NTT Comware

Flexible Entry V2.0

TM Forum Frameworx 16.0 Conformance Assessment

Business Process Framework (eTOM) Release 16.0

Self-Assessment Process Mapping Document

Level 2 Process: Service Configuration & Activation (1.4.5)

Version: V1R2

9th February 2017

NTT Comware

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1.1   Level 2: Service Configuration & Activation (1.4.5)
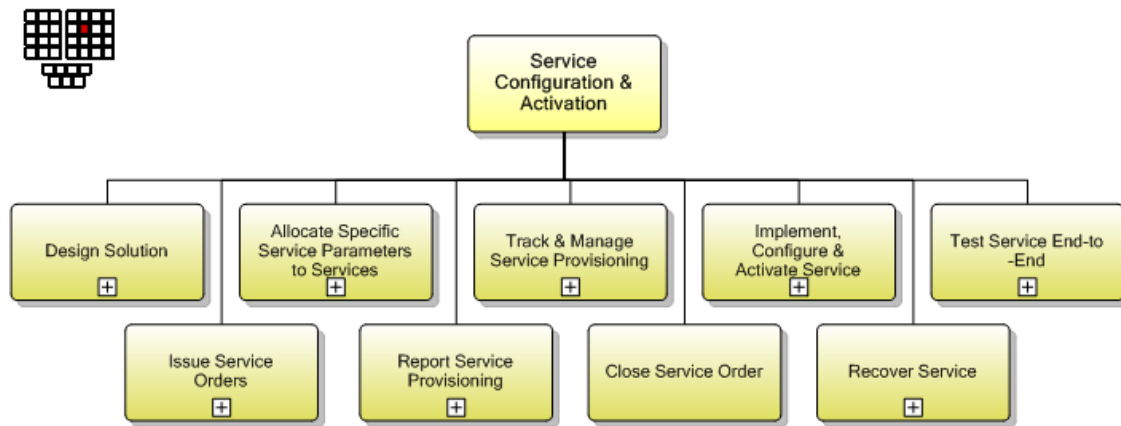

Figure 1-1 Service Configuration &Activation (1.4.5) decomposition into level 3 processes

Process Identifier: 1.4.5

Brief Description

Allocation, implementation, configuration, activation and testing of specific services to meet customer requirements.

Extended Description

Service Configuration & Activation processes encompass allocation, implementation, configuration, activation and testing of specific services to meet customer requirements, or in response to requests from other processes to alleviate specific service capacity shortfalls, availability concerns or failure conditions. Where included in the service provider offering, these processes extend to cover customer premises equipment.
Responsibilities of the Service Configuration & Activation processes include, but are not limited to:
• Verifying whether specific service designs sought by customers are feasible as part of pre-order feasibility checks;
• Allocating the appropriate specific service parameters to support service orders or requests from other processes;
• Reserving specific service parameters (if required by the business rules) for a given period of time until the initiating customer order is confirmed, or until the reservation period expires (if applicable);
• Implementing, configuring and activating specific services, as appropriate;
• Testing the specific services to ensure the service is working correctly;
• Recovery of specific services;
• Updating of the Service Inventory Database to reflect that the specific service has been allocated, modified or recovered;

• Assigning and tracking service provisioning activities;

• Managing service provisioning jeopardy conditions

• Reporting progress on service orders to other processes.

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: 1.4.5.1 - Design Solution (Not in Scope)

This process is not in scope for this assessment.

1.1.2 Level 3: 1.4.5.2 - Allocate Specific Service Parameters to Services (Not in Scope)

This process is not in scope for this assessment.

1.1.3 Level 3: 1.4.5.3 - Track & Manage Service Provisioning (Not in Scope)

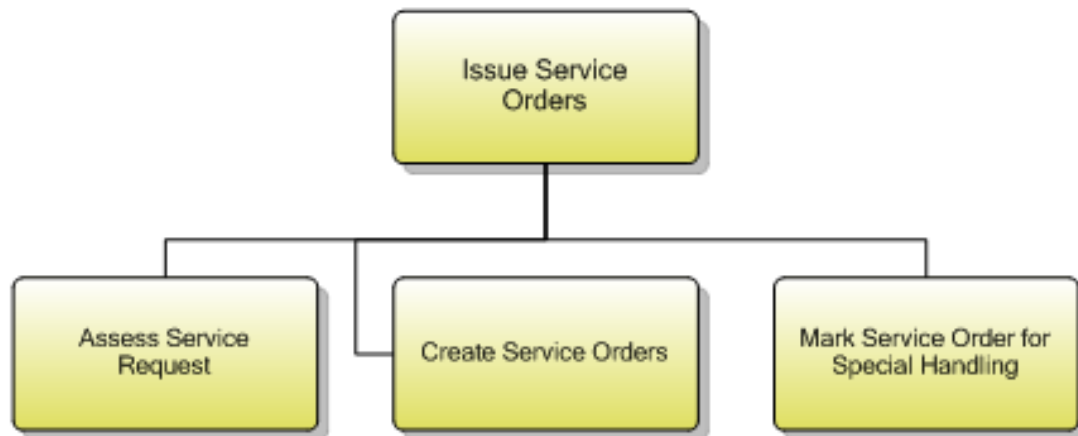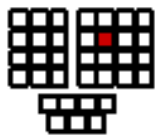*This process is not in scope for this assessment.*

1.1.4 Level 3: 1.4.5.4 - Implement, Configure & Activate Service (Not in Scope)

This process is not in scope for this assessment.

1.1.5 Level 3: 1.4.5.5 - Test Service End-to-End (Not in Scope)

This process is not in scope for this assessment.

1.1.6 Level 3: 1.4.5.6 - Issue Service Orders

Process Identifier: 1.4.5.6

Brief Description
Issue correct and complete service orders

Extended Description
The purpose of the Issue Service Orders processes is to issue correct and complete service orders.

The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from parties in relations to specific services.

These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or external party initiated request, to determine the associated service orders that need to be issued.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been

previously created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process. The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

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
1.4.5.6.1 - Assess Service Request

Brief Description

This process assesses the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or party initiated request, to determine the associated service orders that need to be issued. (AM)

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process assesses the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or supplier/partner initiated request, to determine the associated service orders that need to be issue (AM)

NTT Comware Flexible Entry Conformance

Flexible Entry can manage customer information and service order information hierarchically. Flexible Entry can create service order by succeeding customer information and check customer information on the service order screen.

It is also possible to refer the other related service order or create new order under the same customer.

Flexible Entry can relate the individual service order to the same customer information after creating each service order. Flexible Entry can check all related orders in the tree view. (Note: Because the operator should judge whether the related order is sufficient or not, AM

Ref ⇒Operation_Manual=>2.5.Create&Output&Transfer Registed Info.pdf=>

P2.5.1-1,2.5.1-4

Ref ⇒製品説明書 Step1 p13

Ref ⇒NTTComwareFE_eTOM_1.4.5_evidence.xlsx (Sheet 1.4.5.6.1)

When creating new service order, Flexible Entry performs input check and correlation check of necessary items, and if there is a problem, it will display an error message. After modifying the error, the user can continue to create service order. The user can arrange the conditions of input check and correlation check.

Ref ⇒Operation_Manual=> Appendix_1. About input Check.pdf

Ref ⇒Operation_Manual=> Appendix_2. About Complex Check.pdf

Ref ⇒NTTComwareFE_eTOM_1.4.5_evidence.xlsx (Sheet 1.4.5.6.1)

Optional
Not used for this process element

Interactions
Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS
1.4.5.6.2 - Create Service Orders

Brief Description

The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from parties in relations to specific services.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. (M)

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

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

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Flexible Entry can create service order with various status, such as new, modify, and terminate. For the on-going service order, it can update the order or delete the order. By using information of previously created order, Flexible Entry enables users to create new order with less operation.

Flexible Entry can create service order with free format in case of service feasibility assessment or service design.

Ref ⇒ Operation_Manual=>2.5.Create&Output&Transfer Registed Info.pdf=>

P2.5.3,2.5.4,2.5.5,2.5.6,2.5.7

Ref ⇒ NTTComwareFE_eTOM_1.4.5_evidence.xlsx (Sheet 1.4.5.6.2)

Flexible entry can create service order with various application formats, and relate them under the key information such as customer information. Also, Flexible Entry displays the relation of these service orders.

The history information is generated automatically when the customer information or service orders are created. Flexible Entry can manage the history information.

Ref ⇒Operation_Manual=>2.5.Create&Output&Transfer Registed Info.pdf=>
P2.5.1-3

Ref ⇒Product_Manual=> FlexibleEntry Product Manual_Step1.pdf=>P25

Ref ⇒ NTTComwareFE_eTOM_1.4.5_evidence.xlsx (Sheet 1.4.5.6.2)

Extended Description
Not used for this process element

Explanatory
The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from suppliers/partners in relations to specific services.
The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services.

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

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

Optional

Not used for this process element

Interactions

Not used for this process element

LEVEL 4 PROCESS MAPPING DETAILS

1.4.5.6.3 - Mark Service Order for Special Handling

Brief Description

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

The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes. (AM)

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The user can arrange the application format as his/her wants, so the user can define a special handling flag as the item of the service order.

When user creates the service order, it is possible to be set special handling flags. It is also possible to search and extract the service order by using special handling flag as search key. (For example, the special handling flag is set as a flag of "emergency order".)

Flexible Entry can output the special handling flags even in case of associating with the other system by API (JSON format) or CSV file output.

   Ref ⇒ NTTComwareFE_eTOM_1.4.5_evidence.xlsx (Sheet 1.4.5.6.3)

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling,

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

Optional

Not used for this process element

Interactions

and passes management for further processing to the Track & Manage Service Provisioning process.

1.1.7   Level 3: 1.4.5.7 - Report Service Provisioning (Not in Scope)

This process is not in scope for this assessment.

1.1.8   Level 3: 1.4.5.8 - Close Service Order

NOTE: No decomposition to Level 4 processes, hence mappings provided against the Level 3 process descriptions and implied tasks.

LEVEL 3 PROCESS MAPPING DETAILS
1.4.5.8 - Close Service Order

Brief Description
Close a service order when the service provisioning activities have been completed

Extended Description
The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed.
These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed. **(A)**

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About the service order status, Flexible Entry can manage status of service order, such as 'Close Service', and it is possible to update status as 'Close Service' by controlling of workflow. In addition, it is also possible to forbid users to change the service order in 'Close Service status.

By defining the automatic completion condition on the workflow, service order can be completed automatically if the service order completion condition is satisfied.

Ref ⇒ NTTComwareFE_eTOM_1.4.5_evidence.xlsx (Sheet 1.4.5.8)

Explanatory
Reserved for future use.

Mandatory
Reserved for future use.

Optional
Reserved for future use.

| **Interactions** |
| Reserved for future use. |

1.1.9   Level 3: 1.4.5.9 - Recover Service (Not in Scope)

This process is not in scope for this assessment.

1.1.10 Supporting Evidence References

<List of referenced documents in the mapping tables.>