

**Framework 11.5  
Product Conformance  
Certification Report**

**WeDo Technologies  
RAID  
Version 6.3**

**June 2012**



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# 1 Introduction

## 1.1 Executive Summary

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This document provides details of WeDo Technologies’s self-assessment and TM Forum’s Conformance Assessment of **WeDo Technologies’s RAID Product**, against the following Framework 11.5 components:

- Business Process Framework Version 9.0
- Information Framework Version 9.5

The assessment included a review of:

- The methodology approach to product modeling and Product Lifecycle Management (PLM) against the TM Forum’s Business Process Framework Release 9.0 according to the specific processes submitted in scope for the Assessment.
- Conformance to the Information Framework Release 9.0 Domains/Aggregate Business Entities according to the specific ABEs submitted in scope for the Assessment.

## 2 Product Functionality/Capability Overview

### 2.1 WeDo Technologies RAID Version 6.3 – Product Overview

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WeDo Technologies recognizes that Business Assurance involves not only systems but people and processes, but that a revenue assurance strategy can only be successfully implemented if a proper system exists to support it. To address this challenge WeDo Technologies developed the solution RAID.

WeDo's ongoing advances in the evolution of RAID have been based on a combination of research and client feedback from live deployments. The following are the key business drivers:

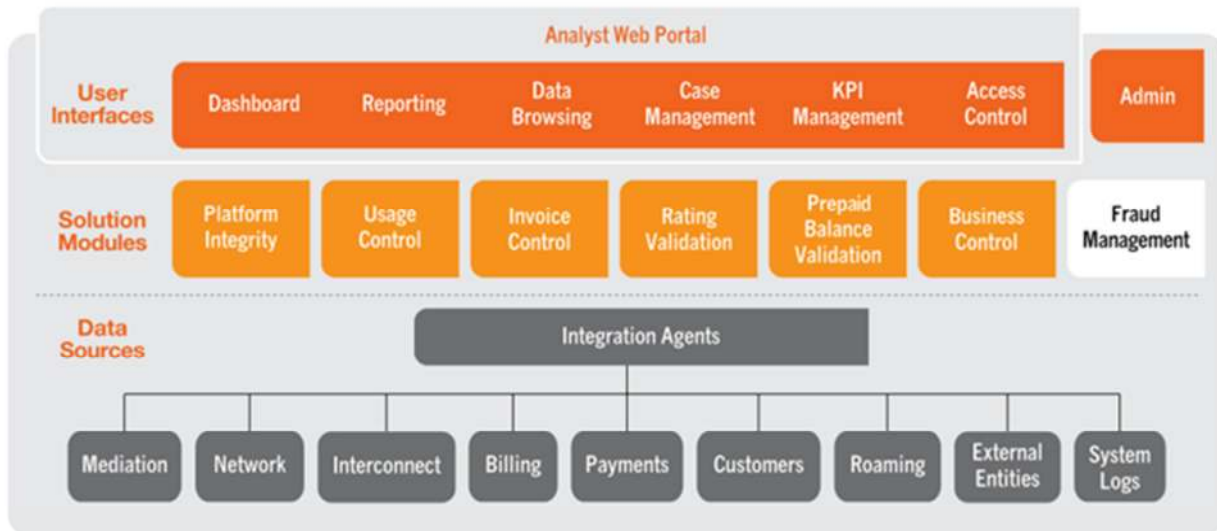
- Revenue Leakage Detection and Recovery - the starting point for any revenue assurance function is to identify the sources of revenue leakage. Fast and accurate detection is crucial for the Revenue Assurance manager.
- Revenue Assurance - as most operators progress along the revenue assurance roadmap, the issue becomes not only about detecting and recovering leaked revenues, but increasingly about providing assurance and confidence to key stakeholders regarding the integrity of the network and business operations.
- Regulatory Compliance - an increasingly important driver behind operators' decisions to build best-practice revenue assurance functions and deploys enterprise-scale solutions. Without the proper tools and technology, it can be impossible to comply with current stringent telecom and financial regulations.
- Operational Efficiency and Quality - The efficiency of processes and procedures, from order entry and provisioning through to billing, will dictate how accurately subscription details are captured and usage is billed, significantly impacting subscriber experience, customer care and operational costs.
- Revenue and Margin Optimisation - revenue optimisation ensures that revenue streams are providing the optimum return on investment with regard to network infrastructure, marketing costs and operational expenditure. It is not possible to maximise revenues & margins without a thorough understanding of the performance and behaviour of all stages of a revenue stream's lifecycle and its associated costs.

RAID was developed based on the experience of our consultants with Mobile and Fix Network Operators in many different areas and systems (e.g.: network, mediation, billing, customer care, collections, revenue assurance and fraud).

***RAID is a proven, easy-to-use and flexible solution to effectively automate, manage and grow your end-to-end Revenue Assurance processes, and provide compliance with regulatory requirements, such as Sarbannes-Oxley.***



RAID imports/integrates information from different platforms to a central database, applies business validation and comparison rules to detect errors and inconsistencies, produces and manages alarms, provides the full problem life-cycle management and provide different kinds of KPI's and reports.



**Figure 2.1 Application Diagram**

A key benefit of RAID is its ability to generate alarms as soon as revenue leaks are detected. This allows a revenue assurance department to take corrective actions as soon as possible and thus minimising potential revenue losses. Alarms raised are displayed in the Web Portal and can be forwarded to alternative destinations. The user can search for and view all alarms reported by RAID through its Web Portal.

Currently the solution is composed by the functional modules presented herein:

- Platform Integrity
- Usage Control
- Invoice Control
- Business Control
- Rating Validation
- Prepaid Balance Validation
- Fraud Management

## 3 Business Process Framework Assessment Overview

### 3.1 Mapping Technique Employed

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Business Process Framework L3 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each eTOM process is supported by descriptive text. In many cases, each process is aligned and mapped to appropriate company documentation references solution, methodology or modeling material.

The eTOM L3 descriptions are analyzed by looking for implied tasks. Color coded text as highlighted below is used as part of the process mapping whereby highlighted text indicates the level of support for a Level 3 process implied task:

- **GREEN** is used to highlight key words or key statements that are fully supported
- **YELLOW** is used to highlight key words/key statements that are partially supported
- **GREY** is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements that are irrelevant, just for reference or needed to complete the sentence.

#### **Manual and Automated Support**

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

### 3.2 Business Process Framework - Level 2 Process Scope

The following figure represents the Business Process Framework processes that were presented in scope for the assessment, and the textual callouts represent the components of the WeDo Technologies RAID Product that were assessed and support the corresponding eTOM processes according to the results in Chapter 6 Framework Conformance. Note that while the Level 4 Business Process Framework processes are included in the diagram, the assessment was carried out for the Level 3 processes only.

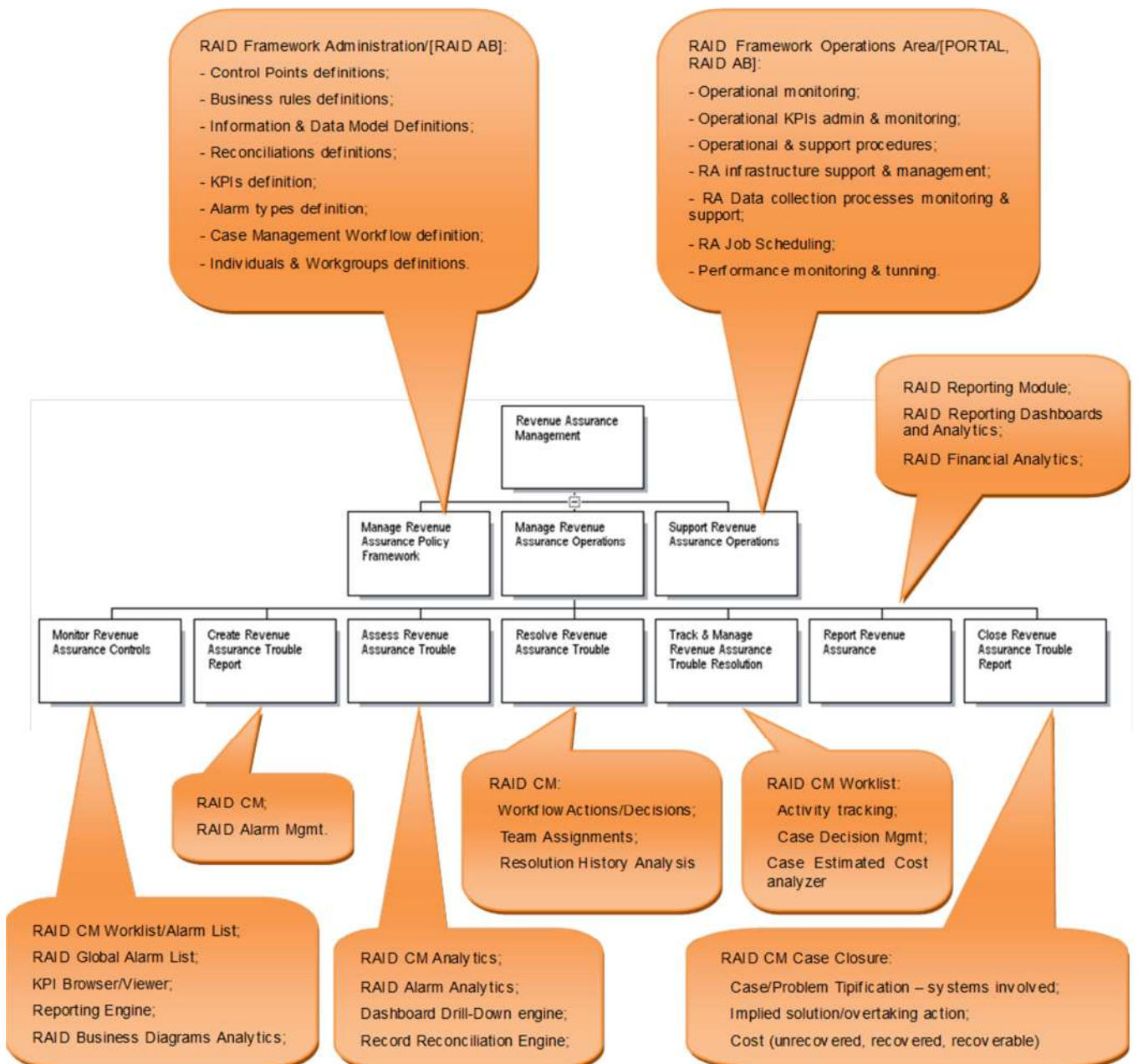


Figure 3.1 RAID V6.3 to eTOM 9.0 High Level Mapping Diagram



### 3.3 Product Scope

The diagram in Figure 3.2 represents the WeDo Technologies RAID Product and how it is mapped to the Business Process Framework processes that were assessed as part of this Framework Conformance Assessment.

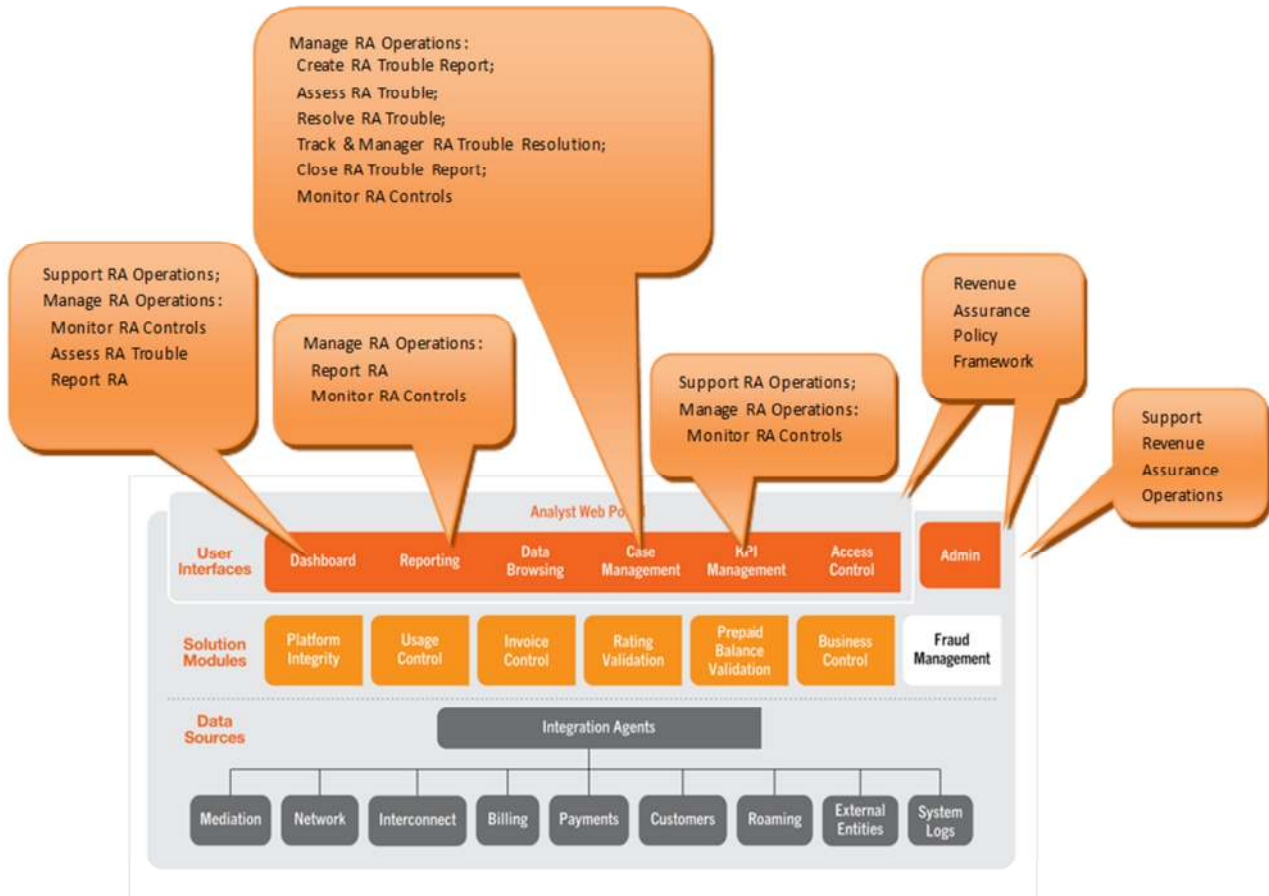


Figure 3.2 eTOM 9.0 to RAID V6.3 High Level Mapping Diagram

## 4 Business Process Framework – Process Mapping Descriptions

This section provides the Process Mapping output from WeDo Technologies’s Self-Assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for the WeDo Technologies RAID Product.

### 4.1 Enterprise Risk Management [1.3.2]

#### 4.1.1 Revenue Assurance Management [1.3.2.6] - Mapping Details

##### 4.1.1.1 Manage Revenue Assurance Policy Framework [1.3.2.6.1]

**Table 4.1 Manage Revenue Assurance Policy Framework [1.3.2.6.1] mapping table**

LEVEL 3 PROCESS MAPPING DETAILS 1.3.2.6.1 Manage Revenue Assurance Policy Framework
<p><b>Brief Description</b></p> <p>Establish and manage a framework of policies and measurable controls that are used to manage the risk associated with revenue assurance. AM</p> <p>RAID supports the implementation of a full Revenue Assurance program coverage, which may be encompassed by a set of:</p> <ul style="list-style-type: none"> <li>• a measurable points of control:                             <ul style="list-style-type: none"> <li>○ by supporting a wide format set of data readers which allow the integration of almost any kind of data format from any kind of source</li> </ul> </li> <li>• a data loading, translation, enrichment and controlling mechanisms</li> <li>• a flexible modelling tools:                             <ul style="list-style-type: none"> <li>○ which allow the creation of a dynamic data model to hold the loaded data for each point of control</li> </ul> </li> <li>• an extensive variety of validations and reconciliations which allow the detection and alarming of any inconsistencies                             <ul style="list-style-type: none"> <li>○ the system supplies a highly flexible business rules configurator in order to comply with each Operator business needs</li> </ul> </li> <li>• a KPIs which allow the monitoring and control of the RA activities and the related risk involved</li> <li>• a wide reporting mechanisms and dash boarding tools and techniques</li> <li>• business workflows according to each business rule, within the Case Management module</li> </ul> <p>All of this tools and internal modules related together supply all the necessary information</p>

and mechanisms to cope with a successful Revenue Assurance program

Within the extended description, these referred tools and modules will be targeted individually.

### Extended description

The objective of the Manage Revenue Assurance Framework process is to establish and manage a framework of policies and measurable controls that are used to manage the risk associated with revenue assurance, and to optimise the enterprise's appetite for revenue assurance risk. AM

These processes are responsible for, but not limited to:

\* Establishing and managing a revenue assurance policy framework which is aligned with the overall enterprise goals and objectives; AM

[Ref. WD\_1]: [WeDo Technologies - RAID High Level Product Description.pdf]  
Section 3.2, Page 54 – Administration Area

[Ref. WD\_5]: [WeDo Technologies - RAID - UMN\_Case Manager Application\_001\_E - Users Manual.pdf]  
Section 2, Page 8 – Case Management Configuration

[Ref. WD\_9]: [WeDo Technologies - RAID - UMN\_RAID\_001\_E - RAID 6.3 - General Functionalities.pdf]  
Section 2, Page 13 – Defining Measure and Control Points, Data Loadings, Validations

[Ref. WD\_10]: [WeDo Technologies - RAID - UMN\_RECONCILER\_001\_E - RECONCILER 1.1 - Configuration Manual.pdf]  
Section 5, Page 27 – Reconciliation Base Configuration

[Ref. WD\_11]: [WeDo Technologies - RAID - UMN\_UC\_001\_E - Users Manual.pdf]  
Section 1.1.3, Page 5 – Reconciliation Results

\* Developing a framework of controls and KPIs which achieves the defined revenue assurance goals and objectives; AM

[Ref. WD\_6]: [WeDo Technologies - RAID - UMN\_DASHBOARD\_001\_E - DASHBOARD 2.10 - Configuration Manual.pdf]  
Section 5, Page 29 – Configuring Dashboards

**[Ref. WD\_7]:** [WeDo Technologies - RAID - UMN\_Dashboard Applications\_001\_E - Users Manual.pdf]

Section 4, Page 13 – Using Dashboards

**[Ref. WD\_8]:** [WeDo Technologies - RAID - UMN\_KPI Applications\_001\_E - Users Manual.pdf]

Section 2, Page 5 – Introduction to KPI Management Applications

\* Gaining enterprise-wide commitment to and knowledge of the framework; and

\* Regularly reviewing the revenue assurance framework to ensure that its outcomes remain aligned with the enterprise's objectives. AM

**[Ref. WD\_1]:** [WeDo Technologies - RAID High Level Product Description.pdf]

Section 3.2, Page 54 – Administration Area

**[Ref. WD\_9]:** [WeDo Technologies - RAID - UMN\_RAID\_001\_E - RAID 6.3 - General Functionalities.pdf]

Section 2, Page 13 – Defining Measure and Control Points, Data Loadings, Validations

**[Ref. WD\_11]:** [WeDo Technologies - RAID - UMN\_UC\_001\_E - Users Manual.pdf]

Section 1.1.3, Page 5 – Reconciliation Results

**[Ref. WD\_12]:** [WeDo Technologies - RAID - UMN\_ACTIVIS\_001\_E - CM 3.1 - General Functionalities.pdf]

Section 2.2.6.3.1, Page 120 – Managing Case Management Workflows

The Manage Revenue Assurance Framework process has a specific responsibility in developing and defining controls and Key Performance Indicators (KPIs) used for RA, in conjunction with operational and other processes elsewhere in the enterprise. A

RAID fully supports the configuration of KPIs and other processes in order to monitor the RA activity, by allowing for each KPI the configurations of:

- A connection to the datasource from which to retrieve the metric data;
- The measures (formulas) to apply to the metric data collection;
- KPI controls (thresholds, time units, scheduling and other controls for KPI execution)
- KPI Alarms (when a certain limit is overpassed)

The following reference describes these functionalities:

**[Ref. WD\_8]:** [WeDo Technologies - RAID - UMN\_KPI Applications\_001\_E - Users

Manual.pdf]

Section 2, Page 5 – Introduction to KPI Management Applications

Where processes elsewhere in the enterprise have an intrinsic capability to instrument their own performance and behavior (as an aspect of operating effectively within the business), the Manage Revenue Assurance Framework process makes use of this capability, but can also provide guidance to these processes in the form of modified, or additional, KPIs, required to support the overall role of Revenue Assurance Management. A

RAID supports the configuration of dashboards which may present data from the system itself and also from other sources of data which may deliver relevant information for RA activity

**[Ref. WD\_6]:** [WeDo Technologies - RAID - UMN\_DASHBOARD\_001\_E - DASHBOARD 2.10 - Configuration Manual.pdf]

Section 5, Page 29 – Configuring Dashboards

**[Ref. WD\_7]:** [WeDo Technologies - RAID - UMN\_Dashboard Applications\_001\_E - Users Manual.pdf]

Section 4, Page 13 – Using Dashboards

This can involve individual process elements throughout the enterprise (as appropriate for the various aspects of Revenue Assurance Management that apply), or may involve coordination across a number of process elements where Revenue Assurance Management acts to provide an integrated or coordinated view of the overall situation. A

RAID supports the integration of several systems within the same Portal (RAID Web Portal), by the means of portlets use. These portlets may present KPIs, Dashboards or any other kind of data, which supports a coordinated view of the overall situation:

**[Ref. WD\_1]:** [WeDo Technologies - RAID High Level Product Description.pdf]

Section 3.1, Page 45 – Analyst Web Portal

With regard to KPI definition, the Manage Revenue Assurance Framework process establishes the objectives used to identify the minimum level of satisfactory performance required for a given control point or a process from an RA perspective, and works with other process element in the enterprise to effect this. A

The following reference describes the functionality of creating a KPI, defining the maximum



or minimum thresholds and the related alarm generation. This way, the system will automatically collect the KPI data and apply the KPI business rules to decide the KPI achievement and if an alarm should be raised or not:

**[Ref. WD\_8]:** [WeDo Technologies - RAID - UMN\_KPI Applications\_001\_E - Users Manual.pdf]

Section 2, Page 5 – Introduction to KPI Management Applications

With regard to development of Revenue Assurance controls, the Manage Revenue Assurance Framework process applies policy-based rules that represent the logical definition of comparisons performed on entities, such as bills and call detail records. These are used together with Revenue Assurance KPIs, to identify discrepancies from an RA perspective. AM

**[Ref. WD\_10]:** [WeDo Technologies - RAID - UMN\_RECONCILER\_001\_E - RECONCILER 1.1 - Configuration Manual.pdf]

Section 5, Page 27 – Reconciliation Base Configuration

**[Ref. WD\_11]:** [WeDo Technologies - RAID - UMN\_UC\_001\_E - Users Manual.pdf]

Section 1.1.3, Page 5 – Reconciliation Results

#### 4.1.1.2 Manage Revenue Assurance Operations [1.3.2.6.2]

Table 4.2 Manage Revenue Assurance Operations [1.3.2.6.2] mapping table

<b>LEVEL 3 PROCESS MAPPING DETAILS</b>
<b>1.3.2.6.2 Manage Revenue Assurance Operations</b>
<p><b>Brief Description</b></p> <p>Measure the actual revenue assurance performance at defined control points against the expected performance, report anomalies and manage resolution. A</p> <p>The mapping for this Level 3 process is covered by the mapping of the sub-processes of this one, at the Level 4. The following sections focus on the Level 4 mappings.</p>
<p><b>Extended description</b></p> <p>Manage Revenue Assurance Operations processes measure the actual revenue assurance performance at defined control points against the expected performance, report anomalies and manage resolution. A</p> <p>Manage Revenue Assurance Operations processes encompass managing, tracking, monitoring, analyzing, controlling and reporting on revenue assurance performance as determined by assessing defined KPIs measured against revenue assurance control points. A</p> <p>If the analysis identifies that a revenue assurance KPI violation has occurred, this causes a Revenue Assurance violation to be raised, that may in turn raise a Revenue Assurance Trouble Report. Following on from this, processes are put in place to manage the resolution of the performance violation. A</p> <p>The Manage Revenue Assurance Operations processes will continue to track the revenue assurance trouble report, ensuring that performance is restored to a level required as defined by the acceptable range for the KPIs. A</p> <p>The mapping for this Level 3 process is covered by the mapping of the sub-processes of this one, at the Level 4. The following sections focus on the Level 4 mappings.</p>

### 4.1.1.3 Support Revenue Assurance Operations [1.3.2.6.3]

Table 4.3 Support Revenue Assurance Operations [1.3.2.6.3] mapping table

<b>LEVEL 3 PROCESS MAPPING DETAILS</b>
<b>1.3.2.6.3 Support Revenue Assurance Operations</b>
<p><b>Brief Description</b></p> <p>Support the Manage Revenue Assurance Operations processes by managing requirements for infrastructure to support the operational processes, and monitoring, managing and reporting on the capability of the Manage Revenue Assurance Operations processes. AM</p> <p>The system delivers a set of tools and interfaces for supporting activities, such as:</p> <ul style="list-style-type: none"><li>• Flow execution monitoring;</li><li>• Data Loading jobs monitoring;</li><li>• Validation/Reconciliation engine monitoring;</li><li>• Log files (for auditing and problem tracking);</li><li>• Case Management Workflow engine monitoring</li></ul> <p>These functionalities are documented in the evidence documentation and artifacts referenced below.</p> <p><b>Extended description</b></p> <p>The objectives of the Support Revenue Assurance Operations processes are twofold:</p> <p>* Support the Manage Revenue Assurance Operations processes by managing requirements for infrastructure to support the operational processes, and AM</p> <p>[Ref. WD_13]: [WeDo Technologies - RAID 6.3 Demo Storyboard.pdf] Section 2.3.2.2, Page 25 – Loading Status Page Section 2.5, Page 54 – System Operation &amp; Administration Section 2.6, Page 60 – Process Monitoring</p> <p>[Ref. WD_18]: [WeDo Technologies - OMN_RAID_001_E - RAID 6.3 - Operation Manual.pdf] Section 3.4, Page 11 – Accessing server status report Section 5, Page 27 - Managing Load Servers Section 10, Page 38 – Error Handling</p> <p>* Monitoring, managing and reporting on the capability of the Manage Revenue Assurance Operations processes. AM Automatic reporting modules:</p> <p>[Ref. WD_17]: [WeDo Technologies - RAID - UMN_Report Module Application_001_E - Users Manual.pdf] Section 1, Page 3 – Introduction to Report Module</p>

Specific Case Management workflows are often configured to collect all the necessary automatically and present any supporting issue within the Inbox of the Support workgroup:

**[Ref. WD\_19]:** [WeDo Technologies - RAID 6.3 Case Management General Functionalities.pdf]  
Section 2.1 Page 4 – Case Management Description  
Section 2.1.2 Page 5 – Case Creation Process

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

\* Developing and maintaining a repository of revenue assurance KPIs to support the Manage Revenue Assurance Operations processes; A

The KPI and Dashboarding history data are not removed. There are some history data cleaning jobs, the only system administrator has the ability to run. This data is available within the systems internal database and KPIs (and thus KPI Alerts), Dashboards may be configured, as well as automated flows to be executed to collect and create operational alarms.

**[Ref. WD\_1]:** [WeDo Technologies - RAID High Level Product Description.pdf]  
Section 2.2, Page 14 – Usage Control  
For Monitoring and Alarm Generation  
Section 3.1, Page 44 – RAID User interfaces  
For Detection/Dashboarding interface

It is possible to rollback or jump back on time, on the KPI charts to get access to the historic data.

**[Ref. WD\_8]:** [WeDo Technologies - RAID - UMN\_KPI Applications\_001\_E - Users Manual.pdf]  
Section 2.1.5, Page 20 – Introduction to KPI Chart Portlet  
Section 3.1, Page 45 – KPI Alarms Applications

**[Ref. WD\_13]:** [WeDo Technologies - RAID 6.3 Demo Storyboard.pdf]  
Section 2.3.2.2, Page 25 – Loading Status Page  
Section 2.4.2, Page 43 – Operational & Business KPIs  
Section 2.5, Page 54 – System Operation & Administration  
Section 2.6, Page 60 – Process Monitoring

\* Monitoring and analyzing the report produced by Operations processes to identify potential revenue assurance problems that may be arising across operational processes as a whole; AM

**[Ref. WD\_13]:** [WeDo Technologies - RAID 6.3 Demo Storyboard.pdf]  
Section 2.3.2.2, Page 25 – Loading Status Page  
Section 2.4.2, Page 43 – Operational & Business KPIs  
Section 2.5, Page 54 – System Operation & Administration  
Section 2.6, Page 60 – Process Monitoring

**[Ref. WD\_18]:** [WeDo Technologies - OMN\_RAID\_001\_E - RAID 6.3 - Operation Manual.pdf]  
Section 3.4, Page 11 – Accessing server status report  
Section 5, Page 27 - Managing Load Servers  
Section 10, Page 38 – Error Handling

\* Establishing and managing revenue assurance data collection schedules, including managing the collection of the necessary information from the Resource Data Collection & Distribution processes, to support proactive monitoring and analysis activity, and requests from Manage Revenue Assurance Operations processes for additional data to support revenue assurance performance analysis; A

Specific flow execution are often configured to collect all the necessary data automatically and present any supporting issue within the form of alarms or within the Inbox of the Support workgroup in Case Management:

**[Ref. WD\_9]:** [WeDo Technologies - RAID - UMN\_RAID\_001\_E - RAID 6.3 - General Functionalities.pdf]

Section 3.3.2, Page 178 – Flow Reports

In this section it is described how the data collection is organized within logic flows

Section 3.3.3, Page 187 – Semaphores

In this section it is described how the data collection flows are managed through the use of semaphores

Section 3.3.5, Page 189 – Scheduler

In this section it is described how the scheduler can be configured to execute the data collection logic flows

**[Ref. WD\_19]:** [WeDo Technologies - RAID 6.3 Case Management General Functionalities.pdf]

Section 2.1 Page 4 – Case Management Description

Section 2.1.2 Page 5 – Case Creation Process

**[Ref. WD\_13]:** [WeDo Technologies - RAID 6.3 Demo Storyboard.pdf]

Section 2.3.2.2, Page 25 – Loading Status Page

Section 2.4.2, Page 43 – Operational & Business KPIs

Section 2.5, Page 54 – System Operation & Administration

Section 2.6, Page 60 – Process Monitoring

\* Monitoring of the Manage Revenue Assurance Operations processes and associated costs (including where the processes extend to infrastructure deployed and managed by third parties), and reporting on the capability of the Manage Revenue Assurance Operations processes; A

Automatic flow executions are often configured to collect all the necessary data automatically, using the system's internal scheduler.

**[Ref. WD\_9]:** [WeDo Technologies - RAID - UMN\_RAID\_001\_E - RAID 6.3 - General Functionalities.pdf]

Section 3.2.8, Page 140 – Flow Design

Section 3.3.5, Page 189 – Scheduler

**[Ref. WD\_13]:** [WeDo Technologies - RAID 6.3 Demo Storyboard.pdf]

Section 2.4, Page 27 – A day in life of RA Team

Section 2.4.2, Page 43 – Operational & Business KPIs

Section 2.5, Page 54 – System Operation & Administration

Section 2.6, Page 60 – Process Monitoring

**[Ref. WD\_18]:** [WeDo Technologies - OMN\_RAID\_001\_E - RAID 6.3 - Operation Manual.pdf]



Section 3.4, Page 11 – Accessing server status report

Section 5, Page 27 - Managing Load Servers

Section 10, Page 38 – Error Handling

\* Establishing and managing resource performance notification facilities and lists to support the Manage Revenue Assurance Operations notification and reporting processes; A

Specific flow execution are often configured to collect all the necessary data automatically and present any supporting issue within the form of alarms or within the Inbox of the Support workgroup in Case Management:

**[Ref. WD\_19]:** [WeDo Technologies - RAID 6.3 Case Management General Functionalities.pdf]

Section 2.1 Page 4 – Case Management Description

Section 2.1.2 Page 5 – Case Creation Process

**[Ref. WD\_13]:** [WeDo Technologies - RAID 6.3 Demo Storyboard.pdf]

Section 2.3.2.2, Page 25 – Loading Jobs Monitoring

Section 2.5, Page 54 – System Operation & Administration

Section 2.6, Page 60 – Process Monitoring

**[Ref. WD\_18]:** [WeDo Technologies - OMN\_RAID\_001\_E - RAID 6.3 - Operation Manual.pdf]

Section 3, Page 8 - Managing Load Processes

Section 5, Page 23 - Managing Load Servers

Section 10, Page 38 – Error Handling

\* Creating, deploying, modifying and/or upgrading of revenue assurance infrastructure deployment support tools and processes for new and/or modified revenue assurance infrastructure

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

\* Testing and acceptance of new and/or modified revenue assurance infrastructure support tools as part of the handover procedure from the Resource Development & Management processes; and AM

**[Ref. WD\_9]:** [WeDo Technologies - RAID - UMN\_RAID\_001\_E - RAID 6.3 - General Functionalities.pdf]

Section 3.2.8.2, Page 161 – Flow Life Cycle

\* Detecting revenue assurance infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Resource Development & Management processes AM

It is possible to identify incompatibilities and/or operational limitations through the use of the following tools:

**[Ref. WD\_13]:** [WeDo Technologies - RAID 6.3 Demo Storyboard.pdf]  
Section 2.3.2.2, Page 25 – Loading Jobs Monitoring  
Section 2.5, Page 54 – System Operation & Administration  
Section 2.6, Page 60 – Process Monitoring

**[Ref. WD\_18]:** [WeDo Technologies - OMN\_RAID\_001\_E - RAID 6.3 - Operation Manual.pdf]  
Section 3.4, Page 11 – Accessing the Server Status Report  
Section 5.8, Page 30 – Retrieve Load Status  
Section 9, Page 40 – Error Handling

## 5 Information Framework Assessment Overview

### 5.1 Mapping Technique Employed

The certification scope defines the list of ABEs (Aggregated Business Entities) to be addressed during the assessment. The entities, association classes and dependent entities for each ABE in scope are also included in the assessment.

The mapping technique used, was based on the analysis of the SID model files and addendum specifications for the entities', association classes' in scope and its related attributes. The role of each entity', association class or attribute is then interpreted and mapped into the RAID information model related element. This will clearly state how the SID model is supported by RAID.

### 5.2 Information Framework Assessment - ABE Scope

Figure 5.1 illustrates the Information Framework Level 1 ABEs that were presented in scope for the Assessment, and the textual callouts represent the domain areas of the WeDo Technologies RAID Product that were assessed and support the corresponding SID ABEs.

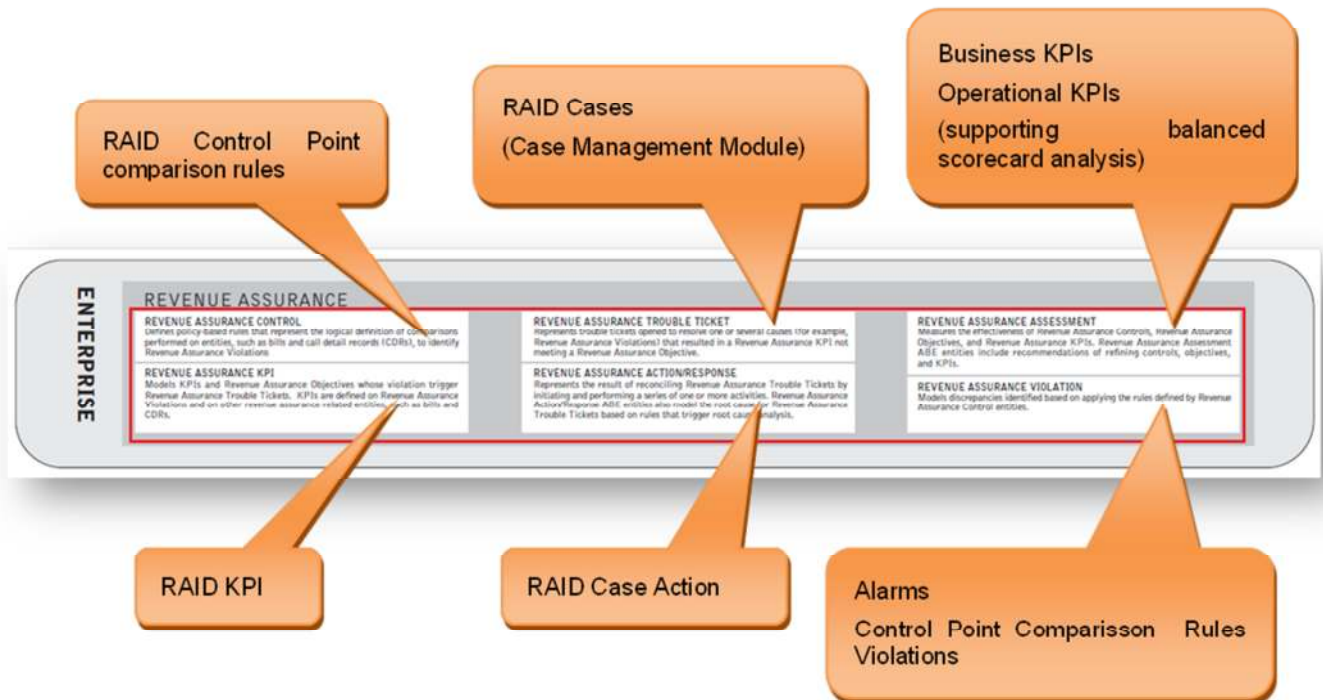


Figure 5.1 RAID V6.3 to SID High Level Mapping Diagram

### 5.3 Product Scope

The diagram in Figure 3.2 represents the WeDo Technologies RAID Product and how it is mapped to the Information Framework Level 1 ABEs that were assessed as part of this Framework Conformance Assessment.

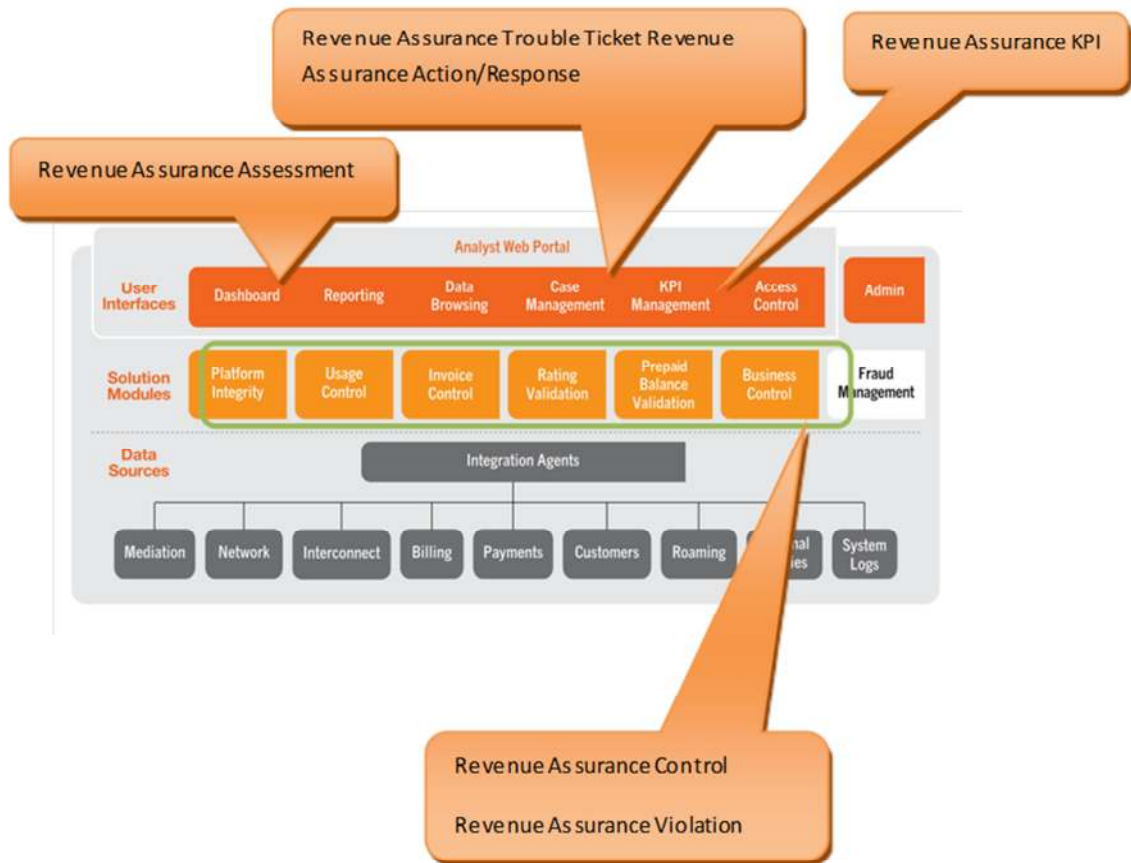


Figure 5.2 SID to RAID V6.3 High Level Mapping Diagram

## 6 Framework Conformance Result

This section details the Scores awarded to reflect Conformance of the WeDo Technologies RAID Product to the Business Process Framework & Information Framework components of Framework 11.5.

### 6.1 Business Process Framework – Scoring Rules

The conformance scores granted were based on the following TM Forum scoring rules:

Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Level Descriptions (Level 2 & Level 3 processes)		
Process level	Conformance Level	Qualifier
Level 1	Not applicable	Conformance Assessment shall not be carried out at this process level - hence Conformance Level shall not be awarded at this level.
Level 2	2 - Partially Conformant	This Conformance Level is awarded to a Level 2 Process, if any of the component level 3 processes are not in scope OR those that are in scope are not fully conformant
	3 - Fully Conformant	This Conformance Level is awarded to a Level 2 Process, if all of the component level 3 processes are in scope AND are fully conformant.
Level 3	4 - Partially Conformant	This Conformance Level is awarded if the level 3 process that is being assessed has deviations from the standard.
	5 - Fully Conformant	This Conformance Level is awarded if the level 3 process that is being assessed has no deviations from the standard.

Figure 6.1 TM Forum Business Process Framework – Conformance Scoring Rules



## 6.2 Business Process Framework - Conformance Result Summary

The graph in this section provides an overview of the conformance levels granted to the Level 2 & Level 3 Processes presented in scope for the WeDo Technologies RAID Product Assessment. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to level of Conformance – Full Conformance or Partial Conformance as described in section 6.1 Business Process Framework – Scoring Rules.

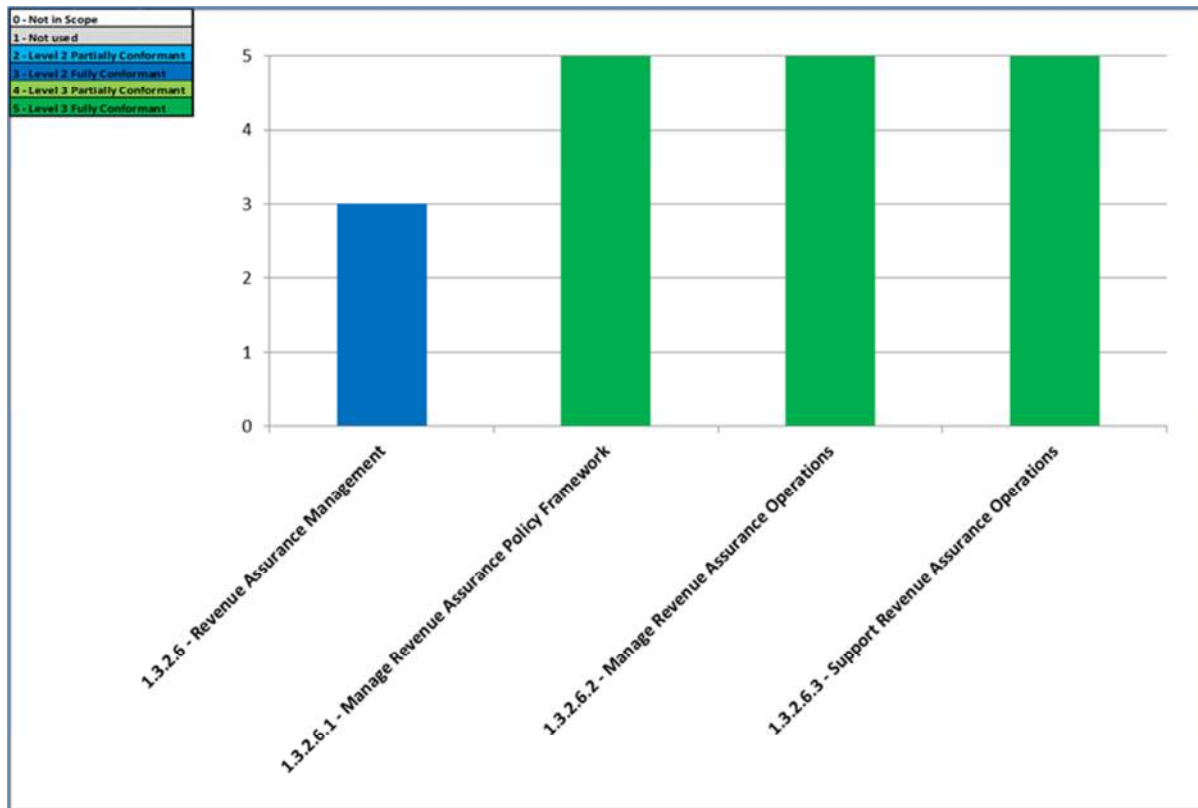


Figure 6.2 Business Process Framework - Conformance Result Summary

### 6.3 Business Process Framework – Conformance Results Detailed

The following table provides a more detailed breakdown of the scores awarded with some additional commentary.

**Table 6.1 Business Process Framework – Detailed Conformance Result**

WeDo Technologies RAID Release 6.3		
Business Process Framework (eTOM) Release 9.0 Conformance		
eTOM process element	Conformance Score	Comment
<b>Within Level 1:</b> <b>1.3.2 - Enterprise Risk Management</b>	<b>N/A</b> <i>(Level 1 Processes are not assessed)</i>	The following Level 2 process elements were submitted in scope for this Level 1 process: <b>1.3.2.6 – Revenue Assurance Management</b>
<b>Within Level 2:</b> <b>1.3.2.6 – Revenue Assurance Management</b>	<b>Scope Fully Conformant</b> <b>(3)</b>	<b>Fully Conformant</b> The following Level 3 processes were assessed for conformance: <b>1.3.2.6.1 - Manage Revenue Assurance Policy Framework</b> <b>1.3.2.6.2 - Manage Revenue Assurance Operations</b> <b>1.3.2.6.3 - Support Revenue Assurance Operations</b> These processes represent the full scope (3 out of 3) of level 3 processes defined within this Level 2 process. The three level 3 processes in scope for assessment resulted in full conformance with the Business Process Framework (eTOM) with no deviations found. Note that the support provided can involve manual action facilitated by the automated support.
<b>1.3.2.6.1 - Manage Revenue Assurance Policy Framework</b>	<b>Scope Fully Conformant</b> <b>(5)</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) with no deviations. Note that some of the support provided involves manual interaction; in some cases such support is facilitated by available automated support.
<b>1.3.2.6.2 - Manage Revenue Assurance Operations</b>	<b>Scope Fully Conformant</b> <b>(5)</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) with no deviations. Note that some of the support provided involves manual interaction; in some cases such support is facilitated by available automated support.
<b>1.3.2.6.3 - Support Revenue Assurance Operations</b>	<b>Scope Fully Conformant</b> <b>(5)</b>	<b>Fully Conformant</b> Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) with no deviations.



<b>WeDo Technologies RAID Release 6.3</b>		
<b>Business Process Framework (eTOM) Release 9.0 Conformance</b>		
<b>eTOM process element</b>	<b>Conformance Score</b>	<b>Comment</b>
		Note that some of the support provided involves manual interaction; in some cases such support is facilitated by available automated support.

## 6.4 Information Framework – Scoring Rules

The conformance scores granted were based on the following TM Forum scoring rules:

Product & Solution: Information Framework (SID) Conformance Score Descriptions	
Conformance Score	Qualifier
<b>Conformance Score 1</b>	The content of the model is compatible with a subset of the Information Framework (SID) ABEs that define its domain coverage. This provides two interacting components/solutions with a common vocabulary and model structure. The subset represents the scope of the model, expressed in Information Framework (SID) domains and ABEs.
<b>Conformance Score 2</b>	The model has achieved Conformance Score of 1 and the content of the ABE, part of the domain coverage and defined in the model, contains the ABE's core business entity or entities.
<b>Conformance Score 3</b>	The model has achieved Conformance Score of 2 and the required attributes of the ABE's core entity or entities are defined in the model.
<b>Conformance Score 4</b>	The model has achieved Conformance Score of 3 and dependent entities within the ABE's are defined in the model.
<b>Conformance Score 5</b>	The model has achieved Conformance Score of 4 and the required attributes of the ABE's dependent entities are defined in the model.
<b>Conformance Score 6</b>	The model has achieved Conformance Score of 5 and all attributes of the ABE's core entities are defined in the model.
<b>Conformance Score 7</b>	The model has achieved Conformance Score of 6 and all attributes of the ABE's dependent entities are defined in the model.

Figure 6.3 TM Forum Information Framework – Conformance Scoring Rules

**Notes:**

A **core business entity** is an entity upon which other entities within the ABE are dependent. For example, Service in the Service ABE. A model should strive to attain as high a level of Information Framework (SID) conformance as possible. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.

A **dependent entity** is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.

## 6.5 Information Framework – Conformance Result Summary

The following graph provides an overview of the conformance levels granted to the ABEs presented in scope for the WeDo Technologies RAID Product Information Framework Assessment. Each ABE was measured using an Information Framework (SID) conformance scale of 1–7 as described in section 6.4 Information Framework – Scoring Rules.

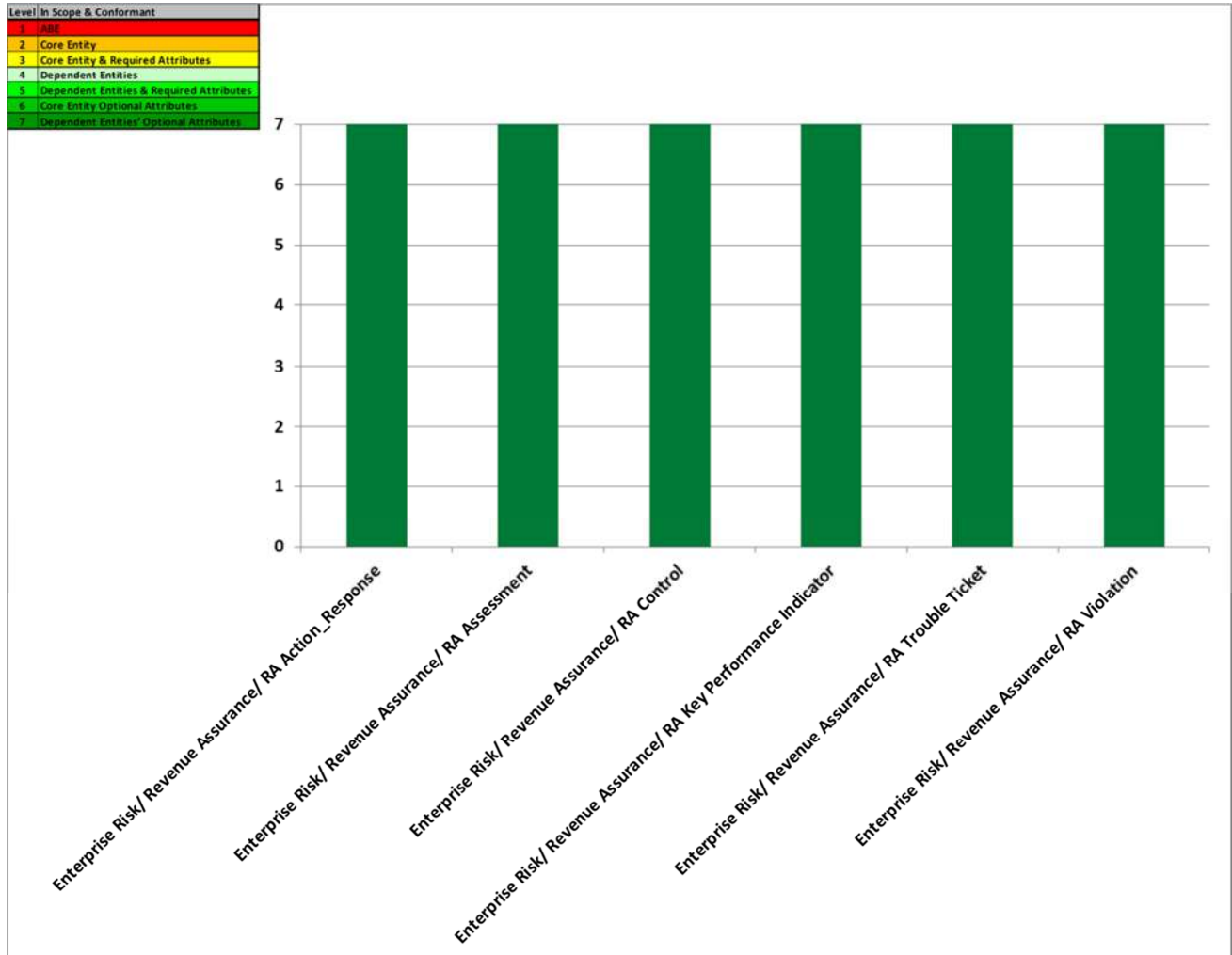


Figure 6.4 Information Framework - Conformance Result Summary



## 6.6 Information Framework – Conformance Result Detailed

The following table provides a more detailed breakdown of the scores awarded with some additional commentary.

**Table 6.2 Information Framework – Detailed Conformance Result**

WeDo Technologies RAID Release 6.3			
Information Framework (SID) Release 9.5 Conformance			
Information Framework (SID) Domain	Information Framework (SID) ABE	Conformance Score	Comment
Enterprise Domain			
	Enterprise Risk/ Revenue Assurance/ RA Control	7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities.
	Enterprise Risk/ Revenue Assurance/ RA Key Performance Indicator	7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities.
	Enterprise Risk/ Revenue Assurance/ RA Trouble Ticket	7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities.
	Enterprise Risk/ Revenue Assurance/ RA Action_Response	7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities.
	Enterprise Risk/ Revenue Assurance/ RA Assessment	7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities.
	Enterprise Risk/ Revenue Assurance/ RA Violation	7	Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities.