Ericsson

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Business Process Framework (eTOM) Release 13.0

Self-Assessment Process Mapping Report

Level 1 Process: Resource Management & Operations (1.1.3)

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Johannes Minnaar, Ericsson

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1   L2: RM&O Support & Readiness (1.1.3.1)

Process Identifier: 1.1.3.1

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.

Brief Description

Manage resource infrastructure to ensure that appropriate application, computing and network resources are available and ready to support the Fulfillment, Assurance and Billing processes in instantiating and managing resource instances, and for monitoring and reporting on the capabilities and costs of the individual FAB processes.

Extended Description

RM&O Support & Readiness processes are responsible for managing resource infrastructure to ensure that appropriate application, computing and network resources are available and ready to support the Fulfillment, Assurance and Billing processes in instantiating and managing resource instances, and for monitoring and reporting on the capabilities and costs of the individual FAB processes.

Responsibilities of these processes include but are not limited to:

· Supporting the operational introduction of new and/or modified resource infrastructure and conducting operations readiness testing and acceptance;

· Managing planned outages;

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

· Analyzing availability and performance over time on resources or groups of resources, including trend analysis and forecasting;

· Demand balancing in order to maintain resource capacity and performance

· Performing pro-active maintenance and repair activities;

· Establishing and managing the workforce to support the eTOM processes; and

· Managing spares, repairs, warehousing, transport and distribution of resources and consumable goods.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2 L3: Enable Resource Provisioning (1.1.3.1.1)

Process Identifier: 1.1.3.1.1

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.

Brief Description

Planning and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, and monitoring, managing and reporting on the capability of the Resource Provisioning processes.

Extended Description

The responsibilities of the Enable Resource Provisioning processes are twofold - planning and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, and monitoring, managing and reporting on the capability of the Resource Provisioning processes.

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

· Forecasting at an operational level resource infrastructure volume requirements and run-out timeframes;

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

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

· Creating, deploying, modifying and/or upgrading of resource infrastructure deployment support tools (including Resource Inventory) and processes for new and/or modified resource infrastructure;

· Developing and promulgating resource infrastructure capacity deployment rules and controls;

· Authoring, reviewing and approving operational procedures developed by Resource Development & Management processes prior to resource infrastructure deployment;

· Testing and acceptance of new and/or modified resource infrastructure as part of the handover procedure from the Resource Development & Management processes to Operations;

· Detecting resource infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Resource Development & Management processes;

· Scheduling, managing, tracking and monitoring of the roll-out, in accordance with approved plans, of the approved new and/or modified resource infrastructure; · Monitoring capacity utilization of deployed resource infrastructure to provide early detection of potential resource infrastructure shortfalls;

· Monitoring of, and reporting on, resource infrastructure and resource instance currency and version management;

· Reconfiguring and re-arranging under-utilized deployed resource infrastructure

;· Managing recovery and/or removal of obsolete or unviable resource infrastructure;

· Reporting on deployed resource infrastructure capacity;

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

· Establishing and managing resource provisioning notification facilities and lists to support the Resource Provisioning notification and reporting processes; and

· Updating the Resource Inventory of any changes to the available resource infrastructure capacity.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.1 L4: Plan & Forecast Resource Infrastructure Requirements and Manage Capacity Planning (1.1.3.1.1.1) – Mapping Details

Process Identifier: 1.1.3.1.1.1

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
1.1.3.1.1.1 Plan & Forecast Resource Infrastructure Requirements and Manage Capacity Planning

Brief Description

Planning and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, and monitoring, managing and reporting on the capability of the Resource Provisioning processes. **(AM)**

Extended Description

· Forecasting at an operational level resource infrastructure volume requirements and run-out timeframes;

· Managing capacity planning associated with the deployment of new and/or modified resource infrastructure. **(AM)**
Desc=

Resource Management for SIM, X.24, AMPS, Calling Card,VPN, MSISDN, ISDN, Leased Line(references 1-5). The resources allocated assigments is tracked (reference 6). Status reports per resource type is available (reference 7). The available resource and status (free, assigned) is readable directly from the report. Still reading the report is manual, and therefore the process automation is set to AM.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198118411.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198110219.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=198110219.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=198047115.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=198074507.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=198376587.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
start.html?file=198470411.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

2.1.2   L4: Establish, Manage, and Develop Organization, Tools and Processes (1.1.3.1.1.2) – Mapping Details

Process Identifier: 1.1.3.1.1.2

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
1.1.3.1.1.2 Establish, Manage, and Develop Organization, Tools and Processes

Brief Description

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

Extended Description

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

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

The Support Deployment Northbound (ie from external suppliers) is supported by processes like Process Purchases, Checking Resources Received, where capacity shortages, detected in 1.1.3.1.1.2 can be mitigated. See reference 1 & 2. Through purchase additional resources,   modifying and/or upgrading of resource infrastructure is facilitated. Southbound (ie larger complex internal network rollout) is supported by other Ericsson Applications, which is beyond the scope of standard retail products. For Simple scenarios, a node is brought online and Provisioned through EMA Reference 3.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=198428043.html

Doc= ema.pdf

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.3 L4: Develop and Implement Capacity and Operational Rules and Procedures (1.1.3.1.1.3) – Mapping Details

Process Identifier: 1.1.3.1.1.3

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
1.1.3.1.1.3 Develop and Implement Capacity and Operational Rules and Procedures

Brief Description

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

Extended Description

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

• Authoring, reviewing and approving operational procedures developed by Resource Development & Management processes prior to resource infrastructure deployment
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.

2.1.4 L4: Perform Acceptance Test and Address & Monitor the Change (1.1.3.1.1.4) – Mapping Details

Process Identifier: 1.1.3.1.1.4

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 **1.1.3.1.1.4 Perform Acceptance Test and Address & Monitor the Change**
Brief Description Performing acceptance test during the hand over process of newand/or modified resource infrastructure. Also monitoring the new and/or modified infrastructure and addressing the operational limitations. **Extended Description** • Testing and acceptance of new and/or modified resource infrastructure as part of the handover procedure from the Resource Development & Management processes to Operations; • Detecting resource infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Resource Development & Management 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.

2.1.5 L4: Track & Supervise the Rollout of new and/or Modified Infrastructure (1.1.3.1.1.5) – Mapping Details

Process Identifier: 1.1.3.1.1.5

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
1.1.3.1.1.5 Track & Supervise the Rollout of new and/or Modified Infrastructure
Brief Description
Supervising the rollout activities of new and/or modified resource infrastructure.
Extended Description

• Scheduling, managing, tracking and monitoring of the roll-out, in accordance with approved plans, of the approved new and/or modified resource infrastructure

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.

2.1.6   L4: Monitor, Report and Release Mgmt. of Resource Infrastructure and Capacity Utilization (1.1.3.1.1.6) – Mapping Details

Process Identifier: 1.1.3.1.1.6

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
1.1.3.1.1.6 Monitor, Report and Release Mgmt. of Resource Infrastructure and Capacity Utilization
Brief Description Monitoring and reporting the capacity utilization of existing infrastructure. **(AM)**

Extended Description

• <mark>Monitoring capacity utilization of deployed resource infrastructure to provide early detection of potential resource infrastructure shortfalls</mark>;

• <mark>Monitoring of, and reporting on, resource infrastructure and resource instance currency and version management</mark> **(AM)**
Desc=

A resource is appropriated to a specific customer (i.t.o assigned) (see reference 1). Monitoring capacity utilization of deployed resource infrastructure of the available resource and status (free, assigned) is readable directly from the report (see reference 2). Still reading the report is manual, and therefore the process automation is set to AM.

resource instance currency and version management is not featured, hence Partial compliance.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/200759947.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.7 L4: Optimize Existing Resource Infrastructure Utilization (1.1.3.1.1.7) – Mapping Details

Process Identifier: 1.1.3.1.1.7

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
1.1.3.1.1.7 Optimize Existing Resource Infrastructure Utilization

Brief Description

Optimizing the infrastructure capacity utilization. **(AM)**

Extended Description

• Reconfiguring and re-arranging under-utilized deployed resource infrastructure **(AM)**
Desc=There are various processes involved to optimize existing infrastructure. Optimize for Activation Time (reference 1), or Optimize through recovery of deactivated resources (free-up)(reference 2). Or monitoring the resources in quarantine (reference 3) (quarantine is the period after the customer has ended his contracted, his resources released back into the pool, but not immediatly available in the market.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198249483.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=198549515.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=227246091.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions
Reserved for future use.

2.1.8   L4: Track, Monitor and Report Resource Provisioning (1.1.3.1.1.8) – Mapping Details

Process Identifier: 1.1.3.1.1.8

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 1.1.3.1.1.8 Track, Monitor and Report Resource Provisioning
Brief Description Tracking and monitoring the resource provisioning processes and provide the reporting support. (AM) **Extended Description** • Tracking and monitoring of the Resource Provisioning Management processes and associated costs (including where resource infrastructure is deployed and managed by third parties), and reporting on the capability of the Resource Provisioning Management processes; • Establishing and managing resource provisioning notification facilities and lists to support the Resource Provisioning notification and reporting processes (AM)   *Desc=Resource Provisioning statistics is available per report (see reference 1), noting new, failed, finished provisioning requests. For CBIO the associated costs (including where resource infrastructure is deployed and managed by third parties) is not featured. 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=1629560459.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.9 L4: Update Inventory Record (1.1.3.1.1.9) – Mapping Details

Process Identifier: 1.1.3.1.1.9

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
1.1.3.1.1.9 Update Inventory Record
Brief Description Updating the inventory record. **(AM)** **Extended Description**

• Updating the Resource Inventory of any changes to the available resource infrastructure capacity **(AM)**

Desc=On transferring resource from a warehouse(also distributed warehouse like POS) to a customer, the transaction is persisted to GL through order_entry

HTML supportive reference:

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3   L3: Enable Resource Performance Management (1.1.3.1.2)

Process Identifier: 1.1.3.1.2

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.

Brief Description

Proactively monitoring and maintaining resource infrastructure, and monitoring, managing and reporting on the capability of the Resource Performance Management processes.

Extended Description

The responsibilities of the Enable Resource Performance Management processes are twofold - support Resource Performance Management processes by proactively monitoring and assessing resource infrastructure performance, and monitoring, managing and reporting on the capability of the Resource Performance 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 resource infrastructure as required to ensure ongoing performance within agreed parameters over time;

· Developing and maintaining a repository of acceptable performance threshold standards for resource instances to support the Resource Performance Management processes;

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

· Monitoring and analyzing the resource instance analyses produced by the Resource Performance Management processes to identify problems that may be applicable to the resource infrastructure as a whole;

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

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

· Establishing and managing resource performance 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 Resource Performance

Management processes for additional data to support resource instance performance analysis;

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

· Establishing, maintaining and managing the testing of resource performance control plans to cater for anticipated resource performance 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 Resource Performance Management processes and associated costs (including where resource infrastructure is deployed and managed by third parties), and reporting on the capability of the Resource Performance Management processes;

· Establishing and managing resource performance notification facilities and lists to support the Resource Performance Management notification and reporting processes; and

· Supporting the Support Service Quality Management process.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.1 L4: Monitor & Manage Regulatory Issues (1.1.3.1.2.1) – Mapping Details

Process Identifier: 1.1.3.1.2.1

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
1.1.3.1.2.1 Monitor & Manage Regulatory Issues

Brief Description

Proactively monitoring and dealing regulatory issues to ensure the ongoing performance of resource infrastructure.

Extended Description

• Undertaking proactive monitoring regimes of resource infrastructure as required to ensure ongoing performance within agreed parameters over time
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.

3.1.2   L4: Establish and Maintain Performance Treshold Standards (1.1.3.1.2.2) – Mapping Details

Process Identifier: 1.1.3.1.2.2

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
1.1.3.1.2.2 Establish and Maintain Performance Threshold Standards

Brief Description

Establishing and maintaining the rules and standards for performance threshold.

Extended Description

• Developing and maintaining a repository of acceptable performance threshold standards for resource instances to support the Resource Performance Management 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.

3.1.3   L4: Undertake Performance Trend Analysis (1.1.3.1.2.3) – Mapping Details

Process Identifier: 1.1.3.1.2.3

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 **1.1.3.1.2.3 Undertake Performance Trend Analysis**
Brief Description Analysing the performance trends to identify the performance degredation. **Extended Description** • Undertaking trend analysis, and producing reports, of the performance of resource infrastructure to identify any longer term deterioration *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.

3.1.4 L4: Monitor and Analyse Resource Performance Reports, and Identify Issues (1.1.3.1.2.4) – Mapping Details

Process Identifier: 1.1.3.1.2.4

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
1.1.3.1.2.4 Monitor and Analyse Resource Performance Reports, and Identify Issues

Brief Description

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

Extended Description

• Monitoring and analyzing the resource instance analyses produced by the Resource Performance Management processes to identify problems that may be applicable to the resource infrastructure as a whole
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.

3.1.5   L4: Correlate the Performance Problem Reports & Manage Inventory Restory (1.1.3.1.2.5) – Mapping Details

Process Identifier: 1.1.3.1.2.5

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.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.1.2.5 Correlate the Performance Problem Reports & Manage Inventory Resitory

Brief Description

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

Extended Description

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

• Logging the results of the analysis into the resource inventory repository
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.

3.1.6 L4: Manage Resource Performance Data Collection (1.1.3.1.2.6) – Mapping Details

Process Identifier: 1.1.3.1.2.6

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
1.1.3.1.2.6 Manage Resource Performance Data Collection

Brief Description

Developing and managing the resource performance data collection schedules and supporting the monitoring activities to gather the resource performance data.

Extended Description

• Establishing and managing resource performance 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 Resource Performance

• Management processes for additional data to support resource instance performance analysis *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.

3.1.7 L4: Establish, Maintain and Manage the Support Plans (1.1.3.1.2.7) – Mapping Details

Process Identifier: 1.1.3.1.2.7

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 1.1.3.1.2.7 Establish, Maintain and Manage the Support Plans
Brief Description Establishing and managing the support facilities and maintaining the testing activities of resource performance control plans. **Extended Description** • Establishing and managing facilities to support management of planned resource infrastructure and resource instance outages; • Establishing, maintaining and managing the testing of resource performance control plans to cater for anticipated resource performance disruptions *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.

3.1.8 L4: Assess and Report Resource Performance Management Processes (1.1.3.1.2.8) – Mapping Details

Process Identifier: 1.1.3.1.2.8

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.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.1.2.8 Assess and Report Resource Performance Management Processes

Brief Description

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

Extended Description

• Tracking and monitoring of the Resource Performance Management processes and associated costs (including where resource infrastructure is deployed and managed by third parties), and reporting on the capability of the Resource Performance Management 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.

3.1.9 L4: Provide Supporting Procedures and Quality Management Support (1.1.3.1.2.9) – Mapping Details

Process Identifier: 1.1.3.1.2.9

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
1.1.3.1.2.9 Provide Supporting Procedures and Quality Management Support

Brief Description

Proactively monitoring and dealing regulatory issues to ensure the ongoing performance of resource infrastructure.

Extended Description

• Undertaking proactive monitoring regimes of resource infrastructure as required to ensure ongoing performance within agreed parameters over time
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 L3: Support Resource Trouble Management (1.1.3.1.3)

Process Identifier: 1.1.3.1.3

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.

Brief Description

Proactively undertaking statistically driven preventative and scheduled resource infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Resource Trouble Management processes.

Extended Description

The responsibilities of the Support Resource Trouble Management processes are twofold - support Resource Trouble Management processes by proactively undertaking statistically driven preventative and scheduled resource infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Resource Trouble Management processes.

These processes are responsible for ensuring that the resource 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 resource instance trouble reports and performance reports to identify potential resource infrastructure or resource instances requiring proactive maintenance and/or replacement;

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

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

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

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

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

· Establishing and managing resource instance spares holding facilities, including arrangements with suppliers/partners for vendor managed spares (the actual commercial agreement is negotiated using Supply Chain Development & Management processes);

· Management of issuing and re-stocking of spares;

· Establishing and managing resource instance return and repair programs and associated processes, including both service provider and supplier/partner repair activities;

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

 · Establishing and managing resource trouble notification facilities and lists to support the Resource Trouble 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.

4.1.1 L4: Manage Resource Trouble & Performance Data Collection (1.1.3.1.3.1) – Mapping Details

Process Identifier: 1.1.3.1.3.1

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
1.1.3.1.3.1 Manage Resource Trouble & Performance Data Collection
Brief Description Reviewing the trend analysis and undertaking the analysis of trouble and performance report to identify the necessary preventative activities. **Extended Description** • Extracting and analyzing, including undertaking trend analysis, historical and current resource instance trouble reports and performance reports to identify potential resource infrastructure or resource instances requiring proactive maintenance and/or replacement *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.

4.1.2   L4: Manage Resource Infrastructure, Provisioning and Preventive Maintenance Schedules (1.1.3.1.3.2) – Mapping Details

Process Identifier: 1.1.3.1.3.2

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
1.1.3.1.3.2 Manage Resource Infrastructure, Provisioning and Preventive Maintenance Schedules

Brief Description

Proactively undertaking statistically driven preventative and scheduled resource infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Resource Trouble Management processes.

Extended Description

• Requesting scheduling of additional resource instance data collection to assist in the analysis activity;

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

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

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

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.

4.1.3 L4: Create Report (1.1.3.1.3.3) – Mapping Details

Process Identifier: 1.1.3.1.3.3

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
1.1.3.1.3.3 Create Report

Brief Description

Proactively generating reports based on the trend analysis.

Extended Description

• Reporting outcomes of trend analysis to Resource Development & Management processes to influence new and/or modified resource infrastructure development
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.

4.1.4   L4: Establish Warehouse and Manage Spares Including S/P (1.1.3.1.3.4) – Mapping Details

Process Identifier: 1.1.3.1.3.4

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
1.1.3.1.3.4 Establish Warehouse and Manage Spares Including S/P
Brief Description
Establishing and managing the spares houses and managing the spares including S/P spares.

Extended Description

• Establishing and managing resource instance spares holding facilities, including arrangements with suppliers/partners for vendor managed spares (the actual commercial agreement is negotiated using Supply Chain Development & Management processes);

• Management of issuing and re-stocking of spares;

• Establishing and managing resource instance return and repair programs and associated processes, including both service provider and supplier/partner repair activities
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.

4.1.5   L4: Track, Monitor and Manage RTM Processes Including S/P (1.1.3.1.3.5) – Mapping Details

Process Identifier: 1.1.3.1.3.5

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
1.1.3.1.3.5 Track, Monitor and Manage RTM Processes Including S/P

Brief Description

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

Extended Description

• Tracking and monitoring of the Resource Trouble Management processes and associated costs (including where resource infrastructure is deployed and managed by third parties), and reporting on the capability of the Resource Trouble Management 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.

4.1.6   L4: Provide Support for RTM and SPM Processes (1.1.3.1.3.6) – Mapping Details

Process Identifier: 1.1.3.1.3.6

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 4 PROCESS MAPPING DETAILS
1.1.3.1.3.6 Provide Support for RTM and SPM Processes

Brief Description

Establishing, managing and maintaining the supporting facilities and quality management support for resource trouble management processes.

Extended Description

• Establishing and managing resource trouble notification facilities and lists to support the Resource Trouble Management notification and reporting processes; and

• Supporting the Support Service Problem 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   L3: Enable Resource Data Collection & Distribution (1.1.3.1.4)

Process Identifier: 1.1.3.1.4

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.

Brief Description

Administering and management of the processes which enable the effective operation of the resource data collection and data distribution network, and monitoring, managing and reporting on the capability of the Resource Data Collection & Distribution processes.

Extended Description

The responsibilities of the Enable Resource Data Collection & Distribution processes are twofold - administering and management of the processes which enable the effective operation of the resource data collection and data distribution infrastructure, and monitoring, managing and reporting on the capability of the Resource Data Collection & Distribution processes.

The Resource Data Collection & Distribution processes may be either scheduled activities, or may be triggered as a result of ad-hoc events.

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

· Administering and managing the scheduling of resource data collection and resource data distribution;

· Managing the registration and access control processes used by other processes to gain access to the collected resource data;

· Managing the registration and access control processes that enable processes to download resource data to be distributed to identified resource instances;

· Establishing and managing resource data storage facilities, and associated management processes, within the resource data collection and resource data distribution infrastructure, to be used as temporary data holding facilities as required;

· Tracking and monitoring of the Resource Data Collection and Distribution processes and associated costs, and reporting on the capability of the Resource Data Collection and Distribution processes; and

· Identifying any technical driven shortcomings of the resource data collection and resource data distribution infrastructures, and providing input to Resource Development & Management processes to rectify these issues.

Note that the underlying resource infrastructure used for the actual transport of resource data are managed as appropriate by other processes within the RM&O and RD&M horizontal process groupings

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.1 L4: Manage and Administer Resource Data Collection and Distribution (1.1.3.1.4.1) – Mapping Details

Process Identifier: 1.1.3.1.4.1

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
1.1.3.1.4.1 Manage and Administer Resource Data Collection and Distribution
Brief Description

Administering and managing the processes which enable the effective operation of the resource data collection and data distribution network.

Extended Description

· Administering and managing the scheduling of resource data collection and resource data distribution;

· Managing the registration and access control processes used by other processes to gain access to the collected resource data;

· Managing the registration and access control processes that enable processes to download resource data to be distributed to identified resource instances
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.

5.1.2   L4: Manage Resource Data Storage Facilities and Associated Processes (1.1.3.1.4.2) – Mapping Details

Process Identifier: 1.1.3.1.4.2

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
1.1.3.1.4.2 Manage Resource Data Storage Facilities and Associated Processes

Brief Description

Establishing, managing and maintaining the supporting facilities.

Extended Description

· Establishing and managing resource data storage facilities, and associated management processes, within the resource data collection and resource data distribution infrastructure, to be used as temporary data holding facilities as required
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.

5.1.3   L4: Track, Monitor and Report Resource Data Collection Processes and Capabilities (1.1.3.1.4.3) – Mapping Details

Process Identifier: 1.1.3.1.4.3

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
1.1.3.1.4.3 Track, Monitor and Report Resource Data Collection Processes and Capabilities

Brief Description

Monitoring, managing and reporting on the capability of the Resource Data Collection & Distribution processes.

Extended Description

· Tracking and monitoring of the Resource Data Collection and Distribution processes and associated costs, and reporting on the capability of the Resource Data Collection and Distribution 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.

5.1.4   L4: Identify Data Collection Issues and Report (1.1.3.1.4.4) – Mapping Details

Process Identifier: 1.1.3.1.4.4

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
1.1.3.1.4.4 Identify Data Collection Issues and Report

Brief Description

Managing and Identifying any Data Collection capability issues and providing warnings.

Extended Description

· Identifying any technical driven shortcomings of the resource data collection and resource data distribution infrastructures, and providing input to Resource Development & Management processes to rectify these issues
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.

6 L3: Manage Resource Inventory (1.1.3.1.5)

Process Identifier: 1.1.3.1.4

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.

Brief Description

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

Extended Description

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

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

The resource inventory is also responsible for maintaining the association between service instances and resource instances, created as a result of the Resource Provisioning Management processes.

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

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

· Identifying, establishing and maintaining resource inventory repository facilities;

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

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

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

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

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

6.1.1   L4: Manage Resource Inventory Database and Processes (1.1.3.1.5.1) – Mapping Details

Process Identifier: 1.1.3.1.5.1

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
1.1.3.1.5.1 Manage Resource Inventory Database and Processes

Brief Description

Establishing, managing and administering the enterprise's resource inventory. **(AM)**

Extended Description

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

· Identifying, establishing and maintaining resource inventory repository facilities;

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

· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download resource data to and from the resource inventory **(AM)**

Desc=

The resource administrator manages Telecommunication specific inventory with regards to customer / partner contracts.

According the the market (resource type amps/mobile/x24/leased line) there are different inventory-relevant information requirements (see reference 1).

According to the type of resources managed, different attributes are tracked. managing the resource inventory management and information capture processes; can be monitored through resource related tasks and status. (reference 2). Maintaining resource inventory repository facilities are facilitate through tasks which is either performed by Resource Administrator (see reference 3) or Customer Care Agent (see reference 4), making additions / deletions, changes (modifications) /associations. By having seperate roles and tasks , the registration of resources, access control, and type of modifcations are limited to the specific role. (see reference 5). For example a specific role have administration rights in the system setup area, to which RA (Resource Administration) belong. A call centre agent, in contrast might have access and control rights only to Customer Care Area (CX).

Some category of these tasks (like association to customer contract) is performed through human intervention, others, like pre-provisioning in bulk might have a human trigger but run a whole bulk autonomous. Hence AM (both automated and Manual)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=323272203.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=436137099.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=436137099.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/323428747.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

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

6.1.2 L4: Track and Monitor Resource Repository Capabilities (1.1.3.1.5.3) – Mapping Details

Process Identifier: 1.1.3.1.5.3

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
1.1.3.1.5.3 Track and Monitor Resource Repository Capabilities
Brief Description
<mark>Monitoring and reporting on the usage and access to the resource inventory, and the quality of the data maintained in it.</mark> **(AM)**
Extended Description
· Tracking and monitoring of the usage of, and access to, the resource inventory repository and associated costs, and reporting on the findings **(AM)**
Desc=
Tracking and monitoring of the usage of resource repository of capacity in the inventory repository is available through reports(see reference1). associated costs are not feature in CBIO. 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=227246091.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

6.1.3 L4: Identify Repository Issues and Provide and Reports and Warnings (1.1.3.1.5.4) – Mapping Details

Process Identifier: 1.1.3.1.5.4

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 4 PROCESS MAPPING DETAILS 1.1.3.1.5.4 Identify Repository Issues and Provide and Reports and Warnings
Brief Description

==Managing and Identifying any Inventory Reppository issues and providing warnings.== **(AM)**

Extended Description

· Identifying any technical driven shortcomings of the resource inventory repository, and providing input to Resource Development & Management processes to rectify these issues **(AM)**

Desc=

1) Resource repository issues are detected and tracked through reports. Available capacity, Delivery Notes receivable to dealers, Expired Preperiods, Purchase orders status can be made transparent. Warnings (like when 0% capacity) available do not trigger automatic kanban (refill of stock), human intervention is required. Hence Automation =AM. (see reference 1)

HTML supportive reference:
http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=198475019.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7   L3: Manage Logistics (1.1.3.1.7)

Process Identifier: 1.1.3.1.7

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

Manage and control warehousing, stock level management, physical distribution and transport of purchased resources and consumable goods.

Extended Description

The responsibility of the Manage Logistics processes is twofold - manage and control warehousing, stock management, physical distribution and transport of purchased resources and consumable goods, and monitoring, managing and reporting on the capability of the Manage Logistics processes.

These processes are applicable for both resources managed by the processes in the RM&O processes as well as the myriad of consumable goods used by the enterprise in its day-to-day activities, such as paper, stationery, etc.

These processes manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the supplier. In addition, these processes are responsible for initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate S/PRM processes.

These purchased items may be temporarily stored in enterprise, vendor or third party managed warehouses before being delivered to smaller distribution points, or being delivered direct to site. Or alternatively they may be delivered directly to site from supplier's facilities.

These processes are responsible for determining the distribution path for individual resources and consumable goods.

These processes are responsible for the internal operational processes associated with managing a warehouse including aspects such as yard management, dock management, pick management, etc. These processes track all goods stored in the warehouse from the time of inward delivery to outwards dispatch.

These processes manage the co-ordination and control of transport infrastructure, including land, air and sea transport capabilities. The transport may be owned and managed by the enterprise, the vendor or a third-party. Different parties may be responsible for different aspects of the overall end-end transport requirements, i.e., a vendor may deliver to a warehouse, and a third party from the warehouse to site. These processes are responsible for determining truck loads, distribution routes, etc.

To the extent that the above processes are managed by either the supplier, or by third parties, the enterprise processes are responsible for initiating requests, and for monitoring, tracking and reporting on the operation of the supplier, and/or third party.

Each of the above processes has sub-processes responsible for:

· Managing the registration and access control processes that enable enterprise processes to create, modify, update, delete and/or download individual requests into supplier and/or third party systems associated with any of the above processes;

· Managing the registration and access control processes that enable supplier and/or third party processes to create, modify, update, delete and/or download relevant details into enterprise systems associated with any of the above processes;

· Managing of issuing and re stocking of spares;

· Tracking and monitoring of the usage of, and access to, the specific process and associated costs of the specific processes, and reporting on the findings; and

· Identifying any technical driven shortcomings of the specific automated support capabilities, and providing input to Resource Development & Management processes to rectify these issues.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7.1.1   L4: Manage Warehousing (1.1.3.1.7.1) – Mapping Details

Process Identifier: 1.1.3.1.7.1

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
1.1.3.1.7.1 Manage Warehousing

Brief Description

Manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the supplier.

Desc=

not featured in standard CBIO offering

Extended Description

· Manage all operational processes associated with the storage and distribution of purchased resources and consumable goods from the supplier.

· Determining the distribution path for individual resources and consumable goods.

· Responsible for the internal operational processes associated with managing a warehouse including aspects such as yard management, dock management, pick management

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7.1.2   L4: Manage Orders (1.1.3.1.7.2) – Mapping Details

Process Identifier: 1.1.3.1.7.2

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 1.1.3.1.7.2 Manage Orders
Brief Description These processes are responsible for initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate S/PRM processes. **Extended Description** · Initiating orders for consumable goods, spare parts and for monitoring and reporting on progress of consumable goods orders. The actual order placed is managed through the appropriate S/PRM 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.

7.1.3 L4: Track and Monitor Logistics and Manage Resource Inventory (1.1.3.1.7.3) – Mapping Details

Process Identifier: 1.1.3.1.7.3

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
1.1.3.1.7.3 Track and Monitor Logistics and Manage Resource Inventory

Brief Description

Managing the registration and access control processes that enable supplier and/or third party processes to create, modify, update, delete and/or download relevant details into inventory systems associated with any of the above processes.

Extended Description

• Tracking and monitoring of the usage of, and access to, the specific process and associated costs of the specific processes, and reporting on the findings

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.

7.1.4 L4: Identify Logistic Issues and Provide and Reports (1.1.3.1.7.4) – Mapping Details

Process Identifier: 1.1.3.1.7.4

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
1.1.3.1.7.4 Identify Logistic Issues and Provide and Reports
Brief Description

Identifying any technical driven shortcomings of logistic processes and providing the report of resource development and management processes.

Desc=

not featured in standard CBIO offering

Extended Description

• Identifying any technical driven shortcomings of the specific automated support capabilities, and providing input to Resource Development & Management processes to rectify these issues

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

8 L2: Resource Provisioning (1.1.3.2)

Process Identifier: 1.1.3.2

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.

Brief Description

Allocation, installation, configuration, activation and testing of specific resources to meet the service requirements, or in response to requests from other processes to alleviate specific resource capacity

shortfalls, availability concerns or failure conditions.

Extended Description

Resource Provisioning processes encompass allocation, installation, configuration, activation and testing of specific resources to meet the service requirements, or in response to requests from other processes to alleviate specific resource capacity shortfalls, availability concerns or failure conditions.

Responsibilities of the Resource Provisioning processes include, but are not limited to:

· Verifying whether appropriate specific resources are available as part of pre-order feasibility checks;

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

· Reserving specific resources (if required by the business rules) for a given period of time until the service order is confirmed;

· Possibly initiating delivery of specific resources to the central office, to site or to the customer premise;

· Installation and commissioning of specific resources after delivery;

· Configuring and activating physical and/or logical specific resources, as appropriate;

· Testing the specific resources to ensure the resource is working correctly;

· Recovery of resources;

· Updating of the Resource Inventory Database to reflect that the specific resource has been allocated to specific services, modified or recovered;

· Assigning and tracking resource provisioning activities;

· Managing resource provisioning jeopardy conditions; and

· Reporting progress on resource orders to other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

9 L3: Allocate & Install Resource (1.1.3.2.1)

Process Identifier: 1.1.3.2.1

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.

Brief Description

Allocate specific resources required to support a specific service.

Extended Description

The objective of the Allocate & Deliver Resource processes is to allocate specific resources required to support a specific service.

These activities include but are not limited to:

·{T}Investigating the ability to be able to satisfy specific service orders as a part of a feasibility check;

·{T}Reserving or allocating specific resources in response to issued resource orders;

·{T}Confirming availability of, or initiating an order for, equipment or software with a Supplier/Partner; and

·{T}Installing and commissioning specific resources following delivery.

Where the Allocate & Deliver Resource processes are requested by a resource order issued as part of a pre-order feasibility check, these processes determine whether there are adequate specific resources available to fulfill the request. Where there are not sufficient specific resources available, these processes may initiate enquiries using the relevant S/PRM and/or Resource Support & Readiness processes to determine lead times for specific resource availability. Depending on business rules, and on any specific levels of commitment contained in the initiating service order,

these processes may reserve specific resources linked to the initiating service order 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 & Deliver Resource processes are requested by a resource order issued in response to a confirmed service order, these processes are responsible for allocating the specific resources required to satisfy the initiating service order. Any previously reserved specific resources are marked as allocated.

These process are responsible for initiating, using the S/PRM processes, resource requisition orders for any specific resources in shortfall. Sufficient information is supplied with the resource requisition orders to ensure that the appropriate specific resources are delivered to the appropriate location for installation and configuration. This may include, for example, a central office, a transmission room, or the customer premise.

Following delivery, these processes are responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes. Where installation of the specific resources requires an upfront major resource infrastructure, the installation of both the resource infrastructure and specific resources may be undertaken under the control of the Support Resource Provisioning processes.

The Allocate & Deliver Resource processes will closely interact with the Manage Resource Inventory processes to determine availability of physical and logical specific resources to select from, thereby applying specific selection criteria.

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 Resource Availability (1.1.3.2.1.1) – Mapping Details

Process Identifier: 1.1.3.2.1.1

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 1.1.3.2.1.1 Determine Resource Availability
Brief Description This process investigates the ability to be able to satisfy specific service orders as a part of a feasibility check. Where the Allocate & Install Resource processes are requested by a pre-feasibility resource order, or by the Design Resources processes, these processes determine whether the requested resources are available. **(A)** *Desc= Status for Resources can be in use/free/pending for MSISDN .*   HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198118411.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198110219.html **Extended Description** Not used for this process element   **Explanatory** This process investigates the ability to be able to satisfy specific service orders as a part of a feasibility check.   **Mandatory**

Where the Allocate & Install Resource processes are requested by a pre-feasibility resource order, or by the Design Resources processes, these processes determine whether the requested resources are available.

Optional

Not used for this process element

Interactions

Not used for this process element

9.1.2   L4: Reserve Resource (1.1.3.2.1.2) – Mapping Details

Process Identifier: 1.1.3.2.1.2

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 1.1.3.2.1.2 Reserve Resource
Brief Description This process reserves specific resources in response to issued resource orders.Depending on business rules, and on any specific levels of commitment contained in the initiating resource order or resource design request, these processes may reserve specific resources linked to the initiating resource order or resource design request for a period of time. **(A)** *Desc=* *The status of individual resources can be changed from deactive to free or reserved* HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198470411.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process reserves specific resources in response to issued resource orders.

Optional

Depending on business rules, and on any specific levels of commitment contained in the initiating resource order or resource design request, these processes may reserve specific resources linked to the initiating resource order or resource design request for a period of time.

Interactions

Not used for this process element

9.1.3   L4: Release Resource (1.1.3.2.1.3) – Mapping Details

Process Identifier: 1.1.3.2.1.3

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 **1.1.3.2.1.3 Release Resource**

Brief Description

Release the reservation when the time period has expired. **(A)**

Desc=

The status of individual resources can be changed from deactive to free or reserved

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198470411.html

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 Resource (1.1.3.2.1.4) – Mapping Details

Process Identifier: 1.1.3.2.1.4

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
1.1.3.2.1.4 Allocate Resource

Brief Description

This process allocates specific resources in response to issued resource orders.Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed customer order, this process is responsible for allocating the specific resources required to satisfy the initiating resource order. Any previously reserved specific resources are marked as allocated. **(A)**

Desc=

The status of individual resources can be changed from deactive to free or reserved

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198470411.html

Extended Description

Not used for this process element

Explanatory

This process allocates specific resources in response to issued resource orders.

Mandatory

Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed customer order, this process is responsible for allocating the specific resources required to satisfy the initiating resource order. Any previously reserved specific resources are marked as allocated.

Optional

Not used for this process element

Interactions
Not used for this process element

9.1.5 L4: Install and Commission Resource (1.1.3.2.1.5) – Mapping Details

Process Identifier: 1.1.3.2.1.5

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 4 PROCESS MAPPING DETAILS 1.1.3.2.1.5 Install and Commission Resource
Brief Description This process is responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes. **(A)** *Desc=* *For Mobile Networks, Resource are installed when a Simcard is inserted in a mobile phone. It is automatically commisioned by the HLR, if the IMSI is in the expected range and several other conditions apply.* **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory**

Responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes.

Optional

Not used for this process element

Interactions

Not used for this process element

10 L3: Configure & Activate Resource (1.1.3.2.2)

Process Identifier: 1.1.3.2.2

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.

Brief Description

Configure and activate the specific resources allocated against an issued resource order.

Extended Description

The objective of the Configure & Activate Resource Processes is to configure and activate the specific resources allocated against an issued resource order.These processes are responsible for, but not limited to:

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

·{T}Re-use standard configuration and activation processes applicable to specific resources;

·{T}Providing notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications; and

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

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

10.1.1 L4: Configure Resource (1.1.3.2.2.1) – Mapping Details

Process Identifier: 1.1.3.2.2.1

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
1.1.3.2.2.1 Configure Resource
Brief Description This process assesses and plans the approach to be undertaken for configuration. It re-uses standard configuration and processes applicable to specific resources. It configures and reconfigures specific resources, including customer premises equipment if part of the resource

provider offering.   It provides notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. It update the information contained in the resource inventory as to the configuration of specific resources and their status. **(A)**

Desc=Resource Configuration of Network Elements is coordinated by EMA. Resource configuration of customer Handset is configured through OTA. Handset configuration requires another Ericsson Applications beyond the scope of CBIO

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

This process assesses and plans the approach to be undertaken for configuration. It configures and reconfigures specific resources, including customer premises equipment if part of the resource provider offering.   It provides notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. It update the information contained in the resource inventory as to the configuration of specific resources and their status.

Optional

Not used for this process element

Interactions

It provides notifications as required

10.1.2 L4: Implement Resource (1.1.3.2.2.2) – Mapping Details

Process Identifier: 1.1.3.2.2.2

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.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.2.2.2 Implement Resource

Brief Description

This process re-uses standard implementation processes applicable to specific resources. It implements specific resources, including customer premises equipment if part of the resource provider offering.   It provides notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

It implements specific resources, including customer premises equipment if part of the resource provider offering.   It provides notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.

Optional

Not used for this process element

Interactions

It provides notifications as required.

10.1.3 L4: Activate Resource (1.1.3.2.2.3) – Mapping Details

Process Identifier: 1.1.3.2.2.3

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
1.1.3.2.2.3 Activate Resource

Brief Description

This process assesses and plans the approach to be undertaken for activation. It re-uses standard activation processes applicable to specific resources.   It provides notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.   At the successful conclusion of this activity, the status of the specific resources will be changed from allocated to activated, which means they are in-use. **(A)**

Desc=Resource Provisioning is activated by EMA

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

This process assesses and plans the approach to be undertaken for activation.   It provides notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.   At the successful conclusion of this activity, the status of the specific resources will be changed from allocated to activated, which means they are in-use.

Optional

Not used for this process element

Interactions

It provides notifications as required.

11 L3: Test Resource (1.1.3.2.3)

Process Identifier: 1.1.3.2.3

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.

Brief Description

Test specific resources to ensure they are operating within normal parameters.

Extended Description

The responsibility of the Test Resource processes is to test specific resources to ensure they are operating within normal parameters. The objective is to verify whether the resources are working correctly and meet the appropriate performance levels.

These processes test specific resources 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 resources will be marked as in-service which means the specific resources are available for 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: Test Specific Resources (1.1.3.2.3.1) – Mapping Details

Process Identifier: 1.1.3.2.3.1

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
1.1.3.2.3.1 Test Specific Resources
Brief Description
This process tests specific resources against supplier/partner defined test plans, or against test plans developed by the service provider.
Desc=
not featured in standard CBIO offering
Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process tests specific resources against supplier/partner defined test plans, or against test plans developed by the service provider.

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.2 L4: Develop Test Plans (1.1.3.2.3.2) – Mapping Details

Process Identifier: 1.1.3.2.3.2

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
1.1.3.2.3.2 Develop Test Plans
Brief Description Where appropriate test plans are not available this process is responsible for developing appropriate test plans. *Desc=*

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.3 L4: Capture Test Results (1.1.3.2.3.3) – Mapping Details

Process Identifier: 1.1.3.2.3.3

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 1.1.3.2.3.3 Capture 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.

Desc=

not featured in standard CBIO offering

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

12 L3: Track & Manage Resource Provisioning (1.1.3.2.5)

Process Identifier: 1.1.3.2.5

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.

Brief Description

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

Extended Description

The objective of the Track & Manage Resource Provisioning process is to ensure resource provisioning activities are assigned, managed and tracked efficiently.

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

·{T}Scheduling, assigning and coordinating resource provisioning related activities;

·{T}Escalating status of resource orders in accordance with local policy;

·{T}Undertaking necessary tracking of the execution process;

·{T}Adding additional information to an existing resource order;·{T}

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

·{T}Modifying the resource order status;·{T}

·{T}Canceling a resource order when the initiating service order is cancelled;

·{T}Monitoring the jeopardy status of resource orders, and escalating resource orders as necessary; and

·{T}Indicating completion of a resource order by modifying the resource order status.

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 Resource Provisioning processes are responsible for engaging external suppliers in provisioning activities when these have been outsourced or contracted to external parties.

The Track & Manage Resource Provisioning processes will also inform the Close Resource Order processes by modifying the resource order status to complete when the resource order has been fulfilled.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

12.1.1 L4: Coordinate Resource Provisioning Activity (1.1.3.2.5.1) – Mapping Details

Process Identifier: 1.1.3.2.5.1

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
1.1.3.2.5.1 Coordinate Resource Provisioning Activity

Brief Description

This process schedules, assigns and coordinates resource provisioning related activities. **(A)**

Desc=Resource Provisioning is coordinated by EMA

Doc=http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process schedules, assigns and coordinates resource provisioning related activities.

Optional

Not used for this process element

Interactions

Not used for this process element

12.1.2 L4: Track Resource Provisioning Activity (1.1.3.2.5.2) – Mapping Details

Process Identifier: 1.1.3.2.5.2

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 **1.1.3.2.5.2 Track Resource Provisioning Activity**
Brief Description This process tracks the order execution process. **(A)** *Desc=Resource Provisioning is tracked by EMA*   HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html **Extended Description** Not used for this process element   **Explanatory** Not used for this process element   **Mandatory** This process tracks the order execution process.

Optional

Not used for this process element

Interactions

Not used for this process element

12.1.3 L4: Manage Resource Provisioning Activity (1.1.3.2.5.3) – Mapping Details

Process Identifier: 1.1.3.2.5.3

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
1.1.3.2.5.3 Manage Resource Provisioning Activity

Brief Description

This process escalates resource orders in accordance with local policy, adds information to an existing resource order, modifies information in an existing resource order, cancels a resource order when the initiating service order is cancelled, and also modifies the resource order status, including setting it to complete when the resource order has been fulfilled. **(A)**

Desc=Resource Provisioning is managed by EMA

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process escalates resource orders in accordance with local policy, adds information to an existing resource order, modifies information in an existing resource order, cancels a resource order when the initiating service order is cancelled, and also modifies the resource order status, including setting it to complete when the resource order has been fulfilled.

Optional

Not used for this process element

Interactions

Not used for this process element

12.1.4 L4: Update Resource Repository (1.1.3.2.5.4) – Mapping Details

Process Identifier: 1.1.3.2.5.4

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 4 PROCESS MAPPING DETAILS 1.1.3.2.5.4 Update Resource Repository
Brief Description Update resource state and status. **(A)** *Desc=BSS related resources are stored and tracked in the resource administration module. The repository is updated manually, by loading reasource files and when allocated/de-allocated to/from customers*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html?bnr=22397

Extended Description

Not used for this process element

Explanatory

Query/Update resources and their state and status at each level in Resource Provisioning.

 The state of resource may be one of following:

- Open   (it is available for allocation)

- Reserved   (it is reserved for provisioning)

- Pending   (resource allocated for provisioning but not yet activated)

- Activated   (resource provisioned, activated and associated with a service)

- Suspended   (resource provisioned for a service, however suspended for reasons)

Lifecycle of the state is as follows:

Open -> Reserved -> Pending -> Activated (then back to Open)-> Suspended (then back to Open)

The status of resource may be one of following:

- Pending   (functional but not ready for use)

- Active   (functional)

- Deprecated   (marked 'bad' resource before purging)

Mandatory

Update resource state and status.

Optional

Not used for this process element

Interactions

A common process that Assess Resource Request, Determine Resource Availability, Reserve Resource, Allocate Resource, Install and Commission Resource, Release Resource and Activate Resource use to Query and Update resources and their states and status.

13 L3: Report Resource Provisioning (1.1.3.2.6)

Process Identifier: 1.1.3.2.6

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.

Brief Description

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

Extended Description

The objective of the Report Resource Provisioning processes is to monitor the status of resource orders, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of resource orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Resource Provisioning processes.

These processes record, analyze and assess the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process. These specialized summaries could be specific reports required by specific audiences.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

13.1.1 L4: Monitor Resource Order Status (1.1.3.2.6.1) – Mapping Details

Process Identifier: 1.1.3.2.6.1

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
1.1.3.2.6.1 Monitor Resource Order Status
Brief Description   This process is responsible for continuously monitoring the status of resource orders.   *Desc=*   *not featured in standard CBIO offering*   **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 resource orders.

Optional

Not used for this process element

Interactions

Not used for this process element

13.1.2 L4: Distribute Resource Order Notification (1.1.3.2.6.2) – Mapping Details

Process Identifier: 1.1.3.2.6.2

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
1.1.3.2.6.2 Distribute Resource Order Notification
Brief Description   This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes.   *Desc=*   *not featured in standard CBIO offering*   **Extended Description**   Not used for this process element   **Explanatory**

Not used for this process element

Mandatory

This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes.

Optional

Not used for this process element

Interactions

Not used for this process element

13.1.3 L4: Distribute Resource Provisioning Reports (1.1.3.2.6.3) – Mapping Details

Process Identifier: 1.1.3.2.6.3

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 **1.1.3.2.6.3 Distribute Resource Provisioning Reports**
Brief Description This process records, analyzes and assesses the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process, including specific reports required by specific audiences. **(A)** *Desc=Resource Provisioning is distributed by EMA*

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/197979915.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process records, analyzes and assesses the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process, including specific reports required by specific audiences.

Optional

Not used for this process element

Interactions

Not used for this process element

13.1.4 L3: Close Resource Order (1.1.3.2.7)

Process Identifier: 1.1.3.2.7

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 3 PROCESS MAPPING DETAILS
1.1.3.2.7 Close Resource Order

Brief Description

This process monitors the status of the order and changes the status to closed when it is completed.

Extended Description

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

These processes monitor the status of all open resource orders, and recognize that a resource 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.

14 L3: Issue Resource Orders (1.1.3.2.8)

Process Identifier: 1.1.3.2.8

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

Issue correct and complete resource orders.

Extended Description

The purpose of the Issue Resource Orders processes is to issue correct and complete resource orders.

The resource orders may be required to satisfy pertinent service order information received, may arise as a result of requests for resource provisioning to satisfy resource trouble recovery activities, may arise to alleviate resource performance issues, or may arise as a result of information received from suppliers/partners in relations to specific resources.

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

The issued resource order may require a feasibility assessment to be undertaken, may require new provisioning activities for specific resources, may require a change to a previously issued resource order or may require the deletion/recovery of previously delivered specific resources.

Where the initiating request or service order has a standard set of associated resource orders, this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or service order information and the associated resource orders.

Where the initiating request or service order has special or unusual requirements, and a specific feasibility assessment has not been previously undertaken, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process.

Where the initiating request or service order has special or unusual requirements, and a specific feasibility assessment has been previously undertaken, this process issues the previously determined resource orders.

The orchestration, if required, and tracking of the progress of a resource order is the responsibility of the Track & Manage Resource Provisioning processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

14.1.1 L4: Assess Resource Request (1.1.3.2.8.1) – Mapping Details

Process Identifier: 1.1.3.2.8.1

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
1.1.3.2.8.1 Assess Resource Request

Brief Description

This process assesses the information contained in the service order, through a resource order request, initiating resource process request or supplier/partner initiated request, to determine the associated resource orders that need to be issued.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process assesses the information contained in the service order, through a resource order request, initiating resource process request or supplier/partner initiated request, to determine the associated resource orders that need to be issued.

Optional

Not used for this process element

Interactions

Not used for this process element

14.1.2 L4: Create Resource Orders (1.1.3.2.8.2) – Mapping Details

Process Identifier: 1.1.3.2.8.2

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
1.1.3.2.8.2 Create Resource Orders

Brief Description

Where the initiating request or the purchased product offering has a standard set of associated resource orders this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders.

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or resource design has been previously created, this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders. **(A)**

Desc=

To order SIM cards you have to create a purchase order. Since the port is always integrated in the storage medium - in this case, the SIM card - the purchase order for ports is used.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198118411.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where the initiating request or the purchased product offering has a standard set of associated resource orders this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders.

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or resource design has been previously created, this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders.

Optional

Not used for this process element

Interactions

Not used for this process element

14.1.3 L4: Mark Resource Order for Special Handling (1.1.3.2.8.3) – Mapping Details

Process Identifier: 1.1.3.2.8.3

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
1.1.3.2.8.3 Mark Resource Order for Special Handling

Brief Description

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific resource design has not been previously created, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process.

Desc=

not featured in standard CBIO offering

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 resource design has not been previously created, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process.

Optional

Not used for this process element

Interactions

Passes management for further processing to the Track & Manage Resource Provisioning process.

15 L3: Recover Resource (1.1.3.2.9)

Process Identifier: 1.1.3.2.9

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.

Brief Description

Recover specific resources that are no longer required.

Extended Description

The responsibility of the Recover Resource processes is to recover specific resources that are no longer required.

These processes follow recovery plans specified by the supplier/partner, or follow 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 resources is likely to impact other in-use specific resources or 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 resources 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.

15.1.1 L4: Develop Resource Recovery Plan (1.1.3.2.9.1) – Mapping Details

Process Identifier: 1.1.3.2.9.1

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
1.1.3.2.9.1 Develop Resource Recovery Plan

Brief Description

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

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

15.1.2 L4: Provide Resource Recovery Proposal Notification (1.1.3.2.9.2) – Mapping Details

Process Identifier: 1.1.3.2.9.2

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
1.1.3.2.9.2 Provide Resource 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. **(M)**

Desc=The number of days after which a deactivated port, storage medium, or directory number is reset to free status. you can define the quarantine periods that are applied if resources are removed from a contract

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342525579.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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.

Optional

Not used for this process element

Interactions

Not used for this process element

15.1.3 L4: Request Resource Recovery Authorization (1.1.3.2.9.3) – Mapping Details

Process Identifier: 1.1.3.2.9.3

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 align="center">**LEVEL 4 PROCESS MAPPING DETAILS**
1.1.3.2.9.3 Request Resource Recovery Authorization</td></tr>
<tr><td>

Brief Description

Ensure authorization is received to proceed with the recovery plan.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

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

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

15.1.4 L4: Commence Resource Recovery (1.1.3.2.9.4) – Mapping Details

Process Identifier: 1.1.3.2.9.4

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
1.1.3.2.9.4 Commence Resource Recovery

Brief Description

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

Desc= After a customer have been deactivated, Such cleanup activities like MSISDN number recovery for certain entities are modified/released back into a pool after a quarantine period have been reached. These can be defined by Market, by variable reset days

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342525579.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342541707.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

When the recovery activity is about to commence, 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

15.1.5 L4: Complete Resource Recovery (1.1.3.2.9.5) – Mapping Details

Process Identifier: 1.1.3.2.9.5

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
1.1.3.2.9.5 Complete Resource Recovery

Brief Description

This process is responsible for notifying when it is completed.

When recovered, the specific resources and/or associated resource specific parameters will be marked as unallocated. **(A)**

Desc= After a customer have been deactivated, Such cleanup activities like MSISDN number recovery for certain entities are modified/released back into a pool after a quarantine period have been reached. These can be defined by Market, by variable reset days

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342525579.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342541707.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for notifying when it is completed.

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

Optional

Not used for this process element

Interactions
Not used for this process element

15.1.6 L4: Recover Specific Resource (1.1.3.2.9.6) – Mapping Details

Process Identifier: 1.1.3.2.9.6

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 1.1.3.2.9.6 Recover Specific Resource
Brief Description This process recovers a specific resource that is no longer required. **(A)** *Desc= After a customer have been deactivated, Such cleanup activities like MSISDN number recovery for certain entities are modified/released back into a pool after a quarantine period have been reached. These can be defined by Market, by variable reset days*   HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342525579.html http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/342541707.html **Extended Description** Not used for this process element   **Explanatory**

Not used for this process element

Mandatory

This process recovers a specific resource that is no longer required.

Optional

Not used for this process element

Interactions

Not used for this process element

16 L2: Resource Trouble Management (1.1.3.3)

Process Identifier: 1.1.3.3

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.

Brief Description

Responsible for the management of troubles with specific resources.

Extended Description

Resource Trouble Management processes are responsible for the management of troubles associated with specific resources. The objectives of these processes are to efficiently and effectively manage reported resource trouble, isolate the root cause and act to resolve the resource trouble.

Responsibilities of the Resource Trouble Management processes include, but are not limited to:

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

· Initiating and managing resource trouble reports;

· Performing resource trouble localization analysis;

· Correcting and resolving resource trouble;

· Reporting progress on resource trouble reports to other processes;

· Assigning & tracking resource trouble testing and repair activities; and

· Managing resource trouble jeopardy conditions.

On one hand, resource troubles may relate to Problems in the Service domain and therefore also potentially in the customer domain. On the other hand, they may relate to specific resource failures or performance degradations, which are caused by resource faults.

As such, the Resource Trouble Management processes work with specific resource alarm event notifications received from Resource Data Collection & Distribution, specific resource performance notifications from Resource Performance Management, and potential specific resource trouble notifications from Service Problem Management processes.

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

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Reserved for future use.

17 L3: Survey & Analyze Resource Trouble (1.1.3.3.1)

Process Identifier: 1.1.3.3.1

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.

Brief Description

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

Extended Description

The objective of the Survey & Analyze Resource Trouble processes is to monitor resource alarm event notifications and manage resource alarm event records in real-time.

Responsibilities of the Survey & Analyze Resource Trouble processes include, but are not limited to:

· Detecting and collecting resource alarm event notifications;

· Initiating and managing resource alarm event records;

· Performing resource alarm event notification localization analysis;

· Correlating and filtering resource alarm event records;

· Reporting resource alarm event record status changes to other processes; and

· Managing resource alarm event record jeopardy conditions.

Resource alarm event notification analysis encompasses the identification of the resource alarm event in terms of reporting entity and nature of the resource alarm event. It will then analyze the resource alarm events based on a number of criteria and then suppress redundant, transient or implied resource alarm events by means of filtering and correlation. It includes the notification of

new resource alarm event records, or status changes of previously reported resource alarm event records, as well as abatement messages when resource alarm event records have been cleared.

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

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

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

The Survey & Analyze Resource Trouble processes might trigger a well-defined action based on specific resource alarm event notification information as well as the non-arrival of resource 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 resource 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.

17.1.1 L4: Manage Resource Alarm Event Notifications (1.1.3.3.1.1) – Mapping Details

Process Identifier: 1.1.3.3.1.1

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
1.1.3.3.1.1 Manage Resource Alarm Event Notifications

Brief Description

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

Extended Description

Not used for this process element

Explanatory

This process may determine that a resource alarm event notification may represent a service impacting condition.

Mandatory

This process is responsible for indicating a potential service problem to the Service Problem Management processes. As a part of this indication this process is responsible for identifying the impacted service instances associated with the resource instances presenting alarm event notifications and passing this information to the Service Problem Management processes.

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

17.1.2 L4: Filter Resource Alarm Event Notifications (1.1.3.3.1.2) – Mapping Details

Process Identifier: 1.1.3.3.1.2

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 1.1.3.3.1.2 Filter Resource Alarm Event Notifications
Brief Description This process encompasses the identification of the resource alarm event in terms of reporting entity and nature of the resource alarm event. It then analyzes the resource alarm events based on a number of criteria and then suppresses redundant, transient or implied resource alarm events by means of filtering and correlation.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory This process encompasses the identification of the resource alarm event in terms of reporting entity and nature of the resource alarm event. It then analyzes the resource alarm events based on a

number of criteria and then suppresses redundant, transient or implied resource alarm events by means of filtering and correlation.

Optional

Not used for this process element

Interactions

Not used for this process element

17.1.3 L4: Correlate Resource Alarm Event Notifications (1.1.3.3.1.3) – Mapping Details

Process Identifier: 1.1.3.3.1.3

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
1.1.3.3.1.3 Correlate Resource Alarm Event Notifications

Brief Description

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

Extended Description

Not used for this process element

Explanatory

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

Mandatory

This process correlates resource alarm event notifications to planned outage notifications to remove false resource 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

17.1.4 L4: Abate Alarm Event Records (1.1.3.3.1.4) – Mapping Details

Process Identifier: 1.1.3.3.1.4

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
1.1.3.3.1.4 Abate Alarm Event Records

Brief Description

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

Optional

Not used for this process element

Interactions

Not used for this process element

17.1.5 L4: Trigger Defined Action (1.1.3.3.1.5) – Mapping Details

Process Identifier: 1.1.3.3.1.5

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
1.1.3.3.1.5 Trigger Defined Action
Brief Description
This process triggers a well-defined action based on specific resource alarm event notification information as well as the non-arrival of resource 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 resource 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 resource alarm event notification information as well as the non-arrival of resource 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 resource 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

18 L3: Localize Resource Trouble (1.1.3.3.2)

Process Identifier: 1.1.3.3.2

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.

Brief Description

Identify the root cause of the specific resource trouble.

Extended Description

The objective of the Localize Resource Trouble processes is to identify the root cause of the specific resource trouble. These processes are invoked by the Track & Manage Resource Trouble processes.

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

·{T}Verifying whether the resource configuration matches the appropriate service features;

·{T}Performing diagnostics against the specific resources;·{T}

·{T}Running tests against the specific resources;

·{T}Starting and stopping audits against specific resources; and

·{T}Scheduling routine testing of the specific resources.

The Localize Resource Trouble processes will make the results of the root cause analysis available to other processes. The Localize Resource Trouble processes will update the open resource trouble report, as required during the assessment, and when the root cause has been identified.

When the process is complete the Localize Resource Trouble processes will notify the Track & Manage Resource Trouble processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

18.1.1 L4: Verify Resource Configuration (1.1.3.3.2.1) – Mapping Details

Process Identifier: 1.1.3.3.2.1

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.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.3.2.1 Verify Resource Configuration

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

18.1.2 L4: Perform Specific Resource Trouble Diagnostics (1.1.3.3.2.2) – Mapping Details

Process Identifier: 1.1.3.3.2.2

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.

<table>
<tr><td colspan="1" align="center">**LEVEL 4 PROCESS MAPPING DETAILS**
1.1.3.3.2.2 Perform Specific Resource Trouble Diagnostics</td></tr>
<tr><td>

Brief Description

This process performs diagnostics against the specific resources.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process performs diagnostics against the specific resources.

Optional

Not used for this process element

Interactions

Not used for this process element

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

18.1.3 L4: Perform Specific Resource Trouble Tests (1.1.3.3.2.3) – Mapping Details

Process Identifier: 1.1.3.3.2.3

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**
1.1.3.3.2.3 Perform Specific Resource Trouble Tests</td></tr>
</table>

Brief Description

This process runs tests against the specific resources.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process runs tests against the specific resources.

Optional

Not used for this process element

Interactions

Not used for this process element

18.1.4 L4: Stop And Start Audit On Resources (1.1.3.3.2.4) – Mapping Details

Process Identifier: 1.1.3.3.2.4

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.

<table>
<tr><td align="center">**LEVEL 4 PROCESS MAPPING DETAILS**
1.1.3.3.2.4 Stop And Start Audit On Resources</td></tr>
</table>

Brief Description

This process starts and stops audits against specific resources.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process starts and stops audits against specific resources.

Optional

Not used for this process element

Interactions

Not used for this process element

18.1.5 L4: Schedule Routine Resource Trouble Tests (1.1.3.3.2.5) – Mapping Details

Process Identifier: 1.1.3.3.2.5

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.

<table>
<tr><td>

LEVEL 4 PROCESS MAPPING DETAILS

1.1.3.3.2.5 Schedule Routine Resource Trouble Tests

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

Brief Description

This process schedules routine testing of the specific resources.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process schedules routine testing of the specific resources.

Optional

Not used for this process element

Interactions

Not used for this process element

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

18.1.6 L4: Notify T&M Root Cause Resource Trouble (1.1.3.3.2.6) – Mapping Details

Process Identifier: 1.1.3.3.2.6

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
1.1.3.3.2.6 Notify T&M Root Cause Resource Trouble

Brief Description

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

This process updates the open resource trouble report, as required during the assessment, and when the root cause has been identified.

Optional

Not used for this process element

Interactions

This process notifies the Track & Manage Resource Trouble processes.

19 L3: Correct & Resolve Resource Trouble (1.1.3.3.3)

Process Identifier: 1.1.3.3.3

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.

Brief Description

Restore or replace resources that have failed as efficiently as possible.

Extended Description

The objective of the Correct & Resolve Resource Trouble processes is to restore or replace resources that have failed as efficiently as possible.

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

Depending on the nature of the specific resource failure, these processes may possibly repair or replace the failed unit or specific resource. These processes are also responsible for isolating a unit with a fault and managing the redundant resource units (e.g. hot standby).

For large resource failures requiring extensive repair and/or replacement activity to restore normal operation, these processes will attempt to implement work-arounds to recover the specific resource operation. In these circumstances, recover of normal operation may require invocation of the Support Resource Trouble Management processes.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

19.1.1 L4: Repair / Replace Failed Resource (1.1.3.3.3.1) – Mapping Details

Process Identifier: 1.1.3.3.3.1

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
1.1.3.3.3.1 Repair / Replace Failed Resource

Brief Description

Depending on the nature of the specific resource failure, this process may possibly repair or replace the failed unit or specific resource. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Resource Trouble through updates to the associated resource trouble report.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Depending on the nature of the specific resource failure, this process may possibly repair or replace the failed unit or specific resource. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Resource Trouble through updates to the associated resource trouble report.

Optional

Not used for this process element

Interactions
Reports successful restoration to Track & Manage Resource Trouble through updates to the associated resource trouble report.

19.1.2 L4: Isolate Unit with Fault (1.1.3.3.3.2) – Mapping Details

Process Identifier: 1.1.3.3.3.2

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 1.1.3.3.3.2 Isolate Unit with Fault
Brief Description This process is responsible for isolating a unit with a fault. **Extended Description** Not used for this process element **Explanatory** Not used for this process element **Mandatory** This process is responsible for isolating a unit with a fault. **Optional** Not used for this process element **Interactions**

Not used for this process element

19.1.3 L4: Manage Standby Resource Units (1.1.3.3.3.3) – Mapping Details

Process Identifier: 1.1.3.3.3.3

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
1.1.3.3.3.3 Manage Standby Resource Units

Brief Description

This process is responsible for managing the redundant resource units (e.g. hot standby).

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for managing the redundant resource units (e.g. hot standby).

Optional

Not used for this process element

Interactions

Not used for this process element

19.1.4 L4: Implement Resource Trouble Work Arounds (1.1.3.3.3.4) – Mapping Details

Process Identifier: 1.1.3.3.3.4

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
1.1.3.3.3.4 Implement Resource Trouble 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.

Extended Description

Not used for this process element

Explanatory

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

Mandatory

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
This process reports restoration to Track & Manage Service Problem through updates to the associated Service Trouble report.

19.1.5 L4: Invoke Support Resource Trouble Management Processes (1.1.3.3.3.5) – Mapping Details

Process Identifier: 1.1.3.3.3.5

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 **1.1.3.3.3.5 Invoke Support Resource Trouble Management Processes**
Brief Description This process recovers normal operation by invocation of the Support Resource Trouble Management processes. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Resource Trouble through updates to the associated resource trouble report. **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 Resource Trouble Management processes. It also reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Resource Trouble through updates to the associated resource

trouble report.

Optional

Not used for this process element

Interactions

This process reports successful restoration to Track & Manage Resource Trouble through updates to the associated resource trouble report.

20 L3: Track & Manage Resource Trouble (1.1.3.3.4)

Process Identifier: 1.1.3.3.4

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.

Brief Description

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

Extended Description

The objective of the Track & Manage Resource Trouble is to ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource trouble reports in jeopardy. Responsibilities of these processes include, but are not limited to:

·{T}Initiating first-in testing using automated remote testing capabilities;

·{T}Adding additional information to an open resource trouble report based on the first-in testing;

·{T}Scheduling, assigning and coordinating repair and restoration activities;

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

·{T}Undertake necessary tracking of the execution progress;

·{T}Modifying information in an existing resource trouble report based on assignments;

·{T}Modifying the resource trouble report status;

·{T}Canceling a resource trouble report when the specific trouble was related to a false alarm event; and

·{T}Monitoring the jeopardy status of open resource trouble reports, and escalating resource trouble reports as necessary.

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 Resource Trouble processes are responsible for engaging external suppliers in correction and recovery activities when higher level expertise and/or higher level support is required to resolve the resource trouble. This engagement can be linked to the priority of the resource trouble report, and could occur automatically for highest priority resource trouble reports.

The Track & Manage Resource Trouble processes will also inform the Close Resource Trouble processes by modifying the resource trouble report status to cleared when the resource trouble has been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

20.1.1 L4: Coordinate Resource Trouble (1.1.3.3.4.1) – Mapping Details

Process Identifier: 1.1.3.3.4.1

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
1.1.3.3.4.1 Coordinate Resource Trouble

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 resource trouble report based on assignments, and modifies the resource 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.

Mandatory

This process schedules, assigns and coordinates repair and restoration activities, undertakes necessary tracking of the execution progress, modifies information in an existing resource trouble report based on assignments, and modifies the resource trouble report status.

Optional

Not used for this process element

Interactions

Not used for this process element

20.1.2 L4: Perform First in Testing (1.1.3.3.4.2) – Mapping Details

Process Identifier: 1.1.3.3.4.2

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.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.3.3.4.2 Perform First in Testing
Brief Description This process initiates first-in testing using automated remote testing capabilities, and adds additional information to an open resource 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 resource trouble report based on the first-in testing. **Optional** Not used for this process element **Interactions** Not used for this process element

20.1.3 L4: Cancel Resource Trouble (1.1.3.3.4.3) – Mapping Details

Process Identifier: 1.1.3.3.4.3

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.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.3.4.3 Cancel Resource Trouble

Brief Description

This process cancels a resource 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 resource 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

20.1.4 L4: Escalate/End Resource Trouble (1.1.3.3.4.4) – Mapping Details

Process Identifier: 1.1.3.3.4.4

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.

LEVEL 4 PROCESS MAPPING DETAILS **1.1.3.3.4.4 Escalate/End Resource Trouble**
Brief Description This process monitors the jeopardy status of open resource trouble reports, and escalating resource 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 resource trouble reports, and escalating resource trouble reports as necessary.   **Optional** Not used for this process element   **Interactions** Not used for this process element

20.1.5 L4: Perform Final Test (1.1.3.3.4.5) – Mapping Details

Process Identifier: 1.1.3.3.4.5

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
1.1.3.3.4.5 Perform Final 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

20.1.6 L4: Engaging External Suppliers (1.1.3.3.4.6) – Mapping Details

Process Identifier: 1.1.3.3.4.6

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
1.1.3.3.4.6 Engaging External Suppliers

Brief Description

This process is responsible for engaging external suppliers in correction and recovery activities when higher level expertise and/or higher level support is required to resolve the resource trouble. This engagement can be linked to the priority of the resource trouble report, and could occur automatically for highest priority resource trouble reports.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for engaging external suppliers in correction and recovery activities when higher level expertise and/or higher level support is required to resolve the resource trouble. This engagement can be linked to the priority of the resource trouble report, and could occur automatically for highest priority resource trouble reports.

Optional

Not used for this process element

Interactions

Not used for this process element

21 L3: Report Resource Trouble (1.1.3.3.5)

Process Identifier: 1.1.3.3.5

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.

Brief Description

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

Extended Description

The objective of the Report Resource Trouble processes is to monitor the status of resource trouble reports, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of resource 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 Resource Trouble Management processes.

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

These processes will make the necessary reports about the resource trouble 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.

21.1.1 L4: Monitor Resource Trouble (1.1.3.3.5.1) – Mapping Details

Process Identifier: 1.1.3.3.5.1

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
1.1.3.3.5.1 Monitor Resource Trouble

Brief Description

This process is responsible for continuously monitoring the status of resource 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 Resource Trouble 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 resource 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 Resource Trouble Management processes.

21.1.2 L4: Distribute Notifications (1.1.3.3.5.2) – Mapping Details

Process Identifier: 1.1.3.3.5.2

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
1.1.3.3.5.2 Distribute 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

21.1.3 L4: Distribute Management Reports & Summaries (1.1.3.3.5.3) – Mapping Details

Process Identifier: 1.1.3.3.5.3

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
1.1.3.3.5.3 Distribute 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

21.1.4 L3: Close Resource Trouble Report (1.1.3.3.6)

Process Identifier: 1.1.3.3.6

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
1.1.3.3.6 Close Resource Trouble Report

Brief Description

Close a resource trouble report when the resource 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.

22 L3: Create Resource Trouble Report (1.1.3.3.7)

Process Identifier: 1.1.3.3.7

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

Create a new resource trouble report.

Extended Description

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

A new resource trouble report may be created as a result of resource alarm event notification analysis, and subsequent creation of new resource alarm event records, undertaken by the Survey & Analyze Resource Trouble processes, or at the request of analysis undertaken by other processes in

the RM&O, SM&O (in particular a Service Trouble Report can generate one or more Resource Trouble Reports) or S/PRM layers which detect that some form of failure has occurred for which resource restoration activity is required to restore normal operation.

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

These processes will make estimates of the time to restore resource which will be included in the new resource 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.

22.1.1 L4: Generate Resource Trouble (1.1.3.3.7.1) – Mapping Details

Process Identifier: 1.1.3.3.7.1

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
1.1.3.3.7.1 Generate Resource Trouble

Brief Description

This process creates a new resource trouble report.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process creates a new resource trouble report.

Optional

Not used for this process element

Interactions

Not used for this process element

22.1.2 L4: Convert Report To Resource Trouble Format (1.1.3.3.7.2) – Mapping Details

Process Identifier: 1.1.3.3.7.2

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
1.1.3.3.7.2 Convert Report To Resource Trouble Format

Brief Description

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

Extended Description

Not used for this process element

Explanatory

Applies where the resource trouble report is created as a result of a notification or request from processes other than the Survey & Analyze Resource Trouble processes.

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

22.1.3 L4: Estimate Time For Restoring Resource (1.1.3.3.7.3) – Mapping Details

Process Identifier: 1.1.3.3.7.3

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.

<table>
<tr><td colspan="1">LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.3.7.3 Estimate Time For Restoring Resource</td></tr>
</table>

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

23 L2: Resource Performance Management (1.1.3.4)

Process Identifier: 1.1.3.4

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.

Brief Description

Managing, tracking, monitoring, analyzing, controlling and reporting on the performance of specific resources.

Extended Description

Resource Performance Management processes encompass managing, tracking, monitoring, analyzing, controlling and reporting on the performance of specific resources. They work with basic information received from the Resource Data Collection & Distribution processes.

If the analysis identifies a resource performance violation or a potential service performance violation, information will be passed to Resource Trouble Management and/or Service Quality Management as appropriate. The latter processes are responsible for deciding on and carrying out the appropriate action/response. This may include requests to the Resource Performance Management processes to install controls to optimize the specific resource performance.

The Resource Performance Management processes will continue to track the resource performance problem, ensuring that resource performance is restored to a level required to support services.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

24 L3: Monitor Resource Performance (1.1.3.4.1)

Process Identifier: 1.1.3.4.1

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.

Brief Description

Monitor received resource performance information and undertake first-in detection.

Extended Description

The objective of the Monitor Resource Performance processes is to monitor received resource performance information and undertake first-in detection.

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

·{T}Undertaking the role of first in detection by monitoring the received specific resource performance data;

·{T}Comparing the received specific resource performance data to performance standards set for each specific resource (available from the Resource Inventory);

·{T}Assessing and recording received specific resource performance data which is within tolerance limits for performance standards, and for which continuous monitoring and measuring of specific resource performance is required;

·{T}Recording the results of the continuous monitoring for reporting through the Report Resource Performance processes;

·{T}Detecting performance threshold violations which represent specific resource failures due to abnormal performance;

·{T}Passing information about resource failures due to performance threshold violations to Resource Trouble Management to manage any necessary restoration activity as determined by that process;

·{T}Passing information about potential specific service performance degradations arising from specific resource degradations to Service Quality Management to manage any necessary restoration activity as determined by that process;

·{T}Detecting performance degradation for specific resources which provide early warning of potential issues;

·{T}Forwarding resource performance degradation notifications to other Resource Performance Management processes, which manage activities to restore normal specific resource performance; and

·{T}Logging specific resource performance degradation and violation details within the repository in the Manage Resource Inventory processes to ensure historical records are available to support the needs of other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

24.1.1 L4: Manage Resource Performance Data (1.1.3.4.1.1) – Mapping Details

Process Identifier: 1.1.3.4.1.1

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
1.1.3.4.1.1 Manage Resource Performance Data
Brief Description
This process monitors and logs the received specific resource performance quality data, compares the received specific resource performance data to performance standards set for each specific resource (available from the Resource Inventory), detects performance threshold violations which represent specific resource failures due to abnormal performance, and detects performance degradation for specific resources which provide early warning of potential issues. This process undertakes the role of first in detection by monitoring the received specific resource performance data.

Extended Description

Not used for this process element

Explanatory

This process undertakes the role of first in detection by monitoring the received specific resource performance data.

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

24.1.2 L4: Record Resource Performance Data (1.1.3.4.1.2) – Mapping Details

Process Identifier: 1.1.3.4.1.2

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
1.1.3.4.1.2 Record Resource Performance Data

Brief Description

This process assesses and records received specific resource performance data which is within tolerance limits for performance standards, and for which continuous monitoring and measuring of specific resource performance is required. It records the results of the continuous monitoring for reporting through the Report Resource Performance processes, and logs specific resource performance degradation and violation details within the repository in the Manage Resource 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 resource performance data which is within tolerance limits for performance standards, and for which continuous monitoring and measuring of specific resource performance is required.

Mandatory

It records the results of the continuous monitoring for reporting through the Report Resource Performance processes, and logs specific resource performance degradation and violation details within the repository in the Manage Resource 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

24.1.3 L4: Correlate Resource Performance Event Notifications (1.1.3.4.1.3) – Mapping Details

Process Identifier: 1.1.3.4.1.3

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 **1.1.3.4.1.3 Correlate Resource Performance Event Notifications**

Brief Description

This process passes information about potential specific service performance degradations arising from specific resource degradations to Service Quality Management to manage any necessary restoration activity as determined by that process. It passes information about resource failures due to performance threshold violations to Resource Trouble Management to manage any necessary restoration activity as determined by that process. It forwards resource performance degradation notifications to other Resource Performance Management processes, which manage activities to restore normal specific resource performance.

Extended Description

Not used for this process element

Explanatory

This process passes information about potential specific service performance degradations arising from specific resource degradations to Service Quality Management to manage any necessary restoration activity as determined by that process.

Mandatory

It passes information about resource failures due to performance threshold violations to Resource Trouble Management to manage any necessary restoration activity as determined by that process.

Optional

Not used for this process element

Interactions

It forwards resource performance degradation notifications to other Resource Performance Management processes, which manage activities to restore normal specific resource performance.

25 L3: Analyze Resource Performance (1.1.3.4.2)

Process Identifier: 1.1.3.4.2

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.

Brief Description

Analyze and evaluate the performance of specific resources.

Extended Description

The objective of the Analyze Resource Performance processes is to analyze the information received from the Monitor Resource Performance process to evaluate the performance of a specific resource.

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

·{T}Undertaking analysis as required on specific resource performance information received from the Monitor Resource Performance processes;

·{T}Initiating, modifying and cancelling continuous performance data collection schedules for specific resources required to analyze specific resource performance. These schedules are established through requests sent to the Enable Resource Data Collection & Distribution processes;

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

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

·{T}Undertaking specific detailed analysis (if the original requested came from Service Quality Management processes) to discover the root cause of service performance degradations that may be arising due to interactions between resource instances, without any specific resource 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.

25.1.1 L4: Perform Specific Resource Performance Diagnostics (1.1.3.4.2.1) – Mapping Details

Process Identifier: 1.1.3.4.2.1

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 **1.1.3.4.2.1 Perform Specific Resource Performance Diagnostics**
Brief Description This process performs analysis as required on specific resource performance information received from the Monitor Service Quality processes. It determines the root causes of specific resource performance degradations and violations, records the results of the analysis and intermediate updates in the Resource Inventory for historical analysis and for use as required by other processes, and undertakes specific detailed analysis (if the original requested came from Service Quality Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between resource instances, without any specific resource 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 resource performance information received from the Monitor Service Quality processes.

Mandatory

It determines the root causes of specific resource performance degradations and violations, records the results of the analysis and intermediate updates in the Resource Inventory for historical analysis and for use as required by other processes, and undertakes specific detailed analysis (if the original requested came from Service Quality Management processes) to discover the root cause of customer QoS performance degradations that may be arising due to interactions between resource instances, without any specific resource instance having an unacceptable performance in its own right.

Optional

Not used for this process element

Interactions

Not used for this process element

25.1.2 L4: Manage Resource Performance Data Collection Schedules (1.1.3.4.2.2) – Mapping Details

Process Identifier: 1.1.3.4.2.2

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
1.1.3.4.2.2 Manage Resource Performance Data Collection Schedules

Brief Description

This process initiates, modifies and cancels continuous performance data collection schedules for specific resources required to analyze specific resource performance. These schedules are established through requests sent to the Enable Resource Resource Data Collection & Distribution 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 resources required to analyze specific resource performance.

Optional

Not used for this process element

Interactions

These schedules are established through requests sent to the Enable Resource Resource Data Collection & Distribution processes.

26 L3: Control Resource Performance (1.1.3.4.3)

Process Identifier: 1.1.3.4.3

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.

Brief Description

Apply controls to resources in order to optimize the resource performance.

Extended Description

The objective of the Control Resource Performance processes is to apply controls to resource instances in order to optimize the resource performance.

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

·{T}Instantiating controls to attempt to restore resource instances to normal operation, at the request of Analyze Resource Performance processes. These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance processes depending on circumstances.

·{T}Instantiating controls to attempt to restore failed resource instances to normal operation, at the request of Resource Trouble Management or Service Quality Management processes. These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance process depending on circumstances.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

26.1.1 L4: Instantiate Resource Performance Controls (1.1.3.4.3.1) – Mapping Details

Process Identifier: 1.1.3.4.3.1

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
1.1.3.4.3.1 Instantiate Resource Performance Controls

Brief Description

Instantiate controls to attempt to restore resource instances to normal operation, at the request of Analyze Resource Performance processes. These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance processes depending on circumstances.

Extended Description

Not used for this process element

Explanatory

These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance processes depending on circumstances.

Mandatory

Instantiate controls to attempt to restore resource instances to normal operation, at the request of Analyze Resource Performance processes.

Optional

Not used for this process element

Interactions

Not used for this process element

26.1.2 L4: Instantiate Resource Trouble Controls (1.1.3.4.3.2) – Mapping Details

Process Identifier: 1.1.3.4.3.2

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
1.1.3.4.3.2 Instantiate Resource Trouble Controls

Brief Description

Instantiate controls to attempt to restore failed resource instances to normal operation, at the request of Resource Trouble Management or Service Quality Management processes. These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance process depending on circumstances.

Extended Description

Not used for this process element

Explanatory

These controls may be based on established control plans, or the controls may be developed within the Control Resource Performance process depending on circumstances.

Mandatory

Instantiate controls to attempt to restore failed resource instances to normal operation, at the request of Resource Trouble Management or Service Quality Management processes.

Optional

Not used for this process element

Interactions

Not used for this process element

27 L3: Report Resource Performance (1.1.3.4.4)

Process Identifier: 1.1.3.4.4

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.

Brief Description

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

Extended Description

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

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

These processes record, analyze and assess the resource performance degradation report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Performance Management 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.

27.1.1 L4: Monitor Resource Performance Degradation Report (1.1.3.4.4.1) – Mapping Details

Process Identifier: 1.1.3.4.4.1

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
1.1.3.4.4.1 Monitor Resource Performance Degradation Report
Brief Description This process is responsible for continuously monitoring the status of Resource Performance Degradation Reports and managing notifications to processes in the RM&O and other layers, and to other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Resource Performance 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 Resource Performance Degradation Reports and managing notifications to processes in the RM&O and other layers, and to 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 Resource Performance Management processes.

27.1.2 L4: Distribute Resource Quality Management Reports & Summaries (1.1.3.4.4.2) – Mapping Details

Process Identifier: 1.1.3.4.4.2

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
1.1.3.4.4.2 Distribute Resource Quality Management Reports & Summaries
Brief Description
This process records, analyzes and assesses the Resource Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Performance 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 Resource Performance Degradation Report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Performance Management process.

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

28 L3: Create Resource Performance Degradation Report (1.1.3.4.5)

Process Identifier: 1.1.3.4.5

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.

Brief Description

Create a new resource performance degradation report.

Extended Description

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

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

If the resource performance degradation report is created as a result of a notification or request from processes other than Monitor Resource Performance processes, the Create Resource Performance Degradation Report processes are responsible for converting the received information into a form suitable for the Resource 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.

28.1.1 L4: Generate Resource Performance Degradation Problem (1.1.3.4.5.1) – Mapping Details

Process Identifier: 1.1.3.4.5.1

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
1.1.3.4.5.1 Generate Resource Performance Degradation Problem
Brief Description This process creates a new Resource Performance Degradation Report as a result of specific resource performance notifications undertaken by the Monitor Resource Performance processes, or at the request of analysis undertaken by other RM&O, SM&O or RM&O processes which detect that some form of deterioration or failure has occurred requires an assessment of the specific resource performance. **Extended Description** Not used for this process element **Explanatory**

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

28.1.2 L4: Convert Report To Resource Performance Degradation Report Format (1.1.3.4.5.2) – Mapping Details

Process Identifier: 1.1.3.4.5.2

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
1.1.3.4.5.2 Convert Report To Resource Performance Degradation Report Format
Brief Description If the resource performance degradation report is created as a result of a notification or request from processes other than Monitor Resource Performance processes, this process responsible for converting the received information into a form suitable for the Resource Performance Management processes, and for requesting additional information if required.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Notification or request from processes other than Monitor Resource Performance processes concerning resource performance degradation report, and requests back for additional information if required.

29 L3: Track & Manage Resource Performance Resolution (1.1.3.4.6)

Process Identifier: 1.1.3.4.6

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.

Brief Description

Ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource performance degradation reports in

jeopardy.

Extended Description

The objective of the Track & Manage Resource Performance Resolution processes is to efficiently assign, coordinate and track specific resource performance analysis and control activities, and escalate any open resource performance degradation reports in jeopardy.

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

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

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

· Generating the respective S/P problem report creation request(s) to Initiate S/P Problem Report processes based on specific resource performance degradation reports where analysis the root cause is related to S/P products;

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

· Modifying the resource performance degradation report status;

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

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

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 Resource Performance Resolution processes will also inform the Close Resource Performance Degradation Report processes by modifying the resource performance degradation report status to cleared when the specific resource performance issues have been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

29.1.1 L4: Coordinate Resource Performance (1.1.3.4.6.1) – Mapping Details

Process Identifier: 1.1.3.4.6.1

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
1.1.3.4.6.1 Coordinate Resource Performance
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 Resource Performance Degradation Report based on assignments, and modifies the Resource 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 Resource Performance Degradation Report based on assignments, and modifies the Resource Performance Degradation Report status.

Optional

Not used for this process element

Interactions

Not used for this process element

29.1.2 L4: Request S/P Performance Degradation Report Creation and Update (1.1.3.4.6.2) – Mapping Details

Process Identifier: 1.1.3.4.6.2

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
1.1.3.4.6.2 Request S/P Performance Degradation Report Creation and Update

Brief Description

This process generates the respective S/P problem report creation request(s) to Initiate S/P Problem Report processes based on specific resource performance degradation reports where analysis the root cause is related to S/P products.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process generates the respective S/P problem report creation request(s) to Initiate S/P Problem Report processes based on specific resource performance degradation reports where analysis the root cause is related to S/P products.

Optional

Not used for this process element

Interactions

Not used for this process element

29.1.3 L4: Update First in Resource Testing Results (1.1.3.4.6.3) – Mapping Details

Process Identifier: 1.1.3.4.6.3

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
1.1.3.4.6.3 Update First in Resource Testing Results

Brief Description

This process adds additional information to an open Resource 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 Resource Performance Degradation Report based on the first-in testing.

Optional

Not used for this process element

Interactions

Not used for this process element

29.1.4 L4: Cancel Resource Performance Degradation Report (1.1.3.4.6.4) – Mapping Details

Process Identifier: 1.1.3.4.6.4

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
1.1.3.4.6.4 Cancel Resource Performance Degradation Report
Brief Description This process cancels a resource Performance Degradation Report when the specific trouble was related to a false resource failure event. **Extended Description**

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process cancels a resource Performance Degradation Report when the specific trouble was related to a false resource failure event.

Optional

Not used for this process element

Interactions

Not used for this process element

29.1.5 L4: Escalate/End Resource Performance Degradation Report (1.1.3.4.6.5) – Mapping Details

Process Identifier: 1.1.3.4.6.5

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
1.1.3.4.6.5 Escalate/End Resource Performance Degradation Report
Brief Description This process monitors the jeopardy status of open Resource Performance Degradation Reports, and escalates Resource 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 Resource Performance Degradation Reports, and escalates Resource Performance Degradation Reports as necessary.

Optional

Not used for this process element

Interactions

Not used for this process element

29.1.6 L4: Clear Resource Performance Degradation Report Status (1.1.3.4.6.6) – Mapping Details

Process Identifier: 1.1.3.4.6.6

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
1.1.3.4.6.6 Clear Resource Performance Degradation Report Status
Brief Description

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

Optional

Not used for this process element

Interactions

This process informs the Close Resource Performance Degradation Report processes.

29.1.7 L4: Engage External Resource Suppliers (1.1.3.4.6.7) – Mapping Details

Process Identifier: 1.1.3.4.6.7

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
1.1.3.4.6.7 Engage External Resource 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

Note that some specific product and/or service components may be owned and managed by suppliers/partners.

Mandatory

Where 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.

Optional

Not used for this process element

Interactions

Interaction with Suppliers / Partners

29.1.8 L3: Close Resource Performance Degradation Report (1.1.3.4.7)

Process Identifier: 1.1.3.4.7

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 3 PROCESS MAPPING DETAILS

1.1.3.4.7 Close Resource Performance Degradation Report

Brief Description

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

Extended Description

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

These processes monitor the status of all open resource performance degradation reports, and recognize that a resource 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.

30 L2: Resource Data Collection & Distribution (1.1.3.5)

Process Identifier: 1.1.3.5

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.

Brief Description

Collect and/or distribute management information and data records between resource and service instances and other enterprise processes.

Extended Description

Resource Data Collection & Distribution processes are responsible for collection and/or distribution of management information and data records between resource and service instances and other enterprise processes.   Resource Data Collection & Distribution processes interact with the resource and service instances to intercept and/or collect usage, network and information technology events and other management information for distribution to other processes within the enterprise, and with enterprise processes to accept command, query and other management information for distribution to resource and service instances. The responsibilities of these processes also include processing of the data and/or management information through activities such as filtering, aggregation, formatting, transformation and correlation of the information before presentation to other processes, resource instances or service instances. Client processes for this management information perform usage reporting and billing activities, as well as Fault and Performance analysis of resources and services. These include Resource Performance Management, Service Quality Management and Service & Specific Instance Rating. Client resource and service instances for this management information use the management information for configuration, or use the management information to trigger activities within the resource or service instances.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

31 L3: Collect Management Information & Data (1.1.3.5.1)

Process Identifier: 1.1.3.5.1

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.

Brief Description

Collection of management information and data records from resource and service instances and other enterprise processes.

Extended Description

The Collect Management Information & Data processes are responsible for collection of management information and data records from resource and service instances and other enterprise processes. These processes interact with the resource and service instances to intercept and/or collect usage, network and information technology events and, performance and other management information for distribution to other processes within the enterprise, and with enterprise processes to accept command, query and other management information for distribution to resource and service instances.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

31.1.1 L4: Intercept Events/Information (1.1.3.5.1.1) – Mapping Details

Process Identifier: 1.1.3.5.1.1

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
1.1.3.5.1.1 Intercept Events/Information

Brief Description

Intercept and/or collect usage, network and information technology events and, performance and other management information for distribution to other processes within the enterprise. **(A)**

Desc=Ericsson Prescribes to ITU-T recommendation M.3010 for System Management. Ericsson differentiates the collection of management data (example managing availability of overall network) from operative data (like call detail records). For Collecting Management Information then :

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/436212235.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Intercept and/or collect usage, network and information technology events and, performance and other management information for distribution to other processes within the enterprise.

Optional

Not used for this process element

Interactions

Not used for this process element

31.1.2 L4: Deliver Management Information (1.1.3.5.1.2) – Mapping Details

Process Identifier: 1.1.3.5.1.2

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
1.1.3.5.1.2 Deliver Management Information

Brief Description

Accept command, query and other management information from enterprise processes for distribution to resource and service instances. **(A)**

Desc=Various Mechanisms exists, SNMP, XML over FTP etc.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2309651595.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Accept command, query and other management information from enterprise processes for distribution to resource and service instances.

Optional

Not used for this process element

Interactions

Not used for this process element

32 L3: Process Management Information & Data (1.1.3.5.2)

Process Identifier: 1.1.3.5.2

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.

Brief Description

Process the management information and/or data into a form suitable for the intended recipient processes, resource instances or service instances.

Extended Description

The Process Management Information & Data processes are responsible for processing the management information and/or data into a form suitable for the intended recipient processes, resource instances or service instances.

The responsibilities of this process include, but are not limited to:

{*}Identifying the intended recipient processes, resource instances or service instances to determine the appropriate processing required;

{*}Filtering and/or low level correlation of the management information and/or data based on well-defined criteria;

{*}Aggregating or disaggregating the management information and/or data to provide summarized versions; and

{*}Formatting the management information and/or data into a form suitable for the intended recipient before distribution.

{/*}

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

32.1.1 L4: Determine Recipients for Information/Data (1.1.3.5.2.1) – Mapping Details

Process Identifier: 1.1.3.5.2.1

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
1.1.3.5.2.1 Determine Recipients for Information/Data

Brief Description

Identify the intended recipient processes, resource instances or service instances to determine the appropriate processing required. **(A)**

Desc=Various types of Management information is collected and needs to be distributed to various stakeholders

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2265511819.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2231272203.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Identify the intended recipient processes, resource instances or service instances to determine the appropriate processing required.

Optional

Not used for this process element

Interactions

Not used for this process element

32.1.2 L4: Filter Information/Data (1.1.3.5.2.2) – Mapping Details

Process Identifier: 1.1.3.5.2.2

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
1.1.3.5.2.2 Filter Information/Data

Brief Description

Filter and/or perform low level correlation of the management information and/or data based on well-defined criteria. **(A)**

Desc=For management of Operations and Maintenance, Ericsson has a wealth of Filter Mechanisms on various levels. 55 Functional References exists which will not be listed in detail.

A Link containing the most often filter tools will be provided here :

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2310337419.html#2310342411

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Filter and/or perform low level correlation of the management information and/or data based on well-defined criteria.

Optional

Not used for this process element

Interactions

Not used for this process element

32.1.3 L4: Aggregate Information/Data (1.1.3.5.2.3) – Mapping Details

Process Identifier: 1.1.3.5.2.3

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
1.1.3.5.2.3 Aggregate Information/Data

Brief Description

Aggregate or disaggregate the management information and/or data to provide summarized versions. **(A)**

Desc= Various Aggregation techniques are used - 1) Counter based aggregation, 2) Fault & Alarm Aggregation of various Nodes, 3) Notification Aggregation, Traceability

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2310337419.html#2310342411

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2312660107.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Aggregate or disaggregate the management information and/or data to provide summarized versions.

Optional

Not used for this process element

Interactions

Not used for this process element

32.1.4 L4: Format Information/Data (1.1.3.5.2.4) – Mapping Details

Process Identifier: 1.1.3.5.2.4

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
1.1.3.5.2.4 Format Information/Data

Brief Description

Format the management information and/or data into a form suitable for the intended recipient before distribution. **(A)**

Desc=For lower level of management information, formatting is achieved through parsing, on higher levels, through reports

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/2313247243.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Format the management information and/or data into a form suitable for the intended recipient before distribution.

Optional

Not used for this process element

Interactions

Not used for this process element

33 L3: Distribute Management Information & Data (1.1.3.5.3)

Process Identifier: 1.1.3.5.3

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.

Brief Description

Distribute processed management information and/or data to resource instances, service instances or other processes within the enterprise for further analysis and/or reporting.

Extended Description

The Distribute Management Information & Data processes are responsible for distributing processed management information and/or data to resource instances, service instances or other processes within the enterprise for further analysis and/or reporting.

These processes also manage any orchestration required for distribution of the management information and/or data. Upon successful delivery theses processes are responsible for informing the original sending process or instance that the information has been successfully distributed (if required), and for deleting the locally stored information from any local repositories.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

33.1.1 L4: Distribute Information/Data (1.1.3.5.3.1) – Mapping Details

Process Identifier: 1.1.3.5.3.1

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
1.1.3.5.3.1 Distribute Information/Data

Brief Description

Distribute processed management information and/or data to resource instances, service instances or other processes within the enterprise for further analysis and/or reporting. **(A)**

Desc=Distribution of Management Information is handled by the Monitoring System (MX)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/665947147.html

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Distribute processed management information and/or data to resource instances, service instances or other processes within the enterprise for further analysis and/or reporting.

Optional

Not used for this process element

Interactions

Distribute for further analysis and/or reporting.

33.1.2 L4: Manage Distribution (1.1.3.5.3.2) – Mapping Details

Process Identifier: 1.1.3.5.3.2

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 1.1.3.5.3.2 Manage Distribution
Brief Description Manage any orchestration required for distribution of the management information and/or data. **(A)** *Desc= Distribution of Management Information (including Alerts) are handled through Record-Based Throughput of Specific Processing Chains or*   HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/856116107.html **Extended Description** Not used for this process element   **Explanatory** Not used for this process element   **Mandatory** Manage any orchestration required for distribution of the management information and/or data.   **Optional** Not used for this process element

Interactions
Not used for this process element

33.1.3 L4: Confirm Distribution and Clean-up (1.1.3.5.3.3) – Mapping Details

Process Identifier: 1.1.3.5.3.3

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 **1.1.3.5.3.3 Confirm Distribution and Clean-up**
Brief Description Inform the original sending process or instance upon successful delivery that the information has been successfully distributed (if required), and delete the locally stored information from any local repositories. **(A)** *Desc=Management Information Distribution on the lowest level is handle by various mechanisms (example Alerts). The distribution to responsible parties can either be acknowledged or Fixed.* HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/665975819.html **Extended Description** Not used for this process element **Explanatory**

Not used for this process element

Mandatory

Inform the original sending process or instance upon successful delivery that the information has been successfully distributed (if required), and delete the locally stored information from any local repositories.

Optional

Not used for this process element

Interactions

Not used for this process element

33.1.4 L3: Audit Data Collection & Distribution (1.1.3.5.4)

Process Identifier: 1.1.3.5.4

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
1.1.3.5.4 Audit Data Collection & Distribution

Brief Description

Audit the management information & data collection, processing and distribution activities in order to identify possible anomalies.

Extended Description

The Audit Data Collection & Distribution processes are responsible for auditing the management information & data collection activities in order to identify possible anomalies such as loss of

management information and/or data in the different collection, processing and distribution steps.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

34 L2: Resource Mediation & Reporting (1.1.3.6)

Process Identifier: 1.1.3.6

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.

Brief Description

Manage resource events by correlating and formatting them into a useful format.

Extended Description

Resource Mediation & Reporting processes manage resource events by correlating and formatting them into a useful format. These processes include the mediation and reporting of resource records. Investigation of resource related billing event problems is also part of these processes.

These processes are often handled by appropriate network elements.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

35 L3: Mediate Resource Usage Records (1.1.3.6.1)

Process Identifier: 1.1.3.6.1

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.

Brief Description

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

Extended Description

The purpose of the Mediate Usage Records processes is to validate, normalize, convert and correlate usage records collected from various pieces of equipment in the network. It also removes any

duplicate usage records that have already been processed.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

35.1.1 L4: Validate Resource Usage Records (1.1.3.6.1.1) – Mapping Details

Process Identifier: 1.1.3.6.1.1

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
1.1.3.6.1.1 Validate Resource Usage Records
Brief Description
Validate resource usage record collected from the network. **(A)**
Extended Description
The purpose of Validate Resource Usage Record process is to validate Resource Usage Record collected from various pieces of equipment in the network. This process is responsible for collecting the Resource Usage Records, filtering out of non-billing relevant Resource Usage Records, validating the Resource Usage Records and their integrity and avoiding records collection leakage. For example, checking loss of Resource Usage Records, illegal characters in Resource Usage Records,

invalid field length in Resource Usage Records, the resource usage duration mismatching to start time and end time. **(A)**

Desc= Validation of resource usage records can validate for example against roaming agreements

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/164370571.html#459859339

Explanatory

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

Mandatory

The purpose of Validate Resource Usage Record process is to validate Resource Usage Record collected from various pieces of equipment in the network. This process is responsible for collecting the Resource Usage Records, filtering out of non-billing relevant Resource Usage Records, validating the Resource Usage Records and their integrity and avoiding records collection leakage.

Optional

Not used for this process element

Interactions

Not used for this process element

35.1.2 L4: Normalize Resource Usage Records (1.1.3.6.1.2) – Mapping Details

Process Identifier: 1.1.3.6.1.2

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
1.1.3.6.1.2 Normalize Resource Usage Records

Brief Description

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

Extended Description

The purpose of Normalize Resource Usage Record process is to normalize Resource Usage Records to specific expression format. Resource Usage Records generated by different systems are used distinct expressions for same record data. For example, the expression for date can be YYY-MM-DD, DD-MM-YYY, DD-MM-YY or other combinations. This process is responsible for unifying all Resource Usage Records to specific expression format for subsequent processes use. **(A)**

Desc= The module PRIH handles the Normalization of Usage Records. As an example it normalizes Network Addresses (CC+NDC)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/164798859.html#344364427

Explanatory

For example, the expression for date can be YYY-MM-DD, DD-MM-YYY, DD-MM-YY or other combinations. This process is responsible for unifying all Resource Usage Records to specific expression format for subsequent processes use.

Mandatory

The purpose of Normalize Resource Usage Record process is to normalize Resource Usage Records to specific expression format. Resource Usage Records generated by different systems are used distinct expressions for same record data.

Optional

Not used for this process element
Interactions
Not used for this process element

35.1.3 L4: Convert Resource Usage Records (1.1.3.6.1.3) – Mapping Details

Process Identifier: 1.1.3.6.1.3

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
1.1.3.6.1.3 Convert Resource Usage Records
Brief Description   Convert resource usage records to specific data format. **(A)**   **Extended Description**   The purpose of Convert Resource Usage Record process is to convert Resource Usage Records to specific data format. The Resource Usage Records are collected from different network equipments and stored in different file formats, e.g. fixed-length binary file, fixed-length text files, variable-length text files, ASN.1. This process is responsible for identifying the data formats of collected Resource Usage Records and changing them to specific common data format for downstream system using. **(A)**   *Desc=Conversion of Usage records is handled by the FIH Module*   HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/
html/112927627.html

Explanatory

Not used for this process element

Mandatory

The purpose of Convert Resource Usage Record process is to convert Resource Usage Records to specific data format. The Resource Usage Records are collected from different network equipments and stored in different file formats, e.g. fixed-length binary file, fixed-length text files, variable-length text files, ASN.1. This process is responsible for identifying the data formats of collected Resource Usage Records and changing them to specific common data format for downstream system using.

Optional

Not used for this process element

Interactions

Not used for this process element

35.1.4 L4: Correlate Resource Usage Records (1.1.3.6.1.4) – Mapping Details

Process Identifier: 1.1.3.6.1.4

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 1.1.3.6.1.4 Correlate Resource Usage Records
Brief Description

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

Extended Description

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

Desc= Correlation is handled by various Attribute Value Pairs (AVP)

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/Converter1133181349702.html

Explanatory

Not used for this process element

Mandatory

The purpose of Correlate Resource Usage Record process is to correlate collected Resource Usage Records. The Resource Usage Records are collected from different network equipments, sometime more than one Resource Usage Records store same service consumption. In order to resolve this case, this process is responsible for identifying the correlative Resource Usage Records and associating them together for downstream system use.

Optional

Not used for this process element

Interactions

Not used for this process element

35.1.5 L4: Remove Duplicate Resource Usage Records (1.1.3.6.1.5) – Mapping Details

Process Identifier: 1.1.3.6.1.5

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.

<table>
<tr><td align="center">LEVEL 4 PROCESS MAPPING DETAILS
1.1.3.6.1.5 Remove Duplicate Resource Usage Records</td></tr>
<tr><td>

Brief Description

Remove duplicate resource usage records. **(A)**

Extended Description

The purpose of Remove Resource Usage Record process is to remove any duplicate usage records that have already been processed. 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 Resource Usage Records with combined criteria. **(A)**

Desc= Duplicates are created by multiple nodes, as well as multiple services using the same resource. Detection and removal is handled by RSHD

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/129949067.html

Explanatory

Not used for this process element

Mandatory

The purpose of Remove Resource Usage Record process is to remove any duplicate usage records that have already been processed. This process includes detect duplicate records and removing them from billing process. The duplication detection is usually by checking the values of the key

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

fields of Resource Usage Records with combined criteria.

Optional

Not used for this process element

Interactions

Not used for this process element

35.1.6 L3: Report Resource Usage Records (1.1.3.6.2)

Process Identifier: 1.1.3.6.2

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 3 PROCESS MAPPING DETAILS
1.1.3.6.2 Report Resource Usage Records

Brief Description

Generate reports on resource usage records based on requests from other processes.

Extended Description

The purpose of the Report Resource Usage Records is to generate reports on 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 or network problems.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

36 L2: Workforce Management (1.1.3.7)

Process Identifier: 1.1.3.7

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

Managing the staff performing manual activities along with managing the actual activity being performed.

"Note: The current focus of the Manage Workforce processes is field Staff and others managed through work orders, etc. There is opportunity for further study in subsequent releases of eTOM, including:

{*}types and positioning of workforce (field technicians, services representatives, etc),

{*}other enterprise activities and other management of staff,

{*}decomposition and normalization considering information being acted on.

{/*}

Extended Description

The responsibilities of the Manage Workforce processes is to manage the lifecycle of work assignments or work orders carried out by the workforce. This will include managing the workforce staff (directly or indirectly) employed by, or operating as part of, the enterprise (i.e. technicians, clerks, managers, etc.) that are assigned to, and perform the work specified.The staff directly managed by these processes include all employees, contractors and who are paid by the enterprise. The staff indirectly managed by these processes includes all employees, consultants and contractors paid by third parties who have commercial arrangements with the enterprise.In the cases where the third parties own and manage the service and/or resource infrastructure the Manage Workforce processes are responsible for requesting activities to be performed rather than directly assigning specific staff. The Manage Workforce processes also enable reporting and monitoring of assigned activities.Responsibilities of these processes include, but are not limited to:

{*}Establishing and managing work assignment queues through which requests for work activities are received from eTOM processes;

{*}Establishing and managing staff lists, containing details about assignable staff such as location, skills, availability for assignment etc.;

{*}Establishing, managing and distributing individuals work assignments to staff outlining the daily, or other time breadth, work assignments;

{*}Establishing and managing fast-track and jeopardy re-assignment capabilities to allow for modification of work assignments as required to meet jeopardy or other high priority conditions;

{*}Managing appointment schedules, including viewing and scheduling of appointments;

{*}Managing work orders, including issuance and closure;

{*}Forecasting assignable staffing requirements on a daily, weekly and longer period basis, based on historic work volume records, and forecast activity volumes;

{*}Determining work activity time estimates for all known work activities, based on actual historic results or on forward estimates, to be used as a parameter for scheduling work rosters;

{*}Establishing and managing recall capabilities to allow for out-of-hours staff recall in the event of unforeseen circumstances;

{*}Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download scheduling and work assignment data to and from the workforce management system(s);

{*}Establishing and managing information transfer between the enterprise workforce management system(s) and those of external third parties (when the infrastructure is owned and operated by third parties);

{*}Ensuring workforce management system(s) accurately captures and records all assignment and work scheduling details, through use of automated or manual audits;

{*}Tracking and monitoring of the usage of, and access to, the workforce management system(s) and associated costs of the Manage Workforce processes, and reporting on the findings; and

{*}Identifying any technical driven shortcomings of the workforce management system(s), and providing input to Resource Development & Management processes to rectify these issues.{/*}

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

37 L3: Manage Schedules & Appointments (1.1.3.7.1)

Process Identifier: 1.1.3.7.1

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.

Brief Description

Manages the appointment schedule of assignable staff.

Extended Description

The responsibilities of the Manage Appointment Schedule processes include the ability to view the availability of appropriate assignable staff as well as being able to schedule an appointment.   Both the viewing and the scheduling may be based on availability of a collection of staff and not a specific person. Similarly, times could be windows of time (i.e. - AM or PM) or a specific time.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

37.1.1 L4: Workforce Management Schedule (1.1.3.7.1.1) – Mapping Details

Process Identifier: 1.1.3.7.1.1

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
1.1.3.7.1.1 Workforce Management Schedule
Brief Description This process is responsible for keeping the schedule of available workforce actualized, recalculating the availability schedule, and synchronizing actual workforce schedules with third parties based on information about reserved and available units. **Extended Description**

This process is responsible for keeping the schedule of the available workforce actualized, recalculating the availability schedule and synchronizing actual workforce schedules with third parties based on information about reserved and available units.

The Workforce Management Schedule scope includes the following:

§   Tracking and managing workforce schedules, reflecting the actual information on workforce availability. Exchanging this information with involved third parties

§   Gathering and providing actual information on working hours to the Financial Management process for generating the payroll and/or to the S/P Settlement & Payments Management process for paying third parties

§   Enabling and managing recall capabilities to allow for out-of-hours staff recall in the event of unforeseen circumstances

§   Managing the registration and access control processes that enable processes to create, modify, update, delete, and/or download scheduling and work assignment data to and from the workforce management system(s)

§   Ensuring that the workforce management system(s) accurately captures and records all assignment and work scheduling 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.

37.1.2 L4: Determine Work Schedule (1.1.3.7.1.2) – Mapping Details

Process Identifier: 1.1.3.7.1.2

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
1.1.3.7.1.2 Determine Work Schedule

Brief Description

This process answers inquiries about available work capacity for a given time slot.

Extended Description

This process is responsible for answering inquiries from other processes (like CRM), given a particular work task, about what timeframes the work can be performed in, considering dependencies between work tasks. This process does not look for a particular executor, but checks available work capacity in a particular time interval.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

37.1.3 L4: Manage Reservations (1.1.3.7.1.3) – Mapping Details

Process Identifier: 1.1.3.7.1.3

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

1.1.3.7.1.3 Manage Reservations

Brief Description

This process is responsible for managing workforce reservations.

Extended Description

This process is responsible for managing workforce reservations. Once the reservation is made for a work item, this work item is scheduled (not necessarily assigned yet).

The scope of Manage Reservations includes the following:

§   Creating, modifying, and deleting workforce reservations for particular work items, taking into account dependencies between them

§   Confirming, canceling, or expiring workforce reservations, including defining the reservation expiration period

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

37.1.4 L4: Manage Appointments (1.1.3.7.1.4) – Mapping Details

Process Identifier: 1.1.3.7.1.4

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 1.1.3.7.1.4 Manage Appointments
Brief Description Manages the appointment schedule of assignable staff. **Extended Description** This process is responsible for managing the schedule of appointments which are formal arrangements with customers about planned site visits. Appointments are associated with particular work items to be done. The responsibilities of the Manage Appointment Schedule process include the ability to view the availability of appropriate assignable staff as well as the ability to schedule an appointment. Both the viewing and the scheduling may be based on workforce availability and skill and not a specific person. Similarly, times can be windows of time (i.e. AM or PM) or a specific time. Manage Appointment Schedule scope includes the following: §   Creating and canceling appointments, including required coordination with the customer or request to CRM systems, for such coordinations and updates §   In-flight modification, rescheduling, and cancellation of appointments **Explanatory** Reserved for future use. **Mandatory**

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

38 L3: Plan and Forecast Workforce Management (1.1.3.7.4)

Process Identifier: 1.1.3.7.4

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.

Brief Description

This process is responsible for planning and forecasting future workload and workforce availability demands and for making adjustments based on reports and forecasts.

Extended Description

Plan and Forecast Workforce processes are responsible for planning and forecasting the workload of manual activities to be assigned to technicians within the enterprise and/or third parties.

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

§   Forecasting the future demand for workforces based on work order statistics

§   Forecasting the workload and respective assignable staffing requirements on a daily, weekly, and longer period basis, based on workload history, considering special events (extraordinary

activities), staff vacation considerations, and distributing the available workforce in order to best meet the estimated load

§   Making adjustments, whenever necessary, to the estimated load:

§   Adjust duration estimates for all known work activities, based on actual historic results or on forward estimates

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

38.1.1 L4: Forecast Demand (1.1.3.7.4.1) – Mapping Details

Process Identifier: 1.1.3.7.4.1

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 1.1.3.7.4.1 Forecast Demand
Brief Description

This process is responsible for forecasting the future demand of workforces based on work order statistics.

Extended Description

This process is responsible for forecasting the future demand for workforces based on work order statistics.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

38.1.2 L4: Forecast Workforce Availability (1.1.3.7.4.2) – Mapping Details

Process Identifier: 1.1.3.7.4.2

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 1.1.3.7.4.2 Forecast Workforce Availability
Brief Description

Forecasting workforce availability on a daily, weekly, and longer period basis.

Extended Description

Forecasting workforce availability on a daily, weekly, and longer period basis, based on workload history, considering special events (extraordinary activities), staff vacation considerations, and distributing the available workforce to best meet the estimated load.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

38.1.3 L4: Adjust Durations (1.1.3.7.4.3) – Mapping Details

Process Identifier: 1.1.3.7.4.3

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
1.1.3.7.4.3 Adjust Durations
Brief Description

This process is responsible for periodically recalculating the average time for performing a work task.

Extended Description

This process is responsible for periodically recalculating the average time for performing a work task. This duration is recorded in Work Specification.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39 L3: Administer and Configure Workforce Management (1.1.3.7.5)

Process Identifier: 1.1.3.7.5

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.

Brief Description

Performing the activities necessary to configure a variety of workforce management catalogs and settings required to assure that the assignable workforce is properly and efficiently utilized.

Extended Description

The Administer and Configure Workforce Management processes perform the activities required to configure a variety of workforce management catalogs and settings required to assure that the assignable workforce is properly and efficiently utilized, and is positioned to get the required work assigned and completed within the required time frame. Administer and Configure Workforce Management scope includes the following:

§ Classifying different types of manual activities, including association with required skill sets and job code descriptions

§ Managing work order specifications and their structure filled with sequences of dependent work items. A work order can be decomposed into elementary parts that can be completed by different people in different places and at different times. These elementary pieces of work are called work items.

§ Managing individual technicians, allocating them to various workforce groups (workforce pools, crews, etc.) and associating them with aggregations of skills they possess, locations they cover, etc. This also includes potential "borrowing" of staff from one group to another.

§ Establishing and managing organization lists, containing organizational charts, serving area covered, etc.

§ Consolidating employee and/or third-party working hours on a specific timeframe basis (day, week, month) including management of various types of events; providing this information to the Financial Management process for generating payroll and/or to the S/P Settlement & Payments Management process for paying third parties.

§ Enabling and managing recall capabilities to allow for out-of-hours staff recall in the event of unforeseen circumstances

§ Administering the appointment schedule, including the hours of operation of the schedule, number of appointments allowed within a certain time block, etc.

§ Setting up and configuring the information transfer and integration with third-party systems

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39.1.1 L4: Configure Work Catalog (1.1.3.7.5.1) – Mapping Details

Process Identifier: 1.1.3.7.5.1

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
1.1.3.7.5.1 Configure Work Catalog

Brief Description

This process configures the specification of Work and Work Order, including description, relationships, and rules.

Extended Description

§   Classifying different types of manual activities (or Work Items), including association with required skill sets and job code descriptions

§   Managing work order specifications and their dependent work items

§   Establishing the conditions for work items to be instantiated while decomposing work orders

§   Managing standard durations of work items to be performed, depending on a variety of parameters

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

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

39.1.2 L4: Administer Human Resources Catalog (1.1.3.7.5.2) – Mapping Details

Process Identifier: 1.1.3.7.5.2

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   **1.1.3.7.5.2 Administer Human Resources Catalog**
Brief Description   This process configures the catalog of field technicians, including description, grouping, hours, relationships, and rules.   **Extended Description**   § Managing individual technicians, allocating them to various workforce groups, (workforce pools, crews, etc.), forming holistic assignable units   § Associating human resources with aggregations of skills they posses, locations they cover, tools and devices they can operate, etc.   § Establishing basic working and non-working hours of human resources, including the allocation of technicians to shifts   § Managing a list of technician activities divided into two types: extending available working hours (because of overtime, for example) and reducing working hours (to allow for activities such as training and meetings)

§ Establishing the rules by which some types of activities can be ignored

§ Establishing interaction with HR systems for data transfer and synchronization

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39.1.3 L4: Administer Organizations Catalog (1.1.3.7.5.3) – Mapping Details

Process Identifier: 1.1.3.7.5.3

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 1.1.3.7.5.3 Administer Organizations Catalog
Brief Description This process manages the description of the organizational structure of the CSP or field service partners. **Extended Description**

A CSP may have their own employees who fulfill all assurance and fulfillment jobs. The company may also delegate some of its work (or all of its work) to third-party companies that are called suppliers/partners. Both the CSP company and suppliers/partners are called organizations.

§   Establishing and managing an organization list, containing organizational chart, covered serving areas, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39.1.4 L4: Administer Tools and Materials Catalog (1.1.3.7.5.4) – Mapping Details

Process Identifier: 1.1.3.7.5.4

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 4 PROCESS MAPPING DETAILS
1.1.3.7.5.4 Administer Tools and Materials Catalog
Brief Description

This process manages the catalog of tools and materials for field service.

Extended Description

This process is responsible for managing the catalog of tools and materials that are required to fulfill various types of work.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39.1.5 L4: Configure Schedules (1.1.3.7.5.6) – Mapping Details

Process Identifier: 1.1.3.7.5.6

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 1.1.3.7.5.6 Configure Schedules
Brief Description

This process creates the schedules for the organization, which show work requests and employee capabilities and availabilities. The process also manages rules for appointment, reservation, and assignment.

Extended Description

§   Establishing and managing the information transfer through which suppliers / partners report on their workforce parameters and schedules

§   Establishing a workforce schedule which provides a single view of their capabilities and availabilities, taking into account both their own company's workforces and workforces provided by suppliers/partners

§   Identifying a resource plan, which is the time frame-based association of workforce with types of work. This means that associated workforce units are supposed to perform particular types of work in a specified timeframe. This schedule provides a view of the workforce in terms of work availability. It may be used for limiting and balancing work and appointments between several workforce sources and for optimizing the use of the total workforce.

§   Managing assignment/re-assignment rules, prioritization criteria, based on the organizational settings, type of location, type of jobs, and minimizing the cost of reassignments

§   Defining restriction rules for appointment scheduling, such as the number of appointments allowed within a certain block of time, etc.

§   Defining restriction rules for workforce reservations such as number of concurrent reservations for a particular workforce source, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39.1.6 L4: Administer Registration and Access (1.1.3.7.5.7) – Mapping Details

Process Identifier: 1.1.3.7.5.7

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
1.1.3.7.5.7 Administer Registration and Access

Brief Description

This process manages the registration and access rights for various users, including third-party systems, of the workforce management solution.

Extended Description

§   Defining user access rights, permissions, and rules depending on operations or actions

§   Establishing rules and permissions for third-party system integrations and data exchange

§   Tracking and monitoring the use of, and access to, the workforce management system(s) and associated costs of the Workforce Management processes

§   Establishing and managing information transfer between the enterprise workforce management system(s) and those of external third parties

§   Identifying any technically driven shortcomings of the workforce management system(s), and providing input to Resource Development & Management processes to rectify these issues

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39.1.7 L4: Configure Logging and Audit (1.1.3.7.5.8) – Mapping Details

Process Identifier: 1.1.3.7.5.8

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
1.1.3.7.5.8 Configure Logging and Audit

Brief Description

This process manages the logging and audit functions of the workforce management solution.

Extended Description

§ Establishing system event logging, rules, and events that should be handled

§ Configuring logging details and storage

§ Establishing audit functions and rules

§ Configuring notifications and post-functions (action to be performed when a task is complete)

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

39.1.8 L3: Report Workforce Management (1.1.3.7.6)

Process Identifier: 1.1.3.7.6

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 3 PROCESS MAPPING DETAILS
1.1.3.7.6 Report Workforce Management

Brief Description

This process is responsible for monitoring the use of workforces, their KPIs, etc.

Extended Description

§   Preparing the statistical data on quality, productivity, and efficiency for the services performed by the involved employees and/or third parties. These processes record, analyze, and assess work order status changes to provide specialized summaries of the efficiency and effectiveness of the overall Workforce Management processes. These specialized summaries can be specific reports required by specific audiences.

§   Reporting on the use of, and access to, the workforce management system(s) and associated costs of the Workforce Management processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

40 L3: Manage Work Order Lifecycle (1.1.3.7.9)

Process Identifier: 1.1.3.7.9

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.

Brief Description

A Work Order is an aggregation of jobs that are to be completed to achieve some business goal: to provide a customer service, to fix a problem, etc. Work Order Lifecycle Management processes are responsible for processing and monitoring the execution of a work order through its entire lifecycle, from issuance to closing. This includes, among other steps, validation, analysis, and decomposing a work order into work items, aggregating them, and assigning them to employees and/or third parties. These processes also detect problems with completing the work, and requesting Work Order reassignment to reallocate manual activities to solve the issue.

It should be noted that the Work Order execution sub process (by a field technician) is not explicitly covered here, but rather its monitoring is the responsibility of the Track and Manage work order sub process.

Extended Description

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

§   Issuing correct and complete work orders

§   Decomposing a work order into elementary work items

§   Managing task assignments

§   Tracking and managing dispatching

§   Manually executing an order by an assignee

§   Monitoring the execution of assigned activities, including the various states of dispatch, complete, suspend, cancel, etc. as well as requesting work reassignments

§   Establishing and managing fast-track and jeopardy re-assignment capabilities to allow for modification of work assignments as required to meet jeopardy or other high priority conditions

§   Closing a work order when the manual activities assigned to employees and/or third parties have been completed

§   Supporting proactive and dynamic responses by executing and analyzing operational reports

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

40.1.1 L4: Issue Work Order (1.1.3.7.9.1) – Mapping Details

Process Identifier: 1.1.3.7.9.1

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
1.1.3.7.9.1 Issue Work Order

Brief Description

The purpose of the Issue Work Order process is to issue correct and complete work orders. It can be called by other processes (as in CRM) to issue a new Work Order, to be handled further by WFM.

Extended Description

Issue Work Order scope includes the following:

§   Issuing correct and complete work orders. The work orders may be required to complete pertinent manual work such as a fulfillment-based resource order or an assurance trouble report coming from third-party systems

§   Initiating work order issuance through handheld devices by a technician from the field

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

40.1.2 L4: Analyze and Decompose Work Order (1.1.3.7.9.2) – Mapping Details

Process Identifier: 1.1.3.7.9.2

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
1.1.3.7.9.2 Analyze and Decompose Work Order

Brief Description

This process analyzes and decomposes a Work Order into work items according to Work Catalog, and groups them for optimal execution.

Extended Description

The scope of the Analyze and Decompose Work Order process includes the following:

§   Decomposing work orders into elementary dispatchable manual activities (i.e., work items). Decomposition may be performed according to decomposition rules or by conditional instantiation of work items from work order specification.

§   Establishing materials, parts, tools, and equipment required to perform manual activities

§   Restructuring and correlating (grouping) decomposed Work Orders or work items in order to create new ones, containing manual activities (work items) combined on the basis of predefined criteria such as skills required, location, etc.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

40.1.3 L4: Assign Task (1.1.3.7.9.3) – Mapping Details

Process Identifier: 1.1.3.7.9.3

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 **1.1.3.7.9.3 Assign Task**
Brief Description The Assign Task process is responsible for assigning manual activities, described by work items (components of work orders), to assignable staff within the enterprise and/or third parties. **Extended Description** The association of a work item with a technician who is assigned to this work is a task, or, task assignment is a work item assignment to a particular performer.   The scope of the Assign Task process includes the following: §   Establishing and managing work assignment queues through which requests for task assignments are received from other eTOM processes §   Automatic, manual, or semi-automatic assigning and scheduling based on optimization of the task, taking into consideration various parameters including the following: §   Work order priority §   Associated SLAs §   Work order due date §   Skills required to perform work

§ Dependencies between work tasks

§ Job location relative to other assignments made to the dispatchable staff

§ Workload of staff

§ Staff availability hours

§ Required materials, spares, and tools availability

§ Maintaining bulk assignment capabilities

§ Managing relocation of other previously scheduled tasks which have floating work schedules, aiming at increasing manpower availability

§ Optimizing the assignment of tasks to technicians selected according to skills, proximity to intervention site, technician availability, vehicles, equipment, and special tools required to perform these activities

§ Interacting with GIS for route optimization between task locations

§ Defining "density distribution" patterns for bulk automated assignments of technicians for the entire day to provide the capability to "insert" new assignments throughout a work day based on priority work that might arise

§ Viewing the availability schedule of assignable staff from various workforce sources

§ Preparing information to be dispatched as updates to already-dispatched tasks

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

40.1.4 L4: Dispatch Task (1.1.3.7.9.4) – Mapping Details

Process Identifier: 1.1.3.7.9.4

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 1.1.3.7.9.4 Dispatch Task

Brief Description

This process dispatches technicians and/or third parties to perform manual activities.

Extended Description

The Dispatch Task scope includes the following:

§   Dispatching assigned tasks to the appropriate performer (e.g. a single technician or a crew) from the company's workforce or from a third-party workforce to perform manual activities

§   Managing the dispatching process via various channels

§   Monitoring various dispatch states

§   Managing the delivery of reassignments and changes to all affected performers

§   Managing notification profiles and rules

§   Managing settings required for proper task dispatching

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.
Interactions
Reserved for future use.

40.1.5 L4: Track and Manage Work Order (1.1.3.7.9.5) – Mapping Details

Process Identifier: 1.1.3.7.9.5

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 **1.1.3.7.9.5 Track and Manage Work Order**
Brief Description Track and Manage Work Order processes are responsible for monitoring the execution of assigned manual activities to employees and/or third parties, detecting potential problems with completing the work, and requesting escalation or reassignment to solve the issue. **Extended Description** Track and Manage Work Order scope includes the following: § Monitoring the status and progress of various tasks, including the various states of the work order § Managing transitions of orders and tasks and work items between their states, including operations performed from handheld devices § Propagating statuses from tasks and work items to work orders § Managing updates to orders, including in-flight changes and cancelations § Monitoring jeopardies and responding to them, including predefined actions such as work reassignment, escalations, notifications, etc.

§   Manually executing the order by an assignee

§   Indicating completion of a work order by modifying its status

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

40.1.6 L4: Close Work Order (1.1.3.7.9.6) – Mapping Details

Process Identifier: 1.1.3.7.9.6

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 1.1.3.7.9.6 Close Work Order
Brief Description Close a Work Order when the manual activities assigned to employees and/or third parties have been completed. **Extended Description**

The objective of the Close Work Order processes is to:

§ Close a Work Order when the tasks and work items assigned to employees and/or third parties have been completed. These processes monitor the status of all open work orders, and recognize that a work order is ready to be closed when the status is changed to Complete.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

40.1.7 L4: Report on Work Order (1.1.3.7.9.7) – Mapping Details

Process Identifier: 1.1.3.7.9.7

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 1.1.3.7.9.7 Report on Work Order
Brief Description

The Report on Work Order process manages status and notifications and executes various reports about work orders.

Extended Description

The Report on Work Order scope includes the following:

§   Executing reports on work orders, work items, and tasks being performed

§   Monitoring the status of work orders and managing notifications to processes and other parties registered to receive notifications of any status changes

§   Executing performance reports for various workforces

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.