

Framework 10

Information Framework R9.0

Product Conformance Certification Report

**ConceptWave Order Care[®],
ConceptWave Rapid CRM
Release 6**

November 2011

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1 Introduction

1.1 Executive Summary

This document provides details of ConceptWave’s self-assessment and TM Forum’s certification of ConceptWave’s Order Care® & Rapid CRM, Release 6 product against TM Forum’s Information Framework Release 9.0 Domains/Aggregate Business Entities.

1.2 ConceptWave Order Care® & Rapid CRM, Release 6 Functionality/Capability

The strength of ConceptWave’s solutions begins with innovative lifecycle approach enabling rapid engagement to revenue. Our product solutions span the complete lifecycle seamlessly unifying customer, product, and order management, across any CSP product, network, market and channel.

ConceptWave’s Customer Lifecycle Management solutions enable complete customer care, customer experience management, and CSR delivery.

ConceptWave’s Product Lifecycle Management solutions enable the rapid deployment of CSP product offers and converged bundles – from definition through to product retirement.

ConceptWave’s Order Lifecycle Management solutions enable complete end-to-end order and services’ orchestration and fulfillment.



Products

ConceptWave Rapid CRM™ portfolio spans Customer Lifecycle Management (CLM) - designed to enhance the CSP subscriber experience, quickly monetizing product lines within record SLAs. Rapid CRM Portfolio fulfills a ‘white-space’ that is poorly served by incumbent CRM and billing suppliers with capabilities to manage customer information, customer service registry, and customer self- or agent-based fulfillment.

ConceptWave Order Care® portfolio spans Product Lifecycle Management (PLM) - With shorter product lifetimes, shrinking ARPU, competition from new non-traditional entrants, and multiple sales channels to market, traditional B/OSS systems are insufficient. From inception to retirement, our proven end-to-end Catalog solution enables the creation of products and offers customers they demand, with pre-configured templates and rules to get you quickly started, then easily customized by you to target specific needs – launching in record time.



ConceptWave Order Care® portfolio also spans Order Lifecycle Management (OLM) – Provides an integrated approach to order and service fulfillment by abstracting and consolidating the large numbers of customer orders and workflow processes that are part of the CSP B/OSS delivery environment, enabling complete handling of order – from entry to delivery.



The product Portfolios are able to leverage a common Service Delivery Environment (SDE), which provides a proven and robust Runtime, Configuration Environment, Integration Adapters, and Management Utilities. Utilizing a common SDE, reduces Time-to-Revenue, reduces errors, increases productivity, and provides the best Return-on-Investment.

1.3 Mapping Technique Employed

Based on the certification scope the list of ABEs (Aggregate Business Entities) is defined. The entities, association classes and dependent entities for each ABE in scope are allocated for the assessment.

SID model files and addendum specifications are analyzed for the entities' and association classes' definitions to determine their roles. Attributes explicit to the entities and association classes as well as inherited attributes are listed.

This information is used to map each entity's or association class' attribute to the appropriate product's attribute to show how the model is supported. For each (when needed) mapping item - attribute type, possible values and comments are provided.

2 Assessment Scope

2.1 Information Framework Scope and Mapping

Figure 2.1 illustrates the Information Framework Level 1 ABEs (blue border) that were presented in scope for the Assessment, and the textual callouts represent the domain areas of the ConceptWave Order Care® & Rapid CRM that were assessed and support the corresponding SID ABEs.

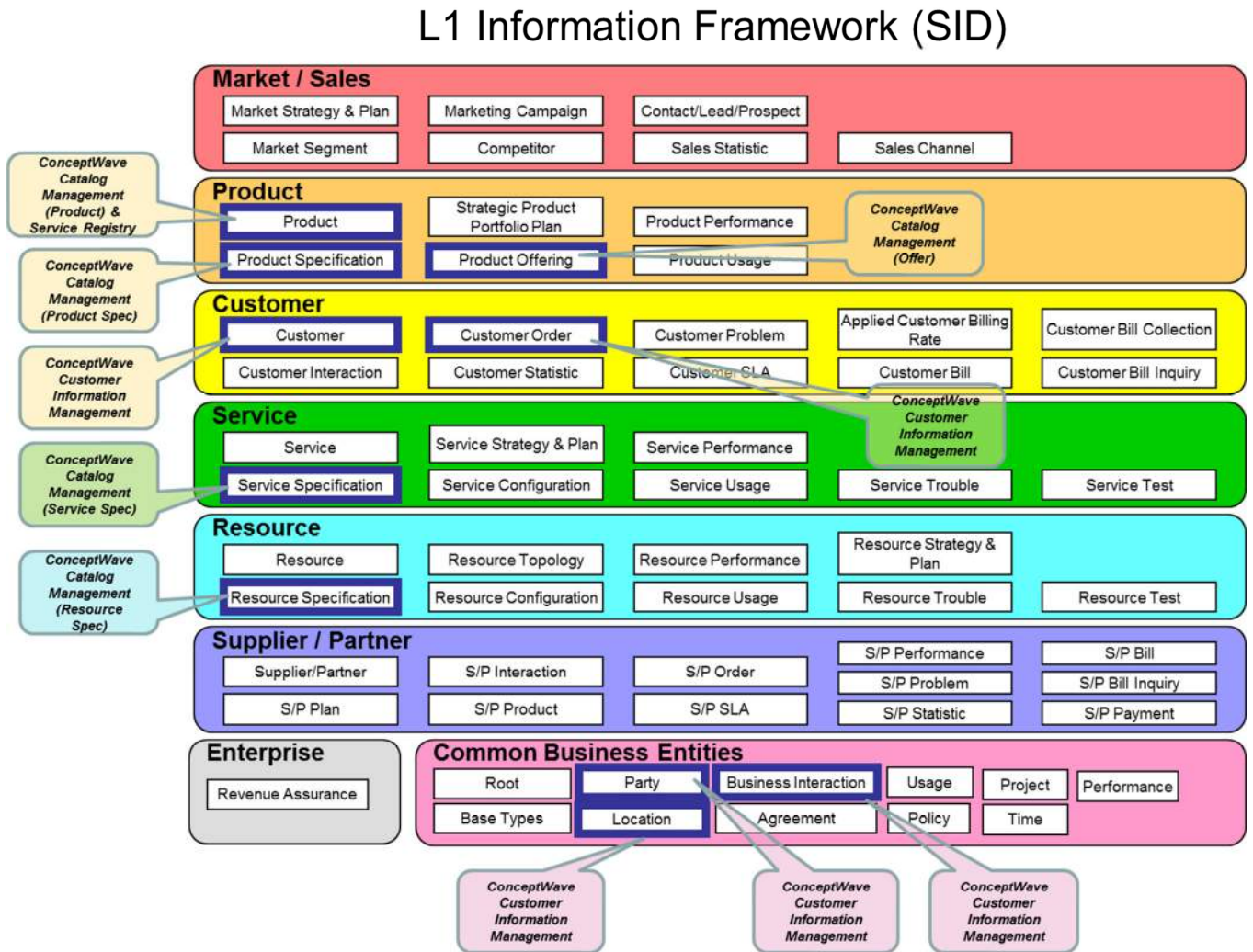


Figure 2.1 Information Framework – ConceptWave Order Care® & Rapid CRM Assessment Scope

2.2 Product Scope

Figure 2.2 illustrates the ConceptWave Order Care® & Rapid CRM, Release 6 with the domains that were presented in scope bordered in blue. The textual callouts represent the TM Forum Aggregate Business Entities (ABEs) that were assessed and are supported by the corresponding ConceptWave domains.

ConceptWave Order Care® & Rapid CRM Product, Release 6

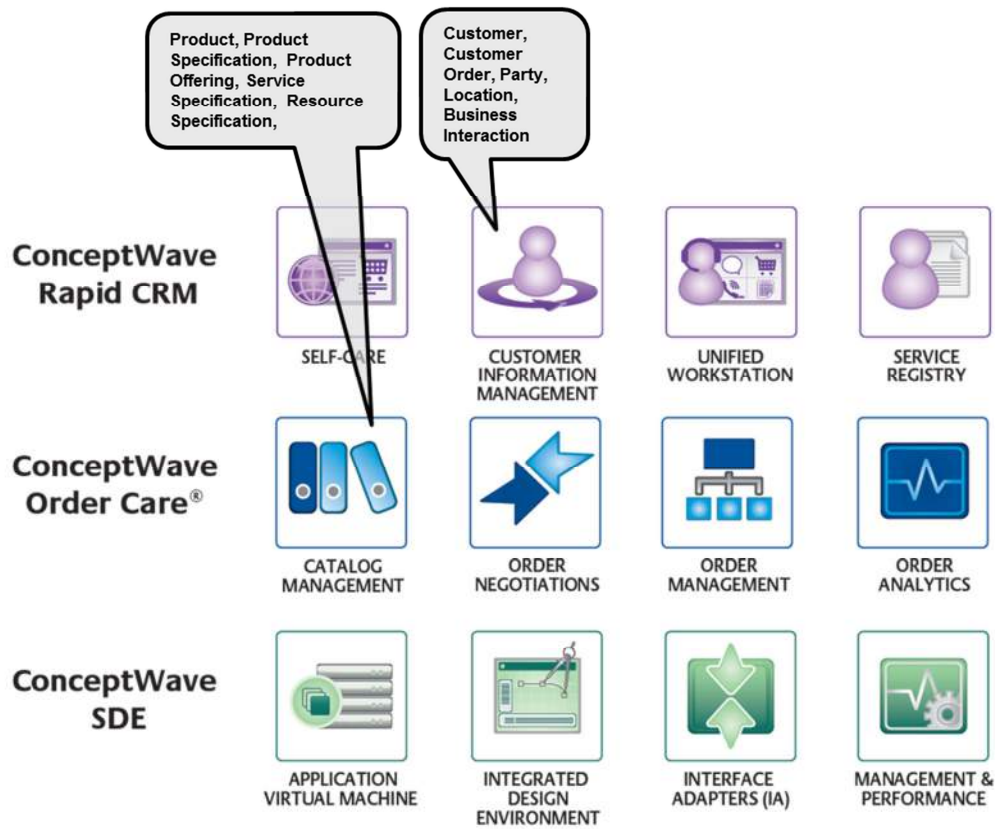


Figure 2.2 ConceptWave Order Care® & Rapid CRM, Release 6 – Product Scope



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

Product & Solution: Information Framework (SID) Conformance Score Descriptions	
Conformance Score	Qualifier
Conformance Score 1	The content of the model is compatible with a subset of the Information Framework (SID) ABEs that define its domain coverage. This provides two interacting components/solutions with a common vocabulary and model structure. The subset represents the scope of the model, expressed in Information Framework (SID) domains and ABEs.
Conformance Score 2	The model has achieved Conformance Score of 1 and the content of the ABE, part of the domain coverage and defined in the model, contains the ABE's core business entity or entities.
Conformance Score 3	The model has achieved Conformance Score of 2 and the required attributes of the ABE's core entity or entities are defined in the model.
Conformance Score 4	The model has achieved Conformance Score of 3 and dependent entities within the ABE's are defined in the model.
Conformance Score 5	The model has achieved Conformance Score of 4 and the required attributes of the ABE's dependent entities are defined in the model.
Conformance Score 6	The model has achieved Conformance Score of 5 and all attributes of the ABE's core entities are defined in the model.
Conformance Score 7	The model has achieved Conformance Score of 6 and all attributes of the ABE's dependent entities are defined in the model.

Figure 3.2 TM Forum Information Framework – Conformance Scoring Rules

Notes:

A **core business entity** is an entity upon which other entities within the ABE are dependent. For example, Service in the Service ABE. A model should strive to attain as high a level of Information Framework (SID) conformance as possible. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.

A **dependent entity** is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.



Information Framework – Detailed Conformance Result

3.1.1 Common Business Entity – Conformance Result

Table 3.1 Common Business Entity ABEs – Conformance Scores

Information Framework (SID) Conformance				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
Common Business Entities	Party / Party		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Common Business Entities	Party / Roles		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Common Business Entities	Party / Contact		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Common Business Entities	Party/ Contact		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Common Business Entities	Party / Identification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Common Business Entities	Location / Geographic Place / Geographic Address		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.



3.1.2 Customer Entity – Conformance Result

Table 3.2 Customer ABEs – Conformance Scores

Information Framework (SID) Conformance				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
Customer	Customer		3	<p>Core entity, required attributes.</p> <p>TM Forum Note: Missing mapping to the CustomerAccountRelationship entity and its attributes prevented a possible conformance score of L4-L7.</p> <p>ConceptWave comment: The missing CustomerAccountRelationship class will be fully defined in the next GA release from ConceptWave, which would set the conformance level to 7</p>
Customer	Customer Order		7	<p>Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities.</p> <p>TM Forum Note: See Business Interaction ABE score.</p>
Common Business Entities	Business Interaction		3	<p>Core entity, required attributes.</p> <p>ConceptWave comment: Conformance level higher than 3 could not have been achieved because of the missing ResourceInterctionRole class. ConceptWave does not support this class because Resources are not typically involved in a Customer Order in the way in which this role is defined.</p>



3.1.3 Product Domain – Conformance Result

Table 3.3 Product ABEs – Conformance Scores

Information Framework (SID) Conformance				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
Product	Product/ Product		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Product	Product Specification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Product	Product Offering		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Product	Product Offering / Product Catalog		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Product	Product Offering / Product Offering Price		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Product	Product/ Product Price		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.



3.1.4 Service Domain – Conformance Result

Table 3.4 Service ABEs – Conformance Scores

Information Framework (SID) Conformance				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
Service	Service Specification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Customer Facing Service Spec		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Customer Facing Service Spec / Customer Facing Service Spec Role		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Customer Facing Service Spec / Service Package		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Resource Facing Service Spec		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Resource Facing Service Spec / Resource Facing Service Spec Role		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Service	Service Specification / Resource Facing Service Spec / Service Bundle		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.



3.1.5 Resource Domain – Conformance Result

Table 3.5 Resource ABEs – Conformance Scores

Information Framework (SID) Conformance				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
Resource	Resource Specification / Resource Specification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource Specification / ComponentResourceSpecification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource Specification / LogicalResourceSpecification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource Specification / LogicalResourceSpecification/ LogicalRoleSpecification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource Specification / PhysicalResourceSpecification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, and all attributes of dependent entities.
Resource	Resource Specification / PhysicalResourceSpecification/ PhysicalRoleSpecification		7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity,



Information Framework (SID) Conformance				
Information Framework (SID) Domain	Information Framework (SID) ABE	Organization Domain	Conformance Score	Comment
				and all attributes of dependent entities.