

eTOM Certification

Representation of Solution Functionality/Capability

ZSmart is ZTEsoft's next-generation BSS/OSS product which covers telecom operator's whole operation process. ZSmart offers a set of functional components and product packages which can be assembled and configured flexibly on a unified SOA infrastructure to support agile operation and address various market and customer demands perfectly.

This document is to map ZSmart product to TMF Business Process Framework (eTOM) for conformance certification.. In this document, we provide several business scenarios. Each business scenario describes a real business application, the involved actors and interaction between actors and the system. Besides the business description, swim lane diagram and activities (steps) are used to specify the business scenario..Each activity includes one or more functions which can resolve the business problems during procedure. We use these activities (steps) to complete the mapping with eTOM processes.,.

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 Words 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.

Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps or a combination of both, In this document, "A", "M" or "AM" are used for each step included in the Citation to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

Process Mapping

1.1.1.2 Customer Interface Management

eTOM process element	Software Vendor Mapping	
1.1.1.2 Customer Interface Management	Alignment	Mapping Comment
<p>1.1.1.2.1 Manage Contact</p>	<p>Business Scenario- Customer Interface Management</p>	<p>Brief Description</p> <p>Manage all contacts/requests between potential or existing customers and the enterprise (WF_CIM_003 A, WF_CIM_004 A, WF_CIM_005 A, WF_CIM_006 AM,WF_CIM_009 A,)</p> <p>Extended Description</p> <p>The purpose of this process is to manage all contacts between potential or existing customers and the enterprise. It deals with the identification of the contact, its development, enhancement and update. (WF_CIM_003 A, WF_CIM_004 A, WF_CIM_005 A, WF_CIM_006 AM, WF_CIM_009 A There 's a mistake in Business Scenario document. The description of WF_CIM_005 and WF_CIM_006 are reverse. It has been corrected..)</p>
<p>1.1.1.2.2 Manage Request (Including Self Service)</p>	<p>Business Scenario- Customer Interface Management</p>	<p>Brief Description</p> <p>Manage all requests (inbound and outbound) made by potential and existing customers.(WF_CIM_003 A, WF_CIM_007 A, WF_CIM_009 A, WF_CIM_012 A, WF_CIM_013 AM)</p> <p>Extended Description</p> <p>The purpose of this process is to manage all requests (inbound and outbound) made by potential and existing customers. (WF_CIM_002 A, WF_CIM_003 A, WF_CIM_007 A, WF_CIM_009 A, WF_CIM_012 A, WF_CIM_013 AM) It receives the request(WF_CIM_002 A) and either enables its originator to automatically fulfill it, or identifies and activates the opportune process to accomplish the request(WF_CIM_003 A, WF_CIM_007 A); it manages the status of the request and is able to provide status information at any moment in which the request is</p>

eTOM process element	Software Vendor Mapping	
1.1.1.2 Customer Interface Management	Alignment	Mapping Comment
		active(WF_CIM_003 A, WF_CIM_009 A); it formally closes the request when all related activities have been terminated. (WF_CIM_009 A, WF_CIM_013 AM)
1.1.1.2.3 Analysis and Report on Customer	Business Scenario-Customer Interface Management	<p>Brief Description</p> <p>Perform all necessary analysis on closed requests and on customer contacts and generate related reports.(WF_CIM_004 A, WF_CIM_005 A, WF_CIM_006 AM)</p> <p>Extended Description</p> <p>The purpose of this process is to perform all necessary analysis on closed (completed or unfulfilled) requests and on customer contacts (WF_CIM_004 A, WF_CIM_005 A, WF_CIM_006 AM)and it generates related reports, to be utilized for process improvement activities, proactive problems prevention, up-sell opportunities definition, etc. (WF_CIM_005 A, WF_CIM_006 AM)(Note: In step WF_CIM_006 the operator starts the analysis what he wants manually. And the analysis and reports generating are processed at step WF_CIM_005 automatically in the BI system.)</p>
1.1.1.2.4 Mediate & Orchestrate Customer Interactions	Business Scenario-Customer Interface Management	<p>Brief Description</p> <p>Ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers.(WF_CIM_002 A, WF_CIM_010 A)</p> <p>Extended Description</p> <p>The purpose of the Mediate & Orchestrate Customer Interactions is to ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its customers. Increasingly transactions with external parties (e.g. customers using RosettaNet or Web Services standards) will need to conform to message and data formats defined by third parties or third party organizations.(Note 1: The workflow diagram just describe the main process at the UIP. In fact there are many functions in the UIP, such as the session maintaining, monitoring, dispatching etc. And the protocol parsing, checking and packing are configurable. The UIP also uses 3rd party's plug-ins or systems to deal with some standards like</p>

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1.1.1.2 Customer Interface Management	Alignment	Mapping Comment
		<p><i>Web Services. The UIP is a stand-alone module and can be deployed at dedicated machine.) Based on the specific transaction type and involved external party, this conformance will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats. (Note: The UIP parses the messages to BOs (Business Objects) and transfers at EAI bus. And it also gets BOs from EAI bus and pack response messages.)</i></p> <p><i>In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange. (Note The workflow diagram just describe the main process at the UIP. In fact there are many functions in the UIP, such as the session maintaining, monitoring, dispatching etc. And the protocol parsing, checking and packing are configurable. The UIP also uses 3rd party's plug-ins or systems to deal with some standards like Web Services. The UIP is a stand-alone module and can be deployed at dedicated machine.) (WF_CIM_002 A, WF_CIM_010 A) The actual agreement between the parties to use specific interaction standards is part of the Support Customer Interface Management and Support Selling L3s.</i></p>

1.1.1.5. Order Handling

eTOM process element	Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment

eTOM process element	Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment
1.1.1.5.1 Determine Customer Order Feasibility	Business Scenario-Subscription New	<p>Brief Description</p> <p>Check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified to a customer. (WF_OH_002_AM, WF_OH_003_AM, WF_OH_005_A, WF_OH_006_AM)</p> <p>Extended Description</p> <p>The purpose of the Determine Customer Order Feasibility process is to check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified as part of the standard product offering process flow, to a customer. (WF_OH_002_AM, WF_OH_003_AM, WF_OH_005_A, WF_OH_006_AM)</p> <p>These processes invoke requests to SM&O provisioning processes to determine the availability and supportability of product offerings to a customer. (WF_OH_004_AM)</p> <p>These processes are also responsible for determining whether the offering can be supported by other CRM processes. (WF_OH_006_AM)</p>
1.1.1.5.2 Authorize Credit	Business Scenario-Subscription New	<p>Brief Description</p> <p>Assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt (WF_OH_001_AM, In WF_OH_001, credit checking can be performed automatically by searching internal CRM database and querying external credit management system with protocols such as MML, SOAP or AMAQP Message Queue and so on. The product Unified Interface Platform (UIP) in ZTESoft solution is responsible for interacting with external system. However in many projects CRM systems are not connected with credit bureaus for many reasons. In other words, there are interfaces to external credit management system though they may not be activated in many projects.)</p> <p>Extended Description</p> <p>The purpose of the Authorize Credit processes is to assess a customer's credit worthiness in</p>

eTOM process element		Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment	
		support of managing customer risk and company exposure to bad debt. This process is responsible for initiating customer credit checks and for authorizing credit and credit terms in accordance with established enterprise risk and policy guidelines (WF_OH_001_AM)	
	Business Scenario-Subscription	New	<p>Brief Description</p> <p>Ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date (WF_OH_011_A, WF_OH_012_AM)</p> <p>Extended Description</p> <p>The objective of the Track & Manage Customer Order Handling processes is to ensure customer provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date.</p> <p>Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> · Scheduling, assigning and coordinating customer provisioning related activities; (WF_OH_012_AM) · Generating the respective service order creation request(s) to Issue Service Orders based on specific customer orders; (WF_OH_008_A) WF_OH_008 process could be triggered manually in GUI. · Escalating status of customer orders in accordance with local policy;(WF_OH_011_A, WF_OH_012_AM) · Undertaking necessary tracking of the execution process;(WF_OH_012_AM) · Adding additional information to an existing customer order;(WF_OH_012_AM) · Modifying information in an existing customer order;(WF_OH_012_AM) · Modifying the customer order status;(WF_OH_012_AM)
1.1.1.5.4 Track & Manage Customer Order Handling			

eTOM process element	Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment
		<ul style="list-style-type: none"> · Canceling a customer order when the initiating sales request is cancelled;(WF_OH_012_AM) · Monitoring the jeopardy status of customer orders, and escalating customer orders as necessary; and(WF_OH_011_A, WF_OH_012_AM) · Indicating completion of a customer order by modifying the customer order status.(WF_OH_011_A, WF_OH_012_AM) <p>Note that some specific product components may be delivered directly by suppliers/partners. In these cases the Track & Manage Customer Order Handling process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific product components (Note: these function is supported in WF_OH_007_AM and WF_OH_008_A In WF_OH_008 activity the customer order will be decomposed into service orders which will be passed to OM System. WF_OH_008 activity will know if some specific product is provided by suppliers/partners according to product definitions. In these cases, WF_OH_008 activity will create a S/P service order and the OM system will interact with S/P systems to implement service provisioning process.)</p>
1.1.1.5.5 Complete Customer Order	Business Scenario-Subscription New	<p>Brief Description</p> <p>Manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase (WF_OH_014_AM)</p> <p>Extended Description</p> <p>The purpose of the Complete Customer Order processes is to manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase. The customer may participate in commissioning or end-to-end testing and then satisfactory delivery.</p> <p>The customer is trained in the functionality and benefits of the solution. These processes are responsible for ensuring that any customer information required by other CRM processes is updated as part of the customer order completion. (WF_OH_014_AM)</p>

eTOM process element	Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment
1.1.1.5.6 Issue Customer Orders		<p>Brief Description</p> <p>Issue correct and complete customer orders (WF_OH_007_AM, WF_OH_008_A)</p> <p>Extended Description</p> <p>The purpose of the Issue Customer Orders processes is to issue correct and complete customer orders. These processes ensure that all necessary information about the Customer Order (for example, type of product, install address, special requirements, etc.) is available.</p> <p>The customer orders may be required to satisfy pertinent customer requests from the Selling processes (in particular taking into account the purchase order from Negotiate Sales), may arise as a result of requests for customer provisioning activity to satisfy customer problem restoration activities, may arise to alleviate customer performance issues. (WF_OH_007_AM Note: In ZTESoft solution the customer order only come from Selling Module or Customer Interface Management Module. In the activities to alleviate customer performance issues or to restore customer problem, the customer manager could suggest his customer to subscribe new or better service. So a new customer order will be created and could be associated with a trouble ticket.)</p> <p>These processes assess the information contained in the customer order relating to the sales request or initiating customer process request to determine the associated customer orders that need to be issued. The issued customer order may require a feasibility assessment, may require new provisioning activities, may require a change to a previously issued customer order, or may require cancellation of a previously initiated customer order. The customer order may also relate to the cancellation of previously purchased specific services.</p> <p>(WF_OH_006_AM, WF_OH_007_AM) Note: In WF_OH_007_AM the customer order could be passed to WF_OH_006 again to check its feasibility.</p> <p>Where, the initiating request for a purchased product offering has a standard customer order this process is responsible for issuing the customer order, and for creating a record of the relevant initiating sales request and the associated customer order. (WF_OH_007_AM)</p>

eTOM process element	Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment
		<p>Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has been previously undertaken, this process is responsible for issuing the customer order, and for creating a record of the relevant initiating request information and the associated customer order. (WF_OH_007_AM)</p> <p>Where the initiating request for a purchased product offering has special or unusual requirements, and a specific feasibility assessment has not been previously undertaken, this process marks the issued customer order as requiring special handling, and passes management for further processing to the Track & Manage Customer Order Handling process. The orchestration, if required, and tracking of the customer order progress is the responsibility of the Track & Manage Customer Order Handling processes. (Note: In ZTESoft solution the customer order only come from Selling Module or Customer Interface Management Module. All of customer orders in activity WF_OH_007_AM should have been performed feasibility checking. So the case, that the initiating request for a purchased product offering has special or unusual requirements and a specific feasibility assessment has not been previously undertaken, will not take place.)</p>
1.1.1.5.7 Report Customer Order Handling	WF_EP Business Scenario- NewSubscription	<p>Brief Description</p> <p>Monitor the status of customer orders, provide notifications of any changes and provide management reports. (WF_OH_011_A, WF_OH_012_AM)</p> <p>Extended Description</p> <p>The objective of the Report Customer Order Handling processes is to monitor the status of customer orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer 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 Order Handling processes. These processes record, analyze and assess the customer order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Order Handling process. These specialized summaries could be specific reports required by specific customers. (WF_OH_011_A, WF_OH_012_AM)</p>

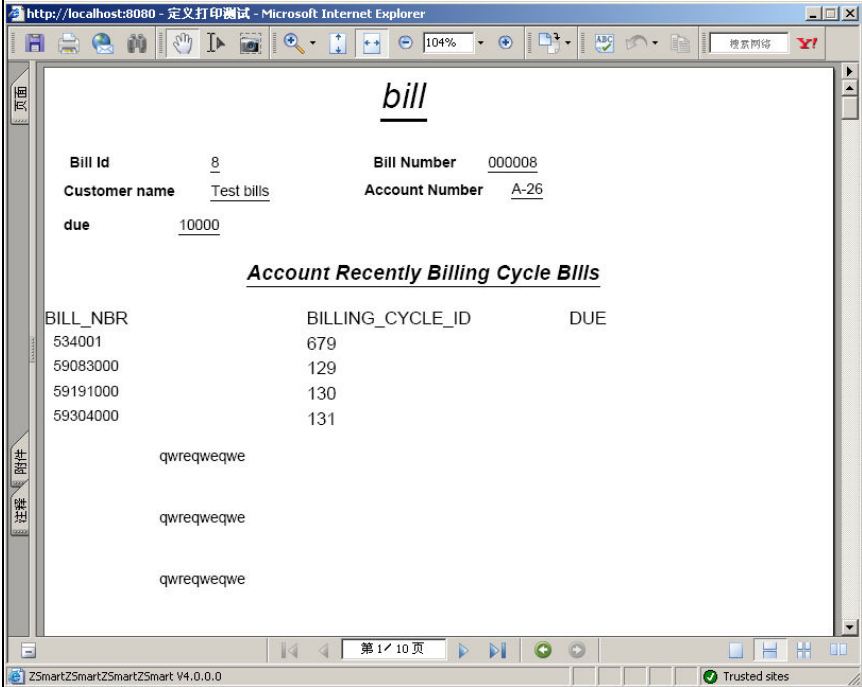
eTOM process element	Software Vendor Mapping	
1.1.1.5 Order Handling	Alignment	Mapping Comment
	Business Scenario-Subscription New	<p>Brief Description</p> <p>Close a customer order when the customer provisioning activities have been completed (WF_OH_015_AM)</p> <p>Extended Description</p> <p>The objective of the Close Customer Order processes is to close a customer order when the customer provisioning activities have been completed. These processes monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed (WF_OH_015_AM)</p>
1.1.1.5.8 Close Customer Order		

1.1.1.10 Bill Invoice Management

eTOM process element	Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	Alignment	Mapping Comment
	Business Scenario-Invoicing	<p>Brief Description</p> <p>Ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between the Service Provider and the customer. (WF_IP_001 A , WF_IP_003 A, collect CDR from billing system and provide statistics functionalities based on the properties of CDRs, such as amount, total time, fees.)</p> <p>Extended Description</p>
1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates		

eTOM process element	Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	Alignment	Mapping Comment
		<p>The purpose of the Apply Pricing, Discounting, Adjustments & Rebates process is to ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between the Service Provider and the customer. (WF_IP_001 A , WF_IP_003 A same as Brief Description) In addition, it ensures that the appropriate taxes, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s). (WF_IP_004 A, WF_IP_002 A In ZSmart we have 2 ways to deal with taxes, first in charging model, it is based on calling duration or amount; second in discount model, it is based on payment. For credit, Credit Control can provide credit changing information based on credit warning rules to other models.) This process contains the account and customer specific pricing, charges, discounting, credits and taxation for services delivered to the customer by the Service Provider. (WF_IP_003 A, WF_IP_004 A) It accepts events that have been collected, translated, correlated, assembled, guided and service rated. It takes these events and determines the account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer. (WF_IP_001 A) It reviews any agreed adjustments agreed in the previous billing period and includes these to the bill invoice. (WF_IP_004 A) This process can occur in real-time as events are service rated, or can be on a scheduled on a periodic basis at the Service Provider's discretion. (WF_IP_001 A, WF_IP_002 A, WF_IP_008 A are for real time invoicing, WF_IP_003 A, WF_IP_004 A, WF_IP_005 A, WF_IP_006 A, WF_IP_007 A are for periodical invoicing (per billing cycle). In general, Invoicing management has two running models: Real-Time and Billing Day)</p>
1.1.1.10.2 Create Customer Bill Invoice	Business Scenario- Invoicing	<p>Brief Description</p> <p>Production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective trading partners. (WF_IP_001 A, WF_IP_003 A, WF_IP_004 A, WF_IP_005 A ZSmart collect CDR from billing system, through statistic, discount , generate bill to customer and partners)</p> <p>Extended Description</p>

eTOM process element	Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	Alignment	Mapping Comment
		<p>The primary purpose of the Create Customer Bill Invoice process is the production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective trading partners. (WF_IP_001 A, WF_IP_003 A, WF_IP_004 A, WF_IP_005 A same as Brief Description)</p> <p>This process contains the invoicing components of the Service Provider's business. This includes the design and development of the Service Provider's invoicing process (WF_IP_005 A ZSmart provides a tool named Jasper for invoicing design.), the rendering/formatting of an invoice, the delivery of an electronic copy of an invoice to customers and the processes that verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. The flow of this process can be viewed as an extension of the company's e-business strategy. In this case, the Service Provider would render an invoice electronically, via the Internet for example. (WF_IP_005 A, WF_IP_006 A, In ZSmart, we use jasper report design invoicing format. Jasper Report is a java-based reporting tool and supports XML, XSL, CSV. The input can be RDBMS, Java object in container, and the popular output formats are fully supported, including PDF, HTML, and XML.)</p> <p>Furthermore, this process provides specifications for the formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers. (WF_IP_005 A, WF_IP_006 A ZSmart supports sub-template. For particular customers such as enterprise customers, usually they need a total invoice and for each person of them needs another format invoice. In WF_IP_005, system can design the invoice template that is a total invoice template with sub-template. In WF_IP_006, system will choose appropriate template based on customer type)</p> <p>Additionally these processes store the customer invoice for a period of time to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices. (WF_IP_005 A, WF_IP_008 A, After Bill Discount, data will be stored into acct item billing database. After bill generation, data will be</p>

eTOM process element		Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	Alignment	Mapping Comment	
		stored in bill file. And Bill on-Demand can handle bill invoicing request at real-time. So, ZSmart can deal with bill invoicing requests at real time as required and provide bill invoicing periodically)	
1.1.1.10.3 Produce & Distribute Bill	Business Scenario-Invoicing	<p data-bbox="699 477 947 509">Brief Description</p> <p data-bbox="699 529 1871 597">Physical production and distribution of bills to customers in accordance with the specified billing cycle. (WF_IP_006 A ZSmart provides tools to design invoicing format, support printer)</p>  <p data-bbox="699 1325 1008 1357">Extended Description</p> <p data-bbox="699 1377 1751 1409">The purpose of the Produce & Distribute Customer Bill Invoice process is the physical</p>	

eTOM process element	Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	Alignment	Mapping Comment
		<p>production and distribution of bills to customers in accordance with the specified billing cycle. (WF_IP_006 A, same as Brief Description) This process is responsible for all activities associated with ensuring a physical bill is delivered to customers.</p> <p>The responsibilities of the process include, but are not limited to:</p> <ul style="list-style-type: none"> · Establishing and managing the physical bill production cycle; (WF_IP_006 A Bill Print activity is in the periodical phase of whole process) · Establishing the requirements for, and managing the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities; (WF_IP_006 A, partly satisfied, do not support outsourced suppliers) · Delivery of invoice information to the physical production processes; (WF_IP_005 A, WF_IP_006 A, Bill Generation response for invoicing data source, Bill Print response for printing) · Co-ordinating with promotional processes for any billing insertions to be included with the bill; (WF_IP_004 A, In Bill Discount model, it will deal with promotional processes) · If internal processes are used, managing availability of paper and envelope volumes to meet the needs of the physical production process; (Note: This requirement is not supported) · If internal production facilities are used, managing the production runs to create the bills; and (WF_IP_006 A) · Quality management of the physical production and distribution processes. (Note: This requirement is not supported) <p>Note that in the above processes for establishing arrangements with outsourced suppliers that the Supply Chain Capability Delivery processes are used as the vehicle for creating the commercial agreements.</p>

1.1.1.12 Bill Inquiry Handling

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	Alignment	Mapping Comment
1.1.1.12.1 Create Customer Bill Inquiry Report	Business Scenario-Bill Inquiry Handling	<p>Brief Description</p> <p>Create a new customer bill inquiry report. (WF_BIH_001 M, WF_BIH_005 AM, WF_BIH_006 AM, WF_BIH_007 AM)</p> <p>Extended Description</p> <p>The objective of the Create Customer Bill Inquiry Report process is to create a new customer bill inquiry report, modify existing customer bill inquiry reports, and request cancellation of existing customer bill inquiry reports. (WF_BIH_002 AM, WF_BIH_003 AM , WF_BIH_004 AM,WF_BIH_007 AM)</p> <p>A new customer bill inquiry report may be created as a result of specific customer initiated bill inquiry or complaint notifications. (WF_BIH_001 M, WF_BIH_005 AM, WF_BIH_006 AM, WF_BIH_007 AM)</p> <p>If the customer bill inquiry report is created, the Create Customer Bill Inquiry Report processes are responsible for converting the received information into a form suitable for the Bill Inquiry Handling processes, and for requesting additional information if required.(WF_BIH_007 AM)</p>
1.1.1.12.2 Assess Customer Bill Inquiry Report	Business Scenario-Bill Inquiry Handling	<p>Brief Description</p> <p>Assess the bill inquiry report to determine the nature of the inquiry, and to determine whether the inquiry has arisen due to circumstances originating in other process areas. (WF_BIH_008 M, WF_BIH_009 AM , WF_BIH_010 AM,WF_BIH_011 AM,WF_BIH_012 AM,WF_BIH_013 AM)</p> <p>Extended Description</p> <p>The purpose of the Assess Customer Bill Inquiry Report processes is to assess the bill inquiry report to determine the nature of the inquiry, and to determine whether the inquiry has arisen due to circumstances originating in other process areas. (WF_BIH_009 AM , WF_BIH_010 AM,WF_BIH_011 AM,WF_BIH_012 AM)</p>

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	Alignment	Mapping Comment
		<p>The responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> - Verifying whether the information supplied by the customer is correct (WF_BIH_009 AM) and - Performing assessment and investigation based on the customer provided information to determine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes. (WF_BIH_010 AM,WF_BIH_011 AM,WF_BIH_012 AM) <p>The Assess Customer Bill Inquiry Report processes will make the results of the investigation available to other processes. The Assess Customer Bill Inquiry Report processes will update the customer bill inquiry report, as required during the assessment, and when the root cause has been identified. (WF_BIH_013 AM)</p> <p>The Assess Customer Bill Inquiry Report processes will notify the Track & Manage Bill Inquiry Resolution processes when the investigation and assessment is complete.(WF_BIH_013 AM, WF_BIH_020 M)</p>
1.1.1.12.3 Authorize Customer Bill Invoice Adjustment	Business Scenario-Bill Inquiry Handling	<p>Brief Description</p> <p>Adjust the customer's bill invoice based on detailed assessment and/or policy. (WF_BIH_014 M,WF_BIH_015 AM,WF_BIH_016 AM,WF_BIH_017 AM, WF_BIH_018 AM)</p> <p>Extended Description</p> <p>The purpose of the Authorize Customer Bill Invoice Adjustment processes is to adjust the customer's bill invoice based on detailed assessment and/or policy. (Covered in the detail below)</p> <p>The responsibilities of this process include, but are not limited to:</p> <ul style="list-style-type: none"> - Determination of whether policy allows for automated adjustment of the customer bill invoice, and approving any resultant adjustments;(WF_BIH_014 M,WF_BIH_016 AM) - Undertaking more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment;

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	Alignment	Mapping Comment
		<p>(WF_BIH_015 AM,WF_BIH_016 AM)and</p> <p>- Recording the results of the adjustment if approved into the records relating to the customer's bill invoice.(WF_BIH_017 AM,WF_BIH_018 AM,WF_BIH_019 AM, WF_BIH_021 A)</p> <p>These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of minor billing disputes.(Note: This sentence describes another process and therefore is not included in the assessment of this process.)</p> <p>The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes.(WF_BIH_015 AM)</p>
1.1.1.12.4 Track & Manage Customer Bill Inquiry Resolution	Business Scenario-Bill Inquiry Handling	<p>Brief Description</p> <p>Efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open customer bill inquiry reports in jeopardy. (WF_BIH_001 M,WF_BIH_002 AM,WF_BIH_003 AM,WF_BIH_004 AM,WF_BIH_007 AM,WF_BIH_013 AM,WF_BIH_017 AM, WF_BIH_019 AM)</p> <p>Extended Description</p> <p>The objective of the Track & Manage Customer Bill Inquiry Resolution processes is to efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open customer bill inquiry reports in jeopardy. Covered in the detail below)</p> <p>Responsibilities of these processes include, but are not limited to:</p> <p>- Scheduling, assigning and coordinating analysis and specific customer bill inquiry/complaint adjustment activities.(WF_BIH_013 AM, WF_BIH_014 M, WF_BIH_017 AM Note: There is a</p>

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	Alignment	Mapping Comment
		<p><i>workflow engine in the TT(Trouble Ticket) system used to schedule and coordinate the analysis and adjustment. The staffs find their works that allotted to them. The system changes the status of inquiry report after the work completed and assign to another staff with certain position to continue the process.)</i></p> <ul style="list-style-type: none"> - Modifying the customer bill inquiry/complaint report status; (WF_BIH_002 AM,WF_BIH_003 AM,WF_BIH_004 AM,WF_BIH_007 AM,WF_BIH_013 AM,WF_BIH_017 AM, WF_BIH_019 AM) - Canceling a customer bill inquiry report when the specific request was related to a false billing event; (WF_BIH_002 AM)and - Monitoring the jeopardy status of open customer bill inquiry reports, and escalating customer bill inquiry reports as necessary. (WF_BIH_004 AM、 WF_BIH_023 AM) <p>Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases the Track & Manage Customer Bill Inquiry Resolution process is responsible for initiating requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints.</p> <p>These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.(WF_BIH_023 AM)</p> <p>The Track & Manage Bill Inquiry Resolution processes will also inform the Close Customer Bill Inquiry Report processes by modifying the customer bill inquiry report status to cleared when the specific customer bill inquiry/complaint issues have been resolved.(WF_BIH_023 AM,WF_BIH_021 AM)</p>
1.1.1.12.5 Report Customer Bill Inquiry	Business Scenario-Bill Inquiry Handling	<p>Brief Description</p> <p>Report on the customer's bill inquiry.</p> <p>Extended Description</p> <p>The objective of the Report Customer Bill Inquiry processes is to monitor the status of customer</p>

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	Alignment	Mapping Comment
		<p>bill inquiry reports, provide notifications of any changes and provide management reports.</p> <p>These processes are responsible for continuously monitoring the status of customer bill inquiry reports and managing notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. (WF_BIH_020 AM Notification lists are managed and maintained by the Support Bill Inquiry Handling processes.)</p> <p>These processes record, analyze and assess the customer bill inquiry report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. These specialized summaries could be specific reports required by specific audiences and/or customers. (WF_BIH_007 AM,WF_BIH_013 AM,WF_BIH_017 AM,WF_BIH_019 AM,WF_BIH_021 AM)(Note: In these activities, some of the works are processed automatically like recording the inquiry reports, modifying the status, querying the inquiry reports, etc. The analysis and assessment for management reports are carried out manually.)</p> <p>These processes also report any identified constraints that can affect customer billing quality standards to other processes. These constraints may include specific resource (billing application and/or database, for example) failures, etc.</p>
1.1.1.12.6 Close Customer Bill Inquiry Report	Business Scenario-Bill Inquiry Handling	<p>Brief Description</p> <p>Close a customer bill inquiry report when the bill inquiry/complaint has been resolved.(WF_BIH_021 A)</p> <p>Extended Description</p> <p>The objective of the Close Customer Bill Inquiry Report processes is to close a customer bill inquiry report when the bill inquiry/complaint has been resolved.(WF_BIH_021 A)</p> <p>These processes monitor the status of all open customer bill inquiry reports, and recognize that a customer bill inquiry report is ready to be closed when the status is changed to cleared. (WF_BIH_023 AM,WF_BIH_021 A)</p>

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	Alignment	Mapping Comment

1.1.2.2 Service Configuration & Activation

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
	Business Scenario-e2eProvisioning	<p>Brief Description</p> <p>Develop an end-end specific service design which complies with a particular customer's requirement (WF_EP_001M, WF_EP_002 M, WF_EP_003 AM, WF_EP_004 M, WF_EP_005 A, WF_EP_006 M, WF_EP_007 A, WF_EP_008 A)</p> <p>Extended Description</p> <p>The purpose of the Design Solution processes is to develop an end-end specific service design which complies with a particular customer's requirement. (WF_EP_001 AM, e2eProvisioning only receives customer order but not customer's request. The customer order comes from CRM system via interface)</p> <p>These processes are invoked when a customer order requires special or unusual end-end service arrangements, which are not able to be satisfied using standard service arrangements. (WF_EP_001, E2E process refers to those differences between standard fulfillment process)</p> <p>These processes may be invoked as part of a service feasibility assessment, or as a result of a confirmed customer order. (WF_EP_001M, WF_EP_002 M, WF_EP_003 AM, WF_EP_004 M,</p>
1.1.2.2.1 Design Solution		

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p><i>WF_EP_005 A, WF_EP_006 M, WF_EP_007 A, WF_EP_008 A , e2eProvisioning includes four phases, Phase I is pre-provisioning. This phase can be stopped if the result of confirmed customer order is not appropriate)</i></p> <p>The responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> · Developing an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility; (WF_EP_003 AM, WF_EP_004 M, WF_EP_005 A) · Developing an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process; (Note: This requirement is not supported) · Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks; (WF_EP_006 M In this activity, pre-provisioning design will be sent to sales. If there isn't appropriate resource back-end department will provide the new resource budget, duration and risk to sales. This process is manual.) · Consideration of the time schedule according with customer requirements; (WF_EP_015 AM) · Ensure service and provisioning efficiency; (WF_EP_006 M, e2eProvisioning can provide efficient solution and budget) · Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment; and (WF_EP_006 M) · Developing a detailed design identifying the relevant service orders to be issued to the Implement. (WF_EP_010 M, It is different between WF_EP006 and WF_EP_010, WF_EP006 is proposal designing, but WF_EP010 is detail designing) <p>Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes. (WF_EP_013 AM)</p> <p>A specific service design may require inclusion of some or all of the above aspects depending</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p>on whether the service design is being undertaken as part of a feasibility assessment, or is being developed as a result of a committed customer order. <i>(Note: This requirement is not supported)</i></p> <p>These processes invoke requests to RM&O provisioning processes to determine the availability of suitable specific resources (WF_EP_004 M), or to suppliers /partners through the S/PRM process in the event that the service design requires either the inclusion of outsourced or partner provided specific services. <i>(Note: In solution designing, if they find solution needs new resource, they will send this requirement to decision department first)</i></p>
1.1.2.2.2 Allocate Specific Service Parameters to Services	Business Scenario- e2eProvisioning	<p>Brief Description</p> <p>Issue service identifiers for new services. (WF_EP_003 AM, WF_EP_004 M, WF_EP_005 A, WF_EP_006 M, WF_EP_007 A, WF_EP_008 A)</p> <p>Extended Description</p> <p>The purpose of the Allocate Specific Service Parameters to Services processes is to issue service identifiers for new services. (WF_EP_003 AM, WF_EP_004 M, WF_EP_005 A, WF_EP_006 M, WF_EP_007 A, WF_EP_008 A)</p> <p>Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes, these processes determine whether the requested service parameters are available. (WF_EP_003 AM, WF_EP_004 M)</p> <p>Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request, these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time, and releasing them when the time period has expired. These processes are responsible for creating a response to the initiating processes with respect to the feasibility assessment. (WF_EP_004 M, WF_EP_005 A, WF_EP_023 A, After resource configuration, resource will be pre-occupied in RMS so that other request can not use these resource. The pre-occupation status will be kept for a limited period, and then the status will be reset)</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p>Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, these processes are responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated. (WF_EP_006 M, WF_EP_008 A, the allocate specific service parameters will be collected in WF_EP_006 M, and then system send these design result and buget to CRM automatically. When system receives confirmed customer order, it will do detail service design, WF_EP_010 M, and then allocate specific service parameters to equipment to activity, WF_EP_014 A. For preoccupation resource will be occupied.)</p>
1.1.2.2.3 Track & Manage Service Provisioning	Business Scenario- e2eProvisioning	<p>Brief Description</p> <p>Ensure service provisioning activities are assigned, managed and tracked efficiently. (WF_EP_022 AM)</p> <p>Extended Description</p> <p>The objective of the Track & Manage Service Provisioning processes is to ensure service provisioning activities are assigned, managed and tracked efficiently. (WF_EP_022 AM)</p> <p>Responsibilities of these processes include, but are not limited to:</p> <ul style="list-style-type: none"> · Scheduling, assigning and coordinating service provisioning related activities; (WF_EP_015 AM , WF_EP_022 AM, system will provide assign rules based on work order, monitor can modify these rules) · Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders; (WF_EP_003 AM, WF_EP_012 A, WF_EP_013 AM, Resource configuration is finished in WF_EP_003, at WF_EP_012 activity work order will be created based on specialty) · Escalating status of service orders in accordance with local policy; · Undertaking necessary

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p>tracking of the execution process; (WF_EP_022 AM)</p> <ul style="list-style-type: none"> · Adding additional information to an existing service order; (WF_EP_022 AM) · Modifying information in an existing service order; (WF_EP_022 AM) · Modifying the service order status; (WF_EP_022 AM) · Canceling a service order when the initiating customer order is cancelled; (Note: Usually service order can not be cancelled even if customer asks for this. In ZTESoft system will suspend this process and release the resource. In ZTESoft system when receive a canceling request from customer, there are 3 ways. If service order has passed WF_EP_018 that means outside working and activation has been finished, system will restart a new procedure, with service type of "recovery". If service order has not reach WF_EP_013 A, that means just finished design, system will cancel this service order and release resource automatically. If service order has passed WF_EP_013 but has not reached WF_EP_018, system will create return-back-order to those finished activities and set resource free.) · Monitoring the jeopardy status of service orders, and escalating service orders as necessary; and (WF_EP_022 AM) · Indicating completion of a service order by modifying the service order status. (WF_EP_018 M, If end to end testing is successful, service order status will be modified automatically) <p>Note that some specific service components may be delivered by suppliers/partners. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific service components.</p>
1.1.2.2.4 Implement, Configure & Activate Service	Business Scenario-e2eProvisioning	<p>Brief Description</p> <p>Implement, configure and activate the specific services allocated against an issued service order. (WF_EP_012 A, WF_EP_013 AM, WF_EP_014 A, WF_EP_015 A, WF_EP_016 M, WF_EP_017 M, WF_EP_018 M)</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p data-bbox="699 435 1008 462">Extended Description</p> <p data-bbox="699 488 1898 755">The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order. (WF_EP_012 A, WF_EP_013 AM, WF_EP_014 A, WF_EP_015 A, WF_EP_016 M, WF_EP_017 M, WF_EP_018 M According to service design, service order will be separated into several work orders. Some of them are automatic, they will be sent to EMS or NE directly to active. Some of them need to do some configuration on NE. And some of them need field installation, they will be sent to staffs. After service design, system will create workorder based on resource specialty.)</p> <p data-bbox="699 773 1375 800">These processes are responsible for, but not limited to:</p> <ul data-bbox="699 821 1898 1352" style="list-style-type: none"> <li data-bbox="699 821 1898 886">· Assessing and planning the approach to be undertaken for implementation, configuration and activation; (WF_EP_012 A, WF_EP_010 M, WF_EP_011 M) <li data-bbox="699 904 1898 1003">· Re-using standard implementation, configuration and activation processes applicable to specific services; (WF_EP_013 AM, WF_EP_014 A, System regards standard implementation, configuration and activation processes as business component, and they can be reused) <li data-bbox="699 1021 1898 1120">· Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering. (WF_EP_013 AM, WF_EP_014 A, WF_EP_016 M, WF_EP_019 M,) <li data-bbox="699 1138 1898 1237">· 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 (WF_EP_012 A, when total work order is created, system will notify related systems) <li data-bbox="699 1255 1898 1352">· Updating the information contained in the service inventory as to the configuration of specific services and their status. (WF_EP_019 M, WF_EP_020 A After service is activated successfully, RMS will occupy or update these resource) <p data-bbox="699 1370 1898 1398">At the successful conclusion of these activities, the status of the specific services will be changed</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		from allocated to activated, which means they are in-use. (WF_EP_019 M)
1.1.2.2.5 Test Service End-to-End	Business Scenario-e2eProvisioning	<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 (WF_EP_018 M Different ways will be adopted to accomplish end-to-end test for different services. Usually OSS software only includes general flow steps during which it records the test information and release the test result, and the actual test will be performed by calling some tools from third parties. Test information and results will be regarded as a record stored in the service order, we have no release function)</p> <p>Extended Description</p> <p>The responsibility of the Test Service End-to-End processes is to test specific services 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. (WF_EP_018 M)</p> <p>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. (WF_EP_018 M system will coordinate a test capability that can be used by the SP)</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. (WF_EP_018 M)</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. (WF_EP_021M This information will be recorded in RMS)</p>
1.1.2.2.7 Issue Service Orders	Business Scenario-	Brief Description

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
	e2eProvisioning	<p>Issue correct and complete service orders (WF_EP_001AM, WF_EP_009 AM OM system will receive customer order/request from sales. System provide interface with CRM to receive customer order and decompose it into several service orders automatically. OM system also provide page interface to users to create service order by manual. Some other request such as provisioning because of raise performance or request by S/P will be received through this way.)</p> <p>Extended Description</p> <p>The purpose of the Issue Service Orders processes is to issue correct and complete service orders. (WF_EP_001 AM, WF_EP_009 AM)</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. (WF_EP_001 AM, WF_EP_009 AM)</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. (WF_EP_001 AM)</p> <p>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. (WF_EP_013 M) may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services(WF_EP_010 M). 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, and for creating a record of the relevant initiating request or customer order information and the associated service orders. (WF_EP_009 AM)</p> <p>Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p>created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. (WF_EP_009 AM, can use previous solution)</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. (WF_EP_003 AM, WF_EP_013 M, based on service condition, service order will be separated into different specialties)</p> <p>The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes. (WF_EP_022 AM)</p>
1.1.2.2.8 Report Service Provisioning	Business Scenario- e2eProvisioning	<p>Brief Description</p> <p>Monitor the status of service orders, provide notifications of any changes and provide management reports. (WF_EP_022 AM Zsmart will provide a monitoring platform. This platform will show service orders and their related work orders. It can show current status, importance level, handle track, rest duration and so on. If orders time out or will time out, platform will send alarms to monitors. This capability is then used by monitor staff.)</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. (WF_EP_022 AM)</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. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes. (WF_EP_022 AM, when monitoring activity, system will</p>


eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p><i>provide a monitoring interface to monitor status of service orders and other notification)</i></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. (WF_EP_022 AM)</p>
1.1.2.2.9 Close Service Order	Business Scenario-e2eProvisioning	<p>Brief Description</p> <p>Close a service order when the service provisioning activities have been completed (WF_EP_021 M)</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. (WF_EP_021 M)</p> <p>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. (WF_EP_021 M)</p>
1.1.2.2.10 Recover Service	Business Scenario-e2eProvisioning	<p>Brief Description</p> <p>Recover specific services that are no longer required by customers. (For recovery we divide it into 3 ways according to the status of order. Firstly, after pre-allocated before actually allocated, system will finish the procedure and resource will be set free automatically after a special period; Secondly, have started allocating procedure but not finished, system will create return-back-order, this order will set resource free, it is automatic; Thirdly, after allocate finished, we have to restart a new procedure, with service type of "recovery")</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. (WF_EP_001 - WF_EP_022)</p>

eTOM process element	Software Vendor Mapping	
1.1.2.2 Service Configuration & Activation	Alignment	Mapping Comment
		<p><i>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 responsible for developing appropriate recovery plans. (Note: S/P or vender's recovery plans are stored in knowledge library as reference for recovering service)</i></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. (WF_EP_022 AM)</p> <p>When recovered, the specific services and/or associated service specific parameters will be marked as unallocated. (WF_EP_020 A)</p>

Works Cited


Business Scenario-Customer Interface Management.doc
Business Scenario-Customer


Business Scenario-NewSubscription.doc
Business Scenario-NewSubsc


Business Scenario-Invoicing.doc
Business Scenario-Invoicin


Business Scenario-Bill Inquiry Handling.doc
Business Scenario-Bill Inq


Business Scenario-e2eProvisioning.doc
Business Scenario-e2eProvi

Process Conformance

Assessed eTOM Conformance			
eTOM process element	Assessed Domain	Conformance Level	Comment
1.1.1 Customer Relationship Management	Customer	Level 3	Does not include all parts of CRM
1.1.1.2 Customer Interface Management	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.2.1 Manage Contact	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.2.2 Manage Request (Including Self Service)	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.2.3 Analyses and Report on Customer	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.2.4 Mediate & Orchestrate Customer Interactions	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.12 Bill Inquiry Handling	Customer	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"

Assessed eTOM Conformance

eTOM process element	Assessed Domain	Conformance Level	Comment
1.1.1.12.1 Create Customer Bill Inquiry Report	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.12.2 Assess Customer Bill Inquiry Report	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.12.3 Authorize Customer Bill Invoice Adjustment	Customer	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.12.4 Track & Manage Customer Bill Inquiry Resolution	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.12.5 Report Customer Bill Inquiry	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.12.6 Close Customer Bill Inquiry Report	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.10 Bill Invoice Management	Customer	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.10.2 Create Customer Bill Invoice	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"

Assessed eTOM Conformance

eTOM process element	Assessed Domain	Conformance Level	Comment
1.1.1.10.3 Produce & Distribute Bill	Customer	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5 Order Handling	Customer	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5.1 Determine Preorder Feasibility	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5.2 Authorize Credit	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5.4 Track & Manage Customer Order Handling	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5.5 Complete Customer Order	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5.6 Issue Customer Orders	Customer	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5.7 Report Customer Order Handling	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.1.5.8 Close Customer Order	Customer	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"

Assessed eTOM Conformance

eTOM process element	Assessed Domain	Conformance Level	Comment
1.1.2 Service Management & Operations	Service	Level 3	Does not include all parts of SMO
1.1.2.2 Service Configuration & Activation	Service	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.1 Design Solution	Service	Level 4	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.2 Allocate Specific Service Parameters to Services	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.3 Track & Manage Service Provisioning	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.4 Implement, Configure & Activate Service	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.5 Test Service End-to-End	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.7 Issue Service Orders	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.8 Report Service Provisioning	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.9 Close Service Order	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"

Assessed eTOM Conformance

eTOM process element	Assessed Domain	Conformance Level	Comment
			Report"
1.1.2.2.10 Recover Service	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"
1.1.2.2.3 Track & Manage Service Provisioning	Service	Level 5	See associated 'Mapping Comment' in the 'Process Mapping Table' in the "ZSmart V7.0 eTOM Certification Report"