NTS RETAIL

Self-Assessment Process Mapping Report

1.5.4 - RM&O Support & Readiness

NTS Retail suite v. X5

TM Forum Frameworx Certification
Business Process Framework (eTOM) Release 16.5
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NTS Retail is applying for Conformance Certification for its NTS Retail suite v. X5 software product. This document maps Business Process Framework (eTOM) processes as supported by this software.

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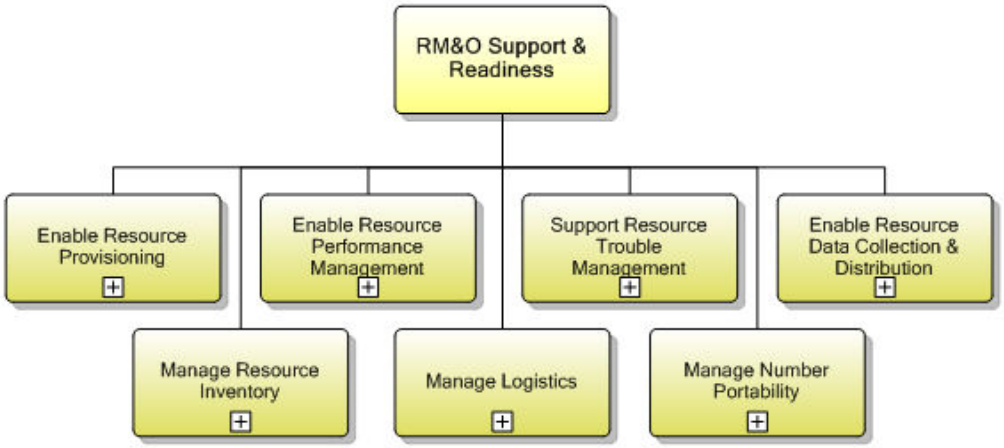

Figure 1 1.5.4 RM&O Support & Readiness decomposition

Process Identifier: 1.5.4

Brief Description

Manage resource infrastructure to ensure that appropriate application, computing and network resources are available and ready to support the Fulfillment, Assurance and Billing processes in instantiating and managing resource instances, and for monitoring and reporting on the capabilities and costs of the individual FAB processes.

Extended Description

RM&O Support & Readiness processes are responsible for managing resource infrastructure to ensure that appropriate application, computing and network resources are available and ready to support the Fulfillment, Assurance and Billing processes in instantiating and managing resource instances, and for monitoring and reporting on the capabilities and costs of the individual FAB processes.

Responsibilities of these processes include but are not limited to:

Supporting the operational introduction of new and/or modified resource infrastructure and conducting operations readiness testing and acceptance

- Managing planned outages
- Managing and ensuring the ongoing quality of the Resource Inventory
- Analyzing availability and performance over time on resources or groups of resources, including trend analysis and forecasting
- Demand balancing in order to maintain resource capacity and performance
- Performing pro-active maintenance and repair activities
- Establishing and managing the workforce to support the eTOM processes
- Managing spares, repairs, warehousing, transport and distribution of resources and consumable goods.
- Conducting Vulnerability Management
- Conducting Threat Assessments
- Conducting Risk Assessments
- Conducting Risk Mitigation
- Conducting Secure Configuration Activities.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1 1.5.4.6 – Manage Logistics

Process Identifier: 1.5.4.6

Brief Description

Manage and control warehousing, stock level management, physical distribution and transport of purchased resources and consumable goods.

Extended Description

The responsibility of the Manage Logistics processes is twofold - manage and control warehousing, stock management, physical distribution and transport of purchased resources and consumable goods, and monitoring, managing and reporting on the capability of the Manage Logistics processes.

These processes are applicable for both resources managed by the processes in the Resource-Ops processes as well as the myriad of consumable goods used by the enterprise in its day-to-day activities, such as paper, stationery, etc.

These processes manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the other parties. In addition, these processes are responsible for initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate party management processes.

These purchased items may be temporarily stored in enterprise, vendor or third party managed warehouses before being delivered to smaller distribution points, or being delivered direct to site. Or alternatively they may be delivered directly to site from specific party's facilities.

These processes are responsible for determining the distribution path for individual resources and consumable goods.

These processes are responsible for the internal operational processes associated with managing a warehouse including aspects such as yard management, dock management, pick management, etc. These processes track all goods stored in the warehouse from the time of inward delivery to outwards dispatch.

These processes manage the co-ordination and control of transport infrastructure, including land, air and sea transport capabilities. The transport may be owned and managed by the enterprise, the vendor

or a third-party. Different parties may be responsible for different aspects of the overall end-end transport requirements, i.e., a vendor may deliver to a warehouse, and another party from the warehouse to site. These processes are responsible for determining truck loads, distribution routes, etc.

To the extent that the above processes are managed by other party, the enterprise processes are responsible for initiating requests, and for monitoring, tracking and reporting on the operation of the other party.

Each of the above processes has sub-processes responsible for:

- Managing the registration and access control processes that enable enterprise processes to create, modify, update, delete and/or download individual requests into other party systems associated with any of the above processes
- Managing the registration and access control processes that enable other party processes to create, modify, update, delete and/or download relevant details into enterprise systems associated with any of the above processes
- Managing of issuing and re stocking of spares
- Tracking and monitoring of the usage of, and access to, the specific process and associated costs of the specific processes, and reporting on the findings
- Identifying any technical driven shortcomings of the specific automated support capabilities, and providing input to Resource Development & Management processes to rectify these issues.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.1 1.5.4.6.1 - Manage Warehousing

LEVEL 4 PROCESS MAPPING DETAILS 1.5.4.6.1 - Manage Warehousing
Brief Description Manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the specific party. **Extended description** • Manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the other parties. • Determining the distribution path for individual resources and consumable goods. • Responsible for the internal operational processes associated with managing a warehouse including aspects such as yard management, dock management, pick management, etc.

Qualifier: *AM*

Mapping Description:

The warehouse and intra logistics system provides an autonomous, resource planning solution for the central management of the entire branch logistics and stock management.

The central warehouse management functionality allows for optimized stock levels in the locations. The correct order quantities are automatically calculated for the goods assigned to each location.

A location can be e.g. the central warehouse, a regional warehouse or a shop.

The goods can be distributed from the central or regional warehouse via the push or pull principle.

With the push principle, either preconfigured allocation algorithms (e.g. based on sales history) or freely definable calculation formulas can be used for generating the allocations suggestions. The allocations suggestions can be changed before they are converted to orders and being performed.

With the pull principle, orders are created in the stores and sent to the central. At the central an optional order consolidation may take place to optimize the delivery times and reduce transportation costs.

The central monitoring and control of goods transfers among the locations ensures coordinated goods transfers. Goods transfer requests are created at headquarters. This can be a request for a warehouse return of goods or a shipment to a different location.

Stocktakes can be performed either over the whole inventory or only for a part of the inventory.

Stocktake orders can be created at headquarters and assigned to the branch. Headquarters are able to monitor the stocktake progress in the branch and can confirm or reject counting results.

Orders of own or partner stores can be performed via the goods picking functionality.

Supporting Evidence:

Manuals -

NTS_central_logistics_X5_user_manual_en.pdf -

7.1.2 Performing a stock addition

7.1.4 Performing a stock removal

7.4 PICKING ORDERS TAB

9 STOCKTAKE MODULE

12 ALLOCATION MODULE

13 STOCKTAKE MANAGEMENT MODULE

14.1 PENDING TRANSFER REQUISITIONS TAB

Screenshots –

15461_1.png, 15461_2.png, 15461_3.png, 15461_4.png, 15461_5.png, 15461_6.png, 15461_7.png, 15461_8.png

1.1.2 1.5.4.6.2 - Manage Orders

LEVEL 4 PROCESS MAPPING DETAILS 1.5.4.6.2 – Manage Orders
Brief Description Initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate party management processes. Sales Channels managed by these processes include retail storefronts, e.g. a third-party retailer or an enterprise's own storefront, various web sites or ISPs, B2B marketplaces or direct relationships with external parties, distributors for that product family, account teams, outbound calling teams, direct sales teams, etc. **Extended description** These processes are responsible for initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate party management processes.

Qualifier: *AM*

Mapping Description*:*

The warehouse and intra logistics system provides the possibility to create orders for stock managed goods to external suppliers or any other location of the company. A location can be a logical entity like e.g. headquarters, a central or local warehouse or a shop.

Order proposals can be generated automatically based on a variety of ordering criteria and order forms are printed out automatically upon completing the process. All pending, overdue and already commissioned deliveries as well as partial deliveries are displayed in a structured way and provide a way to monitor the progress and status of each order and order item. Accordingly, stock additions can be done for open order items.

Reporting of open order status is possible in the Reporter tool with a dedicated report which shows the open orders with its status.

Supporting Evidence:

Report example *–*

Order Status Report.pdf

Material -

NTS_store_logistics_product_data_sheet.en.pdf

Manuals -

NTS_central_logistics_X5_user_manual_en.pdf –

5. Order Module

15462_1.png, 15462_2.png, 15462_3.png, 15462_4.png, 15462_5.png

1.1.3 1.5.4.6.3 - Track and Monitor Logistics and Manage Resource Inventory

LEVEL 4 PROCESS MAPPING DETAILS 1.5.4.6.3 - Track and Monitor Logistics and Manage Resource Inventory
Brief Description Tracking and monitoring of the usage of, and access to, the specific process and associated costs of the specific processes, and reporting on the findings. **Extended description** Managing the registration and access control processes that enable supplier and/or third-party processes to create, modify, update, delete and/or download relevant details into inventory systems associated with any of the above processes.

Qualifier: *AM*

Mapping Description*:*

For tracking and monitoring the intra-logistics processes the NTS logistics application provides various views, where the status of goods movement orders/requisitions can be checked.

Monitoring e.g. the internal shop to shop transfers can be done via the Monitoring and steering module of the NTS logistics application. All transfers of goods in between the locations (e.g. shops) of the chain can be monitored there. Special user rights are necessary to access these monitoring and tracking views for all locations. Furthermore, the tracking and monitoring of a shop to shop transfer can also be done via the shop to shop transfer module by the participating parties (e.g. shops).

Reporting possibilities are provided via the NTS management information system (e.g. stock turnover rate report, average stock level report, number of goods movement report etc.) and the NTS reporter application.

Information coming from external suppliers can be integrated via the NTS commerce platform. The registration and access control is done via the NTS backoffice webservice configuration or NTS interface configuration.

Digital delivery notes (DBOD – digital bill of delivery) from third parties/external suppliers are integrated into the system via the NTS commerce platform. Based on these digital delivery notes goods additions are facilitated and (partly) automated.

Updates of stock levels for external inventories that are managed by third party systems are integrated in NTS Retail. These stock levels are used inside the NTS warehouse solution e.g. for calculation of allocations or other stock level look-up functionalities inside the retail chain.

Supporting Evidence:

Manuals -

NTS_central_logistics_X5_user_manual_en.pdf -

5.3.1.2 Table columns (especially column “Status”)

7.6. Transfers Tab

14 Monitoring and Control Module

Screenshots –

15463_1.png, 15463_2.png, 15463_3.png, 15463_4.png

Diagrams –

15463_5.png

1.1.4 1.5.4.6.4 - Identify Logistic Issues and Provide Reports

LEVEL 4 PROCESS MAPPING DETAILS 1.5.4.6.4 - Identify Logistic Issues and Provide Reports
Brief Description Identifying any technical driven shortcomings of logistic processes and provide the report to resource development and management processes. **Extended description** Identifying any technical driven shortcomings of the specific automated support capabilities, and providing input to Resource Development & Management processes to rectify these issues.

Qualifier: *AM*

Mapping Description*:*

NTS logistics application provides various functionalities to identify logistics issues on a logical level and to provide reports of what is wrongly configured.

For the replenishment processes, the validation for completeness of allocation templates provides a way to assure that all required article/location combinations are going to be considered during the automatic allocation generation process. If there are any combinations missing, a report of the missing combinations is shown.

To assure data integrity inside the goods posting logic and the stock levels, consistency check routines are provided. This ensures that any possible technical shortcomings can be detected, reported and a solution can be developed.

The replenishment runs provide reports/logs regarding missing configurations or any other errors that occurred during the runs. These reports/logs can be viewed by the logistic management and they can take measures to correct these problems.

The NTS operations manager provides monitoring, detection and notification of technical shortcomings on all levels of the technical infrastructure like servers, databases, interfaces and web services.

Supporting Evidence:

Manuals -

NTS_central_logistics_X5_user_manual_en.pdf –

12.1.6 Validating an allocation template for completeness

12.6.2 Calling up the allocation formula history

Material –

NTS_operations_manager_product_data_sheet_en.pdf

NTS_operations_manager_presentation_en.pdf

Screenshots -

15464_1.png, 15464_2.png, 15464_3.png, 15464_4.png, 15464_5.png