Frameworx 14.0
Product Conformance
Certification Report

Comverse
Comverse ONE V3.7.7

June 2015
Version 1.0

Table of Contents

List of Figures

List of Tables

1 Introduction

1.1 Executive Summary

This document provides details of Comverse self-assessment and TM Forum's Conformance Assessment of the **Comverse ONE** product, against the following Frameworx 14.0 components:

- Business Process Framework Version 14.0
- Information Framework Version 14.0

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 14.0 according to the specific processes submitted in scope for the Assessment.
- Conformance to the Information Framework Release 14.0 Domains/Aggregate Business Entities according to the specific ABEs submitted in scope for the Assessment.

2 Product Functionality/Capability Overview

2.1 Comverse ONE – Product Overview

Comverse ONE® Billing and Active Customer Management is a productized, modular solution built to support a range of BSS deployment options to allow the right fit for each customer's unique CAPEX/OPEX, operational and marketing needs, enabling monetization of any service across any network.

The solution automates a full range of critical business functions – from Policy (management & enforcement) to telco-specific CRM, to online charging and sophisticated postpaid billing – around a single data model, service-agnostic product catalog, and unified operations and security framework. Its open architecture allows the solution to be deployed in a variety of ways – including the ability to add real-time to traditional postpaid environments – and any deployment mode can be evolved efficiently over time.

The solution is scalable to suit any size network, from new operators up to the largest global service providers with tens of millions of customers.

The single data model is central to creation and rapid roll-out of unique services, bundled offers and their underlying policies. This accelerates time to revenue, allowing the comprehensive monetization of network and digital services while increasing efficiency by removing complexity. Operators benefit from a panoramic single view of product, prospect and customer information. This information, blended with in-network awareness can provide powerful business benefits: real-time marketing (real-time promotions, targeted campaigns), subscriber- and activity-based traffic management, smart charging for any service and tight prospect-to-cash cycles.

To stay competitive in today's connected world, CSPs must deliver an exceptional customer experience, provide individualized service through multiple touch points, and offer innovative pricing and promotions across converged services. With the agility available through Comverse ONE, CSPs are able to energize the customer experience and elevate competitiveness to deliver improved business results.

For more information on Comverse ONE product, please refer to, or contact:

Website: www.comverse.com
Contact: Ian Roy
Email: Ian.roy@comverse.com

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework Level 4 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework 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.

Note that when a Level 3 process has not been decomposed to Level 4 processes, the implied tasks for the given Level 3 process are analyzed.

The Business Process Framework Level 4 descriptions (or Level 3 if appropriate) 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 4 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).

TM Forum Note 1: When process mappings are presented against Level 4 processes, the mappings are provided against the text in the "Mandatory" field for the process. In the event of the Mandatory field not being used, the process mappings are in that case provided against the Level 4 Brief/Extended descriptions.

TM Forum Note 2: Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 4 process descriptions (Brief & Extended).

3.2 Business Process Framework Level 2 Process Scope

The following figure represent the Business Process Framework Level 2 processes (high-lighted in blue) that were presented in scope for the assessment and that were assessed and support the corresponding Business Process Framework processes according to the results in Chapter 6 Frameworx Conformance Result.
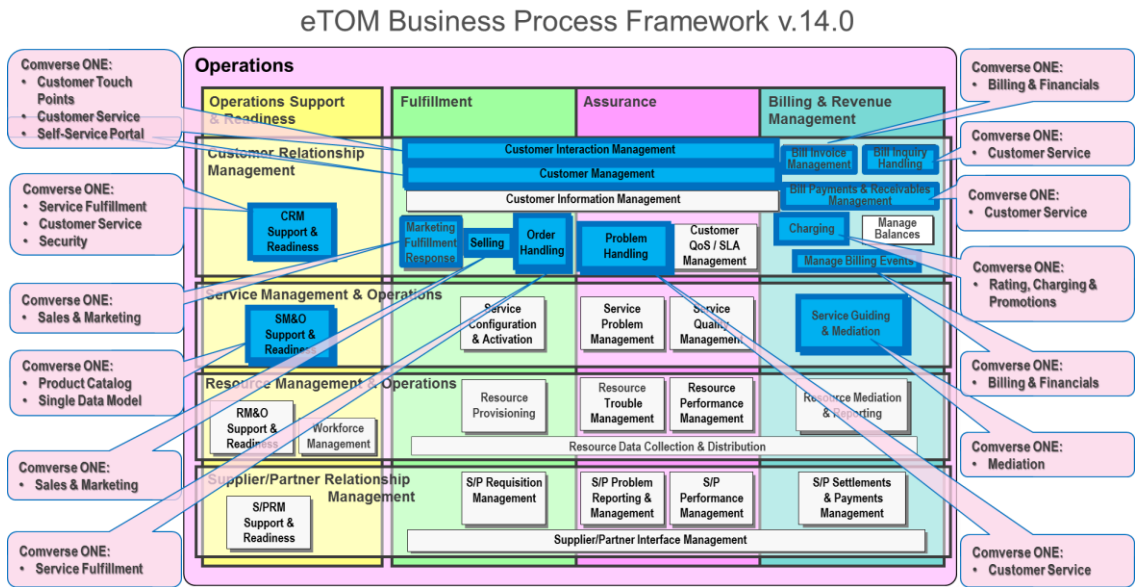
Figure 3-1 Level 2 process coverage for Comverse ONE Assessment

The following diagram identifies the number of Level 3 processes that were submitted for assessment, for each Level 2 process that was submitted in scope for the Assessment.

Comverse ONE
Business Process Framework R14.0: Level 3 Process Coverage
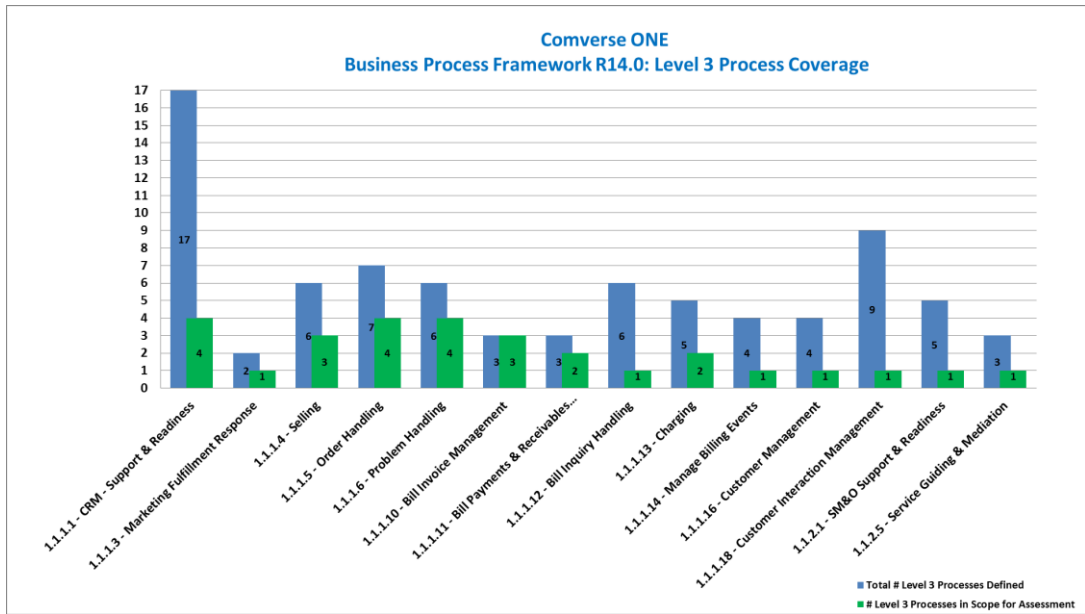
Figure 3-2 Level 3 process coverage for Comverse ONE product Assessment

3.3 Product Scope

Figure 3-3 represents the Comverse ONE product with mappings to the Business Process Framework Level 2 processes that were submitted in scope for the Conformance Certification assessment.
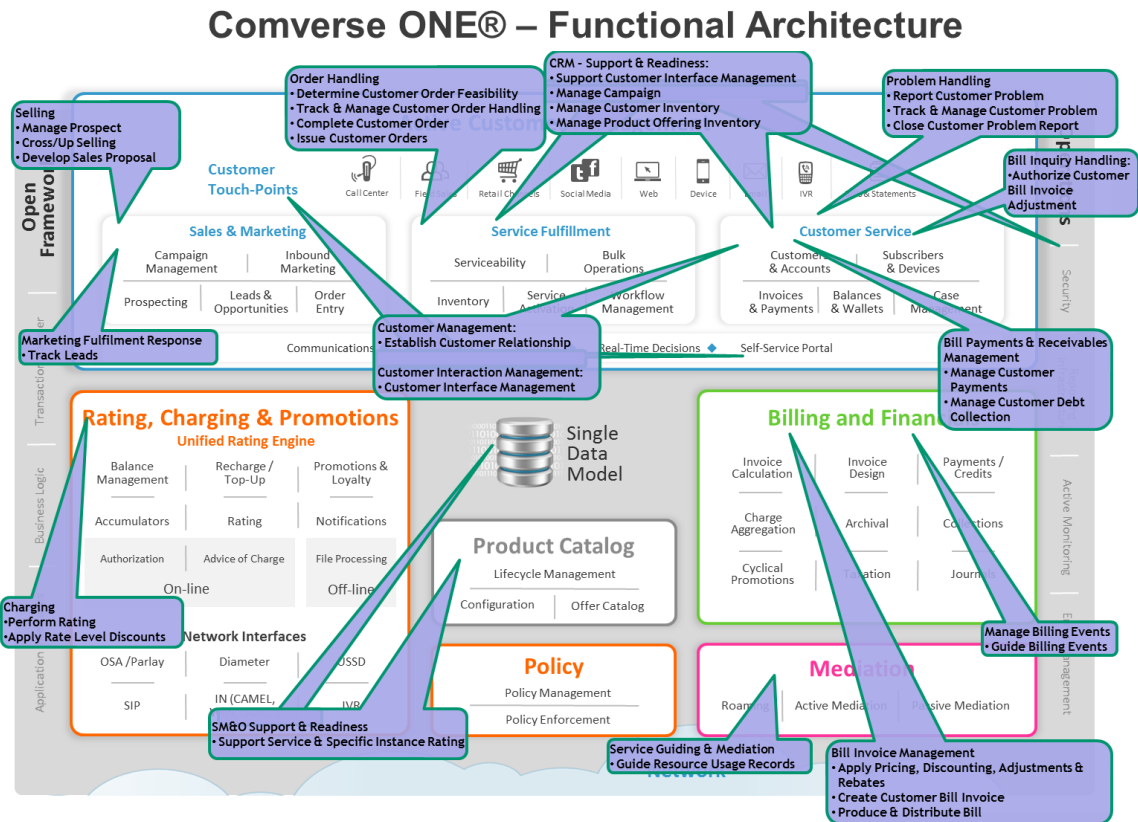
Figure 3-3 Comverse ONE product mapping to eTOM L2 Processes in scope

4   Business Process Framework – Assessment Overview

This section provides the Process Mapping output from Comverse self-assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for Comverse ONE product.

4.1   Comverse ONE – Business Process Framework Mappings

The documented detailed mapping information for all Level 3/Level 4 processes in scope for the Comverse ONE V3.7.7 Frameworx Conformance Assessment is available from the following link:

http://tmforum.org/certifications-awarded/comverse-one-business-process-framework-summary-2-of-2

Individual mapping documents are available for each of the following Level 2 processes in scope for the assessment:

- L2: 1.1.1.1 – CRM Support & Readiness (2 documents cover this L2 process)
- L2: 1.1.1.3 - Marketing Fulfillment Response
- L2: 1.1.1.4 - Selling
- L2: 1.1.1.5 - Order Handling
- L2: 1.1.1.6 - Problem Handling
- L2: 1.1.1.10 - Bill Invoice Management
- L2: 1.1.1.11 - Bill Payments & Receivables Management
- L2: 1.1.1.12 - Bill Inquiry Handling
- L2: 1.1.1.13 - Charging
- L2: 1.1.1.14 - Manage Billing Events
- L2: 1.1.1.16 - Customer Management
- L2: 1.1.1.18 - Customer Interaction Management
- L2: 1.1.2.1 - SM&O Support & Readiness
- L2: 1.1.2.5 - Service Guiding & Mediation

4.2 Comverse ONE – Business Process Framework Detailed Scores

The following tables provide detailed results of level of conformance awarded for the Level 4 processes (Level 3 processes when no decomposition to Level 4) based on the mappings provided in the documents referenced in chapter 4.1 and the associated supporting evidence provided.

The Level 4 conformance scores are used for the generation of the individual Level 3 process scores awarded and documented for the Frameworx Certification.

4.2.1 L2: 1.1.1.1 – CRM Support & Readiness

Level 2: 1.1.1.1 - CRM - Support & Readiness [Scope submitted 4/17]		
Level 3 Process	**Level 4 Process**	**L3/L4 Process Score**
1.1.1.1.1 - Support Customer Interface Management		**5**
	1.1.1.1.1.1 - Ensure Customer Interface Capability	100%
	1.1.1.1.1.2 - Undertake Customer Contacts Trend Analysis	100%
1.1.1.1.2 - Support Order Handling		*Not in Scope*
1.1.1.1.3 - Support Problem Handling		*Not in Scope*
1.1.1.1.5 - Support Retention & Loyalty		*Not in Scope*
1.1.1.1.6 - Support Marketing Fulfillment		*Not in Scope*
1.1.1.1.7 - Support Selling		*Not in Scope*
1.1.1.1.8 - Support Customer QoS/SLA		*Not in Scope*
1.1.1.1.9 - Manage Campaign		**5**
	1.1.1.1.9.1 - Ensure Campaign Support	100%
	1.1.1.1.9.2 - Undertake Campaign Trend Analysis	100%
	1.1.1.1.9.3 - Modify Campaign	100%
	1.1.1.1.9.4 - Report Campaign Effectiveness	100%
1.1.1.1.10 - Manage Customer Inventory		**5**
	1.1.1.1.10.1 - Identify Relevant Customer Inventory Information	100%
	1.1.1.1.10.2 - Maintain Customer Inventory facilities	100%
	1.1.1.1.10.3 - Manage Customer Inventory Capture	100%
	1.1.1.1.10.4 - Control Customer Inventory Access	100%
	1.1.1.1.10.5 - Ensure Customer Inventory Data Quality	100%
	1.1.1.1.10.6 - Track Customer Inventory Usage	100%
	1.1.1.1.10.7 - Identify Customer Inventory Shortcomings	100%
1.1.1.1.11 - Manage Product Offering Inventory		**5**
	1.1.1.1.11.1 - Identify Relevant Product Offering Inventory Information	100%
	1.1.1.1.11.2 - Maintain Product Offering Inventory facilities	100%
	1.1.1.1.11.3 - Manage Product Offering Inventory Capture	100%
	1.1.1.1.11.4 - Control Product Offering Inventory Access	100%

	1.1.1.1.11.5 - Ensure Product Offering Inventory Data Quality	100%
	1.1.1.1.11.6 - Track Product Offering Inventory Usage	100%
	1.1.1.1.11.7 - Identify Product Offering Inventory Shortcomings	100%
1.1.1.1.12 - Manage Sales Inventory		*Not in Scope*
1.1.1.1.13 - Support Bill Invoice Management		*Not in Scope*
1.1.1.1.14 - Support Bill Payments & Receivables Management		*Not in Scope*
1.1.1.1.15 - Support Bill Inquiry Handling		*Not in Scope*
1.1.1.1.16 - Support Charging		*Not in Scope*
1.1.1.1.17 - Support Manage Billing Events		*Not in Scope*
1.1.1.1.18 - Support Manage Balance		*Not in Scope*

4.2.2   L2: 1.1.1.3 - Marketing Fulfillment Response

Table 4-2 - 1.1.1.3 - Marketing Fulfillment Response Detailed Scores

Level 2: 1.1.1.3 - Marketing Fulfillment Response [Scope submitted 1/2]		
Level 3 Process	**Level 4 Process**	**L3/L4 Process Score**
1.1.1.3.1 - Issue & Distribute Marketing Collaterals		*Not in Scope*
1.1.1.3.2 - Track Leads		**5**
	1.1.1.3.2.1 - Track Marketing Leads	100%
	1.1.1.3.2.2 - Evaluate Marketing Leads	100%

4.2.3 L2: 1.1.1.4 – Selling

Table 4-3 - 1.1.1.4 - Selling Detailed Scores

Level 2: 1.1.1.4 - Selling [Scope submitted 3/6]		
Level 3 Process	**Level 4 Process**	**L3/L4 Process Score**
1.1.1.4.1 - Manage Prospect		**5**
	1.1.1.4.1.1 - Analyze Prospect Needs	100%
	1.1.1.4.1.2 - Identify Potential Solutions	100%
	1.1.1.4.1.3 - Assign Prospect to Sales Channel	100%
	1.1.1.4.1.4 - Track & Report Prospect	100%
1.1.1.4.2 - Qualify Opportunity		*Not in Scope*
1.1.1.4.3 - Negotiate Sales/Contract		*Not in Scope*
1.1.1.4.5 - Cross/Up Selling		**5**
	1.1.1.4.5.1 - Analyze Customer Trends	100%
	1.1.1.4.5.2 - Recommend Appropriate Offerings	100%
1.1.1.4.6 - Develop Sales Proposal		**5**
	1.1.1.4.6.1 - Ascertain Customer Requirements	100%
	1.1.1.4.6.2 - Determine Support for Customer Requirements	100%
	1.1.1.4.6.3 - Develop Proposal against Customer Requirements	100%
1.1.1.4.7 - Manage Sales Accounts		*Not in Scope*

4.2.4 L2: 1.1.1.5 - Order Handling

Table 4-4 - 1.1.1.5 - Order Handling Detailed Scores

Level 2: 1.1.1.5 - Order Handling [Scope submitted 4/7]	
1.1.1.5.1 - Determine Customer Order Feasibility	**5**
1.1.1.5.1.1 - Perform Impact Analysis	100%
1.1.1.5.2 - Authorize Credit	*Not in Scope*
1.1.1.5.4 - Track & Manage Customer Order Handling	**5**
1.1.1.5.4.1 - Manage Customer Order	100%
1.1.1.5.4.2 - Track Customer Order	100%
1.1.1.5.4.3 - Update Order Repository	*Not in Scope*
1.1.1.5.5 - Complete Customer Order	**5**
1.1.1.5.6 - Issue Customer Orders	**5**
1.1.1.5.6.1 - Assess Customer Order	100%
1.1.1.5.6.2 - Issue Customer Order	100%
1.1.1.5.7 - Report Customer Order Handling	*Not in Scope*
1.1.1.5.8 - Close Customer Order	*Not in Scope*

4.2.5 L2: 1.1.1.6 - Problem Handling

Table 4-5 - 1.1.1.6 - Problem Handling Detailed Scores

1.1.1.6 - Problem Handling [Scope submitted 4/6]		
Level 3 Process	**Level 4 Process**	**L3/L4 Process Score**
1.1.1.6.1 - Isolate Customer Problem		*Not in Scope*
1.1.1.6.2 - Report Customer Problem		**5**
	1.1.1.6.2.1 - Monitor Customer Problem	100%
	1.1.1.6.2.2 - Distribute Customer Problem Notifications	100%
	1.1.1.6.2.3 - Distribute Customer Problem Management Reports & Summaries	100%
	1.1.1.6.2.4 - Notify Customer Problem	100%
	1.1.1.6.2.5 - Issue Customer Problem Management Summaries	100%
	1.1.1.6.2.6 - Generate Customer Problem Management Reports	100%
1.1.1.6.3 - Track & Manage Customer Problem		**5**
	1.1.1.6.3.1 - Coordinate Customer Problem	100%
	1.1.1.6.3.2 - Cancel Customer Problem	100%
	1.1.1.6.3.3 - Escalate/End Customer Problem	100%
	1.1.1.6.3.4 - Monitor Customer Problem Jeopardy Status	100%
	1.1.1.6.3.5 - Prioritize Customer Problem	100%
	1.1.1.6.3.6 - Escalate Customer Problem to support team	100%
	1.1.1.6.3.5 - Prioritize Customer Problem	*Not in Scope*
	1.1.1.6.3.6 - Escalate Customer Problem to support team	*Not in Scope*
1.1.1.6.4 - Close Customer Problem Report		**5**
	1.1.1.6.4.1 - Contact Customer for Feedback	100%
	1.1.1.6.4.2 - Complete and Validate Customer Problem Report	100%
	1.1.1.6.4.3 - Update Time to Restore Service	100%
	1.1.1.6.4.4 - Finalize Customer Problem Report	100%
	1.1.1.6.4.5 - Communicate Service improvement Opportunity	100%
1.1.1.6.5 - Create Customer Problem Report		**5**
	1.1.1.6.5.1 - Generate Customer Problem Report	100%
	1.1.1.6.5.2 - Obtain Configuration Information	100%
	1.1.1.6.5.3 - Check for major outage	100%
1.1.1.6.6 - Correct & Recover Customer Problem		*Not in Scope*

4.2.6 L2: 1.1.1.10 - Bill Invoice Management

Table 4-6 - 1.1.1.10 - Bill Invoice Management Detailed Scores

Level 2: 1.1.1.10 - Bill Invoice Management [Scope submitted 3/3]		
Level 3 Process	**Level 4 Process**	**L3/L4 Process Score**
1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates		**5**
	1.1.1.10.1.1 - Obtain Billing Events	100%
	1.1.1.10.1.2 - Apply Pricing, Discounting, Adjustments & Rebates to Customer Account	100%
	1.1.1.10.1.3 - Apply Agreed Customer Bill Adjustment	100%
1.1.1.10.2 - Create Customer Bill Invoice		**5**
	1.1.1.10.2.1 - Render & Format Invoice	100%
	1.1.1.10.2.2 - Deliver Electronic Invoice	100%
	1.1.1.10.2.3 - Verify Invoice Quality	100%
	1.1.1.10.2.4 - Manage Customer Invoice Archive	100%
1.1.1.10.3 - Produce & Distribute Bill		**5**
	1.1.1.10.3.1 - Co-ordinate Billing Insertion	100%
	1.1.1.10.3.2 - Establish & Manage Bill Production Cycle	100%
	1.1.1.10.3.3 - Deliver Invoice Information	100%
	1.1.1.10.3.4 - Administer Commercial Arrangement for Production and Distribution Capability	100%
	1.1.1.10.3.5 - Manage Paper and Envelope Availability	100%
	1.1.1.10.3.6 - Manage Production Run to Create Bill	100%
	1.1.1.10.3.7 - Manage Physical Production & Distribution Quality	100%

4.2.7 L2: 1.1.1.11 - Bill Payments & Receivables Management

Level 2: 1.1.1.11 - Bill Payments & Receivables Management [Scope submitted 2/3]		
Level 3 Process	**Level 4 Process**	**L3/L4 Process Score**
1.1.1.11.1 - Manage Customer Billing		*Not in Scope*
1.1.1.11.2 - Manage Customer Payments		**5**
	1.1.1.11.2.1 - Manage Customer Payment Plan	100%
	1.1.1.11.2.2 - Collect Customer Payment	100%
	1.1.1.11.2.3 - Reconcile Customer Payment	100%
	1.1.1.11.2.4 - Manage Back-End Bank Account	100%
	1.1.1.11.2.5 - Administer Commercial Arrangement for Third Party Supplier	100%
1.1.1.11.3 - Manage Customer Debt Collection		**5**
	1.1.1.11.3.1 Identify Overdue Invoice	100%
	1.1.1.11.3.2 Administer Overdue Invoice Follow-Up	100%
	1.1.1.11.3.3 Manage Overdue Invoice Payment	100%
	1.1.1.11.3.4 Initiate Customer Debt Recovery Activities	100%
	1.1.1.11.3.5 Manage Aged Customer Debt Portfolio	100%
	1.1.1.11.3.6 Establish & Manage Customer Debt Profiles	100%
	1.1.1.11.3.7 Establish & Manage Commercial Debt Recovery Arrangement	100%

4.2.8 L2: 1.1.1.12 - Bill Inquiry Handling

Level 2: 1.1.1.12 - Bill Inquiry Handling [Scope submitted 1/6]		
Level 3 Process	**Level 4 Process**	**L3/L4 Process Score**
1.1.1.12.1 - Create Customer Bill Inquiry Report		*Not in Scope*
1.1.1.12.2 - Assess Customer Bill Inquiry Report		*Not in Scope*
1.1.1.12.3 - Authorize Customer Bill Invoice Adjustment		**5**
	1.1.1.12.3.1 - Determine Automated Bill Adjustment	100%
	1.1.1.12.3.2 - Analyze Detailed Bill Inquiry	100%
	1.1.1.12.3.3 - Record Customer Bill Invoice Adjustment	100%
1.1.1.12.4 - Track & Manage Customer Bill Inquiry Resolution		*Not in Scope*
1.1.1.12.5 - Report Customer Bill Inquiry		*Not in Scope*
1.1.1.12.6 - Close Customer Bill Inquiry Report		*Not in Scope*

4.2.9 L2: 1.1.1.13 – Charging

Table 4-9 - 1.1.1.13 – Charging Detailed Scores

Level 2: 1.1.1.13 - Charging [Scope submitted 2/5]	
Level 3 Process **Level 4 Process**	**L3/L4 Process Score**
1.1.1.13.1 - Perform Rating	**5**
1.1.1.13.2 - Apply Rate Level Discounts	**5**
1.1.1.13.3 - Aggregate Items For Charging	*Not in Scope*
1.1.1.13.4 - Manage Customer Charging Hierarchy	*Not in Scope*
1.1.1.13.5 - Provide Advice of Charge/Rate	*Not in Scope*

4.2.10 L2: 1.1.1.14 - Manage Billing Events

Table 4-10 - 1.1.1.14 - Manage Billing Events Detailed Scores

Level 2: 1.1.1.14 - Manage Billing Events [Scope submitted 1/4]	
Level 3 Process **Level 4 Process**	**L3/L4 Process Score**
1.1.1.14.1 - Enrich Billing Events	*Not in Scope*
1.1.1.14.2 - Guide Billing Events	**5**
1.1.1.14.2.1 - Ensure Billing Event Usage	100%
1.1.1.14.2.2 - Distribute Billing Event	100%
1.1.1.14.3 - Mediate Billing Events	*Not in Scope*
1.1.1.14.4 - Report Billing Event Records	*Not in Scope*

4.2.11 L2: 1.1.1.16 - Customer Management

Table 4-11 - 1.1.1.16 - Customer Management Detailed Scores

Level 2: 1.1.1.16 - Customer Management [Scope submitted 1/4]	
Level 3 Process **Level 4 Process**	**L3/L4 Process Score**
1.1.1.16.1 - Enable Retention & Loyalty	*Not in Scope*
1.1.1.16.2 - Establish Customer Relationship	**5**
1.1.1.16.2.1 Verify Customer	100%
1.1.1.16.2.2 Establish New Customer Identity	100%
1.1.1.16.2.3 Clean-up & Archive Customer Identifying Information	100%
1.1.1.16.2.4 De-Duplicate Customer Identity	100%
1.1.1.16.2.5 Issue Unique Customer ID	100%
1.1.1.16.2.6 Gather Authentication Information	100%
1.1.1.16.2.7 Acquire Customer Data	100%
1.1.1.16.3 - Re-establish Customer Relationship	*Not in Scope*
1.1.1.16.4 - Terminate Customer Relationship	*Not in Scope*

4.2.12 L2: 1.1.1.18 - Customer Interaction Management

Table 4-12 - 1.1.1.18 - Customer Interaction Management Detailed Scores

Level 2: 1.1.1.18 - Customer Interaction Management [Scope submitted 1/9]	
Level 3 Process **Level 4 Process**	**L3/L4 Process Score**
1.1.1.18.1 - Create Customer Interaction	*Not in Scope*
1.1.1.18.2 - Update Customer Interaction	*Not in Scope*
1.1.1.18.3 - Close Customer Interaction	*Not in Scope*
1.1.1.18.4 - Log Customer Interaction	*Not in Scope*
1.1.1.18.5 - Notify Customer	*Not in Scope*
1.1.1.18.6 - Track and Manage Customer Interaction	*Not in Scope*
1.1.1.18.7 - Report Customer interaction	*Not in Scope*
1.1.1.18.8 - Authenticate User	*Not in Scope*
1.1.1.18.9 - Customer Interface Management	**5**
1.1.1.18.9.1 - Manage Contact	100%
1.1.1.18.9.2 - Manage Request (Including Self Service)	100%
1.1.1.18.9.3 - Analyze & Report on Customer	100%
1.1.1.18.9.4 - Mediate & Orchestrate Customer Interactions	100%

4.2.13 L2: 1.1.2.1 - SM&O Support & Readiness

Level 2: 1.1.2.1 - SM&O Support & Readiness [Scope submitted 1/5]	
Level 3 Process Level 4 Process	**L3/L4 Process Score**
1.1.2.1.1 - Manage Service Inventory	*Not in Scope*
1.1.2.1.2 - Enable Service Configuration & Activation	*Not in Scope*
1.1.2.1.3 - Support Service Problem Management	*Not in Scope*
1.1.2.1.4 - Enable Service Quality Management	*Not in Scope*
1.1.2.1.5 - Support Service & Specific Instance Rating	**5**

4.2.14 L2: 1.1.2.5 - Service Guiding & Mediation

Level 2: 1.1.2.5 - Service Guiding & Mediation [Scope submitted 1/3]	
Level 3 Process Level 4 Process	**L3/L4 Process Score**
1.1.2.5.1 - Mediate Service Usage Records	*Not in Scope*
1.1.2.5.3 - Report Service Usage Records	*Not in Scope*
1.1.2.5.4 - Guide Resource Usage Records	**5**

5 Information Framework Assessment Overview

5.1 Mapping Technique Employed

The certification scope defines the list of Information Framework (SID) ABEs (Aggregate Business Entities) for which mapping support is reviewed during the assessment. For each of the ABEs defined in scope for the assessment, the organisation undergoing the assessment must map their information model to the core entities and dependent entities and the required & optional attributes for each entity, as defined in the SID model, according to what is supported for the product/solution under assessment.

5.2 Information Framework Assessment - ABE Scope

The diagram in Figure 5-1 illustrates the Information Framework Level 1 ABEs (as highlighted in blue) that were presented in scope for the Assessment.
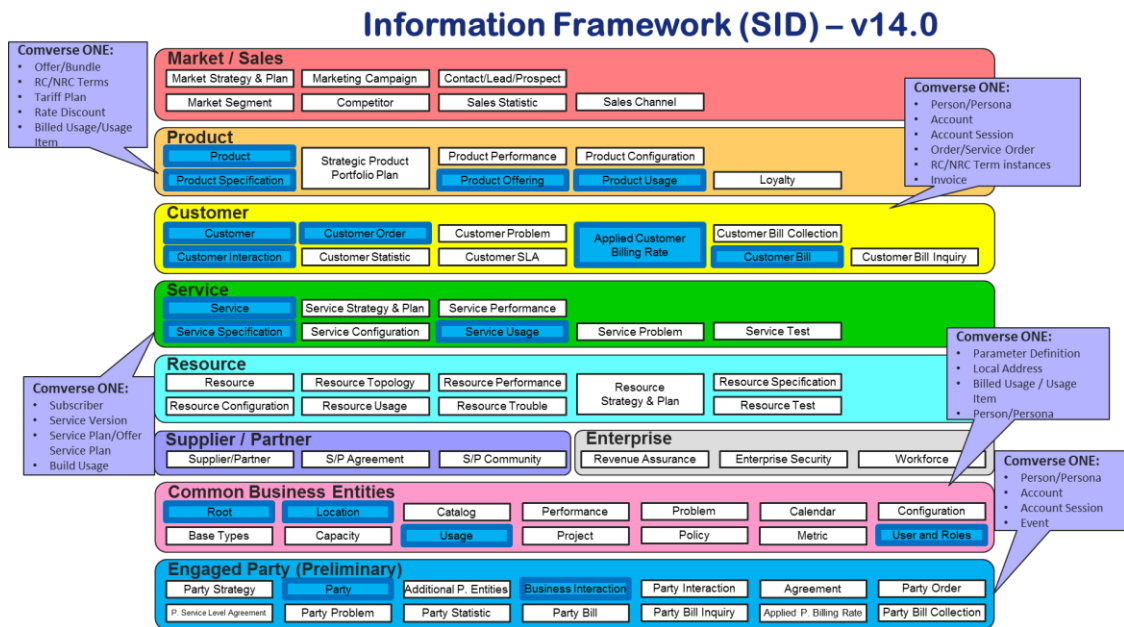

Figure 5-1 Level 1 ABEs in scope for Comverse ONE Assessment

5.4 Product Scope

The diagram in Figure 5-2 represents the mapping of Comverse ONE product to the Information Framework ABEs in scope for the assessment.
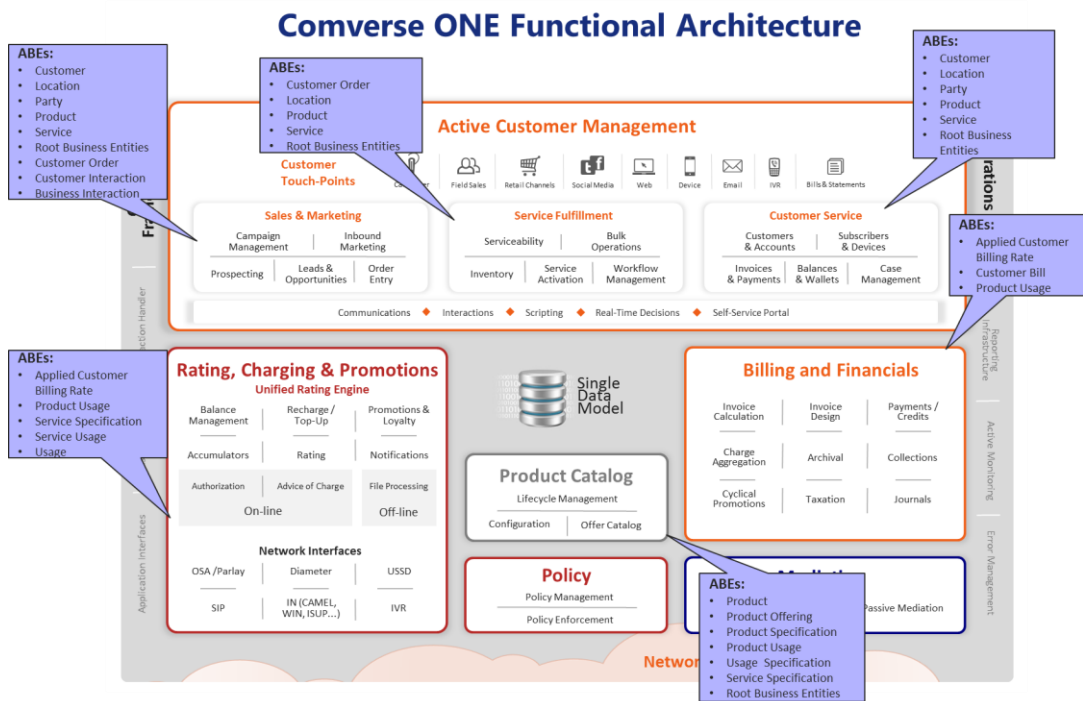
Figure 5-2 Comverse ONE Footprint: Product Scope for SID Assessment

6 Frameworx Conformance Result

This section details the Scores awarded to reflect Conformance of Comverse Comverse ONE product to the Business Process Framework & Information Framework components of Frameworx 14.0.

6.1 Business Process Framework – Scoring Rules

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

Frameworx 14.0 Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Score Methodology		
Process Level	**Conformance Score**	**Qualifier**
Level 1 Process	*Not applicable*	*Conformance Assessment shall not be carried out at this process level.*
Level 2 Process	*Not applicable*	*A conformance level is not awarded to Level 2 processes in Frameworx Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.*
Level 3 Process	**Conformance Score is awarded between 3.1 & 5.0**	*The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment.* *The Conformance Score awarded can be a value between 3.1* & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. If a Level 3 process has not been decomposed to Level 4 processes, the Level score is awarded according to alignment to the Level 3 defined Implied Tasks.*
Level 4 Process	*Level of conformance is calculated as input to parent Level 3 Process Score*	*Levels of conformance are calculated for Level 4 processes according to alignment to the individual implied tasks. Level 4 scores are summed and averaged to given an overall score for the parent Level 3 process.*
* In earlier Conformance Assessments, scores were awarded to Level 1 & Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from > 3.		

Figure 6-1 TM Forum Business Process Framework: Conformance Scoring Rules

Additional Notes on Business Process Framework Conformance Scoring

1. Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient.
A conformance level shall not be awarded for Level 1 processes.

2. Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient.
A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.

3. The Conformance Assessment shall be carried out at process level 3. For each Level 3 process, conformance shall be deduced according to the support for the process implied tasks, as decomposed and described in the underlying Level 4 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 4 processes/Implied Tasks. This provides finer granularity of scoring than in Assessment prior to Frameworx 12.0 based Assessments.

4. In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. This note specifically applies to Product & Solution Assessments.

5. Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.

6.2 Business Process Framework – Conformance Result Summary

The graphs in this section provides an overview of the conformance levels granted to the Level 3 Processes presented in scope for the Comverse ONE 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 [Graph 1 of 3]
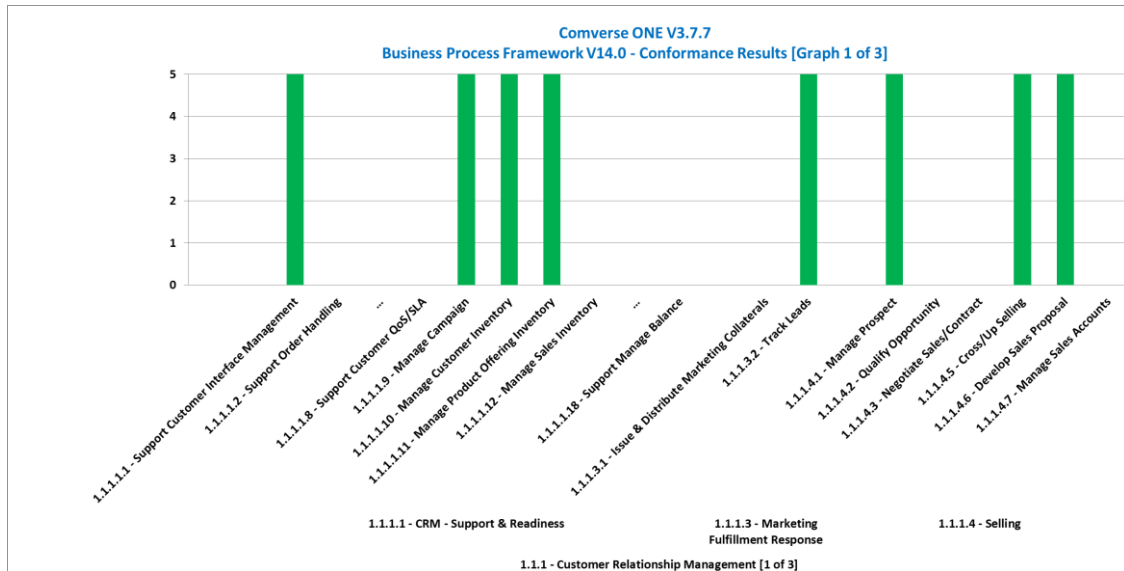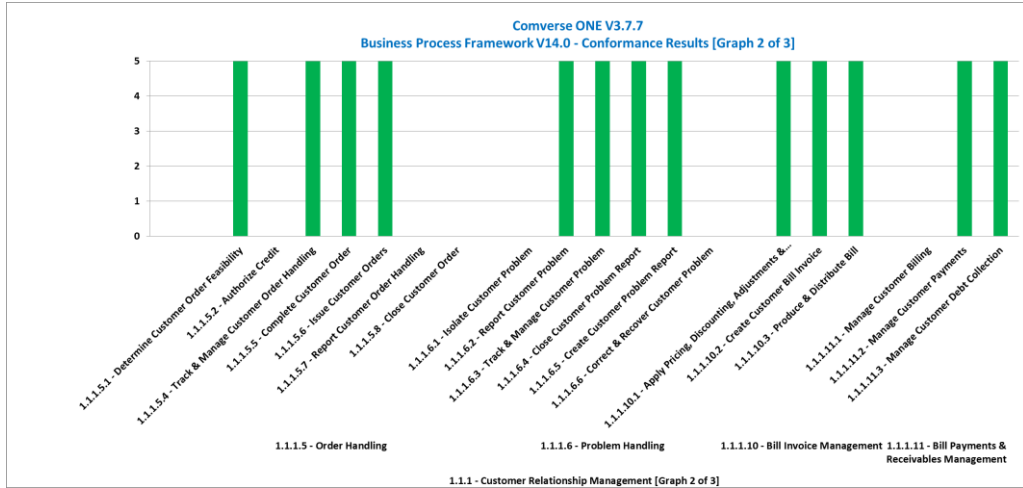
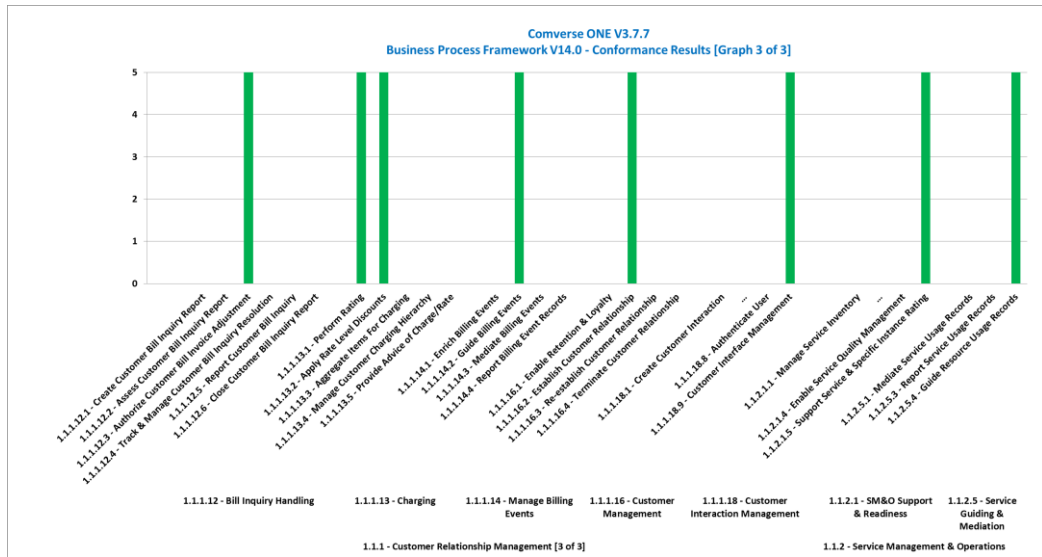Figure 6-3 Business Process Framework: Conformance Result Summary [Graph 2 of 3]

Figure 6-4 Business Process Framework: Conformance Result Summary [Graph 3 of 3]

6.3 Business Process Framework – Detailed Conformance Results

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

Table 6-1 Business Process Framework: Detailed Conformance Results

Comverse ONE V3.7.7 Frameworx 14.0 Business Process Framework Conformance Scores		
Process	**Conformance Score**	**Comments**
1.1.1.1 - CRM - Support & Readiness		
1.1.1.1.1 - Support Customer Interface Management	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.1.2 - Support Order Handling	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.3 - Support Problem Handling	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.5 - Support Retention & Loyalty	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.6 - Support Marketing Fulfillment	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.7 - Support Selling	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.8 - Support Customer QoS/SLA	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.9 - Manage Campaign	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.1.10 - Manage Customer Inventory	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.1.11 - Manage Product Offering Inventory	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.1.12 - Manage Sales Inventory	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.13 - Support Bill Invoice Management	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.14 - Support Bill Payments & Receivables Management	*Not in Scope*	*This process was not submitted for assessment.*

1.1.1.1.15 - Support Bill Inquiry Handling	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.16 - Support Charging	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.17 - Support Manage Billing Events	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.1.18 - Support Manage Balance	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.3 - Marketing Fulfillment Response		
1.1.1.3.1 - Issue & Distribute Marketing Collaterals	*Not in Scope*	***This process was not submitted for assessment.***
1.1.1.3.2 - Track Leads	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.4 - Selling		
1.1.1.4.1 - Manage Prospect	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.4.2 - Qualify Opportunity	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.4.3 - Negotiate Sales/Contract	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.4.5 - Cross/Up Selling	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.4.6 - Develop Sales Proposal	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.4.7 - Manage Sales Accounts	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.5 - Order Handling		
1.1.1.5.1 - Determine Customer Order Feasibility	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

1.1.1.5.2 - Authorize Credit	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.5.4 - Track & Manage Customer Order Handling	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.5.5 - Complete Customer Order	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.5.6 - Issue Customer Orders	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.5.7 - Report Customer Order Handling	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.5.8 - Close Customer Order	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.6 - Problem Handling		
1.1.1.6.1 - Isolate Customer Problem	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.6.2 - Report Customer Problem	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.6.3 - Track & Manage Customer Problem	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.6.4 - Close Customer Problem Report	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

1.1.1.6.5 - Create Customer Problem Report	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.6.6 - Correct & Recover Customer Problem	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.10 - Bill Invoice Management		
1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.10.2 - Create Customer Bill Invoice	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.10.3 - Produce & Distribute Bill	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.11 - Bill Payments & Receivables Management		
1.1.1.11.1 - Manage Customer Billing	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.11.2 - Manage Customer Payments	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.11.3 - Manage Customer Debt Collection	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.12 - Bill Inquiry Handling		
1.1.1.12.1 - Create Customer Bill Inquiry Report	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.12.2 - Assess Customer Bill Inquiry Report	*Not in Scope*	*This process was not submitted for assessment.*

1.1.1.12.3 - Authorize Customer Bill Invoice Adjustment	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.12.4 - Track & Manage Customer Bill Inquiry Resolution	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.12.5 - Report Customer Bill Inquiry	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.12.6 - Close Customer Bill Inquiry Report	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.13 - Charging		
1.1.1.13.1 - Perform Rating	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.13.2 - Apply Rate Level Discounts	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.13.3 - Aggregate Items For Charging	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.13.4 - Manage Customer Charging Hierarchy	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.13.5 - Provide Advice of Charge/Rate	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.14 - Manage Billing Events		
1.1.1.14.1 - Enrich Billing Events	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.14.2 - Guide Billing Events	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.14.3 - Mediate Billing Events	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.14.4 - Report Billing Event Records	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.16 - Customer Management		
1.1.1.16.1 - Enable Retention & Loyalty	*Not in Scope*	*This process was not submitted for assessment.*

1.1.1.16.2 - Establish Customer Relationship	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.16.3 - Re-establish Customer Relationship	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.16.4 - Terminate Customer Relationship	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18 - Customer Interaction Management		
1.1.1.18.1 - Create Customer Interaction	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.2 - Update Customer Interaction	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.3 - Close Customer Interaction	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.4 - Log Customer Interaction	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.5 - Notify Customer	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.6 - Track and Manage Customer Interaction	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.7 - Report Customer interaction	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.8 - Authenticate User	*Not in Scope*	*This process was not submitted for assessment.*
1.1.1.18.9 - Customer Interface Management	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.2.1 - SM&O Support & Readiness		
1.1.2.1.1 - Manage Service Inventory	*Not in Scope*	*This process was not submitted for assessment.*
1.1.2.1.2 - Enable Service Configuration & Activation	*Not in Scope*	*This process was not submitted for assessment.*
1.1.2.1.3 - Support Service Problem Management	*Not in Scope*	*This process was not submitted for assessment.*
1.1.2.1.4 - Enable Service Quality Management	*Not in Scope*	*This process was not submitted for assessment.*
1.1.2.1.5 - Support Service & Specific Instance Rating	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

1.1.2.5 - Service Guiding & Mediation		
1.1.2.5.1 - Mediate Service Usage Records	*Not in Scope*	*This process was not submitted for assessment.*
1.1.2.5.3 - Report Service Usage Records	*Not in Scope*	*This process was not submitted for assessment.*
1.1.2.5.4 - Guide Resource Usage Records	**5**	**Fully Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

6.4   Information Framework – Scoring Rules

As of Frameworx 14.0 Conformance Assessments, TM Forum awards two categories of conformance scoring to the Information Framework assessment as follows:

- **Information Framework Maturity** Conformance Levels
- **Information Framework Adoption** Conformance Scores

This section describes the basis of scoring for each of these categories.

6.4.1 Information Framework Maturity Conformance Scoring Methodology

The Information Framework Maturity Conformance scores are granted based on the detailed scoring guidelines outlined in Table 6-2.

Maturity conformance is based on a progressive scoring system - i.e. a lowest level ABE must conform completely to the conformance criteria at one score level before proceeding to the next level.

For example, to achieve a score of 3 there must be equivalence to all the required attributes of the ABE's core entity.

A decimal scoring system is utilized to show the per cent achievement towards the next level.

With the Information Framework Maturity Conformance scoring, no further contribution to the score is made for equivalence to the ABE's remaining dependent entities and other SID components. For example, no further contribution to the score is made even if there is equivalence to 8 of the ABE's 10 dependent entities.

As of Frameworx 14.0 based Conformance Assessments, to recognize the overall adoption of the Information Framework SID Information model, the Information Framework Adoption Scoring system is applied. See 6.4.2 Information Framework Adoption Conformance Scoring Methodology for details of this Conformance category.

Information Framework R14.0: Maturity Conformance Scoring Guidelines	
Maturity Conformance Level	**Progressive Scoring Qualifiers**
Non Conformance [Score = 1]	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.
Non Conformance [Score = 2]	The model has passed level 1 conformance 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. A core business entity is an entity upon which other entities within the ABE are dependent. E.g. Service in the Service ABE. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.
Very Low Conformance [2.0 < Score <= 3.0]	The model has passed level 2 conformance and *a percentage of the required attributes of the ABE's core entity or entities are defined in the model.
Low Conformance [3.0 < Score <= 4.0]	The model has passed level 3 conformance and *a percentage of the dependent entities within the ABE are defined in the model. 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.
Medium Conformance [4.0 < Score <= 5.0]	The model has passed level 4 conformance and *a percentage of the required attributes of the ABE's dependent entities are defined in the model.
High Conformance [5.0 < Score <= 6.0]	The model has passed level 5 conformance and *a percentage of all attributes of the ABE's core entities are defined in the model.
Very High Conformance [6.0 < Score < 7.0]	The model has passed level 6 conformance and *a percentage of all attributes of the ABE's dependent entities are defined in the model.
Full Conformance [Score = 7.0]	The model has achieved Level 7 conformance (Full Conformance) and all attributes of the ABE's core & dependent entities are defined in the model.

Additional Notes on Information Framework Conformance Maturity Level scoring:

1. *For each level, according to what is required, a value is calculated based on the percentage of entities/attributes supported - as appropriate. This will result in a decimal figure (rounded to one decimal place).*

2. *Maturity Level versus Adoption Score: Using the progressive scoring schema for Maturity Level, an assessed ABE for which there is equivalence to 2/3 required core attributes and 8/10 dependent entities would be awarded Maturity Level Score = 2.5 (Very Low Conformance) & Adoption Conformance score = 5.2 (Medium Conformance). For the Maturity Level, because not all required attributes of the Core Entity are supported, the Maturity Level score does not progress to the next level, regardless of conformance to other components of the ABE.*

3. *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.*

4. *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.*

6.4.2 Information Framework Adoption Conformance Scoring Methodology

As of Frameworx 14.0 based Conformance Assessments, to recognize the overall adoption of the Information Framework SID Information model, the Information Framework Adoption Scoring system is introduced to complement the Maturity Levels that have been used since the launch of the Frameworx Conformance Programme.

Information Framework Adoption scores are granted based on the detailed scoring guidelines outlined in Table 6-3.

Adoption conformance is based on an accumulative scoring system - i.e. scores are awarded for each element of an ABE to give an overall total Adoption score for the ABE – with elements in this context defined by core & dependent entities and required & optional attributes for both category of entity.

The scores for each element are calibrated according to relative weightings, according to the significance of each element e.g. core entity having higher weighting than dependent entities and required attributes having higher weighting than optional attributes. The relative weightings for each ABE 'element' are indicated in Table 6-3.

Information Framework R14.0: Adoption Conformance Scoring Guidelines	
SID Component	**Weighted Scoring Calculation**
Lowest Level ABE	Equivalent – 1 score point
Core Entity	Equivalent – 2 score points
Core Entity Required Attribute	% equivalent * 2 [See note 2]
Dependent Entity	% equivalent * 1.5
Dependent Entities – Required Attributes	% equivalent * 1.5
Core Entity – Optional Attributes	% equivalent * 1.2
Dependent Entity – Optional Attributes	% equivalent * 0.8

Adoption Conformance Score Graduation						
Non Conformance [Score=1-3]	**Very Low Conformance [3.0 < Score <= 4.0]**	**Low Conformance [4.0 < Score <= 5.0]**	**Medium Conformance [5.0 < Score <= 6.0]**	**High Conformance [6.0 < Score <= 8.0]**	**Very High Conformance [8.0 < Score < 10.0]**	**Full Conformance [Score = 10.0]**

Additional Notes on Information Framework Conformance Adoption scoring:

1. *The score values for each SID component are added together to get the overall Adoption Conformance score.*
2. *If 50% of the required attributes of Core entities are not supported, scores for following categories are not applied as Adoption Conformance requires conformance to 50% of the required attributes of Core entities.*
3. *Adoption Score versus Maturity Level: Using the scoring category to recognize SID adoption, an assessed ABE for which there is equivalence to 2/3 required core attributes and 8/10 dependent entities would be awarded Maturity Level Score = 2.5 (Very Low Conformance) & Adoption Conformance score = 5.2 (Medium Conformance).*

6.5   Information Framework – Conformance Result Summary

The following sections provide the summary results of the Information Framework Maturity Levels & Information Framework Adoption scores granted to the ABEs presented in scope for the Comverse ONE Frameworx Assessment.

Each ABE was measured using the Information Framework (SID) conformance scoring guidelines as described in sections 6.4.1 & 6.4.2.

6.5.1   Information Framework - Maturity Conformance Result Summary
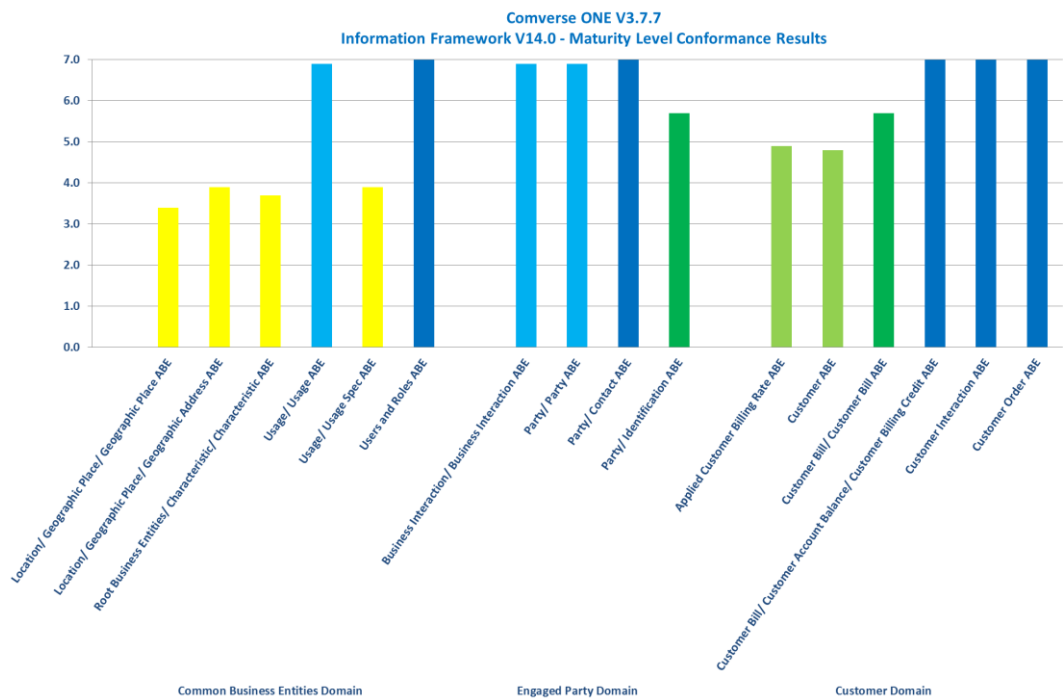
Figure 6-5 Information Framework – Maturity Conformance Results Summary [1/2]

Comverse ONE V3.7.7
Information Framework V14.0 - Maturity Level Conformance Results
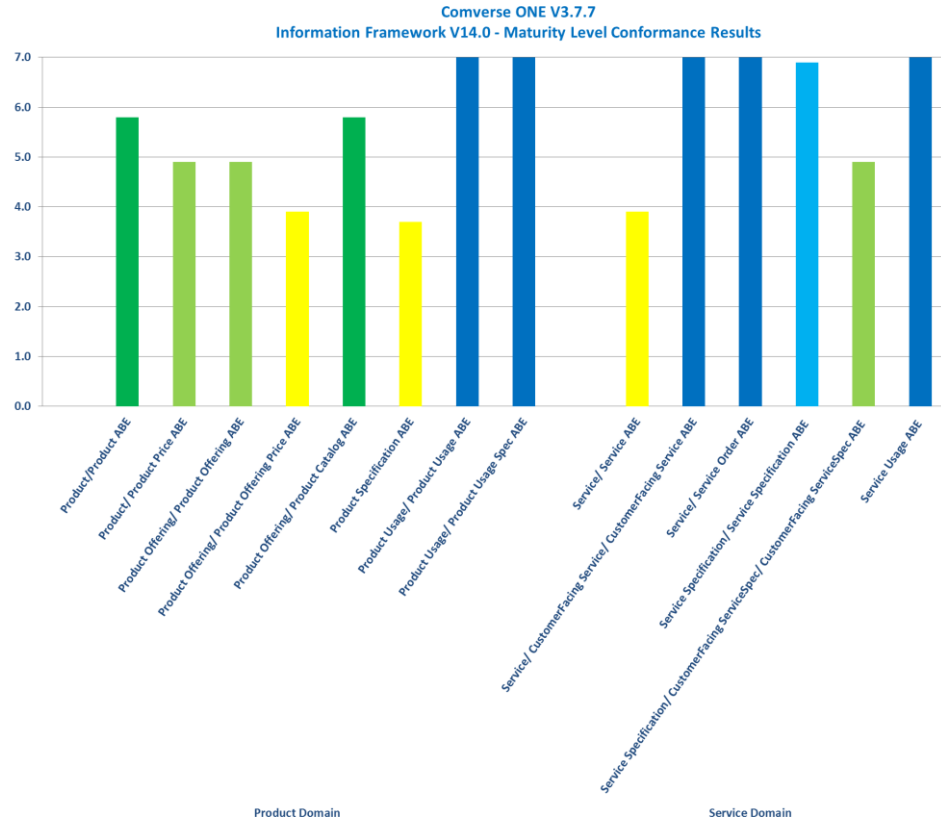
Figure 6-6 Information Framework – Maturity Conformance Results Summary [2/2]

6.5.2   Information Framework - Adoption Conformance Result Summary

Comverse ONE V3.7.7
Information Framework V14.0 - Adoption Level Conformance Results

Figure 6-7 Information Framework – Adoption Conformance Results Summary [1/2]

Comverse ONE V3.7.7
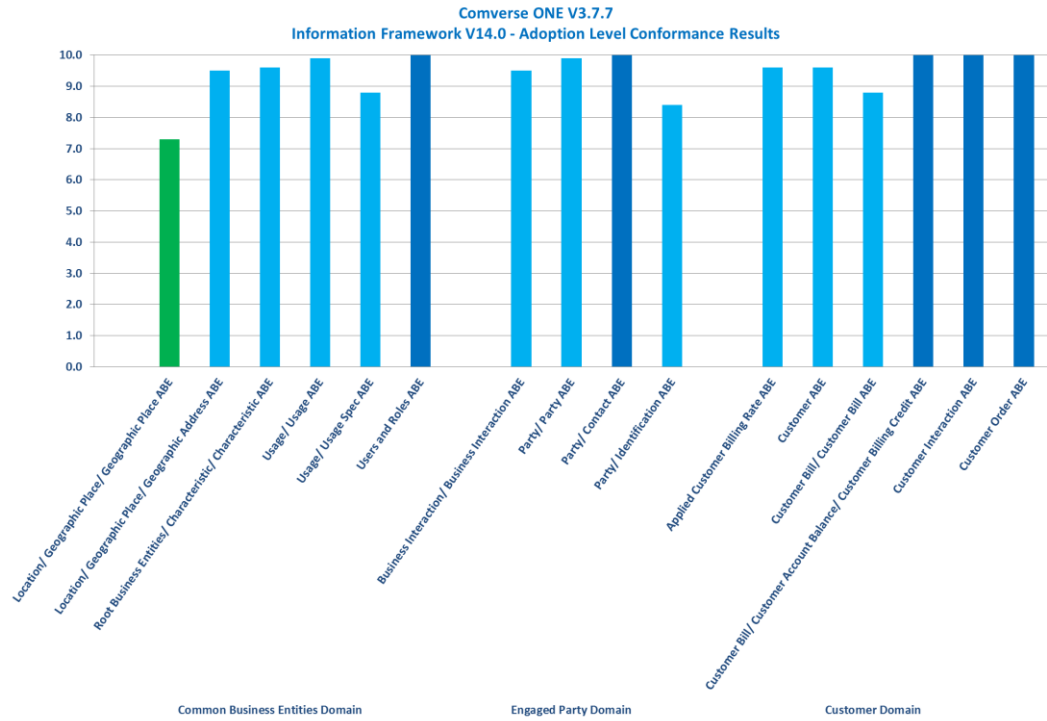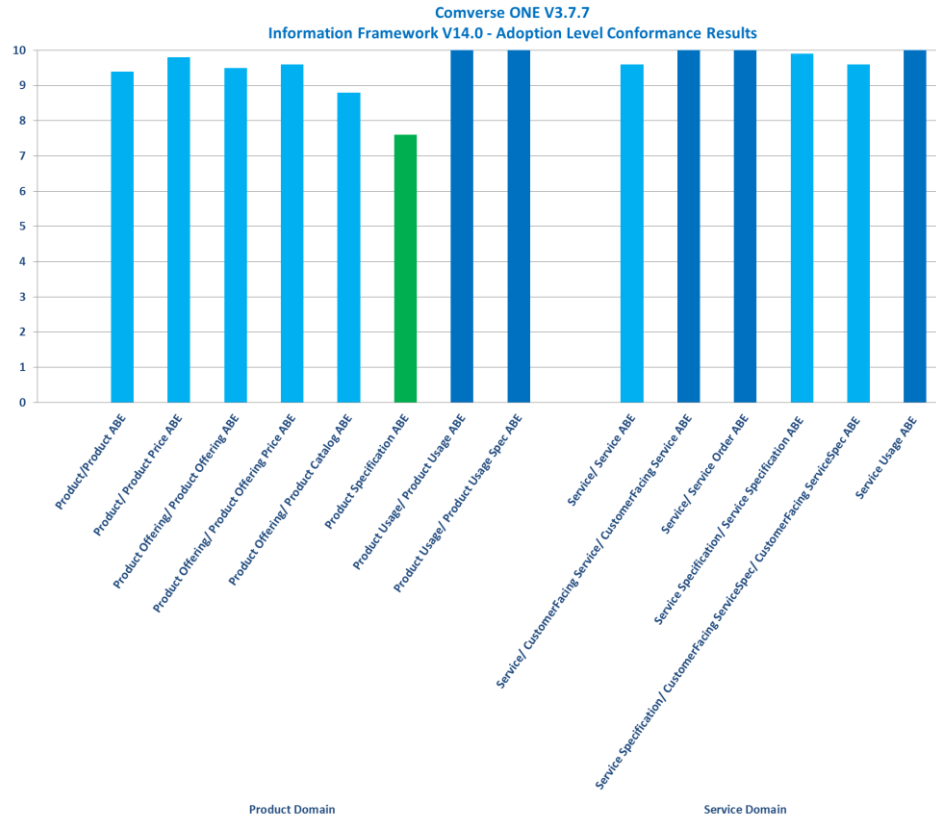**Information Framework V14.0 - Adoption Level Conformance Results**

Figure 6-8 Information Framework – Adoption Conformance Results Summary [2/2]

6.6 Information Framework – Detailed Conformance Result

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

Table 6-4 Information Framework: Detailed Conformance Result

Domain/ABE	Maturity Level Score (1-7)	Assessment Comments	Adoption Level Score (1-10)	Assessment Comments
TM Forum Frameworx R14.0 Conformance Certification - Comverse ONE V3.7.7 Information Framework (SID) R14.0 - Conformance Scores
**Common Business Entities Domain**
Location/ Geographic Place/ Geographic Place ABE	3.4	**Low Conformance** Core entity, required attributes, 40% of dependent entities supported.	7.3	**High Conformance**
Location/ Geographic Place/ Geographic Address ABE	3.9	**Low Conformance** Core entity, required attributes, 90% of dependent entities supported.	9.5	**Very High Conformance**
Root Business Entities/ Characteristic/ Characteristic ABE	3.7	**Low Conformance** Core entity, required attributes, 70% of dependent entities supported.	9.6	**Very High Conformance**
Usage/ Usage ABE	6.9	**Very High Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, 90% attributes of dependent entities supported.	9.9	**Very High Conformance**
Usage/ Usage Spec ABE	3.9	Low Conformance Core entity, required attributes, 90% of dependent entities supported.	8.8	**Very High Conformance**

Users and Roles ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
		Engaged Party Domain		
Business Interaction/ Business Interaction ABE	6.9	Very High Conformance Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, 90% attributes of dependent entities supported.	9.5	**Very High Conformance**
Party/ Party ABE	6.9	**Very High Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, 90% attributes of dependent entities supported.	9.9	**Very High Conformance**
Party/ Contact ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Party/ Identification ABE	5.7	**Very High Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, 7 of attributes of the core entity supported.	8.4	**Very High Conformance**

Customer Domain				
Applied Customer Billing Rate ABE	4.9	**Medium Conformance** Core entity, required attributes, dependent entities, 90% of required attributes of dependent entities supported.	9.6	**Very High Conformance**
Customer ABE	4.8	**Medium Conformance** Core entity, required attributes, dependent entities, 80% of required attributes of dependent entities supported.	9.6	**Very High Conformance**
Customer Bill/ Customer Bill ABE	5.7	**Very High Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, 70% of attributes of the core entity supported.	8.8	**Very High Conformance**
Customer Bill/ Customer Account Balance/ Customer Billing Credit ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Customer Interaction ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Customer Order ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.

Product Domain				
Product/Product ABE	5.8	**Very High Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, 80% of attributes of the core entity supported.	9.4	**Very High Conformance**
Product/ Product Price ABE	4.9	**Medium Conformance** Core entity, required attributes, dependent entities, 90% of required attributes of dependent entities supported.	9.8	**Very High Conformance**
Product Offering/ Product Offering ABE	4.9	Medium Conformance Core entity, required attributes, dependent entities, 90% of required attributes of dependent entities supported.	9.5	**Very High Conformance**
Product Offering/ Product Offering Price ABE	3.9	**Low Conformance** Core entity, required attributes, 90% of dependent entities supported.	9.6	**Very High Conformance**
Product Offering/ Product Catalog ABE	5.8	**Very High Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, 80% of attributes of the core entity supported.	8.8	**Very High Conformance**
Product Specification ABE	3.7	**Low Conformance** Core entity, required attributes, 70% of dependent entities supported.	7.6	**High Conformance**
Product Usage/ Product Usage ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.

Product Usage/ Product Usage Spec ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Service Domain				
Service/ Service ABE	3.9	**Low Conformance** Core entity, required attributes, 90% of dependent entities supported.	9.6	**Very High Conformance**
Service/ CustomerFacing Service/ CustomerFacing Service ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Service/ Service Order ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.
Service Specification/ Service Specification ABE	6.9	**Very High Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, 90% attributes of dependent entities supported.	9.9	**Very High Conformance**
Service Specification/ CustomerFacing ServiceSpec/ CustomerFacing ServiceSpec ABE	4.9	**Medium Conformance** Core entity, required attributes, dependent entities, 90% of required attributes of dependent entities supported.	9.6	**Very High Conformance**

Service Usage ABE	7.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.	10.0	**Full Conformance** Core entity, required attributes, dependent entities, required attributes of dependent entities, all attributes of the core entity, all attributes of dependent entities supported.