

eTOM Certification - Stage 1c – SM&O, RM&O, S/P RM

Process Mapping

1.1.2.5 Service Guiding & Mediation

eTOM process element	Software Vendor Mapping	
1.1.2.5 Service Guiding & Mediation	Alignment	Mapping Comment
1.1.2.5.1 Mediate Service Usage Records	US_MD_001 – Usage Collection	<p>Brief Description</p> <p>Validate, normalize, convert and correlate usage records collected from the resource layer (US_MD_001, Steps 2A,3A,6A,8A,9A)</p> <p>Extended Description</p> <p>The purpose of the Mediate Service Usage Records process is to validate, normalize, convert and correlate usage records collected. (US_MD_001, Steps 2A,3A,6A,8A,9A) It also removes any duplicate usage records that have already been processed. (US_MD_001, Step 10A)</p>
1.1.2.5.3 –Report Service Usage Records	US_MD_001 – Usage Collection	<p>Brief Description</p> <p>Generate reports on usage records (US_MD_001, Step 16A, Alternate Flow Step 2A(for errors)) based on requests from other processes (Note 4)</p> <p>Extended Description</p> <p>The purpose of the Report Service Usage Record processes is to generate reports on service usage records (US_MD_001, Step 16A, Alternate Flow Step 2A(for errors)) based on requests from other processes (Note 4). These processes produce reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints. (US_MD_001, Step 16A, Alternate Flow Step 2A(for errors))</p>
1.1.2.5.4 Guide Resource Usage Records	US_MD_001 – Usage Collection	<p>Brief Description</p> <p>Relates the usage record to the appropriate service. (US_MD_001, Step 4A)</p> <p>Extended Description</p> <p>The Guide Resource Usage Records process converts/relates the record to the appropriate service. (US_MD_001, Step 4A)</p> <p>In many cases, this process is performed by a resource such as a network element. (Note 3)</p>

1.1.3.5 Resource Data Collection & Distribution

eTOM process element	Software Vendor Mapping	
1.1.3.5 Resource Data Collection & Distribution	Alignment	Mapping Comment
1.1.3.5.1 Collect Management Information & Data	US_MD_002 – Usage Preprocessing	<p>Brief Description</p> <p>Collection of management information and data records from resource and service instances (US_MD_002, Steps 1-7A) (US_MD_002, Steps 8-13A) and other enterprise processes (Note 4)</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. (Note 5)...because this functionality is described in the following sentences. These processes interact with the resource and service instances to intercept and/or collect usage, network and information technology events and, performance and other management information (US_MD_002, Steps 1-7A) for distribution to other processes within the enterprise, (Note 4) and with enterprise processes (Note 4) to accept command, query and other management information for distribution to resource and service instances. (US_MD_002, Steps 8-13A)</p>
1.1.3.5.4 Audit Management Information & Data	US_MD_002 – Usage Preprocessing	<p>Brief Description</p> <p>Audit the management information & data collection, processing and distribution activities in order to identify possible anomalies. (US_MD_002, Steps 8-13A)</p> <p>Extended Description</p> <p>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 (Note 3) in the different collection, processing and distribution steps. (US_MD_002, Steps 8-13A)</p>

1.1.3.6 Resource Mediation & Reporting

eTOM process element	Software Vendor Mapping	
1.1.3.6 Resource Mediation & Reporting	Alignment	Mapping Comment
1.1.3.6.1 Mediate Resource Usage Records	US_MD_001 – Usage Collection	<p>Brief Description</p> <p>Validate, normalize, convert and correlate usage records collected from the network. (US_MD_001, Steps 2A,3A,6A,8A,9A)</p> <p>Extended Description</p> <p>The purpose of the Mediate Usage Records processes is to validate, normalize, convert and correlate usage records collected from various pieces of equipment in the network. (US_MD_001, Steps 2A,3A,6A,8A,9A)</p>
1.1.3.6.2 Report Resource Usage Records	US_MD_001 – Usage Collection	<p>Brief Description</p> <p>Generate reports on resource usage records (US_MD_001, Step 16A, Alternate Flow Step 2A(for errors)) based on requests from other processes. (Note 4)</p> <p>Extended Description</p> <p>The purpose of the Report Resource Usage Records is to generate reports on usage records (US_MD_001, Step 16A, Alternate Flow Step 2A(for errors)) based on requests from other processes. (Note 4) These processes produce reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints or network problems. (US_MD_001, Step 16A, Alternate Flow Step 2A(for errors))</p>

1.1.4.5 S/P Settlements & Payments Management

eTOM process element	Software Vendor Mapping	
1.1.4.5 S/P Settlements & Payments Management	Alignment	Mapping Comment
1.1.4.5.1 Manage Account	US_ST_001 – Interconnect Settlement <<Note to TM Forum Assessor: there are three other stories that support this process that will be provided on request.>>	Brief Description Manage Account processes administer the internal record of usage of supplier/partner's services in support of invoice reconciliation and reciprocal usage settlement. (US_ST_001, Steps 6-7A, 8AM, 9-11A) Extended Description None.
1.1.4.5.2 Receive & Assess Invoice	US_ST_001 – Interconnect Settlement US_ST_003 – Roaming Settlement	Brief Description Receive & Assess Invoice processes compare invoices against usage records and offsets (US_ST_001, Step 8AM) and manage the interactions between the supplier/partner and the enterprise to confirm usage records and resolve account differences. (US_ST_001, Step 9A) (US_ST_003, Steps 14A, 16AM) Extended Description None.
1.1.4.5.3 Negotiate & Approve Invoice	US_ST_001 – Interconnect Settlement US_ST_003 – Roaming Settlement	Brief Description Negotiate & Approve Invoice processes manage the interactions between the supplier/partner and the enterprise (Note 3), in relation to enquiries about the billing account, handling disputes and any subsequent negotiations. (US_ST_001, Step 9A) (US_ST_003, Steps 14A, 16AM) (Note 5) this appears to be a duplicate of the last part of Receive & Assess Invoice, but was mapped anyway. Also there is no mention of approving the invoice in the description. Extended Description None.
1.1.4.5.4 Issue Settlement Notification & Payment	US_ST_001 – Interconnect Settlement	Brief Description Issue Settlement Notice & Payment processes apply where suppliers / partners are end to revenue sharing, (Note 3) where the enterprise initiates the settlement cycle. (US_ST_001, Steps 9-11AM) Extended Description Issue Settlement Notice & Payment processes apply where suppliers / partners

eTOM process element	Software Vendor Mapping	
1.1.4.5 S/P Settlements & Payments Management	Alignment	Mapping Comment
		are entitled to revenue sharing, (Note 3) where the enterprise initiates the settlement cycle. (US_ST_001, Steps 9-11AM)

eTOM Certification - Stage 1c - CRM

Process Mapping

1.1.1.1 Customer Relationship Management Support & Readiness

eTOM process element	Software Vendor Mapping	
1.1.1.1 CRM Support & Readiness	Alignment	Mapping Comment
1.1.1.1.1 Support Customer Interface Management	US_CO_001 – Incoming Contact US_CS_027 – Customer Analysis	<p>Brief Description</p> <p>Ensure that all information, (US_CO_001, Steps 4-5AM) materials, systems and resources are available so that the Customer Interface Management processes can operate effectively, when a contact with a customer occurs. (US_CS_027, Step 3AM)</p> <p>Extended Description</p> <p>The purpose of the Support Customer Interface Management processes is to (Note 3) ensure that there is capability (for example, information, (US_CO_001, Steps 4-5AM) materials, systems and resource) so that the Customer Interface Management processes can operate effectively when a contact with a customer occurs (US_CS_027, Step 3AM) Examples are information on how to handle unusual requests based on temporary situations, systems needed to accept and track customer contacts, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely contact handling. (Note 3)</p> <p>These processes are responsible for implementing generic and specific changes to customer interfaces. This support could be in updating agent scripts, IVR announcements, Web pages, etc. Customer Interface Support processes keep up to date all information concerning customers. (US_CO_001, Steps 4-5AM)</p> <p>These processes undertake trend analysis on customer contacts, e.g. type, frequency, duration, outcome. (US_CS_027, Steps 1-4AM)</p>
1.1.1.1.13 Support Bill Invoice Management	US_BF_003 – Bill Suppression US_BL_004 – Billing Basic Parameter Readiness US_CS_012 – Change Bill Medium US_SE_005 –	<p>Brief Description</p> <p>Ensure that all information, materials, systems and resources are available so that the Bill Invoice Management processes can be completed without delay. (Note 7)</p> <p>Extended Description</p> <p>The purpose of the Support Bill Invoice Management processes is to make sure that there is capability (for example, information, materials, systems and resources) so that the Bill Invoice Management processes can operate effectively. (Note 7) Examples are information needed to generate invoices like</p>

eTOM process element	Software Vendor Mapping	
1.1.1.1 CRM Support & Readiness	Alignment	Mapping Comment
	<p>Account Management</p> <p>US_CS_028 – Bill Invoice Management Analysis</p>	<p>taxes, charges, prices, etc., (US_PL_001, Business Scenario Description AM, Steps 5-6AM) information needed to deliver bills to customers (US_BF_003, Use Case description AM) such as address formats and post/zip codes structures, systems needed to create bills, requests for provisioning of additional resources where it has been identified that current levels will impact on timely bill preparation. (Note 4)...this type of linkage is supported via Business Process Management middleware flows.</p> <p>Where a commercial agreement has been established with a customer to present a billing invoice in a particular customer specific format, these processes are responsible for establishing and maintain the customer specific billing invoice formats, and any interaction with specific customers to modify the format. (US_SE_005, Steps 5-6AM, 9-14AM)</p> <p>These processes maintain lists of customers who are eligible for receiving bills in electronic format, and maintain the form of electronic format to be used on a customer basis. (US_CS_012, Steps 1-4AM, 7-13A)</p> <p>Support Bill Invoice Management processes define the billing cycles and respective dates (US_BL_004, Business Scenario Description AM) according to cash flow needs as established by Financial Management processes. (Note 1)</p> <p>These processes undertake trend analysis on invoice generation, production and distribution issues, including volume per billing cycle. (US_CS_028, Steps 1-3A)</p>
<p>1.1.1.1.14 Support Bill Payments & Receivables Management</p>	<p>US_PL_001 – Create Product</p> <p>US_CC_001 – Credit Control and Reverse</p> <p>US_RE_001 – Payment Capture</p> <p>US_RE_002 – Automatic Payment</p>	<p>Brief Description</p> <p>Ensure that all information and systems are available so that the Bill Payments & Receivables Management processes can be completed without delay. (All referenced User Story steps)</p> <p>Extended Description</p> <p>The purpose of the Support Bill Payments & Receivables Management processes is to make sure that there is capability (for example, established collection channels, information and systems) so that the Bill Payments & Receivables Management processes can operate effectively. (Note 3)</p> <p>Examples are collection channels capable of processing customer bill payments, (US_RE_001, Step 3AM) (US_RE_002, Step 6A) information on payments done by customers, (US_RE_001, US_RE_002, entire User Stories) systems needed to process the payments and make the customer bill account balance. (US_PL_001, Step 15AM)</p> <p>These processes undertake trend analysis on customer billing debts, alerting when pre-determined thresholds are tended to be exceeded. (US_CC_001, Steps 3AM, 4A, 5AM)</p>

1.1.1.3 Marketing Fulfillment Response

eTOM process element	Software Vendor Mapping	
1.1.1.3 Marketing Fulfillment Response	Alignment	Mapping Comment
1.1.1.3.2 Track Leads	US_CS_023 – Handle Prospect Customers	<p>Brief Description</p> <p>Track leads generated through marketing, or that arise in the course of business (US_CS_023, Steps 1-7AM)</p> <p>Extended Description</p> <p>The purpose of this process is to identify leads following on from marketing campaign advertising, or those that arise otherwise in the course of business and are collected here. Leads are tracked, evaluated (US_CS_023, Steps 1-7AM) and notified to other processes (e.g. Selling) for further action. (Note 4)</p>

1.1.1.9 Retention & Loyalty

eTOM process element	Software Vendor Mapping	
1.1.1.9 Retention & Loyalty	Alignment	Mapping Comment
<p>1.1.1.9.1 Establish & Terminate Customer Relationship</p>	<p>US_SE_005 – Account Management</p>	<p>Brief Description</p> <p>Verify the customer identity, (US_SE_005, Steps 2-3AM) manage the customer identity across the Enterprise, (US_SE_005, Steps 15-27AM) and manage termination as appropriate</p> <p>Extended Description</p> <p>The purpose of this process is to verify that the customer is who they claim they are. To ensure only one customer identity exists across the Enterprise, which can be referenced across the whole Enterprise and allows the customer to quickly and easily identify himself, (US_SE_005, Steps 2-3AM) The customer relationship is terminated only if actually appropriate, the wishes of the customer are complied with where possible (Note 3), records are kept in case the relationship with the customer is re-established, legal and ethical requirements for customer information are complied with. (Note 3) Before establishing an identity for a new customer it is essential to check that the customer does not already have an Identity with the Enterprise. (US_SE_005, Steps 2-3AM) Establish and verify the Identity, issue a unique Identifier and Authentication information (US_SE_005, Steps 15-27AM)</p> <p>Significant customer life-stage events or business decisions by the Service Provider cause one or both parties to terminate the relationship. The need for complete termination of relationships needs to be differentiated from just terminating all services. The principles behind this include the Service Provider ending a relationship only if the customer ceases to exist, or the customer is fraudulent, the Enterprise decides that it no longer wishes to do business with the customer (Note 3) ...this type of linkage is supported via Business Process Management middleware flows.</p> <p>This process is also used to 'clean-up' duplicates of customer identifying information that may exist within the organization</p> <p>Profile and preference information for terminated customer relationships is archived if acceptable to the customer. All relevant parties are informed of the ended relationship. (Note 8)...this type of linkage is supported via Business Process Management middleware flows. Other processes are triggered to dismantle the customer solution and servicing arrangements as necessary. (Note 4)...this type of linkage is supported via Business Process Management middleware flows.</p>
<p>1.1.1.9.2 Build Customer Insight</p>	<p>US_SE_005 – Account Management</p>	<p>Brief Description</p> <p>Ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information (Note 3)</p> <p>Extended Description</p>

eTOM process element	Software Vendor Mapping	
1.1.1.9 Retention & Loyalty	Alignment	Mapping Comment
		<p>The purpose of this process is to ensure that Service Provider and the customer feel confident that the relationship is founded on up-to-date, accurate and legally compliant information. (Note 3) The Service Provider will incorporate into the customer profile, all relevant information gathered through all contacts with the customer (usage pattern, demographics, life stage, household, community of interest, business direction). Customer and market information from other sources may be gathered, which will build a better understanding of the customer. (US_SE_005, Steps 5-8AM, 15-27AM) Customer Information must be made available to any process that needs to access it. (Note 1) This customer information will be used to continually refine the means and style of interaction, and the solution sets and customer experience offered. (Note 3)</p>

eTOM Certification - Stage 1c - Fulfillment

Process Mapping

1.1.2.2 Service Configuration & Activation

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
1.1.2.1.4 Implement, Configure & Activate Service	<p>A sample of the User Stories that support this process will be mapped here, some of which are included below:</p> <p>US_CS_001 - Prepaid 2 Postpaid</p> <p>US_IM_006 - Bulk Load and Pre-provisioning</p>	<p>Brief Description</p> <p>Implement, configure and activate the specific services allocated against an issued service order. (US_IM_006, Step 18A) (US_CS_001, Step 27A)</p> <p>Extended Description</p> <p>The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order. (Note 3)...because this text is included in the implied tasks below.</p> <p>These processes are responsible for, but not limited to: (Note 3)</p> <ul style="list-style-type: none"> · Assessing and planning the approach to be undertaken for implementation, configuration and activation; · Re-using standard implementation, configuration and activation processes applicable to specific services; · Implementing, configuring and reconfiguring specific services, (US_IM_006, Step 18A) including customer premises equipment if part of the service provider offering. (Note 1)-part of Resource Provisioning · Providing notifications as required if the implementation, configuration and activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications; and (Note 5)...because this appears to be copied and pasted from Resource Provisioning and doesn't really apply to services. · Updating the information contained in the service inventory as to the configuration of specific services and their status (US_CS_001, Step 23A) <p>At the successful conclusion of these activities, the status of the specific services will be changed from allocated to activated, which means they are in-use. (US_CS_001, Step 27A)</p>
1.1.2.1.5 Test Service End-to-End	<p>A sample of the User Stories that support this process will be mapped here, some of which are included below:</p> <p>US_CS_001 –</p>	<p>Brief Description</p> <p>Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels (US_OH_001, Step 6A)</p> <p>Extended Description</p> <p>The responsibility of the Test Service End-to-End processes is (Note 3) to test</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
	Prepaid to Postpaid US_OH_001 - Order to Asset	<p>specific services (US_CS_001, Step 26A) to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels before its activation for the customer. (US_OH_001, Step 6A)</p> <p>This purpose is performed through testing the service end-to-end as far as possible.</p> <p>These processes test specific services (US_CS_001, Step 33A) against supplier/partner defined test plans, or against test plans developed by the service provider.</p> <p>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. (US_CS_001, Step 33A) (US_OH_001, Step 6A)</p> <p>If these tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers.</p>
1.1.2.1.6 Issue Service Orders	US_CS_003 - Change Product	<p>Brief Description</p> <p>issue correct and complete service orders (US_CS_003, Step 20A) (US_CS_003, Step 21A)</p> <p>Extended Description</p> <p>The purpose of the Issue Service Orders processes is to issue correct and complete service orders. (Note 3)</p> <p>The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from suppliers/partners in relations to specific services. (Note 3) (Note 4)</p> <p>These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or supplier/partner initiated request, to determine the associated service orders that need to be issued.</p> <p>The issued service order may require a service feasibility assessment (US_CS_003, Step 20A) or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, (US_CS_003, Step 21A) and for creating a record of the relevant initiating request or customer order information and the associated service orders.</p> <p>Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment (US_CS_003, Step 20A) and/or service design has been previously created, this process is responsible for issuing the service orders (US_CS_003, Step 21A) , and for creating a record of the relevant initiating request or customer order information</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p>and the associated service orders.</p> <p>Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process. (Note 4)</p> <p>The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes. (Note 1)</p>
<p>1.1.2.1.7 Report Service Provisioning</p>	<p>A sample of the User Stories that support this process will be mapped here, some of which are included below:</p> <ul style="list-style-type: none"> US_CS_002 - Termination or Deactivation US_CW_003 - Change Product US_CS_006 - Suspension and Reconnection from CSR US_CS_007 - SIM Swap US_CS_008 - Change Service Number US_CS_013 - Topup from CRM US_CS_015 - Topup from Billing US_CS_021 - Corporate Service Request US_CS_024 - Prepaid Activation(FROM CSR) US_IM_008 - Voucher Creation and Activation 	<p>Brief Description</p> <p>Monitor the status of service orders, provide notifications of any changes (US_CS_002, Steps 15A, 17A, 22A)and provide management reports.</p> <p>Extended Description</p> <p>The objective of the Report Service Provisioning processes is to monitor the status of service orders, provide notifications of any changes and provide management reports. (Note 3)...because this text is repeated in the implied tasks below.</p> <p>These processes are responsible for continuously monitoring the status of service orders and managing notifications to processes and other parties registered to receive notifications of any status changes. (US_CS_002, Steps 15A, 17A, 22A)Notification lists are managed and maintained by the Enable Service Configuration & Activation processes. (Note 1)...which is outside the scope of this assessment.</p> <p>These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. These specialized summaries could be specific reports required by specific audiences. (Note 9)</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
	US_OH_003 - Issue and Cancel Order US_OH_004 - Modify Order US_RE_001 - Payment Capture US_RE_003 - Adjustment US_RE_005 - Advance Payment and Deposit US_SE_001 - New Postpaid Consumer US_SE_002 - New Prepaid Consumer US_SE_003 - New Corporate Selling	
1.1.2.1.9 Close Service Order	US_CS_001 – Prepaid to Postpaid	<p>Brief Description</p> <p>Close a service order when the service provisioning activities have been completed (US_CS_001, Step 24A)</p> <p>Extended Description</p> <p>The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed. These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed. (US_CS_001, Step 24A)</p>
1.1.2.1.10 Recover Service	US_CS_006 – Suspension & Reconnect from CSR	<p>Brief Description</p> <p>Recover specific services that are no longer required by customers. (US_CS_006, Step 12A) (US_CS_006, Step 14A)</p> <p>Extended Description</p> <p>The responsibility of the Recover Service processes is to recover specific services that are no longer required by customers. (US_CS_006, Step 12A) (US_CS_006, Step 14A)</p> <p>These processes follow recovery plans specified by the supplier/partner, or against recovery plans developed by the service provider. Where appropriate recovery plans are not available these processes are</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p>responsible for developing appropriate recovery plans. (US_CS_006, Step 12A)</p> <p>Where recovery of services is likely to impact other in-use 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. (US_CS_006, Step 14A)</p> <p>When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.</p>

1.1.3.1 Resource Management & Operations Support & Readiness

eTOM process element	Software Vendor Mapping	
1.1.3.1. Resource Management & Operations Support & Readiness	Alignment	Mapping Comment
<p>1.1.3.1.11 Enable Resource Provisioning</p>	<p>A sample of the User Stories that support this process will be mapped here, some of which are included below: US_IM_004 – SIM Readiness</p>	<p>Brief Description</p> <p>Planning (US_IM_004, Trigger)...this type of linkage is supported via Business Process Management middleware. and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, (US_IM_004, Steps 7-12A) and monitoring, managing and reporting on the capability of the Resource Provisioning processes.</p> <p>Extended Description</p> <p>The responsibilities of the Enable Resource Provisioning processes are twofold (Note 3) – planning (US_IM_004, Trigger)...this type of linkage is supported via Business Process Management middleware. and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, (US_IM_004, Steps 7-12A) and monitoring, managing and reporting on the capability of the Resource Provisioning processes.</p> <p>The responsibilities of these processes include, but are not limited to: (Note 3)</p> <ul style="list-style-type: none"> · 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; · Testing and acceptance of new and/or modified resource infrastructure as part of the handover procedure from the Resource Development & Management processes to Operations; (US_IM_004, Steps 8-11A) ...note that testing is carried out as part of the provisioning process referenced in this User Story. · 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

eTOM process element	Software Vendor Mapping	
1.1.3.1. Resource Management & Operations Support & Readiness	Alignment	Mapping Comment
		<p>infrastructure to provide early detection of potential resource infrastructure shortfalls; (US_IM_004, Trigger)...this type of linkage is supported via Business Process Management middleware.</p> <ul style="list-style-type: none"> · Monitoring of, and reporting on, resource infrastructure and resource instance currency (US_IM_007, Use Case Description AM) and version management; · Reconfiguring and re-arranging under-utilized deployed resource infrastructure · Managing recovery and/or removal of obsolete or unviable resource infrastructure; (US_IM_007, Use Case Description AM) · Reporting on deployed resource infrastructure capacity; · 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 · Updating the Resource Inventory of any changes to the available resource infrastructure capacity. (US_IM_004, Steps 7-12A)

1.1.3.2 Resource Provisioning

eTOM process element	Software Vendor Mapping	
1.1.3.2 Resource Provisioning	Alignment	Mapping Comment
<p>1.1.3.2.2 Configure & Activate Resource</p>	<p>A sample of the User Stories that support this process will be mapped here, some of which are included below:</p> <p>US_CS_001 - Prepaid 2 Postpaid</p> <p>US_CS_007 - SIM Swap</p> <p>US_CS_008 - Change Service Number</p> <p>US_IM_003 - Resource Maintenance</p> <p>US_IM_006 - Bulk Load and Pre-provisioning</p> <p>US_IM_007 - Prepaid Starter Pack Maintenance</p> <p>US_IM_008 - Voucher Creation and Activation</p>	<p>Brief Description</p> <p>Configure and activate the specific resources allocated against an issued resource order (US_CS_001, Steps 21-23A)</p> <p>Extended Description</p> <p>The objective of the Configure & Activate Resource Processes is to configure and activate the specific resources allocated against an issued resource order. (US_CS_001, Steps 21-23A)...the provisioning application, from a fulfillment perspective, supports both Service Configuration & Activation processes as well as Resource Provisioning processes. These processes are responsible for, but not limited to: (Note 3)</p> <ul style="list-style-type: none"> · Assessing and planning the approach to be undertaken for configuration and activation; · Re-use standard configuration and activation processes applicable to specific resources; · Providing notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications; and · Updating the information contained in the resource inventory as to the configuration of specific resources and their status. <p>At the successful conclusion of these activities, the status of the specific resources will be changed from allocated to activated, which means they are in use. (US_CS_001, Steps 21-23A) (US_CS_008, Steps 21-22A)</p>
<p>1.1.3.2.6 Report Resource Provisioning</p>	<p>US_CS_007 - SIM Swap</p> <p>US_CS_008 - Change Service Number</p> <p>US_CS_024 - Prepaid Activation(FROM CSR)</p> <p>US_SE_001 - New Postpaid Consumer</p>	<p>Brief Description</p> <p>Monitor the status of resource orders, provide notifications of any changes (US_CS_007, Steps 14-15A) and provide management reports.</p> <p>Extended Description</p> <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. (Note 3)...because this text is repeated in the implied tasks below.</p> <p>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. (US_CS_007, Steps 14-15A) Notification lists are managed and maintained by the Enable Resource</p>

eTOM process element	Software Vendor Mapping	
1.1.3.2 Resource Provisioning	Alignment	Mapping Comment
	US_SE_003 - New Corporate Selling	<p>Provisioning processes. (Note 1)...which is contained within this assessment.</p> <p>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. (Note 9)</p>

1.1.4.2 S/P Requisition Management

eTOM process element	Software Vendor Mapping	
1.1.4.2 S/P Requisition Management	Alignment	Mapping Comment
1.1.4.2.5 Initiate S/P Requisition Order	US_IM_004 - SIM Readiness US_IM_005 - Prepaid Starter Pack Creation US_IM_006 - Bulk Load and Pre-provisioning US_IM_008 - Voucher Creation and Activation	<p>Brief Description</p> <p>Generate a correctly formatted and specified S/P requisition order, and issue this to the selected supplier/partner (US_IM_004, Steps 1-2AM)</p> <p>Extended Description</p> <p>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 (US_IM_004, Steps 1-2AM). 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 (Note 5)...because this is an information requirement. Requests received may be for the initiation of new S/P requisition orders, (US_IM_004, Steps 1-2AM) for modifications to previously issued S/P requisition orders or for cancellation of previously issued S/P requisition orders (US_IM_004b, Steps 1-5AM)</p>
1.1.4.2.4 Receive & Accept S/P Requisition	US_IM_004 - SIM Readiness US_IM_005 - Prepaid Starter Pack Creation US_IM_006 - Bulk Load and Pre-provisioning US_IM_008 - Voucher Creation and Activation	<p>Brief Description</p> <p>Records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required (US_IM_004, Step 5AM) (US_IM_004, Steps 7-11AM) (US_IM_004, Step 12AM) ...testing is carried out as part of the provisioning application referred to by this User Story.</p> <p>Extended Description</p> <p>Receive & Accept S/P Requisition records delivery of S/P requisitions, (US_IM_004, Step 5AM) and arranges for any acceptance testing or commissioning required. (US_IM_004, Steps 7-11AM)</p> <p>These processes facilitate and support coordination of internal activities with activities performed by the supplier/partner, that are required to: (Note 3)...this is treated as commentary because the list below appears to represent the implied tasks that are performed by this text.</p> <p>Configure a bought-in S/P product; (US_IM_004, Steps 7-11AM) Bring a bought-in S/P product into service; or (US_IM_004, Step 12AM) Restore a bought-in S/P product to service. (Note 9)...question why this is part of a receipt process...is this because the bought-in product may not pass acceptance testing? If so, this should be added to the description of this implied task.</p> <p>The actual performance of any acceptance testing and/or commissioning</p>

eTOM process element	Software Vendor Mapping	
1.1.4.2 S/P Requisition Management	Alignment	Mapping Comment
		<p>activities by the service provider is managed within the appropriate RM&O or SM&O processes as required. (Note 1)...which is within the scope of this assessment.</p> <p>These processes also manage negotiations with a supplier/partner where there have been problems with a S/P product's supply, and determine through dialogue with the supplier/partner, how best to resolve such issues. (Note 9)...it seems like this implied task is part of Supply Change Development and Change Management or S/P Problem Reporting & Management.</p> <p>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. (Note 9)...the internal processes should be named here. Additionally the "where the supplied specific resource..." appears to be an example and could be treated as commentary.</p> <p>These processes report and document on acceptance. (US_IM_008, Steps 4-10AM) and record final acceptance of S/P deliveries. (US_IM_004, Step 12AM)</p>

eTOM Certification - Stage 1c – SIP

Process Mapping

1.2.1.5 Product & Offer Development & Retirement

eTOM process element	Software Vendor Mapping	
1.2.1.5 Product & Offer Development & Retirement	Alignment	Mapping Comment
1.2.1.5.5 Develop Detailed Product Specifications	US_PL_001 – Product Creation	<p>Brief Description</p> <p>Develop and document the detailed product-related technical (US_PL_001 - Product Creation, Steps 1AM, 7AM, 9AM, 12AM) (US_PL_001 - Product Creation UC, Step 7AM, 13-14AM) , performance and operational specifications (Note 5) because this is a ambiguous statement as mentioned in the extended description note. and customer manuals.</p> <p>Extended Description</p> <p>The Develop Detailed Product Specifications processes develop and document the detailed product-related technical, performance and operational specifications, and customer manuals. (Note 5) because this functionality is described in the following sentences. These processes develop and document the required product features, (US_PL_001 - Product Creation, Steps 1AM, 7AM, 9AM, 12AM) the specific service and resource requirements and selections. (US_PL_001 - Product Creation UC, Step 7AM, 13-14AM) the specific performance (Note 5) because Assurance is not within the scope of this assessment and operational requirements and support activities, (Note 5) because this phrase is ambiguous, for example what specific operational requirements and support activities? any product specific data required for the systems and network infrastructure. (US_PL_001 - Product Creation UC, Step 7AM, 13-14AM) The processes ensure that all detailed specifications are produced and appropriately documented. (US_PL_001, Step 9AM) Additionally the processes ensure that the documentation is captured in an appropriate enterprise repository. (US_PL_001, entire US)</p>
1.2.1.5.7 Launch New Products	US_PL_001 – Product Creation	<p>Brief Description</p> <p>Manage the initial introduction of new and enhanced products into the market (US_PL_001 - Product Creation UC, Step 15AM) and handover to operations for ongoing rollout (Note 4)</p> <p>Extended Description</p> <p>The Launch New Products processes manage the initial introduction of new and enhanced products into the market (US_PL_001 - Product Creation UC, Step</p>

eTOM process element	Software Vendor Mapping	
1.2.1.5 Product & Offer Development & Retirement	Alignment	Mapping Comment
		<p>15AM) and handover to operations for ongoing rollout. (Note 4) The initial introduction could be through commercial pilots or market trials, in which case the commercial negotiations for the pilot and/or trial are managed through these processes. (Note 5) because this is specifying examples of how the products are introduced, which can vary from business to business. These processes identify the shortcomings or issues, and manage the necessary improvements to the product to allow full rollout. At the conclusion of the pilots and/or trials (Note 5) same as previous note when the product passes its acceptance tests or defined acceptance criteria, (US_PL_001 - Product Creation UC, Steps 7AM, 11AM, 15AM) these processes manage the handover to operations. (Note 4)</p> <p>Once accepted as a stable product offering, rollout and/or expanded of the product to subsequent customers is managed by the Operations Support & Readiness processes. (Note 3)</p>
1.2.1.5.4 –Develop Product Commercialization Strategy	US_PL003 – Product Creation	<p>Brief Description</p> <p>Ensure that product specific pricing, (US_PL_001 - Product Creation, Steps 5-6AM, 9-10AM) sales channel support and regulatory approvals are identified and agreed (US_PL_001 - Product Creation - Preconditions 1,3)</p> <p>Extended Description</p> <p>The Develop Product Commercialization Strategy processes ensure that product specific pricing, (US_PL_001 - Product Creation, Steps 5-6AM, 9-10AM) sales channel support and regulatory approvals are identified and agreed (US_PL_001 - Product Creation - Preconditions 1,3). These processes ensure that all commercialization aspects of the product development process associated with selling the product to the market, including pricing, rating, (US_PL_001 - Product Creation, Steps 5-6AM, 9-10AM) identification of sales support and sales channels features, are developed (US_PL_001 - Product Creation, Steps 5-6AM, 9-10AM) and agreed. (US_PL_001 - Product Creation - Preconditions 1,3)</p> <p>Additionally these processes manage the enterprise cross-product pricing approval processes</p>

1.2.1.6 Sales Development

eTOM process element	Software Vendor Mapping	
1.2.1.6 Sales Development	Alignment	Mapping Comment
1.2.1.6.3 Develop New Sales Channels & Processes	US_PR_001 – E2E Wholesale Operation	<p>Brief Description</p> <p>Develop and implement new or adapted sales processes and/or channels to support new or enhanced products. (US_PR_001, Step 3AM)</p> <p>Extended Description</p> <p>The Develop New Sales Channels & Processes processes (Note 3) develop and implement new or adapted sales processes and/or channels to support new or enhanced products. (US_PR_001, Step 3AM) These processes include the development of external relationships if required to provide the necessary sales channel capability. (US_PR_001, Steps 1-3AM, 4M, 5-6AM, 9-10AM) The development and implementation may require management of the coordination and integration of existing and new sales processes and channels to ensure effective operations. These processes include the definition of commercialization manpower profile, training program development and sales methods and procedures, compensation plans, (US_PR_001, Steps 7-8AM) identification of product potential customers to each channel and sale method</p>

eTOM process element	Software Vendor Mapping	
1.2.1.7 Product Marketing Communications & Promotions	Alignment	Mapping Comment
1.2.1.7.5 Manage Message & Campaign Delivery	US_MK_001 – Campaign Management	<p>Brief Description</p> <p>Manage and co-ordinate the delivery of the messages and campaigns into the selected channels (US_MK_001, Steps 3AM, 5AM)</p> <p>Extended Description</p> <p>The Manage Message and Campaign Delivery processes manage and co-ordinate the delivery of the messages and campaigns into the selected channels. They ensure that the channels (owned and/or contracted) are adequately trained and/or informed to manage the message and/or campaign delivery, and that sufficient resources are available in the selected channel(s) to support the delivery. (US_MK_001, Steps 3AM, 5AM)...it is assumed that activities mentioned in the User Story includes training.</p>
1.2.1.7.2 Develop Product & Campaign Message	US_MK_001 – Campaign Management	<p>Brief Description</p> <p>Manage all activities and stakeholder engagement to develop and agree the specific campaign or promotion message (US_MK_001, Steps 1-2AM)</p> <p>Extended Description</p> <p>The Develop Product & Campaign Message processes manage all activities and stakeholder engagement to develop and agree the specific campaign or promotion message. (US_MK_001, Steps 1-2AM) Any particular promotion or campaign may require the coordination of multiple stakeholders to produce and agree a specific message. These stakeholders could include media management, all impacted product managers, brand management, marketing management, owners of the potential channels, etc. (Note 3)</p>
1.2.1.7.4 Develop Promotional Collateral	US_MK_001 – Campaign Management	<p>Brief Description</p> <p>Ensure that all associated collateral is produced to support the market message and /or campaign (US_MK_001, Step 2-3AM)</p> <p>Extended Description</p> <p>The Develop Promotional Collateral processes ensure that all associated collateral is produced to support the market message and/or campaign. (US_MK_001, Step 2-3AM)it is assumed that “documentation” referenced in the User Story implies collateral. Collateral could include production of pamphlets, trade displays, call centre scripts, etc. (Note 3) These processes arrange and manage the delivery through the suppliers or producers of the associated collateral. (US_MK_001, Steps 1-2AM)</p> <p>Note that the actual contractual relationship with the supplier may be established through Supplier Chain Development and Management processes. (Note 1)</p>
1.2.1.7.6 Monitor Message & Campaign	US_MK_001 – Campaign	<p>Brief Description</p>

eTOM process element	Software Vendor Mapping	
1.2.1.7 Product Marketing Communications & Promotions	Alignment	Mapping Comment
Effectiveness	Management	<p>Establish metrics and monitoring and reporting processes to gauge the effectiveness of market messages and product promotional campaigns (US_MK_001, Step 7A)</p> <p>Extended Description</p> <p>The Monitor Message and Campaign Effectiveness processes establish metrics and monitoring and reporting processes to gauge the effectiveness of market messages and product promotional campaigns. (US_MK_001, Step 7A) Based on analysis these processes feedback suggested changes to re-enforce the message or to adapt the message to become more effective.</p>

1.2.4.2 Supply Chain Capability Delivery

eTOM process element	Software Vendor Mapping	
1.2.4.2 Supply Chain Capability Delivery	Alignment	Mapping Comment
<p>1.2.4.2.2 Determine Potential Suppliers/Partners</p>	<p>US_PR_001 – E2E Wholesale Operation</p>	<p>Brief Description</p> <p>Determine the appropriate short list of suppliers to meet the specific enterprise requirements (US_PR_001, Steps 1-4AM)</p> <p>Extended Description</p> <p>The Determine Potential Suppliers/Partners processes determine the appropriate short list of suppliers to meet the specific enterprise requirements (US_PR_001, Steps 1-4AM) (for example, expected technical capability, anticipated delivery timeframes, anticipated costs, etc..) (Note 3) . The processes provide detailed analysis of potential partners/suppliers (US_PR_001, Step 4AM) leveraging information available from the Gather & Analyze Supply Chain Information processes, as well as other specific inputs available from within the enterprise, or from external supplier research organizations at the specific time the need arises. (Note 4)</p> <p>The processes include any cross-enterprise coordination and management functions to ensure that the selected short list meets the needs of all stakeholders</p>
<p>1.2.4.2.6 Gain Approval For Commercial Arrangements</p>	<p>US_PR_001 – E2E Wholesale Operation</p>	<p>Brief Description</p> <p>Gain enterprise commitment to the negotiated commercial arrangements, and provide authorization to sign commercial agreements (US_PR_001, Steps 5-10AM)</p> <p>Extended Description</p> <p>The Gain Approval for Commercial Arrangements processes gain enterprise commitment to the negotiated commercial arrangements, and provide authorization to sign commercial agreements. (US_PR_001, Steps 5-10AM) These processes include all aspects of identification of stakeholders (US_PR_001, Steps 4-5AM) and regular reporting to gain stakeholder approval. (Note 5) this sentence is ambiguous and therefore cannot understand what it means.</p>

Works Cited Stage 1c – SM&O, RM&O, S/P RM

Note 1. (n.d.). *This sentence describes another process and therefore is not included in the assessment of this process.*

Note 2. (n.d.). *Done at various points of completion in each User Story.*

Note 3. (n.d.). *Commentary that is not part of the task(s) being performed by the process.*

Note 4. (n.d.). *This implies a flow to/from another process and is not part of the tasks performed. Therefore it is excluded from the assessment of this process.*

Note 5. (n.d.). *Question this part of the process because...*

US_MD_001, Step 10A. (n.d.).

US_MD_001, Step 16A, Alternate Flow Step 2A(for errors). (n.d.).

US_MD_001, Step 4A. (n.d.).

US_MD_001, Steps 2A,3A,6A,8A,9A. (n.d.).

US_MD_002, Steps 1-7A. (n.d.).

US_MD_002, Steps 8-13A. (n.d.).

US_ST_001, Step 8AM. (n.d.).

US_ST_001, Step 9A. (n.d.).

US_ST_001, Steps 6-7A, 8AM, 9-11A. (n.d.).

US_ST_001, Steps 9-11AM. (n.d.).

US_ST_003, Steps 14A, 16AM. (n.d.).

Works Cited Stage 1c - CRM

All referenced User Story steps. (n.d.).

Note 1. (n.d.). *This sentence describes another process and therefore is not included in the assessment of this process.*

Note 2. (n.d.). *Done at various points of completion in each User Story.*

Note 3. (n.d.). *Commentary that is not part of the task(s) being performed by the process.*

Note 4. (n.d.). *This implies a flow to/from another process and is not part of the tasks performed. Therefore it is excluded from the assessment of this process.*

Note 5. (n.d.). *Question this part of the process because...*

Note 6. (n.d.). *Assumed that external sources are used. Therefore this task does not apply and was not included in the assessment.*

Note 7. (n.d.). *All reference user stories support this text.*

Note 8. (n.d.). *This appears to be one or more termination point(s) of a process flow.*

US_BF_003, Use Case description AM. (n.d.).

US_BL_004, Business Scenario Description AM. (n.d.).

US_CC_001, Steps 3AM, 4A, 5AM. (n.d.).

US_CO_001, Steps 4-5AM. (n.d.).

US_CS_012, Steps 1-4AM, 7-13A. (n.d.).

US_CS_023, Steps 1-7AM. (n.d.).

US_CS_027, Step 3A. (n.d.).

US_CS_027, Step 3AM. (n.d.).

US_CS_027, Steps 1-4A. (n.d.).

US_CS_027, Steps 1-4AM. (n.d.).

US_CS_028, Steps 1-3A. (n.d.).

US_PL_001 - Product Eligibility UC, Steps 1-4AM. (n.d.).

US_PL_001, Business Scenario Description. (n.d.).

US_PL_001, Business Scenario Description AM, Steps 5-6AM. (n.d.).

US_PL_001, Step 15AM. (n.d.).

US_PL_003, Steps 1-12AM. (n.d.).

US_RE_001, Step 3AM. (n.d.).

US_RE_001, US_RE_002, entire User Stories. (n.d.).

US_RE_002, Step 6A. (n.d.).

US_SE_005, Steps 15-27AM. (n.d.).

US_SE_005, Steps 2-3AM. (n.d.).

US_SE_005, Steps 5-6AM, 9-14AM. (n.d.).

US_SE_005, Steps 5-8AM, 15-27AM. (n.d.).

US_TT_002, Description and Step 2AM. (n.d.).

Works Cited Stage 1c - Fulfillment

Note 1. (n.d.). *This sentence describes another process and therefore is not included in the assessment of this process.*

Note 3. (n.d.). *Commentary that is not part of the task(s) being performed by the process.*

Note 4. (n.d.). *This implies a flow to/from another process and is not part of the tasks performed. Therefore it is excluded from the assessment of this process.*

Note 5. (n.d.). *Question this part of the process because...*

Note 9. (n.d.). *This text is unclear or needs alignment with other process areas beyond this assessment, and updates/improvements are being progressed through the TM Forum Business Process Framework activities. In the meantime, text is being treated here as commentary.*

US_CS_001, Step 25A. (n.d.).

US_CS_001, Step 23A. (n.d.).

US_CS_001, Step 24A. (n.d.).

US_CS_001, Step 26A. (n.d.).

US_CS_001, Step 27A. (n.d.).

US_CS_001, Step 33A. (n.d.).

US_CS_001, Step 34A. (n.d.).

US_CS_001, Steps 15A, 18A, 22A. (n.d.).

US_CS_001, Steps 21-23A. (n.d.).

US_CS_002, Steps 15A, 17A, 22A. (n.d.).

US_CS_003, Step 20A. (n.d.).

US_CS_003, Step 21A. (n.d.).

US_CS_006, Step 12A. (n.d.).

US_CS_006, Step 14A. (n.d.).

US_CS_007, Steps 14-15A. (n.d.).

US_CS_008, Steps 21-22A. (n.d.).

US_IM_004, Step 12AM. (n.d.).

US_IM_004, Step 5AM. (n.d.).

US_IM_004, Steps 1-2AM. (n.d.). *SIM Order Creation/Generation Use Case* .

US_IM_004, Steps 1-5AM. (n.d.). *SIM Creation Order Cancellation* .

US_IM_004, Steps 7-11AM. (n.d.).

US_IM_004, Steps 7-12A. (n.d.).

US_IM_004, Steps 8-11A. (n.d.). *Creation/Generation Use Case* .

US_IM_004, Trigger. (n.d.). *Creation/Generation Use Case* .

US_IM_004b, Steps 1-5AM. (n.d.).

US_IM_006, Step 18A. (n.d.).

US_IM_007, Use Case Description AM. (n.d.).

US_IM_008, Steps 4-10AM. (n.d.).

US_OH_001, Step 6A. (n.d.).

Works Cited Stage 1c – SIP

Note 1. (n.d.). *This sentence describes another process and therefore is not included in the assessment of this process.*

Note 2. (n.d.). *Done at various points of completion in each User Story.*

Note 3. (n.d.). *Commentary that is not part of the task(s) being performed by the process.*

Note 4. (n.d.). *This implies a flow to/from another process and is not part of the tasks performed. Therefore it is excluded from the assessment of this process.*

Note 5. (n.d.). *Question this part of the process because...*

US_MK_001, Step 2-3AM. (n.d.).

US_MK_001, Step 3AM. (n.d.).

US_MK_001, Step 7A. (n.d.).

US_MK_001, Steps 1-2AM. (n.d.).

US_MK_001, Steps 3AM, 5AM. (n.d.).

US_PL_001 - Product Creation - Preconditions 1,3. (n.d.).

US_PL_001 - Product Creation UC, Step 15AM. (n.d.).

US_PL_001 - Product Creation UC, Step 15AM. (n.d.).

US_PL_001 - Product Creation UC, Step 7AM, 13-14AM. (n.d.).

US_PL_001 - Product Creation UC, Steps 7AM, 11AM, 15AM. (n.d.).

US_PL_001 - Product Creation, Steps 1AM, 7AM, 9AM, 12AM. (n.d.).

US_PL_001 - Product Creation, Steps 5-6AM, 9-10AM. (n.d.).

US_PL_001, entire US. (n.d.).

US_PL_001, Step 9AM. (n.d.).

US_PR_001, Step 3AM. (n.d.).

US_PR_001, Step 4AM. (n.d.).

US_PR_001, Steps 1-3AM, 4M, 5-6AM, 9-10AM. (n.d.).

US_PR_001, Steps 1-4AM. (n.d.).

US_PR_001, Steps 4-5AM. (n.d.).

US_PR_001, Steps 5-10AM. (n.d.).

US_PR_001, Steps 7-8AM. (n.d.).

Process Compliance

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
Within Level 1: 1.2.1 Marketing & Offer Management	Market-Sales/Product	1	See detailed comments against Level 3 processes later
Within Level 2: 1.2.1.5 Product & Offer Development & Retirement	Product	2	
1.2.1.5.5 Develop Detailed Product Specifications	Product	4	<p>The following parts of the process are not supported:</p> <p>Detailed Product Specifications processes develop and document the detailed product-related technical, performance</p> <p>Develop and document the detailed product-related technical and customer manuals..</p> <p>The following provides a summary of support for this process:</p> <p><i>The development of detailed product specifications is facilitated by the solution's interaction with a "human" operator.</i></p>
1.2.1.5.7 Launch New Products	Product	4	<p>Only level 4 conformance, although this entire process is supported other L3s are not.</p> <p>The following provides a summary of support for this process:</p> <p><i>Launching new products is facilitated by the solution's interaction with a "human" operator.</i></p>
1.2.1.5.4 –Develop Product Commercialization Strategy	Product	4	<p>The following parts of the process are not supported:</p> <p>identification of sales support and sales channels</p> <p>Additionally these processes manage the enterprise cross-product pricing approval processes</p> <p>The following provides a summary of support for this process:</p> <p><i>Developing product commercialization strategies is facilitated by the solution's interaction with a "human" operator.</i></p>

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
Within Level 2: 1.2.1.6 Sales Development	Market/Sales	2	
1.2.1.6.3 Develop New Sales Channels & Processes	Market/Sales	4	<p>The following parts of the process are not supported:</p> <p>Develop and implement new or adapted sales processes and/or channels to support new or enhanced products.</p> <p><i>Development of sales channels are facilitated by the solution's interaction with a "human" operator.</i></p> <p>The development and implementation may require management of the coordination and integration of existing and new sales processes and channels to ensure effective operations. These processes include the definition of commercialization manpower profile, training program development and sales methods and procedures, compensation plans, identification of product potential customers to each channel and sale method</p> <p>The following provides a summary of support for this process:</p> <p><i>Initial negotiations with the new sales channel, finalization of an agreement, notification of status, and compensation are facilitated by the solution's interaction with a "human" operator.</i></p>
Within Level 2: 1.2.1.7 Product Marketing Communications & Promotions	Market/Sales	2	
1.2.1.7.1 Define Product Marketing Promotion Strategy	Market/Sales	4	<p>The following provides a summary of support for this process:</p> <p><i>The definition of the campaign's strategy (targeted market segments and products) and all associated arguments and information are facilitated by the solution's interaction with a "human" operator.</i></p>
1.2.1.7.3 Select Message & Campaign Channel(s)	Market/Sales	4	<p>The following parts of the process are not supported:</p> <p>Any particular promotion or campaign may require the coordination of multiple stakeholders to produce and agree a specific message.</p> <p>The following provides a summary of support for this process:</p> <p><i>The selection of messages and campaign channels are facilitated by the solution's interaction with a "human" operator.</i></p>

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
1.2.1.7.5 Manage Message & Campaign Delivery	Market/Sales	5	The following provides a summary of support for this process: <i>The delivery of messages and the campaign are facilitated by the solution's interaction with a "human" operator.</i>
1.2.1.7.2 Develop Product & Campaign Message	Market/Sales	5	The following provides a summary of support for this process: <i>The development of product and campaign messages associated the campaign are facilitated by the solution's interaction with a "human" operator.</i>
1.2.1.7.4 Develop Promotional Collateral	Market/Sales	5	The following provides a summary of support for this process: <i>The development of collateral (assumed to be "documentation" referenced in the User Story) associated the campaign is facilitated by the solution's interaction with a "human" operator.</i>
1.2.1.7.6 Monitor Message & Campaign Effectiveness	Market/Sales	4	The following parts of the process are not supported: Based on analysis these processes feedback suggested changes to re-enforce the message or to adapt the message to become more effective. The following provides a summary of support for this process: <i>Metrics, monitoring, and reporting are facilitated by the solution's interaction with a "human" operator.</i>
Within Level 2: 1.2.4.2 Supply Chain Capability Delivery	Supplier/Partner	2	
1.2.4.2.2 Determine Potential Suppliers/Partners	Supplier/Partner	4	The following part of the process is not supported: The processes include any cross-enterprise coordination and management functions to ensure that the selected short list meets the needs of all stakeholders The following provides a summary of support for this process: <i>The establishment of qualification criteria, logging prospective partner information, and finalizing the short list are facilitated by the solution's interaction with a "human" operator.</i>
1.2.4.2.6 Gain Approval For Commercial Arrangements	Supplier/Partner	4	Only level 4 conformance, although this entire process is supported other L3s are not.

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
			The following provides a summary of support for this process: <i>Finalizing terms (negotiating), approval, and establishment of financial details are facilitated by the solution's interaction with a "human" operator.</i>
Within Level 1: 1.1.4 Supplier/Partner Relationship Management	Supplier/Partner	1	See detailed comments against Level 3 processes later
Within Level 2 1.1.4.2 S/P Requisition Management	Supplier/Partner	2	See detailed comments against Level 3 processes later
1.1.4.2.5 Initiate S/P Requisition Order	Supplier/Partner	4	The following part of the process is not supported: for modifications to previously issued S/P requisition orders <i>Preparation and cancellation of the requisition are facilitated by the solution's interaction with a "human" operator.</i>
1.1.4.2.4 Receive & Accept S/P Requisition	Supplier/Partner	4	Entire process supported, but only level 4 conformance achieved because not all L3 processes were included in the assessment. <i>Receipt, provisioning and acceptance, updating inventory, and reporting and documenting acceptance are facilitated by the solution's interaction with a "human" operator.</i>
Within Level 2: 1.1.4.5 S/P Settlements & Payments Management	Supplier/Partner	3	<i>All level three processes are facilitated by the solution's interaction with a "human" operator.</i>
1.1.4.5.1 Manage Account	Supplier/Partner	5	
1.1.4.5.2 Receive & Assess Invoice	Supplier/Partner	5	
1.1.4.5.3 Negotiate & Approve Invoice	Supplier/Partner	5	
1.1.4.5.4 Issue Settlement	Supplier/Partner	5	

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
Notification & Payment			
Within Level 1: 1.1.2 Service Management & Operations	Service	1	See detailed comments against Level 3 processes later
Within Level 2: 1.1.2.2 Service Configuration & Activation	Service	2	See detailed comments against Level 3 processes later
1.1.2.1.4 Implement, Configure & Activate Service	Service	4	The following parts are not supported:· Assessing and planning the approach to be undertaken for implementation, configuration and activation; · Re-using standard implementation, configuration and activation processes applicable to specific services; · Implementing, configuring and reconfiguring specific services,
1.1.2.1.5 Test Service End-to-End	Service	4	The following parts of the process are not supported:· This purpose is performed through testing the service end-to-end as far as possible. These processes test specific services 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. If these tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers.
1.1.2.1.6 Issue Service Orders	Service	4	The following parts of the process, are not supported:· These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or supplier/partner initiated request, to determine the associated service orders that need to be issued. The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
			<p>order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders</p> <p>Creating a record of the relevant initiating request or customer order information and the associated service orders,</p> <p>and a specific feasibility assessment and/or service design has been previously created,</p> <p>, creating a record of the relevant initiating request or customer order information and the associated service orders.</p> <p>Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling,</p>
1.1.2.1.7 Report Service Provisioning	Service	4	<p>The following parts of the process are not supported:·</p> <p>These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process.</p>
1.1.2.1.9 Close Service Order	Service	4	<p>The following parts of the process are not supported:·</p> <p>These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process.</p>
1.1.2.1.10 Recover Service	Service	4	<p>The following parts of the process are not supported:·</p> <p>Where recovery of services is likely to impact other in-use 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.</p> <p>When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.</p>
<p>Within Level 2:</p> <p>1.1.2.5 Service Guiding & Mediation</p>	Service	3	

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
1.1.2.5.1 Mediate Service Usage Records	Service	5	Note: Most raw usage information contains both resource and service usage in a single record. So, in turn, most mediation solutions deal with both.
1.1.2.5.3 –Report Service Usage Records	Service	5	
1.1.2.5.4 Guide Resource Usage Records	Service	5	
Within Level 1: 1.1.3 Resource Management & Operations	Resource	1	See detailed comments against Level 3 processes later
Within Level 2 1.1.3.1 Resource Management & Operations Support and Readiness	Resource	2	See detailed comments against Level 3 processes later
1.1.3.1.1 Enable Resource Provisioning	Resource	4	The following parts of the process are not supported: and monitoring, managing and reporting on the capability of the Resource Provisioning processes. · 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; · Detecting resource infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Resource Development & Management processes;

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
			<ul style="list-style-type: none"> · Scheduling, managing, tracking and monitoring of the roll-out, in accordance with approved plans, of the approved new and/or modified resource infrastructure; , and reporting on, and version management; · Reporting on deployed resource infrastructure capacity; · 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 <p><i>The determination of obsolete resource inventory is facilitated by the solution's interaction with a "human" operator.</i></p>
Within Level 2: 1.1.3.2 Resource Provisioning	Resource	2	
1.1.3.2.2 Configure & Activate Resource	Resource	4	<p>The following parts of the process are not supported:</p> <ul style="list-style-type: none"> · Assessing and planning the approach to be undertaken for configuration and activation; · Re-use standard configuration and activation processes applicable to specific resources; · Providing notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications; and
1.1.3.2.6 Report Resource Provisioning	Resource	4	<p>The following parts of the process are not supported:</p> <p>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.</p>
Within Level 2: 1.1.3.5 Resource Data Collection & Distribution	Resource		
1.1.3.5.1 Collect Management Information & Data	Resource	4	Only level 4 conformance, although this entire process is supported other L3s are not.
1.1.3.5.4 Audit Management Information	Resource	4	Assumption is that where User Story descriptions require solution to ensure monitoring, mapping, update, etc,

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
& Data			then this Story implies identifying any anomalies
Within Level 2: 1.1.3.6 Resource Mediation & Reporting	Resource	3	
1.1.3.6.1 Mediate Resource Usage Records	Resource	5	
1.1.3.6.2 Report Resource Usage Records	Resource	5	
Within Level 1: 1.1.1 Customer Relationship Management	Customer	1	See detailed comments against Level 3 processes later
Within Level 2: 1.1.1.1 CRM Support & Readiness	Customer	2	See detailed comments against Level 3 processes later
1.1.1.1.1 Support Customer Interface Management	Customer	4	The following unlighted parts of the process are not supported: ensure that there is capability (for example, information, materials, systems and resource) These processes are responsible for implementing generic and specific changes to customer interfaces. This support could be in updating agent scripts, IVR announcements, Web pages, etc.
1.1.1.1.13 Support Bill Invoice Management	Customer	4	The following parts of the process are not supported: such as address formats and post/zip codes structures, systems needed to create bills,
1.1.1.1.14 Support Bill Payments & Receivables Management	Customer	4	Only level 4 conformance, although this entire process is supported other L3s are not.
Within Level 2 1.1.1.3 Marketing Fulfillment Response	Customer	2	
1.1.1.3.2 Track Leads	Customer	4	Only level 4 conformance, although this entire process is supported other L3s are not.
Within Level 2:	Customer	2	

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
1.1.1.9 Retention & Loyalty			
1.1.1.9.1 Establish & Terminate Customer Relationship	Customer	4	<p>The following parts of the process are not supported:</p> <p>Brief Description: and manage termination as appropriate</p> <p>Extended Description: The customer relationship is terminated only if actually appropriate, records are kept in case the relationship with the customer is re-established, Significant customer life-stage events or business decisions by the Service Provider cause one or both parties to terminate the relationship. This process is also used to 'clean-up' duplicates of customer identifying information that may exist within the organization Profile and preference information for terminated customer relationships is archived if acceptable to the customer.</p>
1.1.1.9.2 Build Customer Insight	Customer	4	Only level 4 conformance, although this entire process is supported other L3s are not