

Ericsson

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Self-Assessment Process Mapping Report

**Level 1 Process: Supplier/Partner Relationship
Management (1.1.4)**

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1 L2: S/PRM Support & Readiness (1.1.4.1)

Process Identifier: 1.1.4.1

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.

Brief Description

S/PRM Support & Readiness processes are responsible for ensuring that all necessary facilities related to the interaction with suppliers and partners are ready and functioning. Moreover, these processes are responsible for the resolution of problems related to these facilities.

Extended Description

S/PRM Support & Readiness processes are responsible for ensuring that management processes are in place to engage Suppliers/Partners who own and manage infrastructure, and provide infrastructure capabilities to the Service Provider. They are also responsible for ensuring that necessary facilities related to the interaction with Suppliers/Partners in delivering S/P products and/or services to support Service Provider owned and managed infrastructure are ready and functioning.

External suppliers/partners are engaged by the service provider in infrastructure level activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).

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

{*}Developing the procedures for the specific S/PRM processes supporting the Fulfillment, Assurance and Billing processes and keep them up-to-date;

{*}Undertaking, and reporting on, trend analysis on S/PRM processes, including types of associated requests, response duration, delays and other process measures;

{*}Establishing and managing S/P requisition processes for obtaining S/P products and/or services;

{*}Establishing and managing S/P problem and performance resolution processes for S/P products and/or services;

{*}Establishing and managing payments and settlements processes to manage S/P invoices for S/P products and/or services (as well as for purchased S/P product offerings where the Supplier/Partner owns and manages the infrastructure);

{*}Arranging and administering Supplier/Partner access to Service Provider support tools and facilities, and vice versa;

{*}Monitoring and reporting on requests made to Suppliers/Partners where the Supplier/Partner owns and manages the particular infrastructure,

{*}Establishing and managing automated interfaces between the Service Provider and Supplier/Partner; and

{*}Maintaining the currency and quality of the Supplier/Partner Inventory to support the S/PRM and other processes.

{/*}

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2 L3: Support S/P Requisition Management (1.1.4.1.1)

Process Identifier: 1.1.4.1.1

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.

Brief Description

Manage engagement with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Requisition Management processes are operating effectively.

Extended Description

The purpose of the Support S/P Requisition Management processes is twofold - to manage requisition activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Requisition Management processes can operate effectively.

External suppliers/partners are engaged by the service provider in infrastructure level provisioning-related activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).

The actual engagement with the supplier/partner is initiated by the specific fulfillment or provisioning enablement processes of the CRM, RM&O or SM&O process layers.

Where Enable S/P Requisition Management processes are engaged to manage new and/or modified infrastructure deployment and/or capacity availability, these processes are responsible to ensure on-time and correct deployment and delivery of the requested infrastructure.

For the S/P Requisition Management processes the role of the Support S/P Requisition Management processes is to make sure that there is sufficient process capacity and capability (for example, information, materials, systems and resources) so that the S/P Requisition Management processes can operate effectively. Examples are: information on how to process requisitions for specific S/P products, materials needed to confirm requisition requests, systems needed to validate supplier/partner product and service availability.

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

- {*}arranging and managing supplier/partner access to appropriate service provider infrastructure deployment support tools (including any appropriate Inventories) and processes;

- {*}arranging and managing service provider access to appropriate supplier/partner infrastructure deployment support tools (including any appropriate Inventories) and processes;

- {*}oversight of supplier/partner roll-out, in accordance with approved plans, of the approved new and/or modified infrastructure;

- {*}reporting on deployed supplier/partner resource infrastructure capacity;

- {*}tracking and monitoring of the requested supplier/partner infrastructure deployment;

- {*}reporting on supplier/partner deployment capability; · establishing and managing supplier/partner requisition notification facilities and lists to support the S/P Requisition Management notification and reporting processes;

- {*}updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure deployment requests and progress;

{*}updating supplier/partner product and/or service information, etc to support the S/PRM processes; and

{*}undertaking, and reporting on, trend analysis on S/P Requisition Management processes, including types of associated requisition requests, response duration, delays and other process measures.

{/*}

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

2.1.1 L4: Arrange and Manage Access from S/P to Service Provider Provisioning Tools and Processes (1.1.4.1.1.1) – Mapping Details

Process Identifier: 1.1.4.1.1.1

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 1.1.4.1.1.1 Arrange and Manage Access from S/P to Service Provider Provisioning Tools and Processes
<p>Brief Description</p> <p>Performing the supervision of the interfaces from S/P to Service Provider support tools in order to keep always up and running the accessibility.</p>
<p>Extended Description</p> <ul style="list-style-type: none">• Arranging and managing supplier/partner access to appropriate service provider infrastructure deployment support tools (including any appropriate Inventories) and processes;
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p> <p>Reserved for future use.</p>
<p>Optional</p> <p>Reserved for future use.</p>
<p>Interactions</p> <p>Reserved for future use.</p>

2.1.2 L4: Supervise S/P Rollout & and Report S/P Capacity (1.1.4.1.1.3) – Mapping Details

Process Identifier: 1.1.4.1.1.3

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 1.1.4.1.1.3 Supervise S/P Rollout & and Report S/P Capacity
<p>Brief Description</p> <p>Supervising the rollout activities of new and/or modified resource infrastructure.</p> <p>Monitoring and reporting on S/P capacity and capability.</p>
<p>Extended Description</p> <ul style="list-style-type: none">• Oversight of supplier/partner roll-out, in accordance with approved plans, of the approved new and/or modified infrastructure;• reporting on deployed supplier/partner resource infrastructure capacity
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p> <p>Reserved for future use.</p>
<p>Optional</p> <p>Reserved for future use.</p>
<p>Interactions</p> <p>Reserved for future use.</p>

2.1.3 L4: Monitoring S/P Requested Infrastructure Deployment (1.1.4.1.1.4) – Mapping Details

Process Identifier: 1.1.4.1.1.4

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 1.1.4.1.1.4 Monitoring S/P Requested Infrastructure Deployment
Brief Description Tracking and monitoring of the requested S/P infrastructure deployment in order to provide inputs to the Inventory.
Extended Description <ul style="list-style-type: none">• tracking and monitoring of the requested supplier/partner infrastructure deployment
Explanatory Reserved for future use.
Mandatory Reserved for future use.
Optional Reserved for future use.
Interactions Reserved for future use.

2.1.4 L4: Reporting S/P Deployment Capability (1.1.4.1.1.5) – Mapping Details

Process Identifier: 1.1.4.1.1.5

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 1.1.4.1.1.5 Reporting S/P Deployment Capability
<p>Brief Description</p> <p>Supporting the deployment of these support tools and any problem resolution to their functionality.</p>
<p>Extended Description</p> <ul style="list-style-type: none">• reporting on supplier/partner deployment capability;• establishing and managing supplier/partner requisition notification facilities and lists to support the S/P Requisition Management notification and reporting processes
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p> <p>Reserved for future use.</p>
<p>Optional</p> <p>Reserved for future use.</p>
<p>Interactions</p> <p>Reserved for future use.</p>

2.1.5 L4: Detect impact on S/P Inventory Infrastructure and Update (1.1.4.1.1.6) – Mapping Details

Process Identifier: 1.1.4.1.1.6

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 1.1.4.1.1.6 Detect impact on S/P Inventory Infrastructure and Update
<p>Brief Description</p> <p>Receiving and sending related information over over communication channel in order to update the supplier/partner Inventory.</p>
<p>Extended Description</p> <ul style="list-style-type: none">• updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure deployment requests and progress;• updating supplier/partner product and/or service information, etc to support the S/PRM processes
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p> <p>Reserved for future use.</p>
<p>Optional</p> <p>Reserved for future use.</p>
<p>Interactions</p> <p>Reserved for future use.</p>

2.1.6 L4: Analyzing S/P Requisition Processes Performance (1.1.4.1.1.7) – Mapping Details

Process Identifier: 1.1.4.1.1.7

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 1.1.4.1.1.7 Analyzing S/P Requisition Processes Performance
<p>Brief Description</p> <p>Analyzing trend analysis reports and managing requisition processes performance.</p>
<p>Extended Description</p> <ul style="list-style-type: none">• undertaking, and reporting on, trend analysis on S/P Requisition Management processes, including types of associated requisition requests, response duration, delays and other process measures
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p> <p>Reserved for future use.</p>
<p>Optional</p> <p>Reserved for future use.</p>
<p>Interactions</p> <p>Reserved for future use.</p>

3 L3: Support S/P Problem Reporting & Management (1.1.4.1.2)

Process Identifier: 1.1.4.1.2

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.

Brief Description

Manage problem resolution activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Problem Reporting & Management processes can operate effectively.

Extended Description

The purpose of the Support S/P Problem Reporting & Management processes is twofold - to manage problem resolution activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Problem Reporting & Management processes can operate effectively.

External suppliers/partners are engaged by the service provider in infrastructure level problem-related activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).

The actual engagement with the supplier/partner is initiated by the specific problem or trouble management support processes of the CRM, RM&O or SM&O process layers. Where Support S/P Problem Reporting & Management processes are engaged to manage infrastructure-level problems, these processes are responsible to ensure on-time and correct resolution and recovery.

For the S/P Problem Reporting & Management processes the role of the Support S/P Problem Reporting & Management processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Problem Reporting & Management processes can operate effectively.

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

- Arranging and managing supplier/partner access to appropriate service provider problem and/or trouble management support tools (including any appropriate Inventories) and processes;
- Arranging and managing service provider access to appropriate supplier/partner problem management support tools (including any appropriate Inventories) and processes;
- Monitoring and reporting on supplier/partner progress towards resolving reported S/P infrastructure problems;
- Initiating reviews and recommendations for S/P infrastructure performance improvements;
- Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure problem reports and progress; and
- Undertaking, and reporting on, trend analysis on S/P Problem Reporting & Management processes, including types of associated problem reports, response duration, delays and other process measures.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.1 L4: Arrange and Manage Access for S/P to Service Provider Problem Mgmt. Tools and Processes (1.1.4.1.2.1) – Mapping Details

Process Identifier: 1.1.4.1.2.1

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

1.1.4.1.2.1 Arrange and Manage Access for S/P to Service Provider Problem Mgmt. Tools and Processes

Brief Description

Performing the supervision of the interfaces from S/P to Service Provider support tools in order to keep always up and running the accessibility. (A)

Extended Description

· Arranging and managing supplier/partner access to appropriate service provider problem and/or trouble management support tools (including any appropriate Inventories) and processes (A)

Desc=The Partner interface (PX) allows Partners to Access and Manage Back-office Tasks and Problems through various access Rights. These interactions are persisted in the Business Partner History log.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/449194379.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.2 L4: Arrange and Manage Access to Supplier/Partner Tools and Processes (1.1.4.1.2.2) – Mapping Details

Process Identifier: 1.1.4.1.2.2

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 1.1.4.1.2.2 Arrange and Manage Access to Supplier/Partner Tools and Processes
<p>Brief Description</p> <p>Supervising of the interfaces from Service Provider to S/P support tools in order to keep always up and running the accessibility. (A)</p>
<p>Extended Description</p> <p>· Arranging and managing service provider access to appropriate supplier/partner problem management support tools (including any appropriate Inventories) and processes (A)</p> <p><i>Desc=Access Right for Supplier/Partner are managed for different solution units allowing varying commands :</i></p> <p>HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/start.html?file=2310337419.html+anchor=2310342411</p>
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p>

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.3 L4: Monitor, Report for S/P Performance and Provide Recommendations (1.1.4.1.2.3) – Mapping Details

Process Identifier: 1.1.4.1.2.3

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	
1.1.4.1.2.3 Monitor, Report for S/P Performance and Provide Recommendations	
Brief Description	Supervising S/P problem resolution progress and planing for the necessary improvements. (AM)
Extended Description	<ul style="list-style-type: none">· Monitoring and reporting on supplier/partner progress towards resolving reported S/P infrastructure problems;· Initiating reviews and recommendations for S/P infrastructure performance improvements (AM)
	<i>Desc=Partner Performance are reported in Partner History and Business Partner Overview, respectively as well tracking the current contract status of each business Partner</i>
	HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427097867.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/321712395.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

3.1.4 L4: Analyzing S/P Problem Processes Performance (1.1.4.1.2.5) – Mapping Details

Process Identifier: 1.1.4.1.2.5

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 1.1.4.1.2.5 Analyzing S/P Problem Processes Performance
<p>Brief Description</p> <p>Analyzing trend analysis reports and managing S/P problem reporting and mgmt. processes performance. (AM)</p>

Extended Description

· Undertaking, and reporting on, trend analysis on S/P Problem Reporting & Management processes, including types of associated problem reports, response duration, delays and other process measures (AM)

Desc= Partner Problems are tracked through memos, by priority, lifecycle state , through various types like noise, blocked or no connection

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/1810887179-2.html

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4 L3: Support S/P Performance Management (1.1.4.1.3)

Process Identifier: 1.1.4.1.3

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.

Brief Description

Manage performance restoration activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Performance Management processes can operate effectively.

Extended Description

The purpose of the Support S/P Performance Management processes is twofold - to manage performance restoration activity with suppliers/partners who own and manage outsourced infrastructure, and to ensure that the S/P Performance Management processes can operate effectively.

External suppliers/partners are engaged by the service provider in infrastructure level performance-related activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).

The actual engagement with the supplier/partner is initiated by the specific performance support processes of the CRM, RM&O or SM&O process layers. Where Support S/P Performance Management processes are engaged to resolve infrastructure level performance issues, these processes are responsible to ensure on-time and correct resolution and re-establishment of normal infrastructure operation.

For the S/P Performance Management processes the role of the Support S/P Performance Management processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Performance Management processes can operate effectively.

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

{*}Arranging and managing supplier/partner access to appropriate service provider performance management support tools (including any appropriate Inventories) and processes;

{*}Arranging and managing service provider access to appropriate supplier/partner performance management support tools (including any appropriate Inventories) and processes;

{*}Monitoring and reporting on supplier/partner progress towards resolving reported infrastructure performance issues;

{*}Initiating reviews and recommendations for S/P infrastructure performance improvements;

{*}Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure performance resolution requests and progress;

{*}Updating supplier/partner product and/or service performance information, etc to support the S/PRM processes; and

{*}Undertaking and reporting on, trend analysis on S/P Performance Management processes, including types of associated performance resolution requests, response duration, delays and other process measures.

{/*}

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.1 L4: Arrange and Manage Access for S/P to Service Performance Mgmt. Tools and Processes (1.1.4.1.3.1) – Mapping Details

Process Identifier: 1.1.4.1.3.1

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
1.1.4.1.3.1 Arrange and Manage Access for S/P to Service Performance Mgmt. Tools and Processes
Brief Description Performing the supervision of the interfaces from S/P to Service Provider performance support tools in order to keep always up and running the accessibility.

Extended Description

· Arranging and managing supplier/partner access to appropriate service provider performance management support tools (including any appropriate Inventories) and processes

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.2 L4: Arrange and Manage Access to Supplier/Partner Service Performance Mgmt. Tools and Processes (1.1.4.1.3.2) – Mapping Details

Process Identifier: 1.1.4.1.3.2

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**1.1.4.1.3.2 Arrange and Manage Access to Supplier/Partner Service Performance Mgmt. Tools and Processes****Brief Description**

Supervising of the interfaces from Service Provider to S/P support tools in order to keep always up and running the accessibility.

Extended Description

· Arranging and managing service provider access to appropriate supplier/partner performance management support tools (including any appropriate Inventories) and processes

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.3 L4: Monitor and Report S/P Performance Issues and Provide Recommendations (1.1.4.1.3.3) – Mapping Details

Process Identifier: 1.1.4.1.3.3

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**1.1.4.1.3.3 Monitor and Report S/P Performance Issues and Provide Recommendations****Brief Description**

Supervising S/P performance issues resolution progress and planing for the necessary improvements.

Extended Description

- Monitoring and reporting on supplier/partner progress towards resolving reported infrastructure performance issues;
- Initiating reviews and recommendations for S/P infrastructure performance improvements

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.4 L4: Detect Change on S/P Inventory Infrastructure and Update (1.1.4.1.3.4) – Mapping Details

Process Identifier: 1.1.4.1.3.4

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 1.1.4.1.3.4 Detect Change on S/P Inventory Infrastructure and Update
Brief Description

Extended Description

- Updating the Supplier/Partner Inventory of any changes to the supplier/partner infrastructure performance resolution requests and progress;
- Updating supplier/partner product and/or service performance information, etc to support the S/PRM processes

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

4.1.5 L4: Analyzing S/P Performance Processes's Performance (1.1.4.1.3.5) – Mapping Details

Process Identifier: 1.1.4.1.3.5

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**1.1.4.1.3.5 Analyzing S/P Performance Processes's Performance****Brief Description**

Analyzing trend analysis reports and managing S/P performance reporting and mgmt. processes performance.

Extended Description

· Undertaking and reporting on, trend analysis on S/P Performance Management processes, including types of associated performance resolution requests, response duration, delays and other process measures

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5 L3: Support S/P Settlements & Payments Management (1.1.4.1.4)

Process Identifier: 1.1.4.1.4

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

Ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Settlements & Payments Management processes can operate effectively.

Extended Description

The purpose of the Support S/P Settlements & Payments Management processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Settlements & Payments Management processes can operate effectively. Examples are information on how to respond to current settlements and payment issues with suppliers and partners, materials needed to process payments and invoices with suppliers and partners: systems needed to create payments, handle invoices or analyze supplier/partner payment and settlement concerns, requests for provisioning of additional resources where it has been identified that current levels will impact on timely payment preparation, and complaint handling.

External suppliers/partners are engaged by the service provider in infrastructure level payment and settlement-related activities when the service provider has outsourced the relevant infrastructure ownership and management to suppliers/partners (i.e. outsourced network or IT bureau arrangements).

These processes undertake trend analysis on payment and invoicing, including problems, delays and complaints.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.1 L4: Arrange Facilities, Tools and Systems to Support Processes (1.1.4.1.4.1) – Mapping Details

Process Identifier: 1.1.4.1.4.1

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

1.1.4.1.4.1 Arrange Facilities, Tools and Systems to Support Processes

Brief Description

· Making sure that there is capability (for example, information, materials, systems and resources) so that the S/P Settlements & Payments Management processes can operate effectively. (AM)

Desc=Business Partner Supportive processes are enabled, managed and status tracked through Business Partner Requests

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-2.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

5.1.2 L4: Analyze S/P Settlements & Payments Process Performance (1.1.4.1.4.2) – Mapping Details

Process Identifier: 1.1.4.1.4.2

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 1.1.4.1.4.2 Analyze S/P Settlements & Payments Process Performance
<p>Brief Description</p> <p>· These processes undertake trend analysis on payment and invoicing, including problems, delays and complaints. (A)</p> <p><i>Desc=Business partner billing distinguishes reconciliation billing accounts from invoicing billing accounts to analyze Settlements and Payment Process Performance</i></p> <p>HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/434452107.html</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p>

6 L3: Support S/P Interface Management (1.1.4.1.5)

Process Identifier: 1.1.4.1.5

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.

Brief Description

Ensure that there is capability so that the S/P Interface Management processes can operate effectively.

Extended Description

The purpose of the Support S/P Interface Management processes is to ensure that there is capability (for example, information, materials, systems and resources) so that the S/P Interface Management processes can operate effectively. Examples are information on how to handle unusual requests based on temporary situations, systems needed to accept and track supplier/partner contacts, requests for the provisioning of additional resources where it has been identified that current levels will impact on timely contact handling.

These processes are responsible for implementing generic and specific changes to supplier/partner interfaces. This support could be in updating agent scripts, Web pages, etc. Support S/P Interface Management processes keep up to date all information concerning suppliers and partners.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

6.1.1 L4: Check Interface List, Status and Availability (1.1.4.1.5.1) - Mapping Details

Process Identifier: 1.1.4.1.5.1

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 1.1.4.1.5.1 Check Interface List, Status and Availability
<p>Brief Description</p> <ul style="list-style-type: none">· Checking the interface process capability (e.g. interconnection system availability, information system functionality and capacity, automated procedures between interface support tools, etc.);· Making sure that the interface contact list contains all the related information used to communicate with S/P e.g. the name of interface, description, technical parameters, reference to documentation etc. (AM) <p><i>Desc=example allocate imported resources to a specific sales partner</i></p> <p>HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198014859.html</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p>

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

6.1.2 L4: Identify Contact Changes and Update (1.1.4.1.5.2) – Mapping Details

Process Identifier: 1.1.4.1.5.2

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
1.1.4.1.5.2 Identify Contact Changes and Update

Brief Description

· Implementing generic and specific changes to supplier/partner interfaces (example: updating agent scripts, Web pages, etc.

· Gathering all the information available related to the contact identified and keep up to date all information concerning suppliers and partners. (AM)

Desc=Facilitate Contact Changes

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/761051019.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

6.1.3 L4: Assess S/P Interface Performance (1.1.4.1.5.3) – Mapping Details

Process Identifier: 1.1.4.1.5.3

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 1.1.4.1.5.3 Assess S/P Interface Performance
<p>Brief Description</p> <p>· Undertaking the trend analysis on supplier/partner contacts, e.g. type, frequency, duration, outcome. (A)</p> <p><i>Desc=Performance an monitored and reported in Business Partner Requests, Business Partner History, BusinessPartnerOverview</i></p> <p>HTML supportive reference:</p>

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/fiedlers1370865692_bp.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427097867.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7 L3: Manage Supplier/Partner Inventory (1.1.4.1.6)

Process Identifier: 1.1.4.1.6

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.

Brief Description

Manage the administration of the enterprise's supplier/partner inventory.

Extended Description

The purpose of the Manage Supplier/Partner Inventory processes are twofold - establish, manage and administer the enterprise's supplier/partner inventory, as embodied in the Supplier/Partner Inventory Database, and monitor and report on the usage and access to the supplier/partner inventory, and the quality of the data maintained in it.

The supplier/partner inventory maintains records of all commercial arrangements with supplier/partners, and any modifications to them. It also records all details of contacts with suppliers/partners as well as commercial information, including details of S/P products and services, required to support S/PRM and other processes.

The supplier/partner inventory is also responsible for maintaining the association between product instances, service instances, resource instances and S/P product instances, created as a result of the S/P Requisition Management processes.

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

{*}Identifying the inventory-relevant information requirements to be captured to support the S/P Relationship Management and other processes;

{*}Identifying, establishing and maintaining supplier/partner inventory repository facilities;

{*}Establishing and managing the supplier/partner inventory management and information capture processes;

{*}Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download supplier/partner data to and from the supplier/partner inventory;

{*}Ensuring the supplier/partner inventory repository accurately captures and records all identified supplier/partner details, through use of automated or manual audits;

{*}Tracking and monitoring of the usage of, and access to, the supplier/partner inventory repository and associated costs, and reporting on the findings; and

{*}Identifying any technical driven shortcomings of the supplier/partner 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.

7.1.1 L4: Manage S/P Inventory Repository (1.1.4.1.6.1) – Mapping Details

Process Identifier: 1.1.4.1.6.1

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 1.1.4.1.6.1 Manage S/P Inventory Repository
<p>Brief Description</p> <ul style="list-style-type: none">· Identifying the inventory-relevant information requirements to be captured to support the S/P Relationship Management and other processes;· Identifying, establishing and maintaining supplier/partner inventory repository facilities (AM) <p><i>Desc=An audittrail against every Business Partner Customer per order, allows an audittrail of Inventory, units, applicable to GL. The Allocation of resource & inventory is allowed in bulk operations</i></p> <p>HTML supportive reference:</p> <p>http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/dbref_ORDERTRAILER.html</p> <p>http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198014859.html</p> <p>Extended Description</p>

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7.1.2 L4: Manage and Administer S/P Inventory (1.1.4.1.6.2) – Mapping Details

Process Identifier: 1.1.4.1.6.2

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 1.1.4.1.6.2 Manage and Administer S/P Inventory
<p>Brief Description</p> <ul style="list-style-type: none">· Establishing and managing the supplier/partner inventory management and information capture processes;· Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download supplier/partner data to and from the supplier/partner inventory <p>(A)</p>

Desc= Administering (Adding, Deleting) can be performed in Bulk, however modifications only individually.

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198014859.html

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7.1.3 L4: Perform Audit Tests (1.1.4.1.6.3) – Mapping Details

Process Identifier: 1.1.4.1.6.3

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

1.1.4.1.6.3 Perform Audit Tests

Brief Description

· Ensuring the supplier/partner inventory repository accurately captures and records all identified supplier/partner details, through use of automated or manual audits (A)

Desc=Partner Inventory can be audited at intervals by check the Resource Inventory Status, Assigned

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198475019.html#198479115

Extended Description

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

7.1.4 L4: Track and Monitor S/P Inventory (1.1.4.1.6.4) – Mapping Details

Process Identifier: 1.1.4.1.6.4

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 1.1.4.1.6.4 Track and Monitor S/P Inventory
Brief Description · Tracking and monitoring of the usage of, and access to, the supplier/partner inventory repository and associated costs, and reporting on the findings (A) <i>Desc=Partner Inventory can be audited at intervals by check the Resource Inventory Status, Assigned, Expired, or by Order Item Error (Protocol file)</i> HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198475019.html#198479115
Extended Description Not used for this process element
Explanatory Reserved for future use.
Mandatory Reserved for future use.
Optional Reserved for future use.
Interactions Reserved for future use.

7.1.5 L4: Identify Issues and Provide Reports (1.1.4.1.6.5) – Mapping Details

Process Identifier: 1.1.4.1.6.5

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 1.1.4.1.6.5 Identify Issues and Provide Reports
<p>Brief Description</p> <p>· Identifying any technical driven shortcomings of the supplier/partner inventory repository, and providing input to Resource Development & Management processes to rectify these issues. (AM)</p> <p><i>Desc=Partner Inventory can be audited at intervals by check the Resource Inventory Status, Assigned, Expired, or by Order Item Error (Protocol file)</i></p> <p>HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/198475019.html#198479115</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p>

Interactions

Reserved for future use.

8 L2: S/P Requisition Management (1.1.4.2)

Process Identifier: 1.1.4.2

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.

Brief Description

Track, monitor and report on the service provider initiated product and/or service provisioning engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.

Extended Description

The S/P Requisition Management processes track, monitor and report on the service provider initiated product, service and/or resource provisioning engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.

External suppliers/partners are engaged by the service provider in provisioning activities when:

{*}specific resources need to be purchased and delivered to satisfy resource orders;

{*}the service provider has outsourced specific activities to suppliers/partners that are required to be utilized as part of provisioning activity (i.e. outsourced installation activities);

{*}the specific service is purchased from an external supplier (as in an interconnect service);

{*}the specific product and/or service, or specific product and/or service component, is owned and delivered by an external partner, or

{*}previously issued requisitions for specific resources or services need to be modified or cancelled.{/*}

In all of the above cases, the actual engagement in the provisioning processes is initiated by the specific Track & Manage process of either the RM&O or SM&O process layer.

Where S/P Requisition Management processes are engaged to manage requisitions of specific resources or outsourced product and/or services from partners/suppliers, these processes are responsible to ensure on-time and correct delivery of the specific resource or outsourced product and/or service. If several suppliers are available, these processes are responsible for selecting between the alternative suppliers with whom a relationship exists. A specification for the S/P supplied resource or product and/or service component is received from the RM&O, SM&O or CRM processes and the range of contracted suppliers surveyed to select the most cost-effective (cost / time trade-off) or to meet pre-agreed volume commitment targets.

Where the engagement with an external supplier/partner is for purchased or delivered specific products, services and/or resources, as the case may be, these processes create and close S/P requisition orders, undertake tracking and management of the supplier/partner provisioning activity, and provide reporting.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

9 L3: Select Supplier/Partner (1.1.4.2.1)

Process Identifier: 1.1.4.2.1

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.

Brief Description

Identify the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists.

Extended Description

The responsibility of the Select Supplier/Partner processes is to identify the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists.

Based on the particular product, service and/or resource component requirements, select the most appropriate supplier or partner from the range of S/Ps with whom a supply arrangement exists.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

9.1.1 L4: Identify Supplier/Partner (1.1.4.2.1.1) – Mapping Details

Process Identifier: 1.1.4.2.1.1

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 1.1.4.2.1.1 Identify Supplier/Partner

Brief Description

Process identifies the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Process identifies the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists.

Optional

Not used for this process element

Interactions

Not used for this process element

9.1.2 L4: Select most appropriate Supplier/partner (1.1.4.2.1.2) – Mapping Details

Process Identifier: 1.1.4.2.1.2

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 1.1.4.2.1.2 Select most appropriate Supplier/partner

Brief Description

Process selects most appropriate supplier/partner from the range of S/Ps with whom a supply arrangement exists for particular product, service and/or resource component requirements.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Process selects most appropriate supplier/partner from the range of S/Ps with whom a supply arrangement exists for particular product, service and/or resource component requirements.

Optional

Not used for this process element

Interactions

Not used for this process element

10 L3: Determine S/P Pre-Requisition Feasibility (1.1.4.2.2)

Process Identifier: 1.1.4.2.2

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.

Brief Description

Determine the ability of suppliers/partners to deliver the specific resources, services or products, within the specified requirements.

Extended Description

The Determine S/P Pre-Requisition Feasibility processes are responsible for determining the ability of suppliers/partners to deliver the specific resources, services or products, within the specified requirements.

These processes query a set of candidate suppliers to check for S/P specific resource, service or product availability and ability to meet delivery volumes, delivery time-scales and schedules, locations, specific technical and other requirements (including relevant standards), etc. The candidate suppliers will have been defined during the Select Supplier/Partner processes.

Once a supplier/partner is chosen, it must be established that the specific resource, service or product is available (in stock / or that sufficient capacity is available), and that the delivery volumes and conditions can be met. There may be some negotiation with the supplier regarding delivery scheduling and S/P specific resource, service or product availability.

There may be a number of suppliers who in principle can meet the business need, and so, within the confines of existing commercial agreements, there may be a process of evaluating each supplier's specific resource, service or product offering (and options) against the business need.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

10.1.1 L4: Assess S/P Delivery Capabilities (1.1.4.2.2.1) – Mapping Details

Process Identifier: 1.1.4.2.2.1

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 1.1.4.2.2.1 Assess S/P Delivery Capabilities
Brief Description These processes query a set of candidate suppliers to check for S/P specific resource, service or product availability and ability to meet delivery volumes, delivery time-scales and schedules, locations, specific technical and other requirements (including relevant standards).
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory These processes query a set of candidate suppliers to check for S/P specific resource, service or product availability and ability to meet delivery volumes, delivery time-scales and schedules, locations, specific technical and other requirements (including relevant standards).
Optional Not used for this process element
Interactions Not used for this process element

10.1.2 L4: Establish Availability with S/P Inventory (1.1.4.2.2.2) – Mapping Details

Process Identifier: 1.1.4.2.2.2

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 1.1.4.2.2.2 Establish Availability with S/P Inventory
<p>Brief Description</p> <p>Establish that the specific resource, service or product is available (in stock / or that sufficient capacity is available), and that the delivery volumes and conditions can be met. There may be some negotiation with the supplier regarding delivery scheduling and S/P specific resource, service or product availability.</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>There may be some negotiation with the supplier regarding delivery scheduling and S/P specific resource, service or product availability.</p>
<p>Mandatory</p> <p>Establish that the specific resource, service or product is available (in stock / or that sufficient capacity is available), and that the delivery volumes and conditions can be met.</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

10.1.3 L4: Evaluate S/P Against Business Needs (1.1.4.2.2.3) – Mapping Details

Process Identifier: 1.1.4.2.2.3

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 1.1.4.2.2.3 Evaluate S/P Against Business Needs
<p>Brief Description</p> <p>Evaluating each supplier's specific resource, service or product offering (and options) against the business need.</p>
<p>Extended Description</p> <p>Evaluate S/P against business needs processes evaluates each supplier's specific resource, service or product offering (and options) against the business need as there may be a number of suppliers who in principle can meet the business need, and so, within the confines of existing commercial agreements</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>Evaluate S/P against business needs processes evaluates each supplier's specific resource, service or product offering (and options) against the business need as there may be a number of suppliers who in principle can meet the business need, and so, within the confines of existing commercial agreements.</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

11 L3: Track & Manage S/P Requisition (1.1.4.2.3)

Process Identifier: 1.1.4.2.3

Process Context

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

Brief Description

Ensure S/P requisition orders are being processed and delivered efficiently and effectively.

Extended Description

The objective of the Track & Manage S/P Requisition processes is to ensure S/P requisition orders are being processed and delivered efficiently and effectively, and that escalation is being invoked as required for any open S/P requisition orders in jeopardy.

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

{*}Managing regular interaction with the supplier/partner to establish progress of S/P requisition orders;

{*}Modifying information in an existing S/P requisition order based on feedback of progress from the supplier/partner;

{*}Modifying the S/P requisition order status;

{*}Cancelling a S/P requisition order when the specific requisition requirements are no longer required as notified by the RM&O, the SM&O or the CRM processes; and

{*}Monitoring the jeopardy status of open S/P requisition orders, and initiating escalation of S/P requisition orders as necessary.{/*}

These processes track progress with the supplier/partner, either periodically, or at defined points according to a project or program plan. This tracking may be driven from the enterprise, or triggered by reports from the supplier/partner (e.g. periodically or at key events). These processes also initiate jeopardy and risk management in relation to the supplied specific resources, services and products, their availability and delivery schedule.

These processes also manage notifications or requests from suppliers regarding forced or requested changes to the S/P requisition specification or delivery schedule. These change requests may be caused by the supplier/partner or may be outside their control. Change requests are notified to the originating RM&O, SM&O or CRM processes where a resolution is agreed.

The Track & Manage S/P Requisition processes will also inform the Close S/P Requisition Order processes by modifying the S/P requisition order status to completed when the S/P requisition has been successfully delivered.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

11.1.1 L4: Modify Information-S/P Requisition Orders (1.1.4.2.3.1) – Mapping Details

Process Identifier: 1.1.4.2.3.1

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 1.1.4.2.3.1 Modify Information-S/P Requisition Orders
Brief Description

Modifying information in an existing S/P requisition order based on feedback of progress from the supplier/partner.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Modifying information in an existing S/P requisition order based on feedback of progress from the supplier/partner.

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.2 L4: Cancel S/P Requisition Orders (1.1.4.2.3.2) – Mapping Details

Process Identifier: 1.1.4.2.3.2

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 1.1.4.2.3.2 Cancel S/P Requisition Orders
Brief Description

Cancelling a S/P requisition order when the specific requisition requirements are no longer required as notified.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Cancelling a S/P requisition order when the specific requisition requirements are no longer required as notified.

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.3 L4: Escalate S/P Requisition Orders (1.1.4.2.3.3) - Mapping Details

Process Identifier: 1.1.4.2.3.3

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 1.1.4.2.3.3 Escalate S/P Requisition Orders
Brief Description

Initiate escalation of S/P requisition order as necessary.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Initiate escalation of S/P requisition order as necessary.

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.4 L4: Manage S/P Requisition Orders (1.1.4.2.3.4) – Mapping Details

Process Identifier: 1.1.4.2.3.4

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.2.3.4 Manage S/P Requisition Orders
<p>Brief Description</p> <p>Processes ensure S/P requisition orders are being processed and delivered efficiently and effectively.</p>

Extended Description

Manage S/P requisition orders processes manages S/P requisition orders are being processed and delivered efficiently and effectively. These processes also manage notifications or requests from suppliers regarding forced or requested changes to the S/P requisition specification or delivery schedule. These change requests may be caused by the supplier/partner or may be outside their control. Change requests are notified to the originating RM&O, SM&O or CRM processes where a resolution is agreed.

Explanatory

These change requests may be caused by the supplier/partner or may be outside their control.

Mandatory

Manage S/P requisition orders processes manages S/P requisition orders are being processed and delivered efficiently and effectively. These processes also manage notifications or requests from suppliers regarding forced or requested changes to the S/P requisition specification or delivery schedule.

Optional

Not used for this process element

Interactions

Change requests are notified to the originating RM&O, SM&O or CRM processes where a resolution is agreed.

11.1.5 L4: Monitor Jeopardy Status- Open S/P Requisition Orders (1.1.4.2.3.5) – Mapping Details

Process Identifier: 1.1.4.2.3.5

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS

1.1.4.2.3.5 Monitor Jeopardy Status- Open S/P Requisition Orders

Brief Description

Monitoring the jeopardy status of open S/P requisition orders.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Monitoring the jeopardy status of open S/P requisition orders.

Optional

Not used for this process element

Interactions

Not used for this process element

11.1.6 L4: Track S/P Requisition Orders (1.1.4.2.3.6) – Mapping Details

Process Identifier: 1.1.4.2.3.6

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS
1.1.4.2.3.6 Track S/P Requisition Orders

Brief Description

These processes track progress with the supplier/partner, either periodically, or at defined points according to a project or program plan. This tracking may be driven from the enterprise, or triggered by reports from the supplier/partner (e.g. periodically or at key events). These processes also initiate jeopardy and risk management in relation to the supplied specific resources, services and products, their availability and delivery schedule.

Extended Description

Not used for this process element

Explanatory

This tracking may be driven from the enterprise, or triggered by reports from the supplier/partner (e.g. periodically or at key events).

Mandatory

These processes track progress with the supplier/partner, either periodically, or at defined points according to a project or program plan.

Optional

Not used for this process element

Interactions

These processes also initiate jeopardy and risk management in relation to the supplied specific resources, services and products, their availability and delivery schedule.

11.1.7 L4: Notify- Cleared Status of S/P Requisition Orders (1.1.4.2.3.7) – Mapping Details

Process Identifier: 1.1.4.2.3.7

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.2.3.7 Notify- Cleared Status of S/P Requisition Orders
Brief Description Inform the Close S/P Requisition Order processes by modifying the S/P requisition order status to completed when the S/P requisition has been successfully delivered.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Inform the Close S/P Requisition Order processes by modifying the S/P requisition order status to completed when the S/P requisition has been successfully delivered.
Optional Not used for this process element
Interactions Inform the Close S/P Requisition Order processes by modifying the S/P requisition order status.

12 L3: Receive & Accept S/P Requisition (1.1.4.2.4)

Process Identifier: 1.1.4.2.4

Process Context

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

Brief Description

Records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required.

Extended Description

Receive & Accept S/P Requisition records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required.

These processes facilitate and support coordination of internal activities with activities performed by the supplier/partner, that are required to:

{*}Configure a bought-in S/P product;

{*}Bring a bought-in S/P product into service; or

{*}Restore a bought-in S/P product to service.{/*}

The actual performance of any acceptance testing and/or commissioning activities by the service provider is managed within the appropriate RM&O or SM&O processes as required.

These processes also manage negotiations with a supplier/partner where there have been problems with a S/P product's supply, and determine through dialogue with the supplier/partner, how best to resolve such issues.

This S/P delivery acceptance may involve co-ordination with internal SM&O or RM&O processes, where the supplied specific resource, service or product forms part of a larger system, or is to be onward shipped.

These processes report and document on acceptance, and record final acceptance of S/P deliveries.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

12.1.1 L4: Receive S/P Requisition (1.1.4.2.4.1) - Mapping Details

Process Identifier: 1.1.4.2.4.1

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.2.4.1 Receive S/P Requisition
<p>Brief Description</p> <p>Receive S/P requisition records and arranges for any acceptance testing or commissioning required.</p>
<p>Extended Description</p> <p>Receive S/P requisition processes receive S/P requisition records and arranges for any acceptance testing or commissioning required. These processes also coordinate internal activities with activities performed by the supplier/partner, that are required to:</p> <ul style="list-style-type: none">Configure a bought-in S/P product;Bring a bought-in S/P product into service; orRestore a bought-in S/P product to service.
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p>

Receive S/P requisition processes receive S/P requisition records and arranges for any acceptance testing or commissioning required. These processes also coordinate internal activities with activities performed by the supplier/partner, that are required to:

Configure a bought-in S/P product;

Bring a bought-in S/P product into service; or

Restore a bought-in S/P product to service.

Optional

Not used for this process element

Interactions

Not used for this process element

12.1.2 L4: Accept S/P Requisition (1.1.4.2.4.2) – Mapping Details

Process Identifier: 1.1.4.2.4.2

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.2.4.2 Accept S/P Requisition
<p>Brief Description</p> <p>Manage negotiations with supplier/partner where theres is problem with S/P products supply and resolve such issues. Gengearte report and document on acceptance.</p>
<p>Extended Description</p>

Accept S/P requisition processes also manage negotiations with a supplier/partner where there have been problems with a S/P product's supply, and determine through dialogue with the supplier/partner, how best to resolve such issues.

This S/P delivery acceptance may involve co-ordination with internal SM&O or RM&O processes, where the supplied specific resource, service or product forms part of a larger system, or is to be onward shipped.

These processes report and document on acceptance, and record final acceptance of S/P deliveries.

Explanatory

These processes report and document on acceptance, and record final acceptance of S/P deliveries.

Mandatory

Accept S/P requisition processes also manage negotiations with a supplier/partner where there have been problems with a S/P product's supply, and determine through dialogue with the supplier/partner, how best to resolve such issues.

Optional

Not used for this process element

Interactions

This S/P delivery acceptance may involve co-ordination with internal SM&O or RM&O processes, where the supplied specific resource, service or product forms part of a larger system, or is to be onward shipped.

13 L3: Initiate S/P Requisition Order (1.1.4.2.5)

Process Identifier: 1.1.4.2.5

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

Generate a correctly formatted and specified S/P requisition order, and issue this to the selected supplier/partner.

Extended Description

The Initiate S/P Requisition Order processes are responsible for generating a correctly formatted and specified S/P requisition order, and issuing this to the selected supplier/partner. Requests for S/P requisition orders are passed to the S/P Requisition Management processes from the Track & Manage processes in the RM&O, the SM&O or the CRM process layer. The Initiate S/P Requisition Order contains the originating request identifier to allow for appropriate linking to the processes which originally caused the S/P requisition order to be initiated. Requests received may be for the initiation of new S/P requisition orders, for modifications to previously issued S/P requisition orders or for cancellation of previously issued S/P requisition orders.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

13.1.1 L4: Generate S/P Requisition Order (1.1.4.2.5.1) – Mapping Details

Process Identifier: 1.1.4.2.5.1

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
1.1.4.2.5.1 Generate S/P Requisition Order

Brief Description

This process generates a correctly formatted and specified S/P requisition order. The S/P Requisition Order contains the originating request identifier to allow for appropriate linking to the processes which originally caused the S/P requisition order to be initiated. The S/P Requisition Order may be for the initiation of new S/P requisition orders, for modifications to previously issued S/P requisition orders or for cancellation of previously issued S/P requisition orders.

Extended Description

Not used for this process element

Explanatory

The S/P Requisition Order contains the originating request identifier to allow for appropriate linking to the processes which originally caused the S/P requisition order to be initiated. The S/P Requisition Order may be for the initiation of new S/P requisition orders, for modifications to previously issued S/P requisition orders or for cancellation of previously issued S/P requisition orders.

Mandatory

This process generates a correctly formatted and specified S/P requisition order.

Optional

Not used for this process element

Interactions

Not used for this process element

13.1.2 L4: Issue S/P Requisition Order (1.1.4.2.5.2) – Mapping Details

Process Identifier: 1.1.4.2.1.1

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 1.1.4.2.5.2 Issue S/P Requisition Order
Brief Description This process issues the S/P requisition order to the selected supplier/partner.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory This process issues the S/P requisition order to the selected supplier/partner.
Optional Not used for this process element
Interactions Not used for this process element

14 L3: Report S/P Requisition (1.1.4.2.6)

Process Identifier: 1.1.4.2.6

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 S/P requisition orders, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report S/P Requisition processes is to monitor the status of S/P requisition orders, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of S/P requisition orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Requisition Management processes.

These processes record, analyze and assess the S/P requisition order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall S/P Requisition Management process. These specialized summaries could be specific reports required by specific audiences.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

14.1.1 L4: Monitor S/P Requisition Order Status (1.1.4.2.6.1) – Mapping Details

Process Identifier: 1.1.4.2.6.1

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 1.1.4.2.6.1 Monitor S/P Requisition Order Status
Brief Description Continuously monitor the status of S/P requisition orders.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Continuously monitor the status of S/P requisition orders.
Optional Not used for this process element
Interactions Not used for this process element

14.1.2 L4: Manage S/P Requisition Order Status Notification (1.1.4.2.6.2) – Mapping Details

Process Identifier: 1.1.4.2.6.2

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 1.1.4.2.6.2 Manage S/P Requisition Order Status Notification
Brief Description Manage notifications to processes and other parties registered to receive notifications of any status changes.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Manage 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

14.1.3 L4: Report S/P Requisition Order Status (1.1.4.2.6.3) – Mapping Details

Process Identifier: 1.1.4.2.6.3

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 1.1.4.2.6.3 Report S/P Requisition Order Status
Brief Description Record, analyze and assess the S/P requisition order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Order Handling process, including specific reports required by specific audiences.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Record, analyze and assess the S/P requisition order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Order Handling process, including specific reports required by specific audiences.
Optional Not used for this process element
Interactions Not used for this process element

15 L3: Close S/P Requisition Order (1.1.4.2.7)

Process Identifier: 1.1.4.2.7

Process Context

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

Brief Description

Close a S/P requisition order when the S/P requisition has been successfully completed.

Extended Description

The objective of the Close S/P Requisition Order processes is to close a S/P requisition order when the S/P requisition has been successfully completed.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

15.1.1 L4: Monitor Status- All Open S/P Requisition Order (1.1.4.2.7.1) – Mapping Details

Process Identifier: 1.1.4.2.7.1

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS
1.1.4.2.7.1 Monitor Status- All Open S/P Requisition Order

Brief Description

Monitors the status of all open S/P requisition order.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Monitors the status of all open S/P requisition order.

Optional

Not used for this process element

Interactions

Not used for this process element

15.1.2 L4 Mark S/P Requisition Order As Closed (1.1.4.2.7.2) – Mapping Details

Process Identifier: 1.1.4.2.7.2

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS
1.1.4.2.7.2 Mark S/P Requisition Order As Closed

Brief Description

Closes S/P requisition order when status is changed to completed.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Closes S/P requisition order when status is changed to completed.

Optional

Not used for this process element

Interactions

Not used for this process element

16 L2: S/P Problem Reporting & Management (1.1.4.3)

Process Identifier: 1.1.4.3

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.

Brief Description

Track, monitor and report on the service provider initiated problem engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.

Extended Description

The S/P Problem Reporting & Management processes track, monitor and report on the service provider initiated problem engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.

In addition, external suppliers/partners may report S/P discovered problems to the service provider which may impact resources, services and/or customers.

External suppliers/partners are engaged by the service provider in correction and recovery activities when:

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

{*}the service provider has outsourced specific activities to a supplier/partner which are needed as part of problem management resolution (i.e. outsourced field maintenance);

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

{*}the specific product and/or service, or specific product and/or service component, is owned and maintained by an external partner.{/*}

In all of the above cases, the actual engagement in the correction and recovery processes is initiated by the specific Track & Manage process of the RM&O, SM&O or CRM process layer.

Where the engagement with an external supplier/partner is for purchased or delivered product, services and/or resources, as the case may be, these processes create and close S/P problem reports, undertake tracking and management of the supplier/partner problem resolution activity, and provide reporting.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

17 L3: Initiate S/P Problem Report (1.1.4.3.1)

Process Identifier: 1.1.4.3.1

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.

Brief Description

Report specific problems to the supplier / partner.

Extended Description

The Initiate S/P Problem Report processes are responsible for reporting specific problems to the supplier / partner. These problems are passed to the S/P Problem Reporting & Management processes from either the RM&O or the SM&O Track & Manage processes.

The S/P Problem Report contains the originating resource trouble report or service trouble report identifier to allow for appropriate linking to the processes which originally caused the S/P problem report to be initiated.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

17.1.1 L4: Generate S/P Problem Report (1.1.4.3.1.1) - Mapping Details

Process Identifier: 1.1.4.3.1.1

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 1.1.4.3.1.1 Generate S/P Problem Report
<p>Brief Description</p> <p>This process generates S/P problem report which contains the originating resource trouble report or service trouble report identifier to allow for appropriate linking to the processes which originally caused the S/P problem report to be initiated.</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Responsible for generating reports concerning specific problems, that can be passed to a supplier / partner. This allows the supplier / partner to investigate these problems within their own domain and establish what role or involvement they might have with the problem.</p>
<p>Mandatory</p> <p>Generate report(s) on specific S/P problems that can be passed to a supplier / partner</p>

Maintain link to processes which originally caused the S/P problem report to be initiated - the S/P Problem report contains the originating resource trouble report or service trouble report identifier to allow for appropriate linking to the processes which originally caused the S/P problem report to be initiated.

Optional

The generated report may be relevant to selected suppliers / partners, or to all, depending on the problem concerned and whether it is possible to identify which suppliers/ partners may be involved.

Interactions

These problems are passed to the S/P Problem Reporting & Management processes from either the RM&O or the SM&O Track & Manage processes.

17.1.2 L4: Issue S/P Problem Report (1.1.4.3.1.2) – Mapping Details

Process Identifier: 1.1.4.3.1.2

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 1.1.4.3.1.2 Issue S/P Problem Report
<p>Brief Description</p> <p>This process issues the S/P problem report to the supplier/partner.</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p>

Responsible for passing reports concerning specific problems, to a supplier / partner. This allows the supplier / partner to investigate these problems within their own domain and establish what role or involvement they might have with the problem.

Mandatory

Identify the relevant supplier /partner for this problem

Pass report(s) on specific S/P problems to a supplier / partner.

Optional

The generated report may be passed to selected suppliers / partners, or to all, depending on the problem concerned and whether it is possible to identify which suppliers/ partners may be involved.

Interactions

Interaction with agencies external to the enterprise, via S/P Interface Management.

18 L3: Receive S/P Problem Report (1.1.4.3.2)

Process Identifier: 1.1.4.3.2

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.

Brief Description

Receive notification of problems detected by the supplier/ partner, and notifies other processes of this.

Extended Description

Receive notification of problems detected by the supplier/ partner, and notifies other processes of this. These notifications will be passed on to the appropriate Track & Manage processes in the

RM&O and/or SM&O process layers depending on the nature of the notified problem.

Explanatory

Not used for this process element.

Mandatory

Receive notification of problems detected by the supplier/ partner.

Optional

Not used for this process element.

Interactions

Notifies other processes of problems detected by the supplier/ partner

pass notifications to the appropriate Track & Manage processes in the RM&O and/or SM&O process layers depending on the nature of the notified.

18.1.1 L4: Receive S/P Problem Notification (1.1.4.3.2.1) – Mapping Details

Process Identifier: 1.1.4.3.2.1

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 1.1.4.3.2.1 Receive S/P Problem Notification	
Brief Description	Receive notification of problems detected by the supplier/ partner.
Extended Description	

Not used for this process element

Explanatory

Responsible for receiving reports concerning specific problems, from a supplier / partner.

Mandatory

Receive notification of problems detected by the supplier/ partner.

Optional

Not used for this process element

Interactions

Not used for this process element

18.1.2 L4: Forward S/P Problem Notification (1.1.4.3.2.2) – Mapping Details

Process Identifier: 1.1.4.3.2.2

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.3.2.2 Forward S/P Problem Notification
<p>Brief Description</p> <p>Process will pass the notification to the appropriate Track & Manage processes in the RM&O and/or SM&O process layers depending on the nature of the notified problem.</p>
<p>Extended Description</p>

Not used for this process element

Explanatory

Responsible for forwarding reports concerning specific problems, from a supplier / partner, for further internal action.

Mandatory

Notifies other processes of the problems reported by suppliers / partners.

Optional

Not used for this process element

Interactions

These notifications are to be passed on to the appropriate Track & Manage processes in the RM&O and/or SM&O process layers depending on the nature of the notified problem.

19 L3: Track & Manage S/P Problem Resolution (1.1.4.3.3)

Process Identifier: 1.1.4.3.3

Process Context

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

Brief Description

Track progress of the problem resolution as advised by the supplier / partner.

Extended Description

The objective of the Track & Manage S/P Problem Resolution processes is to ensure testing, repair and restoration activities are being assigned, coordinated and tracked efficiently, and that escalation is being invoked as required for any open S/P problem reports in jeopardy.

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

{*}Managing regular interaction with the supplier/partner to establish resolution progress for S/P problem reports;

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

{*}Modifying the S/P problem report status;

{*}Cancelling a S/P problem report when the specific problem is discovered to not be related to the supplier/partner; and

{*}Monitoring the jeopardy status of open S/P problem reports, and initiating escalation of S/P problem reports as necessary.{/*}

The Track & Manage S/P Problem Resolution processes will also inform the Close S/P Problem Report processes by modifying the S/P problem report status to cleared when the S/P problem has been resolved.

Explanatory

The objective of the Track & Manage S/P Problem Resolution processes is to ensure testing, repair and restoration activities are being assigned, coordinated and tracked efficiently, and that escalation is being invoked as required for any open S/P problem reports in jeopardy.

Mandatory

Managing regular interaction about resolution progress with the supplier/partner

Establish resolution progress for S/P problem reports

when the specific problem discovered is not related to the supplier/partner; Cancel a S/P problem report

Monitoring the jeopardy status of open S/P problem reports; initiating escalation of S/P unresolved problem reports as necessary

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

Optional

Not used for this process element.

Interactions

Inform the Close S/P Problem Report processes by modifying the S/P problem report status to cleared when the S/P problem has been resolved.

19.1.1 L4: Modify S/P Problem Report (1.1.4.3.3.1) – Mapping Details

Process Identifier: 1.1.4.3.3.1

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 1.1.4.3.3.1 Modify S/P Problem Report	
Brief Description	Modifying information in an existing S/P problem report based on feedback of progress from the supplier/partner.
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Modify information in an existing S/P problem report based on feedback of progress from the supplier/partner.
Optional	Not used for this process element

Interactions

Not used for this process element

19.1.2 L4: Cancel S/P Problem Report (1.1.4.3.3.2) – Mapping Details

Process Identifier: 1.1.4.3.3.2

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**1.1.4.3.3.2 Cancel S/P Problem Report****Brief Description**

Canceling a S/P problem report when the specific performance issue is discovered to not be related to the supplier/partner.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Cancel an S/P problem report when the specific performance issue is discovered to not be related to the supplier/partner.

Optional

Not used for this process element

Interactions

Not used for this process element

19.1.3 L4: Escalate S/P Problem Resolution (1.1.4.3.3.3) – Mapping Details

Process Identifier: 1.1.4.3.3.3

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
1.1.4.3.3.3 Escalate S/P Problem Resolution

Brief Description

Initiate escalation of S/P problem reports as necessary.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

19.1.4 L4: Manage S/P Problem Resolution (1.1.4.3.3.4) – Mapping Details

Process Identifier: 1.1.4.3.3.4

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 1.1.4.3.3.4 Manage S/P Problem Resolution
Brief Description Processes ensure testing, repair and restoration activities are being assigned and coordinated for S/P problem reports and managing the S/P problem reports status.
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Ensure testing, repair and restoration activities are being assigned, coordinated and tracked efficiently.
Optional Not used for this process element
Interactions

Not used for this process element

19.1.5 L4: Monitor S/P Problem Jeopardy Status (1.1.4.3.3.5) – Mapping Details

Process Identifier: 1.1.4.3.3.5

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 1.1.4.3.3.5 Monitor S/P Problem Jeopardy Status	
Brief Description	Monitoring the jeopardy status of open S/P problem reports.
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Ensure that any open S/P problem reports in jeopardy are identified and reported.
Optional	Not used for this process element
Interactions	Not used for this process element

19.1.6 L4: Notify S/P Problem Cleared (1.1.4.3.3.6) – Mapping Details

Process Identifier: 1.1.4.3.3.6

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 4 PROCESS MAPPING DETAILS 1.1.4.3.3.6 Notify S/P Problem Cleared
<p>Brief Description</p> <p>Inform the Close S/P problem Report processes by modifying the S/P problem report status to cleared when the S/P performance issue has been resolved.</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>Inform the Close S/P Problem Report processes by modifying the S/P problem report status to cleared when the S/P problem has been resolved.</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

20 L3: Report S/P Problem Resolution (1.1.4.3.4)

Process Identifier: 1.1.4.3.4

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

Monitor the status of S/P problem reports, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report S/P Problem Resolution processes is to monitor the status of S/P problem reports, provide notifications of any changes and provide management reports.

These processes are responsible for continuously monitoring the status of S/P problem reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Problem Reporting & Management processes.

These processes record, analyze and assess the S/P problem report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall S/P Problem Reporting & Management process.

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.

20.1.1 L4: Monitor S/P Problem Resolution (1.1.4.3.4.1) – Mapping Details

Process Identifier: 1.1.4.3.4.1

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 1.1.4.3.4.1 Monitor S/P Problem Resolution
Brief Description These processes are responsible for continuously monitoring the status of S/P problem resolution reports and flagging status changes.
Extended Description Not used for this process element
Explanatory The objective of the Report S/P Problem Resolution processes is to monitor the status of S/P problem reports.
Mandatory Continuously monitor the status of S/P problem reports Identify and record S/P problem report status changes.

Optional

Not used for this process element

Interactions

Not used for this process element

20.1.2 L4: Issue S/P Problem Resolution Management Summaries (1.1.4.3.4.2) – Mapping Details

Process Identifier: 1.1.4.3.4.2

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 1.1.4.3.4.2 Issue S/P Problem Resolution Management Summaries	
Brief Description	These processes issue specialized summaries of the efficiency and effectiveness of the overall S/P problem resolution process. These specialized summaries could be specific reports required by specific audiences.
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	

Issue specialized summaries of the efficiency and effectiveness of the overall S/P problem resolution process. These specialized summaries could be specific reports required by specific audiences.

Optional

Not used for this process element

Interactions

Not used for this process element

20.1.3 L4: Generate S/P Problem Resolution Management Reports (1.1.4.3.4.3) – Mapping Details

Process Identifier: 1.1.4.3.4.3

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 1.1.4.3.4.3 Generate S/P Problem Resolution Management Reports
<p>Brief Description</p> <p>These processes record analyze and assess the S/P problem resolution report status changes to provide management reports.</p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>

Mandatory

Record, analyze and assess the S/P problem resolution report status changes to provide management reports.

Optional

Not used for this process element

Interactions

Not used for this process element

20.1.4 L4: Notify S/P Problem Resolution (1.1.4.3.4.4) – Mapping Details

Process Identifier: 1.1.4.3.4.4

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
1.1.4.3.4.4 Notify S/P Problem Resolution

Brief Description

These processes are responsible for managing notifications to processes and other parties registered to receive notifications of any status changes for S/P problem resolution reports . Notification lists are managed and maintained by the Support S/P Problem Reporting & Management processes.

Extended Description

Not used for this process element

Explanatory

The objective of the Report S/P Problem Resolution processes is to provide notifications of any changes to the status of S/P problem reports

Notification lists are managed and maintained by the Support S/P Problem Reporting & Management processes.

Mandatory

Provide notifications of any changes to the status of S/P problem reports.

Optional

Not used for this process element

Interactions

Managing notifications to processes and other parties registered to receive notifications of any status changes.

21 L3: Close S/P Problem Report (1.1.4.3.5)

Process Identifier: 1.1.4.3.5

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

Close a S/P problem report when the S/P problem has been resolved.

Extended Description

The objective of the Close S/P Problem Report processes is to close a S/P problem report when the S/P problem has been resolved.

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

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 status- all open S/P problem report (1.1.4.3.5.1) – Mapping Details

Process Identifier: 1.1.4.3.5.1

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 1.1.4.3.5.1 Monitor status- all open S/P problem report
Brief Description Monitor S/P Problem Report Status.
Extended Description Not used for this process element
Explanatory

Not used for this process element

Mandatory

Monitor the status of all open S/P problem reports

Check for a status change to cleared when the S/P problem report is ready to be closed.

Optional

Not used for this process element

Interactions

Not used for this process element

21.1.2 L4: Mark S/P problem Report as closed (1.1.4.3.5.2) – Mapping Details

Process Identifier: 1.1.4.3.5.2

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 1.1.4.3.5.2 Mark S/P problem Report as closed
<p>Brief Description</p> <p>Close Cleared S/P Problem Reports.</p>
<p>Extended Description</p> <p>Not used for this process element</p>

Explanatory

Not used for this process element

Mandatory

Close an S/P Problem reports when its status becomes cleared.

Optional

Not used for this process element

Interactions

Not used for this process element

22 L2: S/P Performance Management (1.1.4.4)

Process Identifier: 1.1.4.4

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.

Brief Description

Track, monitor and report on the service provider initiated performance engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.

Extended Description

The S/P Performance Management processes track, monitor and report on the service provider initiated performance engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.

External suppliers/partners are engaged by the service provider in performance related activities when:

{*}higher level expertise and/or higher level support is required to resolve the product performance, service performance or resource performance issues;

{*}the service provider has outsourced specific activities to a supplier/partner which are needed as part of performance improvement activity (i.e. outsourced field maintenance);

{*}the specific product and/or service are purchased from an external supplier (as in an interconnect service); or

{*}the specific product and/or service, or specific product and/or service component, are owned and delivered by an external partner.{/*}

In all of the above cases, the actual engagement in the performance related activities is initiated by the specific Track & Manage process of either the RM&O or SM&O process layer.

Where the engagement with an external supplier/partner is for purchased or delivered product and/or services, as the case may be, these processes create and close S/P performance degradation reports, undertake tracking and management of the supplier/partner performance improvement activity, and provide reporting.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

23 L3: Monitor & Control S/P Service Performance (1.1.4.4.1)

Process Identifier: 1.1.4.4.1

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.

Brief Description

Collect and analyze performance of services delivered by suppliers and partners.

Extended Description

Monitor & Control S/P Service Performance processes control the performance measurement activities, collect performance data on a specified S/P service, analyze this against the relevant SLA for the supplier/partner and report performance data and any S/P SLA violations to other processes. These processes also carry out impact analysis on any S/P SLA violations and initiate corrective actions.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

23.1.1 L4: Collect S/P Service Performance Data (1.1.4.4.1.1) – Mapping Details

Process Identifier: 1.1.4.4.1.1

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 1.1.4.4.1.1 Collect S/P Service Performance Data
Brief Description Collects performance data on a specified S/P service. <i>Desc=</i> <i>not featured in standard CBIO offering</i>
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Collect S/P Service performance data processes collects performance data on a specified S/P service.
Optional Not used for this process element
Interactions Not used for this process element

23.1.2 L4: Analyze S/P Service Performance Data (1.1.4.4.1.2) – Mapping Details

Process Identifier: 1.1.4.4.1.2

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 1.1.4.4.1.2 Analyze S/P Service Performance Data
Brief Description Analyze performance data against the relevant SLA for the supplier/partner and report performance data and any S/P SLA violations to other processes. These processes also carry out impact analysis on any S/P SLA violations. <i>Desc=</i> <i>not featured in standard CBIO offering</i>
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Analyze S/P service performance data processes analyzes performance data against the relevant SLA for the supplier/partner and report performance data and any S/P SLA violations to other processes. These processes also carry out impact analysis on any S/P SLA violations.
Optional Not used for this process element
Interactions Report performance data and any S/P SLA violations to other processes.

23.1.3 L4: Initiate Corrective Actions (1.1.4.4.1.3) – Mapping Details

Process Identifier: 1.1.4.4.1.3

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 1.1.4.4.1.3 Initiate Corrective Actions
Brief Description Based on impact analysis of any S/P SLA violations, this process initiate corrective actions. <i>Desc=</i> <i>not featured in standard CBIO offering</i>
Extended Description Not used for this process element
Explanatory Not used for this process element
Mandatory Based on impact analysis of any S/P SLA violations, this process initiate corrective actions.
Optional Not used for this process element
Interactions Not used for this process element

24 L3: Track & Manage S/P Performance Resolution (1.1.4.4.2)

Process Identifier: 1.1.4.4.2

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.

Brief Description

Track progress of the performance resolution as advised by the supplier / partner.

Extended Description

The objective of the Track & Manage S/P Performance Resolution processes is to ensure improvement and restoration activities are being assigned, coordinated and tracked efficiently, and that escalation is being invoked as required for any open S/P performance degradation reports in jeopardy.

Responsibilities of these processes include but are not limited to:

{*}Managing regular interaction with the supplier/partner to establish resolution progress for S/P performance degradation reports;

{*}Modifying information in an existing S/P performance degradation report based on feedback of progress from the supplier/partner;

{*}Modifying the S/P performance degradation report status;

{*}Canceling a S/P performance degradation report when the specific performance issue is discovered to not be related to the supplier/partner; and

{*}Monitoring the jeopardy status of open S/P performance degradation reports, and initiating escalation of S/P performance degradation reports as necessary.{/*}

The Track & Manage S/P Performance Resolution processes will also inform the Close S/P Performance Degradation Report processes by modifying the S/P performance degradation report status to cleared when the S/P performance issue has been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

24.1.1 L4: Modify Information-S/P Performance Degradation Reports (1.1.4.4.2.1) – Mapping Details

Process Identifier: 1.1.4.4.2.1

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	
1.1.4.4.2.1 Modify Information-S/P Performance Degradation Reports	
Brief Description	Modifying information in an existing S/P performance degradation report based on feedback of progress from the supplier/partner. <i>Desc=</i> <i>not featured in standard CBIO offering</i>
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	

Modifying information in an existing S/P performance degradation report based on feedback of progress from the supplier/partner.

Optional

Not used for this process element

Interactions

Not used for this process element

24.1.2 L4: Cancel S/P Performance Degradation Report (1.1.4.4.2.2) – Mapping Details

Process Identifier: 1.1.4.4.2.2

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 1.1.4.4.2.2 Cancel S/P Performance Degradation Report
<p>Brief Description</p> <p>Canceling a S/P performance degradation report when the specific performance issue is discovered to not be related to the supplier/partner.</p> <p><i>Desc=</i></p> <p><i>not featured in standard CBIO offering</i></p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p>

Not used for this process element

Mandatory

Canceling a S/P performance degradation report when the specific performance issue is discovered to not be related to the supplier/partner.

Optional

Not used for this process element

Interactions

Not used for this process element

24.1.3 L4: Escalate S/P Performance Degradation Report (1.1.4.4.2.3) – Mapping Details

Process Identifier: 1.1.4.4.2.3

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 1.1.4.4.2.3 Escalate S/P Performance Degradation Report	
Brief Description	Initiate escalation of S/P performance degradation reports as necessary. <i>Desc=</i> <i>not featured in standard CBIO offering</i>
Extended Description	Not used for this process element

Explanatory

Not used for this process element

Mandatory

Initiate escalation of S/P performance degradation reports as necessary.

Optional

Not used for this process element

Interactions

Not used for this process element

24.1.4 L4: Manage S/P Performance Degradation Report (1.1.4.4.2.4) – Mapping Details

Process Identifier: 1.1.4.4.2.4

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 1.1.4.4.2.4 Manage S/P Performance Degradation Report
<p>Brief Description</p> <p>Ensure improvement and restoration activities are being assigned and coordinated for S/P performance degradation reports and managing the S/P performance degradation reports status.</p> <p><i>Desc=</i></p> <p><i>not featured in standard CBIO offering</i></p> <p>Extended Description</p>

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure improvement and restoration activities are being assigned and coordinated for S/P performance degradation reports and managing the S/P performance degradation reports status.

Optional

Not used for this process element

Interactions

Not used for this process element

24.1.5 L4: Monitor Jeopardy Status- Open S/P Performance Degradation Reports (1.1.4.4.2.5) – Mapping Details

Process Identifier: 1.1.4.4.2.5

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 1.1.4.4.2.5 Monitor Jeopardy Status- Open S/P Performance Degradation Reports
<p>Brief Description</p> <p>Monitoring the jeopardy status of open S/P performance degradation reports.</p> <p><i>Desc=</i></p>

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Monitoring the jeopardy status of open S/P performance degradation reports.

Optional

Not used for this process element

Interactions

Not used for this process element

24.1.6 L4: Notify- Cleared Status of S/P Performance Degradation Report (1.1.4.4.2.6) – Mapping Details

Process Identifier: 1.1.4.4.2.6

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 1.1.4.4.2.6 Notify- Cleared Status of S/P Performance Degradation Report
Brief Description

Inform the Close S/P Performance Degradation Report processes by modifying the S/P performance degradation report status to cleared when the S/P performance issue has been resolved.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Inform the Close S/P Performance Degradation Report processes by modifying the S/P performance degradation report status to cleared when the S/P performance issue has been resolved.

Optional

Not used for this process element

Interactions

Not used for this process element

25 L3: Report S/P Performance (1.1.4.4.3)

Process Identifier: 1.1.4.4.3

Process Context

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

Brief Description

Monitor the status of S/P performance degradation reports, provide notifications of any changes and provide management reports.

Extended Description

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

These processes are responsible for continuously monitoring the status of S/P performance degradation reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Performance Management processes.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

25.1.1 L4: Monitor S/P Performance (1.1.4.4.3.1) – Mapping Details

Process Identifier: 1.1.4.4.3.1

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

1.1.4.4.3.1 Monitor S/P Performance

Brief Description

These processes are responsible for continuously monitoring the status of S/P performance degradation reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Performance Management processes.

Desc=

not featured in standard CBIO offering

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Monitor S/P performance processes are responsible for continuously monitoring the status of S/P performance degradation reports.

Optional

Not used for this process element

Interactions

Managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Performance Management processes.

25.1.2 L4: Distribute S/P Performance Management Summaries (1.1.4.4.3.2) – Mapping Details

Process Identifier: 1.1.4.4.3.2

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 1.1.4.4.3.2 Distribute S/P Performance Management Summaries
<p>Brief Description</p> <p>These processes provides specialized summaries of the efficiency and effectiveness of the overall S/P Performance Management process. These specialized summaries could be specific reports required.</p> <p><i>Desc=</i></p> <p><i>not featured in standard CBIO offering</i></p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>These specialized summaries could be specific reports required by specific audiences.</p>
<p>Mandatory</p> <p>Distribute S/P performance management summaries processes provides specialized summaries of the efficiency and effectiveness of the overall S/P Performance Management process.</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

25.1.3 L4: Distribute S/P Performance Management Reports (1.1.4.4.3.3) – Mapping Details

Process Identifier: 1.1.4.4.3.3

Process Context

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

LEVEL 4 PROCESS MAPPING DETAILS 1.1.4.4.3.3 Distribute S/P Performance Management Reports
<p>Brief Description</p> <p>These processes record, analyze and assess the S/P performance degradation report status changes to provide management reports.</p> <p><i>Desc=</i></p> <p><i>not featured in standard CBIO offering</i></p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>Distribute S/P performance management reports processes record, analyze and assess the S/P performance degradation report status changes to provide management reports.</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

26 L3: Close S/P Performance Degradation Report (1.1.4.4.4)

Process Identifier: 1.1.4.4.4

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

Close a S/P performance degradation report when the performance of the S/P service has been restored.

Extended Description

The objective of the Close S/P Performance Degradation Report processes is to close a S/P performance degradation report when the performance of the S/P service has been restored.

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

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

26.1.1 L4: Monitor status- all open S/P performance degradation report (1.1.4.4.1) – Mapping Details

Process Identifier: 1.1.4.4.1

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 1.1.4.4.1 Monitor status- all open S/P performance degradation report	
Brief Description	Monitors the status of all open S/P performance degradation reports. <i>Desc=</i> <i>not featured in standard CBIO offering</i>
Extended Description	Not used for this process element
Explanatory	Not used for this process element
Mandatory	Monitor status- all open S/P performance degradation report processes monitors the status of all open S/P performance degradation reports.
Optional	Not used for this process element
Interactions	Not used for this process element

26.1.2 L4: Mark S/P performance Degradation Report as closed (1.1.4.4.2) – Mapping Details

Process Identifier: 1.1.4.4.2

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 1.1.4.4.2 Mark S/P performance Degradation Report as closed
<p>Brief Description</p> <p>Closes S/P performance degradation report when status is changed to cleared.</p> <p><i>Desc=</i></p> <p><i>not featured in standard CBIO offering</i></p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>S/P performance degradation report is ready to be closed when the status is changed to cleared.</p>
<p>Mandatory</p> <p>Mark S/P performance Degradation Report as closed processes is to close a S/P performance degradation report when the performance of the S/P service has been restored .</p>
<p>Optional</p> <p>Not used for this process element</p>
<p>Interactions</p> <p>Not used for this process element</p>

27 L3: Initiate S/P Performance Degradation Report (1.1.4.4.5)

Process Identifier: 1.1.4.4.5

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

Report specific performance issues to the supplier / partner.

Extended Description

The Initiate S/P Performance Degradation Report processes are responsible for reporting specific performance issues to the supplier / partner. These performance issues are passed to the S/P Performance Management processes from either the RM&O or the SM&O Track & Manage processes as well as from Monitor & Control S/P Service Performance.

The S/P performance degradation report contains the originating resource performance degradation report or performance degradation report identifier to allow for appropriate linking to the processes which originally caused the S/P performance degradation report to be initiated.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

27.1.1 L4: Create S/P Performance Degradation Report (1.1.4.4.5.1) – Mapping Details

Process Identifier: 1.1.4.4.5.1

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 1.1.4.4.5.1 Create S/P Performance Degradation Report
<p>Brief Description</p> <p>This process generates correctly formatted and specified Supplier/Partner performance degradation report.</p> <p><i>Desc=</i></p> <p><i>not featured in standard CBIO offering</i></p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>Create S/P Performance degradation report processes generates The S/P performance degradation report which contains the originating resource performance degradation report or performance degradation report identifier to allow for appropriate linking to the processes which originally caused the S/P performance degradation report to be initiated.</p>
<p>Optional</p>

Not used for this process element

Interactions

Not used for this process element

27.1.2 L4: Issue S/P Performance Degration Report (1.1.4.4.5.2) – Mapping Details

Process Identifier: 1.1.4.4.5.2

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 1.1.4.4.5.2 Issue S/P Performance Degration Report
<p>Brief Description</p> <p>This process reports specific issues to the Supplier/Partner.</p> <p><i>Desc=</i></p> <p><i>not featured in standard CBIO offering</i></p>
<p>Extended Description</p> <p>Not used for this process element</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>Issue S/P Performance degration report processes handles reporting of specific issues to the Supplier/Partner.</p>

Optional

Not used for this process element

Interactions

Not used for this process element

28 L2: S/P Settlements & Payments Management (1.1.4.5)

Process Identifier: 1.1.4.5

Process Context

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

Brief Description

S/P Settlements & Payments Management processes manage all settlements and payments for the enterprise, including invoice validation and verification and payment authorization.

Extended Description

For a value network, and particularly for service providers, settlements and payments management is complex. In many cases, the supplier cost can be the largest single cost and incorrect settlement or payments can mean the difference between profit and loss. S/P Settlements & Payments Management processes manage all settlements and payments for the enterprise, including invoice validation and verification and payment authorization. These S/P Settlements and Payments Management processes interface with the supplier’s Customer Relationship Management process of Billing and Collection Management.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

28.1.1 L3: Manage Account (1.1.4.5.1)

Process Identifier: 1.1.4.5.1

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 3 PROCESS MAPPING DETAILS 1.1.4.5.1 Manage Account
Brief Description Manage Account processes administer the internal record of usage of supplier/partner’s services in support of invoice reconciliation and reciprocal usage settlement. <i>Desc=</i> <i>Performed by a different Ericsson Product</i>
Extended Description
Explanatory Reserved for future use.
Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

28.1.2 L3: Receive & Assess Invoice (1.1.4.5.2)

Process Identifier: 1.1.4.5.2

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 3 PROCESS MAPPING DETAILS 1.1.4.5.2 Receive & Assess Invoice	
Brief Description	Receive & Assess Invoice processes compare invoices against usage records and offsets, and manage the interactions between the supplier/partner and the enterprise to confirm usage records and resolve account differences.
Extended Description	
Explanatory	Reserved for future use.
Mandatory	

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

28.1.3 L3: Negotiate & Approve Invoice (1.1.4.5.3)

Process Identifier: 1.1.4.5.3

Process Context

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

LEVEL 3 PROCESS MAPPING DETAILS 1.1.4.5.3 Negotiate & Approve Invoice
<p>Brief Description</p> <p>Negotiate & Approve Invoice processes manage the interactions between the supplier/partner and the enterprise, in relation to enquiries about the billing account, handling disputes and any subsequent negotiations.</p>
<p>Extended Description</p>
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p>

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

28.1.4 L3: Issue Settlement Notice & Payment (1.1.4.5.4)

Process Identifier: 1.1.4.5.4

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 1.1.4.5.4 Issue Settlement Notice & Payment
<p>Brief Description</p> <p>Issue Settlement Notice & Payment processes apply where suppliers / partners are end to revenue sharing, where the enterprise initiates the settlement cycle.</p>
<p>Extended Description</p> <p>Issue Settlement Notice & Payment processes apply where suppliers / partners are entitled to revenue sharing, where the enterprise initiates the settlement cycle.</p>
<p>Explanatory</p> <p>Reserved for future use.</p>
<p>Mandatory</p>

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

29 L2: S/P Interface Management (1.1.4.6)

Process Identifier: 1.1.4.6

Process Context

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

Brief Description

S/P Interface Management processes manage the contacts between the enterprise and its current or future suppliers/partners for S/P supplied products.

Extended Description

S/P Interface Management processes manage the contacts between the enterprise and its current or future suppliers/partners for products or services. These processes are basically contact management and tracking processes. These S/P Interface Management processes interface with the CRM process of Customer Interface Management.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

30 L3: Manage S/P Requests (Including Self Service) (1.1.4.6.1)

Process Identifier: 1.1.4.6.1

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.

Brief Description

Accept requests and enable the supplier / partner to obtain the desired information from the enterprise, or identify and activate the appropriate process area to accomplish the request.

Extended Description

Manage S/P Requests (including Self Service) processes accept requests and enable the supplier / partner to obtain the desired information from the enterprise, or identify and activate the appropriate process area to accomplish the request.

They also initiate interactions and manage the process of the supplier/partner obtaining information. Alternatively they interact with the appropriate process area to accomplish the request.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

30.1.1 L4: Gather Supplier/Partner Request (1.1.4.6.1.1) - Mapping Details

Process Identifier: 1.1.4.6.1.1

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 1.1.4.6.1.1 Gather Supplier/Partner Request
<p>Brief Description</p> <p>Accepts S/P requests and enable the supplier / partner to obtain the desired information from the enterprise. (A)</p>
<p>Extended Description</p> <p>Gather Supplier/Partner Request processes focus on accepting S/P requests and enabling supplier / partner to obtain the desired information from the enterprise. (A)</p> <p style="text-align: center;"><i>Desc=Business partner-related requests</i></p>
<p>HTML supportive reference:</p> <p>http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-2.html</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p>

Gather Supplier/Partner Request processes focus on accepting S/P requests and enabling supplier / partner to obtain the desired information from the enterprise.

Optional

Not used for this process element

Interactions

Not used for this process element

30.1.2 L4: Guide Supplier/Partner Requests (1.1.4.6.1.2) – Mapping Details

Process Identifier: 1.1.4.6.1.2

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 1.1.4.6.1.2 Guide Supplier/Partner Requests
<p>Brief Description</p> <p>Identify and activate the appropriate process area to accomplish the S/P request. (A)</p>
<p>Extended Description</p> <p>Guide Supplier/Partner Requests processes identify and activate the appropriate process area to accomplish the request. They also initiate interactions and manage the process of the supplier/partner obtaining information. Alternatively they interact with the appropriate process area to accomplish the request. (A)</p> <p><i>Desc= Requests are Guided via Business partner-related requests</i></p>

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-2.html

Explanatory

They also initiate interactions and manage the process of the supplier/partner obtaining information.

Mandatory

Guide Supplier/Partner Requests processes identify and activate the appropriate process area to accomplish the request.

Optional

Not used for this process element

Interactions

Alternatively they interact with the appropriate process area to accomplish the request. They also initiate interactions and manage the process of the supplier/partner obtaining information.

30.1.3 L4: Prepare Supplier/Partner Interaction response (1.1.4.6.1.3) – Mapping Details

Process Identifier: 1.1.4.6.1.3

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 1.1.4.6.1.3 Prepare Supplier/Partner Interaction response
Brief Description

Prepare Interaction response based on output received from processes activated as a result of process Guide Supplier/Partner Requests.

Desc=

not featured in standard CBIO offering

Extended Description

Prepare Supplier/Partner Interaction response processes prepare response in order to manage desired information for S/P based on request placed. This response is based on output received from processes activated as a result of process Guide Supplier/Partner Requests.

Explanatory

This response is based on output received from processes activated as a result of process Guide Supplier/Partner Requests.

Mandatory

Prepare Supplier/Partner Interaction response processes prepare response in order to manage desired information for S/P based on request placed.

Optional

Not used for this process element

Interactions

Not used for this process element

31 L3: Analyze & Report S/P Interactions (1.1.4.6.2)

Process Identifier: 1.1.4.6.2

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.

Brief Description

Analyze & Report S/P Interactions processes analyze interactions and generate reports for tracking and managing interactions or improving procedures for supplier/partner processes.

Extended Description**Explanatory**

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

31.1.1 L4: Analyze Supplier/Partner Interactions (1.1.4.6.2.1) – Mapping Details

Process Identifier: 1.1.4.6.2.1

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 1.1.4.6.2.1 Analyze Supplier/Partner Interactions
Brief Description Analyzes Supplier/Partner interactions for improving supplier/partner interactions processes. (A)

Extended Description

Analyze Supplier/Partner Interactions processes analyzes the interactions with Supplier/Partner for improving procedures for supplier/partner processes. **(A)**

Desc=Business Partner Supportive processes are enabled, managed and status tracked through Business Partner Requests

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-2.html

Explanatory

Not used for this process element

Mandatory

Analyze Supplier/Partner Interactions processes analyzes the interactions with Supplier/Partner for improving procedures for supplier/partner processes.

Optional

Not used for this process element

Interactions

Not used for this process element

31.1.2 L4: Generate Supplier/Partner Interactions Report (1.1.4.6.2.2) – Mapping Details

Process Identifier: 1.1.4.6.2.2

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
1.1.4.6.2.2 Generate Supplier/Partner Interactions Report

Brief Description

Generate Supplier/Partner interactions reports for tracking and managing interactions. **(A)**

Extended Description

Generate Supplier/Partner interactions reports for tracking and managing interactions. **(A)**

Desc=Partner Interactions summary per partner

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427097867.html

Explanatory

Not used for this process element

Mandatory

Generate Supplier/Partner interactions reports for tracking and managing interactions.

Optional

Not used for this process element

Interactions

Not used for this process element

**32 L3: Mediate & Orchestrate Supplier/Partner Interactions
(1.1.4.6.3)**

Process Identifier: 1.1.4.6.3

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.

Brief Description

Ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its suppliers/partners.

Extended Description

The purpose of the Mediate & Orchestrate Supplier/Partner Interactions is to ensure that transaction message structure and interactions conform to agreed, externally defined standards used by the enterprise and its suppliers/partners. Increasingly transactions with external parties (e.g. suppliers using RosettaNet or ebXML standards) will need to conform to message and data formats defined by third parties or third party organizations. Based on the specific transaction type and involved external party, this conformance will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats. In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange. The actual agreement between the parties to use specific interaction standards is part of the Support S/P Interface Management and Manage Supplier/Partner Engagement L3s.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

32.1.1 L4: Identify Supplier/Partner Interactions Data Formats (1.1.4.6.3.1) – Mapping Details

Process Identifier: 1.1.4.6.3.1

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 1.1.4.6.3.1 Identify Supplier/Partner Interactions Data Formats
<p>Brief Description</p> <p>Identification of necessary data formats to be exchanged between enterprise and Supplier/Partners. (A)</p>
<p>Extended Description</p> <p>Identify Supplier/Partner Interactions Data Formats processes focus on identification of necessary data formats to be sent externally. (A)</p> <p><i>Desc=</i></p> <p><i>There are multiple interfaces for standard business interactions. One such example is</i></p> <p><i>TIMM: Telecommunication Invoice for Multiple Markets- (TIMM) message, based on EDIFACT INVOIC standard</i></p> <p>HTML supportive reference:</p> <p>http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/190511243.html</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p>

Identify Supplier/Partner Interactions Data Formats processes focus on identification of necessary data formats to be sent externally.

Optional

Not used for this process element

Interactions

Not used for this process element

32.1.2 L4: Orchestrate Supplier/Partner interactions (1.1.4.6.3.2) – Mapping Details

Process Identifier: 1.1.4.6.3.2

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 1.1.4.6.3.2 Orchestrate Supplier/Partner interactions
<p>Brief Description</p> <p>Definition of transaction message structure and interactions to conform to agreed, externally defined standards used by the enterprise and its suppliers/partners. (A)</p>
<p>Extended Description</p> <p>Orchestrate Supplier/Partner interactions processes ensures that transaction message structure and interactions to conform to agreed, externally defined standards used by the enterprise and its suppliers/partners. Increasingly transactions with external parties (e.g. suppliers using RosettaNet or ebXML standards) will need to conform to message and data formats defined by third parties or third party organizations. In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange. Based on the specific transaction type and involved external party, this will require the</p>

identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats.

The actual agreement between the parties to use specific interaction standards is part of the Support S/P Interface Management and Manage Supplier/Partner Engagement L3s. **(A)**

Desc=

Provides Partner Overview and History

HTML supportive reference:

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427123851.html

http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427097867.html

Explanatory

Increasingly transactions with external parties (e.g. suppliers using RosettaNet or ebXML standards) will need to conform to message and data formats defined by third parties or third party organizations. In addition, interactions with external parties may require that messages and transactions need to be undertaken with defined and agreed orchestration for message exchange.

Mandatory

Orchestrate Supplier/Partner interactions processes ensures that transaction message structure and interactions to conform to agreed, externally defined standards used by the enterprise and its suppliers/partners. Based on the specific transaction type and involved external party, this will require the identification of the necessary data formats to be sent externally, and conversion of externally received messages into the required internal enterprise formats.

Optional

Not used for this process element

Interactions

The actual agreement between the parties to use specific interaction standards is part of the Support S/P Interface Management and Manage Supplier/Partner Engagement L3s.

32.1.3 L4: Mediate Supplier/Partner Interactions (1.1.4.6.3.3) – Mapping Details

Process Identifier: 1.1.4.6.3.3

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 1.1.4.6.3.3 Mediate Supplier/Partner Interactions
<p>Brief Description</p> <p>Conversion of externally received messages into the required internal enterprise formats. (A)</p>
<p>Extended Description</p> <p>Mediate Supplier/Partner Interactions processes manages conversion of externally received messages into the required internal enterprise formats. (A)</p> <p><i>Desc= Requests are Mediated via Business partner-related requests</i></p> <p>HTML supportive reference: http://cpipub.epk.ericsson.se/st4/cbio_3.0.1_jointDoc_incl_CRM_incl_TRs/current/Documentation/html/427334795-2.html</p>
<p>Explanatory</p> <p>Not used for this process element</p>
<p>Mandatory</p> <p>Mediate Supplier/Partner Interactions processes manages conversion of externally received messages into the required internal enterprise formats.</p>
<p>Optional</p>

Not used for this process element

Interactions

Not used for this process element