

Frameworkx Conformance Certification Scoring Guidelines

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The Business Process Framework Conformance scores are awarded for each Level 3 process submitted in scope.

The Level 3 scores are derived/calculated based on the levels of conformance for the underlying Level 4 processes for which mapping support is provided in the assessment. As such, levels of conformance to the Level 4 processes is also provided in the Certification Report.

However, mapping support can also be provided for L3 processes if the member chooses to do so, this is allowed whenever the Level-3 process includes a relevant and detailed enough (textual) description of the process in the form of implied tasks reflecting all the L4 process constituents. It is also possible and necessary to provide mappings against Level-3 processes whenever there are no decomposed elements at Level-4.

The following slides provide an overview of the scoring guidelines.

Framework Conformance Scoring Guidelines		
Business Process Framework (eTOM): Conformance Scoring Guidelines		
Process Level	Conformance Score	Qualifier
Level 1 Process	Not applicable	<i>Conformance Assessment shall not be carried out at this process level.</i>
Level 2 Process	Not applicable	<i>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.</i>
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3.1* & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. If a Level 3 process has not been decomposed to Level 4 processes, the Level score is awarded according to alignment to the Level 3 defined Implied Tasks.
Level 4 Process	Level of conformance is calculated as input to parent Level 3 Process Score	<i>Levels of conformance are calculated for Level 4 processes according to alignment to the individual implied tasks. Level 4 scores are summed and averaged to given an overall score for the parent Level 3 process.</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.		

Framework Conformance Scoring Guidelines Business Process Framework (eTOM): Conformance Scoring Guidelines

Additional Notes

Note 1 - Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 1 processes.

Note 2 - Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.

Note 3 - The Conformance Assessment shall be carried out at process level 3. For each Level 3 process, conformance shall be deduced according to the support for the process implied tasks, as decomposed and described in the underlying Level 4 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 4 processes/Implied Tasks. This provides finer granularity of scoring than in Assessment prior to Framework 12.0 based Assessments.

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. This note specifically applies to Product & Solution Assessments.

Note 5 - Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.

- The Information Framework Conformance scores are granted based on the detailed scoring guidelines described in the following slides.
- Scoring is supported for the Information Framework, based on defined conformance “Adoption” criteria for each ABE submitted for assessment

Information Framework Adoption - Conformance Scoring

- To recognize the overall adoption of the Information Framework SID, the Adoption Scoring system replaces the previous Maturity scoring which was used since the launch of the Framework Conformance Program and until the end of 2017. The decision to move to the “Adoption” scoring method and deprecate the former “Maturity” scoring method is justified on the basis of simplification; a single scoring method makes it easier to understand the conformance scores and interpret thereby the level of conformance.
- 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 & optional attributes for both category of entity.

Information Framework Adoption - Conformance Scoring

- 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 the table in the following slide.
- Information Framework Adoption scores are granted based on the detailed scoring guidelines outlined in the tables on following slides.

Information Framework R17.0: Adoption Conformance Scoring Guidelines						
SID Component		Weighted Scoring Calculation				
Lowest Level ABE (ABE)		Equivalent – 1 score point				
Core Entity (CE)		Equivalent – 2 score points				
Core Entity Required Attribute (CR)		% equivalent * 2 [Must support min 50% of Required Attributes]				
Dependent Entity (DE)		% equivalent * 1.5				
Dependent Entities – Required Attributes (DR)		% equivalent * 1.5				
Core Entity – Optional Attributes (CO)		% equivalent * 1.2				
Dependent Entity – Optional Attributes (DO)		% 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]
<p>NOTES:</p> <ol style="list-style-type: none"> The score values for each SID component are added together to get the overall Adoption Conformance score. 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. 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). 						

Timelines and staffing requirements for a Conformance Assessment:

Timelines, staffing and budget requirements are all dependent on the scope/size of the assessment i.e. number of Business Process Framework (eTOM) Level 3 processes and Information Framework (SID) ABEs (Aggregate Business Entities) submitted for assessment.

- **Timelines:** Average timeline is 10 weeks, but this depends on the size of scope of processes and ABEs.
- **Plan:** A Conformance Assessment plan is proposed by TM Forum based on scope size and the organization's inputs/specific needs in terms of staffing availability, desired completion date etc. The assessment plan is mutually agreed accordingly.
- **Staffing Requirements:** Expectation is for at least one technical contact. It is desirable to have one business process expert for eTOM assessment and one information/data modeler for SID assessment. Depending on assessment scope size and organizations structure, it may help to have additional product and Framework SMEs within organisation to support the assessment.

For more detailed information on Frameworkx Conformance Certification, please contact:

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