingDetails	
Applied Customer Billing Rate ABE		periodCoverage	AppliedCustomerBillingProductRecurringCharge	DO	N		NA
Applied Customer Billing Rate ABE		date	AppliedCustomerBillingRate	DR	Y		validityFrom
Applied Customer Billing Rate ABE		description	AppliedCustomerBillingRate	DO	Y		authorizedPaymentMethod
Applied Customer Billing Rate ABE		ID	AppliedCustomerBillingRate	DO	Y		urnrNo
Applied Customer Billing Rate ABE		quantity	AppliedCustomerBillingRate	DR	Y		amountLimit
Applied Customer Billing Rate ABE	AppliedCustomerBillingProductUsageRate			CE	Y	UsageSummary	
Applied Customer Billing Rate ABE		periodCoverage	AppliedCustomerBillingProductUsageRate	CO	Y		usageDuration
Applied Customer Billing Rate ABE		date	AppliedCustomerBillingRate	CO	Y		transDate
Applied Customer Billing Rate ABE		description	AppliedCustomerBillingRate	CO	Y		serviceSpec
Applied Customer Billing Rate ABE		ID	AppliedCustomerBillingRate	CO	Y		serviceSpec
Applied Customer Billing Rate ABE		quantity	AppliedCustomerBillingRate	CR	Y		usageDetails
Customer Bill ABE	CustomerBill			ABE	?		
Customer Billing Statistic ABE				ABE	Y		
Customer Billing Statistic ABE	ChargeAccumulatedForUsageCharacteristicSum			CE	Y	BillsSummary	
Customer Billing Statistic ABE		statisticForPeriod	CustomerBillingStatistic	CR	Y		totalBillAmount
Customer Billing Statistic ABE	CustomerBillingAccountChargesSum			DE	Y	BillsSummary	
Customer Billing Statistic ABE		statisticForPeriod	CustomerBillingStatistic	DR	Y		currentCharges
Customer Billing Statistic ABE	CustomerBillingAccountChargesSumSpec			DE	Y	BillsSummary	
Customer Billing Statistic ABE		description	CustomerBillingStatisticSpec	DO	Y		chargeSummary
Customer Billing Statistic ABE		name	CustomerBillingStatisticSpec	DR	Y		monthly_charges
Customer Billing Statistic ABE		status	CustomerBillingStatisticSpec	DR	N		NA
Customer Billing Statistic ABE		validFor	CustomerBillingStatisticSpec	DR	N		NA
Customer Billing Statistic ABE	CustomerBillingProductChargeSum			DE	Y	BillsSummary	
Customer Billing Statistic ABE		statisticForPeriod	CustomerBillingStatistic	DR	Y		currentCharges
Customer Billing Statistic ABE	CustomerBillingProductChargeSumBalance			DE	Y	BillsSummary	
Customer Billing Statistic ABE		value	CustomerBillingProductChargeSumBalance	DR	Y		excessBalance
Customer Billing Statistic ABE		validFor	CustomerBillingStatisticBalance	DR	N		NA
Customer Payment ABE				ABE	Y		
Customer Payment ABE	CustomerPayment			CE	Y	GetAccountStatement	
Customer Payment ABE		amount	PartyPayment	CR	Y		debitAmount
Customer Payment ABE		date	PartyPayment	CO	Y		transDate
Customer Payment ABE		description	PartyPayment	CO	N		NA
Customer Payment ABE		direction	PartyPayment	CO	N		NA
Customer Payment ABE		ID	PartyPayment	CR	N		NA
Customer Payment ABE		remainingAmount	PartyPayment	CO	N		NA
Customer Payment ABE		status	PartyPayment	CO	Y		modeOfPayment
Customer Payment ABE	CustomerPaymentItem			DE	Y		
Customer Payment ABE		appliedAmount	CustomerPaymentItem	DO	N		NA
Customer Product Order ABE				ABE	Y		
Customer Product Order ABE	CustomerProductOrder			CE	Y	QueryOrder	
Customer Product Order ABE		assignedPriority	ProductOrder	CO	N		NA
Customer Product Order ABE		assignedResponsibility	ProductOrder	CO	N		NA
Customer Product Order ABE		dueDate	ProductOrder	CO	N		NA
Customer Product Order ABE		expectedCompletionDate	ProductOrder	CO	Y		estimatedCompletionDateTime
Customer Product Order ABE		purchaseOrderNumber	ProductOrder	CO	Y		orderReferenceNo
Customer Product Order ABE		requestedCompletionDate	ProductOrder	CO	Y		appointmentDateTimeFrom
Customer Product Order ABE		requestedStartDate	ProductOrder	CO	Y		appointmentDateTimeTo
Customer Product Order ABE		status	ProductOrder	CO	Y		orderStatus
Customer Product Order ABE		type	ProductOrder	CO	Y		orderType
Customer Product Order ABE		validFor	ProductOrder	CO	N		NA
Customer Product Order ABE		description	RootEntity	DO	Y		orderScenario
Customer Product Order ABE		ID	RootEntity	DR	Y		orderNo
Customer Product Order ABE		name	RootEntity	DO	Y		orderType
Customer Product Order ABE	CustomerProductOrderItem			DE	Y		
Customer Product Order ABE		status	ProductOrderItem	DO	Y		orderStatus

Figure 10 - MyJio- SID mappings

6.4 Information Framework Conformance Results (List)

Jio - MyJio		
Customer Domain = 7 ABEs		ABE Conformance Score Adoption
Customer Domain		
	Customer Party Roles ABE	10.0 Full Conformance
	Customer Problem ABE	8.8 Very High Conformance
	Applied Customer Billing Rate ABE	8.9 Very High Conformance
	Customer Bill ABE	de-scoped
	Customer Billing Statistic ABE	9.4 Very High Conformance
	Customer Payment ABE	7.5 High Conformance
	Customer Product Order ABE	7.5 High Conformance

Figure 11 - MyJio–SID ABEs Certification Scores Achieved (List)

6.5 Information Framework Conformance Results (Graph)

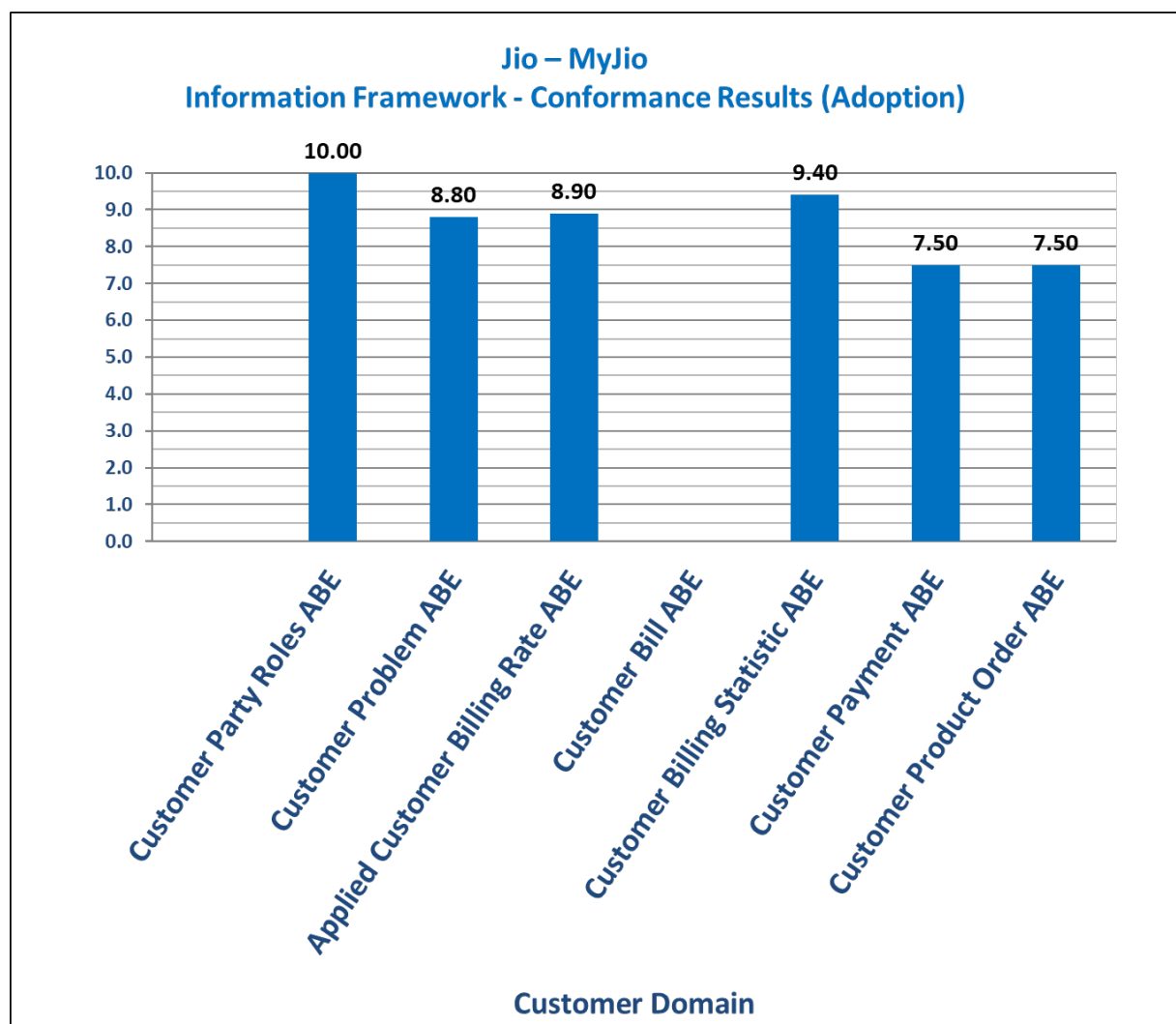


Figure 12 - MyJio–SID ABEs Certification Scores Achieved (Graph)

6.5.1 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.

6.5.2 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 13 - TM Forum Information Framework Adoption Conformance - Scoring Rules

6.5.3 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.