

**Framework 12
Implementation Conformance
Certification Report**

**Huawei Technologies Co. Ltd
Managed Services Unified Platform (MSUP)
V2.0**

January 2013

Table of Contents

Table of Contents	2
List of Tables	3
List of Figures	3
1 Introduction	4
1.1 Executive Summary	4
2 Implementation Functionality/Capability Overview	5
2.1 MSUP V2.0 – Implementation Overview	5
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 Implementation Scope	12
4 Business Process Framework – Process Mapping Descriptions	13
4.1 Level 1: 1.1.2 Service Management & Operations	14
4.1.1 Level 2: 1.1.2.3 - Service Problem Management [7/7] - Mapping Details	14
4.1.2 Level 2: 1.1.2.4 - Service Quality Management [7/7] - Mapping Details	42
4.2 Level 1: 1.1.3 Resource Management & Operations	64
4.2.1 Level 2: 1.1.3.1 - RM&O Support & Readiness [6/6] - Mapping Details.....	64
4.2.2 Level 2: 1.1.3.2 - Resource Provisioning [8/8] - Mapping Details	78
4.2.3 Level 2: 1.1.3.3 - Resource Trouble Management [7/7] - Mapping Details	94
4.2.4 Level 2: 1.1.3.4 - Resource Performance Management [7/7] - Mapping Details.....	111
4.2.5 Level 2: 1.1.3.5 - Resource Data Collection & Distribution [4/4] - Mapping Details	129
4.2.6 Level 2: 1.1.3.6 - Resource Mediation & Reporting [2/2] - Mapping Details	133
4.2.7 Level 2: 1.1.3.7 - Workforce Management [5/5] - Mapping Details	140
4.3 Level 1: 1.1.4 - Supplier/Partner Relationship Management	174
4.3.1 Level 2: 1.1.4.1 - S/PRM Support & Readiness [6/6] - Mapping Details	174
4.3.2 Level 2: 1.1.4.2 - S/P Requisition Management [7/7] - Mapping Details.....	185
4.3.3 Level 2: 1.1.4.3 - S/P Problem Reporting & Management [5/5] - Mapping Details	193
4.3.4 Level 2: 1.1.4.4 - S/P Performance Management [5/5] - Mapping Details.....	203
4.4 Level 1: 1.2.3 - Resource Development & Management.....	209
4.4.1 Level 2: 1.2.3.2 - Resource Capability Delivery [7/7] - Mapping Details	209
4.4.2 Level 2: 1.2.3.3 - Resource Development & Retirement [7/7] - Mapping Details	229
5 Information Framework Assessment Overview	248
6 Framework Conformance Result	249
6.1 Business Process Framework – Scoring Rules	249
6.2 Business Process Framework - Conformance Result Summary.....	250
6.3 Business Process Framework – Conformance Results Detailed.....	256
6.4 Information Framework – Scoring Rules	275
6.5 Information Framework – Conformance Result Summary	276
6.6 Information Framework – Conformance Result Detailed.....	277



List of Tables

Table 6.1 - Business Process Framework – Detailed Conformance Result	256
--	-----

List of Figures

Figure 2.1 - Huawei MSUP Functional Architecture	6
Figure 3.1 - Level 2 process coverage for Huawei MSUP (Operations).....	9
Figure 3.2 - Level 2 process coverage for Huawei MSUP (Strategy, Infrastructure & Product).....	10
Figure 3.3 - Level 3 process coverage for Huawei MSUP V2.0 Assessment	11
Figure 3.4 - Huawei MSUP V2.0 Implementation Footprint	12
Figure 6.1 - TM Forum Business Process Framework – Conformance Scoring Rules.....	249
Figure 6.2 - Conformance Result Summary: 1.1.2 - Service Management & Operations.....	250
Figure 6.3 - Conformance Result Summary: 1.1.3 - Resource Management & Operations [1/2].....	251
Figure 6.4 - Conformance Result Summary: 1.1.3 – Resource Management & Operation [2/2].....	252
Figure 6.5 - Conformance Result Summary: 1.1.4 – Supplier/Partner Relationship Management [1/2] ...	253
Figure 6.6 - Conformance Result Summary: 1.1.4 – Supplier/Partner Relationship Management [2/2] ...	254
Figure 6.7 - Conformance Result Summary: 1.2.3 - Resource Development & Management.....	255

1 Introduction

1.1 Executive Summary

This document provides details of Huawei Technologies' self-assessment and TM Forum's Conformance Assessment of **Huawei Technologies' Managed Services Unified Platform (MSUP)**, against the following Framework 12 components:

- Business Process Framework Version 12

The assessment included a review of:

- The methodology approach to product modeling and Product Lifecycle Management (PLM) against the TM Forum's Business Process Framework Release 12 according to the specific processes submitted in scope for the Assessment.

This Report provides the results of a re-certification assessment carried out by Huawei Technologies in follow-up to an Assessment and Certification granted to their Managed Services Unified Platform Implementation in January 2010 and March 2010.

In addition to re-certifying a subset of the processes submitted for assessment in the previous assessment, the following processes were added to the Assessment Scope:

- 1.2.3.2 - Resource Capability Delivery
- 1.2.3.3 - Resource Development & Retirement
- 1.1.2.3 - Service Problem Management
- 1.1.2.4 - Service Quality Management

The selection of processes submitted for re-assessment from the previous assessment in 2010 was based on the following criteria:

- Processes that had changed in the Business Process Framework standard since the previous assessment
- A random selection of additional processes

The reader should note that the Framework Conformance Assessment process changed for Framework 12.0 Assessments to cater for mappings against Business Process Framework Level 4 processes instead of Level 3 processes as per previous assessments. Because of this, this Certification Report documents a combination of Level 3 process mappings which are carried over from the 2010 Assessment and Level 4 process mappings for the new processes submitted for review in this Assessment and for processes from previous assessment re-submitted for review in this Assessment.

2 Implementation Functionality/Capability Overview

2.1 MSUP V2.0 – Implementation Overview

Utilizing eTOM, ITIL, TL 9000, ISO 20000, ISO 27001 and CMMI, Huawei Managed Services has integrated global industry standards and developed its own compliant managed services unified platform.

In Figure 2.1, there is a diagram of the Huawei MSUP Functional Architecture.

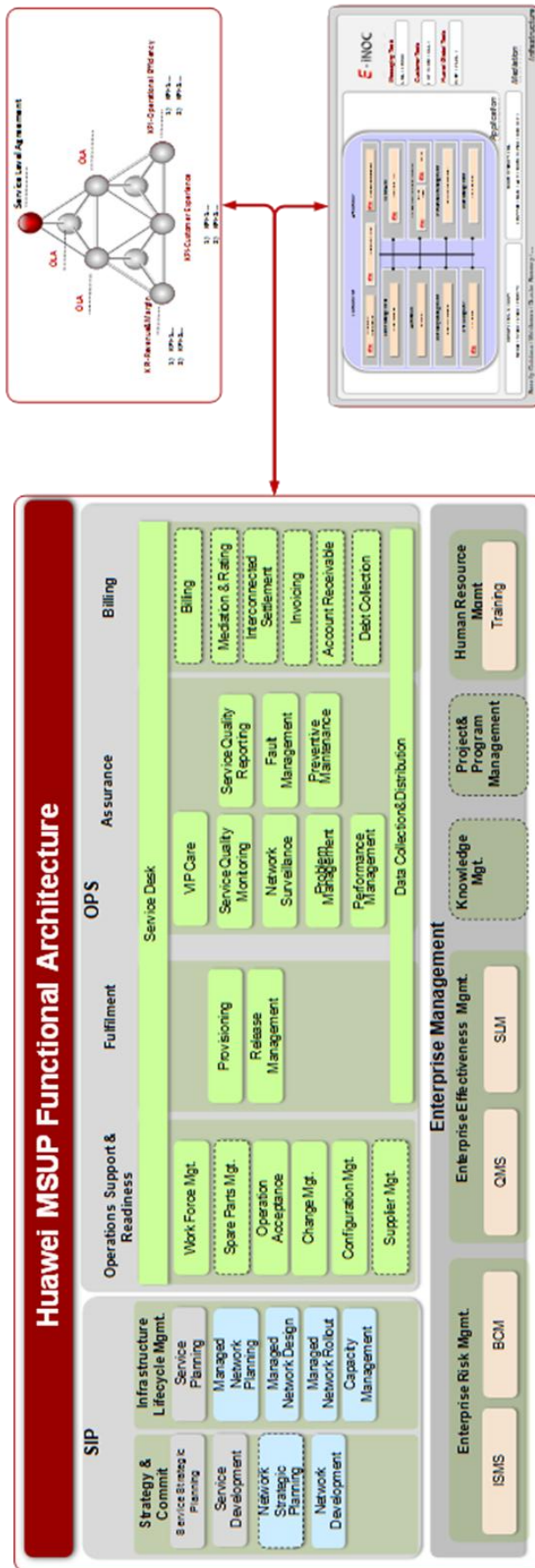


Figure 2.1 - Huawei MSUP Functional Architecture

This Managed Services Unified Platform illustrates and details the required components and processes to Effectively, Consistently, Economically and Securely implement and manage an ICT services provider business:

- The MSUP business processes and related business metrics are deployed within an organization;
- During the MSUP implementation, the Operation Data Information is Monitored and Analyzed to identify the improvement area, then the MSUP process is prioritized, customized and implemented according to Improvement solution;
- The Operation Data Information is collected, analyzed to identify process inefficiencies compared to:
 - Contractual requirements, Service Level Agreements, Key Performance Indicators (Cost, Customer Experience, Operational Effectiveness)
 - Internal commitments as Operating Level Agreements, Performance Indicators
 - and proven industry best practices
- The Operation Excellence is guaranteed after the implementation:
 - Improved SLA compliance rate
 - Reduced Time to Deliver Service and Speed Deployment of New Services
 - Rapid Repair of Service Faults
 - Increased Workforce Productivity
 - Reduced Revenue Leakage and to Improve Profits and Business Agility
 - Reduced Customer Churn and Unlock New Business Opportunities
 - Better Security Control to Manage Confidentiality, Integrity and Availability of Information
 - Improved compliance to regulatory requirements
 - Improved management effectiveness and efficiency

The MSUP Implementation Conformance assessment is carried out against the Business Process Framework.

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

For Framework 12.0 Assessments, and going forward, process mappings are provided against Business Process Framework Level 4 process descriptions.

Business Process Framework L4 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each eTOM 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 eTOM L4 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 should be provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being used, the process mappings should in that case be 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).*

TM Forum Note 3: *Note that for this Certification Report, for Huawei MSUP 2.0 Implementation, , as it consolidates the findings of an earlier Assessment & Certification in 2010, some process mappings are provided against Level 3 process descriptions.*

3.2 Business Process Framework - Level 2 Process Scope

The following figures (Figure 3.1 & Figure 3.2) represent the Business Process Framework Level 2 processes that were presented in scope for the assessment, and the textual callouts represent the components of the Huawei Technologies Managed Services Unified Platform (MSUP) that were assessed and support the corresponding Business Process Framework processes according to the results in Chapter 6 Framework Conformance.

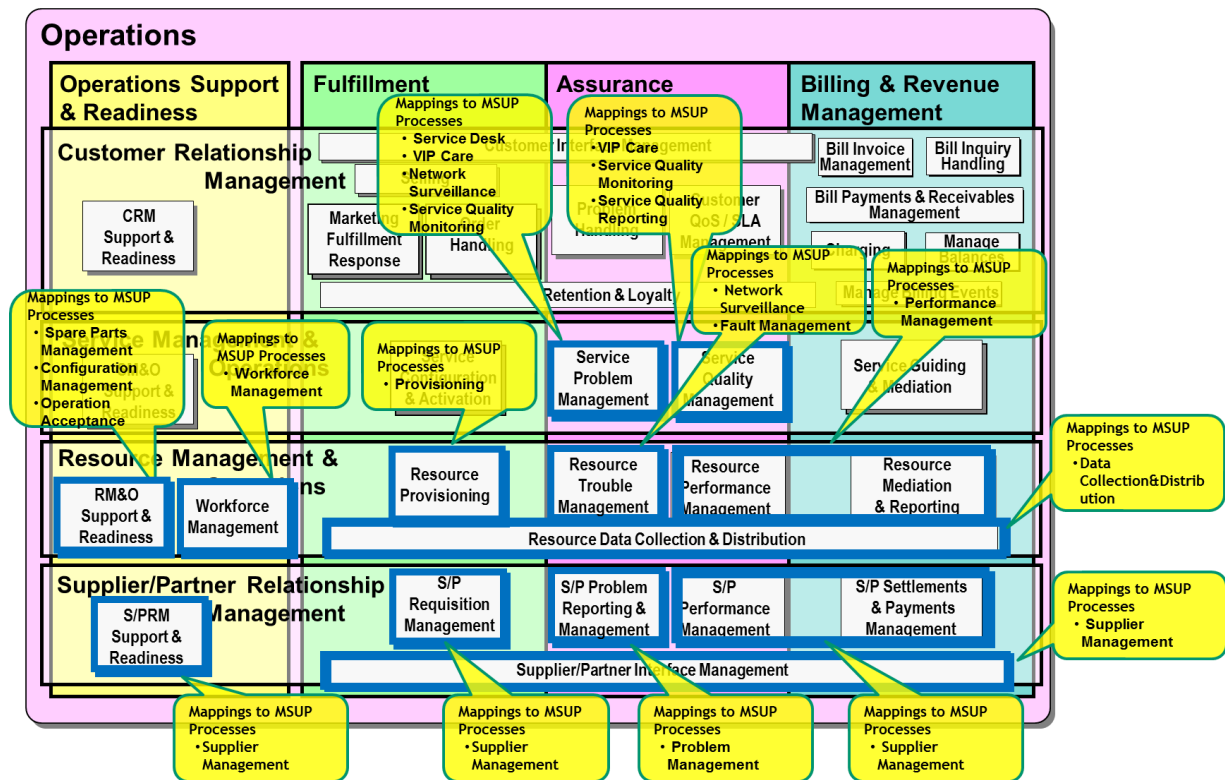


Figure 3.1 - Level 2 process coverage for Huawei MSUP (Operations)

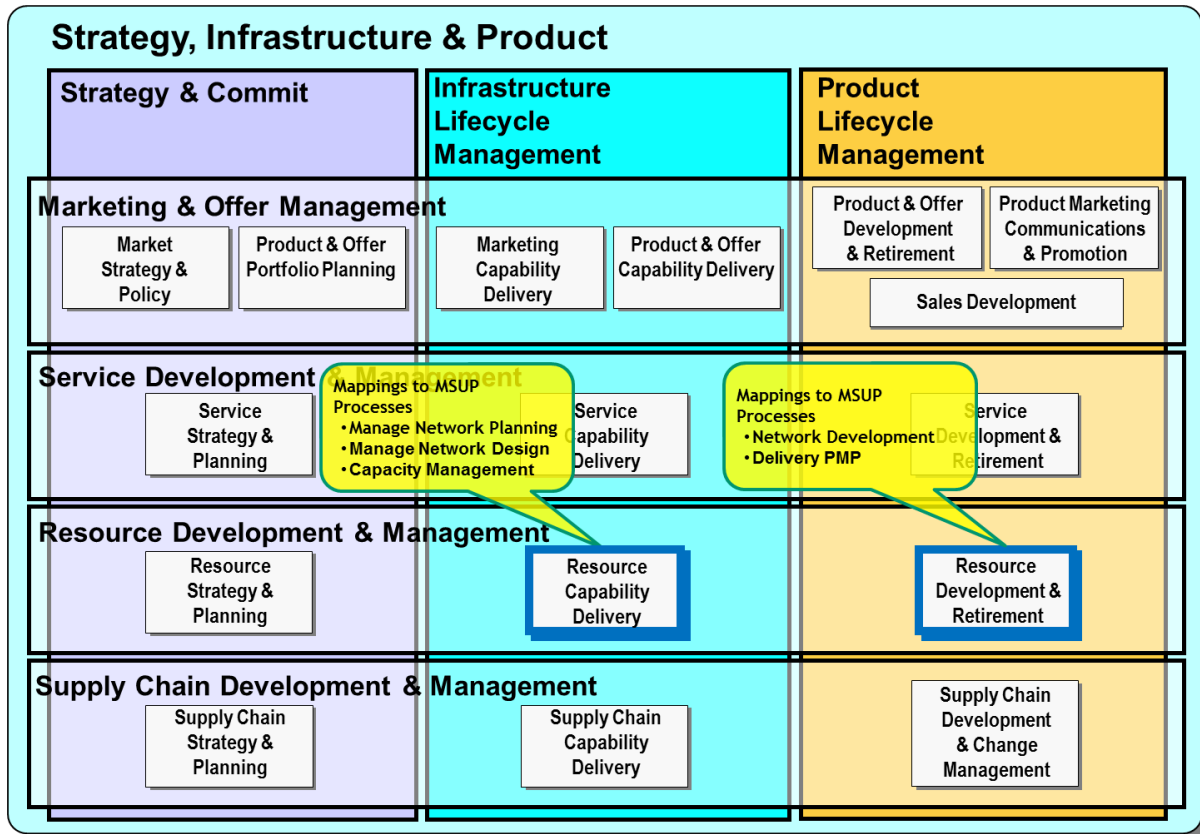


Figure 3.2 - Level 2 process coverage for Huawei MSUP (Strategy, Infrastructure & Product)



The following diagram (Figure 3.3) 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.

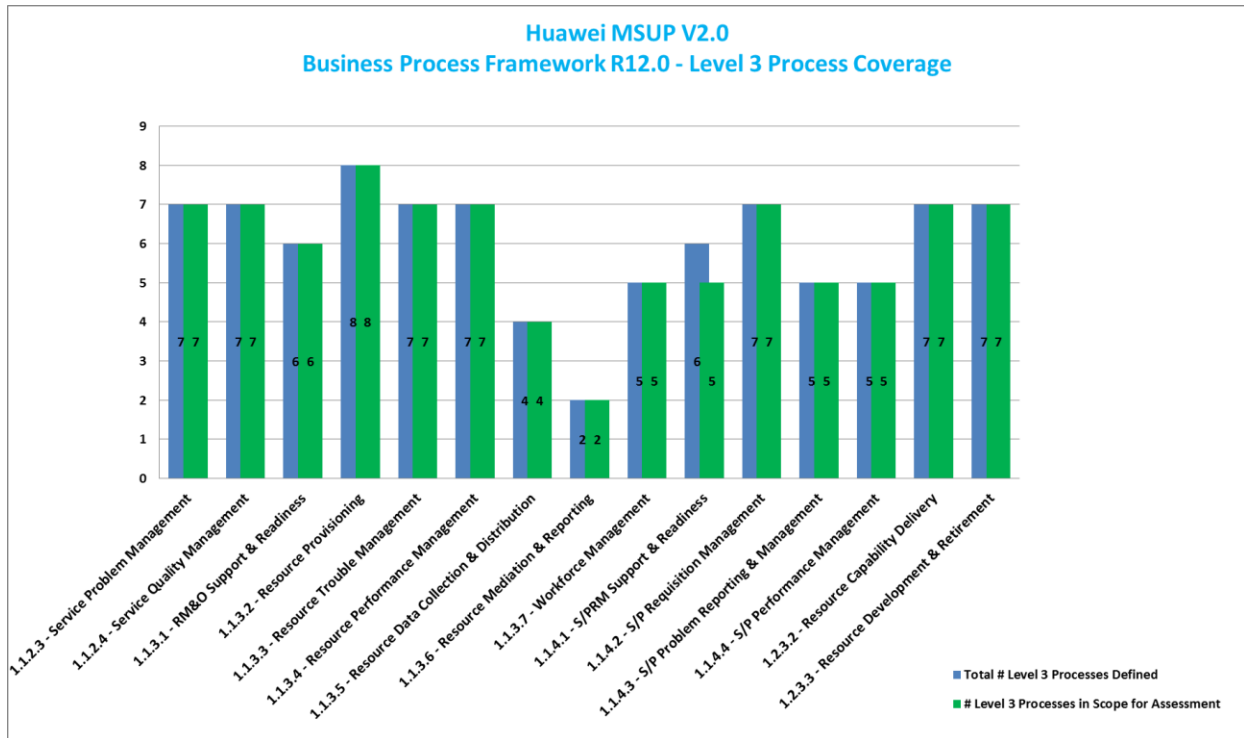


Figure 3.3 - Level 3 process coverage for Huawei MSUP V2.0 Assessment

3.3 Implementation Scope

The diagram in Figure 3.4 represents the Huawei Technologies Managed Services Unified Platform (MSUP) and how it is mapped to the Business Process Framework processes that were assessed as part of this Framework Conformance Assessment.

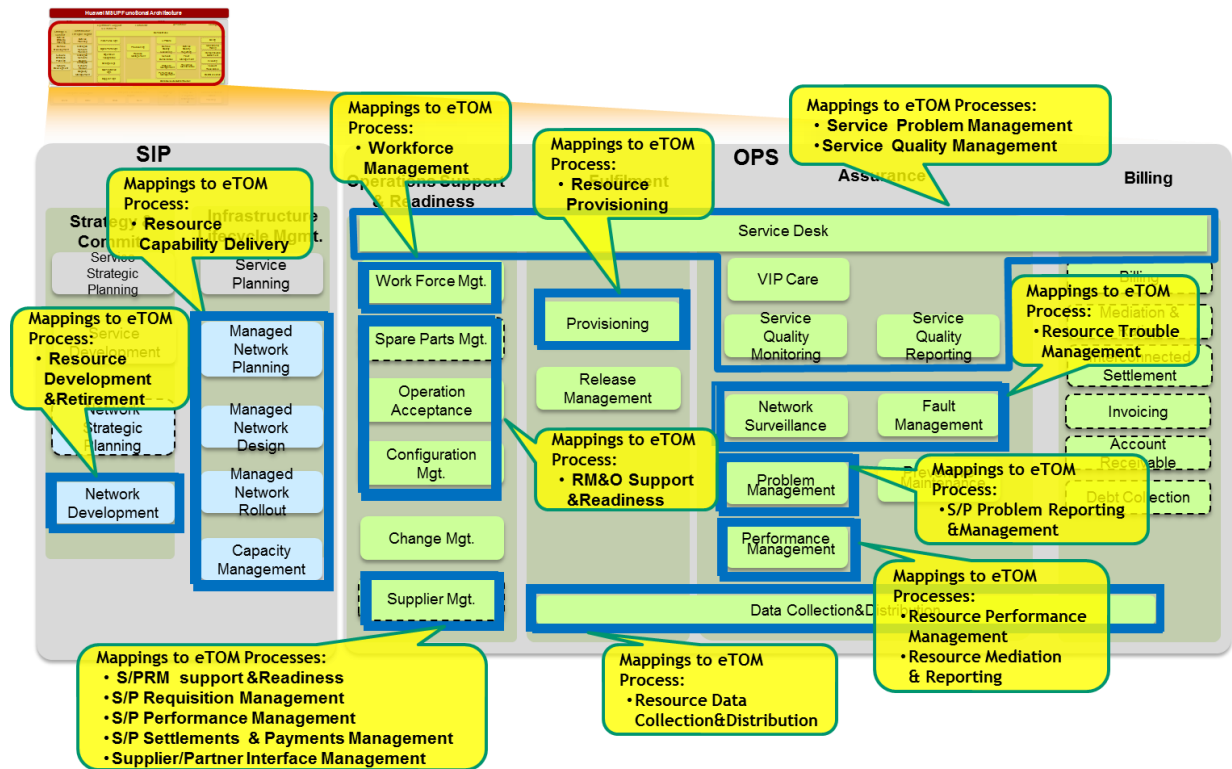


Figure 3.4 - Huawei MSUP V2.0 Implementation Footprint

4 Business Process Framework – Process Mapping Descriptions

This section provides the Process Mapping output from Huawei Technologies' Self-Assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for the Huawei Technologies Managed Services Unified Platform (MSUP).

From Framework 12.0 Assessments, the guideline is to submit mappings against the Level 4 processes.

For this Certification for Huawei MSUP 2.0, as it is partly based on re-assessment & certification of a previous assessment & certification in 2010, some of the previous process mappings were allowed to be re-used if the Business Process Framework process had not changed, and the MSUP Implementation had not changed to impact the previous mapping support. In these cases, the process mappings are against the Level 3 process descriptions - as per the guideline for Conformance Assessments prior to Framework 12.0 Assessments.

Level 3 process mappings are also provided in the cases where the Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework standard.

4.1 Level 1: 1.1.2 Service Management & Operations

4.1.1 Level 2: 1.1.2.3 - Service Problem Management [7/7] - Mapping Details

4.1.1.1 Level 3: 1.1.2.3.1 - Create Service Trouble Report

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.3.1.1 Generate Service Problem
<p>Brief Description</p> <p>This process creates a new Service Trouble report. AM</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>This process creates a new Service Trouble report. AM [VIP Care] 030- Create SQDT [Service Desk]: SDE-020 Create SDT</p> <p>Create Service Desk Ticket. Fill in all required information and make sure the information is complete and accurate.</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.3.1.2 Convert Report To Service Problem Format
<p>Brief Description</p> <p>If the service trouble report is created as a result of a notification or request from processes other than the Survey & Analyze Service Problem processes, this process is responsible for converting the received information into a form suitable for the Service Problem Management processes, and for requested additional information if required. AM</p>

[VIP Care] 040- Acknowledge VIP Issue

When VIP issue rose from service desk, the VIP Care engineer is responsible for ensuring the SQDT due to VIP complaints includes enough information. The VIP Care engineer is also required to estimate the time needed to solve the VIP issue and feed back to SQDT creator if necessary.

[Service Desk] SDE-010 Log & Handle Query / Request

Handle the queries initialized by requester via Phone, Email, Fax, visit and/or SMS. Clarify with the requester for any information that is not clearly expressed by the requester.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.1.3 Estimate Time For Restoring Service

Brief Description

This process estimates the time to restore service which is included in the new Service Trouble report so that other processes can gain access to this information. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process estimates the time to restore service which is included in the new Service Trouble

report so that other processes can gain access to this information. **AM**

[\[VIP Care\]](#) **040- Acknowledge VIP Issue**

When VIP issue rose from service desk, the VIP Care engineer is responsible for ensuring the SQDT due to VIP complaints includes enough information. The VIP Care engineer is also required to estimate the time needed to solve the VIP issue and feed back to SQDT creator if necessary.

[\[Service Desk\]](#) **SDE-020 Create SDT**

Fill in all required information and make sure the information is complete and accurate, including the priority level and SLA/OLA requirement, such as estimated response time, resolution time, etc.

Optional

Not used for this process element

Interactions

Not used for this process element

4.1.1.2 Level 3: 1.1.2.3.2 - Diagnose Service Problem

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.3.2.1 Verify Service Configuration
<p>Brief Description</p> <p>This process verifies whether the service configuration matches the appropriate product features. AM</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process verifies whether the service configuration matches the appropriate product features. AM</p> <p>[Service Desk] SDE-040 Check KEDB</p> <p><i>First check Known Error Database to find the answer</i></p> <p>[Service Desk] SDE-050 Analyze and Figure out the Answer</p>

It may need check service configuration if matches the appropriate service/product features

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.2.2 Perform Specific Service Problem Diagnostics

Brief Description

This process performs diagnostics against the specific services. AM

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process performs diagnostics against the specific services. AM

[VIP Care] 080 - Diagnose & Demarcated VIP Issue

[Service Desk] SDE-040 Check KEDB

First check Known Error Database to find the answer

[Service Desk] SDE-050 Analyze and Figure out the Answer

Initially analyze the service problem, check if the related service configuration matches the appropriate product features or not, conduct the specific service test if needed.

Note: May need to organize a group discussion or seek a technical expert.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.3 Perform Specific Service Problem Tests

Brief Description

This process runs tests against the specific services. **AM**
[\[VIP Care\]](#) 110 - Verify VIP Service Quality

[\[Service Desk\]](#) 1.1.1.2.2.3 Analyze and Figure out the Answer

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process runs tests against the specific services. **AM**

[\[Service Desk\]](#) SDE-050 Analyze and Figure out the Answer

*Initially analyze the service problem, check if the related service configuration matches the appropriate product features or not, conduct the specific service test if needed.
Note: May need to organize a group discussion or seek a technical expert.*

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.4 Schedule Routine Service Problem Tests

Brief Description

This process schedules routine testing of the specific services. **AM**

Extended Description

Not used for this process element

<p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process schedules routine testing of the specific services. AM</p> <p>[Service Desk] 1.1.1.2.2.3 Analyze and Figure out the Answer</p> <p>Initially analyze the service problem, check if the related service configuration matches the appropriate product features or not, conduct the routine test if needed. Determine the answer or figure out answer.</p> <p>Note: May need to organize a group discussion or seek a technical expert.</p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

<p>LEVEL 4 PROCESS MAPPING DETAILS</p> <p>1.1.2.3.2.5 Stop And Start Audit On Services</p>
<p>Brief Description</p> <p>This process starts and stops audits against specific services.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process starts and stops audits against specific services.</p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.6 Notify T&M Root Cause Service Problem

Brief Description

This process makes the results of the root cause analysis available to other processes. It updates the open Service Trouble report, as required during the assessment, and when the root cause has been identified. This process notifies the Track & Manage Service Problem processes. **AM**

Extended Description

Not used for this process element

Explanatory

This process makes the results of the root cause analysis available to other processes. **AM**

Mandatory

It updates the open Service Trouble report, as required during the assessment, and when the root cause has been identified. This process notifies the Track & Manage Service Problem processes. **AM**

[\[Service Desk\]](#) **SDE-050 Analyze and Figure out the Answer**

Determine the answer or figure out answer, update the answer in SDT and notify Track&Manage process about the status

It may need checking if service configuration matches the appropriate service/product features, then conduct the specific service test or routine test if needed.

[\[VIP Care\]](#) **080 Diagnose & Demarcate VIP Issue**

Diagnose VIP issue and identify the cause of VIP issue. If the restoration activity may potentially impact other user's service quality, develop VIP issue restoration plan and get approval from VIP Care Supervisor before the plan can be carried out.

The demarcation results are recorded in SQDT (VIP), and then based on responsibilities of technical domain and location, referred to related parties for mitigation or restoration activities.

The status of demarcation results is also updated to Track&Manage process.

Optional

Not used for this process element

Interactions

Not used for this process element

4.1.1.3 Level 3: 1.1.2.3.3 - Correct & Resolve Service Problem

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.3.1 Reassign / Reconfigure Failed Service

Brief Description

Depending on the nature of the specific service failure, these processes may possibly re-assign services or re-configure service parameters. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Depending on the nature of the specific service failure, these processes may possibly re-assign services or re-configure service parameters. **AM**

[VIP Care]

As long as SQDT status changed (created, updated, cleared, closed), notification to VIP Care Supervisor and all handlers involved is triggered.

090 - Dispatch SQDT to Related Parties

Based on the demarcation results, the SQDT (VIP) is dispatched to related parties for mitigation or restoration activities.

A VIP issue can be due to various reasons: "S/P issue", "network performance degradation" (RAN, TX, CS CN, PS CN, etc), "End user behavior" or "Terminal caused".

In case the VIP issue is isolated being an S/P problem, then the SQDT is reported to operator's S/P liaison department.

In case the VIP issue is isolated being a 3rd party issue, then the SQDT is reported to operator

[Service Desk] SDE-030 Analyze & Categorize SDT

Analyze SDT to determine if the information is complete and accurate. Categorize SDT based on Standard Operating Procedure, (SOP), and validate the information.

Analyze SDT to classify: 1). Request for Change if the service issue can be restored by re-configuring service parameters.

Optional

Not used for this process element

Interactions

It also reports successful restoration of normal operation or an unsuccessful attempt at restoration

to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**
[\[VIP Care\]](#) 120 - Update SQDT with Verification Result

Update SQDT with verification results.

All parties involved in this SQDT will be notified if the VIP issue confirmed to be resolved.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.3.2 Manage Service Restoration

Brief Description

Based on the nature of the service failure leading to the associated service alarm event notification, this restoration process might be triggered.

It reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Based on the nature of the service failure leading to the associated service alarm event notification, this restoration process might be triggered. **AM**

[\[VIP Care\]](#) The restoration processes are located between *[090 - Dispatch SQDT to Related Parties]* and *[100 - Review & Update the SQDT]*, the exact restoration activity to trigger is up to the demarcation result.

Optional

Not used for this process element

Interactions

It reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

[\[VIP Care\]](#) As long as SQDT status changed (created, updated, cleared, closed), the notification to VIP Care Supervisor and all handlers involved is triggered.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.3.3 Implement Service Problem Work Arounds

Brief Description

For large service failures requiring extensive re-assignment and/or re-configuration activity to restore normal operation, this process will attempt to implement workarounds to recover the specific service operation. It also reports restoration through temporary workarounds or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

Extended Description

Not used for this process element

Explanatory

Used for large service failures requiring extensive re-assignment and/or re-configuration activity to restore normal operation. **AM**

Mandatory

For large service failures requiring extensive re-assignment and/or re-configuration activity to restore normal operation, this process will attempt to implement workarounds to recover the specific service operation. It also reports restoration through temporary workarounds or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

[VIP Care] 090 - Dispatch SQDT to Related Parties

Based on the demarcation results, the SQDT (VIP) is dispatched to related parties for mitigation or restoration activities.

A VIP issue can be due to various reasons: "S/P issue", "network performance degradation" (RAN, TX, CS CN, PS CN, etc), "End user behavior" or "Terminal caused".

In case the VIP issue is isolated being an S/P problem, then the SQDT is reported to operator's S/P liaison department.

In case the VIP issue is isolated being a 3rd party issue, then the SQDT is reported to operator

Optional

Not used for this process element

Interactions

Reports restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

[VIP Care] 120 - Update SQDT with Verification Result

Update SQDT with verification results.

All parties involved in this SQDT will be notified if the VIP issue confirmed to be resolved.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.3.4 Invoke Support Service Problem Management

Brief Description

This process recovers normal operation by invocation of the Support Service Problem Management processes. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process recovers normal operation by invocation of the Support Service Problem Management processes. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

[VIP Care] 090 - Dispatch SQDT to Related Parties

Based on the demarcation results, the SQDT (VIP) is dispatched to related parties for mitigation or restoration activities.

A VIP issue can be due to various reasons: "S/P issue", "network performance degradation" (RAN, TX, CS CN, PS CN, etc), "End user behavior" or "Terminal caused".

In case the VIP issue is isolated being an S/P problem, then the SQDT is reported to operator's S/P liaison department.

In case the VIP issue is isolated being a 3rd party issue, then the SQDT is reported to operator

Optional

Not used for this process element

Interactions

Reports successful restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **AM**

[VIP Care] 120 - Update SQDT with Verification Result

Update SQDT with verification results.

All parties involved in this SQDT will be notified if the VIP issue confirmed to be resolved.

4.1.1.4 Level 3: 1.1.2.3.4 - Track & Manage Service Problem

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.3.4.1 Coordinate Service Problem
Brief Description <p>This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates repair and restoration activities, undertakes necessary tracking of the execution progress, modifies information in an existing Service Trouble report based on assignments, and modifies the Service Trouble report status. AM</p>
Extended Description <p>Not used for this process element</p>
Explanatory <p>This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates repair and restoration activities, undertakes necessary tracking of the execution progress, modifies information in an existing Service Trouble report based on assignments, and modifies the Service Trouble report status. AM <i>[Refers to below Mandatory.]</i></p>
Mandatory <p>This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates repair and restoration activities, undertakes necessary tracking of the execution progress, modifies information in an existing Service Trouble report based on assignments, and modifies the Service Trouble report status. AM [VIP Care] 190 - Escalate and Re-assign SQDT (VIP) <i>Escalate to management for more support resource, and/or reassign SQDT (VIP) to higher level experts.</i> <i>This activity is to ensure the VIP issue resolved timely and in proper priority manner.</i></p>
[Service Desk] <p><i>Service Desk process manages and tracks all SDT to ensure the related service restoration is done in the appropriate time and in the appropriate sequence</i></p>
SDS-010 Monitor SDT status;
SDS-030 Analyze the re-assignment and Escalation

<p>SDS-040 Assign to target party</p> <p>SDS-050 Escalate Service Request</p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

<p>LEVEL 4 PROCESS MAPPING DETAILS</p> <p>1.1.2.3.4.2 Perform First in Service Testing</p>
<p>Brief Description</p> <p>This process initiates first-in testing using automated remote testing capabilities, and adds additional information to an open Service Trouble report based on the first-in testing. AM</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process initiates first-in testing using automated remote testing capabilities, and adds additional information to an open Service Trouble report based on the first-in testing. AM</p> <p>[VIP Care] 050 – Preliminarily Analyze the Issue</p> <p><i>Performance first-in test and add the test result to SQDT. The fist-in test may provide more information and help on following investigation.</i></p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.4.3 Cancel Service Problem

Brief Description

This process cancels a Service Trouble report when the specific trouble was related to a false alarm event. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process cancels a Service Trouble report when the specific trouble was related to a false alarm event. **AM**

[\[VIP Care\]](#) 050 – Preliminarily Analyze the Issue

These activities are carried out after the creation of SQDT: Confirm the alarm event actually persists, close the SQDT otherwise.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.4.4 Escalate/End Service Problem

Brief Description

This process monitors the jeopardy status of open Service Trouble reports, and escalates Service Trouble reports as necessary. **AM**

Extended Description



Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process monitors the jeopardy status of open Service Trouble reports, and escalates Service Trouble reports as necessary. AM

[VIP Care] 170 - Monitor SQDT (VIP) Status

[VIP	Care]	180	-	Evaluate	SQDT
-------------	--------------	------------	----------	-----------------	-------------

These processes are to monitor and evaluate the SQDT status.

[Service Desk]

Service Desk process manages and tracks all SDT to ensure the related service restoration is done in the appropriate time and in the appropriate sequence, otherwise escalate the SDT.

SDS-010 Monitor SDT status;

SDS-030 Analyze the re-assignment and Escalation;

SDS-050 Escalate Service Request;

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.4.5 Perform Final Service Test

Brief Description

This process initiates any final testing to confirm clearance of the Service Problem. AM

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process initiates any final testing to confirm clearance of the Service Problem. **AM**

[VIP Care] 110 - Verify VIP Service Quality

[Service Quality Monitoring] 160 - Verify SQDT Resolved

These two activities run the final test to confirm the issue is resolved before SQDT can be closed.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.4.7 Engage External Service Suppliers

Brief Description

If some specific resource components are owned and managed by suppliers/partners, this process is responsible for initiating requests, through S/P Performance Management, for resolution by the supplier/partner of the specific resource components. This process will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. **AM**

Extended Description

Not used for this process element

Explanatory

Applies where some specific resource components are owned and managed by suppliers/partners. **AM**

Mandatory

This process is responsible for initiating requests, through S/P Performance Management, for resolution by the supplier/partner of the specific resource components. This process will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. **AM**

[VIP Care] 090 - Dispatch SQDT to Related Parties

In case the VIP issue is isolated being an S/P problem, then the SQDT is reported to operator's S/P liaison department.

Two process KPIs (Mean Time to Troubleshooting, Troubleshooting Successful Rate) have been designed to govern the performance of processes undertaken by related parties(S/P, 3rd parties, Network Performance).

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

4.1.1.5 Level 3: 1.1.2.3.5 - Report Service Problem

<p>LEVEL 4 PROCESS MAPPING DETAILS</p> <p>1.1.2.3.5.1 Monitor Service Problem</p>
<p>Brief Description</p> <p>This process is responsible for continuously monitoring the status of Service Trouble reports and managing notifications to processes and other parties registered to receive notifications of any status changes, for example, Resource Performance Management and Service Quality Management. Notification lists are managed and maintained by the Support Service Problem Management processes. AM</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process is responsible for continuously monitoring the status of Service Trouble reports and managing notifications to processes and other parties registered to receive notifications of any status changes, for example, Resource Performance Management and Service Quality Management. AM</p> <p>[VIP Care] 170 – Monitor the Status of SQDT (VIP) <i>This activity is the notification of SQDT (VIP) status change, especially, the status of an emergency SQDT (VIP) or a high priority SQDT (VIP).</i></p> <p><i>Monitor SQDT (VIP) status (created, updated, pending, completed or closed).</i></p> <p><i>The status of SQDTs (VIP) is notified to related parties (NOC team, performance team, SQM team, etc) if necessary.</i></p> <p>[VIP Care] 150 - Review VIP Service Quality Report <i>This activity is to routinely and periodically report the SQDT (VIP) status.</i></p> <p>[Service Desk]</p>

Service Desk process is responsible for monitoring SDT status and managing notifications to related parties.

SDS-010 Monitor SDT status

SDS-020 Notify Requestor SDT Status

Optional

Not used for this process element

Interactions

Notification lists are managed and maintained by the Support Service Problem Management processes. **AM**

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.5.2 Distribute Service Problem Notifications

Brief Description

This process makes the necessary reports about the Service Problem that occurred, the root cause and the activities carried out for restoration. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process makes the necessary reports about the Service Problem that occurred, the root cause and the activities carried out for restoration. **AM**

[VIP Care] 140 - Compile VIP Report and Submit for Approval

The weekly/monthly VIP care reports are the summary of VIP user's service quality, of VIP issue handling records and of activities to improve VIP user's service quality and/or resolve VIP issues in the reporting period.

[Service Desk]

SDS-010 Monitor SDT status

SDS-020 Notify Requestor SDT Status

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.5.3 Distribute Service Problem Management Reports & Summaries

Brief Description

This process records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences. **AM**

Extended Description

Not used for this process element

Explanatory

These specialized summaries could be specific reports required by specific audiences.

Mandatory

This process records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. **AM**

[VIP Care] 140 - Compile VIP Report and Submit for Approval

The weekly/monthly VIP care reports are the summary of VIP user's service quality, of VIP issue handling records and of activities to improve VIP user's service quality and/or resolve VIP issues in the reporting period.

Optional

Not used for this process element

Interactions

Not used for this process element

4.1.1.6 Level 3: 1.1.2.3.6 - Close Service Trouble Report

LEVEL 3 PROCESS MAPPING DETAILS

1.1.2.3.6 Close Service Trouble Report

Brief Description

Close a service trouble report when the service problem has been resolved. **AM**

[\[VIP Care\]](#) 130 - Close SQDT

The SQDT (VIP) can be closed after the VIP issue confirmed to be restored.

[\[Service Desk\]](#)

SDE-100 Verify with Requestor *Verify the solution with requester and ascertain whether the solution was successful e.g. the requester can check if the problem still exists or the service has been restored.*

SDE-110 Update KEDB *Add or update the solution in Known Error Database.*

SDE-120 Close SDT *Close Service Desk Ticket*

Extended Description

The objective of the Close Service Trouble Report processes is to close a service trouble report when the service problem has been resolved. **AM**

These processes monitor the status of all open service trouble reports, and recognize that a service trouble report is ready to be closed when the status is changed to cleared. **AM**

[\[VIP Care\]](#) 130 - Close SQDT

The SQDT (VIP) can be closed after the VIP issue confirmed to be restored.

[\[Service Desk\]](#)

SDE-100 Verify with Requestor *Verify the solution with requester and ascertain whether the solution was successful e.g. the requester can check if the problem still exists or the service has been restored.*

SDE-110 Update KEDB *Add or update the solution in Known Error Database.*

SDE-120 Close SDT *Close Service Desk Ticket*

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.1.7 Level 3: 1.1.2.3.7 - Survey & Analyze Service Problem

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.7.1 Manage Service Alarm Event Notifications

Brief Description

This process may determine that a service alarm event notification may represent a customer impacting condition. In these circumstances this process is responsible for indicating a potential customer problem to the Problem Handling processes.

As a part of this indication this process is responsible for identifying the impacted deployed product instances associated with the service instances presenting alarm event notifications and passing this information to the Problem Handling processes. **AM**

Extended Description

Not used for this process element

Explanatory

This process may determine that a service alarm event notification may represent a customer impacting condition. In these circumstances this process is responsible for indicating a potential customer problem to the Problem Handling processes. **AM**

Mandatory

This process is responsible for identifying the impacted deployed product instances associated with the service instances presenting alarm event notifications and passing this information to the Problem Handling processes. **AM**

[\[Network Surveillance\]](#)

NSE-040 - Analyze Alarm

NSE-070 - Request the Trouble Ticket creation

Network Surveillance process analyzes the alarms including service alarm and create the Trouble ticket for it to restore the service and resolve the problem.

[\[VIP Care\]](#) **190 - Escalate & Re-assign SQDT (VIP)**

If the SQDT is recognized as a common issue which may potentially affect a group of users, VIP care supervisor shall notify Service Desk.

[\[Service Quality Monitoring\]](#) 040 - Send Critical Quality Issue Notification

Notify Service Desk the detected critical quality issue which may cause massive complaints. The notification including the brief description, status, start/end time, impacted service, impacted area/users and updates of issue handling progress.

This activity passes information about potential end user’s service quality degradation to Service Desk, for critical service quality degradation/problems.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.2 Filter Service Alarm Event Notifications

Brief Description

This process encompasses the correlation of redundant, transient or implied service alarm event notifications with a specific “root cause” service alarm event notification and associated service alarm event record. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process encompasses the correlation of redundant, transient or implied service alarm event notifications with a specific “root cause” service alarm event notification and associated service alarm event record. **AM**

[\[Network Surveillance\]](#)

NSE-020 - Filter Alarm

NSE-030 - Correlate Alarm

Network Surveillance process reduces the alarm amount by filtering and correlating service alarms, and figure out the primary alarm to indicate the specific problem.

[VIP Care] 050 - Preliminarily Analyze the Issue

This activity initialize the investigation of VIP issue, check any existing SQDT can be correlated and check Change Calendar and/or Preventive Maintenance Schedule to find out whether the VIP issue can be correlated to “Planned work”, otherwise further analysis needed.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.7.3 Correlate Service Alarm Event Notifications

Brief Description

This process encompasses the correlation of redundant, transient or implied service alarm event notifications with a specific “root cause” service alarm event notification and associated service alarm event record. This process correlates service alarm event notifications to planned outage notifications to remove false service alarm event notifications arising as a result of the planned outage activity. AM

Extended Description

Not used for this process element

Explanatory

This process encompasses the correlation of redundant, transient or implied service alarm event notifications with a specific “root cause” service alarm event notification and associated service alarm event record. AM

Mandatory

This process correlates service alarm event notifications to planned outage notifications to remove false service alarm event notifications arising as a result of the planned outage activity. AM

[Network Surveillance]

NSE-040 - Analyze Alarm

Network Surveillance process analyzes the service alarms and identifies whether it is related to a planned outage, if so, the alarm can be marked or removed from active alarm list.

[VIP Care] 050 - Preliminarily Analyze the Issue

This activity initialize the investigation of VIP issue, check any existing SQDT can be correlated and check Change Calendar and/or Preventive Maintenance Schedule to find out whether the VIP issue can be correlated to “Planned work”, otherwise further analysis needed.

[Service Quality Monitoring] 030 - Remark the abnormal alarm & Feed back to Reporting Team

As the alarm (service quality degradation/problem) can be correlated to an existing SQDT or “Planned Work”, This alarm is recorded and feed back to reporting team if necessary.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.7.4 Abate Service Alarm Event Records

Brief Description

This process includes the notification of new service alarm event records, or status changes of previously reported service alarm event records, as well as abatement messages when service alarm event records have been cleared. AM

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process includes the notification of new service alarm event records, or status changes of previously reported service alarm event records, as well as abatement messages when service alarm event records have been cleared. AM

[Network Surveillance]

NSE-070 - Ignore Alarm

The last status of alarm is Closed. Ignore Alarm is supposed to close the alarm after alarm related service issue has been resolved through Fault Management process or alarm itself has been cleared.

The VIP alarm event notification are carried out by SEQ platform automatically and not explicitly



indicated in Huawei's processes (The status changes of alarm event are automatically carried out by SEQ platform and are not explicitly depicted in process.)

It is required to confirm the service quality alarm event has been cleared in SEQ platform, before the handler could close a SQDT, which are mentioned in activities below:

[VIP Care] 110 - Verify VIP Service Quality

Confirm the VIP alarm record has been cleared in SEQ platform, as the results of VIP issue's resolution.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.5 Trigger Defined Service Alarm Action

Brief Description

This process triggers a well-defined action based on specific service alarm event notification information as well as the non-arrival of service alarm event notification information after a specific time interval has elapsed. This process is also responsible for monitoring and triggering the appropriate action when a service alarm event record is not cleared within a pre-defined period of time. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process triggers a well-defined action based on specific service alarm event notification information as well as the non-arrival of service alarm event notification information after a specific time interval has elapsed. This process is also responsible for monitoring and triggering the appropriate action when a service alarm event record is not cleared within a pre-defined period of time. **AM**

[Network Surveillance]

NSE-050 Perform pre-defined Action

Network Surveillance process has an activity where pre-defined action can be managed. Pre-defined action list may include auto action to notify related parties when e.g a service alarm event is not cleared within a pre-defined period of time.

[VIP Care] 030 - Create SQDT

The VIP care engineer creates SQDT whenever VIP issue detected by VIP monitoring or in VIP service quality report.

[Service Quality Monitoring] 010 - Preliminarily Analyze the Issue

In case the KQI alarm (service quality degradation/problem) appears, the SQM surveillance engineer commences preliminary analysis.

Optional

Not used for this process element

Interactions

Not used for this process element

4.1.1.8 Supporting Evidence References (Works Cited)

Service Quality Monitoring: Service Quality Monitoring Process Description v00.10.doc, description document for Service Quality Monitoring process

VIP Care: VIP Care Process Description V00.10.doc, description document for VIP Care process.

Service Desk: Service Desk Process Description V01.20.doc, description document for Service Desk process

Network Surveillance: Operation_Guide_of_Network_Surveillance_V01.00.doc, description document for Network Surveillance process

4.1.1.9 Level 2: 1.1.2.3 - Service Problem Management - Scores

Level 2: 1.1.2.3 - Service Problem Management [7/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.1.2.3.1 - Create Service Trouble Report		5
	1.1.2.3.1.1 - Generate Service Problem	1
	1.1.2.3.1.2 - Convert Report To Service Problem Format	1
	1.1.2.3.1.3 - Estimate Time For Restoring Service	1
1.1.2.3.2 - Diagnose Service Problem		4.7
	1.1.2.3.2.1 - Verify Service Configuration	1
	1.1.2.3.2.2 - Perform Specific Service Problem Diagnostics	1
	1.1.2.3.2.3 - Perform Specific Service Problem Tests	1
	1.1.2.3.2.4 - Schedule Routine Service Problem Tests	1
	1.1.2.3.2.5 - Stop And Start Audit On Services	0
	1.1.2.3.2.6 - Notify T&M Root Cause Service Problem	1
1.1.2.3.3 - Correct & Resolve Service Problem		5
	1.1.2.3.3.1 - Reassign / Reconfigure Failed Service	1
	1.1.2.3.3.2 - Manage Service Restoration	1
	1.1.2.3.3.3 - Implement Service Problem Work Arounds	1
	1.1.2.3.3.4 - Invoke Support Service Problem Management Processes	1
1.1.2.3.4 - Track & Manage Service Problem		5
	1.1.2.3.4.1 - Coordinate Service Problem	1
	1.1.2.3.4.2 - Perform First in Service Testing	1
	1.1.2.3.4.3 - Cancel Service Problem	1
	1.1.2.3.4.4 - Escalate/End Service Problem	1
	1.1.2.3.4.5 - Perform Final Service Test	1
1.1.2.3.5 - Report Service Problem		5
	1.1.2.3.5.1 - Monitor Service Problem	1

	1.1.2.3.5.2 - Distribute Service Problem Notifications	1
	1.1.2.3.5.3 - Distribute Service Problem Management Reports & Summaries	1
1.1.2.3.6 - Close Service Trouble Report		5
1.1.2.3.7 - Survey & Analyze Service Problem		5
	1.1.2.3.7.1 - Manage Service Alarm Event Notifications	1
	1.1.2.3.7.2 - Filter Service Alarm Event Notifications	1
	1.1.2.3.7.3 - Correlate Service Alarm Event Notifications	1
	1.1.2.3.7.4 - Abate Service Alarm Event Records	1
	1.1.2.3.7.5 - Trigger Defined Service Alarm Action	1

4.1.2 Level 2: 1.1.2.4 - Service Quality Management [7/7] - Mapping Details

4.1.2.1 Level 3: 1.1.2.4.1 - Monitor Service Quality

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.1.1 Manage Service Performance Quality Data
<p>Brief Description</p> <p>This process monitors and logs the received specific service performance quality data, compares the received specific service performance quality data to performance quality standards set for each specific service (available from the Service Inventory), detect performance quality threshold violations which represent specific service failures due to abnormal performance, and detects performance degradation for specific services which provide early warning of potential issues. AM</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>This process monitors and logs the received specific service performance quality data, compares the received specific service performance quality data to performance quality standards set for each specific service (available from the Service Inventory), detect performance quality threshold violations which represent specific service failures due to abnormal performance, and detects performance degradation for specific services which provide early warning of potential issues. AM</p> <p>[VIP Care] 020 - Monitor VIP service Quality</p> <p>[VIP Care] 010 - Review VIP Service Quality Report</p> <p><i>The first activity is responsible for real-time monitoring VIP user's service quality and detecting VIP issues based on predefined alarm criteria, while the comparison of real-time VIP user's service quality and predefined quality standards are undertaken by SEQ platform automatically.</i></p> <p><i>The later one is responsible for detecting VIP issues from VIP user's service quality reports.</i></p> <p>[Service Quality Monitoring] 010 - Preliminarily Analyze the Issue</p> <p><i>This activity is responsible for real-time monitoring service quality and detecting service quality degradation/problem in certain location (Cell, RNC/BSC, SGSN, etc) based on predefined service quality alarm criteria, while the comparison of real-time service quality and predefined quality standards are undertaken by SEQ platform by SEQ platform automatically.</i></p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.1.2 Record Service Performance Quality Data

Brief Description

This process assesses and records received specific service performance quality data which is within tolerance limits for performance quality standards, and for which continuous monitoring and measuring of performance is required. It records the results of the continuous monitoring for reporting through the Report Service Quality Performance processes, and logs specific service performance quality degradation and violation details within the repository in the Manage Service Inventory processes to ensure historical records are available to support the needs of other processes. AM

[VIP Care] 020 - Monitor VIP service Quality

This activity is responsible for real-time monitoring VIP user's service quality and detecting VIP issues based on predefined alarm criteria.

Real-time monitor VIP user's service quality. React to VIP user's service quality degradation/problem.

The VIP user's service performance data are collected from network interfaces and recorded, correlated, processed, and analyzed by SEQ platform automatically. If service quality of any VIP user cannot meet predefined thresholds (defined by different severity level), a VIP quality alarm/event will be generated by SEQ platform immediately.

[Service Quality Monitoring] 010 - Preliminarily Analyze the Issue

This activity is responsible for real-time monitoring service quality and detecting service quality degradation/problem in certain location (Cell, RNC/BSC, SGSN, etc) based on predefined service quality alarm criteria.

The service performance data are collected from network interfaces and recorded, processed, analyzed by SEQ platform automatically. If network-wise service quality cannot meet predefined thresholds (defined by different severity level), a service quality alarm will be generated by SEQ platform immediately.

Extended Description

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.1.3 Correlate Service Performance Event Notifications

Brief Description

This process passes information about specific service failures due to performance quality threshold violations to Service Problem Management to manage any necessary restoration activity as determined by that process. It passes information about potential specific customer SLA/QoS performance degradations arising from specific service quality performance degradations (using knowledge about service to purchased product offering linkages) to Problem Handling to manage any necessary restoration activity as determined by that process. It forwards service performance degradation notifications to other Service Quality Management processes, which manage activities

to restore normal specific service performance quality. **AM**

Perform automated service testing using simulated calls simulating standard user behavior, collect data related to service usage

Extended Description

Not used for this process element

Explanatory

This process passes information about specific service failures due to performance quality threshold violations to Service Problem Management to manage any necessary restoration activity as determined by that process. **AM**

Mandatory

Passes information about potential specific customer SLA/QoS performance degradations arising from specific service quality performance degradations (using knowledge about service to purchased product offering linkages) to Problem Handling to manage any necessary restoration activity as determined by that process. It forwards service performance degradation notifications to other Service Quality Management processes, which manage activities to restore normal specific service performance quality. **AM**

[\[VIP Care\] 030 - Create SQDT](#)

The VIP care engineer creates SQDT whenever VIP issue detected by VIP monitoring or in VIP service quality report. The SQDT is used to record the VIP issue handling progress and all necessary information related to that issue (affected users/area, severity, time record, handler record, diagnosis, etc). The VIP care engineer can dispatch SQDT to other handler for further investigation on VIP issue.

[\[Service Quality Monitoring\] 020 - Create & Dispatch SQDT](#)

The SQDT is used to record the service quality issue handling progress and all necessary information related to that issue (affected users/area, severity, time record, handler record, diagnosis, etc). The SQM surveillance engineer can dispatch the SQDT to other handler for further investigation on service quality degradation/problem.

[\[Service Quality Monitoring\] 040 - Send Critical Quality Issue Notification](#)

Notify Service Desk the detected critical quality issue which may cause massive complaints. The notification including the brief description, status, start/end time, impacted service, impacted area/users and updates of issue handling progress.

This activity passes information about potential end user's service quality degradation to Service Desk, for critical service quality degradation/problems.

[\[Service Quality Monitoring\] 050 - Escalate the issue to SQM Supervisor](#)

Send notification to SQM supervisor for critical issue, SQM supervisor will help to assign more resources or take proper actions if necessary.

This activity passes notifications to SQM manager, for critical service quality degradation/problems

Perform automated service testing using simulated calls simulating standard user behavior, collect data related to service usage

Optional

Not used for this process element

Interactions

This process forwards service performance degradation notifications to other Service Quality Management processes. **AM**

4.1.2.2 Level 3: 1.1.2.4.2 - Analyze Service Quality

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.2.1 Perform Specific Service Performance Diagnostics
<p>Brief Description</p> <p>This process performs analysis as required on specific service performance information received from the Monitor Service Quality processes. It determines the root causes of specific service performance degradations and violations, records the results of the analysis and intermediate updates in the Service Inventory for historical analysis and for use as required by other processes, and undertakes specific detailed analysis (if the original requested came from Customer QoS/SLA Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between service instances, without any specific service instance having an unacceptable performance in its own right. AM</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>This process performs analysis as required on specific service performance information received from the Monitor Service Quality processes. AM</p> <p>Mandatory</p> <p>It determines the root causes of specific service performance degradations and violations, records the results of the analysis and intermediate updates in the Service Inventory for historical analysis and for use as required by other processes, and undertakes specific detailed analysis (if the original requested came from Customer QoS/SLA Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between service instances, without any specific service instance having an unacceptable performance in its own right. AM</p> <p>[VIP Care] 050- Preliminarily Ana the Issue</p> <p>[VIP Care] 080- Diagnose & Demarcate VIP Issue</p> <p><i>These two activities are major processes to analyze VIP issues, which include demarcation, troubleshooting of VIP issues and root cause analysis. The SQDT is used to trace and record the VIP issue handling progress, the intermediate and root cause analysis by involved handlers.</i></p> <p>[Service Quality Monitoring] 010 - Preliminarily Analyze the Issue</p> <p>[Service Quality Monitoring] 090 - Check KEDB</p> <p>[Service Quality Monitoring] 090 - Diagnose & Demarcated SQD Issue</p> <p><i>These activities are major processes to analyze service quality of specific services, which include demarcation, troubleshooting of service quality degradation/problem and root cause analysis. The SQDT is used to trace and record the service quality degradation/problem handling progress, the intermediate and root cause analysis by involved handlers.</i></p> <p>Optional</p>

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.2.2 Manage Service Performance Data Collection Schedules

Brief Description

This process initiates, modifies and cancels continuous performance data collection schedules for specific services required to analyze specific service performance. These schedules are established through requests sent to the Enable Service Quality Management processes. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process initiates, modifies and cancels continuous performance data collection schedules for specific services required to analyze specific service performance. **AM**

[\[Service Quality Reporting\]](#) 010 - Request For Report Template Change

This activity includes the initializing of a new reporting template, modifying and cancelling of an existing reporting template.

A reporting template includes all necessary information to customize and schedule a service quality report.

Optional

Not used for this process element

Interactions

These schedules are established through requests sent to the Enable Service Quality Management processes. **AM**

4.1.2.3 Level 3: 1.1.2.4.3 - Improve Service Quality

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.3.1 Reassign / Reconfigure Service or Service Parameters
Brief Description Based on the information determined within the Analyze Service Quality processes and the nature of the specific service degradation, this process may re-assign services or re-configure service parameters.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Based on the information determined within the Analyze Service Quality processes and the nature of the specific service degradation, this process may re-assign services or re-configure service parameters.
Optional Not used for this process element
Interactions Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.3.2 Manage Service Improvement Notification and Authorization
Brief Description Where activity to improve service quality performance is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the improvement proposal and ensuring authorization is received to proceed with the service improvement plan. When the service improvement activity is about to commence, this process is responsible for notifying when service improvement activity is commencing and when it is completed. AM
Extended Description Not used for this process element
Explanatory Applies where activity to improve service quality performance is likely to impact other in-use specific services. AM
Mandatory

This process is responsible for providing appropriate notification of the improvement proposal and ensuring authorization is received to proceed with the service improvement plan. When the service improvement activity is about to commence, this process is responsible for notifying when service improvement activity is commencing and when it is completed. **AM**

[VIP Care] 180 - Evaluate SQDT

Review the SQDT (VIP), make decisions if escalation needed based on rules such as impacted users/area, priority and SLA requirements. For restoration plan that are potentially impact other in-use services, approval by supervisor and/or other high level management is required before the plan can be carried out.

[Service Quality Monitoring] 120 – Monitor the Status of SQDT

For service quality improvement plan that are potentially impact other services in use, the approval by SQM supervisor and/or other high level management is required before the plan can be carried out.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.3.3 Develop Service Improvement Plans

Brief Description

Where appropriate service improvement plans are not available this process is responsible for developing appropriate service improvement plans. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where appropriate service improvement plans are not available this process is responsible for developing appropriate service improvement plans. **AM**

[VIP Care] 080 - Diagnose & Demarcate VIP Issue

Diagnose VIP issue and identify the cause of VIP issue. If the restoration activity may potentially impact other user's service quality, develop VIP issue restoration plan and get approval by VIP Care Supervisor before the plan can be carried out.

[Service Quality Monitoring] 100 – Diagnose & Demarcated SQD Issue

Diagnose service quality degradation/problem and identify the cause. If the service quality improvement initiative may potentially impact other service's quality in use, develop service quality improvement plan and get approval by SQM Supervisor before the plan can be carried out.

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

4.1.2.4 Level 3: 1.1.2.4.4 - Report Service Quality Performance

<p>LEVEL 4 PROCESS MAPPING DETAILS</p> <p>1.1.2.4.4.1 Monitor Service Performance Degradation Report</p>
<p>Brief Description</p> <p>This process is responsible for continuously monitoring the status of Service Performance Degradation Reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Service Quality Management processes. AM</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process is responsible for continuously monitoring the status of Service Performance Degradation Reports and managing notifications to processes and other parties registered to receive notifications of any status changes. AM</p> <p>[Service Quality Reporting] 070 - Update Issue Tracking List</p> <p><i>This activity is to produce and update issue tracking list, with the help of ticketing system.</i></p> <p><i>The issue tracking list contains statistics of all SQDTs created, updated or closed, and the unsolved SQDT as well, within this reporting period, the process KPIs to evaluate the efficiency and effectiveness of service quality management, and record of troubleshooting progress undertaken by S/P, 3rd parties, NOC, etc.</i></p> <p>[Service Quality Reporting] 100 - Submit Service Quality Report</p> <p><i>This activity is to send service quality report to relevant recipients, As part of the reports, the summary of issue handling progress and management report are included.</i></p> <p>[VIP Care] 160 - Submit VIP Service Quality Report</p> <p><i>This activity is to send service quality report to relevant recipients, As part of the reports, the summary of VIP issue handling progress and management report are included.</i></p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p>

Notification lists are managed and maintained by the Enable Service Quality Management processes. **AM**

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.4.2 Report Constraints to Other Processes

Brief Description

This process reports any identified constraints that can affect service quality standards to other processes. These constraints may include specific resource failures, capacity shortages due to unexpected demand peaks, etc. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process reports any identified constraints that can affect service quality standards to other processes. These constraints may include specific resource failures, capacity shortages due to unexpected demand peaks, etc. **AM**

[\[VIP Care\] 140 - Compile RCA Report and Submit for Approval](#)

This activity is to produce various VIP reports scheduled per day, per week, or per month.

As part of the report, The RCA part contains the identified reason, which can be S/P issue, handset issue or specific network issues /constrains, resulted in VIP issues in the reporting period.

[\[Service Quality Reporting\] 080 - Compile RCA Report](#)

This activity is to produce various service quality reports scheduled per day, per week, or per month.

As part of the report, The RCA part contains the identified reason, which can be S/P issue, handset issue or specific network issues /constrains, resulted in service quality degradation or problem in the reporting period.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.4.3 Distribute Service Quality Management Reports & Summaries

Brief Description

This process records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences. **AM**

Extended Description

Not used for this process element

Explanatory

These specialized summaries could be specific reports required by specific audiences. **AM**

Mandatory

This process records, analyzes and assesses the Service Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. **AM**

[\[Service Quality Reporting\]](#) **070 - Compile RCA Report**

This activity is to produce various service quality reports scheduled per day, per week, or per month.

As part of the report, management report (the progress and performance of issue handling: number and status of SQDT, MTTC, MTTD, MTTR, etc) in the reporting period should be highlighted.

[\[VIP Care\]](#) **140 - Compile RCA Report and Submit for Approval**

This activity is to produce various VIP reports scheduled per day, per week, or per month.

As part of the report, management report (the progress and performance of VIP issue handling: number and status of VIP SQDT, MTTC, MTTD, MTTR, etc) in the reporting period should be highlighted.

Optional

Not used for this process element

Interactions

Not used for this process element

4.1.2.5 Level 3: 1.1.2.4.5 - Create Service Performance Degradation Report

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.5.1 Generate Service Performance Degradation Problem
Brief Description <p>This process creates a new Service Performance Degradation Report as a result of specific service performance notifications undertaken by the Monitor Service Performance processes, or at the request of analysis undertaken by other CRM, SM&O or RM&O processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific service performance.AM</p>
Extended Description <p>Not used for this process element</p>
Explanatory <p>Not used for this process element</p>
Mandatory <p>This process creates a new Service Performance Degradation Report as a result of specific service performance notifications undertaken by the Monitor Service Performance processes, or at the request of analysis undertaken by other CRM, SM&O or RM&O processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific service performance.AM</p> <p>[VIP Care] 030- Create SQDT</p> <p>[Service Quality Monitoring] 020 - Create & Dispatch SQDT</p> <p><i>Herein SQDT is functioning as "Service Performance Degradation Report"</i></p>
Optional <p>Not used for this process element</p>
Interactions <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.5.2 Convert Report To Service Performance Degradation Report Format
Brief Description <p>If the service performance degradation report is created as a result of a notification or request from processes other than Monitor Service Performance processes, this process responsible for converting the received information into a form suitable for the Service Performance Management processes, and for requesting additional information if required.AM</p>
Extended Description



Not used for this process element

Explanatory

Applies where the service performance degradation report is created as a result of a notification or request from processes other than Monitor Service Performance processes, **AM**

Mandatory

This process is responsible for converting the received information into a form suitable for the Service Performance Management processes, and for requesting additional information if required **AM**

[\[VIP Care\]](#) **040- Acknowledge VIP Issue**

When VIP issue rose from service desk, the VIP Care engineer is responsible for ensuring the SQDT due to VIP complaints includes enough information. The VIP Care engineer is also required to estimate the time needed to solve the VIP issue and feed back to SQDT creator if necessary.

Optional

Not used for this process element

Interactions

Not used for this process element

4.1.2.6 Level 3: 1.1.2.4.6 - Track & Manage Service Quality Performance Resolution

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.6.1 Coordinate Service Quality

Brief Description

This process schedules, assigns and coordinates analysis and specific service performance restoration activities and/or repair activities delegated to other processes, undertakes necessary tracking of the execution progress, modifies information in an existing Service Performance Degradation Report based on assignments, and modifies the Service Performance Degradation Report status. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process schedules, assigns and coordinates analysis and specific service performance restoration activities and/or repair activities delegated to other processes, undertakes necessary tracking of the execution progress, modifies information in an existing Service Performance Degradation Report based on assignments, and modifies the Service Performance Degradation

Report status: AM

[VIP Care] 190 - Escalate and Re-assign SQDT (VIP)

Escalate to management for more support resource, and/or reassign SQDT (VIP) to higher level experts or other technical team.

This activity is to ensure the VIP issue resolved timely and in proper priority manner.

If the VIP issue is recognized to potentially affect multiple VIP users, VIP care supervisor shall notify Service Desk.

The VIP issue can be escalated, re-assigned, scheduled(based on priority or severity) by VIP Care supervisor, in situations as below:

- 1> The processing time elapsed, which may incur risk of violation of SLA;*
- 2>The repetitive occurrences of same issue by same user;*
- 3>The similar issue/symptom experienced by other users.*

[Service Quality Monitoring] 140 – Proper Escalation

Escalate to management for more support resource, and/or reassign SQDT to higher level experts or other technical team.

This activity is to ensure the service quality degradation/problem resolved in timely and proper priority manner.

If the service issue is recognized to potentially affect service quality in large scale, SQM supervisor shall notify Service Desk.

The service issue can be escalated, re-assigned, scheduled(based on priority or severity) by SQM supervisor, in situations as below:

- 1>The processing time elapsed, which may incur risk of violation of SLA;*
- 2>The repetitive occurrences of same issue;*
- 3>The similar issue/symptom observed in larger area.*

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.6.2 Request Service Performance Degradation Report Creation and Update

Brief Description

This process generates the respective resource trouble report creation request(s) to Create Resource Trouble Report based on specific service performance degradation reports where analysis the root cause is related to resources. It modifies information in an existing service performance degradation report based on assignments, and modifies the service performance degradation report status.**AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process generates the respective resource trouble report creation request(s) to Create Resource Trouble Report based on specific service performance degradation reports where analysis the root cause is related to resources. It modifies information in an existing service performance degradation report based on assignments, and modifies the service performance degradation report status.**AM**

[\[VIP Care\]](#) 090- Dispatch SQDT to Related Parties

Herein we reuse SQDT as “resource trouble report”.

[\[Service Quality Monitoring\]](#) 110 - Dispatch SQDT to Related Parties

Herein we reuse SQDT as “resource trouble report”

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.6.3 Update First in Service Testing Results

Brief Description

This process adds additional information to an open Service Performance Degradation Report based on the first-in testing. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process adds additional information to an open Service Performance Degradation Report based on the first-in testing. **AM**

[\[VIP Care\] 050 – Preliminarily Analyze the Issue](#)

Performance first-in test and add the test result to SQDT. The fist-in test may provide more information and help on following investigation.

[\[Service Quality Monitoring\] 010 – Preliminarily Analyze the Issue](#)

Performance first-in test and add the test result to SQDT. The fist-in test may provide more information and help on following investigation.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.6.4 Cancel Service Performance Degradation Report

Brief Description

This process cancels a Service Performance Degradation Report when the specific trouble was related to a false service failure event. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process cancels a Service Performance Degradation Report when the specific trouble was related to a false service failure event. **AM**

[VIP Care] 050 – Preliminarily Analyze the Issue

These activities are carried out after the creation of SQDT: Confirm the alarm event actually persists, close the SQDT otherwise.

[Service Quality Monitoring] 010 – Preliminarily Analyze the Issue

These activities are carried out before the creation of SQDT: Confirm the alarm event actually persists, for false alarm or planned outage, creating SQDT is no longer necessary.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.6.5 Escalate/End Service Performance Degradation Report

Brief Description

This process monitors the jeopardy status of open Service Performance Degradation Reports, and escalates Service Performance Degradation Reports as necessary. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process monitors the jeopardy status of open Service Performance Degradation Reports, and escalates Service Performance Degradation Reports as necessary. **AM**

[VIP Care] 170 - Monitor SQDT (VIP) Status

[VIP Care] 180 - Evaluate SQDT

[Service Quality Monitoring] 120 - Monitor the status of SQDT

These processes are to monitor and evaluate the SQDT status.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.6.6 Clear Service Performance Degradation Report Status

Brief Description

This process informs the Close Service Performance Degradation Report process by modifying the Service Performance Degradation Report status to cleared when the specific service performance quality issues have been resolved. **AM**

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process informs the Close Service Performance Degradation Report process by modifying the Service Performance Degradation Report status to cleared when the specific service performance quality issues have been resolved. **AM**

[\[VIP Care\] 110 - Verify VIP Service Quality](#)

Herein we use "Issue Resolved" as the notification of clearance. The verification results will be updated accordingly.

Verify VIP issue resolved by means of CQT, DT, and/or monitoring.

Confirm the VIP alarm record has been cleared in SEQ platform, as the results of VIP issue's resolution.

[\[Service Quality Monitoring\] 160 - Verify Service Quality](#)

Herein we use "Issue Resolved" as the notification of clearance. The verification results will be updated accordingly.

Verify service quality degradation/problem restored or resolved by means of CQT, DT and/or monitoring.

Confirm the KQI alarm record has been cleared in SEQ platform, as the results of service quality restoration or problem resolution.

Optional

Not used for this process element

Interactions

This process informs the Close Service Performance Degradation Report process **AM**

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.6.7 Engage External Service Suppliers

Brief Description

If some specific resource components are owned and managed by suppliers/partners, this process is responsible for initiating requests, through S/P Performance Management, for resolution by the supplier/partner of the specific resource components. This process will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. **AM**

Extended Description

Not used for this process element

Explanatory

Applies where some specific resource components are owned and managed by suppliers/partners.

Mandatory

This process is responsible for initiating requests, through S/P Performance Management, for resolution by the supplier/partner of the specific resource components. This process will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. **AM**

[\[VIP Care\]](#) 090 - Dispatch SQDT to Related Parties

In case the VIP issue is isolated being an S/P problem, then the SQDT is reported to operator's S/P liaison department.

Two process KPIs (Mean Time to Troubleshooting, Troubleshooting Successful Rate) have been designed to govern the performance of processes undertaken by related parties(S/P, 3rd parties, Network Performance).

[\[Service Quality Monitoring\]](#) 110 - Dispatch to the relative parties

In case the service quality degradation/problem is isolated being a 3rd party issue, then the SQDT is reported to operator.

Two process KPIs (Mean Time to Troubleshooting, Troubleshooting Successful Rate) have been designed to govern the performance of processes undertaken by related parties(S/P, 3rd parties, Network Performance).

Optional

Not used for this process element

Interactions

Not used for this process element

4.1.2.7 Level 3: 1.1.2.4.7 - Close Service Performance Degradation Report

LEVEL 3 PROCESS MAPPING DETAILS
1.1.2.4.7 Close Service Performance Degradation Report
<p>Brief Description</p> <p>Close a service performance degradation report when the service performance has been resolved</p> <p>AM</p> <p>[VIP Care] 130 - Close SQDT</p> <p><i>The SQDT (VIP) can be closed after the VIP issue confirmed to be resolved.</i></p> <p>[Service Quality Monitoring] 170 - Update RCA Report in SQDT and Close SQDT</p> <p><i>The SQDT can be closed after the service quality degradation/problem confirmed to be restored or resolved.</i></p> <p>Extended Description</p> <p>The objective of the Close Service Performance Degradation Report processes is to close a service performance degradation report when the service performance has been resolved.</p> <p>These processes monitor the status of all open service performance degradation reports, and recognize that a service performance degradation report is ready to be closed when the status is changed to cleared. AM</p> <p>[VIP Care] 130 - Close SQDT</p> <p><i>The SQDT (VIP) can be closed after the VIP issue confirmed to be resolved.</i></p> <p>[Service Quality Monitoring] 170 - Update RCA Report in SQDT and Close SQDT</p> <p><i>The SQDT can be closed after the service quality degradation/problem confirmed to be restored or resolved.</i></p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>



4.1.2.8 Supporting Evidence References (Works Cited)

Service Quality Monitoring: Service Quality Monitoring Process Description v00.10.doc, description document for Service Quality Monitoring process

VIP Care: VIP Care Process Description V00.10, description document for VIP Care process

Service Quality Reporting: Service Quality Reporting Management Process Description V00.10, description document for Service Quality Reporting process

4.1.2.9 Level 2: 1.1.2.4 - Service Quality Management [7/7] - Scores

Level 2: 1.1.2.4 - Service Quality Management [7/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.1.2.4.1 - Monitor Service Quality		4.7
	1.1.2.4.1.1 - Manage Service Performance Quality Data	1
	1.1.2.4.1.2 - Record Service Performance Quality Data	1
	1.1.2.4.1.3 - Correlate Service Performance Event Notifications	0.5
1.1.2.4.2 - Analyze Service Quality		5
	1.1.2.4.2.1 - Perform Specific Service Performance Diagnostics	1
	1.1.2.4.2.2 - Manage Service Performance Data Collection Schedules	1
1.1.2.4.3 - Improve Service Quality		4.34
	1.1.2.4.3.1 - Reassign / Reconfigure Service or Service Parameters	0
	1.1.2.4.3.2 - Manage Service Improvement Notification and Authorization	1
	1.1.2.4.3.3 - Develop Service Improvement Plans	1
1.1.2.4.4 - Report Service Quality Performance		5
	1.1.2.4.4.1 - Monitor Service Performance Degradation Report	1
	1.1.2.4.4.2 - Report Constraints to Other Processes	1
	1.1.2.4.4.3 - Distribute Service Quality Management Reports & Summaries	1
1.1.2.4.5 - Create Service Performance Degradation Report		5
	1.1.2.4.5.1 - Generate Service Performance Degradation Problem	1
	1.1.2.4.5.2 - Convert Report To Service Performance Degradation Report Format	1
1.1.2.4.6 - Track & Manage Service Quality Performance Resolution		4.72
	1.1.2.4.6.1 - Coordinate Service Quality	0.5
	1.1.2.4.6.2 - Request Service Performance Degradation Report Creation and Update	0.5
	1.1.2.4.6.3 - Update First in Service Testing Results	1
	1.1.2.4.6.4 - Cancel Service Performance Degradation Report	1



	1.1.2.4.6.5 - Escalate/End Service Performance Degradation Report	1
	1.1.2.4.6.6 - Clear Service Performance Degradation Report Status	1
	1.1.2.4.6.7 - Engage External Service Suppliers	1
	1.1.2.4.7 - Close Service Performance Degradation Report	5

4.2 Level 1: 1.1.3 Resource Management & Operations

4.2.1 Level 2: 1.1.3.1 - RM&O Support & Readiness [6/6] - Mapping Details

4.2.1.1 Level 3: 1.1.3.1.1 - Enable Resource Provisioning

LEVEL 3 PROCESS MAPPING DETAILS

1.1.3.1.1 Enable Resource Provisioning

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Planning and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, and monitoring, managing and reporting on the capability of the Resource Provisioning processes. (Segment 1.1.3.1.1, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

Extended Description

The responsibilities of the Enable Resource Provisioning processes are twofold - planning and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, and monitoring, managing and reporting on the capability of the Resource Provisioning processes.

(Segment 1.1.3.1.1, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

The responsibilities of these processes include, but are not limited to:

- Forecasting at an operational level resource infrastructure volume requirements and run-out timeframes;
- Managing capacity planning associated with the deployment of new and/or modified resource infrastructure;
- Establishing and monitoring of organizational arrangements to support deployment and operation of new and/or modified resource infrastructure;
- Creating, deploying, modifying and/or upgrading of resource infrastructure deployment support tools (including Resource Inventory) and processes for new and/or modified resource infrastructure;
- Developing and promulgating resource infrastructure capacity deployment rules and controls;
- Authoring, reviewing and approving operational procedures developed by Resource Development & Management processes prior to resource infrastructure deployment;

(Activity “1.1.3.1.1.2 Review services demand report” to “1.1.3.1.1.22 Report facilities passed replenishment threshold”, This review services demand and review network equipment utilization process will support all the matters above about resource infrastructure; Segment 1.1.3.1.1, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Testing and acceptance of new and/or modified resource infrastructure as part of the handover procedure from the Resource Development & Management processes to Operations;

- Detecting resource infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Resource Development & Management processes;

- Scheduling, managing, tracking and monitoring of the roll-out, in accordance with approved plans, of the approved new and/or modified resource infrastructure; - Monitoring capacity utilization of deployed resource infrastructure to provide early detection of potential resource infrastructure shortfalls; (Note 1)

- Monitoring of, and reporting on, resource infrastructure and resource instance currency and version management;

- Reconfiguring and re-arranging under-utilized deployed resource infrastructure

(Activity “1.1.3.1.1.21 Send network grooming request”, Segment 1.1.3.1.1, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Managing recovery and/or removal of obsolete or unviable resource infrastructure;

- Reporting on deployed resource infrastructure capacity;

(Activity “1.1.3.1.1.2 Review services demand report” to “1.1.3.1.1.22 Report facilities passed replenishment threshold”, This review services demand and review network equipment utilization process will support all the matters above about resource infrastructure; Segment 1.1.3.1.1, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Tracking and monitoring of the Resource Provisioning Management processes and associated costs (including where resource infrastructure is deployed and managed by third parties), and reporting on the capability of the Resource Provisioning Management processes;

- Establishing and managing resource provisioning notification facilities and lists to support the Resource Provisioning notification and reporting processes; and

(Activity “1.1.3.1.1.23 Review Resource Provisioning Operational Reports” to “1.1.3.1.1.36 Continue to monitor”, This Resource Provisioning Process improvement process will support all the matters above about Resource Provisioning Management processes; Segment 1.1.3.1.1, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Updating the Resource Inventory of any changes to the available resource infrastructure capacity.

(Activity “1.1.3.1.1.2 Review services demand report” to “1.1.3.1.1.22 Report facilities passed replenishment threshold”, This review services demand and review network equipment utilization process will support all the matters above about resource infrastructure; Segment 1.1.3.1.1, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

4.2.1.2 Level 3: 1.1.3.1.2 - Enable Resource Performance Management

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.1.2 Enable Resource Performance Management (Note: This mapping is based on previous Framework 10 Assessment/Certification)
Brief Description Proactively monitoring and maintaining resource infrastructure, and monitoring, managing and reporting on the capability of the Resource Performance Management processes. (Segment 1.1.3.1.2, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)
Extended Description The responsibilities of the Enable Resource Performance Management processes are twofold - support Resource Performance Management processes by proactively monitoring and assessing resource infrastructure performance, and monitoring, managing and reporting on the capability of the Resource Performance Management processes. (Segment 1.1.3.1.2, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc) Proactive management is undertaken using a range of performance parameters, whether technical, time, economic or process related. (Activity “1.1.3.1.2.25 Review Resource Performance Management Operational Reports “ to “1.1.3.1.2.38 Continue to monitor”, This Resource Performance Management Process improvement will support all the matters above about Resource Performance Management processes; Segment 1.1.3.1.2, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc) The responsibilities of the processes include, but are not limited to: <ul style="list-style-type: none"> · Undertaking proactive monitoring regimes of resource infrastructure as required to ensure ongoing performance within agreed parameters over time; · Developing and maintaining a repository of acceptable performance threshold standards for resource instances to support the Resource Performance Management processes; · Undertaking trend analysis, and producing reports, of the performance of resource infrastructure to identify any longer term deterioration; · Monitoring and analyzing the resource instance analyses produced by the Resource Performance Management processes to identify problems that may be applicable to the resource infrastructure as a whole; · Sourcing details relating to resource instance performance and analysis from the resource inventory to assist in the development of trend analyses; · Logging the results of the analysis into the resource inventory repository; · Establishing and managing resource performance data collection schedules, including managing the collection of the necessary information from the Resource Data Collection & Distribution processes, to support proactive monitoring and analysis activity, and requests from Resource Performance Management processes for additional data to support resource instance performance analysis;

- Establishing and managing facilities to support management of planned resource infrastructure and resource instance outages;
 - Establishing, maintaining and managing the testing of resource performance control plans to cater for anticipated resource performance disruptions;
 - Proactively triggering the instantiation of control plans to manage performance through programmed and/or foreseen potentially disruptive events, i.e. anticipated traffic loads on Xmas day, planned outages, etc.;
 - Tracking and monitoring of the Resource Performance Management processes and associated costs (including where resource infrastructure is deployed and managed by third parties), and reporting on the capability of the Resource Performance Management processes;
 - Establishing and managing resource performance notification facilities and lists to support the Resource Performance Management notification and reporting processes; and
- (Activity “1.1.3.1.2.25 Review Resource Performance Management Operational Reports “ to “1.1.3.1.2.38 Continue to monitor”, This Resource Performance Management Process improvement will support all the matters above about Resource Performance Management processes; Segment 1.1.3.1.2, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)
- Supporting the Support Service Quality Management process. (Note 2)

4.2.1.3 Level 3: 1.1.3.1.3 - Support Resource Trouble Management

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.1.3 Support Resource Trouble Management (Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Proactively undertaking statistically driven preventative and scheduled resource infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Resource Trouble Management processes. (Segment 1.1.3.1.3, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)</p> <p>Extended Description</p> <p>The responsibilities of the Support Resource Trouble Management processes are twofold - support Resource Trouble Management processes by proactively undertaking statistically driven preventative and scheduled resource infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Resource Trouble Management processes.</p> <p>These processes are responsible for ensuring that the resource infrastructure is working effectively and efficiently.</p> <p>Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> · Extracting and analyzing, including undertaking trend analysis, historical and current resource instance trouble reports and performance reports to identify potential resource infrastructure or resource instances requiring proactive maintenance and/or replacement; · Requesting scheduling of additional resource instance data collection to assist in the analysis activity;

- Requesting scheduling of resource instance performance testing to assist in analysis activity;

- Developing and managing resource infrastructure and resource instance proactive maintenance programs;

- Requesting resource provisioning activity to prevent anticipated resource troubles associated with capacity limitations identified in the analysis activities;

- Reporting outcomes of trend analysis to Resource Development & Management processes to influence new and/or modified resource infrastructure development;

(Activity “1.1.3.1.3.2 Review Resource Trouble Management Operational Reports “ to “1.1.3.1.3.15 Continue to monitor”, This Resource Trouble Management Process improvement will support all the matters above about Resource Trouble Management processes; Segment 1.1.3.1.3, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Establishing and managing resource instance spares holding facilities, including arrangements with suppliers/partners for vendor managed spares (the actual commercial agreement is negotiated using Supply Chain Development & Management processes);

(Note 3)

- Management of issuing and re-stocking of spares;

- Establishing and managing resource instance return and repair programs and associated processes, including both service provider and supplier/partner repair activities;

(Activity “1.1.3.1.3.24 Receive Spare Part(s) request “ to “1.1.3.1.3.27 Send copy of PO to warehouse”; Segment 1.1.3.1.3, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Tracking and monitoring of the Resource Trouble Management processes and associated costs (including where resource infrastructure is deployed and managed by third parties), and reporting on the capability of the Resource Trouble Management processes;

- Establishing and managing resource trouble notification facilities and lists to support the Resource Trouble Management notification and reporting processes; and

(Activity “1.1.3.1.3.2 Review Resource Trouble Management Operational Reports “ to “1.1.3.1.3.15 Continue to monitor”, This Resource Trouble Management Process improvement will support all the matters above about Resource Trouble Management processes; Segment 1.1.3.1.3, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Supporting the Support Service Problem Management process

(Note 4)

4.2.1.4 Level 3: 1.1.3.1.4 - Enable Resource Data Collection & Distribution

LEVEL 3 PROCESS MAPPING DETAILS

1.1.3.1.4 Enable Resource Data Collection & Distribution

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Administering and management of the processes which enable the effective operation of the resource data collection and data distribution network, and monitoring, managing and reporting on the capability of the Resource Data Collection & Distribution processes. (Segment 1.1.3.1.4, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

Extended Description

The responsibilities of the Enable Resource Data Collection & Distribution processes are twofold - administering and management of the processes which enable the effective operation of the resource data collection and data distribution infrastructure, and monitoring, managing and reporting on the capability of the Resource Data Collection & Distribution processes.

The Resource Data Collection & Distribution processes may be either scheduled activities, or may be triggered as a result of ad-hoc events.

(Segment 1.1.3.1.4, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

Responsibilities of these processes include, but are not limited to:

- Administering and managing the scheduling of resource data collection and resource data distribution;

- Managing the registration and access control processes used by other processes to gain access to the collected resource data;

- Managing the registration and access control processes that enable processes to download resource data to be distributed to identified resource instances;

- Establishing and managing resource data storage facilities, and associated management processes, within the resource data collection and resource data distribution infrastructure, to be used as temporary data holding facilities as required;

- Tracking and monitoring of the Resource Data Collection and Distribution processes and associated costs, and reporting on the capability of the Resource Data Collection and Distribution processes; and

(Activity “1.1.3.1.4.17 Review Resource Data Collection & Distribution Operational Reports “ to “1.1.3.1.4.23 Continue to monitor”, This Resource Data Collection & Distribution Process improvement will support all the matters above about Resource Data Collection & Distribution processes; Segment 1.1.3.1.4, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

- Identifying any technical driven shortcomings of the resource data collection and resource data distribution infrastructures, and providing input to Resource Development & Management processes to rectify these issues.

(Activity “1.1.3.1.4.2 Review report details with recipient“ to “1.1.3.1.4.16 Report Data Collection & Reporting Status”, This Review the resource data collection & distribution tools or output will support all the matters above about technical driven shortcomings of the

resource data collection and resource data distribution infrastructures; Segment 1.1.3.1.4, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

Note that the underlying resource infrastructure used for the actual transport of resource data are managed as appropriate by other processes within the RM&O and RD&M horizontal process groupings (Segment 1.1.3.1.4, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

4.2.1.5 Level 3: 1.1.3.1.5 - Manage Resource Inventory

LEVEL 3 PROCESS MAPPING DETAILS

1.1.3.1.5 Manage Resource Inventory

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Establish, manage and administer the enterprise's resource inventory, as embodied in the Resource Inventory Database, and monitor and report on the usage and access to the resource inventory, and the quality of the data maintained in it (Segment 1.1.3.1.5, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

Extended Description

The responsibilities of the Manage Resource Inventory processes are twofold - establish, manage and administer the enterprise's resource inventory, as embodied in the Resource Inventory Database, and monitor and report on the usage and access to the resource inventory, and the quality of the data maintained in it.

The resource inventory maintains records of all resource infrastructure and resource instance configuration, version, and status details. It also records test and performance results and any other resource related- information, required to support RM&O and other processes.

The resource inventory is also responsible for maintaining the association between service instances and resource instances, created as a result of the Resource Provisioning Management processes.

(1.1.3.1.5, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

Responsibilities of these processes include, but are not limited to:

- Identifying the inventory-relevant information requirements to be captured for resource infrastructure and resource instances;
- Identifying, establishing and maintaining resource inventory repository facilities;
- Establishing and managing the resource inventory management and information capture processes;
- Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download resource data to and from the resource inventory;

(Activity "1.1.3.1.5.15 Review Resource Inventory Operational Reports " to "1.1.3.1.5.27 Continue to monitor", This Resource Inventory operation improvement will support all the matters above about Resource Inventory processes; Segment 1.1.3.1.5, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management -

V.1.0.doc)

· Ensuring the resource inventory repository accurately captures and records all identified resource infrastructure and resource instance details, through use of automated or manual audits;

(Activity “1.1.3.1.5.2 Extract inventory from IM system “ to “1.1.3.1.5.14 Report Data Cleanliness”, This Resource Inventory data completeness maintenance will support all the matters above about the resource inventory cleanness; Segment 1.1.3.1.5, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

· Tracking and monitoring of the usage of, and access to, the resource inventory repository and associated costs, and reporting on the findings; and

· Identifying any technical driven shortcomings of the resource inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

(Activity “1.1.3.1.5.15 Review Resource Inventory Operational Reports “ to “1.1.3.1.5.27 Continue to monitor”, This Resource Inventory operation improvement will support all the matters above about Resource Inventory processes; Segment 1.1.3.1.5, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)

4.2.1.6 Level 3: 1.1.3.1.7 - Manage Logistics

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.1.7.1 Manage Warehousing

Brief Description

Manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the supplier. AM

So far, consumable goods are not in scope of Manage Logistics under managed service business background.

MSUP Spare Parts Management process manages the warehousing in following steps:

- 1) **Check spare parts in stock quantity**
- 2) **Check spare parts quality**
- 3) **Spare parts stock replenishment (Both Huawei & 3rd party)**
- 4) **Spare parts repairing (Both Huawei & 3rd party)**

[[OPS Spare Parts Management](#)], **010 Check parts in Stock with Sufficient Quantity**

[[OPS Spare Parts Management](#)], **020 Request 3rd party replenishment**

[[OPS Spare Parts Management](#)], **030 Request Huawei replenishment**

[[OPS Spare Parts Management](#)], **040 Check if spare parts damaged**

[[OPS Spare Parts Management](#)], **050 Request 3rd party repair**

[[OPS Spare Parts Management](#)], **060 Request Huawei repair**

Extended Description

- Manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the supplier. **AM**
- Determining the distribution path for individual resources and consumable goods. **AM**
- Responsible for the internal operational processes associated with managing a warehouse including aspects such as yard management, dock management, pick management, **AM**

As mentioned in the Brief Description above.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.1.7.2 Manage Orders

Brief Description

These processes are responsible for initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate S/PRM processes. **AM**

So far, consumable goods are not in scope of Manage Logistics under managed service business background.

MSUP Spare Parts Management process manages the orders in following steps:

1) *Issue spare parts orders*

[[OPS Spare Parts Management](#)], **110 Handle Spare Parts Request**

[[OPS Spare Parts Management](#)], **120 Issue Spare Parts Order**

[[OPS Spare Parts Management](#)], **130 Classify & Assign Spare Parts Order**

These activities indicate the process of receiving, reviewing, issuing and assigning the spare parts

order. AM

2) *Execute Spare Parts Order*

[OPS Spare Parts Management], 140 Create Pick List

[OPS Spare Parts Management], 150 Fulfill Pick List

[OPS Spare Parts Management], 160 Verify Quantity

[OPS Spare Parts Management], 170 Schedule Shipping

[OPS Spare Parts Management], 180 Ship Spare Parts

[OPS Spare Parts Management], 190 Check Spare Parts Information

[OPS Spare Parts Management], 200 Allocate Spare Parts

[OPS Spare Parts Management], 210 Store Returned Good Parts in Warehouse

[OPS Spare Parts Management], 220 Request to Approve by Customer

[OPS Spare Parts Management], 230 Approve the Request

[OPS Spare Parts Management], 240 Receive Spare Parts

[OPS Spare Parts Management], 250 Perform Spare Parts Homing

[OPS Spare Parts Management], 260 Update Spare Parts Information

[OPS Spare Parts Management], 270 Notify the Spare Parts have been Filled

When finishing the spare parts orders,

3) *Close Spare parts Work Order*

[OPS Spare Parts Management], 280 Review Spare Parts Work Order

[OPS Spare Parts Management], 290 Close Spare Part Order

Extended Description

Initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate S/PRM processes. AM

As mentioned in the Brief Description above.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.1.7.3 Track and Monitor Logistics and Manage Resource Inventory

Brief Description

Managing the registration and access control processes that enable supplier and/or third party processes to create, modify, update, delete and/or download relevant details into inventory systems associated with any of the above processes. AM

MSUP Spare Parts Management process tracks and monitors the spare parts in following steps:

1) Track & Manage Spare Parts Work Order

[OPS Spare Parts Management], 300 Monitor Work Order

This activity ensures every spare part order is well tracked and monitored.

2) Retrieve Spare Parts

[OPS Spare Parts Management], 070 Get Spare Parts

[OPS Spare Parts Management], 080 Update Spare Parts Information follow Regulation

These activities indicate the process of handling the returning of the spare parts.

Besides tracking and monitoring the active spare parts orders, regular inventory review and check is also necessary. AM

3) Spare parts stock taking Routine Review

[OPS Spare Parts Management], 090 Check Spare Parts According to the Stock Taking List

[OPS Spare Parts Management], 100 Update Stock Taking Information List

These activities ensure the information match between spare parts and spare part register.

Extended Description

• Tracking and monitoring of the usage of, and access to, the specific process and associated costs of the specific processes, and reporting on the findings; and AM

As mentioned in the process activities above.

Explanatory

Reserved for future use.

<p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.1.7.4 Identify Logistic Issues and Provide and Reports

<p>Brief Description</p> <p>Identifying any technical driven shortcomings of logistic processes and providing the report of resource development and management processes. AM</p> <p><i>MSUP Spare Parts Management process identify, handle and escalate logistic issues in following steps:</i></p> <p>[OPS Spare Parts Management], 310 Analyze if Need Escalation</p> <p>This activity identifies the logistic issues and decides whether escalation is needed to handle the issue.</p> <p>[OPS Spare Parts Management], 320 Escalate Work Order</p> <p>If the priority of the spare parts order needs to be changed or there is the impact to the current spare parts order, escalation is needed by following the escalation process.</p> <p>Extended Description</p> <ul style="list-style-type: none">Identifying any technical driven shortcomings of the specific automated support capabilities, and providing input to Resource Development & Management processes to rectify these issues. AM <p><i>As mentioned in the Brief Description above.</i></p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p>
--

Interactions

Reserved for future use.

4.2.1.7 Supporting Evidence References (Works Cited)

OPS_Spare Parts Management MSUP Spare Parts Management Process Description V1.0.doc
Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc

4.2.1.8 Explanation of additional notes in Mapping Tables

- Note 1.** *The network handover support by the “Review PAC (Preliminary Acceptance Certification) open issues” sub-process in 1.1.3.1.2 Enable Resource Performance Management. (Activity “1.1.3.1.2.14 Review PAC open issues “ to “1.1.3.1.2.24 Report PAC Open Issue Status”, This Review PAC open issues will support all the matters above about network handover; Segment 1.1.3.1.2, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)*
- Note 2.** *This interface will defined when Support Service Quality Management process have been designed*
- Note 3.** *The resource instance spares holding facilities management support by 1.1.3.1.7 Manage Logistics. (Activity “1.1.3.1.7.1 Check part is in stock with sufficient quantity “ to “1.1.3.1.7.18 Update status”; Segment 1.1.3.1.7, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)*
- Note 4.** *This interface will defined when Support Service Problem Management process have been designed*
- Note 5.** *This tasks support by the 1.1.4.2 S/P Requisition Management*
- Note 6.** *This tasks support by the 1.1.4.6 S/P Interface Management*
- Note 7.** *Do not like other process, 1.1.3.1.7 Manage Logistics have no process to Tracking and monitor or identify any technical driven shortcomings.*

4.2.1.10 Level 2: 1.1.3.1 - RM&O Support & Readiness - Scores

Level 2: 1.1.3.1 - RM&O Support & Readiness [6/6]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.3.1.1 - Enable Resource Provisioning	5
	1.1.3.1.2 - Enable Resource Performance Management	5
	1.1.3.1.3 - Support Resource Trouble Management	5
	1.1.3.1.4 - Enable Resource Data Collection & Distribution	5
	1.1.3.1.5 - Manage Resource Inventory	5
	1.1.3.1.7 - Manage Logistics	4.5
	1.1.3.1.7.1 Manage Warehousing	0.5
	1.1.3.1.7.2 Manage Orders	0.5
	1.1.3.1.7.3 Track and Monitor Logistics and Manage Resource Inventory	1
	1.1.3.1.7.4 Identify Logistic Issues and Provide and Reports	1

4.2.2 Level 2: 1.1.3.2 - Resource Provisioning [8/8] - Mapping Details

4.2.2.1 Level 3: 1.1.3.2.1 - Allocate & Install Resource

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.2.1 Allocate & Install Resource (Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Allocate specific resources required to support a specific service (Segment 1.1.3.2.1, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <p>Extended Description</p> <p>The objective of the Allocate & Deliver Resource processes is to allocate specific resources required to support a specific service.</p> <p>These activities include but are not limited to:</p> <ul style="list-style-type: none"> · Investigating the ability to be able to satisfy specific service orders as a part of a feasibility check; <p>(Activity “1.1.3.2.8.14 Create task list” to “1.1.3.2.8.16 Create Pre-Order Inquiry”, This Pre-Order Inquiry is the initial the task about feasibility check. Activity “1.1.3.2.1.3 Create design for physical circuit” and “1.1.3.2.1.7 Create design for logical circuit” will fulfill the feasibility check; Segment 1.1.3.2.1 and 1.1.3.2.2, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <ul style="list-style-type: none"> · Reserving or allocating specific resources in response to issued resource orders; <p>(Activity “1.1.3.2.1.4 Allocate physical resource” and “1.1.3.2.1.8 Allocate logical resource”; Segment 1.1.3.2.1, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <ul style="list-style-type: none"> · Confirming availability of, or initiating an order for, equipment or software with a Supplier/Partner; and · Installing and commissioning specific resources following delivery. <p>(Activity “1.1.3.2.1.12 Create custom build plan” to “1.1.3.2.1.14 Execute build plan”; Segment 1.1.3.2.1, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <p>Where the Allocate & Deliver Resource processes are requested by a resource order issued as part of a pre-order feasibility check, these processes determine whether there are adequate specific resources available to fulfill the request. Where there are not sufficient specific resources available, these processes may initiate enquiries using the relevant S/PRM (Note 1) and/or Resource Support & Readiness processes to determine lead times for specific resource availability. Depending on business rules, and on any specific levels of commitment contained in the initiating service order, these processes may reserve specific resources linked to the initiating service order for a period of time, and releasing them when the time period has expired. These processes are responsible for creating a response to the initiating processes with respect to the feasibility assessment.</p> <p>(Activity “1.1.3.2.8.14 Create task list” to “1.1.3.2.8.16 Create Pre-Order Inquiry”, This Pre-Order Inquiry is the initial the task about feasibility check. Activity “1.1.3.2.1.3 Create design for physical circuit” and “1.1.3.2.1.7 Create design for logical circuit” will fulfill the feasibility check; Segment 1.1.3.2.1 and 1.1.3.2.2, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p>



Where the Allocate & Deliver Resource processes are requested by a resource order issued in response to a confirmed service order, these processes are responsible for allocating the specific resources required to satisfy the initiating service order. Any previously reserved specific resources are marked as allocated.

(Activity “1.1.3.2.8.17 Create task list “to “1.1.3.2.8.20 Create resource order”, This is the creation of the firm order. Activity “1.1.3.2.1.3 Create design for physical circuit” and “1.1.3.2.1.7 Create design for logical circuit” will fulfill the order; Segment 1.1.3.2.1 and 1.1.3.2.2, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)

These process are responsible for initiating, using the S/PRM processes, (Note 2) resource requisition orders for any specific resources in shortfall. Sufficient information is supplied with the resource requisition orders to ensure that the appropriate specific resources are delivered to the appropriate location for installation and configuration. This may include, for example, a central office, a transmission room, or the customer premise.

(Activity “1.1.3.2.1.5 Mark resource order”, 1.1.3.2.1.9 Mark resource order and follow interfaces; Segment 1.1.3.2.1, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)

Following delivery, these processes are responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes. Where installation of the specific resources requires an upfront major resource infrastructure, the installation of both the resource infrastructure and specific resources may be undertaken under the control of the Support Resource Provisioning processes.

(Activity “1.1.3.2.1.12 Create custom build plan” to “1.1.3.2.1.14 Execute build plan”; Segment 1.1.3.2.1, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)

The Allocate & Deliver Resource processes will closely interact with the Manage Resource Inventory processes to determine availability of physical and logical specific resources to select from, thereby applying specific selection criteria. (Note 3)

4.2.2.2 Level 3: 1.1.3.2.2 - Configure & Activate Resource

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.2.2.1 Configure Resource
<p>Brief Description</p> <p>This process assesses and plans the approach to be undertaken for configuration. It re-uses standard configuration and processes applicable to specific resources. It configures and reconfigures specific resources, including customer premises equipment if part of the resource provider offering. It provides notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. It updates the information contained in the resource inventory as to the configuration of specific resources and their status.</p> <p>Extended Description</p> <p>Not used for this process element</p>

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

This process assesses and plans the approach to be undertaken for configuration. It configures and reconfigures specific resources, including customer premises equipment if part of the resource provider offering. **AM**

MSUP Provisioning process configure resource in following steps:

- 1) Handle Service request
- 2) Assess resources configuration
- 3) Plan for configuration and reconfiguration of specific resource
- 4) Check Coverage, check capacity and Check 3rd Party Provisioning Feasibility
- 5) Allocate Network Resource
- 6) Execute System Configuration

([\[OPS Provisioning\]](#), SC-020 Execute System Configuration)

Execute the system configuration required to fulfill the order.

Notification is required if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications

It provides notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. **A**

MSUP Provisioning process requires to provide notification if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications, requirement is mentioned in the following activities description:

([\[OPS Provisioning\]](#), SC-020 Execute System Configuration)

([\[OPS Provisioning\]](#), SC-050 Deactivate and clear system configuration)

It updates the information contained in the resource inventory as to the configuration of specific resources and their status. **A**

While finishing the configuration, MSUP Provisioning process requires to update the information contained in the resource in inventory by triggering configuration management

([\[OPS Provisioning\]](#), Configuration request sent(PR-080/CC-010))

([\[OPS Configuration Management\]](#), Configuration management)

([\[OPS Provisioning\]](#), CI status updated (CIA-040/PR-090))

Optional

Not used for this process element

Interactions

It provides notifications as required

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.2.2.2 Implement Resource

Brief Description

This process re-uses standard implementation processes applicable to specific resources. It implements specific resources, including customer premises equipment if part of the resource provider offering. It provides notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

It implements specific resources, including customer premises equipment if part of the resource provider offering. **AM**

MSUP Provisioning process implement resource in following steps:

- 1) Handle Service request
- 2) Assess resources configuration
- 3) Plan for configuration and reconfiguration of specific resource
- 4) Check Coverage, check capacity and Check 3rd Party Provisioning Feasibility
- 5) Allocate Network Resource
- 6) Perform/Disconnect Cross Connection
- 7) Field installation and test

([[OPS Provisioning](#)], COE-020 Perform Cross Connection)

([[OPS Provisioning](#)], COE-040 Disconnect Cross Connection)

([[OPS Provisioning](#)], FME-020 Make/ Reconfirm appointment with customer)

([[OPS Workforce Management](#)], Workforce Management)

([[OPS Provisioning](#)], FME-030 Conduct Commissioning and Service Testing)

([[OPS Provisioning](#)], FME-040 Remove Connection and CPE)

It provides notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. **AM**

MSUP Provisioning process requires to provide notification if the configuration activity requires a planned



outage or is likely to initiate false specific resource alarm event notifications, requirement is mentioned in the following activities description:

- ([OPS Provisioning], COE-020 Perform Cross Connection)
- ([OPS Provisioning], COE-040 Disconnect Cross Connection)

Optional

Not used for this process element

Interactions

It provides notifications as required

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.2.2.3 Activate Resource

Brief Description

This process assesses and plans the approach to be undertaken for activation. It re-uses standard activation processes applicable to specific resources. It provides notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. At the successful conclusion of this activity, the status of the specific resources will be changed from allocated to activated, which means they are in-use.

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

This process assesses and plans the approach to be undertaken for activation. AM

MSUP Provisioning process activate resource in following steps:

- 1) Handle Service request
- 2) Assess resources configuration
- 3) Plan for configuration and reconfiguration of specific resource
- 4) Check Coverage, check capacity and Check 3rd Party Provisioning Feasibility
- 5) Allocate Network Resource
- 7) Execute System Configuration
- 6) Perform/Disconnect Cross Connection
- 7) Field installation and test
- 8) Activate resource

([OPS Provisioning], SC-030 Activate Service)

It provides notifications as required if the activation activity requires a planned outage or is likely to

initiate false specific resource alarm event notifications. A

MSUP Provisioning process requires to provide notification if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications, requirement is mentioned in the following activities description:

([OPS Provisioning], SC-030 Activate Service)

At the successful conclusion of this activity, the status of the specific resources will be changed from allocated to activated, which means they are in-use. A

While successful conclusion of activation, MSUP Provisioning process requires to update the resource status by triggering configuration management

([OPS Provisioning], Configuration request sent(PR-080/CC-010))

([OPS Configuration Management], Configuration management)

([OPS Provisioning], CI status updated (CIA-040/PR-090))

Optional

Not used for this process element

Interactions

It provides notifications as required

4.2.2.3 Level 3: 1.1.3.2.3 - Test Resource

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.2.3 Test Resource
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Test specific resources to ensure they are operating within normal parameters (Segment 1.1.3.2.3, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <p>Extended Description</p> <p>The responsibility of the Test Resource processes is to test specific resources to ensure they are operating within normal parameters. The objective is to verify whether the resources are working correctly and meet the appropriate performance levels.</p> <p>These processes test specific resources against supplier/partner defined test plans, or against test plans developed by the service provider. Where appropriate test plans are not available these processes are responsible for developing appropriate test plans. These processes are also responsible for capturing and storing the test results for historical and downstream testing comparison purposes.</p> <p>(Activity “1.1.3.2.3.2 Schedule test procedure” and “1.1.3.2.3.3 Organize test conditions/data”, Segment 1.1.3.2.3, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p>

If these tests succeed, the specific resources will be marked as in-service which means the specific resources are available for use.

(Activity “1.1.3.2.3.5 Execute resource order tests”, Segment 1.1.3.2.3, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)

4.2.2.4 Level 3: 1.1.3.2.5 - Track & Manage Resource Provisioning

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.2.5.1 Coordinate Resource Provisioning Activity
<p>Brief Description</p> <p>This process schedules, assigns and coordinates resource provisioning related activities.</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>This process schedules, assigns and coordinates resource provisioning related activities. AM</p> <p><i>In MSUP Provisioning process, resource provisioning activities are track and managed by Provisioning Controller, Provisioning Controller will schedule and assign provisioning order to Related Parties and coordinate in the middle</i></p> <p>([OPS Provisioning], PC120 Assign To Related Parties)</p> <p>([OPS Provisioning], PC130 Issue 3rd Party Requisition Order)</p> <p>([OPS Provisioning], PC170 Assign to Target Party to Handle)</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.2.5.2 Track Resource Provisioning Activity
<p>Brief Description</p> <p>This process tracks the order execution process.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process tracks the order execution process. AM</p> <p><i>In MSUP Provisioning process, resource provisioning activities are track and managed by Provisioning Controller, Provisioning Controller will track provisioning order execution process by monitoring the order status so as to ensure the progress is under good control, updating the order status according to the latest status.</i></p> <p>([OPS Provisioning], PC140 Monitor the Service Order Status)</p> <p><i>Update the order status according to the latest status.</i></p> <p><i>Monitor the order status so as to ensure the progress is under good control.</i></p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.2.5.3 Manage Resource Provisioning Activity
<p>Brief Description</p> <p>This process escalates resource orders in accordance with local policy, adds information to an existing resource order, modifies information in an existing resource order, cancels a resource order when the initiating service order is cancelled, and also modifies the resource order status, including setting it to complete when the resource order has been fulfilled.</p> <p>Extended Description</p>



<p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process escalates resource orders in accordance with local policy, adds information to an existing resource order, modifies information in an existing resource order, cancels a resource order when the initiating service order is cancelled, and also modifies the resource order status, including setting it to complete when the resource order has been fulfilled. AM</p> <p><i>In MSUP Provisioning process, resource provisioning activities are track and managed by Provisioning Controller, Provisioning Controller monitor the order status so as to ensure the progress is under good control, updating the order status according to the latest status, including setting service order to complete.</i></p> <p>([OPS Provisioning], PC140 Monitor the Service Order Status)</p> <p>([OPS Provisioning], PC160 Analyze the re-assignment and escalation)</p> <p>(OPS Provisioning], PC150 Escalate the Service Order)</p> <p>(OPS Provisioning], PC210 Send Service Order Status Change Notification)</p> <p>(OPS Provisioning], PR080 Check Customer Acceptance)</p> <p>(OPS Provisioning], PR090 Close Service Order)</p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

4.2.2.5 Level 3: 1.1.3.2.6 - Report Resource Provisioning

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.3.2.6 Report Resource Provisioning</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Monitor the status of resource orders, provide notifications of any changes and provide management reports.</p> <p>(Segment 1.1.3.2.6, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <p>Extended Description</p>



The objective of the Report Resource Provisioning processes is to monitor the status of resource orders, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of resource orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Resource Provisioning processes.

(Activity “1.1.3.2.6.1 Monitor Resource Provisioning Status” and “1.1.3.2.6.2 Distribute Notifications”, Segment 1.1.3.2.6, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)

These processes record, analyze and assess the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process. These specialized summaries could be specific reports required by specific audiences.

(Activity “1.1.3.2.6.3 Monitor report generation schedule” to “1.1.3.2.6.9 Notify requestor”, Segment 1.1.3.2.6, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)

4.2.2.6 Level 3: 1.1.3.2.7 - Close Resource Order

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.3.2.7 Close Resource Order</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>This process monitors the status of the order and changes the status to closed when it is completed.</p> <p>(Segment 1.1.3.2.7, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p>
<p>Extended Description</p> <p>The objective of the Close Resource Order processes is to close a resource order when the resource provisioning activities have been completed.</p> <p>These processes monitor the status of all open resource orders, and recognize that a resource order is ready to be closed when the status is changed to completed.</p> <p>(Segment 1.1.3.2.7, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p>

4.2.2.7 Level 3: 1.1.3.2.8 - Issue Resource Orders

<p>LEVEL 4 PROCESS MAPPING DETAILS</p> <p>1.1.3.2.8.1 Assess Resource Request</p>
<p>Brief Description</p> <p>This process assesses the information contained in the service order, through a resource order request, initiating resource process request or supplier/partner initiated request, to determine the associated resource orders that need to be issued.</p>

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process assesses the information contained in the service order, through a resource order request, initiating resource process request or supplier/partner initiated request, to determine the associated resource orders that need to be issued. AM

Once receiving service request, MSUP Provisioning process assess the request by:

- 1) Categorize the request into Simple and Standard Delivery, Non-Standard Request, Standard but Complicated, and assign the request to specific party to handle.
- 2) Check network coverage and capacity
- 3) Check Provisioning Feasibility
- 4) Check 3rd Party Provisioning Feasibility
- 5) Allocate network resource

([OPS Provisioning], PR-010 Handle Service request& Check Coverage)

([OPS Provisioning], PR030 Categorize Service Request)

([OPS Provisioning], PR-040 Assign Service Request)

([OPS Provisioning], PC010 Check Provisioning Feasibility)

([OPS Provisioning], PC-020 Check 3rd Party Provisioning Feasibility)

([OPS Provisioning], PC030 Check With Network Planning)

([OPS Provisioning], PC-040 Confirm the unavailability of Capacity)

([OPS Provisioning], PC050 Confirm Capacity Fulfillment)

([OPS Provisioning], PC-080 Consolidate the Feasibility Results)

([OPS Provisioning], PC110 Allocate Network Resource)

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.2.8.2 Create Resource Orders

Brief Description

Where the initiating request or the purchased product offering has a standard set of associated resource orders this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders.

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or resource design has been previously created, this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where the initiating request or the purchased product offering has a standard set of associated resource orders this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders.

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or resource design has been previously created, this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders. **AM**

MSUP Provisioning process categorize the initiating request into Simple and Standard Delivery, Non-Standard Request, Standard But Complicated.

A service order will be issued to Simple and Standard Delivery after assessment.

([[OPS Provisioning](#)], PR040 Assign Service Request)

([[OPS Provisioning](#)], PR-050 Verify with Customer)

([[OPS Provisioning](#)], PR-070 Create Service Order)

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.2.8.3 Mark Resource Order for Special Handling

Brief Description

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific resource design has not been previously created, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific resource design has not been previously created, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process. **AM**

MSUP Provisioning process categorize the initiating request into Simple and Standard Delivery, Non-Standard Request, Standard But Complicated.

For Non-Standard Request, Standard But Complicated delivery, service request will be passed to solution team and management team for special handling, further processing will also monitored by Track & Manage Resource Provisioning process.

([[OPS Provisioning](#)], PR-040 Assign Service Request)

([[OPS Provisioning](#)], SA-010 Design Solution)

([[OPS Provisioning](#)], PMO-010 Breakdown Service Requests)

([[OPS Provisioning](#)], PMO-050 Assign Project Tasks to Orders)

([[OPS Provisioning](#)], PMO-060 Monitor Project Status)

Optional

Not used for this process element

Interactions

Passes management for further processing to the Track & Manage Resource Provisioning process.

4.2.2.8 Level 3: 1.1.3.2.9 - Recover Resource

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.2.9 Recover Resource
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Recover specific resources that are no longer required. (Segment 1.1.3.2.9, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p>
<p>Extended Description</p> <p>The responsibility of the Recover Resource processes is to recover specific resources that are no longer required.</p> <p>These processes follow recovery plans specified by the supplier/partner, or follow recovery plans developed by the service provider. Where appropriate recovery plans are not available these processes are responsible for developing appropriate recovery plans.</p> <p>(Activity “1.1.3.2.9.4 Create Uninstall Plan”, Segment 1.1.3.2.9, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <p>Where recovery of resources is likely to impact other in-use specific resources or specific services, this process is responsible for providing appropriate notification of the recovery proposal and ensuring authorization is received to proceed with the recovery plan. When the recovery activity is about to commence, these processes are responsible for notifying when recovery work is commencing and when it is completed.</p> <p>(Activity “1.1.3.2.9.5 Receive Approval for Uninstall Plan” and “1.1.3.2.9.6 Schedule uninstall plan”, Segment 1.1.3.2.9, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p> <p>When recovered, the specific resources will be marked as unallocated.</p> <p>(Activity “1.1.3.2.9.7 Uninstall equipment”, Segment 1.1.3.2.9, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)</p>

4.2.2.9 Explanation of additional notes in Mapping Tables

- Note 1.** *The interface with S/P layer support by the 1.1.3.2.5 Track & Manage Resource Provisioning. (Segment 1.1.3.2.5, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)*
- Note 2.** *The interface with S/P layer support by the 1.1.3.2.5 Track & Manage Resource Provisioning (Segment 1.1.3.2.5, Section 7, Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc)*
- Note 3.** *The 1.1.3.1.5 Manage Resource Inventory process will maintain the physical and logical specific resources selection criteria. The 1.1.3.2.1 Allocate & Install Resource process will use those selection criteria to determine availability, but these two processes have no direct interface. (Segment 1.1.3.1.5, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)*
- Note 4.** *Since Huawei MS Network OM process design have been aligned with ITIL, the status and change of the resources support by the 1.3.3.6 ITIL Service Asset and Configuration Management process. The 1.1.3.2.1 Allocate & Install Resource*



process has an interface with 1.3.3.6 ITIL Service Asset and Configuration Management process for this function.

Note 5. *The resource order requirements as a result of requests for resource provisioning to satisfy resource trouble recovery activities and alleviate resource performance issues analyze by the 1.1.3.1.3 Support Resource Trouble Management and 1.1.3.1.2 Enable Resource Performance Management first. After analysis, the resource order arises by the 1.1.3.1.3 Support Resource Trouble Management and 1.1.3.1.2 Enable Resource Performance Management. (Segment 1.1.3.1.2 and 1.1.3.1.3, Section 7, Huawei_MS Network OM Process Design - RM&O Support & Readiness Management - V.1.0.doc)*

4.2.2.10 Supporting Evidence References (Works Cited)

OPS_Provisioning MSUP Provisioning Process Description V1.0.doc

Huawei_MS Network OM Process Design - Resource Provisioning - V.1.0.doc

4.2.2.11 Level 2: 1.1.3.2 - Resource Provisioning – Scores

Level 2: 1.1.3.2 - Resource Provisioning [8/8]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.3.2.1 - Allocate & Install Resource	5
	1.1.3.2.2 - Configure & Activate Resource	5
	1.1.3.2.2.1 - Configure Resource	1
	1.1.3.2.2.2 - Implement Resource	1
	1.1.3.2.2.3 - Activate Resource	1
	1.1.3.2.3 - Test Resource	5
	1.1.3.2.5 - Track & Manage Resource Provisioning	5
	1.1.3.2.5.1 - Coordinate Resource Provisioning Activity	1
	1.1.3.2.5.2 - Track Resource Provisioning Activity	1
	1.1.3.2.5.3 - Manage Resource Provisioning Activity	1
	1.1.3.2.6 - Report Resource Provisioning	5
	1.1.3.2.7 - Close Resource Order	5
	1.1.3.2.8 - Issue Resource Orders	5
	1.1.3.2.8.1 - Assess Resource Request	1
	1.1.3.2.8.2 - Create Resource Orders	1
	1.1.3.2.8.3 - Mark Resource Order for Special Handling	1
	1.1.3.2.9 - Recover Resource	5

4.2.3 Level 2: 1.1.3.3 - Resource Trouble Management [7/7] - Mapping Details

4.2.3.1 Level 3: 1.1.3.3.1 - Survey & Analyze Resource Trouble

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.3.1 Survey & Analyze Resource Trouble (Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Monitor resource alarm event notifications and manage resource alarm event records in real-time (Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p> <p>Extended Description</p> <p>The objective of the Survey & Analyze Resource Trouble processes is to monitor resource alarm event notifications and manage resource alarm event records in real-time. (Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p> <p>Responsibilities of the Survey & Analyze Resource Trouble processes include, but are not limited to:</p> <ul style="list-style-type: none"> - Detecting and collecting resource alarm event notifications; (Activity “1.1.3.3.1.1 Detect Resource Alarm Event Notifications”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc) - Initiating and managing resource alarm event records; (Activity “1.1.3.3.1.3 Check Alarm Context”, “1.1.3.3.1.4 Classify Resource Alarm Event” and “1.1.3.3.1.5 Normalize Alarm Event”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc) - Performing resource alarm event notification localization analysis; (Activity “1.1.3.3.1.12 Analyze Resource Alarm”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc) - Correlating and filtering resource alarm event records; (Activity “1.1.3.3.1.7 Filter Alarm” and “1.1.3.3.1.10 Correlate Alarm”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc) - Reporting resource alarm event record status changes to other processes; and (Activity “1.1.3.3.1.17 Update Alarm”, “1.1.3.3.5.2 Distribute Notifications” and “1.1.3.3.5.9 Delivery Report to Requester”, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc) - Managing resource alarm event record jeopardy conditions. (Activity “1.1.3.3.1.11 Trigger Pre-defined Action”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

Resource alarm event notification analysis encompasses the identification of the resource alarm event in terms of reporting entity and nature of the resource alarm event. It will then analyze the resource alarm events based on a number of criteria and then suppress redundant, transient or implied resource alarm events by means of filtering and correlation. It includes the notification of new resource alarm event records or status changes of previously reported resource alarm event records, as well as abatement messages when resource alarm event records have been cleared.

(Activity “1.1.3.3.1.12 Analyze Resource Alarm” and “1.1.3.3.1.18 Cancel Alarm“, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

The analysis will correlate resource alarm event notifications to planned outage notifications to remove false resource alarm event notifications arising as a result of the planned outage activity.

(Activity “1.1.3.3.1.6 Tag Alarm “, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

These processes may determine that a resource alarm event notification may represent a service impacting condition. In these circumstances this process is responsible for indicating a potential service problem to the Service Problem Management processes. As a part of this indication this process is responsible for identifying the impacted service instances associated with the resource instances presenting alarm event notifications and passing this information to the Service Problem Management processes.

(Activity “1.1.3.3.1.13 Determine Service Impact“, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

Resource alarm event record correlation and filtering encompasses the correlation of redundant, transient or implied resource alarm event notifications with a specific “root cause” resource alarm event notification and associated resource alarm event record.

(Activity “1.1.3.3.1.7 Filter Alarm” and “1.1.3.3.1.10 Correlate Alarm”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

The Survey & Analyze Resource Trouble processes might trigger a well-defined action based on specific resource alarm event notification information as well as the non-arrival of resource alarm event notification information after a specific time interval has elapsed.

(Activity “1.1.3.3.1.11 Trigger Pre-defined Action”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

These processes are also responsible for monitoring and triggering the appropriate action when a resource alarm event record is not cleared within a pre-defined period of time.

(Activity “1.1.3.3.1.11 Trigger Pre-defined Action”, Segment 1.1.3.3.1, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

4.2.3.2 Level 3: 1.1.3.3.2 - Localize Resource Trouble

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.3.2.1 Verify Resource Configuration
<p>Brief Description</p> <p>This process verifies whether the resource configuration matches the appropriate service features.</p> <p>AM</p> <p><i>Refer to Mandatory</i></p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process verifies whether the resource configuration matches the appropriate service features.</p> <p>AM</p> <p><i>MUSP Fault Management process requests to verify resource configuration in following step:</i></p> <p>([OPS Fault Mgt], FE-010 Perform Initial Diagnosis)</p> <p><i>This activity will Perform initial diagnostics on trouble ticket:</i></p> <ol style="list-style-type: none"> 1) Verify whether the resource configuration matches the appropriate service features; 2) Figure out the troubles which should be handled by 3rd party before trouble shooting analysis. <p><i>In practice, the operator can maintain one trouble list, where list which trouble should be transferred to 3rd party.</i></p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS	
1.1.3.3.2.2 Perform Specific Resource Trouble Diagnostics	
Brief Description	<p>This process performs diagnostics against the specific resources. AM</p> <p><i>Refer to Mandatory</i></p>
Extended Description	<p>Not used for this process element</p>
Explanatory	<p>Not used for this process element</p>
Mandatory	<p>This process performs diagnostics against the specific resources. AM</p> <p><i>The resource trouble diagnostics in MUSP Fault Management process are separated into several phases:</i></p> <ol style="list-style-type: none">1) Check KEDB to find out existing solution;2) Perform further diagnostics ;3) Assign to next level if no solution;4) Forward to problem management process if still no solution. <p>([OPS Fault Mgt], FE-020 Check KEDB)</p> <p>([OPS Fault Mgt], FE-030 Perform further Diagnostics and Analyze)</p> <p>([OPS Fault Mgt], FE-040 Assign to 3rd party/Next Level)</p> <p>([OPS Fault Mgt], FA-090 Request the Problem Ticket)</p>
Optional	<p>Not used for this process element</p>
Interactions	<p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.3.2.3 Perform Specific Resource Trouble Tests

Brief Description

This process runs tests against the specific resources. AM

Refer to Mandatory

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process runs tests against the specific resources. AM

MUSP Fault Management process requests to Perform Specific Resource Trouble Tests in following step:

([[OPS Fault Mgt](#)], FR-010 Evaluate the solution)

This activity will:

- 1) Evaluate the possible solutions.
- 2) Determine resource requirements including network resource and people resource.
- 3) Determine whether this resolution is feasible to implement.
 - Base on the provided solution, run tests against the specific resources
 - Starts and stops audits against specific resources
 - Schedule routine testing of the specific resources
- 4) Determine the impact caused by the coming solution implementation.
- 5) If the decision is NO-GO, reject the resolution or workaround and notify the status back to Track and Manage.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.3.2.4 Stop And Start Audit On Resources
<p>Brief Description</p> <p>This process starts and stops audits against specific resources. AM</p> <p><i>Refer to Mandatory</i></p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process starts and stops audits against specific resources. AM</p> <p><i>MUSP Fault Management process requests to Perform Specific Resource Trouble Tests in following step:</i></p> <p>([OPS Fault Mgt], FR-010 Evaluate the solution)</p> <p><i>This activity will:</i></p> <ol style="list-style-type: none">1) <i>Evaluate the possible solutions.</i>2) <i>Determine resource requirements including network resource and people resource.</i>3) <i>Determine whether this resolution is feasible to implement.</i>● <i>Base on the provided solution, run tests against the specific resources</i>● <i>Starts and stops audits against specific resources</i>● <i>Schedule routine testing of the specific resources</i>4) <i>Determine the impact caused by the coming solution implementation.</i>5) <i>If the decision is NO-GO, reject the resolution or workaround and notify the status back to Track and Manage.</i> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.3.2.5 Schedule Routine Resource Trouble Tests
Brief Description This process schedules routine testing of the specific resources. AM <i>Refer to Mandatory</i>
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory This process schedules routine testing of the specific resources. AM <i>MUSP Fault Management process requests to Perform Specific Resource Trouble Tests in following step:</i> ([OPS Fault Mgt], FR-010 Evaluate the solution) <i>This activity will:</i> <i>1) Evaluate the possible solutions.</i> <i>2) Determine resource requirements including network resource and people resource.</i> <i>3) Determine whether this resolution is feasible to implement.</i> <ul style="list-style-type: none">● <i>Base on the provided solution, run tests against the specific resources</i>● <i>Starts and stops audits against specific resources</i>● <i>Schedule routine testing of the specific resources</i> <i>4) Determine the impact caused by the coming solution implementation.</i> <i>5) If the decision is NO-GO, reject the resolution or workaround and notify the status back to Track and Manage.</i>
Optional Not used for this process element
Interactions Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.3.2.6 Notify T&M Root Cause Resource Trouble

Brief Description

This process makes the results of the root cause analysis available to other processes. It updates the open resource trouble report, as required during the assessment, and when the root cause has been identified. This process notifies the Track & Manage Resource Trouble processes. AM

([OPS Fault Mgt], FA-050 Send TT Status Change Notification)

([OPS Fault Mgt], FA-060 Generate Fault Report)

([OPS Fault Mgt], FA-050 Review Fault Report)

([OPS Fault Mgt], FA-070 Deliver Fault Report)

([OPS Fault Mgt], FR-030 Review and document the implementation)

([OPS Fault Mgt], FA-080 Verify the trouble restoration)

These process activities conduct the root cause analysis, and update the analysis results in the trouble ticket and notify Track and Manage Resource Trouble processes about the status.

Extended Description

Not used for this process element

Explanatory

This process makes the results of the root cause analysis available to other processes.

Mandatory

This process updates the open resource trouble report, as required during the assessment, and when the root cause has been identified. AM

MUSP Fault Management process requests to change the status of trouble ticket during the assessment and when the root cause has been identified, and requests to Send TT Status Change Notification to related processes, including results of the root cause analysis:

([OPS Fault Mgt], FA-050 Send TT Status Change Notification)

And, Fault report will be generated, reviewed and delivered when the root cause has been identified:

([OPS Fault Mgt], FA-060 Generate Fault Report)

([OPS Fault Mgt], FMS-050 Review Fault Report)

([OPS Fault Mgt], FA-070 Deliver Fault Report)

Track & Manage Resource Trouble processes will be kept informed the result of root cause in following steps:



- 1) Inform the solution implementation result;
 - 2) Inform the solution verification result.
- ([OPS Fault Mgt], FR-030 Review and document the implementation)
- ([OPS Fault Mgt], FA-080 Verify the trouble restoration)

Optional

Not used for this process element

Interactions

This process notifies the Track & Manage Resource Trouble processes.

4.2.3.3 Level 3: 1.1.3.3.3 - Correct & Resolve Resource Trouble

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.3.3 Correct & Resolve Resource Trouble
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Restore or replace resources that have failed as efficiently as possible (Section 2, and Segment 1.1.3.3.3, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>
<p>Extended Description</p> <p>The objective of the Correct & Resolve Resource Trouble processes is to restore or replace resources that have failed as efficiently as possible.</p> <p>(Section 2, and Segment 1.1.3.3.3, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p> <p>Based on the nature of the resource failure leading to the associated resource alarm event notification,</p> <p>Automatic restoration procedures might be triggered. (Note 3) Manual restoration activity is assigned to the Correct & Resolve Resource Trouble processes from the Track & Manage Resource Trouble processes.</p> <p style="text-align: center;">(Activity “1.1.3.3.4.9 Identify the Appropriate Party</p> <p>” and “1.1.3.3.3.1 Evaluate possible solution(s)”, Segment 1.1.3.3.3, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p> <p>Depending on the nature of the specific resource failure, these processes may possibly repair or replace the failed unit or specific resource. These processes are also responsible for isolating a unit with a fault and managing the redundant resource units (e.g. hot standby).</p> <p>(Activity “1.1.3.3.3.7 Implement Resolution”, Segment 1.1.3.3.3, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p> <p>For large resource failures requiring extensive repair and/or replacement activity to restore</p>



normal operation, these processes will attempt to implement work-arounds to recover the specific resource operation. In these circumstances, recover of normal operation may require invocation of the Support Resource Trouble Management processes.

(Activity “1.1.3.3.3.5 Request Major Failure Support”, Segment 1.1.3.3.3, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

They will also report successful restoration of normal operation, restoration through temporary work-arounds or an unsuccessful attempt at restoration to Track & Manage Resource Trouble through updates to the associated resource trouble report.

(Activity “1.1.3.3.3.13 Result to T&M”, Segment 1.1.3.3.3, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

4.2.3.4 Level 3: 1.1.3.3.4 - Track & Manage Resource Trouble

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.3.4 Track & Manage Resource Trouble
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource trouble reports in jeopardy</p> <p>(Section 2, and Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>
<p>Extended Description</p> <p>The objective of the Track & Manage Resource Trouble is to ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource trouble reports in jeopardy.</p> <p>(Section 2, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>
<p>Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> - Initiating first-in testing using automated remote testing capabilities; (Note 4) - Adding additional information to an open resource trouble report based on the first-in testing; (Note 4) - Scheduling, assigning and coordinating repair and restoration activities; <p>(Activity “1.1.3.3.4.6 Analyze for Assignment”, “1.1.3.3.4.7 Identify Type of Request” and “1.1.3.3.4.9 Identify the Appropriate Party”, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>
<ul style="list-style-type: none"> - Initiate any final testing to confirm clearance of the service problem; <p>(Activity “1.1.3.3.6.1 Verify Trouble Resolved”, Segment 1.1.3.3.6, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>
<ul style="list-style-type: none"> - Undertake necessary tracking of the execution progress; <p>(Activity “1.1.3.3.4.2 Monitor the Jeopardy Status”, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>

- **Modifying information in an existing resource trouble report based on assignments;**

(Activity “1.1.3.3.4.9 Identify the Appropriate Party”, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

- **Modifying the resource trouble report status;**

(Activity “1.1.3.3.4.1 Update Resource Trouble Status”, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

- **Canceling a resource trouble report when the specific trouble was related to a false alarm event; and**

(Activity “1.1.3.3.1.17 Update Alarm” and “1.1.3.3.4.1 Update Resource Trouble Status, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

- **Monitoring the jeopardy status of open resource trouble reports, and escalating resource trouble reports as necessary.**

These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

(From Activity “1.1.3.3.4.2 Monitor the Jeopardy Status” to “1.1.3.3.4.9 Identify the Appropriate Party”, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

The Track & Manage Resource Trouble processes are responsible for engaging external suppliers in correction and recovery activities when higher level expertise and/or higher level support is required to resolve the resource trouble. This engagement can be linked to the priority of the resource trouble report, and could occur automatically for highest priority resource trouble reports.

(Activity “1.1.3.3.4.10 Engage External Suppliers”, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

The Track & Manage Resource Trouble processes will also inform the Close Resource Trouble processes by modifying the resource trouble report status to cleared when the resource trouble has been resolved.

(Activity “1.1.3.3.4.7 Identify Type of Request”, Segment 1.1.3.3.4, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)



4.2.3.5 Level 3: 1.1.3.3.5 - Report Resource Trouble

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.3.5 Report Resource Trouble
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Monitor the status of resource trouble reports, provide notifications of any changes and provide management reports (Section 2, and Segment 1.1.3.3.5(Page 57), Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>
<p>Extended Description</p> <p>The objective of the Report Resource Trouble processes is to monitor the status of resource trouble reports, provide notifications of any changes and provide management reports.</p> <p>These processes are responsible for continuously monitoring the status of resource trouble reports and managing notifications to processes and other parties registered to receive notifications of any status changes, for example, Resource Performance Management and Service Quality Management. Notification lists are managed and maintained by the Support Resource Trouble Management processes.</p> <p>(Segment 1.1.3.3.5(Page 57), Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p> <p>These processes record, analyze and assess the resource trouble report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Trouble Management process. These specialized summaries could be specific reports required by specific audiences.</p> <p>(Activity “1.1.3.3.5.1 Monitor Trouble Status” and from activity “1.1.3.3.5.4 Receive Ad-hoc Report Request” to “1.1.3.3.5.8 Generate Report”, Segment 1.1.3.3.5, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p> <p>These processes will make the necessary reports about the resource trouble that occurred, the root cause and the activities carried out for restoration.</p> <p>(Activity “1.1.3.3.5.3 Monitor Report Generation Schedule” and “1.1.3.3.5.8 Generate Report”, Segment 1.1.3.3.3, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)</p>

4.2.3.6 Level 3: 1.1.3.3.6 - Close Resource Trouble Report

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.3.6 Close Resource Trouble Report
<p>Brief Description</p> <p>Close a resource trouble report when the resource problem has been resolved AM</p> <p>When the resource problem has been resolved, MSUP Fault Management process requires to:</p> <ol style="list-style-type: none"> 1) Close Trouble Ticket; 2) Report Resource Trouble

([OPS Fault Mgt], FA-100 Close Trouble Ticket and Update KEDB)

([OPS Fault Mgt], FA-060 Generate Fault Report)

([OPS Fault Mgt], FMS-050 Review Fault Report)

([OPS Fault Mgt], FA-070 Deliver Fault Report)

Extended Description

The objective of the Close Service Trouble Report processes is to close a service trouble report when the service problem has been resolved. AM

Refer to Brief Description

These processes monitor the status of all open service trouble reports, and recognize that a service trouble report is ready to be closed when the status is changed to cleared. AM

Monitoring Trouble ticket and recognizing its closure in MUSP Fault Management process is executed by following step:

([OPS Fault Mgt], FA-080 Verify the trouble restoration)

This activity will verify the trouble restored and ready to be closed. If the verification failed, update the status change to Track & Manage Trouble.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.2.3.7 Level 3: 1.1.3.3.7 - Create Resource Trouble Report

LEVEL 3 PROCESS MAPPING DETAILS

1.1.3.3.7 Create Resource Trouble Report

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Create a new resource trouble report

(Section 2, and Segment 1.1.3.3.7(Page 29), Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

Extended Description

The objective of the Create Resource Trouble Report process is to create a new resource trouble report.

(Section 2, and Segment 1.1.3.3.7(Page 29), Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

A new resource trouble report may be created as a result of resource alarm event notification analysis, and subsequent creation of new resource alarm event records, undertaken by the Survey & Analyze Resource Trouble processes, or at the request of analysis undertaken by other processes in the RM&O, SM&O (in particular a Service Trouble Report can generate one or more Resource Trouble Reports) or S/PRM layers which detect that some form of failure has occurred for which resource restoration activity is required to restore normal operation.

(Activity “1.1.3.3.7.1 Collect Info for Resource Trouble”, also you may refer to other activities in this segment, Segment 1.1.3.3.7, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

If the resource trouble report is created as a result of a notification or request from processes other than the Survey & Analyze Resource Trouble processes, the Create Resource Trouble Report processes are responsible for converting the received information into a form suitable for the Resource Trouble Management processes, and for requesting additional information if required.

(From activity “1.1.3.3.7.2 Validate Data” to activity “1.1.3.3.7.4 Create Trouble Ticket”, Segment 1.1.3.3.7, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

These processes will make estimates of the time to restore resource which will be included in the new resource trouble report so that other processes can gain access to this information.

(Activity “1.1.3.3.7.12 Assign SLA Determined Restore Time”, Segment 1.1.3.3.7, Section 7, Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc)

4.2.3.8 Additional Notes in Mapping table explained

- Note 1.** *Alarm localization analysis is partial done in Survey & Analyze, the trouble shooting is done by Localize Resource Trouble.*
- Note 2.** *Routine testing is conducted in Preventive Maintenance, part of RMO Support and Readiness in eTOM. Please refer to Activity “1.3.3.12.13 Create request for standard preventative maintenance programs” in attached.*
- Note 3.** *It is addressed in Survey and Analyze Resource Trouble.*
- Note 4.** *These activities are located in Localize Resource Trouble.*

4.2.3.9 Supporting Evidence References (Works Cited)

OPS_Fault Mgt MSUP Fault Management Process Description V1.0.doc,

Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc

4.2.3.10 Level 2: 1.1.3.3 - Resource Trouble Management – Scores

Level 2: 1.1.3.3 - Resource Trouble Management [7/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.3.3.1 - Survey & Analyze Resource Trouble	5
	1.1.3.3.2 - Localize Resource Trouble	5
	1.1.3.3.2.1 - Verify Resource Configuration	1
	1.1.3.3.2.2 - Perform Specific Resource Trouble Diagnostics	1
	1.1.3.3.2.3 - Perform Specific Resource Trouble Tests	1
	1.1.3.3.2.4 - Stop And Start Audit On Resources	1
	1.1.3.3.2.5 - Schedule Routine Resource Trouble Tests	1
	1.1.3.3.2.6 - Notify T&M Root Cause Resource Trouble	1
	1.1.3.3.3 - Correct & Resolve Resource Trouble	5
	1.1.3.3.4 - Track & Manage Resource Trouble	5
	1.1.3.3.5 - Report Resource Trouble	5
	1.1.3.3.6 - Close Resource Trouble Report	5
	1.1.3.3.7 - Create Resource Trouble Report	5

4.2.4 Level 2: 1.1.3.4 - Resource Performance Management [7/7] - Mapping Details

4.2.4.1 Level 3: 1.1.3.4.1 - Monitor Resource Performance

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.4.1.1 Manage Resource Performance Data
<p>Brief Description</p> <p>This process monitors and logs the received specific resource performance quality data, compares the received specific resource performance data to performance standards set for each specific resource (available from the Resource Inventory), detects performance threshold violations which represent specific resource failures due to abnormal performance, and detects performance degradation for specific resources which provide early warning of potential issues. This process undertakes the role of first in detection by monitoring the received specific resource performance data;</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>This process undertakes the role of first in detection by monitoring the received specific resource performance data;</p>
<p>Mandatory</p> <p>This process monitors and logs the received specific resource performance quality data, compares the received specific resource performance data to performance standards set for each specific resource (available from the Resource Inventory), detects performance threshold violations which represent specific resource failures due to abnormal performance, and detects performance degradation for specific resources which provide early warning of potential issues. AM</p> <p><i>MUSP Performance management process manage resource performance data in following steps:</i></p> <ol style="list-style-type: none"> 1) <i>Collect and Log Raw Performance Data</i> 2) <i>Validate Performance Data.</i> <p>([OPS Performance Mgt], PA-10 Collect and Log Raw Performance Data)</p> <p>This activity will receive performance data from the network elements to detect possible performance degradation</p> <p>([OPS Performance Mgt], PA-13 Validate Performance Data)</p> <p><i>This activity will :</i></p> <ol style="list-style-type: none"> a) <i>Ensure the received performance data is related to the monitored performance;</i> b) <i>Compares the received performance data to performance standards set for each specific resource;</i> c) <i>Detects performance threshold violations which represent specific resource failures due to abnormal performance;</i> d) <i>Detects performance degradation for specific resources which provide early warning of potential issues</i>

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.4.1.2 Record Resource Performance Data

Brief Description

This process assesses and records received specific resource performance data which is within tolerance limits for performance standards, and for which continuous monitoring and measuring of specific resource performance is required. It records the results of the continuous monitoring for reporting through the Report Resource Performance processes, and logs specific resource performance degradation and violation details within the repository in the Manage Resource Inventory processes to ensure historical records are available to support the needs of other processes.

Extended Description

Not used for this process element

Explanatory

This process assesses and records received specific resource performance data which is within tolerance limits for performance standards, and for which continuous monitoring and measuring of specific resource performance is required.

Mandatory

It records the results of the continuous monitoring for reporting through the Report Resource Performance processes, and logs specific resource performance degradation and violation details within the repository in the Manage Resource Inventory processes to ensure historical records are available to support the needs of other processes. AM

MUSP Performance management process record resource performance data in following steps:

([OPS Performance Mgt], PA-10 Collect and Log Raw Performance Data)

This activity will receive performance data from the network elements to detect possible performance degradation

([OPS Performance Mgt], PA-13 Validate Performance Data)

This activity will :



- e) Ensure the received performance data is related to the monitored performance;
- f) Compares the received performance data to performance standards set for each specific resource;
- g) Detects performance threshold violations which represent specific resource failures due to abnormal performance;
- h) Detects performance degradation for specific resources which provide early warning of potential issues

Recorded data will be used for reporting in report resource performance process:

([[OPS Performance Mgt](#)], PA-100 Generate Network Performance Report)

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS	
1.1.3.4.1.3	Correlate Resource Performance Event Notifications
Brief Description	
<p>This process passes information about potential specific service performance degradations arising from specific resource degradations to Service Quality Management to manage any necessary restoration activity as determined by that process. It passes information about resource failures due to performance threshold violations to Resource Trouble Management to manage any necessary restoration activity as determined by that process. It forwards resource performance degradation notifications to other Resource Performance Management processes, which manage activities to restore normal specific resource performance</p>	
Extended Description	
<p>Not used for this process element</p>	
Explanatory	
<p>This process passes information about potential specific service performance degradations arising from specific resource degradations to Service Quality Management to manage any necessary restoration activity as determined by that process.</p>	
Mandatory	
<p>It passes information about resource failures due to performance threshold violations to Resource Trouble Management to manage any necessary restoration activity as determined by that process.</p>	
AM	
<ol style="list-style-type: none"> MSUP Performance management process requires to generate performance report and deliver report to other process, distribution list needs to be discuss with operator; 	



([OPS Performance Mgt], PA-30 Detect Performance Degradation)

Pass performance information to report Network Performance process to generate Performance report

([OPS Performance Mgt], PA-100 Generate Network Performance Report)

2. MSUP Performance management process will pass information about network failures to Fault Management Process(Resource Trouble Management) to manage any necessary restoration activity

([OPS Performance Mgt], PE-50 Assign to 3rd party or other departments)

([OPS Performance Mgt], Trouble Ticket Requested)

([OPS Performance Mgt], Fault Management)

Optional

Not used for this process element

Interactions

It forwards resource performance degradation notifications to other Resource Performance Management processes, which manage activities to restore normal specific resource performance; and

4.2.4.2 Level 3: 1.1.3.4.2 - Analyze Resource Performance

LEVEL 4 PROCESS MAPPING DETAILS	
1.1.3.4.2.1	Perform Specific Resource Performance Diagnostics
Brief Description	
<p>This process performs analysis as required on specific resource performance information received from the Monitor Service Quality processes. It determines the root causes of specific resource performance degradations and violations, records the results of the analysis and intermediate updates in the Resource Inventory for historical analysis and for use as required by other processes, and undertakes specific detailed analysis (if the original requested came from Service Quality Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between resource instances, without any specific resource instance having an unacceptable performance in its own right.</p>	
Extended Description	
<p>Not used for this process element</p>	
Explanatory	
<p>This process performs analysis as required on specific resource performance information received from the Monitor Service Quality processes.</p>	

Mandatory

It determines the root causes of specific resource performance degradations and violations, records the results of the analysis and intermediate updates in the Resource Inventory for historical analysis and for use as required by other processes, and undertakes specific detailed analysis (if the original requested came from Service Quality Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between resource instances, without any specific resource instance having an unacceptable performance in its own right. AM

MUSP Performance management process Perform Specific Resource Performance Diagnostics in following steps:

([OPS Performance Mgt], PE-10 Check Equipment Alarm)

Check the alarm to exclude the equipment fault

([OPS Performance Mgt], PE-20 Check KEDB)

Determine the resolution via known error database

([OPS Performance Mgt], PE-30 Implement the Performance test)

scheme and design the indoor/outdoor test

([OPS Performance Mgt], PE-40 Perform Degradation Root Cause Analysis)

Carry out deep analysis of the received performance data

Based on the analysis of performance data and special resource data

([OPS Performance Mgt], PE-50 Assign to 3rd party or other departments)

Determine the handling party according to the analysis results

([OPS Performance Mgt], PE-60 Record Solution)

Log resolution into Performance Degradation Ticket.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.4.2.2 Manage Resource Performance Data Collection Schedules

Brief Description

This process initiates, modifies and cancels continuous performance data collection schedules for specific resources required to analyze specific resource performance. These schedules are established through requests sent to the Enable Resource Resource Data Collection & Distribution processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process initiates, modifies and cancels continuous performance data collection schedules for specific resources required to analyze specific resource performance. AM

At the first step of network performance analysis, MSUP Performance Management Process requires to manage the network performance data collection schedules:

([[OPS Performance Mgt](#)], PE-10 Check Equipment Alarm)

This activity requires to:

- 1) Base on the analysis requirement, initiate or modify the existing performance data collection schedules to collect that specific network/ network components*
- 2) Check the alarm to exclude the equipment fault. If the PDT is related to fault, require Trouble Ticket to trigger the Fault Management process.*

Optional

Not used for this process element

Interactions

These schedules are established through requests sent to the Enable Resource Resource Data Collection & Distribution processes.



4.2.4.3 Level 3: 1.1.3.4.3 - Control Resource Performance

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.3.4.3 - Control Resource Performance</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Apply controls to resources in order to optimize the resource performance. (Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)</p>
<p>Extended Description</p> <p>The objective of the Control Resource Performance processes is to apply controls to resource instances in order to optimize the resource performance. (Segment 1.1.3.4.3, Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)</p> <p>The responsibilities of the processes include, but are not limited to:</p> <ul style="list-style-type: none"> -Instantiating controls to attempt to restore resource instances to normal operation, at the request of Analyze Resource Performance processes. (From “1.1.3.4.3.1 Review the root cause and find the solution “to” 1.1.3.4.3.7 Create implementation plan”, Segment 1.1.3.4.3 ,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx) These controls may be based on established control plans, (Note 3) or the controls may be developed within the Control Resource Performance processes depending on circumstances. (“1.1.3.4.5.1Receive request”) -Instantiating controls to attempt to restore failed resource instances to normal operation, at the request of Resource Trouble Management or Service Quality Management processes. (From “1.1.3.4.3.7Create implementation plan” to “1.1.3.4.3.13Document results”, Segment 1.1.3.4.3 ,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx) <p>These controls may be based on established control plans, (Note 3) or the controls may be developed within the Control Resource Performance process depending on circumstances. (Segment 1.1.3.4.3 ,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)</p>

4.2.4.4 Level 3: 1.1.3.4.4 - Report Resource Performance

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.3.4.4 Report Resource Performance</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Monitor the status of resource performance degradation reports, provide notifications of any changes and provide management reports. (Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)</p>
<p>Extended Description</p> <p>The objective of the Report Resource Performance processes is to monitor the status of resource performance degradation reports, provide notifications of any changes and provide management</p>

reports. (Segment 1.1.3.4.4,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)

These processes are responsible for continuously monitoring the status of resource performance degradation reports and managing notifications to other processes in the RM&O and other layers, and to other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Resource Performance Management processes. (“1.1.3.4.4.1Monitor Status of Resource Performance Degradation Report” ,“ 1.1.3.4.4.2Distribute Notifications” ,Segment 1.1.3.4.4 ,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)

These processes record, analyze and assess the resource performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Performance Management process. These specialized summaries could be specific reports required by specific audiences. (“1.1.3.4.4.3 Monitor report generation schedule”, from “1.1.3.4.4.4Receive Ad-hoc Report Request” to “1.1.3.4.4.9 Notify and deliver report to requestor” ,Segment 1.1.3.4.4, ,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)

4.2.4.5 Level 3: 1.1.3.4.5 - Create Resource Performance Degradation Report

LEVEL 3 PROCESS MAPPING DETAILS

1.1.3.4.5 Create Resource Performance Degradation Report

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Create a new resource performance degradation report. (Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)

Extended Description

The objective of the Create Resource Performance Degradation Report process is to create a new resource performance degradation report, modify existing resource performance degradation reports, and request cancellation of existing resource performance degradation reports. (Segment 1.1.3.4.5,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)

A new resource performance degradation report may be created as a result of specific resource performance notifications undertaken by the Monitor Resource Performance processes, or at the request of analysis undertaken by other RM&O, SM&O or S/PRM processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific resource performance. (“1.1.3.4.5.1Receive request”, Segment 1.1.3.4.5 ,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)

If the resource performance degradation report is created as a result of a notification or request from processes other than Monitor Resource Performance processes, the Create Resource Performance Degradation Report processes are responsible for converting the received information into a form suitable for the Resource Performance Management processes, and for requesting additional information if required. (“1.1.3.4.5.2Validate data format”, “1.1.3.4.5.3Validate data integrity”, “1.1.3.4.5.4Check for data accuracy”, “1.1.3.4.5.6Associate to existing Report”, “1.1.3.4.5.7Enrich with additional information”, “1.1.3.4.5.8Create New Degradation Report”, from “1.1.3.4.5.9” to “1.1.3.4.5.11”, Segment 1.1.3.4.5 ,Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)

4.2.4.6 Level 3: 1.1.3.4.6 - Track & Manage Resource Performance Resolution

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.4.6.1 Coordinate Resource Performance
<p>Brief Description</p> <p>This process schedules, assigns and coordinates analysis and specific service performance restoration activities and/or repair activities delegated to other processes, undertakes necessary tracking of the execution progress, modifies information in an existing Resource Performance Degradation Report based on assignments, and modifies the Resource Performance Degradation Report status</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>This process schedules, assigns and coordinates analysis and specific service performance restoration activities and/or repair activities delegated to other processes, undertakes necessary tracking of the execution progress, AM</p> <p><i>In MSUP Performance Management Process, status of key steps are sent to Track & manage process and being coordinated accordingly:</i></p> <p>([OPS Performance Mgt], PMS-10 Monitor the status of PDT)</p> <p><i>Receive the PDT status change notification from other internal and external interface process, such as PDT created, PDT analyzed, PDT finished, PDT pending, etc</i></p> <p>([OPS Performance Mgt], PMS-20 Analyze the re-assignment and Escalation)</p> <p><i>Review the performance degradation ticket(PDT), check if need reassignment or Escalation</i></p> <p>modifies information in an existing Resource Performance Degradation Report based on assignments, and modifies the Resource Performance Degradation Report status AM</p> <p><i>MSUP Performance Management Process requires to send PDT status changes notification and generate performance report:</i></p> <p>([OPS Performance Mgt], PA-90 Send PDT Status Change Notification)</p> <p><i>Responsible for continuously monitoring the status of resource reports.</i></p> <p><i>Distribute notifications of PDR status change to make sure all related parties know the PDT processing</i></p>



status and take the following action according to dependency.

([OPS Performance Mgt], PA-100 Generate Network Performance Report)

Monitor the report generation schedule for the regular/scheduled report, such as daily/weekly/monthly Performance KPI Report

Generate the performance report

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.4.6.2 Request S/P Performance Degradation Report Creation and Update

Brief Description

This process generates the respective S/P problem report creation request(s) to Initiate S/P Problem Report processes based on specific resource performance degradation reports where analysis the root cause is related to S/P products.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process generates the respective S/P problem report creation request(s) to Initiate S/P Problem Report processes based on specific resource performance degradation reports where analysis the root cause is related to S/P products. **AM**

MSUP Performance Management Process requires 3rd party to provide and update performance report where analysis the root cause is related to S/P products:

([OPS Performance Mgt], PA-100 Generate Network Performance Report)

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.4.6.3 Update First in Resource Testing Results
<p>Brief Description</p> <p>This process adds additional information to an open Resource Performance Degradation Report based on the first-in testing.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p style="background-color: #00FF00;">This process adds additional information to an open Resource Performance Degradation Report based on the first-in testing. AM</p> <p><i>MSUP Performance Management Process requires to update first in testing results to performance degradation ticket:</i></p> <p>([OPS Performance Mgt], PE-30 Implement the Performance test)</p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.4.6.4 Cancel Resource Performance Degradation Report
<p>Brief Description</p> <p>This process cancels a resource Performance Degradation Report when the specific trouble was related to a false resource failure event.</p> <p>Extended Description</p> <p>Not used for this process element</p>



<p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process cancels a resource Performance Degradation Report when the specific trouble was related to a false resource failure event. AM</p> <p><i>In MSUP Performance Management Process, a Performance degradation ticket can be closed while resolution has been verified, including the specific request was related to a false resource failure event:</i></p> <p>([OPS Performance Mgt], PA-130 Verify the performance resolution)</p> <p><i>Verify Performance degradation restoration</i></p> <p>([OPS Performance Mgt], PA-140 Close PDT and Update KEDB)</p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS	
1.1.3.4.6.5	Escalate/End Resource Performance Degradation Report
<p>Brief Description</p> <p>This process monitors the jeopardy status of open Resource Performance Degradation Reports, and escalates Resource Performance Degradation Reports as necessary.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>This process monitors the jeopardy status of open Resource Performance Degradation Reports, and escalates Resource Performance Degradation Reports as necessary. AM</p> <p><i>In MSUP Performance Management Process, Escalate/End Resource Performance Degradation Report are performed in following steps:</i></p> <p>([OPS Performance Mgt], PMS-20 Analyze the re-assignment and Escalation)</p>	

Review the performance degradation ticket(PDT), check whether reassignment or escalation is required

([[OPS Performance Mgt](#)], PMS-40 Escalate Performance Degradation)

Escalate the PDT to the management team to monitor or handle the PDT

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.4.6.6 Clear Resource Performance Degradation Report Status

Brief Description

This process informs the Close Resource Performance Degradation Report process by modifying the Resource Performance Degradation Report status to cleared when the specific resource performance quality issues have been resolved.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process informs the Close Resource Performance Degradation Report process by modifying the Resource Performance Degradation Report status to cleared when the specific resource performance quality issues have been resolved. AM

In MSUP Performance Management Process, status of Performance degradation ticket are updated constantly, while network performance quality issues have been resolved, it will trigger to clear PDT status and inform to close PDT

([[OPS Performance Mgt](#)], PA-90 Send PDT Status Change Notification)

Responsible for continuously monitoring the status of resource reports.

Distribute notifications of PDR status change to make sure all related parties know the PDT processing status and take the following action according to dependency.

([[OPS Performance Mgt](#)], PA-130 Verify the performance resolution)

Verify Performance degradation restoration



([OPS Performance Mgt], PA-140 Close PDT and Update KEDB)

Optional

Not used for this process element

Interactions

This process informs the Close Resource Performance Degradation Report processes

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.4.6.7 Engage External Resource Suppliers

Brief Description

If some specific resource components are owned and managed by suppliers/partners, this process is responsible for initiating requests, through S/P Performance Management, for resolution by the supplier/partner of the specific resource components. This process will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

Extended Description

Not used for this process element

Explanatory

Note that some specific product and/or service components may be owned and managed by suppliers/partners.

Mandatory

Where some specific resource components are owned and managed by suppliers/partners, this process is responsible for initiating requests, through S/P Performance Management, for resolution by the supplier/partner of the specific resource components. This process will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. **AM**

In MSUP Performance Management Process, engagement with external resource suppliers happens in following steps:

([OPS Performance Mgt], PE-50 Assign to 3rd party or other departments)

- Engage 3rd party to analyze performance issues
- Engage Technical Service Process to analyze performance issues
- Engage Fault Management Process to analyze performance issues

([OPS Performance Mgt], PMS-30 Assign to target party)

- Engage 3rd party to resolve performance issues

<p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Interaction with Suppliers / Partners</p>

4.2.4.7 Level 3: 1.1.3.4.7 - Close Resource Performance Degradation Report

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.3.4.7 Close Resource Performance Degradation Report</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Close a resource performance degradation report when the resource performance has been resolved. (Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)</p>
<p>Extended Description</p> <p>The objective of the Close Resource Performance Degradation Report processes is to close a resource performance degradation report when the resource performance has been resolved. (Segment 1.1.3.4.7, Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)</p> <p>These processes monitor the status of all open resource performance degradation reports, and recognize that a resource performance degradation report is ready to be closed when the status is changed to cleared. (from “1.1.3.4.7.1 Monitor Status of Resource Performance Degradation Report”, “1.1.3.4.7.2 Review tasks completion”, “1.1.3.4.7.3 Calculate completion time”, “1.1.3.4.7.4 Close Performance Degradation Report” to “1.1.3.4.7.7 Notify T&M process”, Segment 1.1.3.4.7, Section 7, Huawei_MS Network OM Process Design- Resource Performance Management Process- v0.13.docx)</p>

4.2.4.8 Explanation of additional notes in Mapping Tables

- Note 1:** These tasks are performed in another Level 3 process: 1.1.3.4.6 Track & Manage Resource Performance Resolution, and therefore is not included in the assessment of this process.
- Note 2:** This sentence describes another process in service layer and therefore is not included in the assessment of this process.
- Note 3:** Commentary that is not part of the task(s) being performed by this process.
- Note 4:** This sentence describes another process (Resource Trouble Management), Assumed that when identify S/P related problem in resource performance degradation, request to initiate S/P Problem Report processes based on specific resource performance degradation reports where analysis the root cause is related to S/P products.
- Note 5:** Commentary that is not part of the task(s) being performed by this process.



4.2.4.9 Supporting Evidence References (Works Cited)

OPS_Performance Mgt MSUP Performance Management Process Description V1.0.doc

Huawei_MS Network OM Process Design - Resource Trouble Management - V.1.0.doc

4.2.4.10 Level 2: 1.1.3.4 - Resource Performance Management – Scores

Level 2: 1.1.3.4 - Resource Performance Management [7/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.3.4.1 - Monitor Resource Performance	5
	1.1.3.4.1.1 - Manage Resource Performance Data	1
	1.1.3.4.1.2 - Record Resource Performance Data	1
	1.1.3.4.1.3 - Correlate Resource Performance Event Notifications	1
	1.1.3.4.2 - Analyze Resource Performance	5
	1.1.3.4.2.1 - Perform Specific Resource Performance Diagnostics	1
	1.1.3.4.2.2 - Manage Resource Performance Data Collection Schedules	1
	1.1.3.4.3 - Control Resource Performance	5
	1.1.3.4.4 - Report Resource Performance	5
	1.1.3.4.5 - Create Resource Performance Degradation Report	5
	1.1.3.4.6 - Track & Manage Resource Performance Resolution	5
	1.1.3.4.6.1 - Coordinate Resource Performance	1
	1.1.3.4.6.2 - Request S/P Performance Degradation Report Creation and Update	1
	1.1.3.4.6.3 - Update First in Resource Testing Results	1
	1.1.3.4.6.4 - Cancel Resource Performance Degradation Report	1
	1.1.3.4.6.5 - Escalate/End Resource Performance Degradation Report	1
	1.1.3.4.6.6 - Clear Resource Performance Degradation Report Status	1
	1.1.3.4.6.7 - Engage External Resource Suppliers	1
	1.1.3.4.7 - Close Resource Performance Degradation Report	5



4.2.5 Level 2: 1.1.3.5 - Resource Data Collection & Distribution [4/4] - Mapping Details

4.2.5.1 Level 3: 1.1.3.5.1 - Collect Management Information & Data

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.5.1 Collect Management Information & Data (Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Collection of management information and data records from resource and service instances and other enterprise processes. (Segment 1.1.3.5.1 Collect Management Information & Data ,Section 7,Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)</p>
<p>Extended Description</p> <p>The Collect Management Information & Data processes are responsible for collection of management information and data records from resource and service instances and other enterprise processes. These processes interact with the resource and service instances to intercept and/or collect usage(Note 1), network and information technology events and, performance and other management information for distribution to other processes within the enterprise, and with enterprise processes to accept command, query and other management information for distribution to resource and service instances(From “1.1.3.5.1.1Initiate data collection” to “ 1.1.3.5.1.7Log information and data”, Segment 1.1.3.5.1,Section 7,Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)</p>

4.2.5.2 Level 3: 1.1.3.5.2 - Process Management Information & Data

LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.5.2 - Process Management Information & Data (Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Process the management information and/or data into a form suitable for the intended recipient processes, resource instances or service instances. (Segment 1.1.3.5.2 Process Management Information & Data ,Section 7,Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)</p>
<p>Extended Description</p> <p>The Process Management Information & Data processes are responsible for processing the management information and/or data into a form suitable for the intended recipient processes, resource instances or service instances. (Segment 1.1.3.5.2 Process Management Information & Data ,Section 7,Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)</p> <p>The responsibilities of this process include, but are not limited to:</p> <ul style="list-style-type: none"> Identifying the intended recipient processes, resource instances or service instances to determine the appropriate processing required; (“1.1.3.5.2.2Determine report & distribution requirements”, Segment 1.1.3.5.2, Section 7,Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx) Filtering and/or low level correlation of the management information and/or data based on well-



defined criteria: (“1.1.3.5.2.5Filter management information and data records”, Segment 1.1.3.5.2, Section 7, Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)

- **Aggregating or disaggregating the management information and/or data to provide summarized versions; and** (“1.1.3.5.2.7Aggregate management information and data records”, Segment 1.1.3.5.2, Section 7, Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)
- **Formatting the management information and/or data into a form suitable for the intended recipient before distribution.**

(“1.1.3.5.2.8Format the management information and data records”, Segment 1.1.3.5.2, Section 7, Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)

4.2.5.3 Level 3: 1.1.3.5.3 - Distribute Management Information & Data

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.3.5.3 Distribute Management Information & Data</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Distribute processed management information and/or data to resource instances, service instances or other processes within the enterprise for further analysis and/or reporting. (Segment 1.1.3.5.3 Distribute Management Information & Data ,Section 7, Huawei_MS Network OM Process Design - Resource Data Collection & Distribution _v.0.10.docx)</p>
<p>Extended Description</p> <p>The Distribute Management Information & Data processes are responsible for distributing processed management information and/or data to resource instances, service instances or other processes within the enterprise for further analysis and/or reporting.</p> <p>(From “1.1.3.5.3.1Distribute management information and data records” to “1.1.3.5.3.7Generate report”, “1.1.3.5.3.8Notify requestor”, Section 7, Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)</p> <p>These processes also manage any orchestration required for distribution of the management information and/or data. Upon successful delivery these processes are responsible for informing the original sending process or instance that the information has been successfully distributed (if required), and for deleting the locally stored information from any local repositories. (From “1.1.3.5.3.1Distribute management information and data records” to “1.1.3.5.3.7Generate report”, “1.1.3.5.3.8Notify requestor”, Section 7, Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)</p>

4.2.5.4 Level 3: 1.1.3.5.4 - Audit Data Collection & Distribution

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.3.5.4 Audit Data Collection & Distribution</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
--

Brief Description

Audit the management information & data collection, processing and distribution activities in order to identify possible anomalies. (Segment 1.1.3.5.4 Audit Data Collection & Distribution, Section 7, Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)

Extended Description

The Audit Data Collection & Distribution processes are responsible for auditing the management information & data collection activities in order to identify possible anomalies such as loss of management information and/or data in the different collection, processing and distribution steps. (“1.1.3.5.4 .1Identify possible anomalies in collection”, “1.1.3.5.4 .2Identify possible anomalies in processing”, “1.1.3.5.4 .3Identify possible anomalies in distribution”, “1.1.3.5.4 .4Check the audit result”, Segment 1.1.3.5.4 ,Section 7, Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx)

4.2.5.5 Explanation of additional notes in Mapping Tables

Note 1: This sentence describes another process and therefore is not included in the assessment of this process. (the usage records’ collection, mediation and distribution is in scope of 1.1.3.6 Resource Mediation & Reporting)

4.2.5.6 Supporting Evidence References (Works Cited)

Huawei_MS Network OM Process Design -Resource Data Collection & Distribution _v.0.10.docx

4.2.5.7 Level 2: 1.1.3.5 - Resource Data Collection & Distribution – Scores

Level 2: 1.1.3.5 - Resource Data Collection & Distribution [4/4]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.3.5.1 - Collect Management Information & Data	5
	1.1.3.5.2 - Process Management Information & Data	5
	1.1.3.5.3 - Distribute Management Information & Data	5
	1.1.3.5.4 - Audit Data Collection & Distribution	5

4.2.6 Level 2: 1.1.3.6 - Resource Mediation & Reporting [2/2] - Mapping Details

4.2.6.1 Level 3: 1.1.3.6.1 - Mediate Resource Usage Records

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.6.1.1 Validate Resource Usage Records
<p>Brief Description</p> <p>Validate resource usage record collected from the network.</p> <p>Extended Description</p> <p>The purpose of Validate Resource Usage Record process is to validate Resource Usage Record collected from various pieces of equipment in the network. This process is responsible for collecting the Resource Usage Records, filtering out of non-billing relevant Resource Usage Records, validating the Resource Usage Records and their integrity and avoiding records collection leakage. For example, checking loss of Resource Usage Records, illegal characters in Resource Usage Records, invalid field length in Resource Usage Records, the resource usage duration mismatching to start time and end time.</p> <p>Explanatory</p> <p>For example, checking loss of Resource Usage Records, illegal characters in Resource Usage Records, invalid field length in Resource Usage Records, the resource usage duration mismatching to start time and end time.</p> <p>Mandatory</p> <p>The purpose of Validate Resource Usage Record process is to validate Resource Usage Record collected from various pieces of equipment in the network. This process is responsible for collecting the Resource Usage Records, filtering out of non-billing relevant Resource Usage Records, validating the Resource Usage Records and their integrity and avoiding records collection leakage. AM</p> <p>MUSP Performance management process require to Validate performance data:</p> <p>([OPS Performance Mgt], PA-13 Validate Performance Data)</p> <ol style="list-style-type: none"> 1) Ensure the received performance data is related to the monitored performance 2) Compares the received performance data to performance standards set for each specific resource 3) Detects performance threshold violations which represent specific resource failures due to abnormal performance 4) Detects performance degradation for specific resources which provide early warning of potential issues <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p>

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.6.1.2 Normalize Resource Usage Records

Brief Description

Normalize resource usage records to specific expression format.

Extended Description

The purpose of Normalize Resource Usage Record process is to normalize Resource Usage Records to specific expression format. Resource Usage Records generated by different systems are used distinct expressions for same record data. For example, the expression for date can be YYYY-MM-DD, DD-MM-YYYY, DD-MM-YY or other combinations. This process is responsible for unifying all Resource Usage Records to specific expression format for subsequent processes use.

Explanatory

For example, the expression for date can be YYYY-MM-DD, DD-MM-YYYY, DD-MM-YY or other combinations. This process is responsible for unifying all Resource Usage Records to specific expression format for subsequent processes use.

Mandatory

The purpose of Normalize Resource Usage Record process is to normalize Resource Usage Records to specific expression format. Resource Usage Records generated by different systems are used distinct expressions for same record data. A

MUSP Performance management process require to Normalize performance data:

([[OPS Performance Mgt](#)], PA-20 Normalize the performance data)

1) Normalization transforms performance data from the format of one service provider to specific expression format required by operator;

2) Identifying the data formats of collected Resource Usage Records and converging them to specific common data format for downstream system using.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.6.1.3 Convert Resource Usage Records

Brief Description

Convert resource usage records to specific data format.

Extended Description

The purpose of Convert Resource Usage Record process is to convert Resource Usage Records to specific data format. The Resource Usage Records are collected from different network equipments and stored in different file formats, e.g. fixed-length binary file, fixed-length text files, variable-length text files, ASN.1. This process is responsible for identifying the data formats of collected Resource Usage Records and changing them to specific common data format for downstream system using.

Explanatory

Not used for this process element

Mandatory

The purpose of Convert Resource Usage Record process is to convert Resource Usage Records to specific data format. The Resource Usage Records are collected from different network equipments and stored in different file formats, e.g. fixed-length binary file, fixed-length text files, variable-length text files, ASN.1. This process is responsible for identifying the data formats of collected Resource Usage Records and changing them to specific common data format for downstream system using. A

([[OPS Performance Mgt](#)], PA-20 Normalize the performance data)

1) Normalization transforms performance data from the format of one service provider to specific expression format required by operator;

2) Identifying the data formats of collected Resource Usage Records and converging them to specific common data format for downstream system using.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.6.1.4 Correlate Resource Usage Records

Brief Description

Correlate collected resource usage records.

Extended Description

The purpose of Correlate Resource Usage Record process is to correlate collected Resource Usage Records. The Resource Usage Records are collected from different network equipments, sometime more than one Resource Usage Records store same service consumption. In order to resolve this case, this process is responsible for identifying the correlative Resource Usage Records and associating them together for downstream system use.

Explanatory

Not used for this process element

Mandatory

The purpose of Correlate Resource Usage Record process is to correlate collected Resource Usage Records. The Resource Usage Records are collected from different network equipments, sometime more than one Resource Usage Records store same service consumption. In order to resolve this case, this process is responsible for identifying the correlative Resource Usage Records and associating them together for downstream system use. A

([OPS Performance Mgt], PA-23 Filter and Correlate Performance Data)

Ensure the completeness and accuracy of the performance data:

- 1) correlate collected Resource Usage Records
- 2) remove any duplicate usage records that have already been processed

([OPS Performance Mgt], PA-28 Enrich the performance data)

Enrich the content of performance data with additional information retrieved from external applications or reference data

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.6.1.5 Remove Duplicate Resource Usage Records

Brief Description

Remove duplicate resource usage records.

Extended Description

The purpose of Remove Resource Usage Record process is to remove any duplicate usage records that have already been processed. This process includes detect duplicate records and removing them from billing process. The duplication detection is usually by checking the values of the key fields of Resource Usage Records with combined criteria.

Explanatory

Not used for this process element

Mandatory

The purpose of Remove Resource Usage Record process is to remove any duplicate usage records that have already been processed. This process includes detect duplicate records and removing them from billing process. The duplication detection is usually by checking the values of the key fields of Resource Usage Records with combined criteria. A

([[OPS Performance Mgt](#)], PA-23 Filter and Correlate Performance Data)

Ensure the completeness and accuracy of the performance data:

- 1) correlate collected Resource Usage Records
- 2) remove any duplicate usage records that have already been processed

([[OPS Performance Mgt](#)], PA-28 Enrich the performance data)

Enrich the content of performance data with additional information retrieved from external applications or reference data

Optional

Not used for this process element

Interactions

Not used for this process element

4.2.6.2 Level 3: 1.1.3.6.2 - Report Resource Usage Records

LEVEL 3 PROCESS MAPPING DETAILS
1.1.3.6.2 - Report Resource Usage Records
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
Brief Description
Generate reports on resource usage records based on requests from other processes. (Segment 1.1.3.6.2 Report Resource Usage Records ,Section 7, Huawei_MS Network OM Process Design-Resource Mediation & Reporting - v0.08.docx)
Extended Description
The purpose of the Report Resource Usage Records is to generate reports on usage records based on requests from other processes. These processes produce reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints or network problems.
(From “1.1.3.6.2.1 Receive Ad-hoc Report Request”, “1.1.3.6.2.2 Monitor report generation schedule” to “1.1.3.6.2.8 Distribute usage records”, Segment 1.1.3.6.1 ,Section 7, Huawei_MS Network OM Process Design-Resource Mediation & Reporting - v0.08.docx)

4.2.6.3 Supporting Evidence References (Works Cited)

OPS_Performance Mgt MSUP Performance Management Process Description V1.0.doc
Huawei_MS Network OM Process Design-Resource Mediation & Reporting - v0.08.docx

4.2.6.4 Level 2: 1.1.3.6 - Resource Mediation & Reporting – Scores

Level 2: 1.1.3.6 - Resource Mediation & Reporting [2/2]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.3.6.1 - Mediate Resource Usage Records	4.6
	1.1.3.6.1.1 - Validate Resource Usage Records	1
	1.1.3.6.1.2 - Normalize Resource Usage Records	0.5
	1.1.3.6.1.3 - Convert Resource Usage Records	0.5
	1.1.3.6.1.4 - Correlate Resource Usage Records	1
	1.1.3.6.1.5 - Remove Duplicate Resource Usage Records	1
	1.1.3.6.2 - Report Resource Usage Records	5

4.2.7 Level 2: 1.1.3.7 - Workforce Management [5/5] - Mapping Details

4.2.7.1 Level 3: 1.1.3.7.1 - Manage Schedules & Appointments

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.1.1 Workforce Management Schedule
<p>Brief Description</p> <p>This process is responsible for keeping the schedule of available workforce actualized, recalculating the availability schedule, and synchronizing actual workforce schedules with third parties based on information about reserved and available units. AM</p> <p>MUSP Workforce Management process workforce management schedule in following steps:</p> <p>8) Prioritize and schedule the WO base on the collected information</p> <p>9) Review all the Activities & Availability of Staff</p> <p>([OPS Workforce Management], FOM-070 Prioritize and Schedule the WO)</p> <p>([OPS Workforce Management], FOM-080 Review all the Activities & Availability of Staff)</p> <p>Workforce management process needs to collect the relevant information from 3rd party, available staffs, existing workforce schedules, etc, and then determine the workforce schedule, such as priority, resource schedule, work time schedule, etc. Review the available staffs and the activities the staffs need to do, ensure that it assigns the person who has the skills to do the task, and ensure they can complete the task on time, etc. If we have WFM system, ensure all the information record in the system and we can track the status of the work order.</p> <p>Review all the activities that need to be performed.</p> <p>Check the availability of appropriate staff with the correct skills for all the scheduled activities.</p> <p>Extended Description</p> <p>This process is responsible for keeping the schedule of the available workforce actualized, recalculating the availability schedule and synchronizing actual workforce schedules with third parties based on information about reserved and available units.</p> <p>The Workforce Management Schedule scope includes the following:</p> <p>§ Tracking and managing workforce schedules, reflecting the actual information on workforce availability. Exchanging this information with involved third parties AM</p> <p>[OPS Workforce Management], FOM-070 Prioritize and Schedule the WO)</p> <p>[OPS Workforce Management], FOM-080 Review all the Activities & Availability of Staff</p> <p>[OPS Workforce Management], FOM-090 Manage Appoint Schedule Time Window</p> <p>[OPS Workforce Management], FOM-100 Update the Work order Schedule</p> <p>[OPS Workforce Management], FOM-110 Confirm Appointment Schedule</p> <p>§ Gathering and providing actual information on working hours to the Financial Management</p>

process for generating the payroll and/or to the S/P Settlement & Payments Management process for paying third parties

[OPS Workforce Management], FOM-120 Review the reports for Workforce Management

Review the reports for Workforce Management

[OPS Workforce Management], FOM-130 Manage work Hours of the Staffs

Keep and manage the record of work hours of field staff.

Administer the appointment schedule for the assignments.

§ Enabling and managing recall capabilities to allow for out-of-hours staff recall in the event of unforeseen circumstances **AM**

§ Managing the registration and access control processes that enable processes to create, modify, update, delete, and/or download scheduling and work assignment data to and from the workforce management system(s) **AM**

§ Ensuring that the workforce management system(s) accurately captures and records all assignment and work scheduling details, through use of automated or manual audits **AM**

[EM_ Record Control]

[EM_ Internal Audit]

Please refer to the reply of “Brief Description”.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.1.2 Determine Work Schedule

Brief Description

This process answers inquiries about available work capacity for a given time slot. A

MUSP Workforce Management process determine work schedule in following step:

- 1) Determine the time window base on the available staffs and SLA/OLA restrictions
([OPS Workforce Management], FOM-090 Manage Appoint Schedule Time Window)

Workforce management process needs to consider the available work capacity and the specific time requirement, and then determine the time window. It needs to refer to the SLA/OLA to define the time window when necessary.

Extended Description

This process is responsible for answering inquiries from other processes (like CRM), given a particular work task, about what timeframes the work can be performed in, considering dependencies between work tasks. This process does not look for a particular executor, but checks available work capacity in a particular time interval. A

([OPS Workforce Management], FOM-090 Manage Appoint Schedule Time Window)

If scheduled activities are needed to be dispatched to the field, proceed as follows as an example:

☒ For Major Faults, refer to the SLA and set the time window accordingly with defined response time and resolution time.

☒ For Minor Fault, create Work order directly and deliver the Work order to the appropriate staff.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.1.3 Manage Reservations

Brief Description

This process is responsible for managing workforce reservations. AM

MUSP Workforce Management process manage reservations in following step:

1) Update the status of workforce reservations

(([OPS Workforce Management]), FOM-100 Update the Work order Schedule)

Workforce management process will update the workforce reservation if some work items changed, including create, modify, delete the workforce reservation, and then re-confirm the reservations and re-define the reservations, such as working period, assigned staffs, etc.

Extended Description

This process is responsible for managing workforce reservations. Once the reservation is made for a work item, this work item is scheduled (not necessarily assigned yet). AM

The scope of Manage Reservations includes the following:

§ Creating, modifying, and deleting workforce reservations for particular work items, taking into account dependencies between them AM

§ Confirming, canceling, or expiring workforce reservations, including defining the reservation expiration period AM

(([OPS Workforce Management]), FOM-100 Update the Work order Schedule)

Workforce management process will update the workforce reservation if some work items changed, including create, modify, delete the workforce reservation, and then re-confirm the reservations and re-define the reservations, such as working period, assigned staffs, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.1.4 Manage Appointment

Brief Description

Manages the appointment schedule of assignable staff. AM

MUSP Workforce Management process manage appointment in following steps:

2) Update the status of work order schedule

3) Confirm the appointment schedule

([OPS Workforce Management], FOM-100 Update the Work order Schedule)

([OPS Workforce Management], FOM-110 Confirm Appointment Schedule)

Workforce management process will communicate with customer if it needs to create or cancel the appointment, and reschedule the appointment if required. After coordinating with assignable staff and confirmed with customer, update the work order schedule.

Extended Description

This process is responsible for managing the schedule of appointments which are formal arrangements with customers about planned site visits. Appointments are associated with particular work items to be done. The responsibilities of the Manage Appointment Schedule process include the ability to view the availability of appropriate assignable staff as well as the ability to schedule an appointment. Both the viewing and the scheduling may be based on workforce availability and skill and not a specific person. Similarly, times can be windows of time (i.e. AM or PM) or a specific time.

AM

Manage Appointment Schedule scope includes the following:

§ Creating and canceling appointments, including required coordination with the customer or request to CRM systems, for such coordinations and updates AM

§ In-flight modification, rescheduling, and cancellation of appointments AM

([OPS Workforce Management], FOM-100 Update the Work order Schedule

([OPS Workforce Management], FOM-110 Confirm Appointment Schedule

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.2.7.2 Level 3: 1.1.3.7.4 - Plan and Forecast Workforce Management

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.7.4.1 Forecast Demand
<p>Brief Description</p> <p style="background-color: #90EE90;">This process is responsible for forecasting the future demand of workforces based on work order statistics. AM</p> <p><i>MUSP Workforce Management process forecast demand in following steps:</i></p> <ol style="list-style-type: none"> 1) Collect all the manual activities 2) Classify and categorize the manual activities 3) Analyze the skills requirements for manual activities <p>([OPS Workforce Management], FOM-010 Classify Different Manual Activities) ([OPS Workforce Management], FOM-020 Match Activities with Subcontractor Skills) ([OPS Workforce Management], FOM-030 Match Activities with Internal Field Engineer Skills)</p> <p><i>Workforce management processes collects the manual activities, and then classify, categorize the manual activities, forecast demand according to the requirements of manual activities. In order to better fulfill the demand, we should analyze the skills required in each demand, and identify who will provide the skilled resource.</i></p> <p>Extended Description</p> <p style="background-color: #90EE90;">This process is responsible for forecasting the future demand for workforces based on work order statistics. AM</p> <p>([OPS Workforce Management], FOM-010 Classify Different Manual Activities) ([OPS Workforce Management], FOM-020 Match Activities with Subcontractor Skills) ([OPS Workforce Management], FOM-030 Match Activities with Internal Field Engineer Skills)</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.7.4.2 Forecast Workforce Availability
<p>Brief Description</p> <p>Forecasting workforce availability on a daily, weekly, and longer period basis. AM</p> <p><i>MUSP Workforce Management process forecast workforce availability in following step:</i></p> <p>1) <i>Analyze the workload of staffs and time restrictions</i> ([OPS Workforce Management], FOM-050 Analyze Activity Time & Workload)</p> <p><i>Workforce management processes forecasts/determines the workload and the required staff to respective activities base on daily, weekly and longer time bases, take into consideration the emergency or special support and staff vacation to better fulfill the work.</i></p> <p>Extended Description</p> <p>Forecasting workforce availability on a daily, weekly, and longer period basis, based on workload history, considering special events (extraordinary activities), staff vacation considerations, and distributing the available workforce to best meet the estimated load. AM</p> <p>([OPS Workforce Management], FOM-050 Analyze Activity Time & Workload)</p> <p><i>Determine work activity time & workload is based on actual historical results or future estimates.</i></p> <p><i>Forecast/determine the workload and the required staff for respective activities based on daily, weekly and longer time bases, taking into consideration the workload history, special event support and staff vacation</i></p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.4.3 Adjust Durations

Brief Description

This process is responsible for periodically recalculating the average time for performing a work task. AM

MUSP Workforce Management process adjust durations in following steps:

- 1) Prepare schedule of manual activities
 - 2) Periodically check manual activities and adjust the schedule
- ([\[OPS Workforce Management\]](#), FOM-060 Plan Workforce)

Workforce management processes prepares the schedule of manual activities, and periodically check the manual activities and adjust the schedule if required, including the staffs schedule, priority, work time, etc.

Extended Description

This process is responsible for periodically recalculating the average time for performing a work task. This duration is recorded in Work Specification. AM

[\[OPS Workforce Management\]](#), FOM-060 Plan Workforce)

Based on the defined priority of manual activities, workload and history data available, prepare the schedule for manual activities.

Make adjustments in schedule if there are high priority activities are raised.

After preparing the schedule, trigger the manage appointment schedule to manage it.

The output of “Plan and Forecast Workforce” sub process is the Planned Schedule for field operation

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.



4.2.7.3 Level 3: 1.1.3.7.5 - Administer and Configure Workforce Management

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.5.1 Configure Work Catalog
<p>Brief Description</p> <p>This process configures the specification of Work and Work Order, including description, relationships, and rules. AM</p> <p><i>MUSP Workforce Management process configure work catalog in following step:</i></p> <p>1) <i>Classify manual activities</i> ([OPS Workforce Management], FOM-010 Classify Different Manual Activities) [OPS Workforce Management], FOM-020 Match Activities with Subcontractor Skills [OPS Workforce Management], FOM-030 Match Activities with Internal Field Engineer Skills [OPS Workforce Management], FOM-050 Analyze Activity Time & Workload [OPS Workforce Management], FOM-060 Plan Workforce</p> <p><i>Workforce management processes classify the manual activities base on the skills description of staff and the work order specifications. In this specification, it includes the standard duration of work items, skills requirements, and the work order decomposition rules, etc.</i></p> <p><i>MSUP Workforce Management process doesn't go much detail about the Work Item is instantiation, this part will be in scope of detailed level 5 documents or we call work instruction. However, this detail is to be developed later.</i></p> <p>Extended Description</p> <p>§ Classifying different types of manual activities (or Work Items), including association with required skill sets and job code descriptions AM [OPS Workforce Management], FOM-010 Classify Different Manual Activities) [OPS Workforce Management], FOM-020 Match Activities with Subcontractor Skills [OPS Workforce Management], FOM-030 Match Activities with Internal Field Engineer Skills</p> <p>§ Managing work order specifications and their dependent work items AM [OPS Workforce Management], FOM-040 Plan Manual Activities</p> <p>§ Establishing the conditions for work items to be instantiated while decomposing work orders AM</p> <p>§ Managing standard durations of work items to be performed, depending on a variety of parameters AM</p>

[[OPS Workforce Management](#)], FOM-050 Analyze Activity Time & Workload

[[OPS Workforce Management](#)], FOM-060 Plan Workforce

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.5.2 Administer Human Resources Catalog

Brief Description

This process configures the catalog of field technicians, including description, grouping, hours, relationships, and rules. AM

MUSP Workforce Management process administer human resources catalog in following steps:

- 1) *Manage the work hours of field staffs*
- 2) *Manage the contact details of field staffs*
- 3) *Manage the roster of field staffs*

- ([[OPS Workforce Management](#)], FOM-020 Match Activities with Subcontractor Skills)
- ([[OPS Workforce Management](#)], FOM-030 Match Activities with Internal Field Engineer Skills)
- ([[OPS Workforce Management](#)], FOM-130 Manage Work Hours of the Staffs)
- ([[OPS Workforce Management](#)], FOM-140 Maintain Field Staff List and Contact Details)
- ([[OPS Workforce Management](#)], FOM-150 Manage Field Staff Roster)

Workforce management processes manage the work hours of the staffs, and gathering the staff list and contact detail from HR or customer, and base on the collected information to group the staffs, maintain the relevant rules and the information of staffs.

Extended Description

§ Managing individual technicians, allocating them to various workforce groups, (workforce pools, crews, etc.), forming holistic assignable units AM

§ Associating human resources with aggregations of skills they posses, locations they cover, tools

and devices they can operate, etc. AM

- ([OPS Workforce Management], FOM-020 Match Activities with Subcontractor Skills)
- ([OPS Workforce Management], FOM-030 Match Activities with Internal Field Engineer Skills)
- [OPS Workforce Management], FOM-140 Maintain Field Staff List and Contact Details
- [OPS Workforce Management], FOM-150 Manage Field Staff Roster

§ Establishing basic working and non-working hours of human resources, including the allocation of technicians to shifts AM

§ Managing a list of technician activities divided into two types: extending available working hours (because of overtime, for example) and reducing working hours (to allow for activities such as training and meetings) AM

[OPS Workforce Management], FOM-130 Manage Work Hours of the Staffs)

§ Establishing the rules by which some types of activities can be ignored M

§ Establishing interaction with HR systems for data transfer and synchronization A

[OPS Workforce Management], FOM-150 Manage Field Staff Roster

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS	
1.1.3.7.5.3 Administer Organizations Catalog	
Brief Description	<p>This process manages the description of the organizational structure of the CSP or field service partners. M</p> <p><i>MUSP Workforce Management process administer organization catalog in following steps:</i></p> <p>1) <i>Maintain CSP staff information or third party's staff information</i></p>

- 2) *Manage all the field staff's roster*
 ([OPS Workforce Management], FOM-140 Maintain Field Staff List and Contact Details)
 ([OPS Workforce Management], FOM-150 Manage Field Staff Roster)

Workforce management processes gathering the field staff information from customer (operator) and third party, maintain the information, the information includes the work area of field engineer, contact, field engineer personal information, skills, etc.

Extended Description

A CSP may have their own employees who fulfill all assurance and fulfillment jobs. The company may also delegate some of its work (or all of its work) to third-party companies that are called suppliers/partners. Both the CSP company and suppliers/partners are called organizations. M

Establishing and managing an organization list, containing organizational chart, covered serving areas, etc. M

- ([OPS Workforce Management], FOM-140 Maintain Field Staff List and Contact Details)
 ([OPS Workforce Management], FOM-150 Manage Field Staff Roster)

Please refer to the reply of "Brief Description".

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.5.4 Administer Tools Materials Catalog

Brief Description

This process manages the catalog of tools and materials for field service. M

MUSP Workforce Management process administer tools materials catalog in following step:

- 1) *Check special tools needs*
 ([OPS Workforce Management], FE-040 Check Special Tools Needs)

Workforce management processes will check the tools materials catalog and determine what tools they



need to fulfill the work order. However, the manage and maintain of the Tools Materials Catalog is out of scope of MSUP Workforce Management process according to Huawei process architecture. So Workforce Management is just the user of Tool Material, and the requestor of new tools.

Extended Description

This process is responsible for managing the catalog of tools and materials that are required to fulfill various types of work. **M**

(([OPS Workforce Management], FE-040 Check Special Tools Needs)

After receiving WO, the Field Engineer will check out the special tools.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.5.5 Administer and Configure Workforce Management

Brief Description

Performing the activities necessary to configure a variety of workforce management catalogs and settings required to assure that the assignable workforce is properly and efficiently utilized. **AM**

MUSP Workforce Management process administer and configure workforce management in following step:

1) Maintain a variety of workforce management catalog

(([OPS Workforce Management], FOM-020 Match Activities with Subcontractor Skills)

(([OPS Workforce Management], FOM-030 Match Activities with Internal Field Engineer Skills)

Workforce management processes has the model of field engineer, including the skills, level, major, work experience, etc. Base on the information, we will better assign the work order to the right person and ensure the plan can be done in time.

Extended Description

The Administer and Configure Workforce Management processes perform the activities required to

configure a variety of workforce management catalogs and settings required to assure that the assignable workforce is properly and efficiently utilized, and is positioned to get the required work assigned and completed within the required time frame. Administer and Configure Workforce Management scope includes the following:

§ Classifying different types of manual activities, including association with required skill sets and job code descriptions

§ Managing work order specifications and their structure filled with sequences of dependent work items. A work order can be decomposed into elementary parts that can be completed by different people in different places and at different times. These elementary pieces of work are called work items.

§ Managing individual technicians, allocating them to various workforce groups (workforce pools, crews, etc.) and associating them with aggregations of skills they possess, locations they cover, etc. This also includes potential "borrowing" of staff from one group to another. **AM**

§ Establishing and managing organization lists, containing organizational charts, serving area covered, etc. **AM**

§ Consolidating employee and/or third-party working hours on a specific timeframe basis (day, week, month) including management of various types of events; providing this information to the Financial Management process for generating payroll and/or to the S/P Settlement & Payments Management process for paying third parties. **AM**

§ Enabling and managing recall capabilities to allow for out-of-hours staff recall in the event of unforeseen circumstances **AM**

§ Administering the appointment schedule, including the hours of operation of the schedule, number of appointments allowed within a certain time block, etc. **AM**

§ Setting up and configuring the information transfer and integration with third-party systems
A

([\[OPS Workforce Management\]](#), FOM-020 Match Activities with Subcontractor Skills)

([\[OPS Workforce Management\]](#), FOM-030 Match Activities with Internal Field Engineer Skills)

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.5.6 Configure Schedules

Brief Description

This process creates the schedules for the organization, which show work requests and employee capabilities and availabilities. The process also manages rules for appointment, reservation, and assignment. **AM**

MUSP Workforce Management process configure Schedules in following step:

- 1) *Prepare schedule of manual activities*
 - 2) *Periodically check manual activities and adjust the schedule*
- ([[OPS Workforce Management](#)], FOM-060 Plan Workforce)

[[OPS Workforce Management](#)], FOM-080 Review all the Activities & Availability of Staff

[[OPS Workforce Management](#)], FOM-070 Prioritize and schedule

[[OPS Workforce Management](#)], FOM-090 Manage Appoint Schedule Time Window

Workforce management processes fulfill the work order base on the availability of staff and the skills of staff, ensure the request assigned to the right person.

However, detail about defining restriction rules for appointment scheduling and reservations is to be specified and addressed in detailed documents(level 5, work instruction), and this document is to be developed .

Extended Description

§ Establishing and managing the information transfer through which suppliers / partners report on their workforce parameters and schedules

§ Establishing a workforce schedule which provides a single view of their capabilities and availabilities, taking into account both their own company's workforces and workforces provided by suppliers/partners

[[OPS Workforce Management](#)], FOM-060 Plan Workforce

Based on the defined priority of manual activities, workload and history data available, prepare the schedule for manual activities.

Make adjustments in schedule if there are high priority activities are raised.

After preparing the schedule, trigger the manage appointment schedule to manage it.

The output of "Plan and Forecast Workforce" sub process is the Planned Schedule for field operation

FOM-070 Prioritize and schedule the WO

Based on the input information from other Process and priority and severity, prioritize the WO and schedule the WO

§ Identifying a resource plan, which is the time frame-based association of workforce with types of work. This means that associated workforce units are supposed to perform particular types of work in a specified timeframe. This schedule provides a view of the workforce in terms of work availability. It may be used for limiting and balancing work and appointments between several workforce sources and for optimizing the use of the total workforce.

[OPS Workforce Management], FOM-080 Review all the Activities & Availability of Staff

Review all the activities that need to be performed.

Check the availability of appropriate staff with the correct skills for all the scheduled activities.

§ Managing assignment/re-assignment rules, prioritization criteria, based on the organizational settings, type of location, type of jobs, and minimizing the cost of reassignments

[OPS Workforce Management], FOM-070 Prioritize and schedule the WO

Based on the input information from other Process and priority and severity, prioritize the WO and schedule the WO.

§ Defining restriction rules for appointment scheduling, such as the number of appointments allowed within a certain block of time, etc.

§ Defining restriction rules for workforce reservations such as number of concurrent reservations for a particular workforce source, etc.

[OPS Workforce Management], FOM-090 Manage Appoint Schedule Time Window

If scheduled activities are needed to be dispatched to the field, proceed as follows as an example:

For Major Faults, refer to the SLA and set the time window accordingly with defined response time and resolution time.

For Minor Fault, create Work order directly and deliver the Work order to the appropriate staff.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.5.7 Administer Registration and Access

Brief Description

This process manages the registration and access rights for various users, including third-party systems, of the workforce management solution. A

MUSP Workforce Management process administer registration and access in following step:

1) Check the security restriction of site access

([OPS Workforce Management], FE-030 Check Site Access Security)

Workforce management processes check the security restrictions if we need to visit site, including visit the site, access the network element, etc, ensure we have the authority to visit the site. If the site or the network element belongs to the third party, we also need to get the authority from customer (operator).

Extended Description

§ Defining user access rights, permissions, and rules depending on operations or actions A

([OPS Workforce Management], FE-030 Check Site Access Security)

After accepting the work order, It needs to determine if the security check is needed immediately.

Usually the site locations are unmanned and locked.

The engineer will gain access to the site according to instructions as per WO. If field engineer cannot gain access he will contact the Customer/NOC to notify this problem.

§ Establishing rules and permissions for third-party system integrations and data exchange

§ Tracking and monitoring the use of, and access to, the workforce management system(s) and associated costs of the Workforce Management processes

§ Establishing and managing information transfer between the enterprise workforce management system(s) and those of external third parties

§ Identifying any technically driven shortcomings of the workforce management system(s), and providing input to Resource Development & Management processes to rectify these issues

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.5.7 Configure Logging and Audit

Brief Description

This process manages the logging and audit functions of the workforce management solution. AM

MUSP Workforce Management process configure logging and audit in following step:

- 1) Record the detail activities
- 2) Determine the work completed or not
- 3) Feedback to the requestor

([OPS Workforce Management], FE-110 Record the Activity Details)

([OPS Workforce Management], FE-120 Feedback to Requestor and Wait for Response)

Workforce management processes record the details of operation and store in the WFM system, determine the task completed or not base on the audit rules and functions, and notify the relevant party the work order fulfilled , then waiting for the feedback of the relevant party.

Extended Description

§ Establishing system event logging, rules, and events that should be handled A

§ Configuring logging details and storage A

§ Establishing audit functions and rules AM

§ Configuring notifications and post-functions (action to be performed when a task is complete) AM

([OPS Workforce Management], FE-110 Record the Activity Details Record the activity details. The fundamental data required to record, it also includes maintain asset information if required,

such as data for onsite correction:

Fault reason;

Troubleshooting procedure and actions taken;

Fault categorization;

Customer sign-off;

Appropriate information from Work order;

Additional information if required, etc.



If security bug or risk found or any violate, report to related security department to handle it.

[OPS Workforce Management], FE-120 Feedback to Requestor and Wait for Response

Feedback to requestor and wait for response

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.2.7.4 Level 3: 1.1.3.7.6 - Report Workforce Management

<p style="text-align: center;">LEVEL 3 PROCESS MAPPING DETAILS 1.1.3.7.6 Report Workforce Management</p>
<p>Brief Description</p> <p>This process is responsible for monitoring the use of workforces, their KPIs, etc. AM</p> <p><i>MUSP Workforce Management process report workforce management in following steps:</i></p> <ol style="list-style-type: none"> 1) <i>Periodically generate workforce management report</i> 2) <i>Obtain approval from management team</i> 3) <i>Deliver workforce management report</i> <p>([OPS Workforce Management], WR-110 Generate Workforce Management Report)</p> <p>([OPS Workforce Management], WR-120 Get Approval of the Workforce Management Report)</p> <p>([OPS Workforce Management], WR-130 Deliver Workforce Management Report)</p> <p><i>Base on the regularly management demand and ad-hoc demand to generate report, the content of report will follow the demand. Before sending the report to the target audience, we need to get the approval from the program team or customer if required, ensure we send the report to the right person and send the correct content. After we obtain the approval, we should deliver the report to the target audience.</i></p> <p>Extended Description</p> <p>§ Preparing the statistical data on quality, productivity, and efficiency for the services performed by the involved employees and/or third parties. These processes record, analyze, and assess work order status changes to provide specialized summaries of the efficiency and</p>



effectiveness of the overall Workforce Management processes. These specialized summaries can be specific reports required by specific audiences.

§ Reporting on the use of and access to, the workforce management system(s) and associated costs of the Workforce Management processes.

([OPS Workforce Management], WR-110 Generate Workforce Management Report)

Generate the regular/scheduled report, e.g. daily/weekly/monthly Workforce KPI Report according to report generation schedule

Generate the ad-hoc report for certain requirement

([OPS Workforce Management], WR-120 Get Approval of the Workforce Management Report)

Before submitting any report to receiver, get approval from supervisor about the accuracy of the data, format and confirmation of the receipts

([OPS Workforce Management], WR-130 Deliver Workforce Management Report)

Deliver the Workforce Management report to the receipts

Please refer to the reply of “Brief Description”.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.2.7.5 Level 3: 1.1.3.7.9 - Manage Work Order Lifecycle

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.9.1 Issue Work Order
<p>Brief Description</p> <p>The purpose of the Issue Work Order process is to issue correct and complete work orders. It can be called by other processes (as in CRM) to issue a new Work Order, to be handled further by WFM.</p> <p>AM</p> <p>MUSP Workforce Management process issue work order in following steps:</p>

- 1) Receive work order request
- 2) Analyze work order request
- 3) Create work order
- 4) Associate work order to existing work order
- 5) Issue work order

([OPS Workforce Management], WR-010 Review Field Work Order Request)

([OPS Workforce Management], WR-020 Identify the Site)

([OPS Workforce Management], WR-030 Identify Customer)

([OPS Workforce Management], WR-040 Identify CI)

([OPS Workforce Management], WR-050 Create the WO)

([OPS Workforce Management], WR-060 Associate to existing WO)

([OPS Workforce Management], WR-070 Issue the WO)

Workforce management processes receive the work order request from other processes or the workforce plan, and then analyze the work orders request, including gathering information and identify the impact CI. If it's a new work order, we need to create the WO, or else we will associate it to the existing WO, and then issue the WO.

Extended Description

Issue Work Order scope includes the following:

§ Issuing correct and complete work orders. The work orders may be required to complete pertinent manual work such as a fulfillment-based resource order or an assurance trouble report coming from third-party systems AM

§ Initiating work order issuance through handheld devices by a technician from the field AM

([OPS Workforce Management], WR-010 Review Field Work Order Request)

Review the field work order request sent by the other process.

If the work order needs a change approval, confirm the approval.

([OPS Workforce Management], WR-020 Identify the Site)

Identify the site, where manual activities need to be carried out

Once the site is identified, site details and other details will be verified.

([OPS Workforce Management], WR-030 Identify Customer)

Identify the Customer and add the customer details

([OPS Workforce Management], WR-040 Identify CI)

Identify the related Configuration Items (CI). This could be a hardware or software product, and may be identified from the installed base at the selected site, or alternatively selected from a product list.

Equipment details will also be collected so that the engineers know where the work order request related is when they arrive on site

([OPS Workforce Management], WR-050 Create the WO)

Create new work order based on the request details.

([OPS Workforce Management], WR-060 Associate to existing WO)

Check to see if there is any other open WO at this site for the same task. If yes, associate the WO request to the existing WO.

([OPS Workforce Management], WR-070 Issue the WO)

Send the Work Order to the dispatcher

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.9.2 Analyze and Decompose Work Order

Brief Description

This process analyzes and decomposes a Work Order into work items according to Work Catalog, and groups them for optimal execution. AM

MUSP Workforce Management process analyze and decompose work order in following steps:

- 1) Update the information of work order
- 2) Identify the resource base on the work order requirements and resource availability
- 3) Identify the dependencies between the existing resource and the work order requirements
- 4) Decompose the work order

([OPS Workforce Management], DIS-010 Update work order information)

([OPS Workforce Management], DIS-020 Identify Resource)

([OPS Workforce Management], DIS-030 Analyze dependencies)

[OPS Workforce Management], FE-030 Check Site Access Security

[OPS Workforce Management], FE-040 Check Special Tools Needs

[OPS Workforce Management], FE-050 Check Spare Parts Needs

[OPS Workforce Management], FE-055 Apply for Spare Part

[OPS Workforce Management], FE-060 Get approval for special tools

[OPS Workforce Management], WR-050 Associate to existing WO

Workforce management processes update the work order information if we need more detail information to better analysis, identify the availability of resource base on the collected information, and then identify

the dependencies, decompose the work order if required and schedule the decomposed work order.

However, the restructuring decomposed Work Orders or work items is not detailed enough and will be specified in lower level documents or work instruction. This is to be enriched later.

Extended Description

The scope of the Analyze and Decompose Work Order process includes the following:

§ Decomposing work orders into elementary dispatchable manual activities (i.e., work items). Decomposition may be performed according to decomposition rules or by conditional instantiation of work items from work order specification. A

[OPS Workforce Management], DIS-010 Update work order information

If Work order does not contain enough information , then update the information

(**[OPS Workforce Management], DIS-030 Analyze dependencies**)

Analyze if any dependencies on the work order. E.g. when finish one leg's activation work order of a transmission circuit, usually need to inform the other one leg's owner so that the end to end test can be scheduled.

Decompose the work order base on the analysis.

§ Establishing materials, parts, tools, and equipment required to perform manual activities
AM

(**[OPS Workforce Management], DIS-020 Identify Resource**)

Identify the resource based on the availability of resources, job requirement & other variables

[OPS Workforce Management], FE-030 Check Site Access Security

After accepting the work order, It needs to determine if the security check is needed immediately.

Usually the site locations are unmanned and locked.

The engineer will gain access to the site according to instructions as per WO

[OPS Workforce Management], FE-040 Check Special Tools Needs

After receiving WO, the Field Engineer will check out the special tools.

[OPS Workforce Management], FE-050 Check Spare Parts Needs

Check if need spare parts for the field operation, and initiate spare part application process if needed

[OPS Workforce Management], FE-055 Apply for Spare Part

[OPS Workforce Management], FE-060 Get approval for special tools

§ Restructuring and correlating (grouping) decomposed Work Orders or work items in order to create new ones, containing manual activities (work items) combined on the basis of predefined

criteria such as skills required, location, etc. **AM**

[OPS Workforce Management], WR-050 Associate to existing WO

Check to see if there is any other open WO at this site for the same task. If yes, associate the WO request to the existing WO.

([OPS Workforce Management], DIS-030 Analyze dependencies)

Analyze if any dependencies on the work order. E.g. when finish one leg’s activation work order of a transmission circuit, usually need to inform the other one leg’s owner so that the end to end test can be scheduled.

*Decompose the work order base on the analysis.
Please refer to the reply of “Brief Description”.*

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.9.3 Assign Task

Brief Description

The Assign Task process is responsible for assigning manual activities, described by work items (components of work orders), to assignable staff within the enterprise and/or third parties. AM

MUSP Workforce Management process assign task in following step:

1) *Create WO*

[OPS Workforce Management], WR-060 Create new WO

2) *Assign WO*

([OPS Workforce Management], DIS-040 Assign WO)

Workforce management processes assign the work order to the relevant party.

This assignment is described in detail in detailed Workorder Assignment guidance.

Extended Description

The association of a work item with a technician who is assigned to this work is a task, or, task assignment is a work item assignment to a particular performer. AM

The scope of the Assign Task process includes the following:

§ Establishing and managing work assignment queues through which requests for task assignments are received from other eTOM processes A

§ Automatic, manual, or semi-automatic assigning and scheduling based on optimization of the task, taking into consideration various parameters including the following: AM

§ Work order priority AM

§ Associated SLAs A

§ Work order due date AM

§ Skills required to perform work AM

§ Dependencies between work tasks AM

§ Job location relative to other assignments made to the dispatchable staff AM

§ Workload of staff A

§ Staff availability hours A

§ Required materials, spares, and tools availability AM

§ Maintaining bulk assignment capabilities AM

§ Managing relocation of other previously scheduled tasks which have floating work schedules, aiming at increasing manpower availability AM

§ Optimizing the assignment of tasks to technicians selected according to skills, proximity to intervention site, technician availability, vehicles, equipment, and special tools required to perform these activities AM

§ Interacting with GIS for route optimization between task locations A

§ Defining “density distribution” patterns for bulk automated assignments of technicians for the entire day to provide the capability to “insert” new assignments throughout a work day based on priority work that might arise AM

§ Viewing the availability schedule of assignable staff from various workforce sources AM

§ Preparing information to be dispatched as updates to already-dispatched tasks AM

[[OPS Workforce Management](#)], WR-060 Create new WO

Create new work order based on the request details.

The SLA is assigned to WO.

(([OPS Workforce Management], DIS-040 Assign WO)

Workforce management processes assign the work order to the relevant party.

MSUP_Workorder Assignment guidance.xlsm

This guidance is as level 5 procedure to determine the WO assignment, including WO due date, location, skill requirements, staff availability, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.9.4 Dispatch Task

Brief Description

This process dispatches technicians and/or third parties to perform manual activities. AM

MUSP Workforce Management process dispatch task in following steps:

- 1) Dispatch the work order
- 2) Check whether the work order assign to the right person or the task is reasonable

(([OPS Workforce Management], DIS-040 Assign WO)

(([OPS Workforce Management], FE-010 Reject the WO)

(([OPS Workforce Management], FE-020 Accept the WO)

[OPS Workforce Management], DS-010 Monitor work order status)

[OPS Workforce Management]Assign to target party

Workforce management processes dispatch the work order to the relevant party, the receiver will check whether the task is reasonable or not, and then reject or accept the WO. If the work order status

changed, we need to monitor the status and ensure the performer knows what they should do.

Extended Description

The Dispatch Task scope includes the following:

§ Dispatching assigned tasks to the appropriate performer (e.g. a single technician or a crew) from the company's workforce or from a third-party workforce to perform manual activities AM

§ Managing the dispatching process via various channels AM

[OPS Workforce Management], DIS-040 Assign WO

Assign and dispatch the Work order to the Field Maintenance

Engl [OPS Workforce Management], Reject the WO

Check if the assigned work order is overlapping with other work order or can't be completed within the defined time frame, then the Field Maintenance Engineer may not accept the work order and return the work order to "Assign WO" for reassignment, and notify "Track and Manage" process.

[OPS Workforce Management], Accept the WO

Accept the WO if all the required information are correctly completed and other necessary information are attached and WO can be completed within the schedule

§ Monitoring various dispatch states AM

[OPS Workforce Management], Monitor work order status

Monitor the status of work order status based on notifications.

§ Managing the delivery of reassignments and changes to all affected performers AM

§ Managing notification profiles and rules AM

§ Managing settings required for proper task dispatching AM

[OPS Workforce Management], DS-010 Monitor work order status)

Monitor the status of work order status based on notifications.

[OPS Workforce Management] Assign to target party

Determine the target party according to the type and status of the work order

Assign the work order to the target party identified

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.7.9.5 Track and Manage Work Order

Brief Description

Track and Manage Work Order processes are responsible for monitoring the execution of assigned manual activities to employees and/or third parties, detecting potential problems with completing the work, and requesting escalation or reassignment to solve the issue. AM

MUSP Workforce Management process track and manage work order in following steps:

- 1) Monitor the status of work order
- 2) Analyze the work order and identify whether it needs to re-assign or escalate
- 3) Assign the work order to the relevant party
- 4) Escalate work order

([OPS Workforce Management], DS-020 Analyze the re-assignment and escalation)

([OPS Workforce Management], DS-030 Assign to target party)

([OPS Workforce Management], DS-040 Escalate work order)

Workforce management processes monitor the status of work order; send the status change notification to the relevant party through “report on work order”. Analyze the status of work order and re-assign or escalate the work order if required and update the information of work order, such as the priority of work order, resolution time, etc, and then re-assign or escalate the work order to target party, track the execution of work order if we re-assign or escalate work order until we confirm the work order fulfilled.

Extended Description

Track and Manage Work Order scope includes the following:

§ Monitoring the status and progress of various tasks, including the various states of the work order AM

([OPS Workforce Management], DS-010 Monitor work order status)

Monitor the status of work order status based on notifications.

§ Managing transitions of orders and tasks and work items between their states, including operations performed from handheld devices AM

[OPS Workforce Management]Assign to target party

Determine the target party according to the type and status of the work order

Assign the work order to the target party identified

§ Propagating statuses from tasks and work items to work orders AM

§ Managing updates to orders, including in-flight changes and cancelations AM

[OPS Workforce Management], DS-010 Monitor work order status)

Monitor the status of work order status based on notifications.

§ Monitoring jeopardies and responding to them, including predefined actions such as work reassignment, escalations, notifications, etc. AM

[OPS Workforce Management], DS-010 Monitor work order status)

Monitor the status of work order status based on notifications.

[OPS Workforce Management], DS-020 Analyze the re-assignment and Escalation

Review the work order; check if reassignment according to the work need order status.

If need reassignment:

1) *Check the work order current status and information attached, and then determine the next step.*

2) *Check the consistency and completion of work order before reassign to target step, e.g. whether work order ID is attached in work order, whether resolution and implementation detail have been logged before going to Close phase.*

Check if need escalation according to escalation rule and guidance , prepare for issuing the appropriate escalation message

§ Manually executing the order by an assignee M § Indicating completion of a work order by modifying its status AM

[OPS Workforce Management] DS-040 Escalate Work Order

Check if need to modify the information of work order according to escalation or pre-defined conditions, such as priority.

Determine the escalation party according to the work order and organization structure.

Escalate the work order to management team to monitor or handle the work order to guarantee the work order can be controlled in timely manner.

The Manually executing and the Indicating completion of a work order by modifying its status are part of escalation procedure, so no specific (separate)activity mapped to this two activities.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions
Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.9.6 Close Work Order

Brief Description

Close a Work Order when the manual activities assigned to employees and/or third parties have been completed. AM

MUSP Workforce Management process close work order in following steps:

- 1) Review work order and check whether the work order fulfilled or not
- 2) Close the work order

([OPS Workforce Management], WR-080 Review work order)

([OPS Workforce Management], WR-090 Close the work order)

Workforce management processes review the work order and check whether all the work items had completed and it's ready to close. When all the work completed, close the work order and update the status of work order and relevant information.

Extended Description

The objective of the Close Work Order processes is to:

§ Close a Work Order when the tasks and work items assigned to employees and/or third parties have been completed. These processes monitor the status of all open work orders, and recognize that a work order is ready to be closed when the status is changed to Complete. AM

Please refer to the reply of "Brief Description".

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.7.9.7 Report on Work Order

Brief Description

The Report on Work Order process manages status and notifications and executes various reports about work orders. AM

Please refer to the reply of "Extended Description".

Extended Description

The Report on Work Order scope includes the following:

§ Executing reports on work orders, work items, and tasks being performed. A

([OPS Workforce Management], WR-110 Generate Workforce Management Report

Generate the regular/scheduled report, e.g. daily/weekly/monthly Workforce KPI Report according to report generation schedule

Generate the ad-hoc report for certain requirement

([OPS Workforce Management], WR-120 Get Approval of the Workforce Management Report

Before submitting any report to receiver, get approval from supervisor about the accuracy of the data, format and confirmation of the receipts

([OPS Workforce Management], WR-130 Deliver Workforce Management Report

Deliver the Workforce Management report to the receipts

([OPS Workforce Management], WR-100 Send Work order Status Change Notification)

Workforce management processes notifies the relevant party about the use of, and access to and associated cost of workforce management.

§ Monitoring the status of work orders and managing notifications to processes and other parties registered to receive notifications of any status changes. AM

[OPS Workforce Management], DS-010 Monitor work order status

Monitor the status of work order status based on notifications.

([OPS Workforce Management], WR-100 Send Work order Status Change Notification)

Workforce management processes notifies the relevant party about the use of, and access to and associated cost of workforce management.

§ Executing performance reports for various workforces. AM

[OPS Workforce Management], WR-110 Generate Workforce Management Report

Generate the regular/scheduled report, e.g. daily/weekly/monthly Workforce KPI Report according to

report generation schedule

Generate the ad-hoc report for certain requirement

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.2.7.6 Supporting Evidence References (Works Cited)

OPS Workforce Management MSUP Workforce Management Process Description V1.1.doc

4.2.7.7 Level 2: 1.1.3.7 - Workforce Management – Scores

Level 2: 1.1.3.7 - Workforce Management [5/5]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.1.3.7.1 - Manage Schedules & Appointments		5
	1.1.3.7.1.1 - Workforce Management Schedule	1
	1.1.3.7.1.2 - Determine Work Schedule	1
	1.1.3.7.1.3 - Manage Reservations	1
	1.1.3.7.1.4 - Manage Appointments	1
1.1.3.7.4 - Plan and Forecast Workforce Management		5
	1.1.3.7.4.1 - Forecast Demand	1
	1.1.3.7.4.2 - Forecast Workforce Availability	1
	1.1.3.7.4.3 - Adjust Durations	1
1.1.3.7.5 - Administer and Configure Workforce Management		4.43
	1.1.3.7.5.1 - Configure Work Catalog	0.5
	1.1.3.7.5.2 - Administer Human Resources Catalog	1
	1.1.3.7.5.3 - Administer Organizations Catalog	1
	1.1.3.7.5.4 - Administer Tools and Materials Catalog	0.5
	1.1.3.7.5.6 - Configure Schedules	0.5
	1.1.3.7.5.7 - Administer Registration and Access	0.5
	1.1.3.7.5.8 - Configure Logging and Audit	1
1.1.3.7.6 - Report Workforce Management		5
1.1.3.7.9 - Manage Work Order Lifecycle		4.72
	1.1.3.7.9.1 - Issue Work Order	1
	1.1.3.7.9.2 - Analyze and Decompose Work Order	0.5
	1.1.3.7.9.7 - Assign Task	0.5
	1.1.3.7.9.7 - Dispatch Task	1
	1.1.3.7.9.7 - Track and Manage Work Order	1



	1.1.3.7.9.7 - Close Work Order	1
	1.1.3.7.9.7 - Report on Work Order	1

4.3 Level 1: 1.1.4 - Supplier/Partner Relationship Management

4.3.1 Level 2: 1.1.4.1 - S/PRM Support & Readiness [6/6] - Mapping Details

4.3.1.1 Level 3: 1.1.4.1.1 - Support S/P Requisition Management

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.4.1.1 - Support S/P Requisition Management</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Manage engagement with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Requisition Management processes are operating effectively.</p> <p>(Segment 1.1.4.1.1, Section 2, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>Extended Description</p> <p>The purpose of the Support S/P Requisition Management processes is twofold - to manage requisition activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Requisition Management processes can operate effectively.</p> <p>(Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>External suppliers/partners are engaged by the service provider in infrastructure level provisioning-related activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).</p> <p>(Activity “1.1.4.1.1.5 determine impact with S/P”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>The actual engagement with the supplier/partner is initiated by the specific fulfillment or provisioning enablement processes of the CRM, RM&O or SM&O process layers.</p> <p>(Activity “1.1.4.1.1.3 Detect Notification”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>Where Enable S/P Requisition Management processes are engaged to manage new and/or modified infrastructure deployment and/or capacity availability, these processes are responsible to ensure on-time and correct deployment and delivery of the requested infrastructure.</p>

(Activities “1.1.4.1.1.6 Create performance improvement plan” and “1.1.4.1.1.7 Create New patch/Release and schedule”; Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

For the S/P Requisition Management processes the role of the Support S/P Requisition Management processes is to make sure that there is sufficient process capacity and capability (for example, information, materials, systems and resources) so that the S/P Requisition Management processes can operate effectively. Examples are: information on how to process requisitions for specific S/P products, materials needed to confirm requisition requests, systems needed to validate supplier/partner product and service availability.

(Activities “1.1.4.1.1.9 Monitoring S/P requested infrastructure deployment” and “1.1.4.1.1.12 Monitoring S/P Provisioning Tool”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

The responsibilities of these processes include, but are not limited to:

- **Arranging and managing supplier/partner access to appropriate service provider infrastructure deployment support tools (including any appropriate Inventories) and processes;**

(Activity “1.1.4.1.1.1 Access and Communication rules from S/P to Service Provider Provisioning Tools and Processes”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- **Arranging and managing service provider access to appropriate supplier/partner infrastructure deployment support tools (including any appropriate Inventories) and processes;**

(Activity “1.1.4.1.1.2 Access and Communication rules

to Supplier/Partner Provisioning Tools and Processes”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- **Oversight of supplier/partner roll-out, in accordance with approved plans, of the approved new and/or modified infrastructure;**

- **Reporting on deployed supplier/partner resource infrastructure capacity;**

(

- **Tracking and monitoring of the requested supplier/partner infrastructure deployment;**

(Activity “1.1.4.1.1.9 Monitoring S/P requested infrastructure deployment”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- **Reporting on supplier/partner deployment capability;**

- **Undertaking, and reporting on, trend analysis on S/P Requisition Management processes, including types of associated requisition requests, response duration, delays and other process**

<p>measures.</p> <p>(Activity “1.1.4.1.1.12 Monitoring S/P Provisioning Tool”, “1.1.4.1.1.8 Reporting operational requirement”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <ul style="list-style-type: none"> • Establishing and managing supplier/partner requisition notification facilities and lists to support the S/P Requisition Management notification and reporting processes; <p>(Activity “1.1.4.1.1.8 Reporting operational requirement”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <ul style="list-style-type: none"> • Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure deployment requests and progress; <p>(Activity “1.1.4.1.1.10 Detect impact on S/P inventory infrastructure”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <ul style="list-style-type: none"> • Updating supplier/partner product and/or service information, etc to support the S/PRM processes; <p>(Activity “1.1.4.1.1.11 updating S/P product and/or service information”, Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>(Segment 1.1.4.1.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p>
--

4.3.1.2 Level 3: 1.1.4.1.2 - Support S/P Problem Reporting & Management

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.4.1.2 - Support S/P Problem Reporting & Management</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Manage problem resolution activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Problem Reporting & Management processes can operate effectively.</p> <p>(Section 2, Huawei_MS Network OM Process Design 1.1.4.1.2 Support S/P Problem Reporting & Management – 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p>

Extended Description

The purpose of the Support S/P Problem Reporting & Management processes is twofold - to manage problem resolution activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Problem Reporting & Management processes can operate effectively.

(Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

External suppliers/partners are engaged by the service provider in infrastructure level problem-related activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).

(Activity “1.1.4.1.2.5 determine impact with S/P”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

The actual engagement with the supplier/partner is initiated by the specific problem or trouble management support processes of the CRM, RM&O or SM&O process layers. Where Support S/P Problem Reporting & Management processes are engaged to manage infrastructure-level problems, these processes are responsible to ensure on-time and correct resolution and recovery.

(Activity “1.1.4.1.2.3 Detect Notification”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

For the S/P Problem Reporting & Management processes the role of the Support S/P Problem Reporting & Management processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Problem Reporting & Management processes can operate effectively.

(Activities “1.1.4.1.2.1 Access and Communication rules to S/P Problem Management Tools and Processes, 1.1.4.1.2.2 Access and Communication rules to S/P Problem Management Tools and Processes , 1.1.4.1.2.8 Monitoring S/P infrastructure Create performance improvement plan”; Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

The responsibilities of these processes include, but are not limited to:

- Arranging and managing supplier/partner access to appropriate service provider problem and/or trouble management support tools (including any appropriate inventories) and processes;

(Activity “1.1.4.1.2.1 Access and Communication rules from S/P to Service Provider Problem Management Tools and Processes”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)



- Arranging and managing service provider access to appropriate supplier/partner problem management support tools (including any appropriate Inventories) and processes;

(Activity “1.1.4.1.2.2 Access and Communication rules to S/P Problem Management Tools and Processes”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Monitoring and reporting on supplier/partner progress towards resolving reported S/P infrastructure problems;

(Activity “1.1.4.1.2.8 Monitoring S/P infrastructure Tool Problems”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Initiating reviews and recommendations for S/P infrastructure performance improvements;

(Activity “1.1.4.1.2.11 Provide Recommendations for Infrastructure Performance Improvements”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure problem reports and progress;

(Activity “1.1.4.1.2.12 Update S/P inventory infrastructure”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Undertaking, and reporting on, trend analysis on S/P Problem Reporting & Management processes, including types of associated problem reports, response duration, delays and other process measures.

(Activity “1.1.4.1.2.9 Reporting on S/P Problem Management Issue”, Segment 1.1.4.1.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

4.3.1.3 Level 3: 1.1.4.1.3 - Support S/P Performance Management

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.1.3 - Support S/P Performance Management

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Manage performance restoration activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Performance Management processes can operate effectively.

(Section 2, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

Extended Description

The purpose of the Support S/P Performance Management processes is twofold - to manage performance restoration activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Performance Management processes can operate effectively.

(Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

External suppliers/partners are engaged by the service provider in infrastructure level performance-related activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).

(Activity “1.1.4.1.3.5 determine impact with S/P”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

The actual engagement with the supplier/partner is initiated by the specific performance support processes of the CRM, RM&O or SM&O process layers. Where Support S/P Performance Management processes are engaged to resolve infrastructure level performance issues, these processes are responsible to ensure on-time and correct resolution and re-establishment of normal infrastructure operation.

(Activity “1.1.4.1.3.3 Detect Notification”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

For the S/P Performance Management processes the role of the Support S/P Performance Management processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Performance Management processes can operate effectively.

(Activities “1.1.4.1.3.1 Access and Communication rules from S/P to Service Provider Performance Management Tools and Processes, 1.1.4.1.3.2 Access and Communication rules to S/P Performance Management Tools and Processes, 1.1.4.1.3.8 Monitoring S/P infrastructure Tool Performance Issues”; Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

The responsibilities of these processes include, but are not limited to:

- Arranging and managing supplier/partner access to appropriate service provider performance management support tools (including any appropriate inventories) and processes;

(Activity “1.1.4.1.3.1 Access and Communication rules from S/P to Service Provider Performance

Management Tools and Processes”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Arranging and managing service provider access to appropriate supplier/partner performance management support tools (including any appropriate inventories) and processes;

(Activity “1.1.4.1.3.2 Access and Communication rules to S/P Performance Management Tools and Processes”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Monitoring and reporting on supplier/partner progress towards resolving reported infrastructure performance issues;

(Activity “1.1.4.1.3.8 Monitoring S/P infrastructure Performance Issues”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Initiating reviews and recommendations for S/P infrastructure performance improvements;

(Activity “1.1.4.1.3.11 Provide Recommendations for Infrastructure Performance Improvements”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure performance resolution requests and progress;

(Activity “1.1.4.1.3.12 Update S/P inventory infrastructure”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Updating supplier/partner product and/or service performance information, etc to support the S/PRM processes;

(Activity “1.1.4.1.3.9

Reporting on S/P Performance Management Issue”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Undertaking and reporting on, trend analysis on S/P Performance Management processes, including types of associated performance resolution requests, response duration, delays and other process measures.

(Activity “1.1.4.1.3.9 Reporting on S/P Performance Management Issue”, Segment 1.1.4.1.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

4.3.1.4 Level 3: 1.1.4.1.4 - Support S/P Settlements & Payments Management

Not in scope.

4.3.1.5 Level 3: 1.1.4.1.5 - Support S/P Interface Management

LEVEL 3 PROCESS MAPPING DETAILS 1.1.4.1.5 - Support S/P Interface Management (Note: This mapping is based on previous Framework 10 Assessment/Certification)
<p>Brief Description</p> <p>Ensure that there is capability so that the S/P Interface Management processes can operate effectively.</p> <p>(Section 2, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>Extended Description</p> <p>The purpose of the Support S/P Interface Management processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Interface Management processes can operate effectively. Examples are information on how to handle unusual requests based on temporary situations, systems needed to accept and track supplier/partner contacts; requests for the provisioning of additional resources where it has been identified that current levels will impact on timely contact handling.</p> <p>(Segment 1.1.4.1.5, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>These processes are responsible for implementing generic and specific changes to supplier/partner interfaces. This support could be in updating agent scripts, Web pages, etc. Support S/P Interface Management processes keep up to date all information concerning suppliers and partners.</p> <p>(Activities “1.1.4.1.5.4 Update contact information and 1.1.4.1.5.9 Document Collection update”; Segment 1.1.4.1.5, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p> <p>These processes undertake trend analysis on supplier/partner contacts, e.g. type, frequency, duration, outcome.</p> <p>(Segment 1.1.4.1.5, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)</p>

4.3.1.6 Level 3: 1.1.4.1.6 - Manage Supplier/Partner Inventory

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.1.6 - Manage Supplier/Partner Inventory

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Manage the administration of the enterprise's supplier/partner inventory.

(Section 2, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

Extended Description

The purpose of the Manage Supplier/Partner Inventory processes are twofold - establish, manage and administer the enterprise's supplier/partner inventory, as embodied in the Supplier/Partner Inventory Database, and monitor and report on the usage and access to the supplier/partner inventory, and the quality of the data maintained in it.

(Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

The supplier/partner inventory maintains records of all commercial arrangements with supplier/partners, and any modifications to them. It also records all details of contacts with suppliers/partners as well as commercial information, including details of S/P products and services, required to support S/PRM and other processes.

The supplier/partner inventory is also responsible for maintaining the association between product instances, service instances, resource instances and S/P product instances, created as a result of the S/P Requisition Management processes.

(Activity "1.1.4.1.6.2 Maintaining S/P inventory repository facilities" Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

Responsibilities of these processes include, but are not limited to:

- Identifying the inventory-relevant information requirements to be captured to support the S/P Relationship Management and other processes;

(Activity "1.1.4.1.6.1 Identifying the inventory-relevant information requirements", Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Identifying, establishing and maintaining supplier/partner inventory repository facilities;

(Activity "1.1.4.1.6.2 Maintaining S/P inventory repository facilities", Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process

Description_v.0.10.doc)

- Establishing and managing the supplier/partner inventory management and information capture processes;

(Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download supplier/partner data to and from the supplier/partner inventory;

(Activity “1.1.4.1.6.9 Managing the registration and access control”, Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Ensuring the supplier/partner inventory repository accurately captures and records all identified supplier/partner details, through use of automated or manual audits;
- Identifying any technical driven shortcomings of the supplier/partner inventory repository, and providing input to Resource Development & Management processes to rectify these issues.

(Activity “1.1.4.1.6.1 Identifying the inventory-relevant information requirements”, Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

- Tracking and monitoring of the usage of, and access to, the supplier/partner inventory repository and associated costs, and reporting on the findings;

(Activity “1.1.4.1.6.8 Monitoring of the usage”, Segment 1.1.4.1.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc)

4.3.1.7 Supporting Evidence References (Works Cited)

Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc

4.3.1.8 Level 2: 1.1.4.1 - S/PRM Support & Readiness – Scores

Level 2: 1.1.4.1 - S/PRM Support & Readiness [6/6]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.4.1.1 - Support S/P Requisition Management	5
	1.1.4.1.2 - Support S/P Problem Reporting & Management	5
	1.1.4.1.3 - Support S/P Performance Management	5
	1.1.4.1.4 - Support S/P Settlements & Payments Management	0
	1.1.4.1.5 - Support S/P Interface Management	5
	1.1.4.1.6 - Manage Supplier/Partner Inventory	5

4.3.2 Level 2: 1.1.4.2 - S/P Requisition Management [7/7] - Mapping Details

4.3.2.1 Level 3: 1.1.4.2.1 - Select Supplier/Partner

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.2.1 - Select Supplier/Partner

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Identify the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists.

(Section 2 and Section 8, segment 1.1.4.2.1 Select Supplier/Partner, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Extended Description

The responsibility of the Select Supplier/Partner processes is to identify the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists.

Based on the particular product, service and/or resource component requirements, select the most appropriate supplier or partner from the range of S/Ps with whom a supply arrangement exists.

(Activity “1.1.4.2.1.3 Determine the relevant S/P from the list”, “1.1.4.2.1.2 Analyze Product/Service/Resource Component” , Segment 1.1.4.2.1, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

4.3.2.2 Level 3: 1.1.4.2.2 - Determine S/P Pre-Requisition Feasibility

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.2.2 Determine S/P Pre-Requisition Feasibility

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Determine the ability of suppliers/partners to deliver the specific resources, services or products, within the specified requirements.

(Section 2 and section 8, segment 1.1.4.2.2 Determine S/P Pre-Requisition Feasibility Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Extended Description

The Determine S/P Pre-Requisition Feasibility processes are responsible for determining the

ability of suppliers/partners to deliver the specific resources, services or products, within the specified requirements.

(Segment 1.1.4.2.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

These processes query a set of candidate suppliers to check for S/P specific resource, service or product availability and ability to meet delivery volumes, delivery time-scales and schedules, locations, specific technical and other requirements (including relevant standards), etc. The candidate suppliers will have been defined during the Select Supplier/Partner processes.

(Activity “1.1.4.2.2.2 Determine technical feasibility”, “1.1.4.2.2.3 Check Delivery Schedule”, Segment 1.1.4.2.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Once a supplier/partner is chosen, it must be established that the specific resource, service or product is available (in stock / or that sufficient capacity is available), and that the delivery volumes and conditions can be met. There may be some negotiation with the supplier regarding delivery scheduling and S/P specific resource, service or product availability.

(Activity “1.1.4.2.2.3 Check Delivery Schedule”, Segment 1.1.4.2.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

There may be a number of suppliers who in principle can meet the business need, and so, within the confines of existing commercial agreements, there may be a process of evaluating each supplier's specific resource, service or product offering (and options) against the business need.

(Activity “1.1.4.2.2.4 Evaluate the offering”, Segment 1.1.4.2.2, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

4.3.2.3 Level 3: 1.1.4.2.3 - Track & Manage S/P Requisition

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.2.3 - Track & Manage S/P Requisition

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Ensure S/P requisition orders are being processed and delivered efficiently and effectively.

(Section 2 and section 8, segment 1.1.4.2.3 Track & Manage S/P Requisition, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Extended Description

The objective of the Track & Manage S/P Requisition processes is to ensure S/P requisition orders are being processed and delivered efficiently and effectively, and that escalation is being invoked as required for any open S/P requisition orders in jeopardy.

(Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Responsibilities of these processes include, but are not limited to:

- Managing regular interaction with the supplier/partner to establish progress of S/P requisition orders;
- Modifying information in an existing S/P requisition order based on feedback of progress from the supplier/partner;

(Activities “1.1.4.2.3.1 Record Transaction and 1.1.4.2.3.2 Update Requisition Order Status information”, Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

-
- Modifying the S/P requisition order status;

(Activity “1.1.4.2.3.2 Update Requisition Order Status information”, Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

- Cancelling a S/P requisition order when the specific requisition requirements are no longer required as notified by the RM&O, the SM&O or the CRM processes;

(Activity “1.1.4.2.3.2 Update Requisition Order Status information”, Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

- Monitoring the jeopardy status of open S/P requisition orders, and initiating escalation of S/P requisition orders as necessary.

(Activity “1.1.4.2.3.3 Analyze / Review the Request”, Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

These processes track progress with the supplier/partner, either periodically, or at defined points according to a project or program plan. This tracking may be driven from the enterprise, or triggered by reports from the supplier/partner (e.g. periodically or at key events). These processes also initiate jeopardy and risk management in relation to the supplied specific resources, services and products, their availability and delivery schedule.

(Activities “1.1.4.2.3.6 initiate escalate to resolve open issue, 1.1.4.2.3.8 Involve External S/P, 1.1.4.2.3.9 identify and resolve contention (schedule, resources, etc)”, Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process

Description_v.0.11.doc)

These processes also manage notifications or requests from suppliers regarding forced or requested changes to the S/P requisition specification or delivery schedule. These change requests may be caused by the supplier/partner or may be outside their control. Change requests are notified to the originating RM&O, SM&O or CRM processes where a resolution is agreed.

(Activity “1.1.4.2.3.7 Manage Change Request”,

Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

The Track & Manage S/P Requisition processes will also inform the Close S/P Requisition Order processes by modifying the S/P requisition order status to complete when the S/P requisition has been successfully delivered.

(Activity “1.1.4.2.3.2 Update Requisition Order Status information”, Segment 1.1.4.2.3, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

4.3.2.4 Level 3: 1.1.4.2.4 - Receive & Accept S/P Requisition

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.2.4 - Receive & Accept S/P Requisition (Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required.

(Section 2 and section 8, segment 1.1.4.2.4 Receive & Accept S/P Requisition Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Extended Description

Receive & Accept S/P Requisition records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required.

(Segment 1.1.4.2.4, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

These processes facilitate and support coordination of internal activities with activities performed by the supplier/partner, that are required to:

- Configure a bought-in S/P product;
- Bring a bought-in S/P product into service; or

Restore a bought-in S/P product to service.

(Activities “1.1.4.2.4.7 Bring/ Restore S/P Product in Service and 1.1.4.2.4.3 Change S/P configuration”, Segment 1.1.4.2.4, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

The actual performance of any acceptance testing and/or commissioning activities by the service provider is managed within the appropriate RM&O or SM&O processes as required.

(Segment 1.1.4.2.4, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

These processes also manage negotiations with a supplier/partner where there have been problems with an S/P product's supply, and determine through dialogue with the supplier/partner, how best to resolve such issues.

(Activity “1.1.4.2.4.2 Verify S/P Order Delivery”, Segment 1.1.4.2.4, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

This S/P delivery acceptance may involve co-ordination with internal SM&O or RM&O processes, where the supplied specific resource, service or product forms part of a larger system, or is to be onward shipped.

These processes report and document on acceptance, and record final acceptance of S/P deliveries.

(Activity “1.1.4.2.4.6 Document results”, Segment 1.1.4.2.4, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

4.3.2.5 Level 3: 1.1.4.2.5 - Initiate S/P Requisition Order

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.2.5 - Initiate S/P Requisition Order

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Generate a correctly formatted and specified S/P requisition order, and issue this to the selected supplier/partner.

(Section 2 and section 8, segment 1.1.4.2.5 Initiate S/P Requisition Order Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Extended Description

The Initiate S/P Requisition Order processes are responsible for generating a correctly formatted and specified S/P requisition order, and issuing this to the selected supplier/partner. Requests for S/P requisition orders are passed to the S/P Requisition

Management processes from the Track & Manage processes in the RM&O, the SM&O or the CRM process layer. The Initiate S/P Requisition Order contains the originating request identifier to allow for appropriate linking to the processes which originally caused the S/P requisition order to be initiated. Requests received may be for the initiation of new S/P requisition orders, for modifications to previously issued S/P requisition orders or for cancellation of previously issued S/P requisition orders.

(Segment 1.1.4.2.5, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

4.3.2.6 Level 3: 1.1.4.2.6 - Report S/P Requisition

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.2.6 - Report S/P Requisition

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Monitor the status of S/P requisition orders, provide notifications of any changes and provide management reports.

(Section 2 and section 8, segment 1.1.4.2.6 Report S/P Requisition Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Extended Description

The objective of the Report S/P Requisition processes is to monitor the status of S/P requisition orders, provide notifications of any changes and provide management reports.

(Segment 1.1.4.2.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

These processes are responsible for continuously monitoring the status of S/P requisition orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Requisition Management processes.

(Activity “1.1.4.2.6.9 monitor state changes”, “1.1.4.2.6.8 Distribute Notifications”, Segment 1.1.4.2.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

These processes record, analyze and assess the S/P requisition order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall S/P Requisition Management process. These specialized summaries could be specific reports required by specific audiences.

(Activity “1.1.4.2.6.1 Receive Ad-hoc Report Request”, “1.1.4.2.6.3 Monitor report generation schedule”, “1.1.4.2.6.6 Generate report”, Segment 1.1.4.2.6, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

4.3.2.7 Level 3: 1.1.4.2.7 - Close S/P Requisition Order

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.2.7 - Close S/P Requisition Order

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Close an S/P requisition order when the S/P requisition has been successfully completed.

(Section 2 and section 8, segment 1.1.4.2.7 Close S/P Requisition Order Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

Extended Description

The objective of the Close S/P Requisition Order processes is to close an S/P requisition order when the S/P requisition has been successfully completed.

(Segment 1.1.4.2.7, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

These processes monitor the status of all open S/P requisition orders, and recognize that an S/P requisition order is ready to be closed when the status is changed to completed.

(Activity “1.1.4.2.7.2 validate data - complete & update date”, “1.1.4.2.7.4 Notify closure for track and manage”, Segment 1.1.4.2.7, Section 7, Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc)

4.3.2.8 Supporting Evidence References (Works Cited)

Huawei_MS Network OM Process Design - 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc

4.3.2.9 Level 2: 1.1.4.2 - S/P Requisition Management – Scores

Level 2: 1.1.4.2 - S/P Requisition Management [7/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.4.2.1 - Select Supplier/Partner	5
	1.1.4.2.2 - Determine S/P Pre-Requisition Feasibility	5
	1.1.4.2.3 - Track & Manage S/P Requisition	5
	1.1.4.2.4 - Receive & Accept S/P Requisition	5
	1.1.4.2.5 - Initiate S/P Requisition Order	5
	1.1.4.2.6 - Report S/P Requisition	5
	1.1.4.2.7 - Close S/P Requisition Order	5

4.3.3 Level 2: 1.1.4.3 - S/P Problem Reporting & Management [5/5] - Mapping Details

4.3.3.1 Level 3: 1.1.4.3.1 - Initiate S/P Problem Report

LEVEL 3 PROCESS MAPPING DETAILS
1.1.4.3.1 - Initiate S/P Problem Report (Note: This mapping is based on previous Framework 10 Assessment/Certification)
Brief Description Report specific problems to the supplier / partner. (Section 8, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)
Extended Description The Initiate S/P Problem Report processes are responsible for reporting specific problems to the supplier / partner. These problems are passed to the S/P Problem Reporting & Management processes from either the RM&O or the SM&O Track & Manage processes. (Activity “1.1.4.3.1.1 receive S/P Problem request”, “1.1.4.3.1.15 assign S/P Problem report to S/P”, Segment 1.1.4.3.1, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc) The S/P Problem Report contains the originating resource trouble report or service trouble report identifier to allow for appropriate linking to the processes which originally caused the S/P problem report to be initiated. (Activity “1.1.4.3.1.8 Create S/P problem report “, Segment 1.1.4.3.1, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

4.3.3.2 Level 3: 1.1.4.3.2 - Receive S/P Problem Report

LEVEL 4 PROCESS MAPPING DETAILS
1.1.4.3.2.1 Receive S/P Problem Notification
Brief Description Receive notification of problems detected by the supplier/ partner. AM Refer to response to Mandatory.
Extended Description Not used for this process element
Explanatory

Responsible for receiving reports concerning specific problems, from a supplier / partner.

Mandatory

Receive notification of problems detected by the supplier/ partner

MSUP Problem Management process defines the receiving the S/P problem notification in following steps:

[OPS Problem Management], PA-010 Handle Problem Ticket Request

[OPS Problem Management], PA-020 Create Problem Ticket

[OPS Problem Management], PA-030 Associate to Existing Problem Ticket

These activities receive the problem tickets submitted by supplier/partner and identify if there is any association with existing problem ticket.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.4.3.2.2 Forward S/P Problem Notification (1.1.4.3.2.2)

Brief Description

Process will pass the notification to the appropriate Track & Manage processes in the RM&O and/or SM&O process layers depending on the nature of the notified problem. AM

Refer to response to Mandatory.

Extended Description

Not used for this process element

Explanatory

Responsible for forwarding reports concerning specific problems, from a supplier / partner, for further internal action.

Mandatory

Notifies other processes of the problems reported by suppliers / partners AM

MSUP Problem Management process defines the forwarding the S/P problem notification in following steps:

[[OPS Problem Management](#)], **PA-040 Assign to Target Party**

Optional

Not used for this process element

Interactions

These notifications are being passed on to the appropriate Track & Manage processes in the RM&O and/or SM&O process layers depending on the nature of the notified problem.

4.3.3.3 Level 3: 1.1.4.3.3 - Track & Manage S/P Problem Resolution

LEVEL 4 PROCESS MAPPING DETAILS

1.1.4.3.3.1 Modify S/P Problem Report (1.1.4.3.3.1)

Brief Description

Modifying information in an existing S/P problem report based on feedback of progress from the supplier/partner. **AM**

Refer to response to Mandatory.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Modify information in an existing S/P problem report based on feedback of progress from the supplier/partner. **AM**

MSUP Problem Management process defines the modification of the S/P problem report in following steps:

[[OPS Problem Management](#)], **PMS-010 Monitor Problem Ticket Status**

In this activity, information will be updated in case the problem ticket information from supplier/partner is changed.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.3.3.2 Cancel S/P Problem Report (1.1.4.3.3.2)
<p>Brief Description</p> <p>Canceling an S/P problem report when the specific performance issue is discovered to not be related to the supplier/partner. AM</p> <p><i>Refer to response to Mandatory.</i></p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>Cancel an S/P problem report when the specific performance issue is discovered to not be related to the supplier/partner AM</p> <p><i>MSUP Problem Management process defines the cancelling of the S/P problem report in following steps:</i></p> <p>[OPS Problem Management], PMS-010 Monitor Problem Ticket Status</p> <p>In this activity, problem ticket will be cancelled if no need further investigation or not related with the problem ticket.</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.3.3.3 Escalate S/P Problem Resolution (1.1.4.3.3.3)
Brief Description Initiate escalation of S/P problem reports as necessary. AM <i>Refer to response to Mandatory.</i>
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Ensure that escalation is being invoked as required for any open S/P problem reports in jeopardy. AM <i>MSUP Problem Management process defines the escalation of the S/P problem resolution in following steps:</i> [OPS Problem Management] , PMS-020 Analyze the Re-assignment and Escalation [OPS Problem Management] , PMS-040 Escalate Resource Problem
Optional Not used for this process element
Interactions Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.3.3.4 Manage S/P Problem Resolution (1.1.4.3.3.4)
Brief Description Processes ensure testing, repair and restoration activities are being assigned and coordinated for S/P problem reports and managing the S/P problem reports status. AM <i>Refer to response to Mandatory.</i>
Extended Description

<p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>Ensure testing, repair and restoration activities are being assigned, coordinated and tracked efficiently</p> <p><i>MSUP Problem Management process defines the escalation of the S/P problem resolution in following steps:</i></p> <p>[OPS Problem Management], PMS-010 Monitor Problem Ticket Status</p> <p>[OPS Problem Management], PMS-020 Analyze the re-assignment and Escalation</p> <p>Optional</p> <p>Not used for this process element</p> <p>Interactions</p> <p>Not used for this process element</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.3.3.5 Monitor S/P Problem Jeopardy Status (1.1.4.3.3.5)
<p>Brief Description</p> <p>Monitoring the jeopardy status of open S/P problem reports. AM</p> <p><i>Refer to response to Mandatory.</i></p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Not used for this process element</p> <p>Mandatory</p> <p>Ensure that any open S/P problem reports in jeopardy are identified and reported AM</p> <p><i>MSUP Problem Management process defines the monitoring the jeopardy status of open S/P problem reports in following steps:</i></p> <p>[OPS Problem Management], PMS-010 Monitor Problem Ticket Status</p>

When jeopardy status of open S/P problem reports changed, follow the escalation process and escalate to related party and high level management team.

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.1.4.3.3.6 Notify S/P Problem Cleared (1.1.4.3.3.6)

Brief Description

Inform the Close S/P problem Report processes by modifying the S/P problem report status to clear when the S/P performance issue has been resolved. AM

Refer to response to Mandatory.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Inform the Close S/P Problem Report processes by modifying the S/P problem report status to clear when the S/P problem has been resolved. AM

MSUP Problem Management process defines the notification of S/P problem clear in following steps:

[[OPS Problem Management](#)], **PMS-010 Monitor Problem Ticket Status**

When problem ticket is solved or cancelled, notify the related parties to ensure they are informed for the next step.

Optional

Not used for this process element

Interactions

Inform the Close S/P Problem Report processes

4.3.3.4 Level 3: 1.1.4.3.4 - Report S/P Problem Resolution

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.3.4 - Report S/P Problem Resolution

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Monitor the status of S/P problem reports, provide notifications of any changes and provide management reports.

(Section 8, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

Extended Description

The objective of the Report S/P Problem Resolution processes is to monitor the status of S/P problem reports, provide notifications of any changes and provide management reports.

(Segment 1.1.4.3.4, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

These processes are responsible for continuously monitoring the status of S/P problem reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Problem Reporting & Management processes.

(Activity “1.1.4.3.4.1 Monitor Status of Problem Report”, “1.1.4.3.4.2 Distribute Notifications”, Segment 1.1.4.3.4, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

These processes record, analyze and assess the S/P problem report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall S/P Problem Reporting & Management process.

(Activity “1.1.4.3.4.3 Monitor report generation schedule”, “1.1.4.3.4.8 generate report”, “1.1.4.3.4.2 Distribute Notifications”, “1.1.4.3.4.4 Receive Ad-hoc Report Request” Segment 1.1.4.3.4, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

These specialized summaries could be specific reports required by specific audiences.

(Activity “1.1.4.3.4.4 Receive Ad-hoc Report Request”, Segment 1.1.4.3.4, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

4.3.3.5 Level 3: 1.1.4.3.5 - Close S/P Problem Report

LEVEL 3 PROCESS MAPPING DETAILS
1.1.4.3.5 - Close S/P Problem Report
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
Brief Description
Close an S/P problem report when the S/P problem has been resolved.
(Section 8, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)
Extended Description
The objective of the Close S/P Problem Report processes is to close an S/P problem report when the S/P problem has been resolved.
(Segment 1.1.4.3.5, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)
These processes monitor the status of all open S/P problem reports, and recognize that an S/P problem report is ready to be closed when the status is changed to cleared.
(Activity “1.1.4.3.5.1 review task completion”, “1.1.4.3.5.2 validate data - complete & update date”, “1.1.4.3.5.6 notify to update the report status”, Segment 1.1.4.3.5, Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

4.3.3.6 Supporting Evidence References (Works Cited)

OPS_Problem Management MSUP Problem Management Process Description V1.1.doc

Huawei_MS Network OM Process Design

- 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc
- 1.1.4.2 S-PRM Requisition Management Process Description_v.0.11.doc
- SP performance management_v.0.11.doc
- SP Problem Reporting & Management Process_v.0.13.doc

4.3.3.7 Level 2: 1.1.4.3 - S/P Problem Reporting & Management [5/5] – Scores

Level 2: 1.1.4.3 - S/P Problem Reporting & Management [5/5]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.4.3.1 - Initiate S/P Problem Report	5
	1.1.4.3.2 - Receive S/P Problem Report	5
	1.1.4.3.2.1 - Receive S/P Problem Notification	1
	1.1.4.3.2.2 - Forward S/P Problem Notification	1
	1.1.4.3.3 - Track & Manage S/P Problem Resolution	5
	1.1.4.3.3.1 - Modify S/P Problem Report	1
	1.1.4.3.3.2 - Cancel S/P Problem Report	1
	1.1.4.3.3.3 - Escalate S/P Problem Resolution	1
	1.1.4.3.3.4 - Manage S/P Problem Resolution	1
	1.1.4.3.3.5 - Monitor S/P Problem Jeopardy Status	1
	1.1.4.3.3.6 - Notify S/P Problem Cleared	1
	1.1.4.3.4 - Report S/P Problem Resolution	5
	1.1.4.3.5 - Close S/P Problem Report	5

4.3.4 Level 2: 1.1.4.4 - S/P Performance Management [5/5] - Mapping Details

4.3.4.1 Level 3: 1.1.4.4.1 - Monitor & Control S/P Service Performance

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.4.4.1 - Monitor & Control S/P Service Performance</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Collect and analyze performance of services delivered by suppliers and partners.</p> <p>(Section 2, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)</p> <p>Extended Description</p> <p>Monitor & Control S/P Service Performance processes control the performance measurement activities, collect performance data on a specified S/P service, and analyze this against the relevant SLA for the supplier/partner and report performance data and any S/P SLA violations to other processes. These processes also carry out impact analysis on any S/P SLA violations and initiate corrective actions.</p> <p>(Activity “1.1.4.4.1.1 receive S/P Performance Data”, “1.1.4.4.1.6 Analyze S/P Performance Service Data Compare with SLA”, “1.1.4.4.1.9 initiate request”, “1.1.4.4.1.4 Gather additional info”, “1.1.4.4.1.5 Enrich S/P performance data with additional information”, Segment 1.1.4.4.1, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)</p>

4.3.4.2 Level 3: 1.1.4.4.2 - Track & Manage S/P Performance Resolution

<p>LEVEL 3 PROCESS MAPPING DETAILS</p> <p>1.1.4.4.2 - Track & Manage S/P Performance Resolution</p> <p>(Note: This mapping is based on previous Framework 10 Assessment/Certification)</p>
<p>Brief Description</p> <p>Track progress of the performance resolution as advised by the supplier / partner.</p> <p>(Section 2, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)</p> <p>Extended Description</p> <p>The objective of the Track & Manage S/P Performance Resolution processes is to ensure improvement and restoration activities are being assigned, coordinated and tracked efficiently, and that escalation is being invoked as required for any open S/P performance</p>

degradation reports in jeopardy.

(Segment 1.1.4.4.2, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

Responsibilities of these processes include but are not limited to:

- **Managing regular interaction with the supplier/partner to establish resolution progress for S/P performance degradation reports;**

(Activity “1.1.4.4.2.3 identify and resolve contention (schedule, resources, etc)”, “1.1.4.4.2.4 organize / integrate diverse tasks”, Segment 1.1.4.4.2, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

- **Modifying information in an existing S/P performance degradation report based on feedback of progress from the supplier/partner;**

(Activity “1.1.4.4.2.1 Log S/P Performance Degradation Report”, Segment 1.1.4.4.2, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

- **Modifying the S/P performance degradation report status;**

(Activity “1.1.4.4.2.2 Update S/P Degradation Report Status”, Segment 1.1.4.4.2, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

- **Canceling a S/P performance degradation report when the specific performance issue is discovered to not be related to the supplier/partner;**

(Activity “1.1.4.4.2.5 notify status update”, Segment 1.1.4.4.2, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

- **Monitoring the jeopardy status of open S/P performance degradation reports, and initiating escalation of S/P performance degradation reports as necessary.**

(Activity “1.1.4.4.2.6 determine escalation party”, Segment 1.1.4.4.2, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

The Track & Manage S/P Performance Resolution processes will also inform the Close S/P Performance Degradation Report processes by modifying the S/P performance degradation report status to cleared when the S/P performance issue has been resolved.

(Activity “1.1.4.4.2.2 Update S/P Degradation Report Status”, Segment 1.1.4.4.2, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

4.3.4.3 Level 3: 1.1.4.4.3 - Report S/P Performance

LEVEL 3 PROCESS MAPPING DETAILS

1.1.4.4.3 - Report S/P Performance

(Note: This mapping is based on previous Framework 10 Assessment/Certification)

Brief Description

Monitor the status of S/P performance degradation reports, provide notifications of any changes and provide management reports.

(Section 2, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

Extended Description

The objective of the Report S/P Performance processes is to monitor the status of S/P performance degradation reports, provide notifications of any changes and provide management reports.

(Segment 1.1.4.4.3, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

These processes are responsible for continuously monitoring the status of S/P performance degradation reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Performance Management processes.

(Activity “1.1.4.4.3.1 Monitor Status of Performance Report”, “1.1.4.4.3.2 Distribute Notifications”, Segment 1.1.4.4.3, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

These processes record, analyze and assess the S/P performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall S/P Performance Management process. These specialized summaries could be specific reports required by specific audiences.

(Activity “1.1.4.4.3.3 Monitor report generation schedule”, “1.1.4.4.3.4 Receive Ad-hoc Report Request”, “1.1.4.4.3.5 define report requirements”, “1.1.4.4.3.6 Identify information sources (time availability)”, “1.1.4.4.3.8 generate report”, Segment 1.1.4.4.3, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

4.3.4.4 Level 3: 1.1.4.4.4 - Close S/P Performance Degradation Report

LEVEL 3 PROCESS MAPPING DETAILS
1.1.4.4.4 - Close S/P Performance Degradation Report
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
Brief Description
Close an S/P performance degradation report when the performance of the S/P service has been restored.
(Section 2, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)
Extended Description
The objective of the Close S/P Performance Degradation Report processes is to close an S/P performance degradation report when the performance of the S/P service has been restored.
(Segment 1.1.4.4.4,Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)
These processes monitor the status of all open S/P performance degradation reports, and recognize that an S/P performance degradation report is ready to be closed when the status is changed to cleared.
(Activity “1.1.4.4.4.1 review task completion”, “1.1.4.4.4.2 validate data - complete & update date”,“1.1.4.4.4.6 notify to update the report status”, Segment 1.1.4.4.4, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

4.3.4.5 Level 3: 1.1.4.4.5 - Initiate S/P Performance Degradation Report

LEVEL 3 PROCESS MAPPING DETAILS
1.1.4.4.5 - Initiate S/P Performance Degradation Report
(Note: This mapping is based on previous Framework 10 Assessment/Certification)
Brief Description
Report specific performance issues to the supplier / partner.
(Section 2, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)
Extended Description
The Initiate S/P Performance Degradation Report processes are responsible for reporting specific performance issues to the supplier / partner. These performance issues are passed to the S/P Performance Management processes from either the RM&O or the SM&O Track & Manage processes as well as from Monitor & Control S/P Service Performance.

(Activity “1.1.4.4.5.1 receive Resource/Service Performance Degradation request”, “1.1.4.4.5.15 assign to supplier”, Segment 1.1.4.4.5, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

The S/P performance degradation report contains the originating resource performance degradation report or performance degradation report identifier to allow for appropriate linking to the processes which originally caused the S/P performance degradation report to be initiated.

(Activity “1.1.4.4.5.8 Create S/P Performance Degradation Report”, Segment 1.1.4.4.5, Section 7, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

4.3.4.6 Supporting Evidence References (Works Cited)

Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc

4.3.4.7 Level 2: 1.1.4.4 - S/P Performance Management – Scores

Level 2: 1.1.4.4 - S/P Performance Management [5/5]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
	1.1.4.4.1 - Monitor & Control S/P Service Performance	5
	1.1.4.4.2 - Track & Manage S/P Performance Resolution	5
	1.1.4.4.3 - Report S/P Performance	5
	1.1.4.4.4 - Close S/P Performance Degradation Report	5
	1.1.4.4.5 - Initiate S/P Performance Degradation Report	5

4.4 Level 1: 1.2.3 - Resource Development & Management

4.4.1 Level 2: 1.2.3.2 - Resource Capability Delivery [7/7] - Mapping Details

4.4.1.1 Level 3: 1.2.3.2.1 - Map & Analyze Resource Requirements

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.1.1 Capture Resource Demand & Performance Requirements
<p>Brief Description</p> <p>These processes provide detailed analysis of new resource requirements linked to relevant geographic distributions. AM</p> <p>([SIP Planning], 010 Collect and Clarify Requirement)</p> <p>([SIP Planning], 020 Evaluate Network Planning Requirement)</p> <p>Manage Network Planning process handles the requirements collection from geographic distributions and analysis to improve the network capability.</p> <p>These processes also establish the detailed performance requirements. These processes take the forecast information available from the Produce Resource Business Plans and requirements information from the Map & Analyze Service Requirements processes, as well as resource infrastructure requirements developed by the Develop Detailed Resource Specifications processes, to establish detailed views of anticipated resource demand and performance requirements. AM</p> <p>([SIP Planning], 010 Collect and Clarify Requirement)</p> <p>Manage Network Planning process collects trend analysis result and forecast information usually from Capacity Management process and/or from service department, e.g. Marketing department. It needs to cover performance requirements of network/IT infrastructure.</p> <p>These processes manage the capacity planning for the resource infrastructure, and identify capacity requirements based on service forecasts and appropriate resource related metrics, i.e., transaction volumes, storage requirements, traffic volumes, port availabilities, etc. AM</p> <p>([Capacity Mgt], 060 Collect Provisioning Data)</p> <p>([Capacity Mgt], 070 Collect Inventory Data)</p> <p>([Capacity Mgt], 080 Collect Traffic Data)</p> <p>([Capacity Mgt], 100 Handle Capacity Request)</p> <p>([Capacity Mgt], 110 Conduct the Trend Analysis)</p> <p>([Capacity Mgt], 140 Analyze Capacity Change Requirement)</p> <p>Capacity Management process identifies the capacity requirements through analyzing the data collected from provisioning, configuration, traffic system and analyzing the requirements from other processes and doing trend analysis.</p>

<p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.1.2 Agree Resource Infrastructure Requirements

<p>Brief Description</p> <p>These processes obtain agreement to the detailed resource infrastructure requirements to support the service capabilities required by the enterprise. The processes include any cross-enterprise coordination and management functions to ensure that the demand distributions capture the needs of all stakeholders. M</p> <p>([SIP Planning], 020 Evaluate Network Planning Requirement)</p> <p>Manage Network Planning process coordinates related stakeholders to collect requirements and get it approved where it is required in MS contract.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p>



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

4.4.1.2 Level 3: 1.2.3.2.2 - Capture Resource Capability Shortfalls

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.2.1 Capture Resource Capacity Shortfalls
<p>Brief Description</p> <p>These processes identify specific or imminent resource capacity shortfalls. These processes take information available from the Resource Management & Operations processes to establish detailed views of anticipated resource capacity issues. AM ([Capacity_Mgt], 110 Conduct the Trend Analysis) ([Capacity_Mgt], 120 Detect Capacity Shortfall)</p> <p>Capacity Management process identifies the capacity shortfalls through analyzing the data collected from provisioning, configuration, traffic system and analyzing the requirements from other processes and doing trend analysis.</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p> <p>Reserved for future use.</p>
<p>Optional</p> <p>Reserved for future use.</p>
<p>Interactions</p> <p>Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.2.2 Capture Resource Performance Shortfalls
<p>Brief Description</p> <p>These processes identify specific or imminent resource performance shortfalls. These processes take information available from the Resource Management & Operations processes to establish detailed</p>

views of anticipated resource performance issues AM
 ([SIP Planning], 070 Analyze Network Planning Requirement)
 ([SIP Planning], 090 Collect Network Information)
 ([SIP Planning], 100 Analyze Network Information)

Manage Network Planning process identifies the performance shortfalls through analyzing the collected network information and analyzing these network information.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.2.3 Capture Resource Operational Support Shortfalls

Brief Description

These processes identify specific or imminent resource operational support shortfalls. These processes take information available from the Resource Management & Operations processes to establish detailed views of anticipated resource operational support issues. AM

The Resource Operational Support Shortfalls, together with Resource Performance Shortfalls, are covered by the same process group. Data related to resource operation support and resource performance will be collected and analyzed to identify the shortfall.

AM

([SIP Planning], 070 Analyze Network Planning Requirement)

([SIP Planning], 090 Collect Network Information)

([SIP Planning], 100 Analyze Network Information)

Manage Network Planning process identifies the operational support shortfalls through analyzing the collected network information and analyzing these network information.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.4.1.3 Level 3: 1.2.3.2.3 - Gain Resource Capability Investment Approval

LEVEL 4 PROCESS MAPPING DETAILS

1.2.3.2.3.1 Develop Resource Capability Investment Proposals

Brief Description

These processes capture all activities required to develop business proposals to develop and deliver the required resource capabilities, including identification of potential suppliers/partners. These processes take the input from the Map & Analyze Resource Requirements, the Capture Resource Capability Shortfalls and the Map & Analyze Service Requirements processes to develop and gain approval for any business proposals arising. AM

([SIP Planning], 110 Make Network Dimensioning)

([SIP Planning], 120 Design Network Solutions)

([SIP Planning], 130 Plan Network Implementation)

([SIP Planning], 470 Coordinate and Prepare RFP)

Manage Network Planning process develops business proposal named as Network Planning Proposal in MSUP to support required resource capabilities. During “470 Coordinate and Prepare RFP”, the potential suppliers/partner might be identified if this sort of activities are authorized by MS contract.

In some cases the business proposal may require the creation and approval of a formal business case, in other cases the business proposal approval may be delegated to local management. In any

event the cost estimates for delivering the resource infrastructure, including costs for materials (equipment and tools), labor and training are part of the investment proposal. AM

([SIP Planning], 220 Estimate Business Benefits)

([SIP Planning], 230 Calculate Investment)

Manage Network Planning process manages to create business case as optional by adding benefit estimation by business units during financial analysis phase. All the cost of this business proposal are calculated and confirmed by team lead before going to MS client for final approval.

The rules and procedures outlining the necessary approval process to be used are also part of these processes. AM

([SIP Planning], 240 Check and Submit Network Planning Report for Approval)

([SIP Planning], 260 Approve Network Planning Report)

Manage Network Planning process captures the above process activities to manage the business proposal named as Network Planning Report in MSUP submitted and approved.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.3.2 Approve Resource Capability Investment

Brief Description

These processes capture all activities required to gain necessary approval for business proposals to develop and deliver the required resource capabilities, including identification of potential suppliers/partners. AM

([SIP Planning], 240 Check and Submit Network Planning Report for Approval)

([SIP Planning], 260 Approve Network Planning Report)

Manage Network Planning process manages to submit the business proposal named as Network Planning Report in MSUP for the right department of MS client, and to get it approved.

The processes include any cross-enterprise coordination and management functions to ensure that the investment proposals capture the needs of, and are supported by, all stakeholders AM

([SIP Planning], 020 Evaluate Network Planning Requirement)

Manage Network Planning process coordinates related stakeholders to collect requirements and get it approved where it is required in MS contract.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.4.1.4 Level 3: 1.2.3.2.4 - Design Resource Capabilities

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.4.1 Define Resource Capability Requirements
<p>Brief Description</p> <p>These processes ensure the collation and coordination of requirements from all approved investment proposals. AM</p> <p>([SIP Planning], 260 Approve Network Planning Report)</p> <p>Referring to Manage Network Planning process diagram, the business proposal named as Network Planning Report in MSUP will be submitted to Manage Network Design after it has been approved. Otherwise, the planning report will be revised until it is approved.</p> <p>Extended Description</p>

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.4.2 Specify Resource Capability Infrastructure

Brief Description

These processes assess the most appropriate resource infrastructure, and develop the tactical/solution architecture AM

Manage Network planning process provide network infrastructure, and develop the tactical/solution architecture, following are two key activities of Manage Network planning process

([SIP Planning], 110 Make Network Dimensioning)

The dimensioning activity involves determining the network’s topology, routing plan, interconnection, traffic matrix, and GoS requirements

([SIP Planning], 120 Design Network Solutions)

Work out solution along with alternative solutions developed as well if necessary. Aim to meet the planning targets e.g. coverage, capacity or quality of network service

and design specifications to be used to build or source the necessary resource infrastructure components, to meet the identified resource capability requirements. A key element of the overall design is the integration approach between the existing legacy resource infrastructure and any proposed new resource infrastructure. This integration design is managed within the architecture and specification processes. AM

Manage Network design process provides design specification bases on the output of manage network planning process.

And, detailed integration approach between the existing legacy resource infrastructure and any

proposed new resource infrastructure also provided by Manage Network design process.

Following are two key activities of Manage Network design process:

([SIP Design], 7.3.4.3 Network Design(LLD))

According to network planning, HLD and Site Survey, further design the network architecture and service flow, provide data configuration principle and guide the data planning:

- a. Analyze information from network planning, HLD and site survey
- b. Produce domain LLD
- c. Update LLD to planning if applicable
- d. Produce integrated LLD
- e. LLD internal review
- f. Get acceptance of LLD

([SIP Design], 7.3.4.4 Network Design(DD))

According to the data configuration principle and data planning provided from LLD, provide Data configuration script. Also provide engineering diagram with installation details, activities include:

- g. Collect and analyze LLD, BOQ and site survey information
- h. Prepare configuration data
- i. Prepare DD for each network deployment diagram, provide floor, shelter, equipment dimension, equipment hardware configuration, and cable laying, installation specification...
- j. Prepare integration design among networks
- k. Internal DD review
- l. Get DD approval from customer
- m. Handover DD to deployment team

Note that the actual management of the sourcing process is handled within the Supply Chain Development & Management processes. AM

Noted. The sourcing is managed by Procurement Management process in MSUP.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.4.3 Select Resource Capability Suppliers/Partners
<p>Brief Description</p> <p>These processes select the most appropriate resource infrastructure suppliers/partners to support the identified resource capability requirements. AM</p> <p>([SIP Planning], 470 Coordinate and Prepare RFP)</p> <p>During “470 Coordinate and Prepare RFP”, the potential suppliers/partner should be identified by Manage Network Planning process if this sort of activities are authorized by MS contract.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

4.4.1.5 Level 3: 1.2.3.2.5 - Enable Resource Support & Operations

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.5.1 Design Resource Operational Support Process Improvements
<p>Brief Description</p> <p>These processes manage the design of any improvements or changes required to the resource operational support processes to support the investment proposals and new resource capabilities and infrastructure. AM</p> <p>([SIP Planning], 130 Plan Network Implementation)</p> <p>Manage Network Planning process conducts the identifications of improvements/changes to the resource operational support processes and implementation.</p>

<p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.5.2 Identify Resource Support Groups, Skills & Training

<p>Brief Description</p> <p>The processes ensure the identification of operational support groups, required skill sets, and availability of appropriate training programs. AM</p> <p>The process elements, together with peer process elements in 1.2.3.2.5.1 Design Resource Operational Support Process Improvements and 1.2.3.2.5.3 Identify Resource Support Requirements are supported by the same process: Plan network implementation.</p> <p>([SIP Planning], 130 Plan Network Implementation)</p> <p>Manage Network Planning process conducts the identifications of the operational support groups, the required skill sets, and the availability of appropriate training programs.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p>
--

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.5.3 Identify Resource Support Requirements

Brief Description

These processes ensure the identification, collation and coordination of support requirements from all approved investment proposals, and from any operational support shortfalls identified in the Capture Resource Capability Shortfalls processes. AM

The process elements, together with peer process elements in 1.2.3.2.5.2 Identify Resource Support Groups, Skills & Training and 1.2.3.2.5.3 Identify Resource Support Requirements, are supported by the same process: Plan network implementation.

([SIP Planning], 130 Plan Network Implementation)

Manage Network Planning process manages the resource support requirements identified during previous activities e.g. operational support shortfalls, and manages it planned and implemented.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.4.1.6 Level 3: 1.2.3.2.6 - Manage Resource Capability Delivery

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.6.1 Co-ordinate Resource Capability Delivery
<p>Brief Description</p> <p>These processes ensure the provision, implementation and roll-out of the new or enhanced resource capability and associated operational support processes. These processes are predominantly program/project management process functions, and require the detailed management and co-ordination of the delivery of individual resource infrastructure components, and any underlying resource infrastructure capability delivery, to achieve the delivery of the overall resource capability. Within these processes, separate suppliers/partners may be responsible for the delivery of the resource capability, and other suppliers/partners for the installation and construction. These processes ensure that the roles and responsibilities of all parties are identified, managed and coordinated.</p> <p>Note that this L4 is supposed to be satisfied by Manage Network Roll-out Process, which is to be developed in next version of MSUP according to MSUP roadmap.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.6.2 Ensure Resource Capability Quality
<p>Brief Description</p> <p>These processes are responsible to ensure that the quality of the implemented resource capability meets the design specifications.</p> <p>Note that this L4 is supposed to be satisfied by Manage Network Roll-out Process, which is to be</p>

developed in next version of MSUP according to MSUP roadmap.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.6.3 Manage Commissioning of New Resource Infrastructure

Brief Description

These processes manage the commissioning of the new resource infrastructure by ensuring the availability of test programs and specifications against which to test the new resource infrastructure meets the design requirements.

Note that this L4 is supposed to be satisfied by Manage Network Roll-out Process, which is to be developed in next version of MSUP according to MSUP roadmap

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.6.4 Establish Resource Capability Sourcing
<p>Brief Description</p> <p>These processes leverage the Supply Chain Development & Management processes as necessary to establish any new sourcing arrangements for the delivery of resource components.</p> <p>Note that this L4 is supposed to be satisfied by Manage Network Roll-out Process, which is to be developed in next version of MSUP according to MSUP roadmap.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

4.4.1.7 Level 3: 1.2.3.2.7 - Manage Handover to Resource Operations

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.2.7.1 Co-ordinate Resource Operational Handover
<p>Brief Description</p> <p>These processes co-ordinate the processes involved in handover of deployed resource infrastructure to operational control, including the management and coordination of all stakeholders required to gain approval and acceptance of the handover. AM</p> <p>([Site Handover], SHA-010 Apply for Site Handover)</p> <p>([Site Handover], SHR-060 Check the report/feedback)</p> <p>([Site Handover], SHR-070 Escalate Open Issue)</p>

([Site Handover], SHR-120 Notify the requestor)

Site Handover process manages all the activities from application to escalation, approval and notifications to all stakeholders during site handover and ensures the acceptance is smoothly done without big issues open.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.7.2 Validate Resource Infrastructure Design

Brief Description

These processes ensure that all operational and process performance design requirements have been met by the installed resource infrastructure. AM

([Site Handover], SHR-040 Check the Documents)

([Site Handover], SE-010 Check Network Alarm)

([Site Handover], PE-010 Check Network Performance KPI)

([Site Handover], SHR-050 Determine the test and on-site check)

Site Handover process manages to check documents readiness, network alarm status, performance KPI status and even further test to make sure all the outcomes are verified against planning and design result.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.2.7.3 Ensure Resource Handover Support

Brief Description

These processes ensure that all tools, test equipment, operational procedures, support groups, and training are in place to allow for successful operation. AM

([\[Site Handover\]](#), SHR-040 Check the Documents)

Site Handover process manages that all tools, test equipment, operational procedures, support groups, and training are in place to allow for successful operation.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.4.1.8 Supporting Evidence References (Works Cited)

SIP_Planning	Manage Network Planning Process Description V01.0.doc
Capacity_Mgt	Capacity Management Process Description V01.0.doc
SIP_Design	Manage Network Design Process Description V01.0.doc
Site_Handover	Site Handover Process v01.00.doc

4.4.1.9 Level 2: 1.2.3.2 - Resource Capability Delivery – Scores

Level 2: 1.2.3.2 - Resource Capability Delivery [7/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.2.3.2.1 - Map & Analyze Resource Requirements		5
	1.2.3.2.1.1 - Capture Resource Demand & Performance Requirements	1
	1.2.3.2.1.2 - Agree Resource Infrastructure Requirements	1
1.2.3.2.2 - Capture Resource Capability Shortfalls		5
	1.2.3.2.2.1 - Capture Resource Capacity Shortfalls	1
	1.2.3.2.3.2 - Capture Resource Performance Shortfalls	1
	1.2.3.2.3.3 - Capture Resource Operational Support Shortfalls	1
1.2.3.2.3 - Gain Resource Capability Investment Approval		5
	1.2.3.2.3.1 - Develop Resource Capability Investment Proposals	1
	1.2.3.2.3.2 - Approve Resource Capability Investment	1
1.2.3.2.4 - Design Resource Capabilities		5
	1.2.3.2.4.1 - Define Resource Capability Requirements	1
	1.2.3.2.4.2 - Specify Resource Capability Infrastructure	1
	1.2.3.2.4.3 - Select Resource Capability Suppliers/Partners	1
1.2.3.2.5 - Enable Resource Support & Operations		5
	1.2.3.2.5.1 - Design Resource Operational Support Process Improvements	1
	1.2.3.2.5.2 - Identify Resource Support Groups, Skills & Training	1
	1.2.3.2.5.3 - Identify Resource Support Requirements	1
1.2.3.2.6 - Manage Resource Capability Delivery		N/A
	1.2.3.2.6.1 - Co-ordinate Resource Capability Delivery	0
	1.2.3.2.6.2 - Ensure Resource Capability Quality	0
	1.2.3.2.6.3 - Manage Commissioning of New Resource Infrastructure	0
	1.2.3.2.6.4 - Establish Resource Capability Sourcing	0

1.2.3.2.7 - Manage Handover to Resource Operations		5
	1.2.3.2.7.1 - Co-ordinate Resource Operational Handover	1
	1.2.3.2.7.2 - Validate Resource Infrastructure Design	1
	1.2.3.2.7.3 - Ensure Resource Handover Support	1

4.4.2 Level 2: 1.2.3.3 - Resource Development & Retirement [7/7] - Mapping Details

4.4.2.1 Level 3: 1.2.3.3.1 - Gather & Analyze New Resource Ideas

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.3.1.1 Gather Resource Information
<p>Brief Description Establish and Management of external Providers and internal resources for providing resource information M Network development process starts from establishing and management of external providers and internal resources for providing network development requirement, including from strategic network planning team, service development team and so on</p> <p>Extended Description Gather Resource information processes focus on establishment and Management of relationships with external providers of resource information, and management of internal groups used for providing resource information. M</p> <p>([SIP Development], 010 Collect Network Development Requirements) Network development process suggest the following techniques to establish and manage relationships with external and internal providers of requirement/network information</p> <ul style="list-style-type: none"> ● Technology demonstrations ● Questionnaires, interviews, and scenarios (operational, sustainment, and development) obtained from stakeholders ● Brainstorming ● Business case analysis <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.3.1.2 Analyze Resource Classes
<p>Brief Description These processes undertake the necessary analysis to identify potential resource classes, and compare current resource classes with the identified required service classes. AM</p> <p>Network development process analyze service requirement, transform service requirement into technical requirement, combine specific technical requirements with customer, marketing and network information to identify specific new network/network components, or enhancements to existing network/network components</p> <p>([SIP Development], 020 Transform Development Requirement into Technical Requirement) ([SIP Development], 030 Search for Possible Solution) Base on specific technical requirements, search for possible solution, compare with existing network</p> <p>([SIP Development], 040 Collect Existing Network Information) If Existing Network Component available, continue to Assess Existing Network</p>

([[SIP Development](#)], 070 Develop Network Architecture)

If Existing Network Component is not available, continue to new Network development

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.2.3.1.1.3 Develop Service Classes

Brief Description

These processes develop new resource class ideas. The new service class ideas include an analysis of the customer value proposition. AM

If new network/ network component being identified, network development process will develop new network architecture and high level technical requirement which can meet the service requirement(customer value proposition)

([[SIP Development](#)], 070 Develop Network Architecture)

Develop new network architecture which can meet technical requirement

([[SIP Development](#)], 080 Develop High Level Technical Requirement)

Base on developed network architecture, develop high level technical requirement to network and network components

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.4.2.2 Level 3: 1.2.3.3.2 - Assess Performance of Existing Resources

LEVEL 3 PROCESS MAPPING DETAILS 1.2.3.3.2 Assess Performance of Existing Resources
<p>Brief Description Analyze the performance of existing resources to identify inadequacies and required improvements M <i>Network development process requires to assess Existing Network and Capture Shortfalls</i></p> <p>Extended Description The Assess Performance of Existing Resources processes analyze the performance of existing resources to identify inadequacies and required improvements. These processes use information from customers and from operational activities to identify required improvements. M</p> <p>([SIP Development], 040 Collect Existing Network Information) ([SIP Development], 050 Assess Capability of Existing Network) ([SIP Development], 060 Identify Required Enhancement Area)</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

4.4.2.3 Level 3: 1.2.3.3.3 - Develop New Resource Business Proposal

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.3.3.1 Develop Resource Business Proposal
<p>Brief Description These processes develop and document business proposals for the identified new or enhanced Resource ideas (including if necessary a business case). The business proposal (or business case) identifies the resource development (e.g.. network and/or IT resources), management and operations costs and anticipated benefits, including forecast demand, performance gains, productivity gains and/or operational cost improvements specifically associated with the resource business proposal. The business proposal also includes an assessment of the risks and the competitive positioning of the proposal. As a part of the business proposal development a feasibility assessment can be produced. Potential suppliers/partners who can assist in the development of the resource classes are also identified (note that commercial arrangements may already be in place with these potential suppliers/partners). M</p> <p><i>Network development process requires to conduct feasibility study, which will base on the identified network architecture and high level technical requirement, analyze different possible solution which can meet the development requirement, assess the feasibility of each solution and select the best solution, Network Development Feasibility Study Report will normally include:</i></p> <ul style="list-style-type: none"> n. Business requirement introduction o. Demand forecast p. Cost analysis: including Development cost, Deployment cost, Operation & management cost; q. Anticipated benefits analysis: analyze from economic benefit, network capability improvement, efficiency improvement perspective r. Introduce candidate solution s. Compare Network Solution from Technical analysis, Costs analysis, Benefits analysis, Duration analysis, Issues analysis

<p>t. Network development plan</p> <p>u. The resources required to carry through</p> <p>v. Prospects for success.</p> <p>([SIP Development], 090 Conduct Feasibility Study& Prepare Report)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.2 Gain Resource Business Proposal Approval

<p>Brief Description These processes manage approval of the business proposal, and as a result of the approval, necessary staff and other resources are made available. M</p> <p><i>Once feasibility report is ready, Network development process requires to get approval from management team, different roles to perform their specific activity</i></p> <p>([SIP Development], 110 Review Feasibility Study Report)</p> <p>([SIP Development], 120 Endorse Feasibility Study Report)</p> <p>([SIP Development], 130 Approve Feasibility Study Report)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

4.4.2.4 Level 3: 1.2.3.3.4 - Develop Detailed Resource Specifications

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.4.1 Develop Detailed Resource Technical Specifications
<p>Brief Description</p> <p>These processes develop and document the required resource features for the systems and network infrastructure. M</p> <p>Network development process requires to provide network solution, technical specification and Operation & Maintenance requirement</p> <p>Network solution and technical specification will provide following information:</p> <ul style="list-style-type: none"> - Network architecture specification - Network equipment specification - Network management specification - Network security specification - Network integration specification - Network test specification <p>Operation & Maintenance requirement will provide following information:</p> <ul style="list-style-type: none"> - O&M environment requirement: resource including network and IT required to change to support new or enhanced network - O&M process and procedure: activities and period requirement - Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA - New Network equipment manual - New Network training materials <p>The processes ensure that all detailed specifications are produced and appropriately documented. M</p> <p>Network development process use following steps to make sure all detailed specifications are produced and appropriately documented: Develop Preliminary Network Solution-> Draft Technical Specification-> POC(Verification test)-> Develop Detailed Network Solution-> Peer Review -> Develop Detailed Network Solution-> Integration Test(Verification test)-> Update Network Solution& Technical Specification -> Validation Test</p> <p>([SIP Development], 170 Develop Preliminary Network Solution)</p> <p>([SIP Development], 180 Draft Technical Specification)</p> <p>([SIP Development], 240 Perform POC)</p> <p>([SIP Development], 280 Develop Detailed Network Solution)</p> <p>([SIP Development], 290 Perform Peer Review of Detailed Solution)</p> <p>([SIP Development], 340 Perform Integration Test)</p> <p>([SIP Development], 380 Update Network Solution& Technical Specification)</p> <p>([SIP Development], 390 Prepare Network O&M Requirement)</p> <p>([SIP Development], 490 Perform Validation Test)</p> <p>Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. M</p> <p>Network development process has specific requirement of documentation Retention Owner, Retention Location and Retention Period</p> <p>([SIP_Development], 12.Record Retention, Network development process word description)</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p>

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS**1.2.3.3.4.2 Develop Detailed Resource Support Specifications****Brief Description**

These processes develop and document the specific technology requirements and selections required for the systems and network infrastructure. **M**

Network development process requires to provide network solution, technical specification and Operation & Maintenance requirement

Network solution and technical specification will provide following information:

- Network architecture specification
- Network equipment specification
- Network management specification
- Network security specification
- Network integration specification
- Network test specification

Operation & Maintenance requirement will provide following information:

- O&M environment requirement: resource including network and IT required to change to support new or enhanced network
- O&M process and procedure: activities and period requirement
- Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA
- New Network equipment manual
- New Network training materials

The processes ensure that all detailed specifications are produced and appropriately documented.

Network development process use following steps to make sure all detailed specifications are produced and appropriately documented: Develop Preliminary Network Solution-> Draft Technical Specification-> POC(Verification test)-> Develop Detailed Network Solution-> Peer Review -> Develop Detailed Network Solution-> Integration Test(Verification test)-> Update Network Solution& Technical Specification -> Validation Test

([[SIP Development](#)], 170 Develop Preliminary Network Solution)

([[SIP Development](#)], 180 Draft Technical Specification)

([[SIP Development](#)], 240 Perform POC)

([[SIP Development](#)], 280 Develop Detailed Network Solution)

([[SIP Development](#)], 290 Perform Peer Review of Detailed Solution)

([[SIP Development](#)], 340 Perform Integration Test)

([[SIP Development](#)], 380 Update Network Solution& Technical Specification)

([[SIP Development](#)], 390 Prepare Network O&M Requirement)

([[SIP Development](#)], 490 Perform Validation Test)

Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. **M**

Network development process has specific requirement of documentation Retention Owner, Retention Location and Retention Period

([[SIP Development](#)], 12.Record Retention, Network development process word description)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.2.3.3.4.3 Develop Detailed Resource Operational Specifications

Brief Description

These processes develop and document the specific operational, and quality requirements and support activities, and any resource specific data required for the systems and network infrastructure required for the systems and network infrastructure. **M**

Network development process requires to provide network solution, technical specification and Operation & Maintenance requirement

Network solution and technical specification will provide following information:

- Network architecture specification
- Network equipment specification
- Network management specification
- Network security specification
- Network integration specification
- Network test specification

Operation & Maintenance requirement will provide following information:

- O&M environment requirement: resource including network and IT required to change to support new or enhanced network
- O&M process and procedure: activities and period requirement
- Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA
- New Network equipment manual
- New Network training materials

The processes ensure that all detailed specifications are produced and appropriately documented. **AM**

Network development process use following steps to make sure all detailed specifications are produced and appropriately documented: Develop Preliminary Network Solution-> Draft Technical Specification-> POC(Verification test)-> Develop Detailed Network Solution-> Peer Review -> Develop Detailed Network Solution-> Integration Test(Verification test)-> Update Network Solution& Technical Specification -> Validation Test

([[SIP Development](#)], 170 Develop Preliminary Network Solution)

([[SIP Development](#)], 180 Draft Technical Specification)

([[SIP Development](#)], 240 Perform POC)

([[SIP Development](#)], 280 Develop Detailed Network Solution)

([[SIP Development](#)], 290 Perform Peer Review of Detailed Solution)

([[SIP Development](#)], 340 Perform Integration Test)

([[SIP Development](#)], 380 Update Network Solution& Technical Specification)

([[SIP Development](#)], 390 Prepare Network O&M Requirement)

([[SIP Development](#)], 490 Perform Validation Test)

Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. **AM**

Network development process has specific requirement of documentation Retention Owner, Retention Location and Retention Period

([[SIP_Development](#)], 12.Record Retention, Network development process word description)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.2.3.3.4.4 Develop Detailed Resource Manuals

Brief Description

These processes develop and document the manuals. M

Network development process requires to provide network solution, technical specification and Operation & Maintenance requirement

Network solution and technical specification will provide following information:

- *Network architecture specification*
- *Network equipment specification*
- *Network management specification*
- *Network security specification*
- *Network integration specification*
- *Network test specification*

Operation & Maintenance requirement will provide following information:

- *O&M environment requirement: resource including network and IT required to change to support new or enhanced network*
- *O&M process and procedure: activities and period requirement*
- *Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA*
- *New Network equipment manual*
- *New Network training materials*

The processes ensure that all detailed specifications are produced and appropriately documented. M

Network development process use following steps to make sure all detailed specifications are produced and appropriately documented: Develop Preliminary Network Solution-> Draft Technical Specification-> POC(Verification test)-> Develop Detailed Network Solution-> Peer Review -> Develop Detailed Network Solution-> Integration Test(Verification test)-> Update Network Solution& Technical Specification -> Validation Test

([[SIP Development](#)], 170 Develop Preliminary Network Solution)

([[SIP Development](#)], 180 Draft Technical Specification)

([[SIP Development](#)], 240 Perform POC)

([[SIP Development](#)], 280 Develop Detailed Network Solution)

([[SIP Development](#)], 290 Perform Peer Review of Detailed Solution)

([[SIP Development](#)], 340 Perform Integration Test)

([[SIP Development](#)], 380 Update Network Solution& Technical Specification)

([[SIP Development](#)], 390 Prepare Network O&M Requirement)

([[SIP Development](#)], 490 Perform Validation Test)

Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. AM

Network development process has specific requirement of documentation Retention Owner, Retention Location and Retention Period

([[SIP_Development](#)], 12.Record Retention, Network development process word description)

<p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>
--

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.5.1 Identify Required Processes & Procedures

<p>Brief Description These processes ensure that all operational processes and procedures, resource changes (e.g. network and/or IT resources), operational procedures, testing tools and procedures, etc. required to support the new resource class/component are identified. M</p> <p><i>MSUP uses Project & Program Management process to manage network development, While managing network development, network development manager is required to ensure:</i></p> <ul style="list-style-type: none"> ● <i>Operational processes and procedures required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Environment including network and IT changes required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Training documentations required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Test procedure and criteria required to support the new or enhanced network are identified and developed in Test specification</i> <p><i>Note:</i> O&M requirement and test specification are deliverables of MSUP network development ([PMP Process], 6.Process Description) ([SIP Development], P.16 Manage Network Development)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>



4.4.2.5 Level 3: 1.2.3.3.5 - Manage Resource Development

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.5 Develop Required Processes & Procedures
<p>Brief Description</p> <p>These processes ensure that all operational processes and procedures, resource changes (e.g. network and/or IT resources), operational procedures, testing tools and procedures, etc. required to support the new resource class/component are developed. M</p> <p><i>MSUP uses Project & Program Management process to manage network development, While managing network development, network development manager is required to ensure:</i></p> <ul style="list-style-type: none"> Operational processes and procedures required to support the new or enhanced network are identified and developed in network O&M requirement Environment including network and IT changes required to support the new or enhanced network are identified and developed in network O&M requirement Training documentations required to support the new or enhanced network are identified and developed in network O&M requirement Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA required to support the new or enhanced network are identified and developed in network O&M requirement Test procedure and criteria required to support the new or enhanced network are identified and developed in Test specification <p>Note: O&M requirement and test specification are deliverables of MSUP network development ([PMP Process], 6.Process Description) ([SIP Development], P.16 Manage Network Development)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.5.3 Pro Documentation & Training Packages
<p>Brief Description</p> <p>These processes ensure that the necessary documentation and training packages are produced to support the operation of the new resource class. M</p> <p><i>MSUP uses Project & Program Management process to manage network development, While managing network development, network development manager is required to ensure:</i></p> <ul style="list-style-type: none"> Training documentations required to support the new or enhanced network are identified and developed in network O&M requirement Operational processes and procedures required to support the new or enhanced network are identified and developed in network O&M requirement Environment including network and IT changes required to support the new or enhanced network are identified and developed in network O&M requirement Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA required to support the new or

<p><i>enhanced network are identified and developed in network O&M requirement</i></p> <ul style="list-style-type: none"> ● <i>Test procedure and criteria required to support the new or enhanced network are identified and developed in Test specification</i> <p>Note: O&M requirement and test specification are deliverables of MSUP network development ([PMP Process], 6.Process Description) ([SIP Development], P.16 Manage Network Development)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>
--

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.5.1 Develop Service & Operational Agreements

<p>Brief Description These processes ensure that the required service level agreements and operational level agreements are developed and agreed for each resource class deployed, and that any supplier/partner operational support has been identified. M</p> <p><i>MSUP uses Project & Program Management process to manage network development, While managing network development, network development manager is required to ensure:</i></p> <ul style="list-style-type: none"> ● <i>Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Operational processes and procedures required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Environment including network and IT changes required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Training documentations required to support the new or enhanced network are identified and developed in network O&M requirement</i> ● <i>Test procedure and criteria required to support the new or enhanced network are identified and developed in Test specification</i> <p>Note: O&M requirement and test specification are deliverables of MSUP network development ([PMP Process], 6.Process Description) ([SIP Development], P.16 Manage Network Development)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p>



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

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.3.5.5 Gain Service & Operational Agreements Approval
<p>Brief Description These processes ensure that the required service level agreements and operational level agreements are developed and agreed for each resource class deployed, and that any supplier/partner operational support has been agreed. M</p> <p><i>In network development process, Service & Operational Agreements are part of O&M requirement. O&M requirement is required to reviewed by network development review team, endorsed by network development manager and approved by Service owner</i></p> <p>([SIP Development], 410 Perform Technical Review and O&M Review) ([SIP Development], 440 Endorse Network Development Report) ([SIP Development], 450 Accept Network Development Report)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

4.4.2.6 Level 3: 1.2.3.3.6 - Manage Resource Deployment

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.3.6.1 Manage Resource Process & Procedure Implementation
<p>Brief Description These processes ensure that all operational processes and procedures, resource changes (e.g. network and/or IT resources), operational procedures, testing tools and procedures, etc. required to support the new resource class/component have been implemented. M</p> <p><i>While managing network deployment, network development manager need to ensure:</i></p> <ul style="list-style-type: none"> Operational processes and procedures required in network O&M requirement have been implemented Appropriate operational staff are identified and have received the necessary training, training need to following MSUP training process, training materials are available in network O&M requirement document Environment including network and IT changes required to in network O&M requirement have been implemented

- Training documentations required in network O&M requirement have been implemented
- Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA required in network O&M requirement have been implemented
- Acceptance test procedure and criteria required in Test specification have been implemented

([[SIP Development](#)], 480 Manage Network Deployment)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.2.3.3.6.2 Manage Resource Operational Staff Training

Brief Description

These processes ensure that appropriate operational staff are identified and have received the necessary training. **M**

While managing network deployment, network development manager need to ensure:

- *Appropriate operational staff are identified and have received the necessary training, training need to following MSUP training process, training materials are available in network O&M requirement document*
- *Operational processes and procedures required in network O&M requirement have been implemented*
- *Environment including network and IT changes required to in network O&M requirement have been implemented*
- *Training documentations required in network O&M requirement have been implemented*
- *Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA required in network O&M requirement have been implemented*
- *Acceptance test procedure and criteria required in Test specification have been implemented*

([[SIP Development](#)], 480 Manage Network Deployment)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.



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

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.6.3 Develop Resource Supplier/Partner Operational Support

<p>Brief Description These processes ensure that the agreed supplier/partner operational support has been implemented. M</p> <p style="text-align: center;"><i>While managing network deployment, network development manager need to ensure:</i></p> <ul style="list-style-type: none"> • <i>Responsibility Matrix with supplier/ Vendor and suggested SLA/OLA required in network O&M requirement have been implemented</i> • <i>Appropriate operational staff are identified and have received the necessary training, training need to following MSUP training process, training materials are available in network O&M requirement document</i> • <i>Operational processes and procedures required in network O&M requirement have been implemented</i> • <i>Environment including network and IT changes required to in network O&M requirement have been implemented</i> • <i>Training documentations required in network O&M requirement have been implemented</i> • <i>Acceptance test procedure and criteria required in Test specification have been implemented</i> <p>([SIP Development], 480 Manage Network Deployment)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.6.4 Manage Resource Acceptance Testing

<p>Brief Description These processes ensure that acceptance testing is successfully performed to assure that the new or enhanced resources comply with the specifications. AM</p> <p><i>Network development process requires conducting validation test; this is actually new network acceptance test. The purpose of Validation is to demonstrate that a network / network component /integrated network fulfills its design intend.</i></p>
--

<p>([SIP Development], 460 Arrange Validation Environment) ([SIP Development], 470 Prepare Validation Test Cases) ([SIP Development], 490 Review Validation Test Cases) ([SIP Development], 510 Per Validation Test) ([SIP Development], 520 Analyze Validation Results) ([SIP Development], 530 Prepare Validation Report) ([SIP Development], 540 Review Validation Report) ([SIP Development], 550 Endorse Validation Report) ([SIP Development], 560 Accept Validation Report)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

4.4.2.7 Level 3: 1.2.3.3.7 - Manage Resource Exit

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.3.7.1 Identify Unviable Services
<p>Brief Description These processes analyze existing resource classes to identify economically or strategically unviable classes. M</p> <p><i>Manage Network planning process requires to analyze network planning task, if Network Exit is identified, network planning engineers are required to analyze existing network to identify the unviable services</i> ([SIP Planning], 070 Analyze Network Planning Requirement) ([SIP Planning], 530 Identify Unviable Services)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.7.2 Identify Impacted Service Customers

Brief Description

These processes identify products, services classes & customers impacted by any exit. **AM**

After unviable services are identified, Manage Network planning process requires to analyze and identify impacted network, network requirement, service and customers

([[SIP Planning](#)], 530 Identify Unviable Services)
 ([[SIP Planning](#)], 540 Identify Impacted Service Customers)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.2.3.3.7.3 Develop Service Transition Strategies

Brief Description

These processes develop specific exit or migration strategies, and develop resource infrastructure transition and/or replacement strategies. **M**

After impacted network, network requirement, service and customers are identified, Manage Network planning process requires to develop specific exit or migration strategies, and develop resource infrastructure transition and/or replacement strategies

([[SIP Planning](#)], 540 Identify Impacted Service Customers)
 ([[SIP Planning](#)], 550 Develop Service Transition Strategies)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS 1.2.3.3.7.4 Manage Service Exit Process
<p>Brief Description These processes manage the operational aspects of the exit process. AM Manage Network planning process requires to develop and manage service exit process ([SIP Planning], 560 Develop And Manage Service Exit Process)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p>

4.4.2.8 Supporting Evidence References (Works Cited)

SIP_Development	Network Development Process Description_v1.0.0 .doc
SIP_Planning	Manage Network Planning Process Description V01.0.doc
PMP_Process	Delivery PMP Process Description V01.10.doc

4.4.2.9 Level 2: 1.2.3.3 - Resource Development & Retirement – Scores

Level 2: 1.2.3.3 - Resource Development & Retirement [7/7]		
Level 3 Process	Level 4 Process	L4/L3 Process Score
1.2.3.3.1 - Gather & Analyze New Resource Ideas		5
	1.2.3.3.1.1 Gather Resource Information	1
	1.2.3.3.1.2 - Analyze Resource Classes	1
	1.2.3.3.1.3 - Develop Service Classes	1
1.2.3.3.2 - Assess Performance of Existing Resources		5
1.2.3.3.3 - Develop New Resource Business Proposal		5
	1.2.3.3.3.1 - Develop Resource Business Proposal	1
	1.2.3.3.3.2 - Gain Resource Business Proposal Approval	1
1.2.3.3.4 - Develop Detailed Resource Specifications		5
	1.2.3.3.4.1 - Develop Detailed Resource Technical Specifications	1
	1.2.3.3.4.2 - Develop Detailed Resource Support Specifications	1
	1.2.3.3.4.3 - Develop Detailed Resource Operational Specifications	1
	1.2.3.3.4.4 - Develop Detailed Resource Manuals	1
1.2.3.3.5 - Manage Resource Development		5
	1.2.3.3.5.1 - Identify Required Processes & Procedures	1
	1.2.3.3.5.2 - Develop Required Processes & Procedures	1
	1.2.3.3.5.3 - Develop Service & Operational Agreements	1
	1.2.3.3.5.4 - Gain Service & Operational Agreements Approval	1
	1.2.3.3.5.5 - Product Documentation & Training Packages	1

1.2.3.3.6 - Manage Resource Deployment		5
	1.2.3.3.6.1 - Manage Resource Process & Procedure Implementation	1
	1.2.3.3.6.2 - Manage Resource Operational Staff Training	1
	1.2.3.3.6.3 - Develop Resource Supplier/Partner Operational Support	1
	1.2.3.3.6.4 - Manage Resource Acceptance Testing	1
1.2.3.3.7 - Manage Resource Exit		4.75
	1.2.3.3.7.1 - Identify Unviable Services	1
	1.2.3.3.7.2 - Identify Impacted Service Customers	1
	1.2.3.3.7.3 - Develop Service Transition Strategies	1
	1.2.3.3.7.4 - Manage Service Exit Process	0.5

5 Information Framework Assessment Overview

6 Framework Conformance Result

This section details the Scores awarded to reflect Conformance of the Huawei Technologies Managed Services Unified Platform (MSUP) to the Business Process Framework & Information Framework components of Framework 12.

6.1 Business Process Framework – Scoring Rules

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

Framework 12.0 Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Level Descriptions (Level 3 processes)		
Process level	Conformance Score	Qualifier
Level 1	Not applicable	Conformance Assessment shall not be carried out at this process level - hence Conformance Level shall not be awarded at this level.
Level 2	Not applicable	A conformance level is not awarded to Level 2 processes in Framework 12.0 Assessments. The Certification Report shall highlight the coverage of 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 for the Level 2 process.
Level 3	Score is awarded between 3.1 & 5.	<p>The Conformance Score is awarded for each Level 3 processes submitted in scope for the Assessment.</p> <p>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.</p> <p><i>Any manual implementation of the process support shall be noted in the Conformance Report and Detailed Results Report.</i></p>

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 Huawei Technologies Managed Services Unified Platform (MSUP) 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.

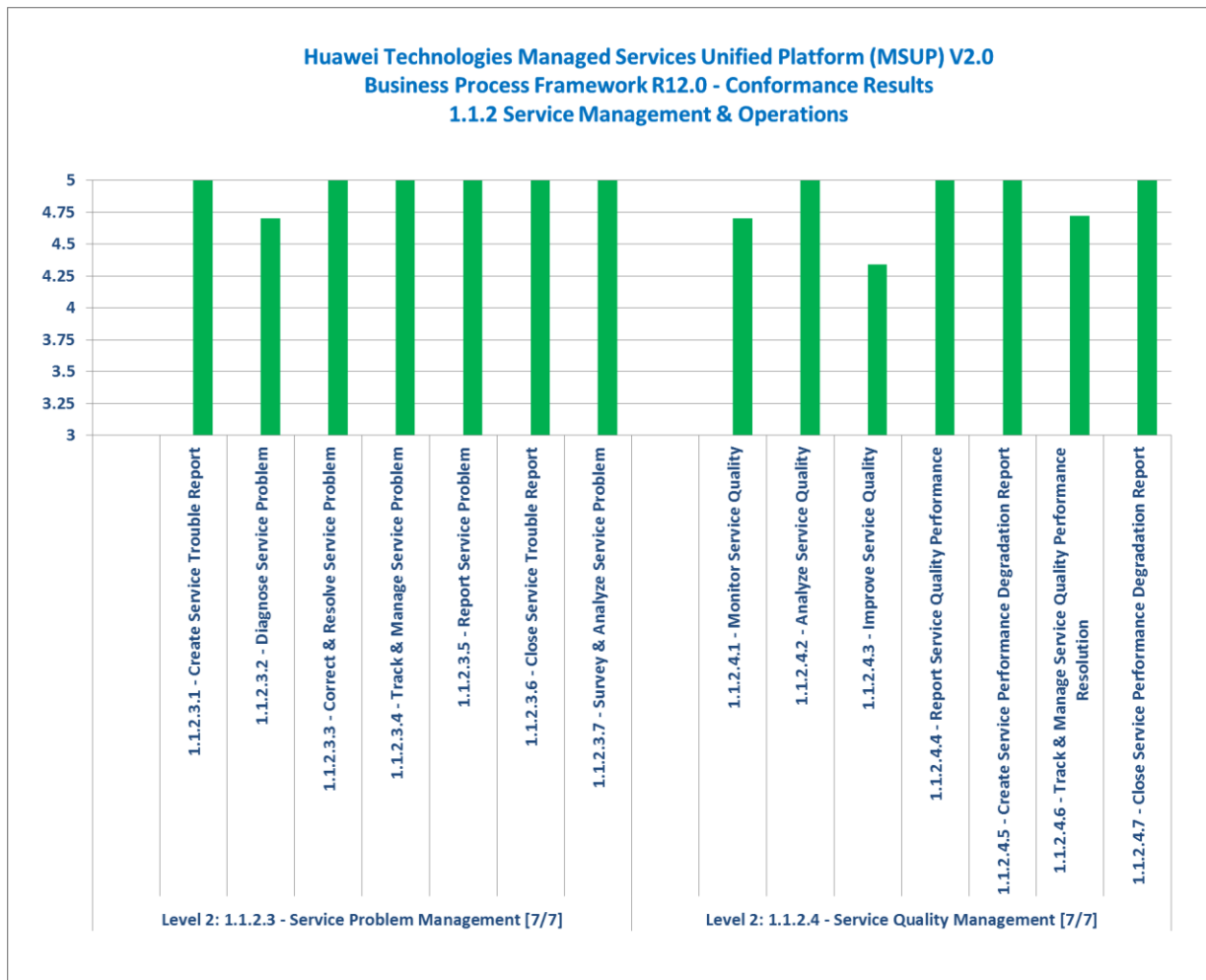


Figure 6.2 - Conformance Result Summary: 1.1.2 - Service Management & Operations

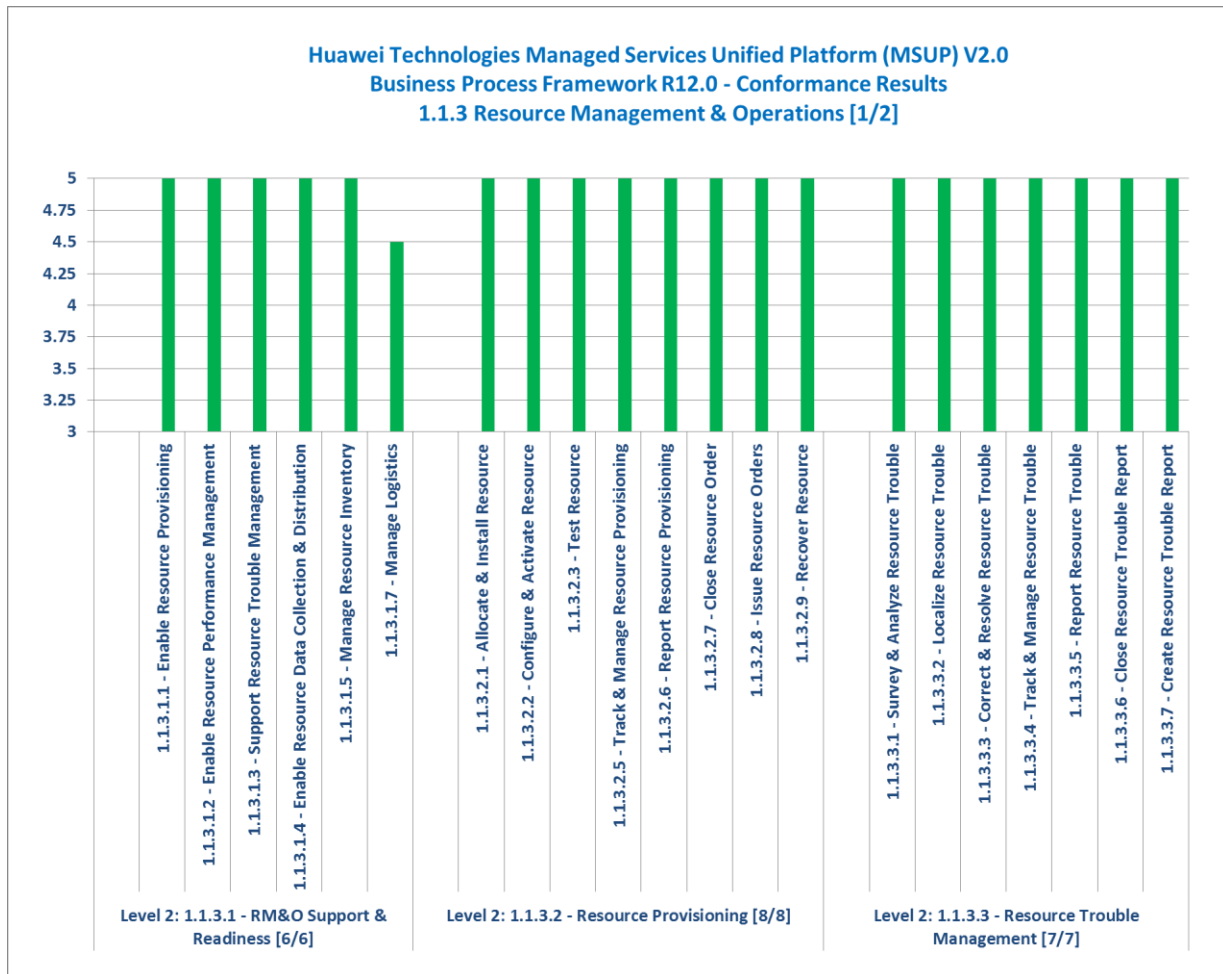


Figure 6.3 - Conformance Result Summary: 1.1.3 - Resource Management & Operations [1/2]

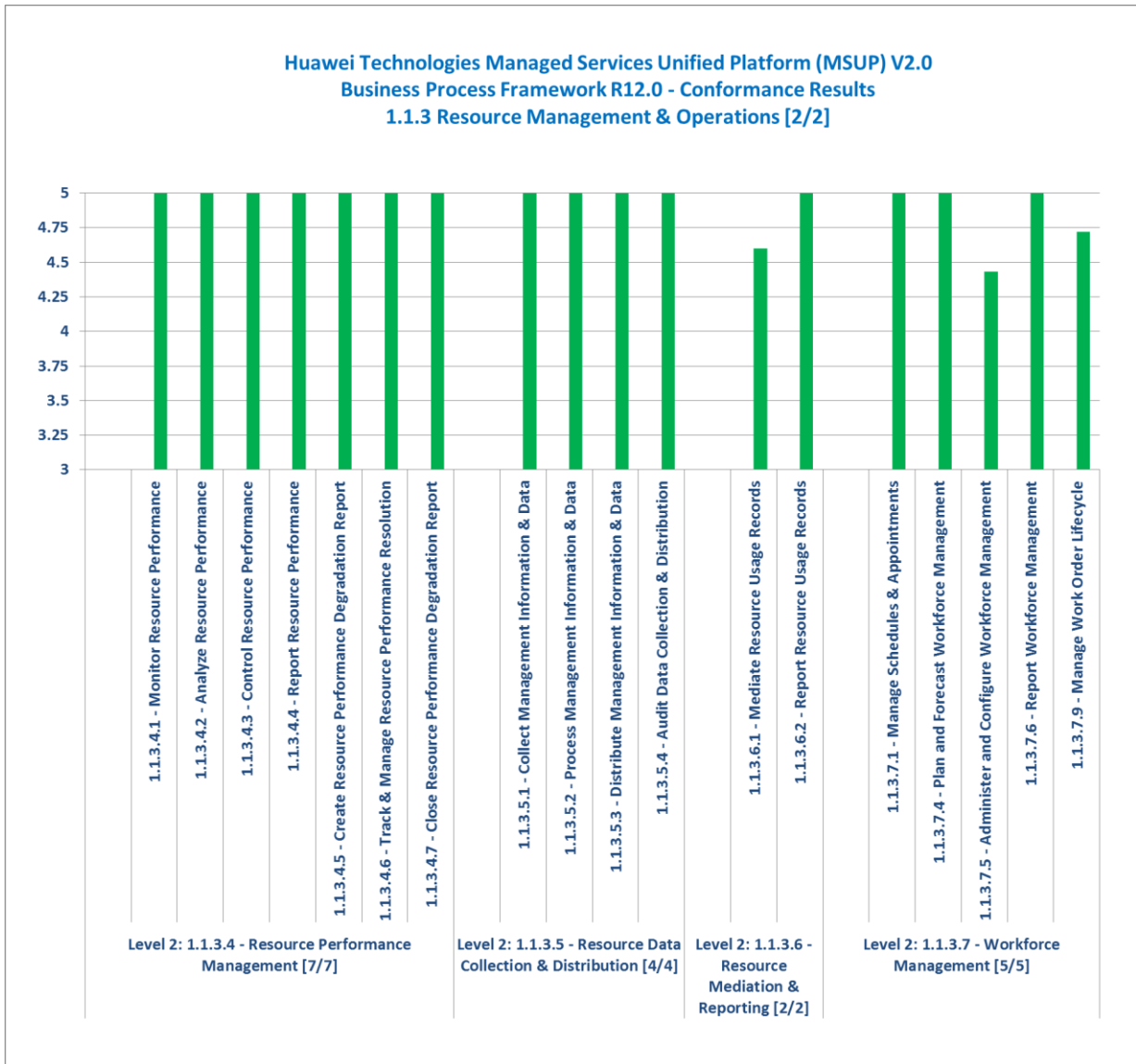


Figure 6.4 - Conformance Result Summary: 1.1.3 – Resource Management & Operation [2/2]

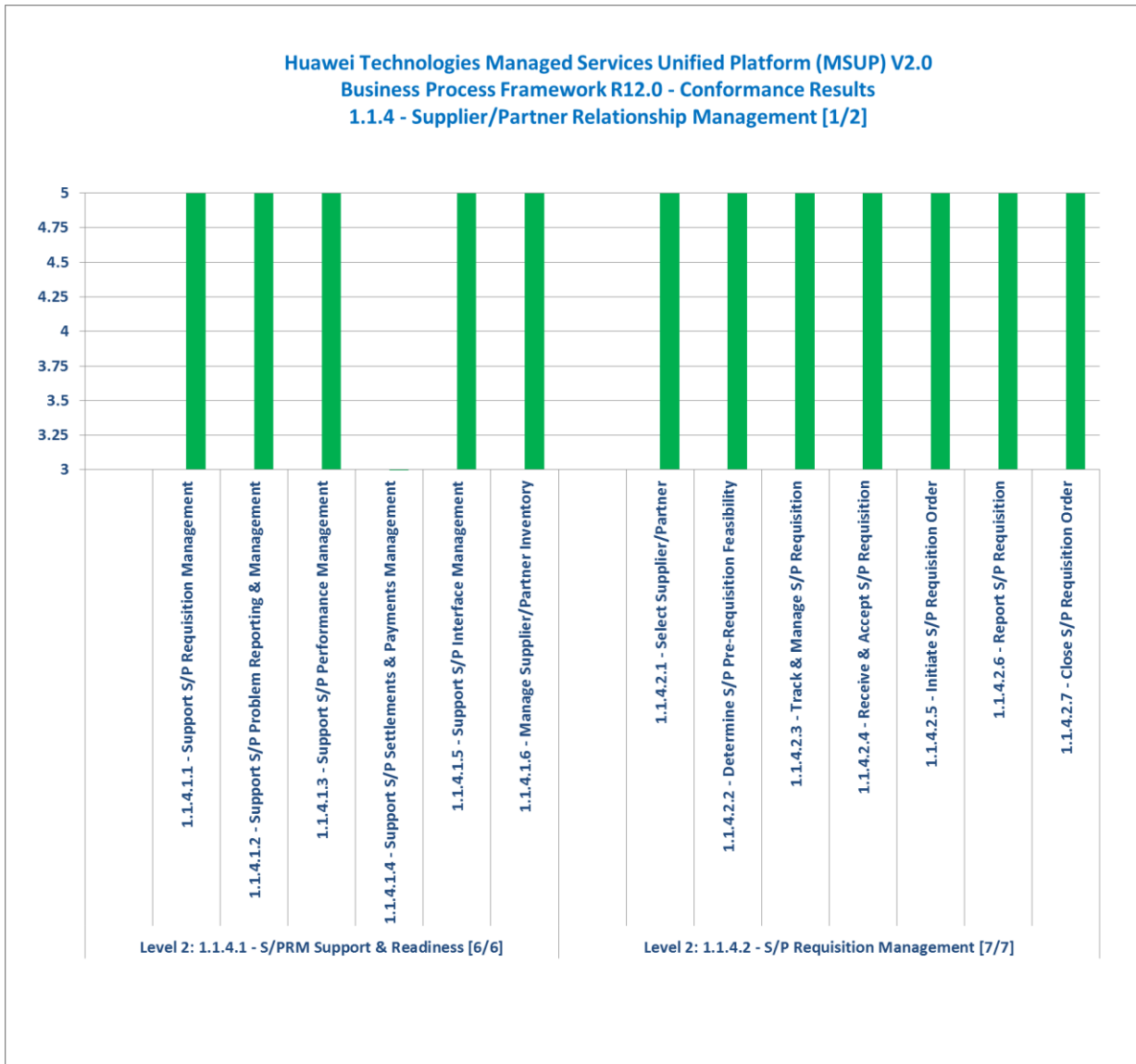


Figure 6.5 - Conformance Result Summary: 1.1.4 – Supplier/Partner Relationship Management [1/2]

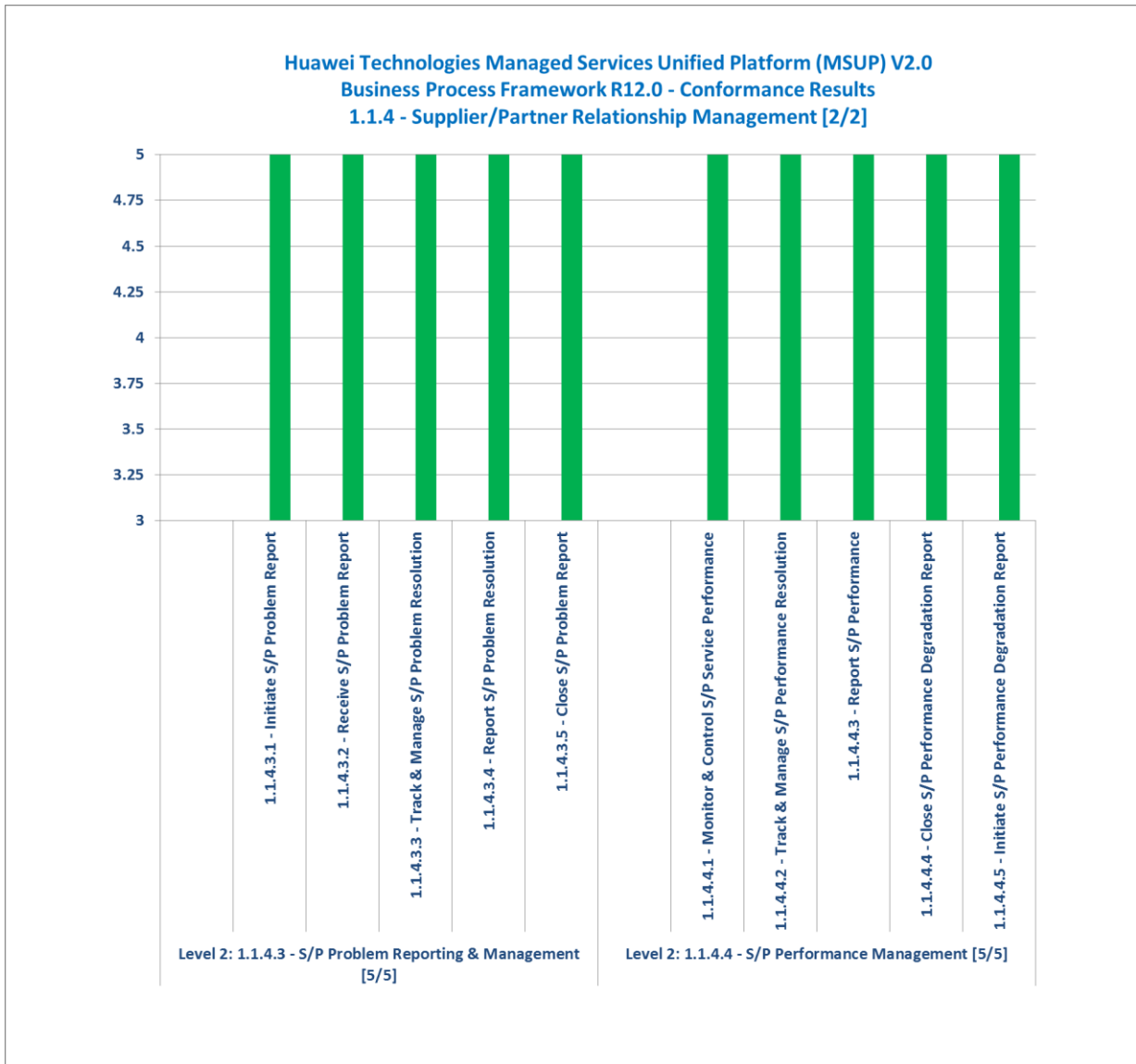


Figure 6.6 - Conformance Result Summary: 1.1.4 – Supplier/Partner Relationship Management [2/2]

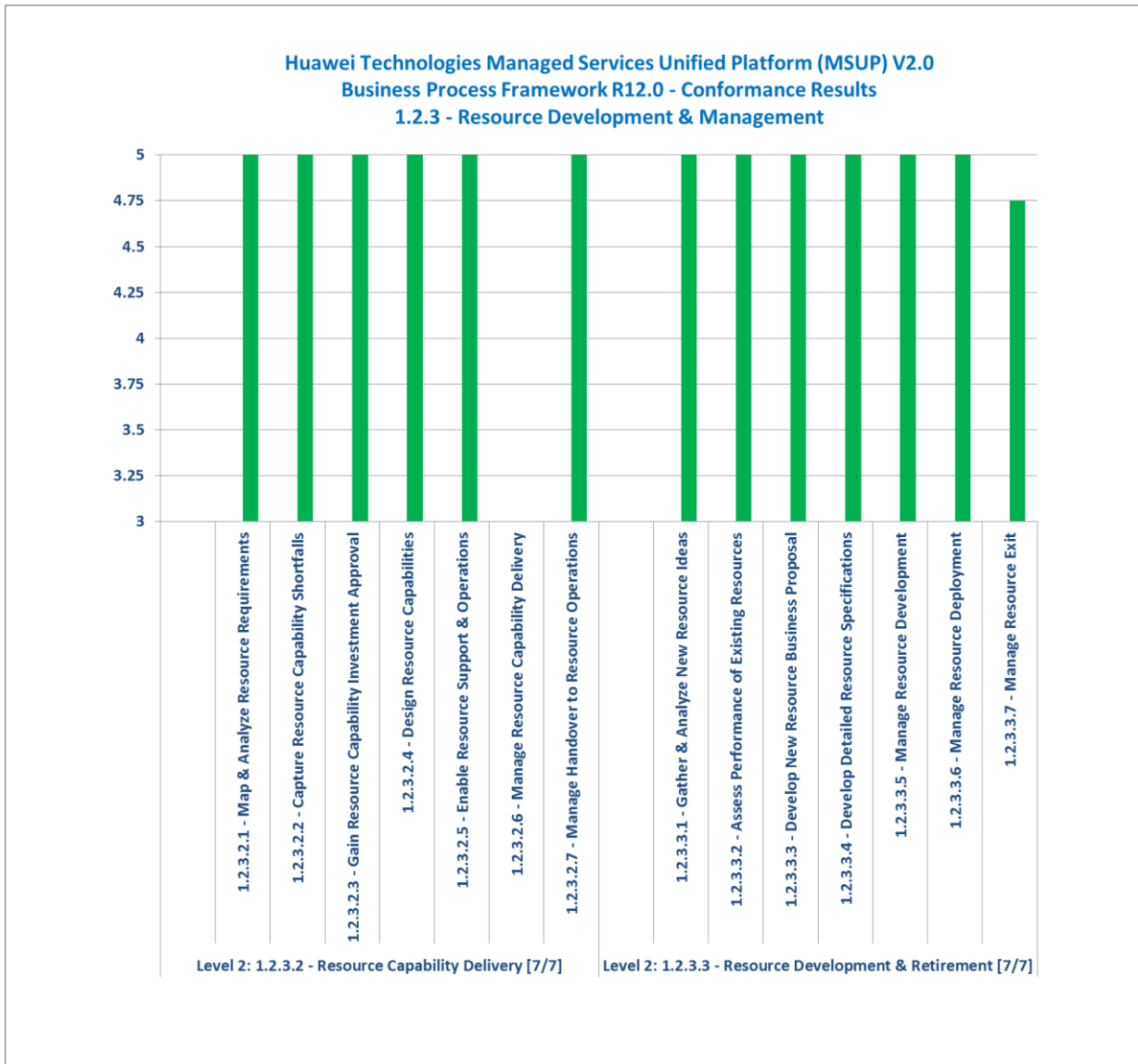


Figure 6.7 - Conformance Result Summary: 1.2.3 - Resource Development & Management

6.3 Business Process Framework – Conformance Results Detailed

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

Table 6.1 - Business Process Framework – Detailed Conformance Result

Huawei Technologies Co. Ltd. MSUP V2.0 Detailed Conformance Result		
eTOM process element	Conformance Score	Comment
Within Level 1: 1.1.2 - Service Management & Operations	N/A <i>(Level 1 Processes are not assessed)</i>	The following Level 2 process elements were submitted in scope for this Level 1 process: 1.1.2.3 – Service Problem Management 1.1.2.4 - Service Quality
Within Level 2: 1.1.2.3 - Service Problem Management	Scope 7/7	The following Level 3 processes were assessed for conformance: 1.1.2.3.1 - Create Service Trouble Report 1.1.2.3.2 - Diagnose Service Problem 1.1.2.3.3 - Correct & Resolve Service Problem 1.1.2.3.4 - Track & Manage Service Problem 1.1.2.3.5 - Report Service Problem 1.1.2.3.6 - Close Service Trouble Report 1.1.2.3.7 - Survey & Analyze Service Problem These processes represent the full level 3 process scope (7 out of 7) defined within the 1.1.2.3 - Service Problem Management (level 2) process.
1.1.2.3.1 - Create Service Trouble Report	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.3.2 - Diagnose Service Problem	4.7	Partially Conformant One of the constituent L4 tasks in this process (namely 1.1.2.3.2.5 Stop And Start Audit On Services) is not fully supported according to documentation and mappings that were reviewed as part of the conformance assessment process; therefore this L3 process is marked as having a



		slight deviation from the standard eTOM composition.
1.1.2.3.3 - Correct & Resolve Service Problem	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.3.4 - Track & Manage Service Problem	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.3.5 - Report Service Problem	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.3.6 - Close Service Trouble Report	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.3.7 - Survey & Analyze Service Problem	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Within Level 2: 1.1.2.4 - Service Quality Management	Scope 7/7	The following Level 3 processes were assessed for conformance: 1.1.2.4.1 - Monitor Service Quality 1.1.2.4.2 - Analyze Service Quality 1.1.2.4.3 - Improve Service Quality 1.1.2.4.4 - Report Service Quality Performance 1.1.2.4.5 - Create Service Performance Degradation Report 1.1.2.4.6 - Track & Manage Service Quality Performance Resolution 1.1.2.4.7 - Close Service Performance Degradation Report These processes represent the full level 3 process scope (7 out of 7) defined within the 1.1.2.4 - Service Quality Management (level 2) process.

1.1.2.4.1 - Monitor Service Quality	4.7	Partially Conformant One of the constituent L4 tasks in this process (namely 1.1.2.4.1.3 Correlate Service Performance Event Notifications) is not fully supported according to documentation and mappings that were reviewed as part of the conformance assessment process; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition.
1.1.2.4.2 - Analyze Service Quality	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.2.4.3 - Improve Service Quality	4.34	Partially Conformant One of the constituent L4 tasks in this process (namely 1.1.2.4.3.1 Reassign / Reconfigure Service or Service Parameters) is not fully supported according to documentation and mappings that were reviewed as part of the conformance assessment process; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition.
1.1.2.4.4 - Report Service Quality Performance	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.2.4.5 - Create Service Performance Degradation Report	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.2.4.6 - Track & Manage Service Quality Performance Resolution	4.72	Partially Conformant One of the constituent L4 tasks in this process (namely 1.1.2.4.6.1 Coordinate Service Quality) is not fully supported according to documentation and mappings that were reviewed as part of the conformance assessment process; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition
1.1.2.4.7 - Close Service	5	Fully Conformant

Performance Degradation Report		<i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
Within Level 1: 1.1.3 Resource Management & Operations	N/A (Level 1 Processes are not assessed)	<i>The following Level 2 process elements were submitted in scope for this Level 1 process:</i> <i>1.1.3.1 - RM&O Support & Readiness</i> <i>1.1.3.2 - Resource Provisioning</i> <i>1.1.3.3 - Resource Trouble Management</i> <i>1.1.3.4 – Resource Performance Management</i> <i>1.1.3.5 - Resource Data Collection & Distribution</i> <i>1.1.3.6 - Resource Mediation & Reporting</i> <i>1.1.3.7 - Workforce Management</i>
Within Level 2: 1.1.3.1 - RM&O Support & Readiness	Scope 6/6	<i>The following Level 3 processes were assessed for conformance:</i> <i>1.1.3.1.1 - Enable Resource Provisioning</i> <i>1.1.3.1.2 - Enable Resource Performance Management</i> <i>1.1.3.1.3 - Support Resource Trouble Management</i> <i>1.1.3.1.4 - Enable Resource Data Collection & Distribution</i> <i>1.1.3.1.5 - Manage Resource Inventory</i> <i>1.1.3.1.7 - Manage Logistics</i> <i>These processes represent the full level 3 process scope (6 out of 6) defined within the 1.1.3.1 - RM&O Support & Readiness (level 2) process.</i>
1.1.3.1.1 - Enable Resource Provisioning	5	<i>Fully Conformant</i> <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.1.2 - Enable Resource Performance Management	5	<i>Fully Conformant</i> <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.1.3 - Support Resource Trouble Management	5	<i>Fully Conformant</i> <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>

1.1.3.1.4 - Enable Resource Data Collection & Distribution	5	<p><i>Fully Conformant</i></p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.3.1.5 - Manage Resource Inventory	5	<p><i>Fully Conformant</i></p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.3.1.7 - Manage Logistics	4.5	<p>Partially Conformant</p> <p>One of the constituent L4 tasks in this process (namely 1.1.3.1.7.1 Manage Warehousing) is not fully supported according to documentation and mappings that were reviewed as part of the conformance assessment process; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition.</p>
<p>Within Level 2:</p> <p>1.1.3.2 - Resource Provisioning</p>	<p>Scope</p> <p>8/8</p>	<p>The following Level 3 processes were assessed for conformance:</p> <ul style="list-style-type: none"> 1.1.3.2.1 - Allocate & Install Resource 1.1.3.2.2 - Configure & Activate Resource 1.1.3.2.3 - Test Resource 1.1.3.2.5 - Track & Manage Resource Provisioning 1.1.3.2.6 - Report Resource Provisioning 1.1.3.2.7 - Close Resource Order 1.1.3.2.8 - Issue Resource Orders 1.1.3.2.9 - Recover Resource <p>These processes represent the full level 3 process scope (8 out of 8) defined within 1.1.3.2 - Resource Provisioning (level 2) process.</p>
1.1.3.2.1 - Allocate & Install Resource	5	<p><i>Fully Conformant</i></p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.3.2.2 - Configure & Activate Resource	5	<p><i>Fully Conformant</i></p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>

1.1.3.2.3 - Test Resource	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.2.5 - Track & Manage Resource Provisioning	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.2.6 - Report Resource Provisioning	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.2.7 - Close Resource Order	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.2.8 - Issue Resource Orders	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.2.9 - Recover Resource	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Within Level 2: 1.1.3.3 - Resource Trouble Management	Scope 7/7	The following Level 3 processes were assessed for conformance: 1.1.3.3.1 - Survey & Analyze Resource Trouble 1.1.3.3.2 - Localize Resource Trouble 1.1.3.3.3 - Correct & Resolve Resource Trouble 1.1.3.3.4 - Track & Manage Resource Trouble 1.1.3.3.5 - Report Resource Trouble 1.1.3.3.6 - Close Resource Trouble Report 1.1.3.3.7 - Create Resource Trouble Report These processes represent the full level 3 process scope (7

		out of 7) defined within 1.1.3.3 - Resource Trouble Management (level 2) process.
1.1.3.3.1 - Survey & Analyze Resource Trouble	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.3.2 - Localize Resource Trouble	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.3.3 - Correct & Resolve Resource Trouble	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.3.4 - Track & Manage Resource Trouble	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.3.5 - Report Resource Trouble	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.3.6 - Close Resource Trouble Report	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.3.3.7 - Create Resource Trouble Report	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

<p>Within Level 2:</p> <p>1.1.3.4 - Resource Performance Management</p>	<p>Scope</p> <p>7/7</p>	<p>The following Level 3 processes were assessed for conformance:</p> <p>1.1.3.4.1 - Monitor Resource Performance 1.1.3.4.2 - Analyze Resource Performance 1.1.3.4.3 - Control Resource Performance 1.1.3.4.4 - Report Resource Performance 1.1.3.4.5 - Create Resource Performance Degradation Report 1.1.2.4.6 - Track & Manage Resource Performance Resolution 1.1.3.4.7 - Close Resource Performance Degradation Report</p> <p>These processes represent the full level 3 process scope (7 out of 7) defined within the 1.1.3.4 – Resource Performance Management (level 2) process.</p>
<p>1.1.3.4.1 - Monitor Resource Performance</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>1.1.3.4.2 - Analyze Resource Performance</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>1.1.3.4.3 - Control Resource Performance</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>1.1.3.4.4 - Report Resource Performance</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>1.1.3.4.5 - Create Resource Performance Degradation Report</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>

1.1.3.4.6 - Track & Manage Resource Performance Resolution	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.4.7 - Close Resource Performance Degradation Report	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
Within Level 2: 1.1.3.5 - Resource Data Collection & Distribution	Scope 4/4	The following Level 3 processes were assessed for conformance: 1.1.3.5.1 - Collect Management Information & Data 1.1.3.5.2 - Process Management Information & Data 1.1.3.5.3 - Distribute Management Information & Data 1.1.3.5.4 - Audit Data Collection & Distribution <i>These processes represent the full level 3 process scope (4 out of 4) defined within the 1.1.3.5 - Resource Data Collection & Distribution (level 2) process.</i>
1.1.3.5.1 - Collect Management Information & Data	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.5.2 - Process Management Information & Data	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.5.3 - Distribute Management Information & Data	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.5.4 - Audit Data Collection & Distribution	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment</i>



		criteria with the standard Business Process Framework (eTOM).
Within Level 2: 1.1.3.6 - Resource Mediation & Reporting	Scope 2/2	The following Level 3 processes were assessed for conformance: 1.1.3.6.1 - Mediate Resource Usage Records 1.1.3.6.2 - Report Resource Usage Records These processes represent the full level 3 process scope (2 out of 2) defined within the 1.1.3.6 - Resource Mediation & Reporting (level 2) process.
1.1.3.6.1 - Mediate Resource Usage Records	4.6	Partially Conformant The documentation and mappings that were reviewed as part of the conformance assessment for two of the L4 constituents of this L3 process element did not provide enough detail or insight to reach a full conformance score; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition.
1.1.3.6.2 - Report Resource Usage Records	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Within Level 2: 1.1.3.7 - Workforce Management	Scope 5/5	The following Level 3 processes were assessed for conformance: 1.1.3.7.1 - Manage Schedules & Appointments 1.1.3.7.4 - Plan and Forecast Workforce Management 1.1.3.7.5 - Administer and Configure Workforce Management 1.1.3.7.6 - Report Workforce Management 1.1.3.7.9 - Manage Work Order Lifecycle These processes represent the full level 3 process scope (5 out of 5) defined within the 1.1.3.7 - Workforce Management (level 2) process.
1.1.3.7.1 - Manage Schedules & Appointments	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework

		(eTOM).
1.1.3.7.4 - Plan and Forecast Workforce Management	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.7.5 - Administer and Configure Workforce Management	4.3	Partially Conformant One of the constituent L4 tasks in this process (namely 1.1.3.7.5.1 - Configure Work Catalog) is not fully supported according to documentation and mappings that were reviewed as part of the conformance assessment process; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition.
1.1.3.7.6 - Report Workforce Management	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.3.7.9 - Manage Work Order Lifecycle	4.72	Partially Conformant Two of the constituent L4 tasks in this process (namely 1.1.3.7.9.2 - Analyze and Decompose Work Order and 1.1.3.7.9.3 - Assign Task) are not fully supported according to documentation and mappings that were reviewed as part of the conformance assessment process; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition.
Within Level 1: 1.1.4 - Supplier/Partner Relationship Management	N/A (Level 1 Processes are not assessed)	The following Level 2 process elements were submitted in scope for this Level 1 process: 1.1.4.1 - S/PRM Support & Readiness 1.1.4.2 - S/P Requisition Management 1.1.4.3 - S/P Problem Reporting & Management 1.1.4.4 - S/P Performance Management
Within Level 2: 1.1.4.1 - S/PRM Support & Readiness	Scope 6/6	The following Level 3 processes were assessed for conformance: 1.1.4.1.1 - Support S/P Requisition Management 1.1.4.1.2 - Support S/P Problem Reporting & Management 1.1.4.1.3 - Support S/P Performance Management

		<p>1.1.4.1.4 - Support S/P Settlements & Payments Management</p> <p>1.1.4.1.5 - Support S/P Interface Management</p> <p>1.1.4.1.6 - Manage Supplier/Partner Inventory</p> <p><i>These processes represent the full level 3 process scope (6 out of 6) defined within the 1.1.4.1 - S/PRM Support & Readiness (level 2) process.</i></p>
1.1.4.1.1 - Support S/P Requisition Management	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.4.1.2 - Support S/P Problem Reporting & Management	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.4.1.3 - Support S/P Performance Management	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.4.1.4 - Support S/P Settlements & Payments Management	N/A	Not submitted for Assessment
1.1.4.1.5 - Support S/P Interface Management	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.4.1.6 - Manage Supplier/Partner Inventory	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment</i></p>

		<i>criteria with the standard Business Process Framework (eTOM).</i>
Within Level 2: 1.1.4.2 - S/P Requisition Management	Scope 7/7	The following Level 3 processes were assessed for conformance: 1.1.4.2.1 - Select Supplier/Partner 1.1.4.2.2 - Determine S/P Pre-Requisition Feasibility 1.1.4.2.3 - Track & Manage S/P Requisition 1.1.4.2.4 - Receive & Accept S/P Requisition 1.1.4.2.5 - Initiate S/P Requisition Order 1.1.4.2.6 - Report S/P Requisition 1.1.4.2.7 - Close S/P Requisition Order These processes represent the full level 3 process scope (7 out of 7) defined within the 1.1.4.2 - S/P Requisition Management (level 2) process.
1.1.4.2.1 - Select Supplier/Partner	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.4.2.2 - Determine S/P Pre-Requisition Feasibility	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.4.2.3 - Track & Manage S/P Requisition	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.4.2.4 - Receive & Accept S/P Requisition	5	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

1.1.4.2.5 - Initiate S/P Requisition Order	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.4.2.6 - Report S/P Requisition	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.4.2.7 - Close S/P Requisition Order	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>Within Level 2:</p> <p>1.1.4.3 - S/P Problem Reporting & Management</p>	<p>Scope</p> <p>5/5</p>	<p><i>The following Level 3 processes were assessed for conformance:</i></p> <p>1.1.4.3.1 - Initiate S/P Problem Report 1.1.4.3.2 - Receive S/P Problem Report 1.1.4.3.3 - Track & Manage S/P Problem Resolution 1.1.4.3.4 - Report S/P Problem Resolution 1.1.4.3.5 - Close S/P Problem Report</p> <p><i>These processes represent the full level 3 process scope (7 out of 7) defined within the 1.1.4.3 - S/P Problem Reporting & Management (level 2) process.</i></p>
1.1.4.3.1 - Initiate S/P Problem Report	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.1.4.3.2 - Receive S/P Problem Report	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework</i></p>

		(eTOM).
1.1.4.3.3 - Track & Manage S/P Problem Resolution	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.4.3.4 - Report S/P Problem Resolution	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.1.4.3.5 - Close S/P Problem Report	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
Within Level 2: 1.1.4.4 - S/P Performance Management	Scope 5/5	The following Level 3 processes were assessed for conformance: 1.1.4.4.1 - Monitor & Control S/P Service Performance 1.1.4.4.2 - Track & Manage S/P Performance Resolution 1.1.4.4.3 - Report S/P Performance 1.1.4.4.4 - Close S/P Performance Degradation Report 1.1.4.4.5 - Initiate S/P Performance Degradation Report <i>These processes represent the full level 3 process scope (7 out of 7) defined within the 1.1.4.4 - S/P Performance Management (level 2) process.</i>
1.1.4.4.1 - Monitor & Control S/P Service Performance	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>



<p>1.1.4.4.2 - Track & Manage S/P Performance Resolution</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>1.1.4.4.3 - Report S/P Performance</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>1.1.4.4.4 - Close S/P Performance Degradation Report</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>1.1.4.4.5 - Initiate S/P Performance Degradation Report</p>	<p>5</p>	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
<p>Within Level 1:</p> <p>1.2.3 - Resource Development & Management</p>	<p>N/A</p> <p>(Level 1 Processes are not assessed)</p>	<p><i>The following Level 2 process elements were submitted in scope for this Level 1 process:</i></p> <p>1.2.3.2 - Resource Capability Delivery</p> <p>1.2.3.3 - Resource Development & Retirement</p>
<p>Within Level 2:</p> <p>1.2.3.2 - Resource Capability Delivery</p>	<p>Scope</p> <p>7/7</p>	<p><i>The following Level 3 processes were assessed for conformance:</i></p> <p>1.2.3.2.1 - Map & Analyze Resource Requirements</p> <p>1.2.3.2.2 - Capture Resource Capability Shortfalls</p> <p>1.2.3.2.3 - Gain Resource Capability Investment Approval</p> <p>1.2.3.2.4 - Design Resource Capabilities</p> <p>1.2.3.2.5 - Enable Resource Support & Operations</p> <p>1.2.3.2.6 - Manage Resource Capability Delivery</p> <p>1.2.3.2.7 - Manage Handover to Resource Operations</p> <p><i>These processes represent the full level 3 process scope (7 out of 7) defined within the 1.2.3.2 - Resource Capability</i></p>

		Delivery (level 2) process.
1.2.3.2.1 - Map & Analyze Resource Requirements	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.2.3.2.2 - Capture Resource Capability Shortfalls	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.2.3.2.3 - Gain Resource Capability Investment Approval	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.2.3.2.4 - Design Resource Capabilities	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.2.3.2.5 - Enable Resource Support & Operations	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>
1.2.3.2.6 - Manage Resource Capability Delivery	0	Non Conformant
1.2.3.2.7 - Manage Handover to Resource Operations	5	Fully Conformant <i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i>

<p>Within Level 2:</p> <p>1.2.3.3 - Resource Development & Retirement</p>	<p>Scope</p> <p>7/7</p>	<p>The following Level 3 processes were assessed for conformance:</p> <p>1.2.3.3.1 - Gather & Analyze New Resource Ideas 1.2.3.3.2 - Assess Performance of Existing Resources 1.2.3.3.3 - Develop New Resource Business Proposal 1.2.3.3.4 - Develop Detailed Resource Specifications 1.2.3.3.5 - Manage Resource Development 1.2.3.3.6 - Manage Resource Deployment 1.2.3.3.7 - Manage Resource Exit</p> <p>These processes represent the full level 3 process scope (7 out of 7) defined within the 1.2.3.3 - Resource Development & Retirement (level 2) process.</p>
<p>1.2.3.3.1 - Gather & Analyze New Resource Ideas</p>	<p>5</p>	<p>Fully Conformant</p> <p>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
<p>1.2.3.3.2 - Assess Performance of Existing Resources</p>	<p>5</p>	<p>Fully Conformant</p> <p>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
<p>1.2.3.3.3 - Develop New Resource Business Proposal</p>	<p>5</p>	<p>Fully Conformant</p> <p>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
<p>1.2.3.3.4 - Develop Detailed Resource Specifications</p>	<p>5</p>	<p>Fully Conformant</p> <p>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
<p>1.2.3.3.5 - Manage Resource Development</p>	<p>5</p>	<p>Fully Conformant</p> <p>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework</p>

		<i>(eTOM).</i>
1.2.3.3.6 - Manage Resource Deployment	5	<p>Fully Conformant</p> <p><i>Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</i></p>
1.2.3.3.7 - Manage Resource Exit	4.75	<p>Partially Conformant</p> <p>The documentation and mappings that were reviewed as part of the conformance assessment for one of the L4 constituents of this L3 process element did not provide enough detail or insight to reach a full conformance score; therefore this L3 process is marked as having a slight deviation from the standard eTOM composition.</p>

6.4 Information Framework – Scoring Rules

Not applicable for this assessment.

6.5 Information Framework – Conformance Result Summary

Not applicable for this assessment.

6.6 Information Framework – Conformance Result Detailed

Not applicable for this assessment.