

# Framework 13.0 Product Conformance Certification Report

**DGIT  
TELFLOW  
Version 3**

**May 2014  
Version 1.0**





## Table of Contents

List of Figures.....	4
List of Tables.....	5
1 Introduction.....	6
1.1 Executive Summary .....	6
2 Product Functionality/Capability Overview .....	7
2.1 DGIT Telflow – Product Overview .....	7
3 Business Process Framework Assessment Overview .....	8
3.1 Mapping Technique Employed.....	8
3.2 Business Process Framework Level 2 Process Scope .....	9
3.3 Product Scope.....	12
4 Business Process Framework – Process Mapping Descriptions .....	13
4.1 L2: Order Handling (1.1.1.5) .....	13
4.1.1 L3: Determine Customer Order Feasibility (1.1.1.5.1) .....	15
4.1.2 L3: Authorize Credit (1.1.1.5.2) [Not Assessed] .....	17
4.1.3 L3: Track & Manage Customer Order Handling (1.1.1.5.4) .....	17
4.1.4 L3: Complete Customer Order (1.1.1.5.5) .....	24
4.1.5 L3: Issue Customer Orders (1.1.1.5.6) .....	26
4.1.6 L3: 1.1.1.5.7 - Report Customer Order Handling [Not Assessed] .....	30
4.1.7 L3: Close Customer Order (1.1.1.5.8) .....	30
4.1.8 Supporting Evidence References (Works Cited).....	32
4.1.9 Detailed Conformance Result.....	33
4.2 L2: Customer Interaction Management (1.1.1.18).....	34
4.2.1 L3: Create Customer Interaction (1.1.1.18.1) [Not Assessed].....	36
4.2.2 L3: Update Customer Interaction (1.1.1.18.2) [Not Assessed].....	36
4.2.3 L3: Close Customer Interaction (1.1.1.18.3) [Not Assessed].....	36
4.2.4 L3: Log Customer Interaction (1.1.1.18.4) [Not Assessed].....	36
4.2.5 L3: Notify Customer (1.1.1.18.5) [Not Assessed] .....	36
4.2.6 L3: Track and Manage Customer Interaction (1.1.1.18.6) [Not Assessed].....	36
4.2.7 L3: Report Customer interaction (1.1.1.18.7) [Not Assessed].....	36
4.2.8 L3: Authenticate User (1.1.1.18.8) [Not Assessed].....	36



4.2.9	L3: Customer Interface Management (1.1.1.18.9) .....	37
4.2.10	Supporting Evidence References (Works Cited).....	55
4.2.11	Detailed Conformance Result.....	56
4.3	L2: S/P Interface Management (1.1.4.6) .....	57
4.3.1	L3: Manage S/P Requests (Including Self Service) (1.1.4.6.1) .....	59
4.3.2	L3: Analyze & Report S/P Interactions (1.1.4.6.2) [Not Assessed] .....	67
4.3.3	L3: Mediate & Orchestrate Supplier/Partner Interactions (1.1.4.6.3) .....	67
4.3.4	Supporting Evidence References (Works Cited).....	74
4.3.5	Detailed Conformance Result.....	75
4.4	L2: Product & Offer Development & Retirement (1.2.1.5).....	76
4.4.1	L3: Gather & Analyze New Product Ideas (1.2.1.5.1) [Not Assessed] .....	78
4.4.2	L3: Assess Performance of Existing Products (1.2.1.5.2) [Not Assessed] .....	78
4.4.3	L3: Develop New Product Business Proposal (1.2.1.5.3) [Not Assessed] .....	78
4.4.4	L3: Develop Product Commercialization Strategy (1.2.1.5.4) [Not Assessed].....	78
4.4.5	L3: Develop Detailed Product Specifications (1.2.1.5.5) .....	78
4.4.6	L3: 1.2.1.5.6 - Manage Product Development [Not Assessed].....	87
4.4.7	L3: 1.2.1.5.7 - Launch New Products [Not Assessed] .....	87
4.4.8	L3: 1.2.1.5.8 - Manage Product Exit [Not Assessed].....	87
4.4.9	Supporting Evidence References (Works Cited).....	88
4.4.10	Detailed Conformance Result.....	89
5	Information Framework Assessment Overview .....	90
5.1	Mapping Technique Employed.....	90
5.2	Information Framework Assessment - ABE Scope .....	90
5.3	Product Scope.....	92
6	Framework Conformance Result.....	93
6.1	Business Process Framework – Scoring Rules .....	93
6.2	Business Process Framework – Conformance Result Summary.....	94
6.3	Business Process Framework – Detailed Conformance Results.....	96
6.4	Information Framework – Scoring Rules .....	99
6.5	Information Framework – Conformance Result Summary .....	100
6.6	Information Framework – Detailed Conformance Result .....	101



## List of Figures

Figure 3-1 SIP Level 2 process coverage for DGIT' Telflow Assessment .....	9
Figure 3-2 Operations Level 2 process coverage for DGIT' Telflow Assessment .....	10
Figure 3-3 Level 3 process coverage for DGIT' Telflow Assessment .....	11
Figure 3-4 Telflow Product Scope .....	12
Figure 4-1 Order Handling decomposition into level 3 processes .....	13
Figure 4-2: Determine Customer Order Feasibility decomposition into level 4 processes.....	15
Figure 4-3: Track & Manage Customer Order Handling decomposition into level 4 processes.....	17
Figure 4-4: Issue Customer Orders decomposition into level 4 processes.....	26
Figure 4-5: Customer Interaction Management decomposition into level 3 processes.....	34
Figure 4-6: Customer Interface Management decomposition into level 4 processes.....	37
Figure 4-7: Manage Contact decomposition into level 4 processes. ....	39
Figure 4-8: Manage Request (Including Self Service) decomposition into level 4 processes.....	42
Figure 4-9: Analyze & Report on Customer decomposition into level 4 processes. ....	47
Figure 4-10: S/P Interface Management decomposition into level 3 processes. ....	57
Figure 4-11: Manage S/P Requests (Including Self Service) decomposition into level 4 processes.....	59
Figure 4-12: Mediate & Orchestrate Supplier/Partner Interactions decomposition into level 4 processes .....	67
Figure 4-13: Product & Offer Development & Retirement decomposition into level 3 processes. ....	76
Figure 4-14: Develop Detailed Product Specifications decomposition into level 4 processes. ....	78
Figure 5-1 Level 1 ABEs in scope for DGIT' Telflow Assessment .....	91
Figure 5-2 Telflow Solution Footprint: Product Scope for SID Assessment .....	92
Figure 6-1 TM Forum Business Process Framework: Conformance Scoring Rules .....	93
Figure 6-2 Business Process Framework: Conformance Result Summary [1/2] .....	94
Figure 6-3 Business Process Framework: Conformance Result Summary [2/2] .....	95
Figure 6-4 TM Forum Information Framework: Conformance Scoring Rules.....	99
Figure 6-5 Conformance Result Summary CBE & Product Domains.....	100



## List of Tables

Table 4-1 L2: 1.1.1.5 Order Handling - Level 3 & Level 4 Conformance Scores .....	33
Table 4-2 L2: 1.1.1.18 Customer Interaction Management - Level 3 & Level 4 Conformance Scores .....	56
Table 4-3 L2: 1.1.4.6 S/P Interface Management - Level 3 & Level 4 Conformance Scores .....	75
Table 4-4 L2: 1.2.1.5 Product & Offer Development & Retirement - Level 3 & Level 4 Conformance Scores ....	89
Table 6-1 Business Process Framework: Detailed Conformance Results .....	96
Table 6-2 Information Framework: Detailed Conformance Result.....	101



## 1 Introduction

### 1.1 Executive Summary

This document provides details of DGIT' self-assessment and TM Forum's Conformance Assessment of the **DGIT Telflow** product, against the following Framework 13.0 components:

- Business Process Framework Version 13.0
- Information Framework Version 13.0

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 13.0 according to the specific processes submitted in scope for the Assessment.
- Conformance to the Information Framework Release 13.0 Domains/Aggregate Business Entities according to the specific ABEs submitted in scope for the Assessment.



## 2 Product Functionality/Capability Overview

### 2.1 DGIT Telflow – Product Overview

Telflow is a service delivery platform for Telco and Cloud companies. It is designed to manage growth, change and complexity across an application ecosystem.

Telflow's stand out capability is the design time environment where new products, services and processes are created and managed with remarkable ease.

The primary benefits are cited as rapid time to market and very low change costs.

Telflow is also a modular and carefully componentised platform built around TM Forum Framework and best practices, allowing the platform to be utilised as a whole or in parts. The combination of Framework implementation and the stand out configurability of the platform results in an extensible and reusable Architecture, referred to as "Architecture as a Platform" by the Vendor.

#### **Framework Aligned Modelling**

Telflow uses editable and re-usable BPMN 2.0 process and has a very visual presentation of these in both the design time and run-time environments.

The dynamic data definitions in Telflow utilise the characteristic and entity specification message patterns of the TM Forum SID and expresses all data which is likely to change utilising these patterns. Data definitions are lifecycle managed in SID specification format using the Telflow Composer design time environment.

#### **Partner Orchestration and Integration**

The benefits of Telflow are not limited to service delivery within the organisation. Telflow implements TM Forum B2B2X and REST APIs allowing partners to be easily "plugged in" using OOTB capability for standards based partner integration. Telflow also provides a sophisticated Integration capability for proprietary partner interfaces.

A range of Digital Channels to Buyer and Supplier Partners are provided OOTB by Telflow, cleverly supported by the dynamic data driven approach. Telflow interacts with partners via Portal, Mobile Device and a range of B2B and API options. All digital channels operate with parity.

Further information is available from the vendor at [www.telflow.com](http://www.telflow.com) .



### 3 Business Process Framework Assessment Overview

#### 3.1 Mapping Technique Employed

Business Process Framework Level 3 descriptions are analyzed by looking for implied tasks. (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.

The Business Process Framework Level 3 descriptions are analyzed by looking for implied tasks. 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 process implied task:

- **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 4 processes, the mappings are provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being used, the process mappings are in that case provided against the Level 4 Brief/Extended descriptions.

**TM Forum Note 2:** Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 4 process descriptions (Brief & Extended).





### 3.2 Business Process Framework Level 2 Process Scope

The following figures represent the Business Process Framework Level 2 processes (high-lighted in blue) that were presented in scope for the assessment and that were assessed and support the corresponding Business Process Framework processes according to the results in Chapter 6 Framework Conformance.

#### Business Process Framework Level 2 Processes (SIP) - DGIT Telflow Scope

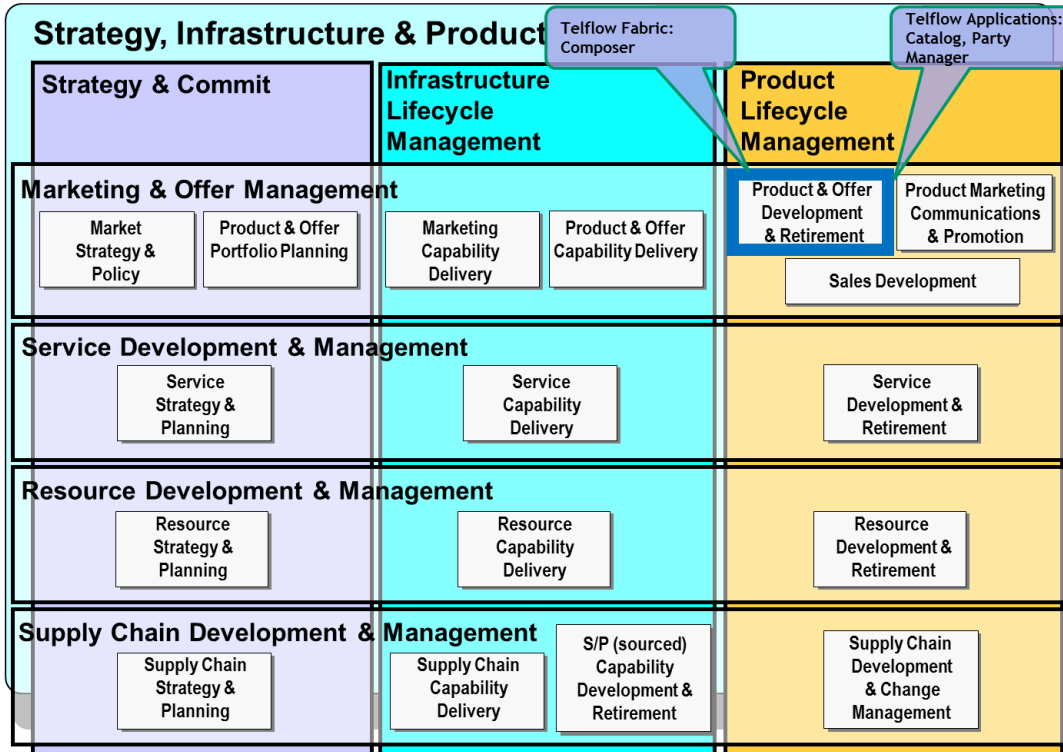


Figure 3-1 SIP Level 2 process coverage for DGIT' Telflow Assessment



**Business Process Framework Level 2 Processes (OPS) - DGIT Telflow Scope**

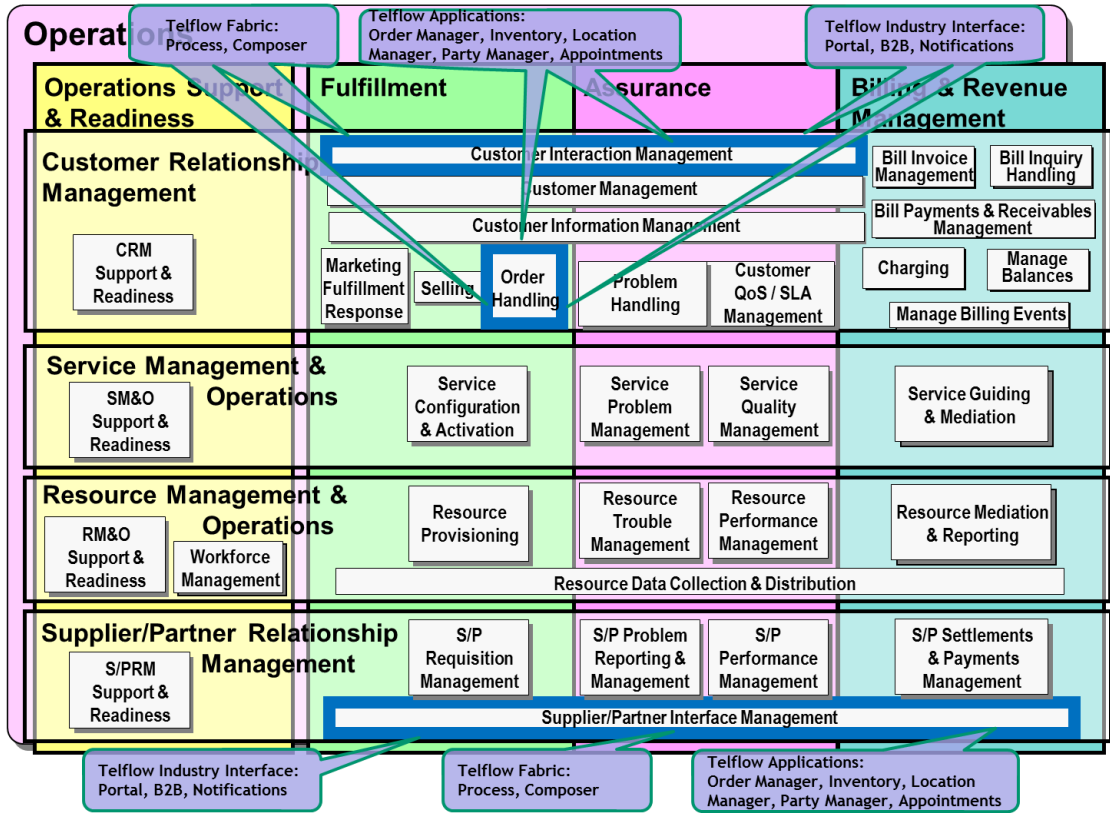


Figure 3-2 Operations Level 2 process coverage for DGIT Telflow Assessment



The following diagram identifies the number of Level 3 processes that were submitted for assessment, for each Level 2 process that was submitted in scope for the Assessment.

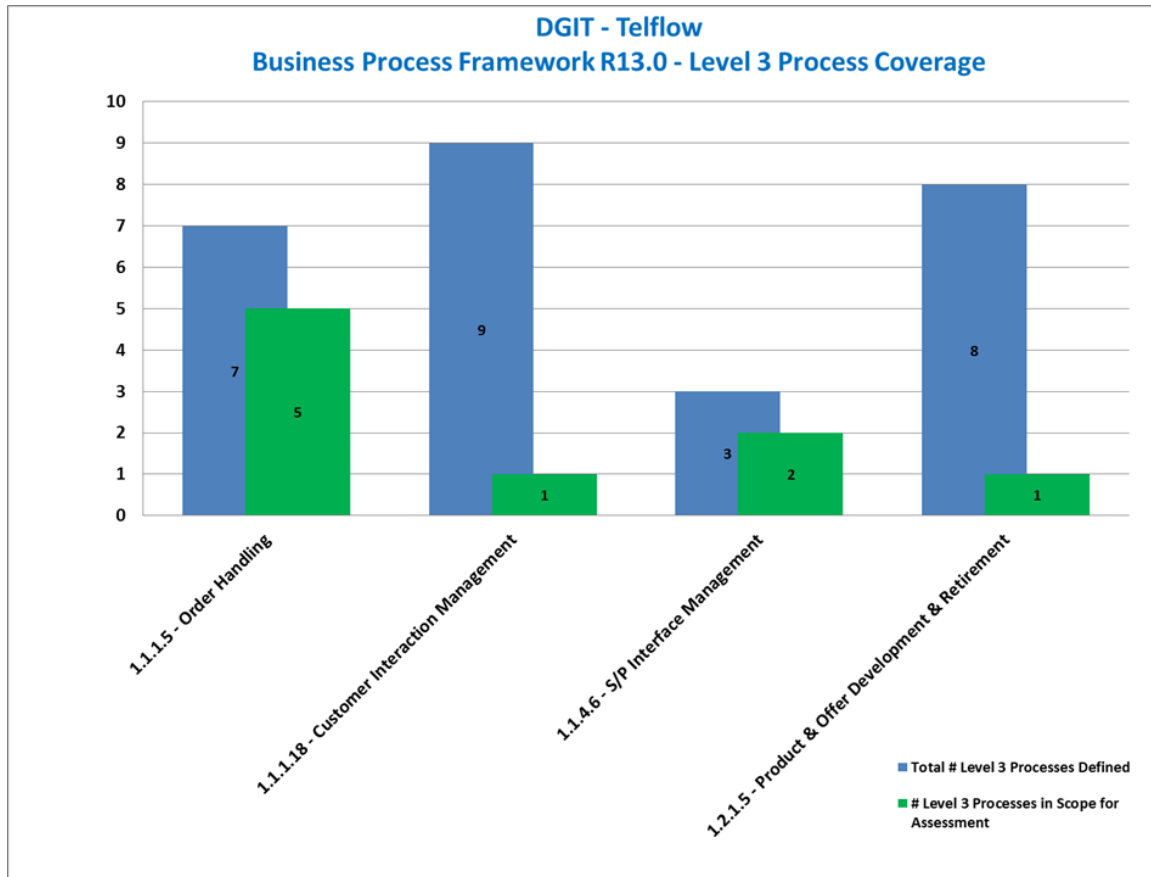


Figure 3-3 Level 3 process coverage for DGIT' Telflow Assessment



### 3.3 Product Scope

This diagram represents the DGIT Telflow product mapping to the Business Process Framework Level 2 processes that were submitted in scope for the Conformance Certification assessment.

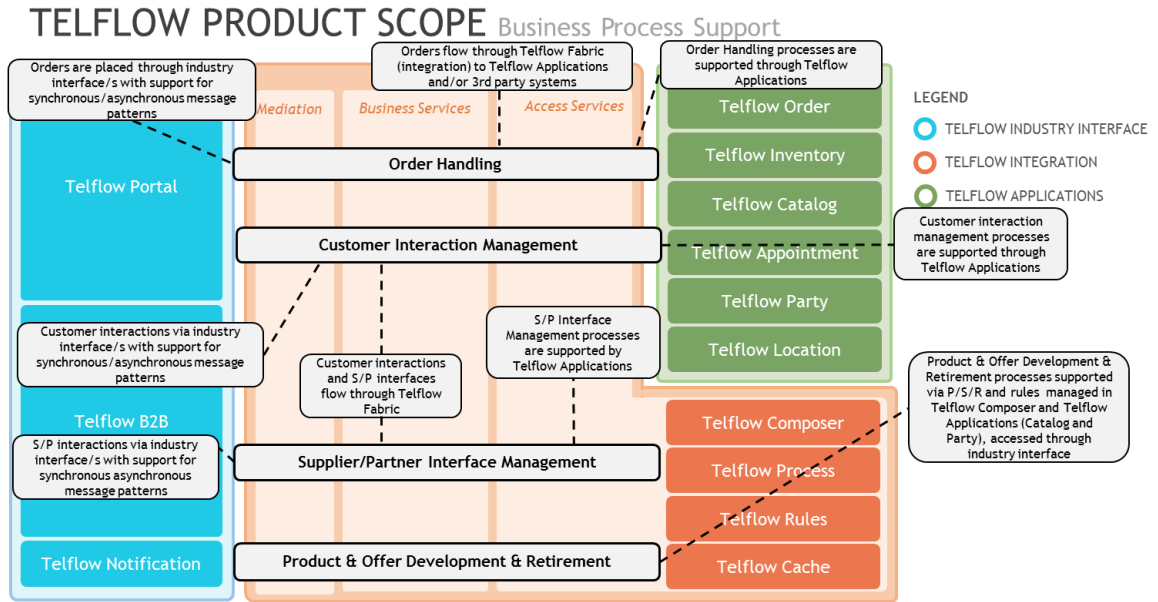


Figure 3-4 Telflow Product Scope



## 4 Business Process Framework – Process Mapping Descriptions

This section provides the Process Mapping output from DGIT’s Self-Assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for DGIT Telflow.

### 4.1 L2: Order Handling (1.1.1.5)

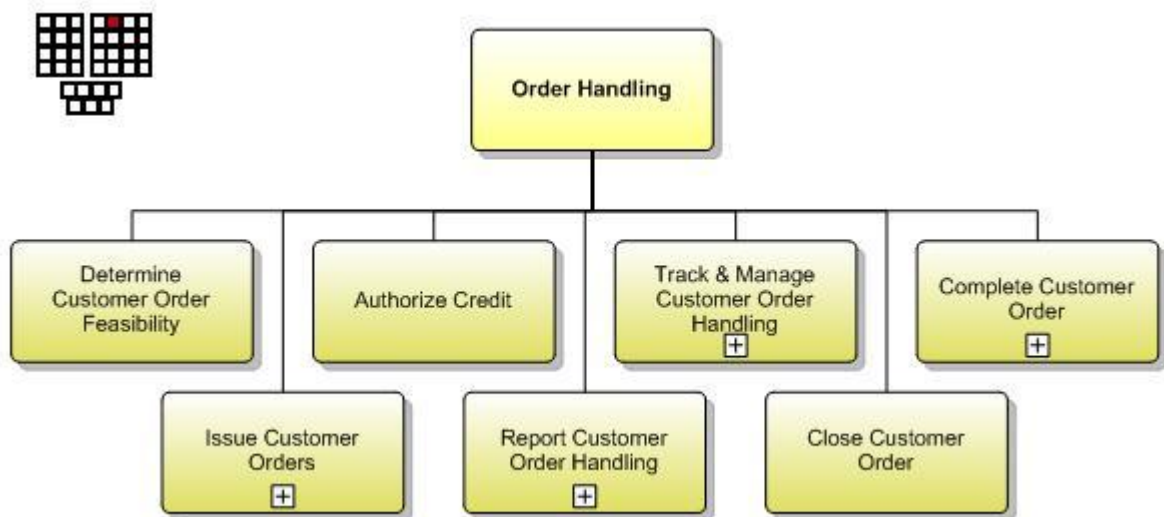


Figure 4-1 Order Handling decomposition into level 3 processes

**Process Identifier:** 1.1.1.5

#### Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

#### Brief Description

Responsible for accepting and issuing orders.

#### Extended Description

Order Handling processes are responsible for accepting and issuing orders. They deal with pre-order feasibility determination, credit authorization, order issuance, order status and tracking,



customer update on order activities and customer notification on order completion.

Responsibilities of the Order Handling processes include, but are not limited to:

- Issuing new customer orders, modifying open customer orders or canceling open customer orders;
- Verifying whether specific non-standard offerings sought by customers are feasible and supportable;
- Checking the credit worthiness of customers as part of the customer order process;
- Testing the completed offering to ensure it is working correctly;
- Updating of the Customer Inventory Database to reflect that the specific product offering has been allocated, modified or cancelled;
- Assigning and tracking customer provisioning activities;
- Managing customer provisioning jeopardy conditions; and
- Reporting progress on customer orders to customer and other processes.

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



**4.1.1 L3: Determine Customer Order Feasibility (1.1.1.5.1)**

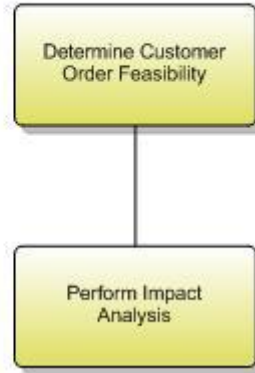
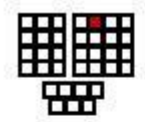


Figure 4-2: Determine Customer Order Feasibility decomposition into level 4 processes.

**Process Identifier:** 1.1.1.5.1

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

**4.1.1.1 L4: Perform Impact Analysis (1.1.1.5.1.1) – Mapping Details**

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.1.1 Perform Impact Analysis
<p><b>Brief Description</b></p> <p>Analyses the customer order for further impact particularly deals with RFCs (request for change).</p>
<p><b>Extended Description</b></p> <p>Not used for this process element.</p>
<p><b>Explanatory</b></p>



This process is used to determine the impact on feasibility of customer orders. After determination on feasibility of customer orders, impact analysis will detect the need of change. It determines the impact on customer solution service components.

#### **Mandatory**

**Analyses the customer order for further impact particularly deals with RFCs (request for change).**

#### **AM.**

Telflow manages the impact of a customer order, or change order at two stages of the process.

Firstly, verification rules can be modeled into each order (new, change or terminate), to ensure the data in the order submitted is in the required structure, with the mandatory information provided and that all the product rules have been met.

**[Telflow Composer Example]** – Slides 3-5, Specification and Characteristic Overview.

**[Telflow Composer Example]** – Slides 8-21, Creating a Technical Specification Example.

**[Telflow Composer Example]** – Slides 35-41, Specification Rules.

These verification rules can also ensure only feasible products can be ordered for a given customer location. The verification process is identical for new or change orders.

**[Telflow Order Example]** – Slides 5-9, Order Qualification and Submission Example.

**[Telflow Order Example]**- Slides 10-15, Submitting a Change Order Example.

Once a valid order is submitted, Telflow Process defines the tasks that will need to be completed to provision the order. These pre-defined processes may include tasks to assess resources, services or inventory available and may be automated system tasks or manual human tasks.

**[Telflow Order Example]** – Slides 16-22, Fulfilling an Order Example.

Telflow Inventory provides a detailed view on the resources currently pending and active, with the configuration history for a specific address and customer.

**[Telflow Order Example]** – Slide 33, Telflow Inventory Screenshot.

#### **Optional**

Not required for process mapping

#### **Interactions**

Not required for process mapping





**4.1.2 L3: Authorize Credit (1.1.1.5.2) [Not Assessed]**

This process was not submitted for assessment.

**4.1.3 L3: Track & Manage Customer Order Handling (1.1.1.5.4)**

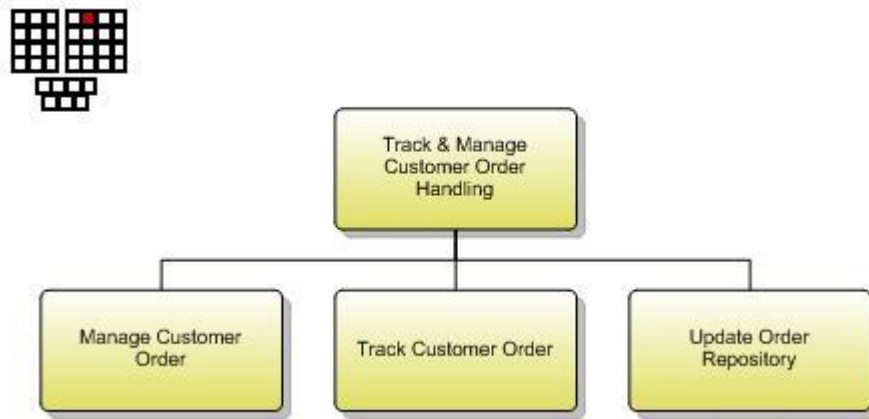


Figure 4-3: Track & Manage Customer Order Handling decomposition into level 4 processes

**Process Identifier:** 1.1.1.5.4

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

**4.1.3.1 L4: Manage Customer Order (1.1.1.5.4.1) - Mapping Details**

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.5.4.1 Manage Customer Order
<p><b>Brief Description</b></p> <p>Schedule, assign and coordinate customer provisioning related activities. Generate the respective service order creation request(s) to Issue Service Orders based on specific customer orders. Escalate status of customer orders in accordance with local policy. Add additional information to an existing customer order. Modify information in an existing customer order. Cancel a customer order when the initiating sales request is cancelled. If some specific product components are delivered directly</p>



by suppliers/partners, initiate requests, through S/P Requisition Management, for the delivery by the supplier/partner of the specific product components.

**Extended Description**

Not used for this process element

**Explanatory**

Reserved for future use.

**Mandatory**

Schedule, assign and coordinate customer provisioning related activities. Generate the respective service order creation request(s) to Issue Service Orders based on specific customer orders. Escalate status of customer orders in accordance with local policy. **AM**

Telflow Composer provides the capability to model specifications for a product, and the related services and resources required to fulfill the product. A full product, service and resource hierarchy is able to be defined for each product specification. The process flow to provision the product, service or resource is also specified in each Specification. Note that processes must first be created and defined in Telflow Process.

**[Telflow Composer Example]** – Slides 43-48, Product, Service and Resource Decomposition.

Telflow Process is a process design tool and allows delivery processes to provision the product, resource or service to be defined. Tasks within the process may be automated system tasks, or human tasks. Each process defined will be automatically run dependent on its position in the product, service and resource hierarchy. Exceptions such as escalation tasks may be incorporated into the process where required as in the example processes below.

**[Fulfill Product Order Process]** – Example Process to fulfill a Product Order.

When a product order is submitted, the process flows are started from a top down approach in the Product, Service and Resource hierarchy.

**[Telflow Order Example]** – Slides 17-21, Fulfilling an Order.

Where the process defined reaches a human task, the task is automatically created in Telflow Tasks and the process is paused until the human task is completed.

**[Telflow Order Example]** – Slide 22, Telflow Task Screenshot.

Add additional information to an existing customer order. **M**



Telflow Order Manager allows notes to be added to orders in progress to provide additional information. Notes may be internal notes that are viewable only by the Provider or Customer notes that are visible to both the Provider and Customer.

**[Telflow Order Example]** – Slide 26, Screenshot or notes in an Order.

**Modify information in an existing customer order. Cancel a customer order when the initiating sales request is cancelled. M**

Submitted orders that are not Complete will reside in the “In Progress” state of the order lifecycle. Any change requests including cancellations while the order is In Progress are deemed as In Flight Amendments (or cancellations). Amendments requests can only be submitted by Customer organizations. The amendment or cancellation will need to be carried out by the Provider.

**[Telflow Order Example]** – Slides 29-33, In-Flight Amendments and Cancellations.

**If some specific product components are delivered directly by suppliers/partners, initiate requests, through S/P Requisition Management, for the delivery by the supplier/partner of the specific product components. AM**

Where components are delivered by suppliers/partners, this is incorporated into the provisioning process (previously defined in Telflow Process) for the component. Depending on the Supplier/Partner request required this may be an automated system task, or may require human intervention. For example, in the Resource process flow below, “Create Appointment” is a human task. In Telflow, appointments between Providers and Suppliers/Partners can be managed via Telflow Calendar and allows the creation and booking of appointment slots between Providers and Supplier/Partners.

**[Resource Process Flow]** – Example Process Flow to provision a resource.

**[Telflow Calendar Example]** – Slides 5, 6 and 9. Extract from Telflow Training Module

**Optional**

Reserved for future use.

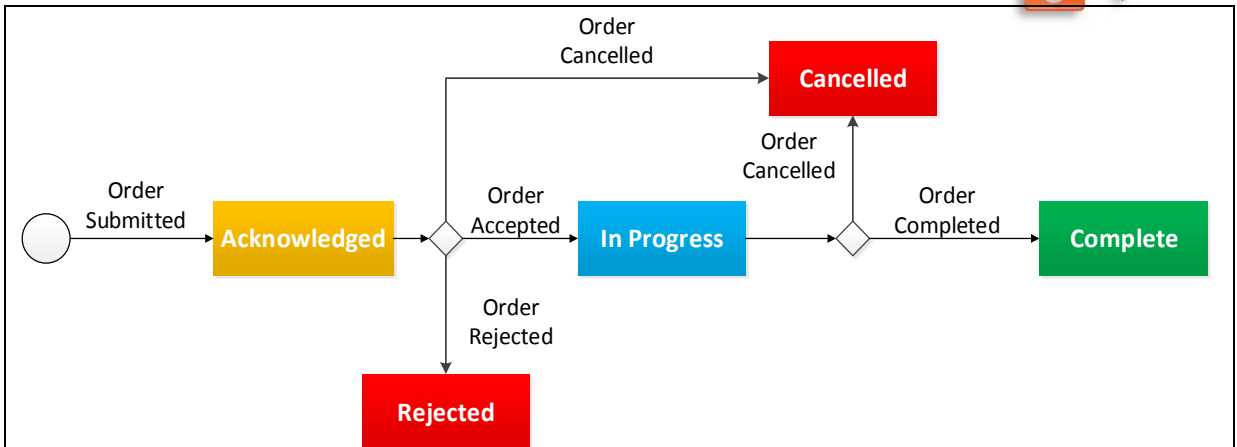
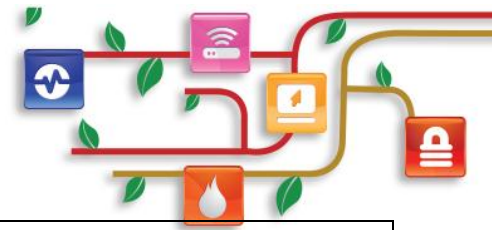
**Interactions**

Reserved for future use.



4.1.3.2 *L4: Track Customer Order (1.1.1.5.4.2) – Mapping Details*

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.1.1.5.4.2 Track Customer Order
<p><b>Brief Description</b></p> <p>Undertake necessary tracking of the execution process. Modify the customer order status. Monitor the jeopardy status of customer orders, escalating customer orders as necessary.</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p><b>Undertake necessary tracking of the execution process. A</b></p> <p>The execution process of an order request can be viewed in Telflow Order Manager for each process in the Product, Service and Resource hierarchy. The execution status of each process is clearly displayed, and the process visible in a collapsible structure. The task that is currently being executed in a task – generally human tasks – will be highlighted in a red box.</p> <p><b>[Telflow Order Example]</b> – Slide 21 Fulfilling an Order.</p> <p><b>Modify the customer order status. AM</b></p> <p>A customer order in Telflow has a default lifecycle as shown below. More granular state models are also implementable within Telflow at Product, Service or Resource Levels through the process editor.</p>



An order is automatically progressed in the status lifecycle according to the process defined in Telflow Process. For example in the process referenced below, the order will be automatically progressed from Acknowledged to In Progress as the system tasks Technical Validation, Product Eligibility, etc. are completed. In this case, the process will be paused on human tasks as the associated services and resources for the product order are fulfilled. Once complete, the order will automatically be updated to Complete. Alternatively, the order can be cancelled or rejected at any time before the order is complete.

**[Fulfill Product Order Process]** – Example Process to fulfill a Product Order.

**Monitor the jeopardy status of customer orders, escalating customer orders as necessary. A**

Processes that are defined to fulfill a customer order may have escalation processes built in as required. In the example below, the escalation processes are triggered by a timer.

**[Telflow Order Example]** – Slide 21 Fulfilling an Order.

**Optional**

Reserved for future use.

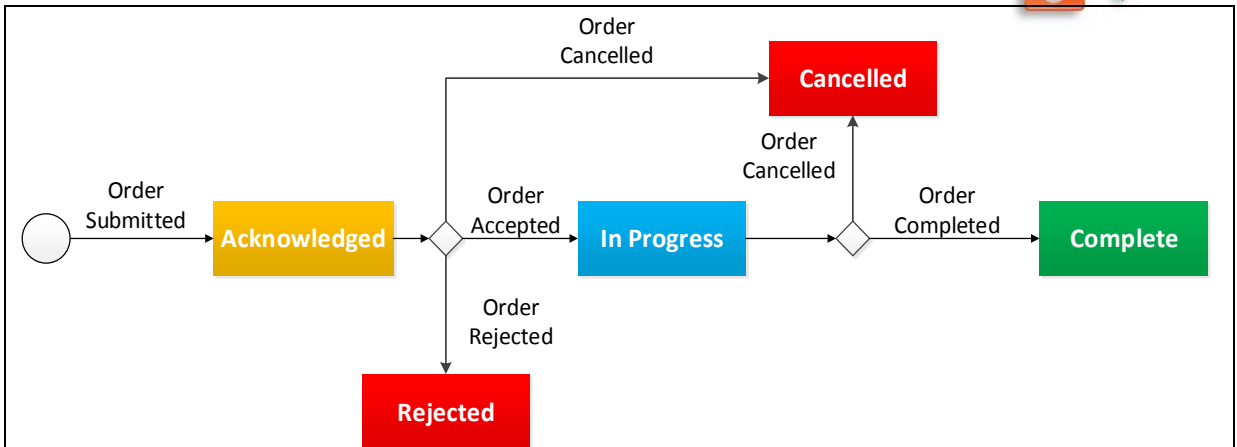
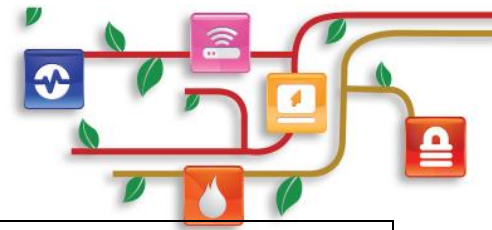
**Interactions**

Reserved for future use.



4.1.3.3 *L4: Update Order Repository (1.1.1.5.4.3) – Mapping Details*

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.1.1.5.4.3 Update Order Repository
<p><b>Brief Description</b></p> <p>To be added</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>Update repository at each level in order handling. The state of order will be changed at each level according to work flow:</p> <ul style="list-style-type: none"> <li>- All those issued customer order which are not preauthorized are set in 'pending' state</li> <li>- Validate order will passed to 'acknowledged' state (if invalid, order gets 'rejected')</li> <li>- Feasible order (completing the impact analysis) will be 'committed' in case order is not 'cancelled' (leads to cancelled state) (if infeasible , order gets 'rejected')</li> <li>- As the order progress for completion will set to 'completed' (in case not cancelled)</li> <li>- The 3 terminal states: completed, cancelled and rejected will finally leads to 'closed customer order'</li> </ul> <p><b>Mandatory</b></p> <p><b>Create, update and delete order information and update order state into order inventory/ repository A</b></p> <p>A customer order in Telflow has a typical lifecycle as shown below.</p>



**Note:** as per 1.1.1, Invalid orders are not allowed to be submitted via Telflow.

A submitted order will be automatically progressed through the lifecycle as dictated by the processes defined for the Product and associated resources and services. In-flight amendments and cancellations requests (by the customer) allow order information to be changed or deleted if the order has not reached a completed state.

**[Telflow Order Example]** – Slides 5-9, Submit a New Order.

**[Telflow Order Example]** – Slides 29-32, Telflow In-Flight Amendments and Cancellations Example.

For completed orders, a change or terminate request is submitted by the customer.

**[Telflow Order Example]** – Slides 10-15, Submit a Change Order.

Any in-flight amendment requests or change requests must be carried out by the Provider. In Telflow, all changes are managed and recorded in Telflow Inventory. Order rejections are also handled in inventory. Telflow Inventory shows the details of an order, its current status, and provides a configuration history for a specific address and customer.

**[Telflow Order Example]** – Slide 33 Telflow Inventory Screenshot Example.

**Optional**

Not used for this process element

**Interactions**

This process will directly interact with the repository, in order to update the order state/status information.



#### 4.1.4 L3: Complete Customer Order (1.1.1.5.5)

**Process Identifier:** 1.1.1.5.5

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain with other similar process elements for application within a specific organization or domain.

<b>LEVEL 3 PROCESS MAPPING DETAILS</b> 1.1.1.5.5 Complete Customer Order
<p><b>Brief Description</b></p> <p>Manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase</p> <p><b>Extended Description</b></p> <p>The purpose of the Complete Customer Order processes is to manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase. The customer may participate in commissioning or end-to-end testing and then satisfactory delivery. The customer is trained in the functionality and benefits of the solution. These processes are responsible for ensuring that any customer information required by other CRM processes is updated as part of the customer order completion.</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p><b>The purpose of the Complete Customer Order processes is to manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase. A</b></p> <p>At the final stages of a customer order, the final tasks defined in Telflow Process for a product is able to manage all tasks required to close the order out. As for all Telflow Processes, these tasks may be automated or manual. For example in the Fulfill Product Order Process example, the final</p>





tasks include a Billing Activation task and a Close Order Task. Telflow Notifications may also be used to provide notifications to the customer as required.

**[Telflow Product Order Process]** – Example Product Order Process

**[Telflow Industry Interface]** – Slides 17-18 – Telflow Notifications.

The customer may participate in commissioning or end-to-end testing and then satisfactory delivery.

**M**

Similarly, Telflow Process can allow for the creation of tasks for the Provider or Customer to participate in End to End Testing and then accept the fulfillment as satisfactory. For example, this may be a human task where the Telflow Process is paused and a manual task created in Telflow Tasks to conduct end-to-end testing. Any testing will be done external to Telflow, however the results of the Task will be able to be recorded in Telflow. Note in the example below, the task shown is a supplier selection task and not an acceptance task.

**[Telflow Order Example]** – Slide 22 Telflow Task Example.

The customer is trained in the functionality and benefits of the solution.

As a fulfillment tool, Telflow does not play any role in training in the customer product, however is able to send training material to the customer through Telflow Notifications.

These processes are responsible for ensuring that any customer information required by other CRM processes is updated as part of the customer order completion. **A**

The architecture of Telflow routes all information through Telflow Fabric thus allowing any customer information available to other components of Telflow, or plug-in external applications.

**[Telflow Plug & Play Architecture]** – High Level Architecture diagram.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



**4.1.5 L3: Issue Customer Orders (1.1.1.5.6)**

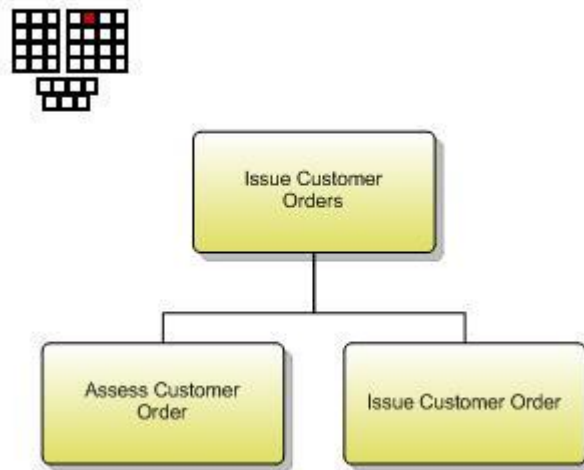


Figure 4-4: Issue Customer Orders decomposition into level 4 processes.

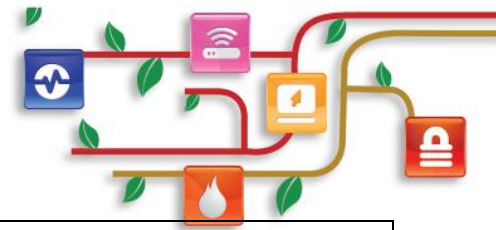
**Process Identifier:** 1.1.1.5.6

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain with other similar process elements for application within a specific organization or domain.

**4.1.5.1 L4: Assess Customer Order (1.1.1.5.6.1) – Mapping Details**

<b>LEVEL 3 PROCESS MAPPING DETAILS</b> 1.1.1.5.6.1 Assess Customer Order
<p><b>Brief Description</b></p> <p>Assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued. The issued customer order may require a feasibility assessment, may require new provisioning activities, may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order. The customer order may also relate to the cancellation of previously purchased specific services.</p>
<p><b>Extended Description</b></p>



Not used for this process element

**Explanatory**

Reserved for future use.

**Mandatory**

Assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued. A

For every Product or Service and Resource, a full relation definition and hierarchy is able to be constructed in Telflow Composer, each with an associated process that defines the tasks required to fulfill the product/service/resource.

[Telflow Composer Example] – Slides 42-48 PSR Decomposition in Composer.

Once an order has been submitted, the already defined hierarchy and relationships allow the associated processes to begin automatically to identify the components and process required to fulfill the order.

[Telflow Order Example] – Slides 18-21, Fulfilling an Order

The issued customer order may require a feasibility assessment, may require new provisioning activities, may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order. The customer order may also relate to the cancellation of previously purchased specific services. A

Feasibility of an order is handled before the order is submitted. Verification rules can be modeled into each order (new, change or terminate), to ensure the data in the order submitted is in the required structure, with the mandatory information provided.

[Telflow Composer Example] – Slides 3-5, Specification and Characteristic Overview.

[Telflow Composer Example] – Slides 8-16, Creating a Technical Specification Example.

[Telflow Composer Example] – Slides 35-41, Specification Rules.

These verification rules can also ensure feasible products can be ordered for a given customer location. The verification process is identical for new or change orders.

[Telflow Order Example] – Slides 5-9, Order Qualification and Submission Example.

[Telflow Order Example]- Slides 10-15, Submitting a Change Order Example.



Once a valid order is submitted, tasks in Telflow Process may provide further feasibility checks as required such as checking inventory, or other validations.

**[Telflow Product Order Process]** – Example Product Order Process

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

4.1.5.2 *L4: Issue Customer Order (1.1.1.5.6.2) – Mapping Details*

<b>LEVEL 3 PROCESS MAPPING DETAILS</b> 1.1.1.5.6.2 Issue Customer Order
<p><b>Brief Description</b></p> <p>Issue a customer order, creating a record of the relevant initiating sales request and the associated customer order. Where the initiating request for a purchased product offering has special or unusual requirements, if a specific feasibility assessment has been previously undertaken, create a record of the relevant initiating request information. If a specific feasibility assessment has not been previously undertaken, mark the issued customer order as requiring special handling.</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p style="background-color: #00ff00; padding: 2px;">Issue a customer order, creating a record of the relevant initiating sales request and the associated customer order. A</p> <p>Telflow Order Manager manages all Orders from submission to completion. Once a valid order is submitted, all details including the status of the order, the customer, and the order ID is available</p>



for access. Telflow Order Manager presents the complete list of orders by default. However further detail is available by clicking on the Order ID.

**[Telflow Order Example]** – Slides 24-25, Order Manager Screenshot

Where the initiating request for a purchased product offering has special or unusual requirements, if a specific feasibility assessment has been previously undertaken, create a record of the relevant initiating request information. If a specific feasibility assessment has not been previously undertaken, mark the issued customer order as requiring special handling. A

Feasibility of an order is handled before the order is submitted, however special or unusual orders are able to be flagged by creating characteristic(s) in the Product/Resource/Service Specification. For example, a 'Special Order' enumerated list can be created in a product order that defaults to No. When Yes is selected, an additional text box is displayed.

**[Telflow Composer Example]** – Slides 3-5, Specification and Characteristic Overview.

**[Telflow Composer Example]** – Slides 8-16, Creating a Technical Specification Example.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



**4.1.6 L3: 1.1.1.5.7 - Report Customer Order Handling [Not Assessed]**

This process was not submitted for assessment.

**4.1.7 L3: Close Customer Order (1.1.1.5.8)**

**Process Identifier:** 1.1.1.5.8

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain with other similar process elements for application within a specific organization or domain.

<b>LEVEL 3 PROCESS MAPPING DETAILS</b> 1.1.1.5.8 Close Customer Order
<p><b>Brief Description</b></p> <p>Close a customer order when the customer provisioning activities have been completed. Monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed.</p> <p><b>Extended Description</b></p> <p>The objective of the Close Customer Order processes is to close a customer order when the customer provisioning activities have been completed. These processes monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed.</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p style="background-color: #00ff00;">The objective of the Close Customer Order processes is to close a customer order when the customer provisioning activities have been completed. A</p>



Due to the full Product, Service, Resource hierarchy in Telflow, all associated processes to provision the resources and service for a product must be completed before the top level process can be completed.

**[Telflow Order Example]** – Slide 18-21 Telflow PSR Breakdown and Screenshots.

**These processes monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed. A**

At the final stages of a customer order, Telflow Process is able to manage all tasks required to close the order out. As for all Telflow Processes, these tasks may be automated or manual. For example in the Fulfill Product Order Process example, the final tasks include a Billing Activation task and a Close Order Task. Telflow Notifications may also be used to provide notifications to the customer as required.

**[Telflow Product Order Process]**

**[Telflow Industry Interface]** – Slides 17-18 – Telflow Notifications.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



#### 4.1.8 Supporting Evidence References (Works Cited)

[Telflow Composer Example]

[Telflow Order Example]

[Resource Process Flow] – Example Process Flow to provision a resource.

[Telflow Calendar Example]

[Fulfill Product Order Process]

[Telflow Industry Interface]

[Telflow Plug & Play Architecture] – High Level Architecture diagram.





#### 4.1.9 Detailed Conformance Result

Table 4-1 L2: 1.1.1.5 Order Handling - Level 3 & Level 4 Conformance Scores

Level 0: 1.1 - Operations / Level 1: 1.1.1 - Customer Relationship Management Level 2: 1.1.1.5 - Order Handling	Conformance Scores
<b>1.1.1.5.1 - Determine Customer Order Feasibility</b>	<b>5.0</b>
1.1.1.5.1.1 - Perform Impact Analysis	100%
<i>1.1.1.5.2 - Authorize Credit</i>	<i>N/A</i>
<b>1.1.1.5.4 - Track &amp; Manage Customer Order Handling</b>	<b>5.0</b>
1.1.1.5.4.1 - Manage Customer Order	100%
1.1.1.5.4.2 - Track Customer Order	100%
1.1.1.5.4.3 - Update Order Repository	100%
<b>1.1.1.5.5 - Complete Customer Order</b>	<b>5.0</b>
<b>1.1.1.5.6 - Issue Customer Orders</b>	<b>5.0</b>
1.1.1.5.6.1 - Assess Customer Order	100%
1.1.1.5.6.2 - Issue Customer Order	100%
<i>1.1.1.5.7 - Report Customer Order Handling</i>	<i>N/A</i>
<b>1.1.1.5.8 - Close Customer Order</b>	<b>5.0</b>



## 4.2 L2: Customer Interaction Management (1.1.1.18)

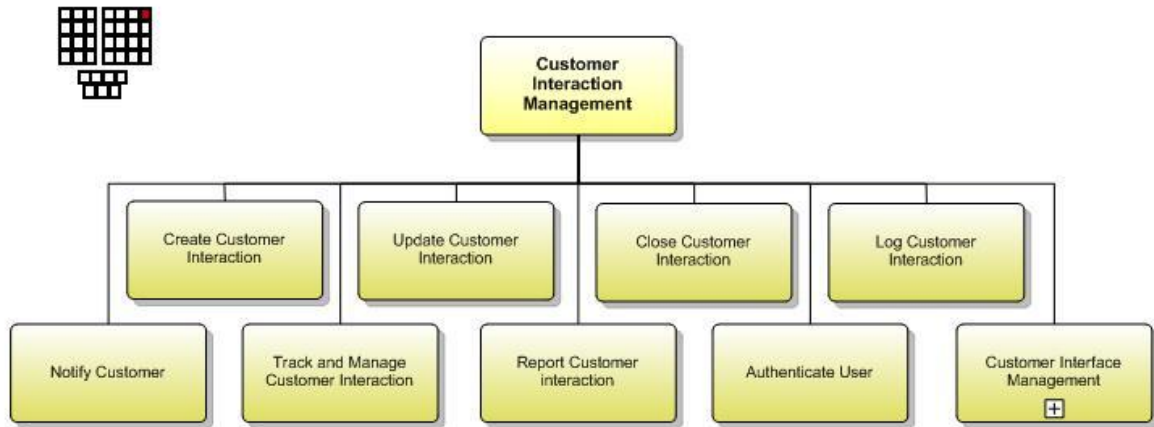


Figure 4-5: Customer Interaction Management decomposition into level 3 processes.

**Process Identifier:** 1.1.1.18

### Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

### Brief Description

Coordinate customer participation in commissioning or end-to-end testing and satisfactory delivery. Train the customer on the functionality and benefits of the solution.

### Extended Description

The purpose of this process is to manage interactions between the customer and the enterprise. Interactions can be triggered by the customer (as a result of customer query or complaint) or by the enterprise (for example sending bills or other customer notifications.) All customer interactions are logged by the enterprise in order to provide a full track record of customer activity to the enterprise representatives. Customer interactions may be short lived (such as in the case of a query that is answered immediately) or may take long time to complete (such as in the case of complex orders or requests concerning back office intervention). When interactions are long the process is in charge of making sure the customer is notified in a timely manner about the progress of her request. Customer interaction history may be used by BI systems in order to gather information about customer profile and satisfaction. Customer interactions can span over multiple channels (such as: phone calls, web self-service and devices.) each party involved in the interaction has a role



that mandates its credentials. For some interactions users may need to login/authenticate themselves in order to get the appropriate role.

**Explanatory**

Not used for this process element.

**Mandatory**

Not used for this process element.

**Optional**

Not used for this process element.

**Interactions**

Not used for this process element.



**4.2.1 L3: Create Customer Interaction (1.1.1.18.1) [Not Assessed]**

This process was not submitted for assessment.

**4.2.2 L3: Update Customer Interaction (1.1.1.18.2) [Not Assessed]**

This process was not submitted for assessment.

**4.2.3 L3: Close Customer Interaction (1.1.1.18.3) [Not Assessed]**

This process was not submitted for assessment.

**4.2.4 L3: Log Customer Interaction (1.1.1.18.4) [Not Assessed]**

This process was not submitted for assessment.

**4.2.5 L3: Notify Customer (1.1.1.18.5) [Not Assessed]**

This process was not submitted for assessment.

**4.2.6 L3: Track and Manage Customer Interaction (1.1.1.18.6) [Not Assessed]**

This process was not submitted for assessment.

**4.2.7 L3: Report Customer interaction (1.1.1.18.7) [Not Assessed]**

This process was not submitted for assessment.

**4.2.8 L3: Authenticate User (1.1.1.18.8) [Not Assessed]**

This process was not submitted for assessment.



#### 4.2.9 L3: Customer Interface Management (1.1.1.18.9)

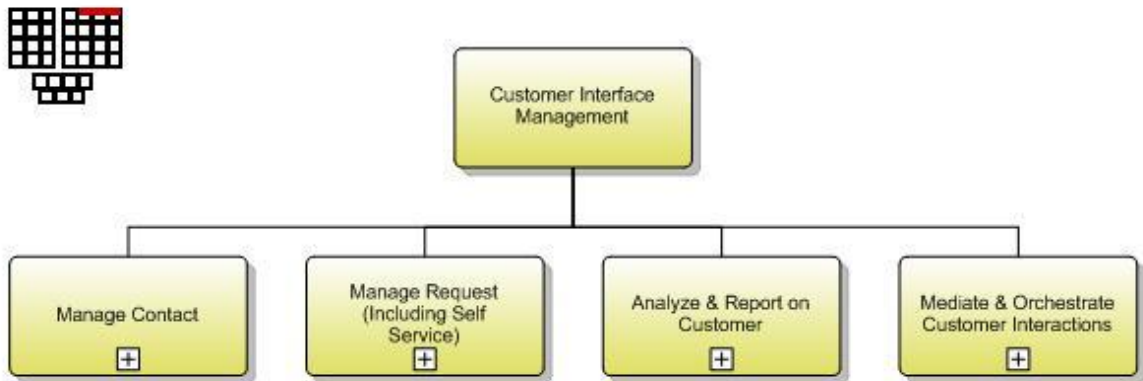


Figure 4-6: Customer Interface Management decomposition into level 4 processes.

**Process Identifier:** 1.1.1.18.9

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

**Brief Description**

Managing all interfaces between the enterprise and potential and existing customers.

**Extended Description**

Customer Interface Management processes are responsible for managing all interfaces between the enterprise and potential and existing customers. They deal with contact management, understanding the reason for contact, directing customer contacts to the appropriate process, contact closure, exception management, contact results analysis and reporting. CRM contact may be related to one or several of Service Fulfillment, Service Assurance (service quality management and trouble or problem management) and Billing related customer enquiries or contacts.

**Explanatory**

Reserved for future use.

**Mandatory**



Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



4.2.9.1 **L4: Manage Contact (1.1.1.18.9.1) – Mapping Details**

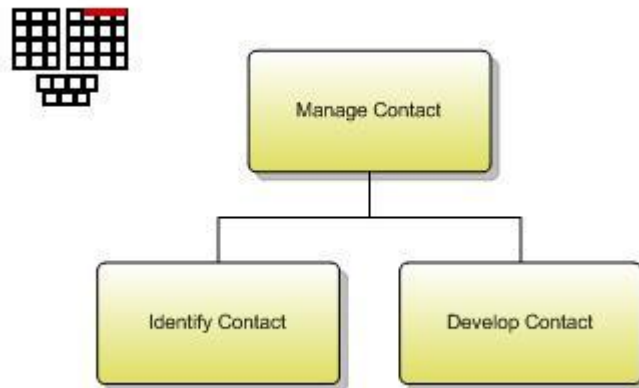


Figure 4-7: Manage Contact decomposition into level 4 processes.

**Process Identifier:** 1.1.1.18.9.1

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

4.2.9.2 **L5: Identify Contact (1.1.1.18.9.1.1) – Mapping Details**

<b>LEVEL 5 PROCESS MAPPING DETAILS</b> 1.1.1.18.9.1.1 Identify Contact
<p><b>Brief Description</b></p> <p>deals with the identification of the contact</p>
<p><b>Extended Description</b></p> <p>Not used for this process element</p>
<p><b>Explanatory</b></p> <p>This could be an individual as a consumer, or part of a business organization (small, medium or corporate) as defined by customer segmentation prevalent in the organization</p>
<p><b>Mandatory</b></p>



**Verify the individual / entity (organization) responsible for making contact** AM

Individuals and/or organizations may make contact with Telflow through the Industry Interfaces – through a web portal (Telflow Portal) or B2B interactions (Telflow B2B).

Telflow Portal implements a Role Based Access system based on organizations, and the individuals within them. Organization and Individual details will need to be present in Telflow Party Manager before they can be verified by the login process.

Each organization is assigned a role (Provider, Supplier or Delivery Partner) which determines the components of Telflow Portal accessible. Individuals within each organization can be grouped in Teams, and are also assigned a role (Provider Operator, Provider Administrator or Customer Operator). This further determines the components available through Telflow Portal.

**[Telflow Provider Administration Guide] – 2.2 Managing Organizations**

**[Telflow Provider Administration Guide] – 2.3 Managing Individuals**

Collaborative Protocol Agreements (CPA) are used in B2B Interactions to identify and verify the organization responsible for making contact. CPA documents define the relationship between a Provider and its Customers and Service Delivery Partners as it relates to the use of the Telflow B2B, such as the agreed messaging protocols, security capabilities and the allowed B2B interactions. CPA Management allows Create, Read, Update and Delete of CPAs via the B2B Administration UI as well as the management of CPA version control.

**[B2B CPA Screenshot] – Screenshot of CPA Management in B2B Gateway.**

**Optional**

Not used for this process element

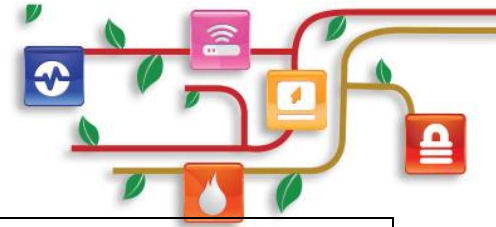
**Interactions**

Not used for this process element

4.2.9.3 **L5: Develop Contact (1.1.1.18.9.1.2) – Mapping Details**

LEVEL 5 PROCESS MAPPING DETAILS 1.1.1.18.9.1.2 Develop Contact
<b>Brief Description</b>





deals with development, enhancement and update of the contact

**Extended Description**

Not used for this process element

**Explanatory**

For a new customer contact, this will include capturing mandatory details which could be subject to validation. AM

Telflow Portal implements a Role Based Access system based on organizations, and the individuals within them. Telflow Party Manager is the application responsible for managing organization and individual information for Telflow Portal.

Organizations are documented based on (\* denotes that a field is mandatory):

- Role\* (Provider, Customer, Delivery Partner)
- Name\*
- Email Address\*
- Billing Account Number
- Default CPA

**[Telflow Provider Administration Guide] – 2.2.1 Create New Organizations**

Individuals in an organization are documented based on (\* denotes that a field is mandatory):

- Role\* (Customer Operator, Provider Operator, Provider Administrator)
- First Name\*
- Last Name\*
- Email Address\*
- Phone\*
- Username\*
- Password\*

**[Telflow Provider Administration Guide] – 2.3.1 Create New Individuals**

For interactions via Telflow B2B, mandatory details including the format of each message are developed into Collaborative Protocol Agreements (CPA) and deployed.

**[B2B CPA Screenshot]** – Screenshot of CPA Management in B2B Gateway.

**Mandatory**

Expand the detail attributes of the contact



<p><b>Optional</b></p> <p>Not used for this process element</p> <p><b>Interactions</b></p> <p>Not used for this process element</p>
---

4.2.9.4 **L4: Manage Request (Including Self Service) (1.1.1.18.9.2) – Mapping Details**

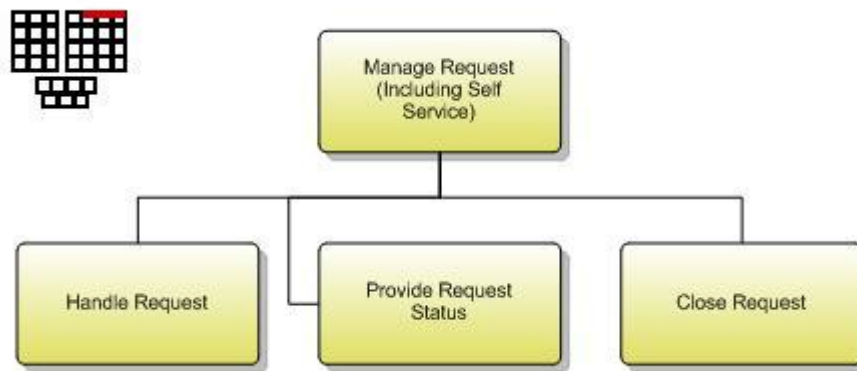


Figure 4-8: Manage Request (Including Self Service) decomposition into level 4 processes

**Process Identifier:** 1.1.1.18.9.2

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

4.2.9.5 **L5: Handle Request (1.1.1.18.9.2.1) – Mapping Details**

<b>LEVEL 5 PROCESS MAPPING DETAILS</b> 1.1.1.18.9.2.1 Handle Request
<p><b>Brief Description</b></p> <p>receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request</p>
<p><b>Extended Description</b></p>



Not used for this process element

### Explanatory

Handle a request to make changes This could be a request to change to enable customer/ subscriber, to start or stop making use of specific products and services

### Mandatory

receives the request and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request. Determine type of stakeholder request

### A

Telflow can receive requests through two Industry Interfaces – Telflow Portal, Telflow B2B. All interactions to and from the Industry Interface are routed through Telflow Fabric – the message broker for Telflow. Telflow Fabric provides any message conversion and translation required for communication with the Telflow Applications that provide the information for a user. Telflow Portal and B2B utilize the exact same business services provided on Telflow fabric, providing equivalence of interaction and supporting any mix of manual interactions through the portal and automated via B2B.

**[Telflow Industry Interface]** – Slide 6-7 Industry Interface Architecture Overview.

Telflow Portal is Telflow’s Self Service Portal. Dependent on user privileges and configuration, Telflow Portal provides intuitive access for all requests including address qualification, order placement, appointment information and product specification data.

**[Telflow Industry Interface]** – Slides 8-12 Telflow Portal Overview

Telflow B2B provides the Business to Business Gateway for Telflow, and allows systems integration to Providers and Suppliers. Telflow B2B can be configured for any Industry Standard. As for the Telflow Portal, Telflow B2B allows interactions for orders, appointments, address qualification and inventory information.

**[Telflow Industry Interface]** – Slides 13-16 Telflow B2B Overview.

### Optional

Not used for this process element

### Interactions

where relevant, identifies and activates the opportune process to accomplish the request



4.2.9.6 L5: Provide Request Status (1.1.1.18.9.2.2) – Mapping Details

LEVEL 5 PROCESS MAPPING DETAILS
1.1.1.18.9.2.2 Provide Request Status
<p><b>Brief Description</b></p> <p>manages the status of the request and is able to provide status information at any moment in which the request is active</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>Not used for this process element</p> <p><b>Mandatory</b></p> <p>manages the status of the request and is able to provide status information at any moment in which the request is active. Track business events using the request status; each of which is governed by rules, followed by a set of actions to reach the next status A</p> <p>Telflow allows users to submit a new, change or terminate order request. The order request lifecycle is shown below. The status of an order can be viewed at any time via Telflow Order Manager.</p> <pre> graph LR     Start(( )) -- Order Submitted --&gt; Acknowledged[Acknowledged]     Acknowledged --&gt; D1{ }     D1 -- Order Rejected --&gt; Rejected[Rejected]     D1 -- Order Accepted --&gt; InProgress[In Progress]     InProgress --&gt; D2{ }     D2 -- Order Cancelled --&gt; Cancelled[Cancelled]     D2 -- Order Completed --&gt; Complete[Complete]     </pre> <p>Change and Terminate order requests can only submitted against completed orders. The status of all order requests can be viewed at any time with Telflow Order Manager. Further information is</p>



able to be provided in each individual order including internal or customer notes. Alternatively Telflow Reports can generate a report on all orders in Excel. By default the basic state model above is implemented. More granular state models are supported by processes within Telflow as an example the NBNCo state model contributed to the TMForum B2B2X program and documented in the NBNCo B2B Process Technical Specification.

**[Telflow Order Example]** – Slide 24-25, Order Manager Screenshot

**[Telflow Report Example]**

Business events at each stage of the request lifecycle are handled by Telflow Process and models the exact process the business requires. Processes must be pre-defined and deployed where required for Products, Resources or Services. Tasks in the process may be automated system tasks, or where required manual human tasks.

**[Telflow Order Example]** – Slides 17-21 Fulfilling an Order.

**Optional**

Not used for this process element

**Interactions**

Not used for this process element

4.2.9.7 **L5: Close Request (1.1.1.18.9.2.3) – Mapping Details**

<p style="text-align: center;"><b>LEVEL 5 PROCESS MAPPING DETAILS</b> 1.1.1.18.9.2.3 Close Request</p>
<p><b>Brief Description</b></p> <p>formally closes the request when all related activities have been terminated</p>
<p><b>Extended Description</b></p> <p>Not used for this process element</p>
<p><b>Explanatory</b></p> <p>Not used for this process element</p>



**Mandatory**

formally closes the request when all related activities have been terminated A

Telflow Process provides the capability for a business process to be defined for the fulfillment of an order. Processes can be defined for items in a product, service and resource hierarchy so separate independent processes can be created.

**[Telflow Order Example]** – Slides 17-21 Fulfilling an Order.

Tasks in a process may be automated system tasks or may require human intervention. Therefore any business rules or process tasks may be defined in Telflow Process to formally close a request. For example, to close out a new order request, there may be an automated system task to email the customer information on the new service. Or, a human task may be required for the billing account to be set up in the billing system. In the extracted process below, a simple 'Close Order' system task has been created to formally close out the fulfillment of a product order.

**[Fulfill Product Order Process Example]**

**Optional**

Not used for this process element

**Interactions**

Not used for this process element



4.2.9.8 **L4: Analyze & Report on Customer (1.1.1.18.9.3) – Mapping Details**



Figure 4-9: Analyze & Report on Customer decomposition into level 4 processes.

**Process Identifier:** 1.1.1.18.9.3

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

4.2.9.9 **L5: Analyze Customer Requests & Contacts (1.1.1.18.9.3.1) – Mapping Details**

<b>LEVEL 5 PROCESS MAPPING DETAILS</b> 1.1.1.18.9.3.1 Analyze Customer Requests & Contacts
<p><b>Brief Description</b></p> <p>perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts</p>
<p><b>Extended Description</b></p> <p>Not used for this process element</p>
<p><b>Explanatory</b></p> <p>Not used for this process element</p>
<p><b>Mandatory</b></p>



perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts **AM**

Telflow Reports provides the functionality to generate a report on order requests, appointment requests and reports on the organizations and users in Telflow Party Manager. The contents of this report are driven by a definition template and may be customized to a User's requirements.

The report is generated as a file in Microsoft Excel for easy further analysis, filtering or manipulation.

**[Telflow Report Example]**

Alternatively Telflow Order Manager provides a comprehensive record of all order requests, accessible via Telflow Portal. Orders can be filtered and searched for analysis as required.

**[Telflow Order Example]** – Slide 24, Telflow Order Manager Screenshot

Similarly, Telflow Party Manager provides a searchable user interface for all organizational and individual contacts.

**[Telflow Provider Administration Guide]** – 2.4 Search Function in Party Management.

**Optional**

Not used for this process element

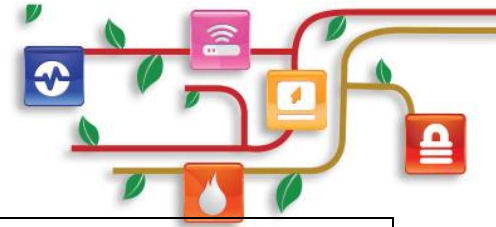
**Interactions**

Not used for this process element

4.2.9.10 **L5: Report Customer Requests & Contacts (1.1.1.18.9.3.2) – Mapping Details**

<b>LEVEL 5 PROCESS MAPPING DETAILS</b> 1.1.1.18.9.3.2 Report Customer Requests & Contacts
<p><b>Brief Description</b></p> <p>generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc.</p> <p><b>Extended Description</b></p>





Not used for this process element

**Explanatory**

Not used for this process element

**Mandatory**

generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc. A

Telflow Reports provides the functionality to generate a report on all open and closed requests. The contents of this report are driven by a definition template and may be customized. Reports may include information on order requests, appointment requests and reports on the organizations and users in Telflow Party Manager.

**[Telflow Order Example]** – Slides 28 Fulfilling an Order.

**[Telflow Report Example]**

**Optional**

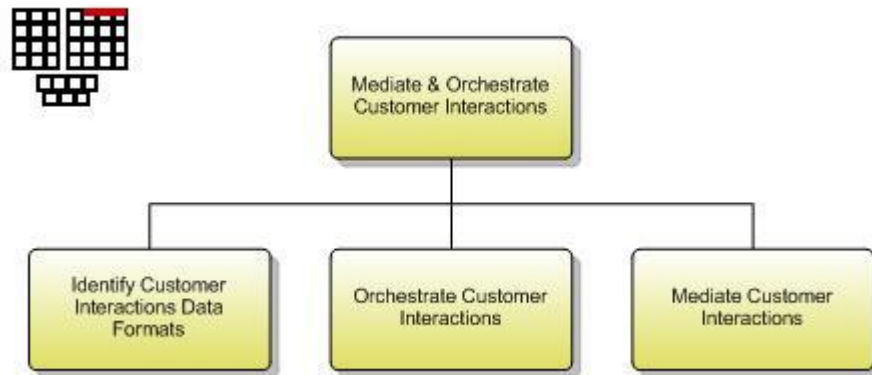
Not used for this process element

**Interactions**

Not used for this process element



4.2.9.11 **L4: Mediate & Orchestrate Customer Interactions (1.1.1.18.9.4) – Mapping Details**



**Process Identifier:** 1.1.1.18.9.4

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

4.2.9.12 **L5: Identify Customer Interactions Data Formats (1.1.1.18.9.4.1) – Mapping Details**

LEVEL 5 PROCESS MAPPING DETAILS
1.1.1.18.9.4.1 Identify Customer Interactions Data Formats
<p><b>Brief Description</b></p> <p>Performs identification of the necessary data formats to be sent externally. Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations. The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s.</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p>



Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations.

**Mandatory**

Performs identification of the necessary data formats to be sent externally. AM

Telflow is able to interact with other organizations through two Industry Interfaces – Telflow Notifications or Telflow B2B.

The data format for Telflow Notifications can be plain text, HTML or XML formats. Other data formats are available on request

The data format for Telflow B2B interactions is typically derived from Industry Interface Specifications released by the external organization. For example, Telflow is configured to send and receive B2B messages as defined in the Australian NBN's (NBN Co) B2B Specifications. Telflow B2B is able to manage different Industry Interface Specifications for different Supplier/Partners including creation, update and version control capabilities. The references below are an example Industry Interface Specification from NBN Co for messages related to a Service Qualification.

**[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14] - 2.5. requestSingleSiteQualification**

**[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14] - 2.6. responseSingleSiteQualification**

Once the Industry Interface specifications are obtained, a data transformation is able to be developed and deployed in Telflow Fabric. This will allow the conversion of messages to and from the industry interface to Telflow. Telflow will automatically identify deployed data formats as messages are received, and the data format required in a response before a message is sent.

**Optional**

Not used for this process element

**Interactions**

The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s.



4.2.9.13 **L5: Orchestrate Customer Interactions (1.1.1.18.9.4.2) – Mapping Details**

<p style="text-align: center;"><b>LEVEL 5 PROCESS MAPPING DETAILS</b> 1.1.1.18.9.4.2 Orchestrate Customer Interactions</p>
<p><b>Brief Description</b></p> <p>Where required, orchestrates interactions with external parties so that messages and transactions are undertaken with defined and agreed orchestration for message exchange</p>
<p><b>Extended Description</b></p> <p>Not used for this process element</p>
<p><b>Explanatory</b></p> <p>Not used for this process element</p>
<p><b>Mandatory</b></p> <p style="background-color: #00ff00;"><b>Where required, orchestrates interactions with external parties AM</b></p> <p>The message structure of each interaction message is derived from the Industry Interface Specifications released by the Supplier/Partner. Interaction processes are also taken from the documents released by the Supplier/Partner and implemented into Telflow. For the Australian NBN (NBN Co), Telflow has used the B2B Interaction Business Processes Technical Specification, together with the B2B Specifications released for various messages. These documents form a part of the TMForum B2B2X Best Practice Guides, have been implemented in New Zealand and are around 80% in common with the UK marketplace broadband (NICC) Interaction Touchpoints.</p> <p><b>[B2B Interaction Business Processes Technical Specification] – 4.1.1 Single Site Qualification</b></p> <p><b>[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14] - 2.5. requestSingleSiteQualification</b></p> <p><b>[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14] - 2.6. responseSingleSiteQualification</b></p> <p>In the references above, an example B2B Message for a Single Site Qualification Request from NBN Co is:</p> <p><b>[ManageServiceQualificationRequest_B2B]</b></p>



Telflow Fabric will convert this into the Telflow internal format based on the TM Forum SID. The example is shown below:

**[PerformServiceQualificationRequest\_CIM]**

Once a message structure is implemented in Telflow, all external message transactions will be of the required data format and structure.

**Optional**

Not used for this process element

**Interactions**

messages and transactions are undertaken with defined and agreed orchestration for message exchange.

4.2.9.14 **L5: Mediate Customer Interactions (1.1.1.18.9.4.3) – Mapping Details**

<b>LEVEL 5 PROCESS MAPPING DETAILS</b> 1.1.1.18.9.4.3 Mediate Customer Interactions
<p><b>Brief Description</b></p> <p>Manages conversion of externally received messages into the required internal enterprise formats, based on the specific transaction type and involved external party.</p>
<p><b>Extended Description</b></p> <p>Not used for this process element</p>
<p><b>Explanatory</b></p> <p>Not used for this process element</p>
<p><b>Mandatory</b></p> <p style="background-color: #90EE90;">Manages conversion of externally received messages into the required internal enterprise formats, based on the specific transaction type and involved external party. A</p>



Telflow Fabric provides a single point of integration between Telflow and Industry Interfaces accessed through Telflow B2B. Once the transaction message structure has been pre-defined and deployed, Telflow Fabric provides the conversion required to a format based on the TMForum SID.

An example B2B Message for a Single Site Qualification Request from NBN Co is:

**[ManageServiceQualificationRequest\_B2B]**

Telflow Fabric will convert this into the Telflow internal format based on the TM Forum SID. The example is shown below:

**[PerformServiceQualificationRequest\_CIM]**

Once the site qualification is completed by Telflow Location, the following internal message will be generated with the results:

**[PerformServiceQualificationResponse\_CIM]**

And converted by Telflow Fabric into the required B2B format required by NBN Co:

**[ManageServiceQualificationResponse\_B2B]**

**Optional**

Not used for this process element

**Interactions**

Manages conversion between external and internal formats



#### 4.2.10 Supporting Evidence References (Works Cited)

[Telflow Provider Administration Guide]

[B2B CPA Screenshot] – Screenshot of CPA Management in B2B Gateway.

[Telflow Industry Interface]

[Telflow Order Example]

[Telflow Report Example]

[Fulfill Product Order Process Example]

[B2B Interaction Business Processes Technical Specification] B2B Interaction Business Processes Technical Specification

[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14]  
Interface Functional Specification ManageServiceQualification Industry Interface

[ManageServiceQualificationRequest\_B2B] Single Site Qualification Request B2B Message

[ManageServiceQualificationResponse\_B2B] Single Site Qualification Response B2B Message

[PerformServiceQualificationRequest\_CIM] Single Site Qualification Request Telflow CIM Message

[PerformServiceQualificationResponse\_CIM] Single Site Qualification Response Telflow CIM Message



#### 4.2.11 Detailed Conformance Result

Table 4-2 L2: 1.1.1.18 Customer Interaction Management - Level 3 & Level 4 Conformance Scores

Level 0: 1.1 - Operations / Level 1: 1.1.1 - Customer Relationship Management Level 2: 1.1.1.18 - Customer Interaction Management	Conformance Scores
<i>1.1.1.18.1 - Create Customer Interaction</i>	N/A
<i>1.1.1.18.2 - Update Customer Interaction</i>	N/A
<i>1.1.1.18.3 - Close Customer Interaction</i>	N/A
<i>1.1.1.18.4 - Log Customer Interaction</i>	N/A
<i>1.1.1.18.5 - Notify Customer</i>	N/A
<i>1.1.1.18.6 - Track and Manage Customer Interaction</i>	N/A
<i>1.1.1.18.7 - Report Customer interaction</i>	N/A
<i>1.1.1.18.8 - Authenticate User</i>	N/A
<b>1.1.1.18.9 - Customer Interface Management</b>	<b>5.0</b>
1.1.1.18.9.1 - Manage Contact	100%
1.1.1.18.9.2 - Manage Request (Including Self Service)	100%
1.1.1.18.9.3 - Analyze & Report on Customer	100%
1.1.1.18.9.4 - Mediate & Orchestrate Customer Interactions	100%





### 4.3 L2: S/P Interface Management (1.1.4.6)

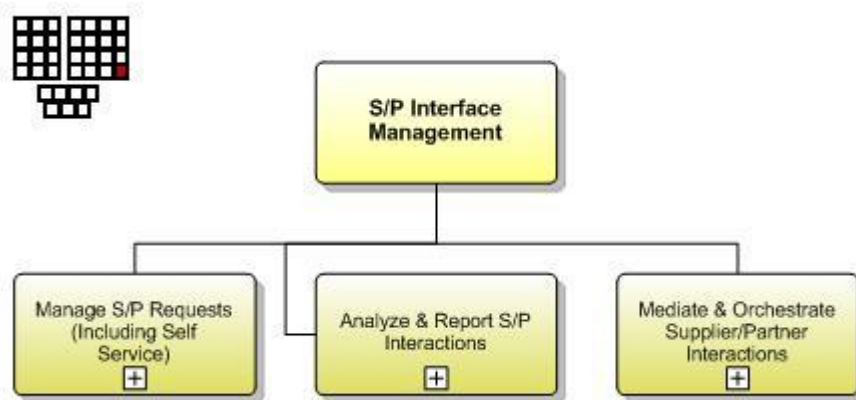


Figure 4-10: S/P Interface Management decomposition into level 3 processes.

**Process Identifier:** 1.1.4.6

#### Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

#### Brief Description

S/P Interface Management processes manage the contacts between the enterprise and its current or future suppliers/partners for S/P supplied products..

#### Extended Description

S/P Interface Management processes manage the contacts between the enterprise and its current or future suppliers/partners for products or services. These processes are basically contact management and tracking processes. These S/P Interface Management processes interface with the CRM process of Customer Interface Management.

#### Explanatory



Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



### 4.3.1 L3: Manage S/P Requests (Including Self Service) (1.1.4.6.1)

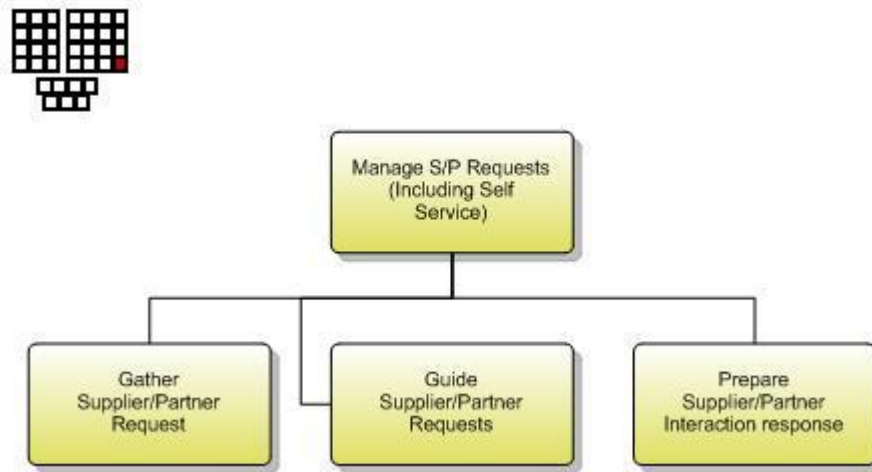


Figure 4-11: Manage S/P Requests (Including Self Service) decomposition into level 4 processes.

**Process Identifier:** 1.1.4.6.1

#### Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

#### Brief Description

Accept requests and enable the supplier / partner to obtain the desired information from the enterprise, or identify and activate the appropriate process area to accomplish the request

#### Extended Description

Manage S/P Requests (including Self Service) processes accept requests and enable the supplier / partner to obtain the desired information from the enterprise, or identify and activate the appropriate process area to accomplish the request.



They also initiate interactions and manage the process of the supplier/partner obtaining information. Alternatively they interact with the appropriate process area to accomplish the request.

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



4.3.1.1 **L4: Gather Supplier/Partner Request (1.1.4.6.1.1) – Mapping Details**

**Process Identifier:** 1.1.4.6.1.1

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.1.4.6.1.1 Gather Supplier/Partner Request
<p><b>Brief Description</b></p> <p>accepts S/P requests and enable the supplier / partner to obtain the desired information from the enterprise.</p> <p><b>Extended Description</b></p> <p>Not Used for this process element.</p> <p><b>Explanatory</b></p> <p><i>INSTRUCTION: Not required for process mapping.</i></p> <p><b>Mandatory</b></p> <p><b>Gather Supplier/Partner Request processes focus on accepting S/P requests and enabling supplier / partner to obtain the desired information from the enterprise. A</b></p> <p>Telflow can gather Supplier/Partner requests through two Industry Interfaces – Telflow Portal, Telflow B2B. Telflow Notifications can provide one way information from Telflow to the Supplier/Partner. All interactions to and from the Industry Interface are routed through Telflow Fabric – the message broker for Telflow. Telflow Fabric provides any message conversion and translation required for communication with the Telflow Applications that provide the information for a user.</p> <p>[Telflow Industry Interface] – Slide 6-7 Industry Interface Architecture Overview.</p>



Telflow Portal is Telflow's Self Service Portal. Dependent on user privileges and configuration, Telflow Portal provides intuitive access for all Supplier/Partner requests including address qualification, order placement, appointment information and product specification data.

**[Telflow Industry Interface]** – Slides 8-12 Telflow Portal Overview

Telflow B2B provides the Business to Business Gateway for Telflow, and allows systems integration to Providers and Suppliers. Telflow B2B can be configured for any Industry Standard. Similar to Telflow Portal, Telflow B2B allows interactions for orders, appointments, address qualification and inventory information.

**[Telflow Industry Interface]** – Slides 13-16 Telflow B2B Overview.

Telflow Notification can be used in conjunction with B2B and Portal to provide one way notifications in any desired format (generally email). Examples of Notifications may include order confirmations, and updates on order progress.

**[Telflow Industry Interface]** – Slides 17-18 Telflow Notifications Overview. .

**Optional**

Not required for process mapping

**Interactions**

Not required for process mapping



4.3.1.2 **L4: Guide Supplier/Partner Request (1.1.4.6.1.2) – Mapping Details**

**Process Identifier:** 1.1.4.6.1.2

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.1.4.6.1.2 Guide Supplier/Partner Requests
<p><b>Brief Description</b></p> <p>identify and activate the appropriate process area to accomplish the S/P request</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>They also initiate interactions and manage the process of the supplier/partner obtaining information.</p> <p><b>Mandatory</b></p> <p><b>Guide Supplier/Partner Requests processes identify and activate the appropriate process area to accomplish the request. A</b></p> <p>The Telflow Platform is comprised of three layers.</p> <ol style="list-style-type: none"> <li>1. Telflow Industry Interface – Consisting of Telflow B2B, Telflow Portal and Telflow Notifications, this provides the Industry Interface for interactions between Telflow and external Suppliers, Partners or Customers.</li> <li>2. Telflow Fabric – Provides standardized communication between Telflow components and the Telflow Industry Interface.</li> <li>3. Telflow Applications – Pluggable application components provide functionality in different process areas such as Order Management, Fault Tickets, etc.</li> </ol> <p>Requests from Suppliers and Partners can be received via B2B interactions or through the Telflow Portal. All requests are processed through Telflow Fabric. Telflow Fabric provides any message</p>



conversion and translation required for communication with the Telflow Applications that provide the processes to retrieve the information for the user.

**[Telflow Plug & Play Integration Architecture]** – Extract from Telflow Presentation.

For example, an address qualification request from Telflow B2B would be translated through Telflow Fabric and directed to Telflow Location to start the processes to match the address. Similarly a product order placed via Telflow Portal will be translated by Telflow Fabric, and then managed by Telflow Process to start all the processes required to fulfill the services and resources required for a product.

**[Telflow Order Example]** – Slides 4-9 Submit a New Order Screenshots (from Telflow Portal)

**[Telflow Order Example]** – Slides 10-15 Submit a Change Order Screenshots (from Telflow Portal)

**[Telflow Order Example]**- Slide 18 Fulfilling an Order Workflow.

#### **Optional**

Not used for this process element

#### **Interactions**

Alternatively they interact with the appropriate process area to accomplish the request. They also initiate interactions and manage the process of the supplier/partner obtaining information.





4.3.1.3 **L4: Prepare Supplier/Partner Interaction Response (1.1.4.6.1.3) – Mapping Details**

**Process Identifier:** 1.1.4.6.1.3

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.1.4.6.1.3 Prepare Supplier/Partner Interaction Response
<p><b>Brief Description</b></p> <p>prepare Interaction response based on output received from processes activated as a result of process Guide Supplier/Partner Requests</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>This response is based on output received from processes activated as a result of process Guide Supplier/Partner Requests</p> <p><b>Mandatory</b></p> <p><b>Prepare Supplier/Partner Interaction response processes prepare response in order to manage desired information for S/P based on request placed. AM</b></p> <p>All responses are prepared by the Application responsible for handling the request. For example, address qualifications are handled by Telflow Location</p> <p>Once a response to the initial query is available, the information is fed back through Telflow Fabric, to be converted and presented to the User via the appropriate Industry Interface – Telflow Portal, Telflow B2B or Telflow Notifications.</p> <p><b>[Telflow Order Example]</b> –Slide 18 Fulfilling an Order Workflow.</p>



The processes for preparing a response are primarily automated. However, in some instances, manual (human) tasks may be explicitly specified and will be required. For example, the process detailed to fulfill an order may require a manual human design task.

**[Telflow Order Example]** –Slide 20 Example of a Resource Allocation Process

**[Fulfill Product Order Process Example]**

**Optional**

Not used for this process element

**Interactions**

Not used for this process element



**4.3.2 L3: Analyze & Report S/P Interactions (1.1.4.6.2) [Not Assessed]**

This process was not submitted for assessment.

**4.3.3 L3: Mediate & Orchestrate Supplier/Partner Interactions (1.1.4.6.3)**

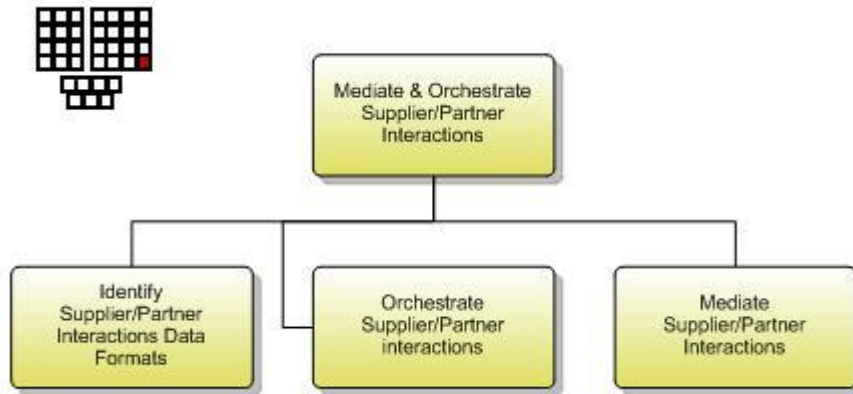


Figure 4-12: Mediate & Orchestrate Supplier/Partner Interactions decomposition into level 4 processes

**Process Identifier:** 1.1.4.6.3

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

**Brief Description**

Ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its suppliers/partners

**Extended Description**

The purpose of the Mediate & Orchestrate Supplier/Partner Interactions is to ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its suppliers/partners. Increasingly transactions with external parties (e.g. suppliers using RosettaNet or ebXML standards) will need to conform to message and data formats defined by third parties or third party organizations. Based on the specific transaction type and involved external party, this conformance will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats. In addition, interactions with external parties may require that



messages and transactions need to be undertaken with defined and agreed orchestration for message exchange. The actual agreement between the parties to use specific interaction standards is part of the Support S/P Interface Management and Manage Supplier/Partner Engagement L3s.

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



4.3.3.1 **L4:- Identify Supplier/Partner Interactions Data Formats (1.1.4.6.3.1) - Mapping Details**

**Process Identifier:** 1.1.4.6.3.1

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 3 PROCESS MAPPING DETAILS</b>
1.1.4.6.3.1 Identify Supplier/Partner Interactions Data Formats
<p><b>Brief Description</b></p> <p>Identification of necessary data formats to be exchanged between enterprise and Supplier/Partners</p> <p><b>Extended Description</b></p> <p>Identify Supplier/Partner Interactions Data Formats processes focus on identification of necessary data formats to be sent externally.</p> <p><b>Explanatory</b></p> <p>Not used for this process element</p> <p><b>Mandatory</b></p> <p style="background-color: #00FF00;">Identify Supplier/Partner Interactions Data Formats processes focus on identification of necessary data formats to be sent externally. AM</p> <p>Telflow is able to interact with any Supplier/Partner through two Industry Interfaces – Telflow Notifications or Telflow B2B.</p> <p>The data format for Telflow Notifications can be plain text, HTML or XML formats. Other data formats are available on request</p> <p>The data format for Telflow B2B interactions is typically derived from Industry Interface Specifications released by the Supplier/Partner. For example, Telflow is configured to send and receive B2B messages as defined in the TMF B2B2X Best Practice Guide as implemented by the Australian NBN’s (NBN Co) B2B Specifications. Telflow B2B is able to manage different Industry Interface Specifications for different Supplier/Partners including creation, update and version</p>



control capabilities. The references below are an example Industry Interface Specification from NBN Co for messages related to a Service Qualification.

**[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14] - 2.5. requestSingleSiteQualification**

**[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14] - 2.6. responseSingleSiteQualification**

Once the Industry Interface specifications are obtained, a data transformation is able to be developed and deployed in Telflow Fabric. This will allow the conversion of messages to and from the industry interface to Telflow. Telflow will automatically identify deployed data formats as messages are received, and the data format required in a response before a message is sent.

**Optional**

Not used for this process element

**Interactions**

Not used for this process element

4.3.3.2 *L4:- Orchestrate Supplier/Partner Interactions (1.1.4.6.3.2) - Mapping Details*

**Process Identifier:** 1.1.4.6.3.2

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 3 PROCESS MAPPING DETAILS</b> 1.1.4.6.3.2 Orchestrate Supplier/Partner Interactions
<p><b>Brief Description</b></p> <p>definition of transaction message structure and interactions to conform to agreed, externally defined standards used by the enterprise and its suppliers/partners</p> <p><b>Extended Description</b></p>



Not used for this process element

**Explanatory**

Increasingly transactions with external parties (e.g. suppliers using RosettaNet or ebXML standards) will need to conform to message and data formats defined by third parties or third party organizations. In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange.

**Mandatory**

**Orchestrate Supplier/Partner interactions processes ensures that transaction message structure and interactions to conform to agreed, externally defined standards used by the enterprise and its suppliers/partners. Based on the specific transaction type and involved external party, this will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats. AM**

The message structure of each interaction message is derived from the Industry Interface Specifications released by the Supplier/Partner. Interaction processes are also taken from the documents released by the Supplier/Partner and implemented into Telflow. For the Australian NBN (NBN Co), Telflow has used the B2B Interaction Business Processes Technical Specification, together with the B2B Specifications released for various messages.

**[B2B Interaction Business Processes Technical Specification]** – 4.1.1 Single Site Qualification

**[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14]** - 2.5. requestSingleSiteQualification

**[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14]** - 2.6. responseSingleSiteQualification

In the references above, an example B2B Message for a Single Site Qualification Request from NBN Co is:

**[ManageServiceQualificationRequest\_B2B]**

Telflow Fabric will convert this into the Telflow internal format based on the TM Forum SID. The example is shown below:

**[PerformServiceQualificationRequest\_CIM]**

Once a message structure is implemented in Telflow, all external message transactions will be of the required data format and structure.

**Optional**



Not used for this process element

**Interactions**

The actual agreement between the parties to use specific interaction standards is part of the Support S/P Interface Management and Manage Supplier/Partner Engagement L3s.

4.3.3.3 *L4:- Mediate Supplier/Partner Interactions (1.1.4.6.3.3) - Mapping Details*

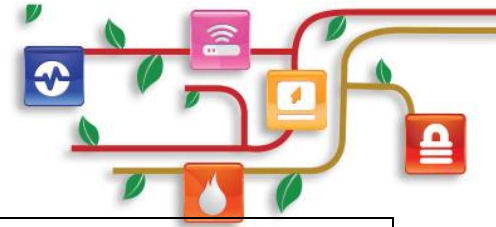
**Process Identifier:** 1.1.4.6.3.3

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 3 PROCESS MAPPING DETAILS</b> 1.1.4.6.3.3 Mediate Supplier/Partner Interactions
<p><b>Brief Description</b></p> <p>conversion of externally received messages into the required internal enterprise formats.</p>
<p><b>Extended Description</b></p> <p>Not used for this process element</p>
<p><b>Explanatory</b></p> <p>Not used for this process element.</p>
<p><b>Mandatory</b></p> <p style="background-color: #90EE90; padding: 2px;">Mediate Supplier/Partner Interactions processes manages conversion of externally received messages into the required internal enterprise formats. A</p> <p>Telflow Fabric provides a single point of integration between Telflow and Industry Interfaces accessed through Telflow B2B. Once the transaction message structure has been pre-defined and deployed, Telflow Fabric provides the conversion required to a format based on the TMForum SID.</p>





An example B2B Message for a Single Site Qualification Request from NBN Co is:

**[ManageServiceQualificationRequest\_B2B]**

Telflow Fabric will convert this into the Telflow internal format based on the TM Forum SID. The example is shown below:

**[PerformServiceQualificationRequest\_CIM]**

Once the site qualification is completed by Telflow Location, the following internal message will be generated with the results:

**[PerformServiceQualificationResponse\_CIM]**

And converted by Telflow Fabric into the required B2B format required by NBN Co:

**[ManageServiceQualificationResponse\_B2B]**

**Optional**

Not used for this process element

**Interactions**

Not used for this process element



#### 4.3.4 Supporting Evidence References (Works Cited)

<b>[Telflow Industry Interface]</b>	Telflow Industry Interface
<b>[Telflow Plug &amp; Play Integration Architecture]</b>	Telflow Plug & Play Integration Architecture
<b>[Telflow Order Example]</b>	Telflow Order Example
<b>[B2B Interaction Business Processes Technical Specification]</b>	B2B Interaction Business Processes Technical Specification
<b>[ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification 20-Jan-14]</b>	Interface Functional Specification ManageServiceQualification Industry Interface
<b>[ManageServiceQualificationRequest_B2B]</b>	Single Site Qualification Request B2B Message
<b>[ManageServiceQualificationResponse_B2B]</b>	Single Site Qualification Response B2B Message
<b>[PerformServiceQualificationRequest_CIM]</b>	Single Site Qualification Request Telflow CIM Message
<b>[PerformServiceQualificationResponse_CIM]</b>	Single Site Qualification Response Telflow CIM Message
<b>[Fulfill Product Order Process Example]</b>	



### 4.3.5 Detailed Conformance Result

Table 4-3 L2: 1.1.4.6 S/P Interface Management - Level 3 & Level 4 Conformance Scores

Level 0: 1.1 - Operations / Level 1: 1.1.4 - Supplier/Partner Relationship Management Level 2: 1.1.4.6 - S/P Interface Management	Conformance Score
<b>1.1.4.6.1 - Manage S/P Requests (Including Self Service)</b>	<b>5.0</b>
1.1.4.6.1.1 - Gather Supplier/Partner Request	100%
1.1.4.6.1.2 - Guide Supplier/Partner Requests	100%
1.1.4.6.1.3 - Prepare Supplier/Partner Interaction response	100%
<b>1.1.4.6.2 - Analyze &amp; Report S/P Interactions</b>	<b>N/A</b>
<b>1.1.4.6.3 - Mediate &amp; Orchestrate Supplier/Partner Interactions</b>	<b>5.0</b>
1.1.4.6.3.1 - Identify Supplier/Partner Interactions Data Formats	100%
1.1.4.6.3.2 - Orchestrate Supplier/Partner interactions	100%
1.1.4.6.3.3 - Mediate Supplier/Partner Interactions	100%



#### 4.4 L2: Product & Offer Development & Retirement (1.2.1.5)

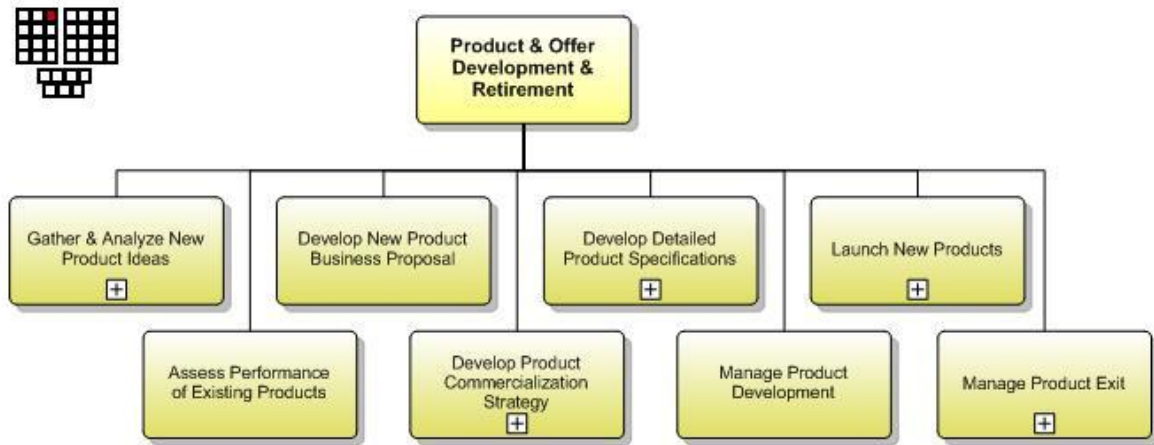


Figure 4-13: Product & Offer Development & Retirement decomposition into level 3 processes.

**Process Identifier:** 1.2.1.5

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

**Brief Description**

Develop and deliver new products and product enhancements and new features, ready for implementation by the Operations processes.

**Extended Description**

Product Development & Retirement processes develop and deliver new products or services and product or service enhancements and new features, ready for implementation by the Operations processes. Additionally they handle the withdrawal of product offerings from the marketplace. Product Development and Retirement processes are project oriented (day to day management of product offerings are handled by the Operations processes). The key measures of this process are how effectively are the enterprise’s products and services broadened and the time to market for new products and services or features. These processes also manage major product and service updates and enhancement. Business Case development tracking and commitment are key elements



of this process, as are project management discipline with defined quality gates.

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



**4.4.1 L3: Gather & Analyze New Product Ideas (1.2.1.5.1) [Not Assessed]**

This process was not submitted for assessment.

**4.4.2 L3: Assess Performance of Existing Products (1.2.1.5.2) [Not Assessed]**

This process was not submitted for assessment.

**4.4.3 L3: Develop New Product Business Proposal (1.2.1.5.3) [Not Assessed]**

This process was not submitted for assessment.

**4.4.4 L3: Develop Product Commercialization Strategy (1.2.1.5.4) [Not Assessed]**

This process was not submitted for assessment.

**4.4.5 L3: Develop Detailed Product Specifications (1.2.1.5.5)**

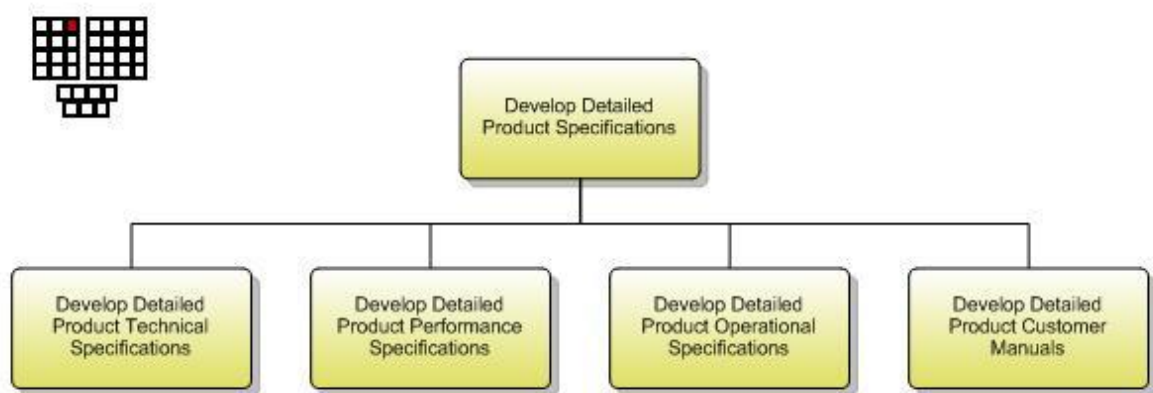


Figure 4-14: Develop Detailed Product Specifications decomposition into level 4 processes.

**Process Identifier:** 1.2.1.5.5

**Process Context**

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie “instantiated”) with other similar process elements for application within a specific organization or domain.

**Brief Description**

Develop and document the detailed product-related technical, performance and operational specifications, and customer manuals.

**Extended Description**



The Develop Detailed Product Specifications processes develop and document the detailed product-related technical, performance and operational specifications, and customer manuals. These processes develop and document the required product features, the specific service and resource requirements and selections, the specific performance and operational requirements and support activities, any product specific data required for the systems and network infrastructure. The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository.

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



4.4.5.1 **L4: Develop Detailed Product Technical Specifications (1.2.1.5.5.1) - Mapping Details**

**Process Identifier:** 1.2.1.5.5.1

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.2.1.5.5.1 Develop Detailed Product Technical Specifications
<p><b>Brief Description</b></p> <p>These processes develop and document the detailed product-related technical specifications. These processes develop and document the required product features, and the specific service and resource requirements and selections. The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository.</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p><b>These processes develop and document the detailed product-related technical specifications. These processes develop and document the required product features, and the specific service and resource requirements and selections. AM</b></p> <p>Telflow uses the Characteristic Specification / Characteristic Value Patterns of the TMF SID to provide a structured approach to the management of dynamic data. B2B2X A detailed product related technical specification is formed by combining characteristics. Four characteristic types are described in the NBNC Co product definition technical specification which is reference by GB 981/982 B2B2X best practice. Characteristic specifications of these types are combined to form a structured product definition.</p>





Telflow Composer is Telflow's specification creation and management application. Specifications in Telflow are comprised of Specification Characteristic types – a Key/Value, List (Enumerated), Range, or Grouping (Collection).

**[Telflow Composer Example]** – Slides 4-5, Characteristics in Telflow Composer.

Rules in Telflow Composer allow definitions, constraints or relationships to be defined for a Specification. This provides the functionality for business rules to be implemented, and data be managed to improve usability, readability, provide automation and reduce errors.

**[Telflow Composer Example]** – Slides 34-41, Rules Example.

This allows accurate modeling all aspects of a Product Specification and its characteristics. Thus, Telflow Composer can be used to detail a Product's Technical, Performance or Operational Specifications without differentiation in the process required.

**[Telflow Composer Example]** – Slides 8-21, Example Product Technical Specification.

**[Telflow Provider Administration Guide]** – 3.1.3 Creating a New Specification using Create.

**[Telflow Provider Administration Guide]** – 3.2.1 Adding new Characteristics.

**[Telflow Provider Administration Guide]** – 3.2.2 Characteristic Types.

Telflow Composer provides the functionality for a full Product, Service and Resource Specification hierarchy to be defined, allowing the documentation of a product and the specific service and resource requirements and selections it is comprised of.

**[Telflow Composer Example]** – Slides 42-48, Product, Service and Resource Decomposition Example.

The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. AM

All Specifications are captured and accessed via the Telflow portal. In addition specifications may be exported into XML format for use outside of Telflow.

**[Telflow Provider Administration Guide]** – 3.1.1 Navigating to Composer.

**[Telflow Provider Administration Guide]** – 3.1.9 Exporting a Specification.

Telflow Composer maintains a lifecycle for all Specifications, allowing a review and approval cycle, along with a quarantine and retirement at the end of the Specification's life. Version control is also provided for each specification to allow updates and changes to be tracked.

**[Telflow Provider Administration Guide]** – 3.1.7 Lifecycle of a Specification.



<p><b>Optional</b></p> <p>Reserved for future use.</p> <p><b>Interactions</b></p> <p>Reserved for future use.</p>
---

4.4.5.2 *L4: Develop Detailed Product Performance Specifications – Mapping Details*

**Process Identifier:** 1.2.1.5.5.2

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.2.1.5.5.2 Develop Detailed Product Performance Specifications
<p><b>Brief Description</b></p> <p>These processes develop and document the detailed product-related performance specifications. These processes develop and document the specific performance requirements. The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository.</p> <p><b>Extended Description</b></p> <p>Not used for this process element</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p style="background-color: #00FF00;">These processes develop and document the detailed product-related performance specifications.</p> <p style="background-color: #00FF00;">These processes develop and document the specific performance requirements. <b>AM</b></p>



Telflow Composer is Telflow’s specification creation and management application. Specifications in Telflow are comprised of Specification Characteristics – a Key/Value, List (Enumerated), Range, or Grouping (Collection). Value Types (String, Boolean, Integer, Float, Date).

**[Telflow Composer Example]** – Slide 4-5, Characteristics in Telflow Composer.

This allows accurate modeling all aspects of a Product Specification and its characteristics. Thus, Telflow Composer can be used to detail a Product’s Technical, Performance or Operational Specifications without differentiation in the process required.

**[Telflow Composer Example]** – Slides 22-29, Example Product Performance Specification.

**[Telflow Provider Administration Guide]** – 3.1.3 Creating a New Specification using Create.

**[Telflow Provider Administration Guide]** – 3.2.1 Adding new Characteristics.

**[Telflow Provider Administration Guide]** – 3.2.2 Characteristic Types.

The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. AM

All Specifications are automatically captured and accessed via the Telflow portal. Specifications may also be manually cloned or moved into user defined groups (folders). In addition specifications may be exported into XML format for use outside of Telflow.

**[Telflow Provider Administration Guide]** – 3.1.1 Navigating to Composer.

**[Telflow Provider Administration Guide]** – 3.1.9 Exporting a Specification.

Telflow Composer maintains a lifecycle for all Specifications, allowing a review and approval cycle, along with a quarantine and retirement at the end of the Specification’s life. Version control is also provided for each specification to allow updates and changes to be tracked.

**[Telflow Provider Administration Guide]** – 3.1.7 Lifecycle of a Specification.

### Optional

Reserved for future use

### Interactions

Reserved for future use



4.4.5.3 **L4: Develop Detailed Product Operational Specifications (1.2.1.5.5.3) – Mapping Details**

**Process Identifier:** 1.2.1.5.5.3

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.2.1.5.5.3 Develop Detailed Product Operational Specifications
<p><b>Brief Description</b></p> <p>These processes develop and document the detailed product-related operational specifications. These processes develop and document the specific performance and operational requirements and support activities, along with any product specific data required for the systems and network infrastructure. The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository.</p> <p><b>Extended Description</b></p> <p>Not used for this process element.</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p><b>These processes develop and document the detailed product-related operational specifications. These processes develop and document the specific performance and operational requirements and support activities, along with any product specific data required for the systems and network infrastructure. AM</b></p> <p>Telflow Composer is Telflow’s specification creation and management application. Specifications in Telflow are comprised of Specification Characteristics – a Key/Value, List (Enumerated), Range, or Grouping (Collection). Value Types (String, Boolean, Integer, Float, Date).</p>



**[Telflow Composer Example]** – Slide 4-5, Characteristics in Telflow Composer.

This allows accurate modeling all aspects of a Product Specification and its characteristics. Thus, Telflow Composer can be used to detail a Product’s Technical, Performance or Operational Specifications.

**[Telflow Composer Example]** – Slides 30-33, Example Product Operational Specification.

**[Telflow Provider Administration Guide]** – 3.1.3 Creating a New Specification using Create.

**[Telflow Provider Administration Guide]** – 3.2.1 Adding new Characteristics.

**[Telflow Provider Administration Guide]** – 3.2.2 Characteristic Types.

**The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. AM**

All Specifications are captured and accessed via the Telflow portal. Specifications may also be manually cloned or moved into user defined groups (folders). In addition specifications may be exported into XML format for use outside of Telflow.

**[Telflow Provider Administration Guide]** – 3.1.1 Navigating to Composer.

**[Telflow Provider Administration Guide]** – 3.1.9 Exporting a Specification.

Telflow Composer maintains a lifecycle for all Specifications, allowing a review and approval cycle, along with a quarantine and retirement at the end of the Specification’s life. Version control is also provided for each specification to allow updates and changes to be tracked.

**[Telflow Provider Administration Guide]** – 3.1.7 Lifecycle of a Specification.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.



4.4.5.4 *L4: Develop Detailed Product Customer Manuals (1.2.1.5.5.4) – Mapping Details*

**Process Identifier:** 1.2.1.5.5.4

**Process Context**

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> 1.2.1.5.5.4 Develop Detailed Product Customer Manuals
<p><b>Brief Description</b></p> <p>The Develop Detailed Product Specifications processes develop and document the detailed customer manuals. The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository.</p> <p><b>Extended Description</b></p> <p>Not used for this process element.</p> <p><b>Explanatory</b></p> <p>Reserved for future use.</p> <p><b>Mandatory</b></p> <p>The Develop Detailed Product Specifications processes develop and document the detailed customer manuals. The processes ensure that all detailed specifications are produced and appropriately documented. Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. <b>AM</b></p> <p>Telflow Composer provides the capability for the development of any detailed customer manuals, based on the documented specifications.</p> <p>The inbuilt lifecycle management, version control for Specifications and organizing/sorting of Specifications with Groups and Specification Type (e.g. Product/Service/Resource), allows Telflow Composer to be the authoritative enterprise specification repository.</p>



**[Telflow Provider Administration Guide] – 3.1.7 Lifecycle of a Specification.**  
Specification export and import functionality on Telflow Composer (in XML) provides flexibility for additional Specifications to be added to Telflow Composer, or extracted for use elsewhere.

**[Telflow Provider Administration Guide] – 3.1.4 Creating a Specification using Import.**

**[Telflow Provider Administration Guide] – 3.1.9 Exporting a Specification.**  
DGIT provides all Telflow customers with the standard Administration Guide. It covers all aspects of use of Telflow Composer used for the creation, editing and management of detailed Specifications.

**[Telflow Provider Administration Guide] – 3. Managing Specifications in Composer.**

**Optional**  
Reserved for future use.

**Interactions**  
Reserved for future use.

**4.4.6 L3: 1.2.1.5.6 - Manage Product Development [Not Assessed]**

This process was not submitted for assessment.

**4.4.7 L3: 1.2.1.5.7 - Launch New Products [Not Assessed]**

This process was not submitted for assessment.

**4.4.8 L3: 1.2.1.5.8 - Manage Product Exit [Not Assessed]**

This process was not submitted for assessment.



#### 4.4.9 Supporting Evidence References (Works Cited)

[Telflow Composer Example]

[Telflow Provider Administration Guide]





#### 4.4.10 Detailed Conformance Result

Table 4-4 L2: 1.2.1.5 Product & Offer Development & Retirement - Level 3 & Level 4 Conformance Scores

Level 0: 1.2 SIP / Level 1: 1.2.1 - Marketing & Offer Management Level 2: 1.2.1.5 - Product & Offer Development & Retirement	Conformance Scores
<i>1.2.1.5.1 - Gather &amp; Analyze New Product Ideas</i>	N/A
<i>1.2.1.5.2 - Assess Performance of Existing Products</i>	N/A
<i>1.2.1.5.3 - Develop New Product Business Proposal</i>	N/A
<i>1.2.1.5.4 - Develop Product Commercialization Strategy</i>	N/A
<b>1.2.1.5.5 - Develop Detailed Product Specifications</b>	<b>5.0</b>
1.2.1.5.5.1 - Develop Detailed Product Technical Specifications	100%
1.2.1.5.5.2 - Develop Detailed Product Performance Specifications	100%
1.2.1.5.5.3 - Develop Detailed Product Operational Specifications	100%
1.2.1.5.5.4 - Develop Detailed Product Customer Manuals	100%
<i>1.2.1.5.6 - Manage Product Development</i>	N/A
<i>1.2.1.5.7 - Launch New Products</i>	N/A
<i>1.2.1.5.8 - Manage Product Exit</i>	N/A



## 5 Information Framework Assessment Overview

### 5.1 Mapping Technique Employed

The certification scope defines the list of ABEs (Aggregate Business Entities) to be addressed during the assessment. The entities, association classes and dependent entities for each ABE in scope are also included in the assessment.

The mapping technique used was based on the analysis of the SID model files and addendum specifications for the entities and association classes in scope and their related attributes. The role of each entity, association class or attribute is then interpreted and mapped into the Telflow information model related element. This will clearly state how the SID model is supported by Telflow.

### 5.2 Information Framework Assessment - ABE Scope

The diagram in Figure 5-1 illustrates the Information Framework Level 1 ABEs (as highlighted in blue) that were presented in scope for the Assessment.



## Information Framework Layer 1 ABEs – DGIT Telflow Scope

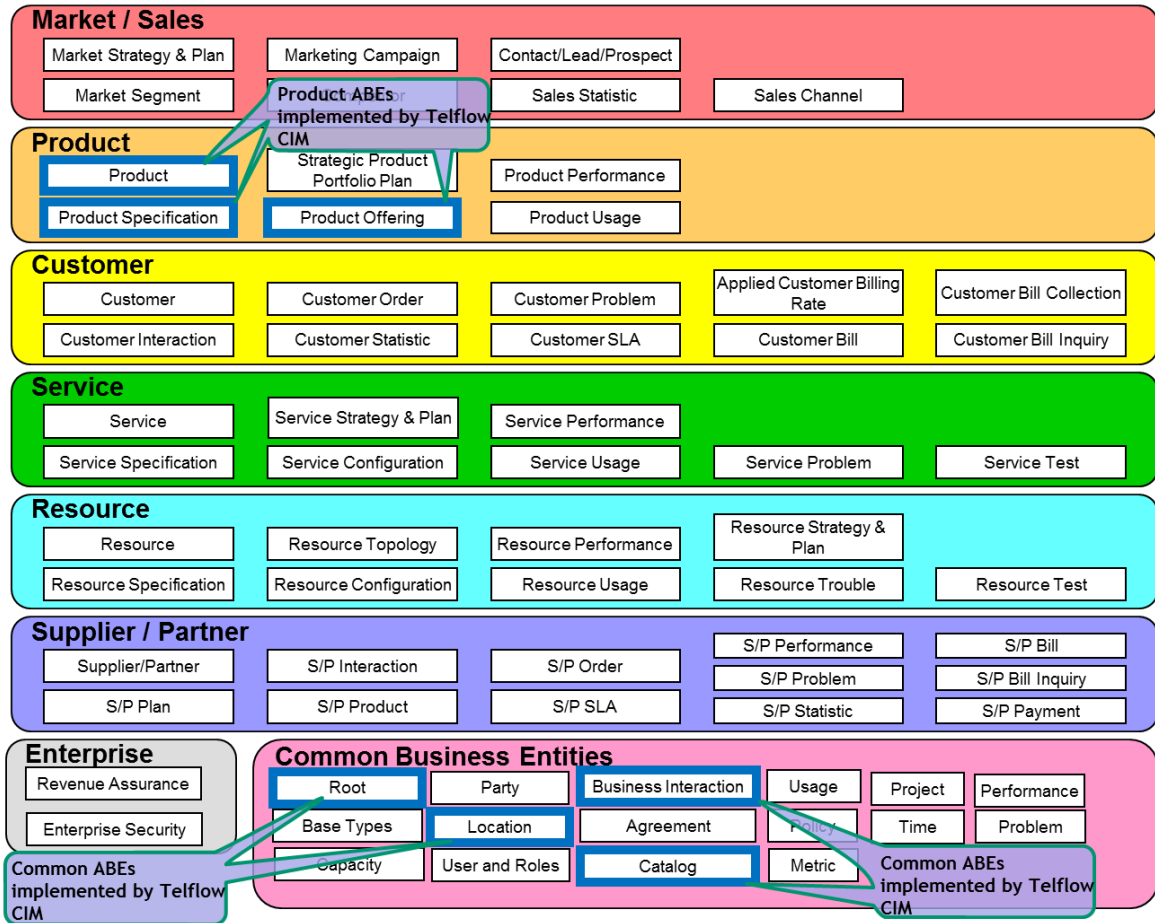


Figure 5-1 Level 1 ABEs in scope for DGIT' Telflow Assessment



### 5.3 Product Scope

The diagram in Figure 5-2 represents the mapping of Telflow to the Information Framework ABEs in scope for the assessment.

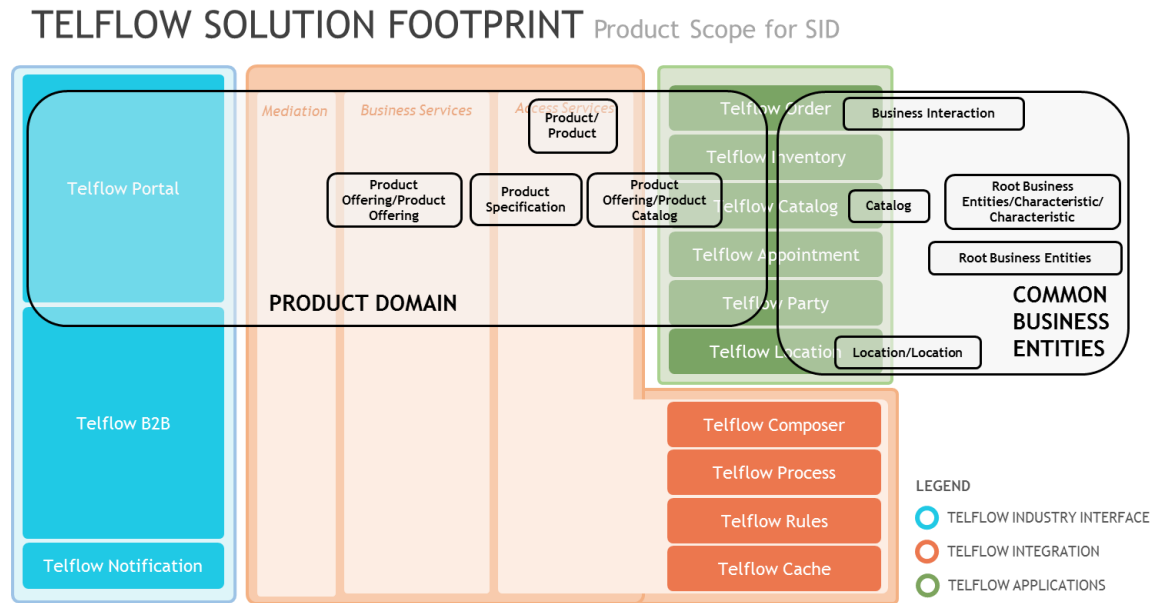


Figure 5-2 Telflow Solution Footprint: Product Scope for SID Assessment



## 6 Framework Conformance Result

This section details the Scores awarded to reflect Conformance of DGIT' Telflow to the Business Process Framework & Information Framework components of Framework 13.0.

### 6.1 Business Process Framework – Scoring Rules

The conformance scores granted were based on the following TM Forum scoring rules:

Framework 13.0 Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Score 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	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	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.

\* 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.

Figure 6-1 TM Forum Business Process Framework: Conformance Scoring Rules



## 6.2 Business Process Framework – Conformance Result Summary

The graphs in this section provide an overview of the conformance levels granted to the Level 3 Processes presented in scope for the DGIT Telflow Assessment. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to level of Conformance – Full Conformance or Partial Conformance as described in section 6.1 Business Process Framework – Scoring Rules.

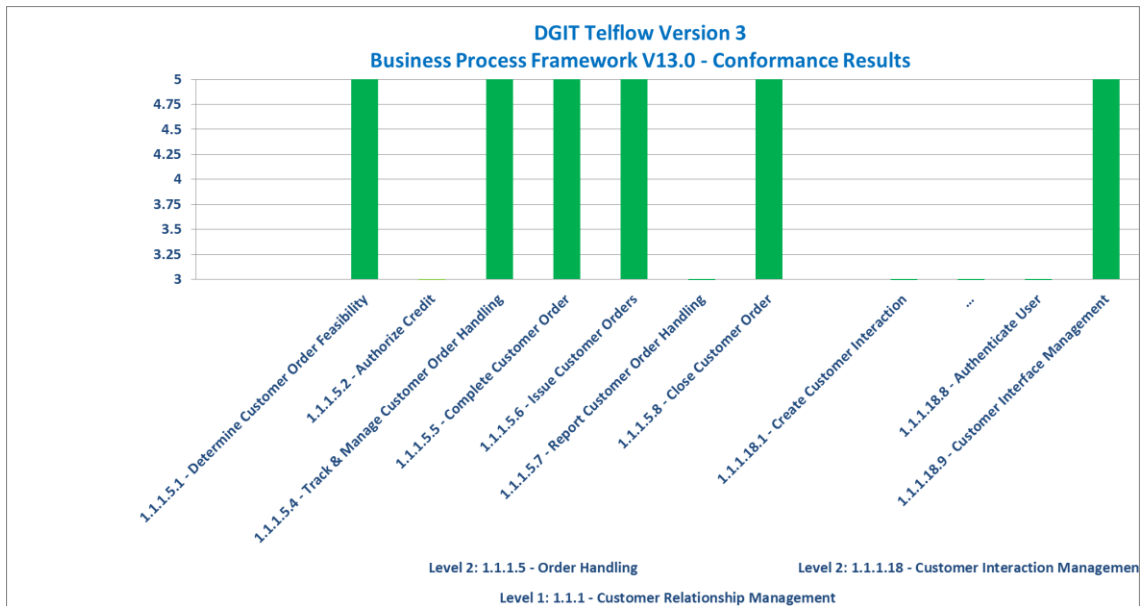


Figure 6-2 Business Process Framework: Conformance Result Summary [1/2]

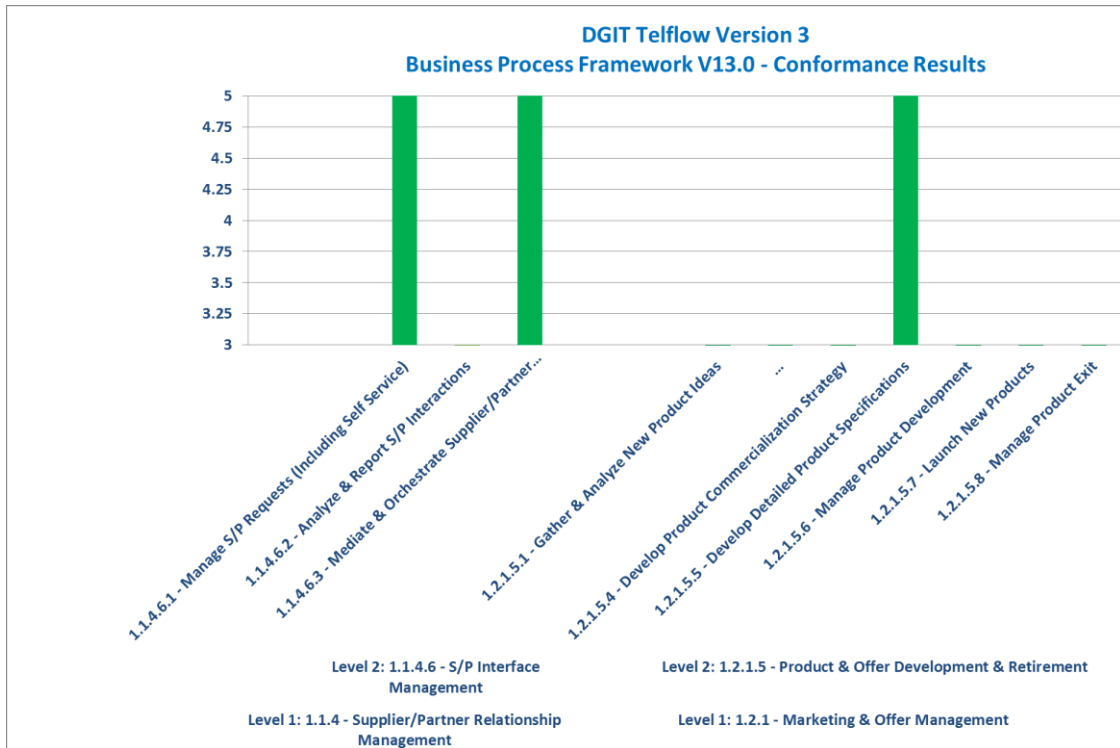


Figure 6-3 Business Process Framework: Conformance Result Summary [2/2]



### 6.3 Business Process Framework – Detailed Conformance Results

The following table provides a more detailed breakdown of the scores awarded with some additional commentary.

Table 6-1 Business Process Framework: Detailed Conformance Results

DGIT Telflow Version 3 Product Business Process Framework (eTOM) Release 13.0 Conformance		
L1 / L2 / L3 Process	L3 Process Score [L2 Coverage]	Comments
<b>Level 1: 1.1.1 - Customer Relationship Management</b>		
<b>Level 2: 1.1.1.5 - Order Handling</b>	<b>[5/7]</b>	
<b>1.1.1.5.1 - Determine Customer Order Feasibility</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<i>1.1.1.5.2 - Authorize Credit</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<b>1.1.1.5.4 - Track &amp; Manage Customer Order Handling</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<b>1.1.1.5.5 - Complete Customer Order</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).





<b>1.1.1.5.6 - Issue Customer Orders</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<i>1.1.1.5.7 - Report Customer Order Handling</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<b>1.1.1.5.8 - Close Customer Order</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<b>Level 2: 1.1.1.18 - Customer Interaction Management</b>	<b>[ 1/9 ]</b>	
<i>1.1.1.18.1 - Create Customer Interaction</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.1.1.18.2 - Update Customer Interaction</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.1.1.18.3 - Close Customer Interaction</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.1.1.18.4 - Log Customer Interaction</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.1.1.18.5 - Notify Customer</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.1.1.18.6 - Track and Manage Customer Interaction</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.1.1.18.7 - Report Customer interaction</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.1.1.18.8 - Authenticate User</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<b>1.1.1.18.9 - Customer Interface Management</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<b>Level 1: 1.1.4 - Supplier/Partner Relationship Management</b>		
<b>Level 2: 1.1.4.6 - S/P Interface Management</b>	<b>[ 2/3 ]</b>	



<b>1.1.4.6.1 - Manage S/P Requests (Including Self Service)</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<i>1.1.4.6.2 - Analyze &amp; Report S/P Interactions</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<b>1.1.4.6.3 - Mediate &amp; Orchestrate Supplier/Partner Interactions</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<b>Level 1: 1.2.1 - Marketing &amp; Offer Management</b>		
<b>Level 2: 1.2.1.5 - Product &amp; Offer Development &amp; Retirement [ 1/8 ]</b>		
<i>1.2.1.5.1 - Gather &amp; Analyze New Product Ideas</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.2.1.5.2 - Assess Performance of Existing Products</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.2.1.5.3 - Develop New Product Business Proposal</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.2.1.5.4 - Develop Product Commercialization Strategy</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<b>1.2.1.5.5 - Develop Detailed Product Specifications</b>	<b>5.0</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<i>1.2.1.5.6 - Manage Product Development</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.2.1.5.7 - Launch New Products</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>
<i>1.2.1.5.8 - Manage Product Exit</i>	<i>N/A</i>	<i>This process was not submitted for assessment.</i>



## 6.4 Information Framework – Scoring Rules

The conformance scores granted were based on the following TM Forum scoring rules:

Framework 13.0 Conformance Certification (Product/Solution/Implementation)	
Information Framework (SID) - Conformance Score Descriptions	
Conformance Score	Qualifier
Non Conformance [ Score = 1 ]	The content of the model is compatible with a subset of the Information Framework (SID) ABEs that define its domain coverage. This provides two interacting components/solutions with a common vocabulary and model structure. The subset represents the scope of the model, expressed in Information Framework (SID) domains and ABEs.
Non Conformance [ Score = 2 ]	The model has passed level 1 conformance and the content of the ABE, part of the domain coverage and defined in the model, contains the ABE's core business entity or entities. A core business entity is an entity upon which other entities within the ABE are dependent. e.g. Service in the Service ABE. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.
Very Low Conformance [ 2.0 < Score <= 3.0 ]	The model has passed level 2 conformance and <u>*a percentage of the required attributes of the ABE's core entity or entities</u> are defined in the model.
Low Conformance [ 3.0 < Score <= 4.0 ]	The model has passed level 3 conformance and <u>*a percentage of the dependent entities</u> within the ABE are defined in the model. 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.
Medium Conformance [ 4.0 < Score <= 5.0 ]	The model has passed level 4 conformance and <u>*a percentage of the required attributes</u> of the ABE's dependent entities are defined in the model.
High Conformance [ 5.0 < Score <= 6.0 ]	The model has passed level 5 conformance and <u>*a percentage of all attributes</u> of the ABE's core entities are defined in the model.
Very High Conformance [ 6.0 < Score < 7.0 ]	The model has passed level 6 conformance and <u>*a percentage of all attributes</u> of the ABE's dependent entities are defined in the model.
Full Conformance [ Score = 7.0 ]	The model has achieved Level 7 conformance (Full Conformance) and <u>all</u> attributes of the ABE's core & dependent entities are defined in the model.
* 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).	

Figure 6-4 TM Forum Information Framework: Conformance Scoring Rules

### Notes:

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.

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.



## 6.5 Information Framework – Conformance Result Summary

The following graphs provide an overview of the conformance levels granted to the ABEs presented in scope for the DGIT Telflow Information Framework Assessment. Each ABE was measured using an Information Framework (SID) conformance scale of 1–7 as described in section 0.

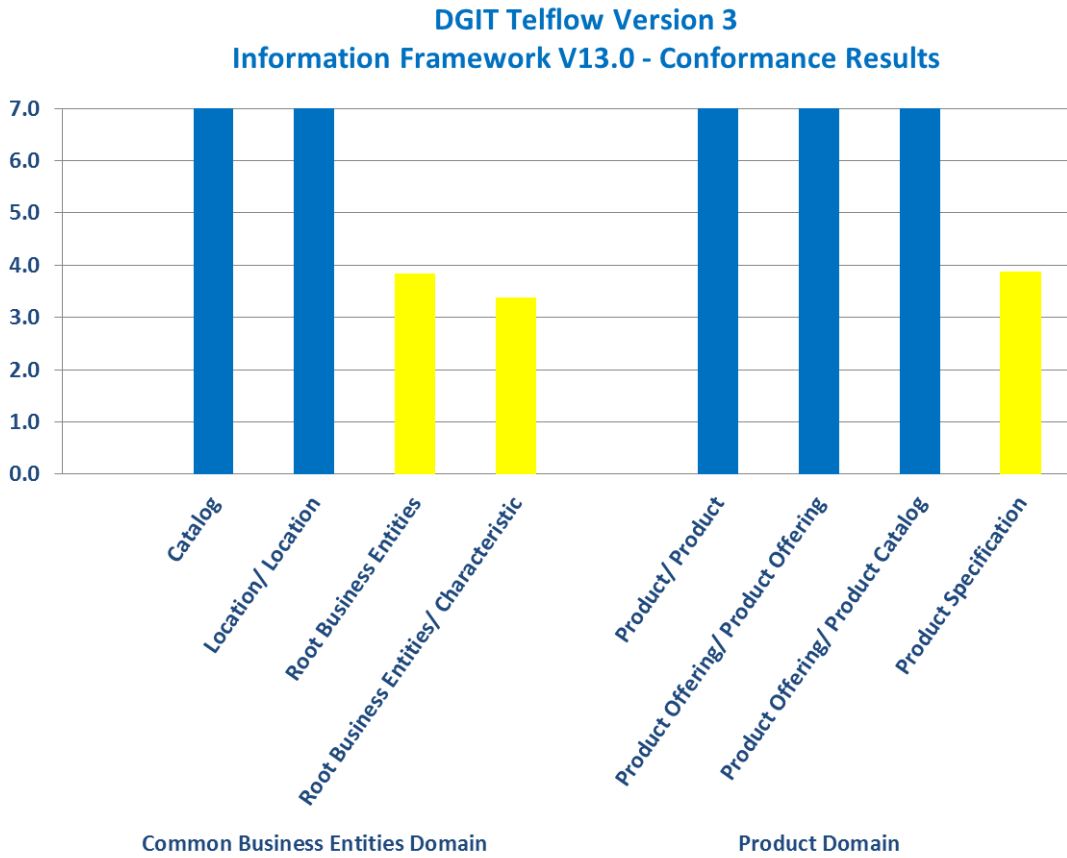


Figure 6-5 Conformance Result Summary CBE & Product Domains



## 6.6 Information Framework – Detailed Conformance Result

The following table provides a more detailed breakdown of the scores awarded with some additional commentary.

Table 6-2 Information Framework: Detailed Conformance Result

DGIT Version 3 Information Framework (SID) R13.0 - Conformance Scores		
ABE	Conformance Score	Comment
<b>Common Business Entities Domain</b>		
<b>Catalog</b>	<b>7.0</b>	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
<b>Location/ Location</b>	<b>7.0</b>	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
<b>Root Business Entities</b>	<b>3.8</b>	Core entity, required attributes, 80% of dependent entities supported.
<b>Root Business Entities/ Characteristic/ Characteristic</b>	<b>3.4</b>	Core entity, required attributes, 40% of dependent entities supported.
<b>Product Domain</b>		
<b>Product/ Product</b>	<b>7.0</b>	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
<b>Product Offering/ Product Offering</b>	<b>7.0</b>	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.



<b>Product Offering/ Product Catalog</b>	<b>7.0</b>	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
<b>Product Specification</b>	<b>3.9</b>	Core entity, required attributes, 90% of dependent entities supported.