Ericsson

CBIO V3 Product

TM Forum Frameworx 13.0 Certification

Business Process Framework (eTOM) Release 13.0

Self-Assessment Process Mapping Report

Level 1 Process: Service Management & Operations (1.1.2)

1st June 2014

Johannes Minnaar, Ericsson

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1   L2: SM&O Support & Readiness (1.1.2.1)

Process Identifier: 1.1.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage service infrastructure, ensuring that the appropriate service capacity is available and ready to support the SM&O Fulfillment, Assurance and Billing processes.

Extended Description

SM&O Support & Readiness processes manage service infrastructure, ensuring that the appropriate service capacity is available and ready to support the SM&O Fulfillment, Assurance and Billing processes in instantiating and managing service instances, and for monitoring and reporting on the capabilities and costs of the individual SM&O FAB processes.

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

· Supporting the operational introduction of new and/or modified service infrastructure;

· Managing and ensuring the ongoing quality of the Service Inventory;

· Applying service capacity rules from Infrastructure Lifecycle Management processes;

· Analyzing availability and quality over time on service infrastructure and service instances, including trend analysis and forecasting;

· Ensuring the operational capability of the SM&O processes; and

· Maintaining rating and tariff information for service infrastructure and service instances.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2   L3: Manage Service Inventory (1.1.2.1.1)

Process Identifier: 1.1.2.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Establish, manage and administer the enterprise's service inventory, as embodied in the Service Inventory Database, and monitor and report on the usage and access to the service inventory, and the quality of the data maintained in it.

Extended Description

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

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

The service inventory is also responsible for maintaining the association between customer purchased product offering instances and service instances, created as a result of the Service Configuration & Activation processes.

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

· Identifying the inventory-relevant information requirements to be captured for service infrastructure and service instances ;

· Identifying, establishing and maintaining service inventory repository facilities;

· Establishing and managing the service inventory management and information capture processes;

· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download service data to and from the service inventory;

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

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

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

not featured in standard CBIO offering

Performed by a different Ericsson Product

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.1 L4: Manage Service Inventory Database and Processes (1.1.2.1.1.1) – Mapping Details

Process Identifier: 1.1.2.1.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.1.1 Manage Service Inventory Database and Processes

Brief Description

Establishing, managing and administering the enterprise's service inventory.

Desc=

not featured in standard CBIO offering

Extended Description

· Identifying the inventory-relevant information requirements to be captured for service infrastructure and service instances;

· Identifying, establishing and maintaining service inventory repository facilities;

· Establishing and managing the service inventory management and information capture processes;

· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download service data to and from the service inventory

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.
Interactions
Reserved for future use.

2.1.2 L4: Perform Service Inventory Audit Tests (1.1.2.1.1.2) – Mapping Details

Process Identifier: 1.1.2.1.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.1.1.2 Perform Service Inventory Audit Tests
Brief Description Performing audit if inventory repository accurately captures and records all identified service infrastructure and service instance details. *Desc=* *not featured in standard CBIO offering* **Extended Description** · Ensuring the service inventory repository accurately captures and records all identified service infrastructure and service instance details, through use of automated or manual audits **Explanatory** Reserved for future use. **Mandatory** Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.3   L4: Track and Monitor Service Inventory Capabilities (1.1.2.1.1.3) – Mapping Details

Process Identifier: 1.1.2.1.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.1.3 Track and Monitor Service Inventory Capabilities

Brief Description

Monitoring and reporting on the usage and access to the service inventory, and the quality of the data maintained in it.

Desc=

not featured in standard CBIO offering

Extended Description

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.4   L4: Identify Service Inventory Issues and Provide and Reports and Warnings (1.1.2.1.1.4) – Mapping Details

Process Identifier: 1.1.2.1.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.1.4 Identify Service Inventory Issues and Provide and Reports and Warnings

Brief Description

Managing and Identifying any service Inventory Repository issues and providing warnings.

Desc=

not featured in standard CBIO offering

Extended Description

· Identifying the inventory-relevant information requirements to be captured for service infrastructure and service instances;

· Identifying, establishing and maintaining service inventory repository facilities;

· Establishing and managing the service inventory management and information capture processes;

· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download service data to and from the service inventory

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3   L3: Enable Service Configuration & Activation (1.1.2.1.2)

Process Identifier: 1.1.2.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Planning and deployment of service infrastructure, and for ensuring availability of sufficient service infrastructure to support the Service Configuration & Activation processes.

Extended Description

The Enable Service Configuration & Activation processes are responsible for planning and deployment of service infrastructure, and for ensuring availability of sufficient service infrastructure to support the Service Configuration & Activation processes.

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

· forecasting at an operational level service infrastructure volume requirements and run-out timeframes;

· the capacity planning associated with the deployment of new and/or modified service infrastructure;

· establishment and monitoring of organizational arrangements to support deployment and operation of new and/or modified service infrastructure;

· creation, deployment, modification and/or upgrading of service infrastructure deployment support tools (including Service Inventory) and processes for new and/or modified service infrastructure;

· development and promulgation of service infrastructure capacity deployment rules and controls;

· authoring, reviewing and approving operational procedures developed by Service Development & Management processes prior to service infrastructure deployment;

· the testing and acceptance of new and/or modified service infrastructure as part of the handover procedure from the Service Development & Management processes to Operations;

· detecting service infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Service Development & Management processes;

· co-ordination and roll-out, in accordance with approved plans, of the approved new and/or modified service infrastructure;

· monitoring capacity utilization of deployed service infrastructure to provide early detection of potential service infrastructure shortfalls;

· reconfiguration and re-arrangement of under-utilized deployed service infrastructure;

· managing recovery and/or removal of obsolete or unviable service infrastructure;

· reporting on deployed service infrastructure capacity;

· Tracking and monitoring of the service infrastructure deployment processes and costs (including where service infrastructure is deployed and managed by third parties), and reporting on the capability of the service infrastructure deployment processes;

· establishing and managing service provisioning notification facilities and lists to support the Service Configuration & Activation notification and reporting processes; and

· updating the Service Inventory of any changes to the available service infrastructure capacity.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.1 L4: Plan & Forecast Service Infrastructure Requirements and Manage Capacity Planning (1.1.2.1.2.1) – Mapping Details

Process Identifier: 1.1.2.1.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.2.1 Plan & Forecast Service Infrastructure Requirements and Manage Capacity Planning
Brief Description Planning and deployment of new and/or modified service infrastructure to ensure availability of sufficient service infrastructure to support the Service Provisioning processes, and monitoring, managing and reporting on the capability of the Service Provisioning processes. **(AM)** **Extended Description** · Forecasting at an operational level service infrastructure volume requirements and run-out timeframes; · Managing capacity planning associated with the deployment of new and/or modified service infrastructure **(AM)**

Desc=

CBIO have the ability to readjust through Dynamic Service Configuration. This applies/adapts service parameters based on changing conditions, such as signalling load (high number of subscribers with a high signalling profile). See reference 1. This allows the administrator to cater for fluctuations, by manually defining conditions and modifiers in a determination tree. This substantially facilitates the plan and forecasting of Service infrastructure load and facilitates optimal infrastructure loads at higher efficiency that can be achieved through error traps and and manual intervention. An example of how such infrastructure forecasting works is explained in reference 2.

Run-out timeframes not forecasted (rather prohbited). Hence Partial Compliance.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2235786763.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2235784971.html

Explanatory

Not used for this process element

Mandatory

Not used for this process element

Optional

Not used for this process element

Interactions

Not used for this process element

3.1.2   L4: Establish, Manage, and Develop Service Infrastructure Organization, Tools and Processes (1.1.2.1.2.2) – Mapping Details

Process Identifier: 1.1.2.1.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.2.2 Establish, Manage, and Develop Service Infrastructure Organization, Tools and Processes

Brief Description

Establishing, Creating, Managing, and developing organization, Tools and processes for operations of new/or modified service infrastructure. **(AM)**

Extended Description

• Establishing and monitoring of organizational arrangements to support deployment and operation of new and/or modified service infrastructure;

• Creating, deploying, modifying and/or upgrading of service infrastructure deployment support tools (including service Inventory) and processes for new and/or modified service infrastructure **(AM)**

Desc=

Generic Mediation Device (GMD) represents the generic component and is independent of switch vendors and hardware.

The following service infrastructure deployment support tools GMD Janitor, GMD Restarter, GMD Response Simulator facilitates the ability to create/modify/upgrade of service infrastructure. See reference 1,2,3,4.

GMD has a number of process actions for new and/or modified service infrastructure; See reference 5.

Neither GMD nor EMA supports the establishing and monitoring of organizational arrangements. Therefore Partial Compliance.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
html/210328075.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
html/163251595.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=163354635.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=372688395.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=163251595.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.3   L4: Develop and Implement Service Infrastructure Capacity and Operational Rules and Procedures (1.1.2.1.2.3) – Mapping Details

Process Identifier: 1.1.2.1.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.2.3 Develop and Implement Service Infrastructure Capacity and Operational Rules and Procedures

Brief Description

Developing and implementing the capacity deplyment rules and admisnitrating the infrastructure operational procedures.

Desc=The Development and Implement of Service Infrastructure Capacity for Mobile Networks is handled by a Network Plannig Unit, and supplied by a different Ericsson Product, which is beyond the scope of the CBIO product offering. For Wire(Fix)line Granite should be used as additional licence.

Extended Description

• Developing and promulgating service infrastructure capacity deployment rules and controls;

• Authoring, reviewing and approving operational procedures developed by Service Development & Management processes prior to service infrastructure deployment

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.4 L4: Perform Service Infrastructure Acceptance Test and Address & Monitor the Change (1.1.2.1.2.4) – Mapping Details

Process Identifier: 1.1.2.1.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.2.4 Perform Service Infrastructure Acceptance Test and Address & Monitor the Change

Brief Description

Performing acceptance test during the hand over process of newand/or modified service infrastructure. Also monitoring the new and/or modified infrastructure and addressing the operational limitations.

Desc=The Development and Implement of Service Infrastructure Capacity for Mobile Networks is handled by a Network Plannig Unit, and supplied by a different Ericsson Product, which is beyond the scope of the CBIO product offering. For Wire(Fix)line Granite should be used as additional licence.

Extended Description

• Testing and acceptance of new and/or modified service infrastructure as part of the handover procedure from the Service Development & Management processes to Operations;

• Detecting service infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Service Development & Management processes

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.5 L4: Monitor, Report and Release Mgmt. of Service Infrastructure and Capacity Utilization (1.1.2.1.2.6) – Mapping Details

Process Identifier: 1.1.2.1.2.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.2.6 Monitor, Report and Release Mgmt. of Service Infrastructure and Capacity Utilization
Brief Description Monitoring and reporting the capacity utilization of existing infrastructure. *Desc=The Development and Implement of Service Infrastructure Capacity for Mobile Networks is handled by a Network Plannig Unit, and supplied by a different Ericsson Product, which is beyond the scope of the CBIO product offering. For Wire(Fix)line Granite should be used as additional licence.* **Extended Description** • Monitoring capacity utilization of deployed service infrastructure to provide early detection of potential service infrastructure shortfalls; • Monitoring of, and reporting on, service infrastructure and resource instance currency and version management **Explanatory**

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.6 L4: Optimize Existing Service Infrastructure Utilization (1.1.2.1.2.7) – Mapping Details

Process Identifier: 1.1.2.1.2.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.2.7 Optimize Existing Service Infrastructure Utilization

Brief Description

Optimizing the infrastructure capacity utilization.

Desc=The Development and Implement of Service Infrastructure Capacity for Mobile Networks is handled by a Network Plannig Unit, and supplied by a different Ericsson Product, which is beyond the scope of the CBIO product offering. For Wire(Fix)line Granite should be used as additional licence.

Extended Description

> • Reconfiguring and re-arranging under-utilized deployed service infrastructure
>
> **Explanatory**
>
> Reserved for future use.
>
> **Mandatory**
>
> Reserved for future use.
>
> **Optional**
>
> Reserved for future use.
>
> **Interactions**
>
> Reserved for future use.

3.1.7   L4: Update Service Inventory Record (1.1.2.1.2.9) – Mapping Details

Process Identifier: 1.1.2.1.2.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.2.9 Update Service Inventory Record
Brief Description   Updating the inventory record.   *Desc=The Development and Implement of Service Infrastructure Capacity for Mobile Networks is handled by a Network Plannig Unit, and supplied by a different Ericsson Product, which is beyond the scope of the CBIO product offering. For Wire(Fix)line Granite should be*

used as additional licence.

Extended Description

• Updating the Service Inventory of any changes to the available service infrastructure capacity

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4 L3: Support Service Problem Management (1.1.2.1.3)

Process Identifier: 1.1.2.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Assist Service Problem Management processes by proactively undertaking statistically driven preventative and scheduled service infrastructure maintenance activities and monitoring, managing

and reporting on the capability of the Service Problem Management processes.

Extended Description

The responsibilities of the Support Service Problem Management processes are twofold - assist Service Problem Management processes by proactively undertaking statistically driven preventative and scheduled service infrastructure maintenance activities and monitoring, managing and reporting on the capability of the Service Problem Management processes.

These processes are responsible for ensuring that the service infrastructure is working effectively and efficiently.

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

· Extracting and analyzing, including undertaking trend analysis, historical and current service instance problem reports and performance reports to identify potential service infrastructure or service instances requiring proactive maintenance and/or replacement;

· Requesting scheduling of additional service instance data collection to assist in the analysis activity;

· Requesting scheduling of service instance performance testing to assist in analysis activity;

· Developing and managing service infrastructure and service instance proactive maintenance programs;

· Requesting service provisioning activity to prevent anticipated service problems associated with capacity limitations identified in the analysis activities;

· Reporting outcomes of trend analysis to Service Development & Management processes to influence new and/or modified service infrastructure development;

· Tracking and monitoring of the Service Problem Management processes and associated costs (including where service infrastructure is deployed and managed by third parties), and reporting on the capability of the Service Problem Management processes;

 · Establishing and managing service problem notification facilities and lists to support the Service Problem Management notification and reporting processes
Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.1 L4: Manage Service Problem & Performance Data Collection (1.1.2.1.3.1) – Mapping Details

Process Identifier: 1.1.2.1.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.3.1 Manage Service Problem & Performance Data Collection

Brief Description

Reviewing the trend analysis and undertaking the analysis of trouble and performance report to identify the necessary preventative activities.

Desc=

not featured in standard CBIO offering

Extended Description

• Extracting and analyzing, including undertaking trend analysis, historical and current service instance trouble reports and performance reports to identify potential service infrastructure or service instances requiring proactive maintenance and/or replacement

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.2   L4: Manage Service Infrastructure, Provisioning and Preventive Maintenance Schedules (1.1.2.1.3.2) – Mapping Details

Process Identifier: 1.1.2.1.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.3.2 Manage Service Infrastructure, Provisioning and Preventive Maintenance Schedules
Brief Description Proactively undertaking statistically driven preventative and scheduled service infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Service Problem Management processes. *Desc=* *not featured in standard CBIO offering* **Extended Description** • Requesting scheduling of additional service instance data collection to assist in the analysis activity;

• Requesting scheduling of service instance performance testing to assist in analysis activity;

• Developing and managing service infrastructure and service instance proactive maintenance programs;

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.3   L4: Report Service Problem Trends (1.1.2.1.3.3) – Mapping Details

Process Identifier: 1.1.2.1.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.1.3.3 Report Service Problem Trends
Brief Description

Proactively gernerating reports based on the trend analysis.

Desc=

not featured in standard CBIO offering

Extended Description

• Reporting outcomes of trend analysis to Service Development & Management processes to influence new and/or modified service infrastructure development

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.4 L4: Track, Monitor and Manage Service Problem Processes (1.1.2.1.3.4) – Mapping Details

Process Identifier: 1.1.2.1.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.3.4 Track, Monitor and Manage Service Problem Processes

Brief Description

Track, monitor and assess the service performance management processes and associated costs and report.

Desc=

not featured in standard CBIO offering

Extended Description

• Tracking and monitoring of the Service Problem Management processes and associated costs, and reporting on the capability of the Service Problem Management processes

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.5   L4: Provide Support for Service Problem Processes (1.1.2.1.3.5) – Mapping Details

Process Identifier: 1.1.2.1.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.3.5 Provide Support for Service Problem Processes

Brief Description

Establishing, managing and maintaining the supporting facilities and quality management support for Service Problem management processes.

Desc=

not featured in standard CBIO offering

Extended Description

• Establishing and managing Service Problemnotification facilities and lists to support the Service Problem Management notification and reporting processes; and

• Supporting the Support Service Problem Management process

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5   L3: Enable Service Quality Management (1.1.2.1.4)

Process Identifier: 1.1.2.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Support Service Quality Management processes by proactively monitoring and assessing service infrastructure performance, and monitoring, managing and reporting on the capability of the Service Quality Management processes.

Extended Description

The responsibilities of the Enable Service Quality Management processes are twofold -support Service Quality Management processes by proactively monitoring and assessing service infrastructure performance, and monitoring, managing and reporting on the capability of the Service Quality Management processes.

Proactive management is undertaken using a range of performance parameters, whether technical, time, economic or process related.

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

· Undertaking proactive monitoring regimes of service infrastructure as required to ensure ongoing performance within agreed parameters over time;

· Developing and maintaining a repository of acceptable performance threshold standards for service instances to support the Service Quality Management processes;

· Undertaking trend analysis, and producing reports, of the performance of service infrastructure to identify any longer term deterioration;

· Monitoring and analyzing the service instance analyses produced by the Service Quality Management processes to identify problems that may be applicable to the service infrastructure as a whole;

· Sourcing details relating to service instance performance and analysis from the service inventory to assist in the development of trend analyses;

· Logging the results of the analysis into the service inventory repository;

· Establishing and managing service quality data collection schedules, including managing the collection of the necessary information from the Resource Data Collection & Distribution processes, to support proactive monitoring and analysis activity, and requests from Service Quality Management processes for additional data to support service instance performance analysis;

· Establishing and managing facilities to support management of planned service infrastructure and service instance outages;

· Establishing, maintaining and managing the testing of Service Quality control plans to cater for anticipated service quality disruptions;

· Proactively triggering the instantiation of control plans to manage performance through programmed and/or foreseen potentially disruptive events, i.e. anticipated traffic loads on Xmas day, planned outages, etc.;

· Tracking and monitoring of the Service Quality Management processes and associated costs (including where service infrastructure is deployed and managed by third parties), and reporting on the capability of the Service Quality Management processes;

· Establishing and managing service quality notification facilities and lists to support the Service Quality Management notification and reporting processes; and

· Supporting the Support Customer QoS/SLA Management process.
Desc=

not featured in standard CBIO offering

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.1　L4: Establish and Maintain Performance Threshold Standards (1.1.2.1.4.2) – Mapping Details

Process Identifier: 1.1.2.1.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.4.2 Establish and Maintain Performance Threshold Standards

Brief Description

Establishing and maintaining the rules and standards for performance threshold.

Desc=

not featured in standard CBIO offering

Extended Description

• Developing and maintaining a repository of acceptable performance threshold standards for resource instances to support the Service Quality Management processes

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.2   L4: Monitor and Analyse Service Performance Reports, and Identify Issues (1.1.2.1.4.4) – Mapping Details

Process Identifier: 1.1.2.1.4.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.4.4 Monitor and Analyse Service Performance Reports, and Identify Issues

Brief Description

Review the service performance management operational report prepared by resource performance management processes.

Desc=

not featured in standard CBIO offering

Extended Description

• Monitoring and analyzing the service instance analyses produced by the Service Quality Management processes to identify problems that may be applicable to the service infrastructure as a whole

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.3 L4: Correlate the Service Performance Problem Reports & Manage Inventory Repository (1.1.2.1.4.5) – Mapping Details

Process Identifier: 1.1.2.1.4.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.1.4.5 Correlate the Service Performance Problem Reports & Manage Inventory Repository

Brief Description

Correlating the Performance issues indetified based on the performance report review and logging the results in inventory repository.

Desc=

not featured in standard CBIO offering

Extended Description

• Sourcing details relating to service instance performance and analysis from the resource inventory to assist in the development of trend analyses;

• Logging the results of the analysis into the service inventory repository

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.
Interactions
Reserved for future use.

5.1.4 L4: Manage Service Performance Data Collection (1.1.2.1.4.6) – Mapping Details

Process Identifier: 1.1.2.1.4.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.2.1.4.6 Manage Service Performance Data Collection**
Brief Description Developing and managing the service performance data collection schedules and supporting the monitoring activities to gather the resource performance data. *Desc=* *not featured in standard CBIO offering* **Extended Description** • Establishing and managing service quality data collection schedules, including managing the collection of the necessary information from the Resource Data Collection & Distribution processes, to support proactive monitoring and analysis activity, and requests from Service Quality Management processes for additional data to support service instance performance analysis; • Management processes for additional data to support serice instance performance analysis **Explanatory**

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.5   L4: Assess and Report Service Quality Management Processes (1.1.2.1.4.8) – Mapping Details

Process Identifier: 1.1.2.1.4.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.1.4.8 Assess and Report Service Quality Management Processes
Brief Description Track, monitor and assess the service performance management processes and associated costs and report. *Desc=* *not featured in standard CBIO offering* **Extended Description**

• Tracking and monitoring of the Service Quality Management processes and associated costs (including where service infrastructure is deployed and managed by third parties), and reporting on the capability of the Service Quality Management processes

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.6 L3: Support Service & Specific Instance Rating (1.1.2.1.5) – Mapping Details

Process Identifier: 1.1.2.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS
1.1.2.1.5 Support Service & Specific Instance Rating

Brief Description

Ensure that rating and tariff information is maintained for each service class, for use by Service & Specific Instance Rating. **(A)**

Extended Description

The purpose of the Support Service & Specific Instance Rating processes ensure that rating and tariff information is maintained for each service class, for use by Service & Specific Instance Rating. They are also responsible for the processing of this information related to administration of the services. **(A)**

Desc=

Service can be configured as described in (reference 1).

The subscriber can choose between a number of different service classes that offer pre-customized services to a group of subscribers (ie Voice nowadays automatically include Voicemail). (reference 2)

The Services and Service Classes have rates associated to them (reference 3)

Each of these associated charges may have different settings (like when the rated charge will be deducted). (reference 4).

Each Service might have only be attributed to 1 unit of measure (volume, time, ...) at one specific moment. Of course over time this may vary (reference 5).

These configurations require human interaction and the process is hence classified as automation=AM.

HTML supportive reference:

Doc=screenshot SDP Service Configuration

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2233625995.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=862530571.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2233642123.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2233669003.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional
Reserved for future use.
Interactions
Reserved for future use.

6 L2: Service Configuration & Activation (1.1.2.2)

Process Identifier: 1.1.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Allocation, implementation, configuration, activation and testing of specific services to meet customer requirements.

Extended Description

Service Configuration & Activation processes encompass allocation, implementation, configuration, activation and testing of specific services to meet customer requirements, or in response to requests from other processes to alleviate specific service capacity shortfalls, availability concerns or failure conditions. Where included in the service provider offering, these processes extend to cover customer premises equipment.

Responsibilities of the Service Configuration & Activation processes include, but are not limited to:

· Verifying whether specific service designs sought by customers are feasible as part of pre-order feasibility checks;

· Allocating the appropriate specific service parameters to support service orders or requests from other processes;

· Reserving specific service parameters (if required by the business rules) for a given period of time until the initiating customer order is confirmed, or until the reservation period expires (if applicable);

· Implementing, configuring and activating specific services, as appropriate;

· Testing the specific services to ensure the service is working correctly;

· Recovery of specific services;

· Updating of the Service Inventory Database to reflect that the specific service has been allocated, modified or recovered;

· Assigning and tracking service provisioning activities;

· Managing service provisioning jeopardy conditions; and

· Reporting progress on service orders to other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7   L3: Design Solution (1.1.2.2.1)

Process Identifier: 1.1.2.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Develop an end-end specific service design which complies with a particular customer's requirement.

Extended Description

The purpose of the Design Solution processes is to develop an end-end specific service design which complies with a particular customer's requirement.

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. These processes may be invoked as part of a service feasibility assessment, or as a result of a confirmed customer order.

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

·{T}Developing an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility;

·{T}Developing an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process;

·{T}Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks;

·{T}Consideration of the time schedule according with customer requirements;

·{T}Ensure service and provisioning efficiency;

·{T}Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment; and·{T}Developing a detailed design identifying the relevant service orders to be issued to the Implement,

 Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes.

A specific service design may require inclusion of some or all of the above aspects depending 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.

These processes invoke requests to RM&O provisioning processes to determine the availability of suitable specific resources, or to suppliers /partners though the S/PRM process in the event that the service design requires either the inclusion of outsourced or partner provided specific services.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7.1.1   L4: Develop Overall Service Design (1.1.2.2.1.1) – Mapping Details

Process Identifier: 1.1.2.2.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.1.1 Develop Overall Service Design
Brief Description Develop an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Develop an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility.

Optional

Not used for this process element

Interactions

Not used for this process element

7.1.2   L4: Develop Service Implementation Plan (1.1.2.2.1.2) – Mapping Details

Process Identifier: 1.1.2.2.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.1.2 Develop Service Implementation Plan

Brief Description

Develop an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process;

· Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks;

· Consideration of the time schedule according with customer requirements;

· Ensure service and provisioning efficiency;

· Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment

Extended Description

Not used for this process element

Explanatory

Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks;

· Consideration of the time schedule according with customer requirements;

· Ensure service and provisioning efficiency;

· Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment

Mandatory

Develop an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process.

Optional

Not used for this process element

Interactions

Not used for this process element

7.1.3   L4: Develop Detailed Service Design (1.1.2.2.1.3) – Mapping Details

Process Identifier: 1.1.2.2.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.1.3 Develop Detailed Service Design
Brief Description

Develop a detailed design identifying the relevant service orders to be issued to the Implement,

Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Develop a detailed design identifying the relevant service orders to be issued to the Implement,

Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes.

Optional

Not used for this process element

Interactions

Not used for this process element

8   L3: Recover Service (1.1.2.2.10)

Process Identifier: 1.1.2.2.10

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Recover specific services that are no longer required by customers.

Extended Description

The responsibility of the Recover Service processes is to recover specific services that are no longer required by customers.

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.

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.

When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

8.1.1   L4: Develop Service Recovery Plan (1.1.2.2.10.1) – Mapping Details

Process Identifier: 1.1.2.2.10.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.10.1 Develop Service Recovery Plan

Brief Description

Where appropriate recovery plans are not available this process is responsible for developing appropriate recovery plans.

Extended Description

Not used for this process element

Explanatory

Where appropriate recovery plans are not available.

Mandatory

This process is responsible for developing appropriate recovery plans.

Optional

Not used for this process element

Interactions

Not used for this process element

8.1.2 L4: Provide Service Recovery Proposal Notification (1.1.2.2.10.2) – Mapping Details

Process Identifier: 1.1.2.2.10.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.10.2 Provide Service Recovery Proposal Notification

Brief Description

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.

Extended Description

Not used for this process element

Explanatory

Where recovery of services is likely to impact other in-use specific services.

Mandatory

This process is responsible for providing appropriate notification of the recovery proposal.

Optional

Not used for this process element

Interactions

Not used for this process element

8.1.3   L4: Request Service Recovery Authorization (1.1.2.2.10.3) – Mapping Details

Process Identifier: 1.1.2.2.10.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.10.3 Request Service Recovery Authorization

Brief Description

Ensure authorization is received to proceed with the recovery plan.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure authorization is received to proceed with the recovery plan.

Optional

Not used for this process element

Interactions

Not used for this process element

8.1.4   L4: Commence Service Recovery (1.1.2.2.10.4) – Mapping Details

Process Identifier: 1.1.2.2.10.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.10.4 Commence Service Recovery

Brief Description

When the recovery activity is about to commence, this processes is responsible for notifying when recovery work is commencing.

Extended Description

Not used for this process element

Explanatory

When the recovery activity is about to commence.

Mandatory

This processes is responsible for notifying when recovery work is commencing.

Optional

Not used for this process element

Interactions

Not used for this process element

8.1.5   L4: Complete Service Recovery (1.1.2.2.10.5) – Mapping Details

Process Identifier: 1.1.2.2.10.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.2.10.5 Complete Service Recovery

Brief Description

This process is responsible for notifying when it is completed.

When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.

Extended Description

Not used for this process element

Explanatory

When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.

Mandatory

This process is responsible for notifying when it is completed.

Optional

Not used for this process element

Interactions

Not used for this process element

9 L3: Allocate Specific Service Parameters to Services (1.1.2.2.2)

Process Identifier: 1.1.2.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Issue service identifiers for new services.

Extended Description

The purpose of the Allocate Specific Service Parameters to Services processes is to issue service identifiers for new services.

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. 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.

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.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

9.1.1   L4: Determine Service Parameter Availability (1.1.2.2.2.1) – Mapping Details

Process Identifier: 1.1.2.2.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.2.1 Determine Service Parameter Availability

Brief Description

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.

Extended Description

Not used for this process element

Explanatory

Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes.

Mandatory

These processes determine whether the requested service parameters are available.

Optional

Not used for this process element

Interactions

Not used for this process element

9.1.2   L4: Reserve Service Parameters (1.1.2.2.2.2) – Mapping Details

Process Identifier: 1.1.2.2.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

<table>
<tr><td>

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.2.2 Reserve Service Parameters

</td></tr>
<tr><td>

Brief Description

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.

Extended Description

Not used for this process element

Explanatory

Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request.

Mandatory

These processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time.

Optional

Not used for this process element

Interactions

Not used for this process element

</td></tr>
</table>

9.1.3　L4: Release Service Parameter (1.1.2.2.2.3) – Mapping Details

Process Identifier: 1.1.2.2.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.2.2.3 Release Service Parameter

Brief Description

Release the reservation when the time period has expired.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Release the reservation when the time period has expired.

Optional

Not used for this process element

Interactions

Not used for this process element

9.1.4   L4 Allocate Service Parameters (1.1.2.2.2.4) – Mapping Details

Process Identifier: 1.1.2.2.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.2.4 Allocate Service Parameters

Brief Description

Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, this process is responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated.

Extended Description

Not used for this process element

Explanatory

Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order.

Mandatory

This process is responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated.

Optional

Not used for this process element

Interactions

Not used for this process element

10 L3: Track & Manage Service Provisioning (1.1.2.2.3)

Process Identifier: 1.1.2.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure service provisioning activities are assigned, managed and tracked efficiently.

Extended Description

The objective of the Track & Manage Service Provisioning processes is to ensure service provisioning activities are assigned, managed and tracked efficiently.

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

· Scheduling, assigning and coordinating service provisioning related activities;

· Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;

· Escalating status of service orders in accordance with local policy; · Undertaking necessary tracking of the execution process;

· Adding additional information to an existing service order;

· Modifying information in an existing service order;·{T}

· Modifying the service order status;

· Canceling a service order when the initiating customer order is cancelled;

· Monitoring the jeopardy status of service orders, and escalating service orders as necessary; and

· Indicating completion of a service order by modifying the service order status.

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.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

10.1.1 L4: Assign Service Provisioning Activity (1.1.2.2.3.1) – Mapping Details

Process Identifier: 1.1.2.2.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.3.1 Assign Service Provisioning Activity
Brief Description   Schedule, assign and coordinate service provisioning related activities.   **Extended Description**   Not used for this process element   **Explanatory**   Not used for this process element   **Mandatory**   Schedule, assign and coordinate service provisioning related activities.

Optional Not used for this process element   **Interactions** Not used for this process element

10.1.2 L4: Track Service Provisioning Activity (1.1.2.2.3.2) – Mapping Details

Process Identifier: 1.1.2.2.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.2.2.3.2 Track Service Provisioning Activity**
Brief Description Undertake necessary tracking of the execution process. Monitor the jeopardy status of service orders, and escalating service orders as necessary. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** Undertake necessary tracking of the execution process. Monitor the jeopardy status of service orders, and escalating service orders as necessary. **Optional**

Not used for this process element

Interactions

Not used for this process element

10.1.3 L4: Manage Service Provisioning Activity (1.1.2.2.3.3) – Mapping Details

Process Identifier: 1.1.2.2.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.2.3.3 Manage Service Provisioning Activity
Brief Description Responsibilities of this processes include, but are not limited to: - Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders; · Escalating status of service orders in accordance with local policy; · Undertaking necessary tracking of the execution process; · Adding additional information to an existing service order; · Modifying information in an existing service order;· · Modifying the service order status; · Canceling a service order when the initiating customer order is cancelled; · Indicating completion of a service order by modifying the service order status.   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.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

- Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;

· Escalating status of service orders in accordance with local policy; · Undertaking necessary tracking of the execution process;

· Adding additional information to an existing service order;

· Modifying information in an existing service order;·

· Modifying the service order status;

· Canceling a service order when the initiating customer order is cancelled;

· Indicating completion of a service order by modifying the service order status.

Optional

Not used for this process element

Interactions

Not used for this process element

11 L3: Implement, Configure & Activate Service (1.1.2.2.4)

Process Identifier: 1.1.2.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Implement, configure and activate the specific services allocated against an issued service order.

Extended Description

The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order.

These processes are responsible for, but not limited to:

·{T}Assessing and planning the approach to be undertaken for implementation, configuration and activation;

·{T}Re-using standard implementation, configuration and activation processes applicable to specific services;

·{T}Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering.

·{T}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

·{T}Updating the information contained in the service inventory as to the configuration of specific services and their status.

At the successful conclusion of these activities, the status of the specific services will be changed from allocated to activated, which means they are in-use.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

11.1.1 L4 Configure Service (1.1.2.2.4.1) – Mapping Details

Process Identifier: 1.1.2.2.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.2.4.1 Configure Service
Brief Description Assess and plan the approach to be undertaken for configuration. Re-use standard configuration and processes applicable to specific services. Configure and reconfigure specific services, including customer premises equipment if part of the service provider offering. Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications. Update the information contained in the service inventory as to the configuration of specific services and their status. **Extended Description** Not used for this process element **Explanatory** Not used for this process element

Mandatory

Assess and plan the approach to be undertaken for configuration.

Re-use standard configuration and processes applicable to specific services.

Configure and reconfigure specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Update the information contained in the service inventory as to the configuration of specific services and their status.

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.2 L4: Implement Service (1.1.2.2.4.2) – Mapping Details

Process Identifier: 1.1.2.2.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.4.2 Implement Service

Brief Description

Assess and plan the approach to be undertaken for implementation.

Re-use standard implementation processes applicable to specific services.

Implement specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Assess and plan the approach to be undertaken for implementation.

Re-use standard implementation processes applicable to specific services.

Implement specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.3 L4: Activate Service (1.1.2.2.4.3) – Mapping Details

Process Identifier: 1.1.2.2.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.4.3 Activate Service

Brief Description

Assess and plan the approach to be undertaken for activation.

Re-used standard activation processes applicable to specific services.

Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

Assess and plan the approach to be undertaken for activation.

Re-used standard activation processes applicable to specific services.

Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Optional

Not used for this process element

Interactions

Not used for this process element

12 L3: Test Service End-to-End (1.1.2.2.5)

Process Identifier: 1.1.2.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels.

Extended Description

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.

This purpose is performed through testing the service end-to-end as far as possible.

These processes test specific services against supplier/partner defined test plans, or against test plans developed by the service provider.

Where appropriate test plans are not available these processes are responsible for developing appropriate test plans. These processes are also responsible for capturing and storing the test results for historical and downstream testing comparison purposes.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

12.1.1 L4: Test Service (1.1.2.2.5.1) – Mapping Details

Process Identifier: 1.1.2.2.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.5.1 Test Service

Brief Description

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.

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.

Extended Description

Not used for this process element

Explanatory

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.

Mandatory

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.

Optional

Not used for this process element

Interactions

Not used for this process element

12.1.2 L4: Develop Service Test Plans (1.1.2.2.5.2) – Mapping Details

Process Identifier: 1.1.2.2.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.5.2 Develop Service Test Plans

Brief Description

Where appropriate test plans are not available this process is responsible for developing appropriate test plans.

Extended Description

Not used for this process element

Explanatory

Where appropriate test plans are not available.

Mandatory

This process is responsible for developing appropriate test plans.

Optional

Not used for this process element

Interactions

Not used for this process element

12.1.3 L4 Capture Service Test Results (1.1.2.2.5.3) – Mapping Details

Process Identifier: 1.1.2.2.5.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.5.3 Capture Service Test Results

Brief Description

Capture and store the test results for historical and downstream testing comparison purposes.

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

Capture and store the test results for historical and downstream testing comparison purposes.

Optional

Not used for this process element

Interactions

Not used for this process element

13 L3: Issue Service Orders (1.1.2.2.7)

Process Identifier: 1.1.2.2.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Issue correct and complete service orders.

Extended Description

The purpose of the Issue Service Orders processes is to issue correct and complete service orders.

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.

These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or supplier/partner initiated request, to determine the associated service orders that need to be issued.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a

previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

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 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.

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.

The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

13.1.1 L4: Assess Service Request (1.1.2.2.7.1) – Mapping Details

Process Identifier: 1.1.2.2.7.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.2.7.1 Assess Service Request

Brief Description

This process assesses 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.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process assesses 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 issue.

Optional

Not used for this process element

Interactions

Not used for this process element

13.1.2 L4: Create Service Orders (1.1.2.2.7.2) – Mapping Details

Process Identifier: 1.1.2.2.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.7.2 Create Service Orders

Brief Description

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.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

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 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.

Extended Description

Not used for this process element

Explanatory

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.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services.

Mandatory

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.

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 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.

Optional

Not used for this process element

Interactions

Not used for this process element

13.1.3 L4: Mark Service Order for Special Handling (1.1.2.2.7.3) – Mapping Details

Process Identifier: 1.1.2.2.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.7.3 Mark Service Order for Special Handling

Brief Description

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.

The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling,

Optional

Not used for this process element

Interactions

And passes management for further processing to the Track & Manage Service Provisioning process.

14 L3: Report Service Provisioning (1.1.2.2.8)

Process Identifier: 1.1.2.2.8

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Monitor the status of service orders, provide notifications of any changes and provide management reports.

Extended Description

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.

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.

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.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

14.1.1 L4: Monitor Service Order Status (1.1.2.2.8.1) – Mapping Details

Process Identifier: 1.1.2.2.8.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.8.1 Monitor Service Order Status

Brief Description

Responsible for continuously monitoring the status of service orders; record, analyze and assess the service order status changes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Responsible for continuously monitoring the status of service orders; record, analyze and assess the service order status changes.

Optional

Not used for this process element

Interactions

Not used for this process element

14.1.2 L4: Distribute Service Order Notification (1.1.2.2.8.2) – Mapping Details

Process Identifier: 1.1.2.2.8.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.8.2 Distribute Service Order Notification

Brief Description

Provide notifications of any changes the status of service orders. Notifications are used to notify the owner of the current status of the order and also distributed to the other parties who require it. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.

Extended Description

Not used for this process element

Explanatory

Notifications are used to notify the owner of the current status of the order and also distributed to the other parties who require it.

Mandatory

Provide notifications of any changes the status of service orders.

Optional

Not used for this process element

Interactions

Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.

14.1.3 L4: Distribute Service Provisioning Reports (1.1.2.2.8.3) – Mapping Details

Process Identifier: 1.1.2.2.8.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.2.8.3 Distribute Service Provisioning Reports

Brief Description

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.

Extended Description

Not used for this process element

Explanatory

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

Mandatory

Provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process.

Optional

Not used for this process element

Interactions

Not used for this process element

14.1.4 L3: Close Service Order (1.1.2.2.9)

Process Identifier: 1.1.2.2.9

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS
1.1.2.2.9 Close Service Order

Brief Description

Close a service order when the service provisioning activities have been completed.

Extended Description

The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed.

These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

15 L2: Service Problem Management (1.1.2.3)

Process Identifier: 1.1.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Respond immediately to customer-affecting service problems or failures in order to minimize their effects on customers, and to invoke the restoration of the service, or provide an alternate service as soon as possible.

Extended Description

Service Problem Management processes are responsible for the management of problems associated with specific services. The objective of these processes is to respond immediately to reported service problems or failures in order to minimize their effects on customers, and to invoke the restoration of the service, or provide an alternate service as soon as possible.

Responsibilities of the Service Problem Management processes include, but are not limited to:

· Detecting, analyzing, managing and reporting on service alarm event notifications;

· Initiating and managing service trouble reports;

· Performing service problem localization analysis;

· Correcting and resolving service problems;

· Reporting progress on service trouble reports to other processes;

· Assigning & tracking service problem testing and recovery activities; and

· Managing service problem jeopardy conditions

Service Problem Management processes perform analysis, decide on the appropriate actions/responses and carry them out with the intent of restoring normal operation on specific services.

However these activities need to interact with the Problem Handling processes, as the latter have a view on customer impact. Service Problem Management processes are responsible for informing Problem Handling processes of any potential customer problems. Where the original report arose as a result of customer problems, the Service Problem Management processes may be coordinated by Problem Handling processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

16 L3: Create Service Trouble Report (1.1.2.3.1)

Process Identifier: 1.1.2.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Create a new service trouble report.

Extended Description

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

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

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

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

16.1.1 L4: Generate Service Problem (1.1.2.3.1.1) – Mapping Details

Process Identifier: 1.1.2.3.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.1.1 Generate Service Problem
Brief Description   This process creates a new Service Trouble report.   **Extended Description**   Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process creates a new Service Trouble report.

Optional

Not used for this process element

Interactions

Not used for this process element

16.1.2 L4: Convert Report To Service Problem Format (1.1.2.3.1.2) – Mapping Details

Process Identifier: 1.1.2.3.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

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

Not used for this process element

Explanatory

If the service trouble report is created as a result of a notification or request from processes other than the Survey & Analyze Service Problem processes, this process is responsible for converting the received information into a form suitable for the Service Problem Management processes, and for requested additional information if required.

Mandatory

If the service trouble report is created as a result of a notification or request from processes other than the Survey & Analyze Service Problem processes, this process is responsible for converting the received information into a form suitable for the Service Problem Management processes, and for requested additional information if required.

Optional

Not used for this process element

Interactions

Not used for this process element

16.1.3 L4: Convert Report To Service Problem Format (1.1.2.3.1.2) – Mapping Details

Process Identifier: 1.1.2.3.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.1.2 Convert Report To Service Problem Format
Brief Description

If the service trouble report is created as a result of a notification or request from processes other than the Survey & Analyze Service Problem processes, this process is responsible for converting the received information into a form suitable for the Service Problem Management processes, and for requested additional information if required.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

16.1.4 L4: Estimate Time For Restoring Service (1.1.2.3.1.3) – Mapping Details

Process Identifier: 1.1.2.3.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.1.3 Estimate Time For Restoring Service

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

17 L3: Diagnose Service Problem (1.1.2.3.2)

Process Identifier: 1.1.2.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Identify the root cause of the specific service problem.

Extended Description

The objective of the Diagnose Service Problem processes is to identify the root cause of the specific service problem. These processes are invoked by the Track & Manage Service Problem processes.

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

· Verifying whether the service configuration matches the appropriate product features;

· Performing diagnostics against the specific services;

· Running tests against the specific services;

· Starting and stopping audits against specific services; and

· Scheduling routine testing of the specific services.

The Diagnose Service Problem processes will make the results of the root cause analysis available to other processes. The Diagnose Service Problem processes will update the open service trouble report, as required during the assessment, and when the root cause has been identified.

When the process is complete the Diagnose Service Problem processes will notify the Track & Manage Service Problem processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

17.1.1 L4: Verify Service Configuration (1.1.2.3.2.1) – Mapping Details

Process Identifier: 1.1.2.3.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

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LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.2.1 Verify Service Configuration

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Brief Description

This process verifies whether the service configuration matches the appropriate product features.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process verifies whether the service configuration matches the appropriate product features.

Optional

Not used for this process element

Interactions

Not used for this process element

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17.1.2 L4: Perform Specific Service Problem Diagnostics (1.1.2.3.2.2) – Mapping Details

Process Identifier: 1.1.2.3.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.2 Perform Specific Service Problem Diagnostics

Brief Description

This process performs diagnostics against the specific services.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process performs diagnostics against the specific services.

Optional

Not used for this process element

Interactions

Not used for this process element

17.1.3 L4 Perform Specific Service Problem Tests (1.1.2.3.2.3) – Mapping Details

Process Identifier: 1.1.2.3.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

<table>
<tr><td colspan="1" align="center">

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.3 Perform Specific Service Problem Tests

</td></tr>
<tr><td>

Brief Description

This process runs tests against the specific services.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process runs tests against the specific services.

Optional

Not used for this process element

Interactions

Not used for this process element

</td></tr>
</table>

17.1.4 L4: Schedule Routine Service Problem Tests (1.1.2.3.2.4) – Mapping Details

Process Identifier: 1.1.2.3.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.4 Schedule Routine Service Problem Tests

Brief Description

This process schedules routine testing of the specific services.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process schedules routine testing of the specific services.

Optional

Not used for this process element

Interactions

Not used for this process element

17.1.5 L4: Stop And Start Audit On Services (1.1.2.3.2.5) – Mapping Details

Process Identifier: 1.1.2.3.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.5 Stop And Start Audit On Services

Brief Description

This process starts and stops audits against specific services.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process starts and stops audits against specific services.

Optional

Not used for this process element

Interactions

Not used for this process element

17.1.6 L4: Notify T&M Root Cause Service Problem (1.1.2.3.2.6) – Mapping Details

Process Identifier: 1.1.2.3.2.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

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

Brief Description

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

17.1.7 L4: Categorize Service Problem (1.1.2.3.2.7) – Mapping Details

Process Identifier: 1.1.2.3.2.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.2.7 Categorize Service Problem

Brief Description

This process is responsible for categorizing the service problem according to the type of the problem, impact, and standardized criteria at SM&O level. Moreover, this activity will be carried out with appropriate diligence, in order to provide inputs to the "Track & Manage Service Problem" process. **(A)**

Extended Description

This process is responsible for categorizing the service problem according to the type of the problem, impact, and standardized criteria at SM&O level. Moreover, this activity will be carried out with appropriate diligence, in order to provide inputs to the "Track & Manage Service Problem" process. **(A)**
Desc= Memos can be used for problem tracking and can also be categorized into different areas

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/180275851.html?bnr=22397

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

18 L3: Correct & Resolve Service Problem (1.1.2.3.3)

Process Identifier: 1.1.2.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Restore the service to a normal operational state as efficiently as possible.

Extended Description

The objective of the Correct & Resolve Service Problem processes is to restore the service to a normal operational state as efficiently as possible.

Based on the nature of the service failure leading to the associated service alarm event notification, automatic restoration procedures might be triggered. Manual restoration activity is assigned to the Correct & Resolve Service Problem processes from the Track & Manage Service Problem processes.

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

For large service failures requiring extensive re-assignment and/or re-configuration activity to restore normal operation, these processes will attempt to implement work-arounds to recover the specific service operation. In these circumstances, recovery of normal operation may require invocation of the Support Service Problem Management processes.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

18.1.1 L4: Reassign / Reconfigure Failed Service (1.1.2.3.3.1) – Mapping Details

Process Identifier: 1.1.2.3.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.3.3.1 Reassign / Reconfigure Failed Service
Brief Description Depending on the nature of the specific service failure, these processes may possibly re-assign services or re-configure service parameters. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. **(A)** *Desc=* *Handles customer facing specific Failed/Incorrect configured Services - Class : Supplementary Services (Barred incoming calls, Closed User Group,), which may not explicitly be offered as a seperate contractable services through and are bundled by other Resource Facing Services.* *For Resource Facing Services, usually other Elements is responsible for Operations & Maintenance and is not part of the CBIO product offering.*

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

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

18.1.2 L4: Manage Service Restoration (1.1.2.3.3.2) – Mapping Details

Process Identifier: 1.1.2.3.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.3.2 Manage Service Restoration
Brief Description

Based on the nature of the service failure leading to the associated service alarm event notification, this restoration process might be triggered. It reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report.

Desc=Customer Facing Services for Mobile are restored automatically. Some wireline Services are complex and might require manual /remote intervention. For Resource Facing Services, other Elements is responsible for Operations & Maintenance of non-customer Facing Services. This is not part of the CBIO product offering.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

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

18.1.3 L4: Implement Service Problem Work Arounds (1.1.2.3.3.3) – Mapping Details

Process Identifier: 1.1.2.3.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.3.3 Implement Service Problem Work Arounds

Brief Description

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

Desc=Customer Facing Services for Mobile are restored automatically. Some wireline Services are complex and might require manual /remote intervention. For Resource Facing Services, other Elements is responsible for Operations & Maintenance of non-customer Facing Services. This is not part of the CBIO product offering.

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

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

18.1.4 L4: Invoke Support Service Problem Management Processes (1.1.2.3.3.4) – Mapping Details

Process Identifier: 1.1.2.3.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.3.3.4 Invoke Support Service Problem Management Processes
Brief Description This process recovers normal operation by invocation of the Support Service Problem Management processes. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Service Problem through updates to the associated Service Trouble report. *Desc=Customer Facing Services for Mobile are restored automatically. Some wireline Services are complex and might require manual /remote intervention. For Resource Facing Services, other Elements is responsible for Operations & Maintenance of non-customer Facing Services. This is not part of the CBIO product offering.* **Extended Description** Not used for this process element **Explanatory** Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

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

18.1.5 L4: Review Major Service Problem (1.1.2.3.3.5) – Mapping Details

Process Identifier: 1.1.2.3.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.3.5 Review Major Service Problem

Brief Description

To review the resolution of service problems that have been categorized as major impact, in order to prevent recurrence and learn lessons for the future. **(A)**

Extended Description

To review the resolution of service problems that have been categorized as major impact, in order to prevent recurrence and learn lessons for the future. **(A)**

Desc=Service problems can be stored in the system as memos that are also prioritized and classified. The information could be extracted for analysis if needed.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/180275851.html?bnr=22397

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

19 L3: Track & Manage Service Problem (1.1.2.3.4)

Process Identifier: 1.1.2.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Ensure that testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open service trouble reports in jeopardy.

Extended Description

The purpose of the Track & Manage Service Problem processes is to ensure that testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open service trouble reports in jeopardy.

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

· Initiating first-in testing using automated remote testing capabilities;

· Adding additional information to an open service trouble report based on the first-in testing;

· Scheduling, assigning and coordinating repair and restoration activities;

· Generating the respective resource trouble report creation request(s) to Create Resource Trouble Report based on specific service trouble reports;

· Initiate any final testing to confirm clearance of the service problem;

· Undertake necessary tracking of the execution progress;

· Modifying information in an existing service trouble report based on assignments;

· Modifying the service trouble report status;

· Canceling a service trouble report when the specific problem was related to a false service alarm event; and

· Monitoring the jeopardy status of open service trouble reports, and escalating service trouble reports as necessary.

Note that some specific resource components may be owned and managed by suppliers/partners. In these cases the Track & Manage Service Problem process is responsible for initiating requests, through S/P Problem Reporting & Management processes for restoration and recovery by the supplier/partner of the specific resource components.

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.

The Track & Manage Service Problem processes are responsible for engaging external suppliers/partners in correction and recovery activities when:

· higher level expertise and/or higher level support is required to resolve the service problem, (which may be automatic in the case of highest priority service problems);

· the specific service has been purchased from an external supplier (as in an interconnect service); or

· the specific service is delivered by an external partner.

Where the engagement with an external supplier/partner is for purchased or delivered services, as the case may be, the tracking and management of the supplier/partner problem resolution activity is actually performed by the S/P Problem Reporting & Management processes, with the Track & Manage Service Problem processes relegated to an overall coordination role. The Track & Manage Service Problem processes will also inform the Close Service Problem processes by modifying the service trouble report status to cleared when the service problem has been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

19.1.1 L4: Coordinate Service Problem (1.1.2.3.4.1) – Mapping Details

Process Identifier: 1.1.2.3.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.4.1 Coordinate Service Problem
Brief Description
This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates repair and restoration activities, undertakes necessary tracking of the execution progress, modifies

information in an existing Service Trouble report based on assignments, and modifies the Service Trouble report status.

Extended Description

Not used for this process element

Explanatory

This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates repair and restoration activities, undertakes necessary tracking of the execution progress, modifies information in an existing Service Trouble report based on assignments, and modifies the Service Trouble report status.

Mandatory

This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates repair and restoration activities, undertakes necessary tracking of the execution progress, modifies information in an existing Service Trouble report based on assignments, and modifies the Service Trouble report status.

Optional

Not used for this process element

Interactions

Not used for this process element

19.1.2 L4: Perform First in Service Testing (1.1.2.3.4.2) – Mapping Details

Process Identifier: 1.1.2.3.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

<table>
<tr><td colspan="1">LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.4.2 Perform First in Service Testing</td></tr>
</table>

Brief Description

This process initiates first-in testing using automated remote testing capabilities, and adds additional information to an open Service Trouble report based on the first-in testing.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process initiates first-in testing using automated remote testing capabilities, and adds additional information to an open Service Trouble report based on the first-in testing.

Optional

Not used for this process element

Interactions

Not used for this process element

19.1.3 L4: Cancel Service Problem (1.1.2.3.4.3) – Mapping Details

Process Identifier: 1.1.2.3.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

<table>
<tr><td>

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.4.3 Cancel Service Problem

</td></tr>
<tr><td>

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

</td></tr>
</table>

19.1.4 L4: Escalate/End Service Problem (1.1.2.3.4.4) – Mapping Details

Process Identifier: 1.1.2.3.4.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

<table>
<tr><td colspan="1" align="center">**LEVEL 4 PROCESS MAPPING DETAILS**
1.1.2.3.4.4 Escalate/End Service Problem</td></tr>
</table>

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

19.1.5 L4: Perform Final Service Test (1.1.2.3.4.5) – Mapping Details

Process Identifier: 1.1.2.3.4.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.3.4.5 Perform Final Service Test

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

19.1.6 L4: Prioritize Service Problem (1.1.2.3.4.6) – Mapping Details

Process Identifier: 1.1.2.3.4.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.4.6 Prioritize Service Problem

Brief Description

This process is responsible for assigning the prioritization to service problem in order to establish an order for managing it. The prioritization is assigned (usually automatically) according to criteria, such as, categorization, services affected and SLAs. **(A)**

Extended Description

This process is responsible for assigning the prioritization to service problem in order to establish an order for managing it. The prioritization is assigned (usually automatically) according to criteria, such as, categorization, services affected and SLAs. **(A)**

Desc=Service problems can be stored in the system as memos that are also prioritized and classified.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/180275851.html?bnr=22397

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

20 L3: Report Service Problem (1.1.2.3.5)

Process Identifier: 1.1.2.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Monitor the status of service trouble reports, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report Service Problem processes is to monitor the status of service trouble reports, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of service trouble reports and managing notifications to processes and other parties registered to receive notifications of any status changes, for example, Service Quality Management and Customer QoS/SLA Management processes. Notification lists are managed and maintained by the Support Service Problem Management processes.

These processes record, analyze and assess the service trouble report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Problem Management process. These specialized summaries could be specific reports required by specific audiences.

These processes will make the necessary reports about the problem that occurred, the root cause and the activities carried out for restoration.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

20.1.1 L4: Monitor Service Problem (1.1.2.3.5.1) – Mapping Details

Process Identifier: 1.1.2.3.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.5.1 Monitor Service Problem

Brief Description

This process is responsible for continuously monitoring the status of Service Trouble reports and managing notifications to processes and other parties registered to receive notifications of any status changes, for example, Resource Performance Management and Service Quality Management. Notification lists are managed and maintained by the Support Service Problem Management processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for continuously monitoring the status of Service Trouble reports and managing notifications to processes and other parties registered to receive notifications of any status changes, for example, Resource Performance Management and Service Quality Management.

Optional

Not used for this process element

Interactions

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

20.1.2 L4: Distribute Service Problem Notifications (1.1.2.3.5.2) – Mapping Details

Process Identifier: 1.1.2.3.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.5.2 Distribute Service Problem Notifications

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

20.1.3 L4: Distribute Service Problem Management Reports & Summaries (1.1.2.3.5.3) – Mapping Details

Process Identifier: 1.1.2.3.5.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.5.3 Distribute Service Problem Management Reports & Summaries

Brief Description

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

20.1.4 L3: Close Service Trouble Report (1.1.2.3.6)

Process Identifier: 1.1.2.3.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS
1.1.2.3.6 Close Service Trouble Report

Brief Description

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

Extended Description

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

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

21 L3: Survey & Analyze Service Problem (1.1.2.3.7)

Process Identifier: 1.1.2.3.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Monitor service alarm event notifications and manage service alarm event records in real-time.

Extended Description

The objective of the Survey & Analyze Service Problem processes is to monitor service alarm event notifications and manage service alarm event records in real-time.

Responsibilities of the Survey & Analyze Service Problem processes include, but are not limited to:

· Detecting and collecting service alarm event notifications;

· Initiating and managing service alarm event records;

· Performing service alarm event notification localization analysis;

· Correlating and filtering service alarm event records;

· Reporting service alarm event record status changes to other processes;

· Managing service alarm event record jeopardy conditions.

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

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

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

Service alarm event record correlation and filtering encompasses the correlation of redundant, transient or implied service alarm event notifications with a specific "root cause" service alarm event notification and associated service alarm event record.

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

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

21.1.1 L4: Manage Service Alarm Event Notifications (1.1.2.3.7.1) – Mapping Details

Process Identifier: 1.1.2.3.7.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.1 Manage Service Alarm Event Notifications
Brief Description This process may determine that a service alarm event notification may represent a customer impacting condition. In these circumstances this process is responsible for indicating a potential customer problem to the Problem Handling processes. As a part of this indication this process is responsible for identifying the impacted deployed product instances associated with the service instances presenting alarm event notifications and passing this information to the Problem Handling

processes.

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

21.1.2 L4: Filter Service Alarm Event Notifications (1.1.2.3.7.2) – Mapping Details

Process Identifier: 1.1.2.3.7.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.2 Filter Service Alarm Event Notifications

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

21.1.3 L4: Correlate Service Alarm Event Notifications (1.1.2.3.7.3) – Mapping Details

Process Identifier: 1.1.2.3.7.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.3 Correlate Service Alarm Event Notifications

Brief Description

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

21.1.4 L4: Abate Service Alarm Event Records (1.1.2.3.7.4) – Mapping Details

Process Identifier: 1.1.2.3.7.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.4 Abate Service Alarm Event Records

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

21.1.5 L4: Trigger Defined Service Alarm Action (1.1.2.3.7.5) – Mapping Details

Process Identifier: 1.1.2.3.7.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.5 Trigger Defined Service Alarm Action

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

21.1.6 L4: Monitor Service Alarms Events (1.1.2.3.7.6) – Mapping Details

Process Identifier: 1.1.2.3.7.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.6 Monitor Service Alarms Events
Brief Description
This process is responsible for collecting and monitoring events and alarms provided by services though systems and monitoring tools.
Extended Description
This process is responsible for collecting and monitoring events and alarms provided by services though systems and monitoring tools.
Explanatory
Reserved for future use.
Mandatory
Reserved for future use.
Optional
Reserved for future use.
Interactions
Reserved for future use.

21.1.7 L4: Categorize Service Alarm Event (1.1.2.3.7.7) – Mapping Details

Process Identifier: 1.1.2.3.7.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.3.7.7 Categorize Service Alarm Event

Brief Description

This process is responsible for categorizing the service alarm events in order to support the management, filtering and correlation of events at SM&O level.

Extended Description

This process is responsible for categorizing the service alarm events in order to support the management, filtering and correlation of events at SM&O level.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

22 L2: Service Quality Management (1.1.2.4)

Process Identifier: 1.1.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Managing, tracking, monitoring, analyzing, improving and reporting on the performance of specific services.

Extended Description

Managing, tracking, monitoring, analyzing, improving and reporting on the performance of specific services.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

23 L3: Service Quality Management (1.1.2.4.1)

Process Identifier: 1.1.2.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Monitor received service quality information and undertake first-in detection.

Extended Description

The objective of the Monitor Service Quality processes is to monitor received service quality information and undertake first-in detection.

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

· Undertake the role of first in detection and collection by monitoring and logging the received specific service performance quality data;

· Comparing the received specific service performance quality data to performance quality standards set for each specific service (available from the Service Inventory);

· Assessing and recording received specific service performance quality data which is within tolerance limits for performance quality standards, and for which continuous monitoring and measuring of performance is required;

· Recording the results of the continuous monitoring for reporting through the Report Service Quality Performance processes;

· Detect performance quality threshold violations which represent specific service failures due to abnormal performance;

· Pass information about specific service failures due to performance quality threshold violations to Service Problem Management to manage any necessary restoration activity as determined by that process;

· Pass information about potential specific customer SLA/QoS performance degradations arising from specific service quality performance degradations (using knowledge about service to purchased product offering linkages) to Problem Handling to manage any necessary restoration activity as determined by that process;

· Detect performance degradation for specific services which provide early warning of potential issues;

· Forward service performance degradation notifications to other Service Quality Management processes, which manage activities to restore normal specific service performance quality; and

· Log specific service performance quality degradation and violation details within the repository in the Manage Service Inventory processes to ensure historical records are available to support the needs of other processes.

The processes also perform automated service testing using simulated calls simulating standard user behavior, and collect data related to service usage which may supply information to other processes (i.e. marketing, service cost, etc) and identify abnormal usage by the service users (i.e. bad passwords, terminal configurations, etc).

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

23.1.1 L4: Manage Service Performance Quality Data (1.1.2.4.1.1) – Mapping Details

Process Identifier: 1.1.2.4.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.1.1 Manage Service Performance Quality Data

Brief Description

This process monitors and logs the received specific service performance quality data, compares the received specific service performance quality data to performance quality standards set for each specific service (available from the Service Inventory), detect performance quality threshold violations which represent specific service failures due to abnormal performance, and detects performance degradation for specific services which provide early warning of potential issues.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process monitors and logs the received specific service performance quality data, compares the received specific service performance quality data to performance quality standards set for each specific service (available from the Service Inventory), detect performance quality threshold violations which represent specific service failures due to abnormal performance, and detects performance degradation for specific services which provide early warning of potential issues.

Optional

Not used for this process element

Interactions

Not used for this process element

23.1.2 L4: Record Service Performance Quality Data (1.1.2.4.1.2) – Mapping Details

Process Identifier: 1.1.2.4.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.1.2 Record Service Performance Quality Data

Brief Description

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

23.1.3 L4: Correlate Service Performance Event Notifications (1.1.2.4.1.3) – Mapping Details

Process Identifier: 1.1.2.4.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.1.3 Correlate Service Performance Event Notifications

Brief Description

This process passes information about specific service failures due to performance quality threshold violations to Service Problem Management to manage any necessary restoration activity as determined by that process. It passes information about potential specific customer SLA/QoS performance degradations arising from specific service quality performance degradations (using knowledge about service to purchased

product offering linkages) to Problem Handling to manage any necessary restoration activity as determined by that process. It forwards service performance degradation notifications to other Service Quality Management processes, which manage activities to restore normal specific service performance quality.

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

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

Optional

Not used for this process element

Interactions

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

24 L3: Analyze Service Quality (1.1.2.4.2)

Process Identifier: 1.1.2.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Analyze and evaluate the service quality performance of specific services.

Extended Description

The purpose of the Analyze Service Quality processes is to analyze the information received from the Monitor Service Quality process to evaluate the service quality performance of specific services.

Using the data from Monitor Service Quality, these processes will correlate events in order to filter repetitive alarms and failure events that do not affect the quality delivered, and they will calculate key service quality indicators, (such as Mean Time Between Failures and other chronic problems).

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

·{T}Undertaking analysis as required on specific service performance information received from the Monitor Service Quality processes;

·{T}Initiating, modifying and cancelling continuous performance data collection schedules for specific services required to analyze specific service performance. These schedules are established through requests sent to the Enable Service Quality Management processes.

·{T}Determining the root causes of specific service performance degradations and violations;

·{T}Recording the results of the analysis and intermediate updates in the Service Inventory for historical analysis and for use as required by other processes; and

·{T}Undertaking specific detailed analysis (if the original requested came from Customer QoS/SLA Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between service instances, without any specific service instance having an unacceptable performance in its own right.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

24.1.1 L4: Perform Specific Service Performance Diagnostics (1.1.2.4.2.1) – Mapping Details

Process Identifier: 1.1.2.4.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

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

instances, without any specific service instance having an unacceptable performance in its own right.

Optional

Not used for this process element

Interactions

Not used for this process element

24.1.2 L4: Manage Service Performance Data Collection Schedules (1.1.2.4.2.2) – Mapping Details

Process Identifier: 1.1.2.4.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.2.2 Manage Service Performance Data Collection Schedules
Brief Description This process initiates, modifies and cancels continuous performance data collection schedules for specific services required to analyze specific service performance. These schedules are established through requests sent to the Enable Service Quality Management processes. **Extended Description** Not used for this process element **Explanatory**

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

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

25 L3: Improve Service Quality (1.1.2.4.3)

Process Identifier: 1.1.2.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Restore the service quality to a normal operational state as efficiently as possible.

Extended Description

The objective of the Improve Service Quality processes is to restore the service quality to a normal operational state as efficiently as possible.

These processes follow service improvement plans specified by the supplier/partner, or use service improvement plans developed by the service provider. Where appropriate service improvement plans are not available these processes are responsible for developing appropriate service improvement plans.

Where activity to improve service quality performance is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the improvement proposal and ensuring authorization is received to proceed with the service improvement plan. When the service improvement activity is about to commence, these processes are responsible for notifying when service improvement activity is commencing and when it is completed.

Based on the information determined within the Analyze Service Quality processes and the nature of the specific service degradation, these processes may possibly re-assign services or re-configure service parameters.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

25.1.1 L4: Reassign / Reconfigure Service or Service Parameters (1.1.2.4.3.1) – Mapping Details

Process Identifier: 1.1.2.4.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.3.1 Reassign / Reconfigure Service or Service Parameters

Brief Description

Based on the information determined within the Analyze Service Quality processes and the nature of the specific service degradation, this process may re-assign services or re-configure service parameters.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Based on the information determined within the Analyze Service Quality processes and the nature of the specific service degradation, this process may re-assign services or re-configure service parameters.

Optional

Not used for this process element

Interactions

Not used for this process element

25.1.2 L4: Manage Service Improvement Notification and Authorization (1.1.2.4.3.2) – Mapping Details

Process Identifier: 1.1.2.4.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.3.2 Manage Service Improvement Notification and Authorization

Brief Description

Where activity to improve service quality performance is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the improvement proposal and ensuring authorization is received to proceed with the service improvement plan. When the service improvement activity is about to commence, this process is responsible for notifying when service improvement activity is commencing and when it is completed.

Extended Description

Not used for this process element

Explanatory

Applies where activity to improve service quality performance is likely to impact other in-use specific services.

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

25.1.3 L4: Develop Service Improvement Plans (1.1.2.4.3.3) – Mapping Details

Process Identifier: 1.1.2.4.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

<table>
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LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.3.3 Develop Service Improvement Plans

</td></tr>
<tr><td>

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

</td></tr>
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26 L3: Report Service Quality Performance (1.1.2.4.4)

Process Identifier: 1.1.2.4.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Monitor the status of service performance degradation reports, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report Service Quality Performance processes is to monitor the status of service performance degradation reports, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of service performance degradation reports and managing notifications to other processes in the SM&O and other process layers, and to other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Service Quality Management processes.

These processes record, analyze and assess the service performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Quality Management process. These specialized summaries could be specific reports required by specific audiences.

These processes also report any identified constraints that can affect service quality standards to other processes. These constraints may include specific resource failures, capacity shortages due to unexpected demand peaks, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

26.1.1 L4: Monitor Service Performance Degradation Report (1.1.2.4.4.1) – Mapping Details

Process Identifier: 1.1.2.4.4.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.4.1 Monitor Service Performance Degradation Report

Brief Description

This process is responsible for continuously monitoring the status of Service Performance Degradation Reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Service Quality Management processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for continuously monitoring the status of Service Performance Degradation Reports and managing notifications to processes and other parties registered to receive notifications of any status changes.

Optional

Not used for this process element

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

26.1.2 L4: Report Constraints to Other Processes (1.1.2.4.4.2) – Mapping Details

Process Identifier: 1.1.2.4.4.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.4.2 Report Constraints to Other Processes
Brief Description This process reports any identified constraints that can affect service quality standards to other processes. These constraints may include specific resource failures, capacity shortages due to unexpected demand peaks, etc. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** This process reports any identified constraints that can affect service quality standards to other processes. These constraints may include specific resource failures, capacity shortages due to

unexpected demand peaks, etc.

Optional

Not used for this process element

Interactions

Not used for this process element

26.1.3 L4: Distribute Service Quality Management Reports & Summaries (1.1.2.4.4.3) – Mapping Details

Process Identifier: 1.1.2.4.4.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.4.3 Distribute Service Quality Management Reports & Summaries

Brief Description

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

27 L3: Create Service Performance Degradation Report (1.1.2.4.5)

Process Identifier: 1.1.2.4.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Create a new service performance degradation report.

Extended Description

The objective of the Create Service Performance Degradation Report process is to create a new service performance degradation report, modify existing service performance degradation reports, and request cancellation of existing service performance degradation reports.

A new service performance degradation report may be created as a result of specific service performance notifications undertaken by the Monitor Service Performance processes, or at the request of analysis undertaken by other CRM, SM&O or RM&O processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific service performance.

If the service performance degradation report is created as a result of a notification or request from processes other than Monitor Service Performance processes, the Create Service Performance Degradation Report processes are responsible for converting the received information into a form suitable for the Service Performance Management processes, and for requesting additional information if required.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

27.1.1 L4: Generate Service Performance Degradation Problem (1.1.2.4.5.1) – Mapping Details

Process Identifier: 1.1.2.4.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.5.1 Generate Service Performance Degradation Problem
Brief Description
This process creates a new Service Performance Degradation Report as a result of specific service performance notifications undertaken by the Monitor Service Performance processes, or at the request of analysis undertaken by other CRM, SM&O or RM&O processes which detect that some

form of deterioration or failure has occurred requires an assessment of the specific service performance.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process creates a new Service Performance Degradation Report as a result of specific service performance notifications undertaken by the Monitor Service Performance processes, or at the request of analysis undertaken by other CRM, SM&O or RM&O processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific service performance.

Optional

Not used for this process element

Interactions

Not used for this process element

27.1.2 L4: Convert Report To Service Performance Degradation Report Format (1.1.2.4.5.2) – Mapping Details

Process Identifier: 1.1.2.4.5.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.4.5.2 Convert Report To Service Performance Degradation Report Format

Brief Description

If the service performance degradation report is created as a result of a notification or request from processes other than Monitor Service Performance processes, this process responsible for converting the received information into a form suitable for the Service Performance Management processes, and for requesting additional information if required.

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

28 L3: Track & Manage Service Quality Performance Resolution (1.1.2.4.6)

Process Identifier: 1.1.2.4.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Efficiently assign, coordinate and track specific service performance analysis, restoration and improvement activities, and escalate any open service performance degradation reports in jeopardy.

Extended Description

The objective of the Track & Manage Service Quality Performance Resolution processes is to efficiently assign, coordinate and track specific service performance analysis, restoration and improvement activities, and escalate any open service performance degradation reports in jeopardy.

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

· Adding additional information to an open service performance degradation report based on the first-in and on-going analysis;

· Scheduling, assigning and coordinating analysis and specific service performance restoration activities and/or repair activities delegated to other processes;

· Generating the respective resource trouble report creation request(s) to Create Resource Trouble Report based on specific service performance degradation reports where analysis the root cause is related to resources;

· Modifying information in an existing service performance degradation report based on assignments;

· Modifying the service performance degradation report status;

· Canceling a service performance degradation report when the specific request was related to a false service failure event; and

· Monitoring the jeopardy status of open service performance degradation reports, and escalating service performance degradation reports as necessary.

Note that some specific resource components may be owned and managed by suppliers/partners. In these cases the Track & Manage Service Quality Performance process is responsible for initiating

requests, through S/P Performance Management for resolution by the supplier/partner of the specific resource components.

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.

The Track & Manage Service Quality Performance Resolution processes will also inform the Close Service Performance Degradation Report processes by modifying the service performance degradation report status to cleared when the specific service performance quality issues have been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

28.1.1 L4: Coordinate Service Quality (1.1.2.4.6.1) – Mapping Details

Process Identifier: 1.1.2.4.6.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.6.1 Coordinate Service Quality
Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

28.1.2 L4: Request Service Performance Degradation Report Creation and Update (1.1.2.4.6.2) – Mapping Details

Process Identifier: 1.1.2.4.6.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.6.2 Request Service Performance Degradation Report Creation and Update

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

28.1.3 L4: Update First in Service Testing Results (1.1.2.4.6.3) – Mapping Details

Process Identifier: 1.1.2.4.6.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.6.3 Update First in Service Testing Results
Brief Description This process adds additional information to an open Service Performance Degradation Report based on the first-in testing. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** This process adds additional information to an open Service Performance Degradation Report based on the first-in testing. **Optional** Not used for this process element **Interactions** Not used for this process element

28.1.4 L4: Cancel Service Performance Degradation Report (1.1.2.4.6.4) – Mapping Details

Process Identifier: 1.1.2.4.6.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.2.4.6.4 Cancel Service Performance Degradation Report
Brief Description This process cancels a Service Performance Degradation Report when the specific trouble was related to a false service failure event. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** This process cancels a Service Performance Degradation Report when the specific trouble was related to a false service failure event. **Optional** Not used for this process element **Interactions**

Not used for this process element

28.1.5 L4: Escalate/End Service Performance Degradation Report (1.1.2.4.6.5) – Mapping Details

Process Identifier: 1.1.2.4.6.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.2.4.6.5 Escalate/End Service Performance Degradation Report**
Brief Description This process monitors the jeopardy status of open Service Performance Degradation Reports, and escalates Service Performance Degradation Reports as necessary. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** This process monitors the jeopardy status of open Service Performance Degradation Reports, and escalates Service Performance Degradation Reports as necessary. **Optional**

Not used for this process element

Interactions

Not used for this process element

28.1.6 L4: Clear Service Performance Degradation Report Status (1.1.2.4.6.6) – Mapping Details

Process Identifier: 1.1.2.4.6.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.6.6 Clear Service Performance Degradation Report Status
Brief Description   This process informs the Close Service Performance Degradation Report process by modifying the Service Performance Degradation Report status to cleared when the specific service performance quality issues have been resolved.   **Extended Description**   Not used for this process element   **Explanatory**   Not used for this process element   **Mandatory**

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

Optional

Not used for this process element

Interactions

This process informs the Close Service Performance Degradation Report process.

28.1.7 L4: Engage External Service Suppliers (1.1.2.4.6.7) – Mapping Details

Process Identifier: 1.1.2.4.6.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.6.7 Engage External Service Suppliers

Brief Description

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

28.1.8 L4: Close Service Performance Degradation Report (1.1.2.4.7)

Process Identifier: 1.1.2.4.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.4.7 Close Service Performance Degradation Report

Brief Description

Close a service performance degradation report when the service performance has been resolved.

Extended Description

The objective of the Close Service Performance Degradation Report processes is to close a service performance degradation report when the service performance has been resolved.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

29 L2: Service Guiding & Mediation (1.1.2.5)

Process Identifier: 1.1.2.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Manage usage events by correlating and formatting them into a useful format as well as guiding them to an appropriate service.

Extended Description

Service Guiding & Mediation processes manage usage events by correlating and formatting them into a useful format.   These processes include guiding resource events to an appropriate service,

mediation of these usage records, as well as de-duplication of usage records already processed. These processes provide information on customer-related and Service-related events to other process areas across assurance and billing. This includes reports on non-chargeable events and overcharged events and analysis of event records to identify fraud and prevent further occurrences.

In many cases, this process is performed by a resource such as a network element.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

30 L3: Mediate Service Usage Records (1.1.2.5.1)

Process Identifier: 1.1.2.5.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

Brief Description

Validate, normalize, convert and correlate usage records collected from the resource layer.

Extended Description

The purpose of the Mediate Service Usage Records process is to validate, normalize, convert and correlate usage records collected. It also removes any duplicate usage records that have already been processed.

Desc=For Service Usage Records collection & validation see Page 4 of MM8.pdf, for normalization see consolidatio by cgf which migth also include filtering for enriching and correlation see page 6. Under certain conditions in CBIO, GMD is also still used

HTML supportive reference:

MM8.pdf

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

30.1.1 L4: Validate Service Usage Record (1.1.2.5.1.1) – Mapping Details

Process Identifier: 1.1.2.5.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.2.5.1.1 Validate Service Usage Record**

Brief Description

Validate service usage records collected from the resource layer. **(A)**

Extended Description

The purpose of Validate Service Usage Record process is to validate service usage records collected from the resource layer. This process is responsible for collecting the Service Usage Records, filtering out of non-billing relevant Service Usage Records and validating the Service Usage Records and their integrity. For example, checking loss of Service Usage Records, illegal characters in Service Usage Records, invalid field length in Service Usage Records, the service usage duration mismatching to start time and end time. **(A)**

Desc=see Page 10 of MM8.pdf. Service Usage Records are validated by Multimediation MM. Under certain conditions in CBIO, GMD is also still used

HTML supportive reference:
MM8.pdf

Explanatory

For example, checking loss of Service Usage Records, illegal characters in Service Usage Records, invalid field length in Service Usage Records, the service usage duration mismatching to start time and end time.

Mandatory

The purpose of Validate Service Usage Record process is to validate service usage records collected from the resource layer. This process is responsible for collecting the Service Usage Records, filtering out of non-billing relevant Service Usage Records and validating the Service Usage Records and their integrity.

Optional

Not used for this process element

Interactions

Not used for this process element

30.1.2 L4: Normalize Service Usage Record (1.1.2.5.1.2) – Mapping Details

Process Identifier: 1.1.2.5.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.5.1.2 Normalize Service Usage Record

Brief Description

Normalize service usage records to specific expression format. **(A)**

Extended Description

The purpose of Normalize Service Usage Record process is to normalize Service Usage Records to specific expression format. Service Usage Records generated by different systems are used distinct expressions for same record data. For example, 10 min voice call can be either expressed by 4 indicators including start time, end time, duration and QoS, or expressed by 3 indicators excluding end time. This process is responsible for unifying all Service Usage Records to specific expression manner. **(A)**
Desc=see Page 4 & 5 of MM8.pdf. Service Usage Records are Normalized (removal of redundancies) by Multimediation MM . Under certain conditions in CBIO, GMD is also still used

HTML supportive reference:

MM8.pdf

Explanatory

For example, 10 min voice call can be either expressed by 4 indicators including start time, end time, duration and QoS, or expressed by 3 indicators excluding end time.

Mandatory

The purpose of Normalize Service Usage Record process is to normalize Service Usage Records to specific expression format. Service Usage Records generated by different systems are used distinct

expressions for same record data. This process is responsible for unifying all Service Usage Records to specific expression manner.

Optional

Not used for this process element

Interactions

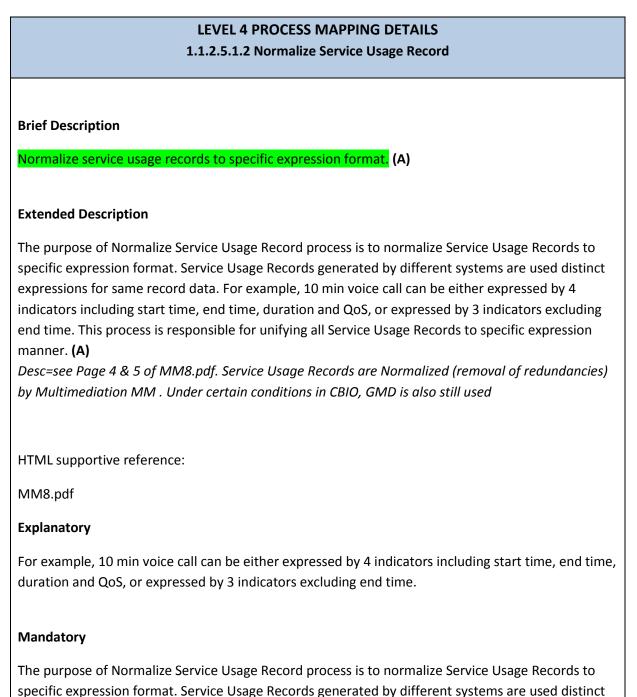Not used for this process element

30.1.3 L4: Convert Service Usage Record (1.1.2.5.1.3) – Mapping Details

Process Identifier: 1.1.2.5.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.5.1.3 Convert Service Usage Record

Brief Description

Convert service usage records to specific record format. **(A)**

Extended Description

The purpose of Convert Service Usage Record process is to convert Service Usage Records to specific record format. The Service Usage Records are collected from different upstream systems and stored in different file formats. This process is responsible for identifying the data formats of collected Service Usage Records and changing them to specific common data format for downstream system using. This process is also responsible for consolidating multiple Service Usage Records and producing more than one records from single Service Usage Record for varied billing requirements. **(A)**

Desc=see Page 5&6 of MM8.pdf. Conversion / Translation. Service Usage Records are Normalized by Multimediation MM. Under certain conditions in CBIO, GMD is also still used

HTML supportive reference:

MM8.pdf

Explanatory

The Service Usage Records are collected from different upstream systems and stored in different file formats.

Mandatory

The purpose of Convert Service Usage Record process is to convert Service Usage Records to specific record format. This process is responsible for identifying the data formats of collected Service Usage Records and changing them to specific common data format for downstream system using. This process is also responsible for consolidating multiple Service Usage Records and producing more than one records from single Service Usage Record for varied billing requirements.

Optional

Not used for this process element

Interactions

Not used for this process element

30.1.4 L4: Correlate Service Usage Record (1.1.2.5.1.4) – Mapping Details

Process Identifier: 1.1.2.5.1.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.2.5.1.4 Correlate Service Usage Record

Brief Description

Correlate collected service usage records. **(A)**

Extended Description

The purpose of Correlate Service Usage Record process is to correlate collected service usage records. Since the Service Usage Records are collected from different upstream system, sometime more than one Service Usage Records store same service consumption. In order to resolve this case, this process is responsible for identifying the correlative Service Usage Records and associating them together for downstream system use. **(A)**

Desc=see Page 6 of MM8.pdf. Service Usage Records are Correlated by Multimediation MM. Under certain conditions in CBIO, GMD is also still used

HTML supportive reference:

MM8.pdf

Explanatory

Since the Service Usage Records are collected from different upstream system, sometime more than one Service Usage Records store same service consumption.

Mandatory

The purpose of Correlate Service Usage Record process is to correlate collected service usage records. In order to resolve this case, this process is responsible for identifying the correlative Service Usage Records and associating them together for downstream system use.

Optional

Not used for this process element
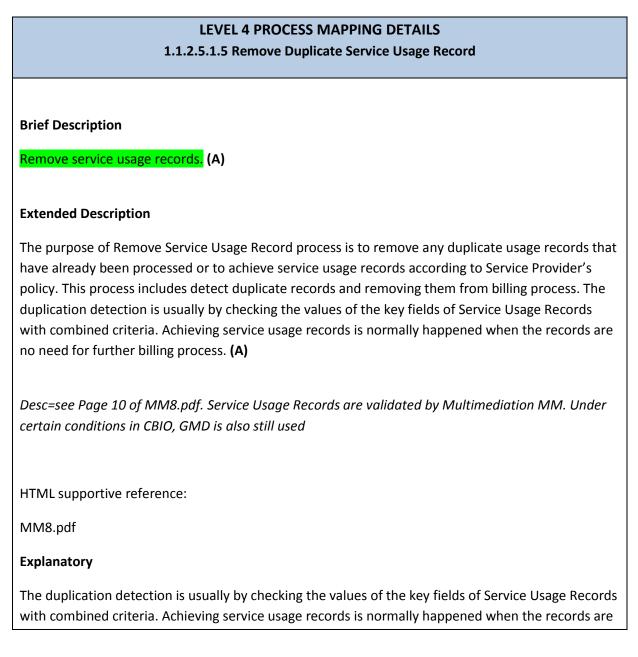
Interactions

Not used for this process element

30.1.5 L4: Remove Duplicate Service Usage Record (1.1.2.5.1.5) – Mapping Details

Process Identifier: 1.1.2.5.1.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.2.5.1.5 Remove Duplicate Service Usage Record

Brief Description

Remove service usage records. **(A)**

Extended Description

The purpose of Remove Service Usage Record process is to remove any duplicate usage records that have already been processed or to achieve service usage records according to Service Provider's policy. This process includes detect duplicate records and removing them from billing process. The duplication detection is usually by checking the values of the key fields of Service Usage Records with combined criteria. Achieving service usage records is normally happened when the records are no need for further billing process. **(A)**

Desc=see Page 10 of MM8.pdf. Service Usage Records are validated by Multimediation MM. Under certain conditions in CBIO, GMD is also still used

HTML supportive reference:

MM8.pdf

Explanatory

The duplication detection is usually by checking the values of the key fields of Service Usage Records with combined criteria. Achieving service usage records is normally happened when the records are

no need for further billing process.

Mandatory

The purpose of Remove Service Usage Record process is to remove any duplicate usage records that have already been processed or to achieve service usage records according to Service Provider's policy. This process includes detect duplicate records and removing them from billing process.

Optional

Not used for this process element

Interactions

Not used for this process element

30.1.6 L3: Report Service Usage Records (1.1.2.5.3)

Process Identifier: 1.1.2.5.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS
1.1.2.5.3 Report Service Usage Records

Brief Description

Generate reports on usage records based on requests from other processes. **(A)**

Extended Description

The purpose of the Report Service Usage Record processes is to generate reports on service usage records based on requests from other processes. These processes produce reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints.

Desc=see Page 22 of MM8.pdf. Report are provided in raw formats as Logs. Transaction Logs, Operation Logs, Business Logs , Error Trap Reports (for Falloutmanagment). Mature Operators usually specializes the reporting function into a central location and function. This Logs can then be ETL'd (Extracted, Transformed and Loaded) or used for Big Data Analysis (eg ELT).

HTML supportive reference:

MM8.pdf

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

30.1.7 L3: Guide Resource Usage Records (1.1.2.5.4)

Process Identifier: 1.1.2.5.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 3 PROCESS MAPPING DETAILS
1.1.2.5.4 Guide Resource Usage Records

Brief Description

Relates the usage record to the appropriate service.

Extended Description

The Guide Resource Usage Records process converts/relates the record to the appropriate service.

In many cases, this process is performed by a resource such as a network element.

Desc=see Page 6 of MM8.pdf. Guided to Billing Fraud, Assurance, etc.

HTML supportive reference:

MM8.pdf

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.