

NTT Comware

Flexible Entry V2.0

TM Forum Framework 16.0 Conformance Assessment

Business Process Framework (eTOM) Release 16.0

Self-Assessment Process Mapping Document

Level 2 Process: Customer Support & Readiness (1.3.1)

Version: V1R3

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1 Business Process Framework – Process Mapping Descriptions

1.1 Level 2: Customer Support & Readiness (1.3.1)

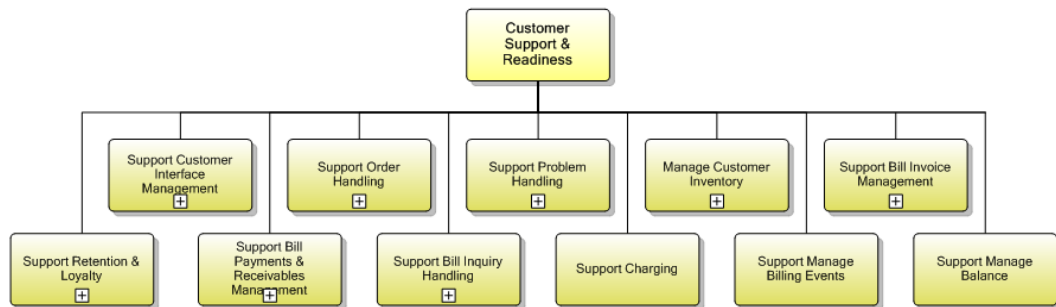


Figure 1-1 Customer Support & Readiness (1.3.1) decomposition into level 3 processes

Process Identifier: Customer Support & Readiness processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.

Extended Description

Customer Support & Readiness processes ensure the support capability is in place to allow the Customer Fulfillment, Assurance and Billing processes to operate effectively.

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

- Provision of sales customer process infrastructure
- Policy support and decision support knowledge for customers and customer interactions (including billing activities)
- Maintaining inventories to support the customer data required by the FAB and CRM OS&R processes
- Monitoring and reporting on the capabilities and costs of the individual Customer FAB processes
- Longer-term trend analysis on customer FAB processes in order to establish the extent to which enterprise targets for these processes are being achieved and/or the need for the processes to be modified.

These processes support the operational introduction of new processes and infrastructure to support new and/or enhanced customer management capabilities and are responsible for conducting operations readiness testing and acceptance. They develop the procedures for the specific Fulfillment, Assurance and Billing processes and keep them up to date. After successful testing, these processes accept the new or enhanced process capabilities and manage a full-scale introduction for general availability.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.1 Level 3: 1.3.1.1 - Support Customer Interface Management [Not in Scope]

This process is not in scope for this assessment.

1.1.2 Level 3: 1.3.1.2 - Support Order Handling

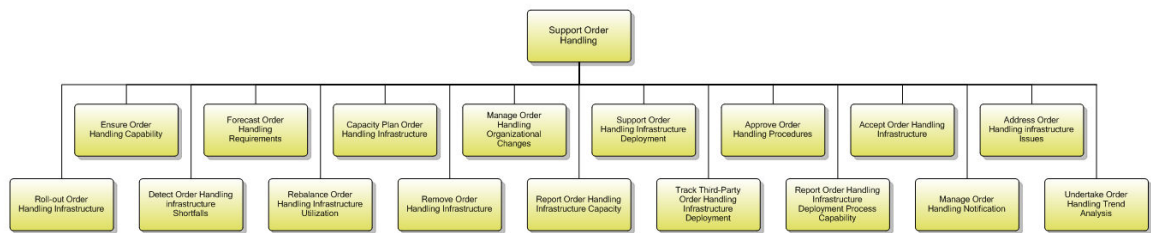


Figure 1-2 Support Order Handling (1.3.1.2) decomposition into level 3 processes

Process Identifier: 1.3.1.2

Brief Description

Ensure that new and/or modified Order Handling related infrastructure is deployed effectively, and to ensure that Order Handling processes can operate effectively.

Extended Description

The purpose of the Support Order Handling processes is twofold – to ensure that new and/or modified Order Handling related infrastructure is deployed effectively, and to ensure that Order Handling processes can operate effectively.

For the Order Handling processes the role of the Support Order Handling processes is to make sure that there is sufficient process capacity and capability (for example information, materials, systems and resources) so that the Order Handling processes can operate effectively. Examples are information on how to process orders for specific product offerings, information needed to carry out designs, materials needed to confirm customer order requests, systems needed to validate product offering availability.

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

- forecasting at an operational level customer order handling volume requirements;
- the capacity planning associated with the deployment of new and/or modified customer order handling infrastructure;
- establishment and monitoring of organizational arrangements to support deployment and operation of new and/or modified customer order handling infrastructure;
- creation, deployment, modification and/or upgrading of customer order handling infrastructure deployment support tools (including Customer Inventory and Product Offer Inventory) and processes for new and/or modified customer order handling infrastructure;
- authoring, reviewing and approving operational procedures developed by Marketing & Offer Management processes prior to customer order handling infrastructure deployment;
- the testing and acceptance of new and/or modified customer order handling infrastructure as part of the handover procedure from the Marketing & Offer Management processes to Operations;
- detecting customer order handling infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Marketing & Offer Management processes;

- co-ordination and roll-out, in accordance with approved plans, of the approved new and/or modified customer order handling infrastructure;
- monitoring capacity utilization of deployed customer order handling infrastructure to provide early detection of potential customer order handling infrastructure shortfalls;
- reconfiguration and re-arrangement of under-utilized deployed customer order handling infrastructure;
- managing recovery and/or removal of obsolete or unviable customer order handling infrastructure;
- reporting on deployed customer order handling infrastructure capacity;
- Tracking and monitoring of the customer order handling infrastructure deployment processes and costs (including where customer order handling infrastructure is deployed and managed by third parties),
 - reporting on the capability of the customer order handling infrastructure deployment processes
 - establishing and managing customer order handling notification facilities and lists to support the Order Handling notification and reporting processes

The processes undertake trend analysis on order handling, such as time taken to complete a customer order, frequency and type of Order Handling process issues involved, and cancelled orders.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.3.1.2.1 - Ensure Order Handling Capability

Brief Description

Ensure that there is capability (for example, information, materials, systems and resources) so that the Order Handling processes can operate effectively. Examples are materials needed to confirm customer order requests and systems needed to validate product offering availability. (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

FlexibleEntry ensures availability for registering, searching, and referring to information required for order information, operation history, operator management, etc. Thus Flexible Entry can manage a series of tasks until order submitted, accepted, and service start.

The order information can be flexibly set according to the service request of the customer. Also, FlexibleEntry can realize consistency of the order information, searching or displaying information, and check function for service start.

Before deployment of FlexibleEntry, we review the performance requirements from customers in order to optimize system specifications and ensure FlexibleEntry meet the requirements.

Ref⇒1.3.1.2.1_FlexibleEntry_Performance Requirement.pdf

Ref⇒NTTComwareFE_eTOM_1.3.1.2.1-2_evidence.xlsx Sheet(1.3.1.2.1)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS
1.3.1.2.2 - Forecast Order Handling Requirements

Brief Description

Forecasting at an operational level customer order handling volume requirements; (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

For customer information and service order, it is possible to check the order handling volume during a specific period of time using the search function.

We predict the future increase in the number of service orders based on the actual order handling volume in the past and consider the infrastructure resources of Flexible Entry. (not by automatic prediction by the system but by human work)

Ref⇒External_Design Document=>3.6.2 Task operation history management.pdf

Ref⇒NTTComwareFE_eTOM_1.3.1.2.1-2_evidence.xlsx Sheet(1.3.1.2.2)

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.3 - Capacity Plan Order Handling Infrastructure |
|---|
| <p>Brief Description</p> <p>Capacity planning associated with the deployment of new and/or modified customer order handling infrastructure; (M)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>When using Flexible Entry, we predict the order handling volume, and calculate specifications of application server and database server on which Flexible Entry runs. Also, it is possible to scale-up and scale-out with customers' business volume increase demand.</p> <p>Ref⇒Product_Manual ⇒FlexibleEntry Product Manual_Step2.pdf : P39</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.2.3_sizing_evidence.xlsx</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.4 - Manage Order Handling Organizational Changes |
|---|
| <p>Brief Description Establishment and monitoring of organizational arrangements to support deployment and operation of new and/or modified customer order handling infrastructure;(AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Flexible Entry has functions and databases that manage the organization, authority, account information of users. When FlexibleEntry is deployed newly or be modified due to the organizational change of user, user can use Flexible Entry immediately by registering the organization, authority and account information of the user to database in advance.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.2.4_evidence.xlsx</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

LEVEL 4 PROCESS MAPPING DETAILS

1.3.1.2.5 - Support Order Handling Infrastructure Deployment

Brief Description

Creation, deployment, modification and/or upgrading of customer order handling infrastructure deployment support tools (including Customer Inventory and Product Offer Inventory) and processes for new and/or modified customer order handling infrastructure; (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

It is possible to create application and database server on which Flexible Entry runs with tools, and make it possible to partially install middleware, application deployment, database initial construction with tools automatically.

We will maintain the tools according to customer's business requirements and environmental requirements. Thus, it is possible to construct environment according to customer's request.

Ref⇒NTTComwareFE_eTOM_1.3.1.2.5_evidence.xlsx

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.6 - Approve Order Handling Procedures |
|--|
| <p>Brief Description Authoring, reviewing and approving operational procedures developed by Marketing & Offer Management processes prior to customer order handling infrastructure deployment; (AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Before constructing an environment on which Flexible Entry runs, we prepare a requirement definition document (Architecture Part) and an infrastructure construction manual, and carry out reviews with customer. After the approval of customer, we proceed with infrastructure construction.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.2.6_manual_evidence.xlsx</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

LEVEL 4 PROCESS MAPPING DETAILS
1.3.1.2.7 - Accept Order Handling Infrastructure

Brief Description

Testing and acceptance of new and/or modified customer order handling infrastructure as part of the handover procedure from the Marketing & Offer Management processes to Operations; (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

After the completion of the infrastructure construction on which Flexible Entry runs, we execute the test to confirm that the server environment and the applications are running normally, and report implementation completion to the users.

After the verification of operation and the judgement to start operation by user, FlexibleEntry put into operation.

Ref⇒NTTComwareFE_eTOM_1.3.1.2.7_evidence.xlsx

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

LEVEL 4 PROCESS MAPPING DETAILS

1.3.1.2.8 - Address Order Handling Infrastructure Issues

Brief Description

Detecting customer order handling infrastructure operational limitations and/or deployment incompatibilities and providing requirements to address these aspects to Marketing & Offer Management processes;(AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

It is possible to set handling information or the contents on the screen flexibly, but there are restrictions on the number of items or hierarchies which is shown on the screen, in order to fit the specifications of the server to maintain operability and performance. When customer starts to use Flexible Entry, after checking these restrictions, it is possible to implement an optimal data model or sizing the servers.

Ref⇒1.3.1.2.8_Notice on Application-Format Creation. pdf

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.9 - Roll-out Order Handling Infrastructure |
|---|
| <p>Brief Description Co-ordination and roll-out, in accordance with approved plans, of the approved new and/or modified customer order handling infrastructure; (M)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>When customer starts to use Flexible Entry, we proceed to build and deploy the infrastructure based on the migration plan which is approved by the customer, then start operating.</p> <p>Ref ⇒NTTComwareFE_eTOM_1.3.1.2.9_evidence.xls</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.10 - Detect Order Handling Infrastructure Shortfalls |
|---|
| <p>Brief Description Monitoring capacity utilization of deployed customer order handling infrastructure to provide early detection of potential customer order handling infrastructure shortfalls (AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Using the resource monitoring tool, we monitor the disk capacity, CPU usage rate, etc. When resource shortage occurs, the system notifies to administrator of an alert and the request for urgent action.</p> <p>Ref⇒1.3.1.2.10_Alert_condition_hearing_sheet.xlsx</p> <p>Ref⇒1.3.1.2.10_Alert_mail_sample.msg</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

LEVEL 4 PROCESS MAPPING DETAILS

1.3.1.2.11 - Rebalance Order Handling Infrastructure Utilization

Brief Description

Reconfiguration and re-arrangement of under-utilized deployed customer order handling infrastructure; (M)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

Flexible Entry can be run on the cloud environment, and when it is used by multiple customers, it can be run on the same application server. Therefore, if there are customers who stop to use it, it is possible to relocate the resources of that part and rearrange it.

⇒Flexible Entry has experiences to be run on NTT's cloud infrastructure or other public cloud infrastructure. Please let us know if you need evidence about this.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.12 - Remove Order Handling Infrastructure |
|---|
| <p>Brief Description</p> <p>Managing recovery and/or removal of obsolete or unviable customer order handling infrastructure; (M)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><i><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></i></p> <p>We manage the system version and also give support to customers who use old version, but depending on customer's request, it is possible to upgrade Flexible Entry in the old environment, or removing the old environment to shift to the new environment.</p> <p>⇒As we are running FlexibleEntry on Cloud infrastructure, we can remove or recover our customer's infrastructure easily. Please let us know if you need evidence about this.</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

LEVEL 4 PROCESS MAPPING DETAILS
1.3.1.2.13 - Report Order Handling Infrastructure Capacity

Brief Description

Reporting on deployed customer order handling infrastructure capacity; (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

It is possible to acquire information such as utilization rate of memory, CPU, disk, etc from FlexibleEntry server and report it to the customer on a regular basis.

Ref⇒NTTComwareFE_eTOM_1.3.1.2.13_evidence.pdf

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.14 - Track Third-Party Order Handling Infrastructure Deployment |
|--|
| <p>Brief Description</p> <p>Tracking and monitoring of the customer order handling infrastructure deployment processes and costs (including where customer order handling infrastructure is deployed and managed by third parties),</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.15 - Report Order Handling Infrastructure Deployment Process Capability |
|--|
| <p>Brief Description</p> <p>Reporting on the capability of the customer order handling infrastructure deployment processes. (AM)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>When constructing the FlexibleEntry environment, it is possible to evaluate the results of each process automatically with an automation tool and output the results as a report.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.2.15_evidence.xlsx</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

LEVEL 4 PROCESS MAPPING DETAILS
1.3.1.2.16 - Manage Order Handling Notification

Brief Description

Establishing and managing customer order handling notification facilities and lists to support the Order Handling notification and reporting processes (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

In the environment where FlexibleEntry is run, if a failure occurs in the application, FlexibleEntry informs the customer of an error message.

Also, if the failure point is in the hardware or middleware, FlexibleEntry outputs it to the error log and send notification to the system administrator by e-mail at the same time.

Ref ⇒ 1.3.1.2.16_Appendix_2. FlexibleEntry Message List.pdf

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.2.17 - Undertake Order Handling Trend Analysis |
|---|
| <p>Brief Description</p> <p>Undertake trend analysis on order handling, such as time taken to complete a customer order, frequency and type of Order Handling process issues involved, and cancelled orders.</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

1.1.3 Level 3: 1.3.1.3 - Support Problem Handling

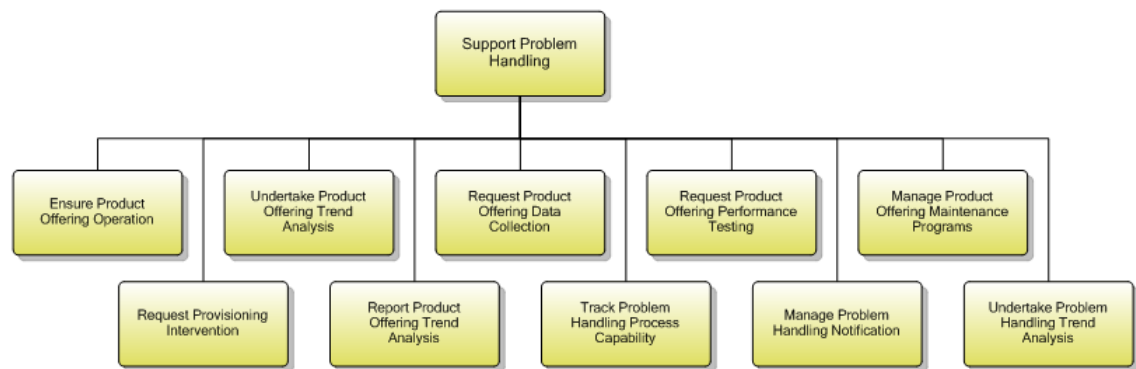


Figure 1-3 Support Problem Handling (1.3.1.3) decomposition into level 3 processes

Process Identifier: 1.3.1.3

Brief Description

Assist Problem Handling processes by proactively undertaking statistically driven preventative and scheduled purchased product offering maintenance activities and monitoring, managing and reporting on the capability of the Problem Handling processes.

Extended Description

The responsibilities of the Support Problem Handling processes are twofold - assist Problem Handling processes by proactively undertaking statistically driven preventative and scheduled purchased product offering maintenance activities and monitoring, managing and reporting on the capability of the Problem Handling processes.

These processes are responsible for ensuring that the purchased product offerings are working effectively and efficiently.

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

- Extracting and analyzing, including undertaking trend analysis, historical and current customer problem reports and performance reports to identify potential customer purchased product offerings requiring proactive maintenance and/or replacement;
- Requesting scheduling of additional customer purchased product offering data collection to assist in the analysis activity;
- Requesting scheduling of customer purchased product offering performance testing to assist in analysis activity;
- Developing and managing customer purchased product offering proactive maintenance programs;
- Requesting customer provisioning activity to prevent anticipated customer problems associated with purchased product offerings identified in the analysis activities;
- Reporting outcomes of trend analysis to Market & Offer Management processes to influence new and/or modified customer product offering development;
- Tracking and monitoring of the Problem Handling processes and associated costs (including where customer infrastructure is deployed and managed by third parties), and reporting on the capability of the Problem Handling processes
 - Establishing and managing customer problem notification facilities and lists to support the Problem Handling notification and reporting processes

These processes undertake trend analysis on problem handling.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.3.1 *Level 4: 1.3.1.3.1 - Ensure Product Offering Operation*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.1 - Ensure Product Offering Operation |
|--|
| <p>Brief Description</p> <p>Ensure that the purchased product offerings are working effectively and efficiently. (M)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>After the operation of FlexibleEntry has been started, operator can check the daily login history and usage history, and report to the customer that the system is running normally.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.3.1_evidence.xlsx</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

1.1.3.2 *Level 4: 1.3.1.3.2 - Undertake Product Offering Trend Analysis*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.2 - Undertake Product Offering Trend Analysis |
|---|
| <p>Brief Description Extracting and analyzing, including undertaking trend analysis, historical and current customer problem reports and performance reports to identify potential customer purchased product offerings requiring proactive maintenance and/or replacement; (AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>FlexibleEntry can output order information or problem reports as listed data. The user can search the data under various search conditions such as range designation, keyword designation or others (The search conditions can be set by the user arbitrarily)</p> <p>FlexibleEntry can also input the information into the analysis tool.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.3.2_evidence.xlsx</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandator0079 Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

1.1.3.3 *Level 4: 1.3.1.3.3 - Request Product Offering Data Collection*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.3 - Request Product Offering Data Collection |
|--|
| <p>Brief Description Requesting scheduling of additional customer purchased product offering data collection to assist in the analysis activity;(AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>FlexibleEntry designates search conditions such as order information, order contents, order handling time etc. of the customer, and can output the search result in CSV format. FlexibleEntry can assist in the analysis activity by inputting the search result to the analysis tool.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.3.3_evidence.xlsx</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

1.1.3.4 *Level 4: 1.3.1.3.4 - Request Product Offering Performance Testing*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.4 - Request Product Offering Performance Testing |
|--|
| <p>Brief Description Requesting scheduling of customer purchased product offering performance testing to assist in analysis activity; (AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>FlexibleEntry can incorporate an API for performance testing of the customer's product in the customer order information workflow. Thereby, FlexibleEntry allows the customer to perform the performance test automatically according to the workflow. FlexibleEntry can display the result on the screen.</p> <p>FlexibleEntry extracts the result of the performance test of the specified customer's product using the customer information search function. FlexibleEntry can assist in the analysis activity by inputting the extraction result to the analysis tool.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.3.4_evidence.xlsx</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

1.1.3.5 *Level 4: 1.3.1.3.5 - Manage Product Offering Maintenance Programs*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.5 - Manage Product Offering Maintenance Programs |
|--|
| <p>Brief Description</p> <p>Developing and managing customer purchased product offering proactive maintenance programs; (M)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><i><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></i></p> <p>When the problem occurs in the application of FlexibleEntry, we provide the patch file to the user and resolves the problem.</p> <p>When the user want to change the content (screen item, screen control, etc.) of the FlexibleEntry service according to the change of their work content, the user can realize that partially themselves without application development by using maintenance tool provided by NTT Comware.</p> <p>Ref⇒Maintenance Tool_Manual=> 2. About Control Information(Common).pdf</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

1.1.3.6 *Level 4: 1.3.1.3.6 - Request Provisioning Intervention*

LEVEL 4 PROCESS MAPPING DETAILS
1.3.1.3.6 - Request Provisioning Intervention

Brief Description

Requesting customer provisioning activity to prevent anticipated customer problems associated with purchased product offerings identified in the analysis activities; (AM)

NTT Comware Flexible Entry Conformance

<textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents>

FlexibleEntry can incorporate an API for provisioning of the customer's product in the customer order information workflow. Thereby, FlexibleEntry allows the customer to perform the provisioning automatically according to the workflow.

FlexibleEntry keeps customer provisioning related information so that FlexibleEntry can search it and output it. FlexibleEntry can assist in the analysis activity by inputting the search result to the analysis tool.

Ref⇒NTTComwareFE_eTOM_1.3.1.3.6_evidence.xlsx

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.1.3.7 *Level 4: 1.3.1.3.7 - Report Product Offering Trend Analysis*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.7 - Report Product Offering Trend Analysis |
|---|
| <p>Brief Description Reporting outcomes of trend analysis to Market & Offer Management processes to influence new and/or modified customer product offering development;</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

1.1.3.8 *Level 4: 1.3.1.3.8 - Track Problem Handling Process Capability*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.8 - Track Problem Handling Process Capability |
|--|
| <p>Brief Description Tracking and monitoring of the Problem Handling processes and associated costs (including where customer infrastructure is deployed and managed by third parties), and reporting on the capability of the Problem Handling processes (AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>FlexibleEntry can issue and manage problem report information under the customer information.</p> <p>FlexibleEntry monitors the status of the issued problem reports, and issues an alert if processing omission or processing delay occurs.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.3.8-10_evidence.xlsx Sheet(1.3.1.3.8)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

1.1.3.9 *Level 4: 1.3.1.3.9 - Manage Problem Handling Notification*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.9 - Manage Problem Handling Notification |
|---|
| <p>Brief Description Establishing and managing customer problem notification facilities and lists to support the Problem Handling notification and reporting processes (AM)</p> <p>NTT Comware Flexible Entry Conformance <textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>In trouble ticket management, the status of correspondence with customers and the status of each process are visualized on FlexibleEntry, so customers and related departments can check the progress of trouble tickets on the system.</p> <p>FlexibleEntry can automatically send a notification mail to customers and related departments when the status has been changed or the problem has been solved during trouble ticket processing.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.3.8-10_evidence.xlsx Sheet(1.3.1.3.9)</p> <p>Extended Description Not used for this process element</p> <p>Explanatory Reserved for future use.</p> <p>Mandatory Reserved for future use.</p> <p>Optional Reserved for future use.</p> <p>Interactions Reserved for future use.</p> |

1.1.3.10 *Level 4: 1.3.1.3.10 - Undertake Problem Handling Trend Analysis*

| LEVEL 4 PROCESS MAPPING DETAILS 1.3.1.3.10 - Undertake Problem Handling Trend Analysis |
|--|
| <p>Brief Description</p> <p>These processes undertake trend analysis on problem handling. (AM)</p> <p>NTT Comware Flexible Entry Conformance</p> <p><textual description of support for each of the implied tasks described in the Mandatory description, with references to supporting evidence documents></p> <p>FlexibleEntry can search for trouble tickets under conditions such as by each customer, time designation and so on. In addition, FlexibleEntry can gather and output information such as the time to fix for each trouble, cause of trouble, result of handling trouble etc. FlexibleEntry can assist analysis of trouble trend by inputting that information to the analysis tool.</p> <p>Ref⇒NTTComwareFE_eTOM_1.3.1.3.8-10_evidence.xlsx Sheet(1.3.1.3.10)</p> <p>Extended Description</p> <p>Not used for this process element</p> <p>Explanatory</p> <p>Reserved for future use.</p> <p>Mandatory</p> <p>Reserved for future use.</p> <p>Optional</p> <p>Reserved for future use.</p> <p>Interactions</p> <p>Reserved for future use.</p> |

1.1.4 Level 3: 1.3.1.4 - Support Retention & Loyalty [Not in Scope]

This process is not in scope for this assessment.

1.1.5 Level 3: 1.3.1.5 - Manage Customer Inventory [Not in Scope]

This process is not in scope for this assessment.

1.1.6 Level 3: 1.3.1.6 - Support Bill Invoice Management [Not in Scope]

This process is not in scope for this assessment.

1.1.7 Level 3: 1.3.1.7 - Support Bill Payments & Receivables Management [Not in Scope]

This process is not in scope for this assessment.

1.1.8 Level 3: 1.3.1.8 - Support Bill Inquiry Handling [Not in Scope]

This process is not in scope for this assessment.

1.1.9 Level 3: 1.3.1.9 - Support Charging [Not in Scope]

This process is not in scope for this assessment.

1.1.10 Level 3: 1.3.1.10 - Support Manage Billing Events [Not in Scope]

This process is not in scope for this assessment.

1.1.11 Level 3: 1.3.1.11 - Support Manage Balance [Not in Scope]

This process is not in scope for this assessment.

1.1.12 Supporting Evidence References

<List of referenced documents in the mapping tables.>