Huawei Managed Services Unified Platform (MSUP)

Representation of Solution Functionality/Capability

Utilizing eTOM, ITIL and TL 9000 Huawei Managed Service has integrated these three global standards and developed its own compliant managed services unified platform. This Unified Platform illustrates and details the required components and processes to effectively and consistently manage a telecommunications business.
The MSUP has been developed on a best practice driven architecture:

"Our organization has been trained and developed on global certification program standards and disciplined in multi and flexible environment. Our process has been developed using our latest and newest methodology of eTOM and IT, merged to provide an off the shelf, flexible and re-usable solution into many different environments including IT. Our OSS is developed on process driven and workflow alignment which provides greater flexibility to adapt to different technology environments. Overall the MSUP provides a standardized platform for future proof technology."
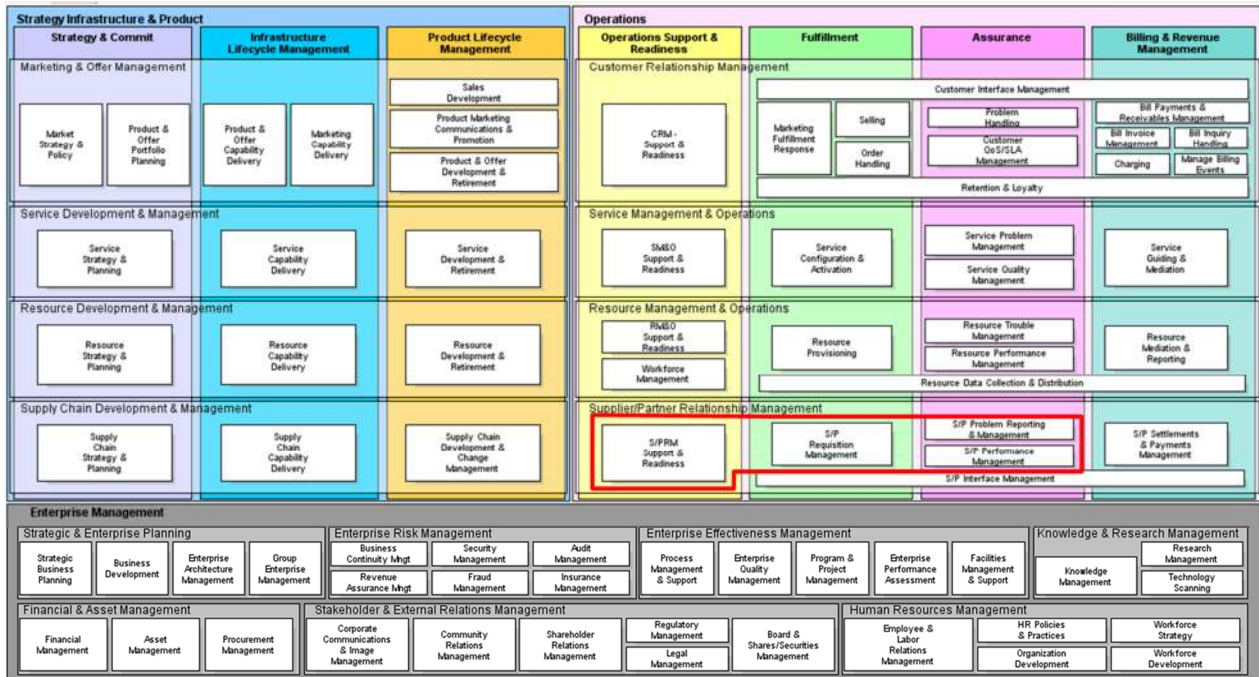
Mapping Technique Employed

Each eTOM process is supported by one or more business scenarios. In many cases there are quite a few business scenarios that support a process. In these cases, one or more selected business scenarios examples are used rather than mapping the entire set of business scenarios to the process. eTOM L3 descriptions are analyzed by looking for implied tasks (similar to Semantic Analysis). Each User Story step is analyzed to find the step or steps that support the implied tasks. Implied tasks are highlighted in green with Word citation(s) following the highlighted text to show support for an implied task. These Citations will be included in a Works Cited table, which follows the mapping tables. For the cases where process description text cannot be mapped to a step or steps, the sentences are highlighted in yellow and the reasons are explained.

eTOM Footprint

(see next page)

eTOM Level 2 view (End-to-End)

Strategy Infrastructure & Product			Operations			
Strategy & Commit	**Infrastructure Lifecycle Management**	**Product Lifecycle Management**	**Operations Support & Readiness**	**Fulfillment**	**Assurance**	**Billing & Revenue Management**

Marketing & Offer Management

Market Strategy & Policy	Product & Offer Portfolio Planning	Product & Offer Capability Delivery	Marketing Capability Delivery	Sales Development / Product Marketing Communications & Promotion / Product & Offer Development & Retirement

Customer Relationship Management

Customer Interface Management

CRM - Support & Readiness	Marketing Fulfillment Response	Selling / Order Handling	Problem Handling / Customer QoS/SLA Management	Bill Payments & Receivables Management / Bill Invoice Management / Bill Inquiry Handling / Charging / Manage Billing Events

Retention & Loyalty

Service Development & Management

Service Strategy & Planning	Service Capability Delivery	Service Development & Retirement

Service Management & Operations

SM&O Support & Readiness	Service Configuration & Activation	Service Problem Management / Service Quality Management	Service Guiding & Mediation

Resource Development & Management

Resource Strategy & Planning	Resource Capability Delivery	Resource Development & Retirement

Resource Management & Operations

RM&O Support & Readiness / Workforce Management	Resource Provisioning	Resource Trouble Management / Resource Performance Management	Resource Mediation & Reporting

Resource Data Collection & Distribution

Supply Chain Development & Management

Supply Chain Strategy & Planning	Supply Chain Capability Delivery	Supply Chain Development & Change Management

Supplier/Partner Relationship Management

S/PRM Support & Readiness	S/P Requisition Management	S/P Problem Reporting & Management / S/P Performance Management	S/P Settlements & Payments Management

S/P Interface Management

Enterprise Management

Strategic & Enterprise Planning

Strategic Business Planning	Business Development	Enterprise Architecture Management	Group Enterprise Management

Enterprise Risk Management

Business Continuity Mngt	Security Management	Audit Management
Revenue Assurance Mngt	Fraud Management	Insurance Management

Enterprise Effectiveness Management

Process Management & Support	Enterprise Quality Management	Program & Project Management	Enterprise Performance Assessment	Facilities Management & Support

Knowledge & Research Management

Knowledge Management	Research Management
	Technology Scanning

Financial & Asset Management

Financial Management	Asset Management	Procurement Management

Stakeholder & External Relations Management

Corporate Communications & Image Management	Community Relations Management	Shareholder Relations Management	Regulatory Management	Board & Shares/Securities Management
			Legal Management	

Human Resources Management

Employee & Labor Relations Management	HR Policies & Practices	Workforce Strategy
	Organization Development	Workforce Development

1.1.4.1 - S/PRM Support & Readiness

eTOM Process Element	Huawei Mapping	
1.1.4.1 - S/PRM Support & Readiness	**Alignment**	**Mapping Content**
1.1.4.1.1 - Support S/P Requisition Management	Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc	**Brief Description** Manage engagement with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Requisition Management processes are operating effectively. (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) **Extended Description** 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. (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) 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).

(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)

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.

(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)

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.

(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

		<mark>requisitions for specific S/P products, materials needed to confirm requisition requests, systems needed to validate supplier/partner product and service availability.</mark> (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) <mark>The responsibilities of these processes include, but are not limited to:</mark> • <mark>Arranging and managing supplier/partner access to appropriate service provider infrastructure deployment support tools (including any appropriate Inventories) and processes;</mark> (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) • <mark>Arranging and managing service provider access to appropriate supplier/partner infrastructure deployment support tools (including any appropriate Inventories) and processes;</mark> (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) • <mark>Oversight of supplier/partner roll-out, in accordance with approved plans, of the approved</mark>

		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 measures. (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) • Establishing and managing supplier/partner requisition notification facilities and lists to support the S/P Requisition Management notification and reporting processes; (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)

		• Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure deployment requests and progress;
		(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)
		• Updating supplier/partner product and/or service information, etc to support the S/PRM processes;
		(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)
		(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)
1.1.4.1.2 - Support S/P Problem Reporting & Management	Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc	**Brief Description**
		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.
		(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)
		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)
1.1.4.1.3 - Support S/P Performance Management	Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc	**Brief Description** <mark>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.</mark> (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) <mark>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).</mark> (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 Managment 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)
		• <mark>Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure performance resolution requests and progress;</mark> (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) • <mark>Updating supplier/partner product and/or service performance information, etc to support the S/PRM processes;</mark> (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) • <mark>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.</mark> (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)
1.1.4.1.5 - Support S/P Interface Management	Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc	**Brief Description** <mark>Ensure that there is capability so that the S/P Interface Management processes can operate effectively.</mark>

(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 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.

(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)

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.

(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)

These processes undertake trend analysis on supplier/partner contacts, e.g. type, frequency,

		duration, outcome. (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)
1.1.4.1.6 - Manage Supplier/Partner Inventory	Huawei_MS Network OM Process Design - 1.1.4.1 S-PRM Support and Readiness Process Description_v.0.10.doc	**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)

1.1.4.2 S/P Requisition Management

eTOM Process Element	Huawei Mapping	
1.1.4.2 - S/P Requisition Management	**Alignment**	**Mapping Content**
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	**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)

| 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* | **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)
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	**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)
		<mark>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.</mark>
		(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)
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	**Brief Description** <mark>Records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required.</mark> (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** <mark>Receive & Accept S/P Requisition records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required.</mark> (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) <mark>These processes facilitate and support coordination of internal activities with activities performed by the supplier/partner, that are</mark>

		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 a 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)
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	**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)

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*	**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)
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*	**Brief Description** Close a 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 a 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 a 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)

1.1.4.4 S/P Performance Management

eTOM Process Element	Huawei Mapping	
1.1.4.4 - S/P Performance Management	**Alignment**	**Mapping Content**
1.1.4.4.1 - Monitor & Control S/P Service Performance	Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc	**Brief Description** Collect and analyze performance of services delivered by suppliers and partners. (Section 2, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc) **Extended Description** 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. (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)
1.1.4.4.2 - Track & Manage S/P	Huawei_MS Network OM Process Design - SP	**Brief Description**

Performance Resolution	performance management_v.0.11.doc	Track progress of the performance resolution as advised by the supplier / partner.

(Section 2, Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc)

Extended Description

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 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)
1.1.4.4.3 - Report S/P Performance	Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc	**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)
1.1.4.4.4 - Close S/P Performance Degradation Report	Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc	**Brief Description** Close a 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 a 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 a 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)
1.1.4.4.5 - Initiate S/P Performance Degradation Report	Huawei_MS Network OM Process Design - SP performance management_v.0.11.doc	**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)

1.1.4.3 S/P Problem Reporting & Management

eTOM Process Element	Huawei Mapping	
1.1.4.3 - S/P Problem Reporting & Management	**Alignment**	**Mapping Content**
1.1.4.3.1 - Initiate S/P Problem Report	Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc	**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)
1.1.4.3.2 - Receive S/P Problem Report	Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc	**Brief Description** Receive notification of problems detected by the supplier/ partner, and notifies other processes of this. (Section 8, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc) **Extended Description** Receive notification of problems detected by the supplier/ partner, and notifies other processes of this. These notifications will be 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. (Activity "1.1.4.3.2.1 Receive S/P Problem Notification", "1.1.4.3.2.14 Initiate Request", Segment 1.1.4.3.2,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)
1.1.4.3.3 - Track & Manage S/P Problem Resolution	Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc	**Brief Description** Track progress of the problem resolution as advised by the supplier / partner. (Section 8, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc) ut MF/AA1**Extended Description** The objective of the Track & Manage S/P Problem Resolution processes is to ensure testing, repair and restoration activities are being assigned, coordinated and tracked efficiently, and that

<table>
<tr>
<td style="background-color:#c0c0c0"></td>
<td></td>
<td>

escalation is being invoked as required for any open S/P problem reports in jeopardy.

(Segment 1.1.4.3.3,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.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 problem reports;

(Activity "1.1.4.3.3.3 identify and resolve contention (schedule, resources, etc)", "1.1.4.3.3.4 organize / integrate diverse tasks", Segment 1.1.4.3.3,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

- Modifying information in an existing S/P problem report based on feedback of progress from the supplier/partner;

(Activity "1.1.4.3.3.1 Log S/P Problem Report", "1.1.4.3.3.2 Update S/P problem Report Status" Segment 1.1.4.3.3,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

- Modifying the S/P problem report status;

(Activity "1.1.4.3.3.2 Update S/P problem Report Status", Segment 1.1.4.3.3,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)

- Cancelling a S/P problem report when the specific problem is discovered to not be related to the supplier/partner;
</td>
</tr>
</table>

		(Activity "1.1.4.3.3.5 notify status update", "1.1.4.3.3.2 Update S/P problem Report Status", Segment 1.1.4.3.3,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)
		• ==Monitoring the jeopardy status of open S/P problem reports, and initiating escalation of S/P problem reports as necessary.==
		(Activity "1.1.4.3.3.6 determine escalation party", Segment 1.1.4.3.3,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)
		==The Track & Manage S/P Problem Resolution processes will also inform the Close S/P Problem Report processes by modifying the S/P problem report status to cleared when the S/P problem has been resolved.==
		(Activity "1.1.4.3.3.2 Update S/P problem Report Status", Segment 1.1.4.3.3,Section 7, Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc)
1.1.4.3.4 - Report S/P Problem Resolution	Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc	**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)
1.1.4.3.5 - Close S/P Problem Report	Huawei_MS Network OM Process Design - SP Problem Reporting & Management Process_v.0.13.doc	**Brief Description** Close a 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 a 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 a 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)

Works Cited
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

Process Conformance

	Assessed eTOM Conformance		
eTOM process element	**Assessed Domain**	**Conformance Level**	**Comment**
Within Level 1: **1.1.4 – Supplier/ Partner Relationship Management**	Supplier /Partner	**1**	Conformance marked here is relevant for four L2 process within the eTOM: 1.1.4.1 S/PRM Support & Readiness; 1.1.4.2 - SP Requisition Management; 1.1.4.4 S/P Performance Management; and 1.1.4.3 - S/P Problem Reporting & Management
Within Level 2: **1.1.4.1 S/PRM Support & Readiness**	Supplier /Partner	**2**	Five L3 eTOM processes have been assessed here for conformance, these are: 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; 1.1.4.1.5 Support S/P Interface Management; 1.1.4.1.6 Manage Supplier/Partner Inventory These 5 processes represent a subset covering 5 out of 6 L3 processes within S/P Support & Readiness processes in the Supplier/ Partner Relationship Management domain within the eTOM. The use cases provided in this document and other referenced documents demonstrate conformance to the eTOM standard definition for the Supplier/ Partner Relationship Management with no deviations.
1.1.4.1.1 Support S/P Requisition Management	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
1.1.4.1.2 Support S/P Problem Reporting & Management	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
1.1.4.1.3 Support S/P Performance Management	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
1.1.4.1.4 Support S/P Settlements & Payments Management	Supplier /Partner	**–**	This process is out of scope in this assessment
1.1.4.1.5 Support S/P Interface Management	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
1.1.4.1.6 Manage Supplier/Partner	Supplier /Partner	**5**	Conformant – No deviations were found in this process.

Assessed eTOM Conformance			
eTOM process element	Assessed Domain	Conformance Level	Comment
Inventory			
Within Level 2: **1.1.4.2 - SP Requisition Management**	Supplier /Partner	**3**	Seven L3 eTOM processes have been assessed here for conformance, these are: 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 7 processes represent the entire set of S/P Requisition Management processes in the Supplier/ Partner Relationship Management domain within the eTOM. The use cases provided in this document and other referenced documents demonstrate conformance to the eTOM standard definition for the Supplier/ Partner Relationship Management with no deviations.
1.1.4.2.1 Select Supplier/Partner	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
1.1.4.2.2 Determine S/P Pre-Requisition Feasibility	Supplier /Partner	**5**	Conformant – No deviations were found in this process
1.1.4.2.3 Track & Manage S/P Requisition	Supplier /Partner	**5**	Conformant – No deviations were found in this process
1.1.4.2.4 Receive & Accept S/P Requisition	Supplier /Partner	**5**	Conformant – No deviations were found in this process
1.1.4.2.5 Initiate S/P Requisition Order	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
1.1.4.2.6 Report S/P Requisition	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
1.1.4.2.7 Close S/P Requisition Order	Supplier /Partner	**5**	Conformant – No deviations were found in this process.
Within Level 2: **1.1.4.4 S/P Performance Management**	Supplier /Partner	**3**	Five L3 eTOM processes have been assessed here for conformance, these are: 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

Assessed eTOM Conformance			
eTOM process element	**Assessed Domain**	**Conformance Level**	**Comment**
			These 5 processes represent the entire set of S/P Performance Management processes in the Supplier/ Partner Relationship Management domain within the eTOM. The use cases provided in this document and other referenced documents demonstrate conformance to the eTOM standard definition for the Supplier/ Partner Relationship Management with no deviations.
1.1.4.4.1 Monitor & Control S/P Service Performance	Supplier /Partner	**5**	Conformant – No deviations were found for the conformance of this particular process.
1.1.4.4.2 Track & Manage S/P Performance Resolution	Supplier /Partner	**5**	Conformant – No deviations were found in this process
1.1.4.4.3 Report S/P Performance	Supplier /Partner	**5**	Conformant – No deviations were found for the conformance of this particular process.
1.1.4.4.4 Close S/P Performance Degradation Report	Supplier /Partner	**5**	Conformant – No deviations were found for the conformance of this particular process.
1.1.4.4.5 Initiate S/P Performance Degradation Report	Supplier /Partner	**5**	Conformant – No deviations were found in this process
Assessed eTOM Conformance			
eTOM process element	**Assessed Domain**	**Conformance Level**	**Comment**
Within Level 2: **1.1.4.3 S/P Problem Reporting & Management**	Supplier /Partner	**3**	Five L3 eTOM processes have been assessed here for conformance, these are: 1.1.4.3 S/P Problem Reporting & Management; 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 These 5 processes represent the entire set of S/P Problem Reporting & Management processes in the Supplier/ Partner Relationship Management domain within the eTOM. The use cases provided in this document and other referenced documents

Assessed eTOM Conformance			
eTOM process element	Assessed Domain	Conformance Level	Comment
			demonstrate conformance to the eTOM standard definition for the Supplier/ Partner Relationship Management with no deviations.
1.1.4.3.1 Initiate S/P Problem Report	Supplier /Partner	**5**	There were no deviations found in the evidence provided for this process, some clarification was requested concerning the last portion of the eTOM description in which the linking of the identifier to the original resource or service trouble was not quite clear, but this point was addressed by including reference to Activity "1.1.4.3.1.8 Create S/P problem report".
1.1.4.3.2 Receive S/P Problem Report	Supplier /Partner	**5**	Conformant – No gaps or deviations were found for this particular process.
1.1.4.3.3 Track & Manage S/P Problem Resolution	Supplier /Partner	**5**	No deviations found. There was a request for clarification regarding the support for cancellation of a S/P report, but this was subsequently clarified through additional evidence provided with activity "1.1.4.3.3.2 Update S/P problem Report Status".
1.1.4.3.4 Report S/P Problem Resolution	Supplier /Partner	**5**	Conformant – No deviations were found in this process
1.1.4.3.5 Close S/P Problem Report	Supplier /Partner	**5**	Conformant – No gaps or deviations were found for this particular process.