Frameworx 16.0 Product Conformance Certification Report

Company Name: NTT Comware

Product Name: FlexibleEntry

Product Version: 2.0

Report Version: 1.3
Report Date: 26th June 2017

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1 Introduction

1.1 Executive Summary

This document provides details of the NTT Comware self-assessment and TM Forum's Conformance Assessment of the **NTT Comware FlexibleEntry** product, against the following Frameworx 16.0 components:

- Business Process Framework Version 16.0

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 16.0 according to the specific processes submitted in scope for the Assessment.

Note that Conformance to the Information Framework (SID) Aggregate Business Entities (ABEs) was not covered in this Assessment.

For any additional information on this Frameworx Conformance Certification Report, please contact TM Forum Conformance Certification team at: **conformance@tmforum.org**.

2 Product Functionality/Capability Overview

2.1 NTT Comware FlexibleEntry Product Overview

In a changing business environment, customers want communications service providers (CSPs) to delivery their service orders quickly and cheaply. FlexibleEntry enables unified management of order information such as various applications or inquiries, progress information, and information integrated to the backbone systems efficiently and flexibly. Unlike the conventional BPM solution, as a service order flow-through system, FlexibleEntry combines Service Order Management & Integration and Workflow Function together as one solution. Customers can create and edit the order forms and workflows, so that customer themselves can deal with any changes in their order delivery processes. With their FlexibleEntry's features, "Start business improvement with setting just in one day", "Flexible response against change", "System integration smoothly" are possible. FlexibleEntry contributes to the improvement of efficiency and profitability for CSPs and other enterprises in many industries.

FlexibleEntry's features to make order registration and reception more efficient are shown as below.

1. Quick start of business improvement with standard functions
   Check at a glance registration view or the progress / alarm inquiries necessary for Service Order, and display the modification history.
2. Speedy modification of order form and workflow
   As order form and workflows can be created without programming, even those who do not have development skills can create and change order process.
3. Easily unified management of information with using existing interface such as Excel
   It is possible to input / output order information to any Excel file, so information registration, application, and reception work with any existing Excel file can be realized.
4. Integrated to other systems easily
   FlexibleEntry provides system integration functions that enable single input and flow-through without programming.

FlexibleEntry® is a platform that combines versatility and performance by adopting the JSON base architecture. The diagram on the next page shows FlexibleEntry's functions.

FlexibleEntry®

UI Layer	**Service Order View**
	Service Order Registration / Service Order Search

Business Layer

Service Order Management
- Order Form Mgmt
- Order Accepting Mgmt
- Modification History Mgmt
- Order Relationship Mgmt

Workflow Function
- Workflow Registration
- Task Mgmt
- Dispatch Mgmt
- Progress Mgmt
- Alarm Mgmt
- Comment Mgmt

Common Function
- Authority Mgmt
- User Mgmt
- System Log Mgmt
- Excel Input & Output
- CSV File Output
- Master DB Mgmt

SI Layer — System Integration
- External API (API)
- Information Sharing API (API)
- Screen Transition (Http)
- CSV & FTP (File IF)
- Other Interface (Other IF)

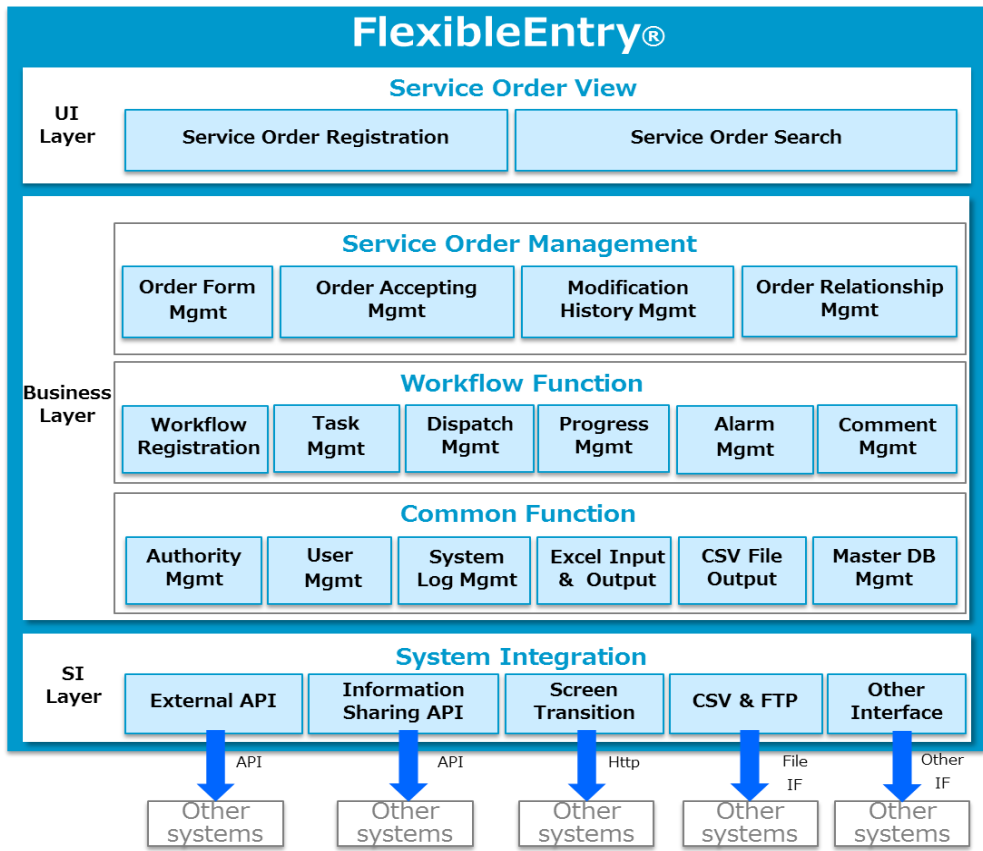Other systems / Other systems / Other systems / Other systems / Other systems

Figure 2-1 NTT Comware FlexibleEntry Architecture

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 represents 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.
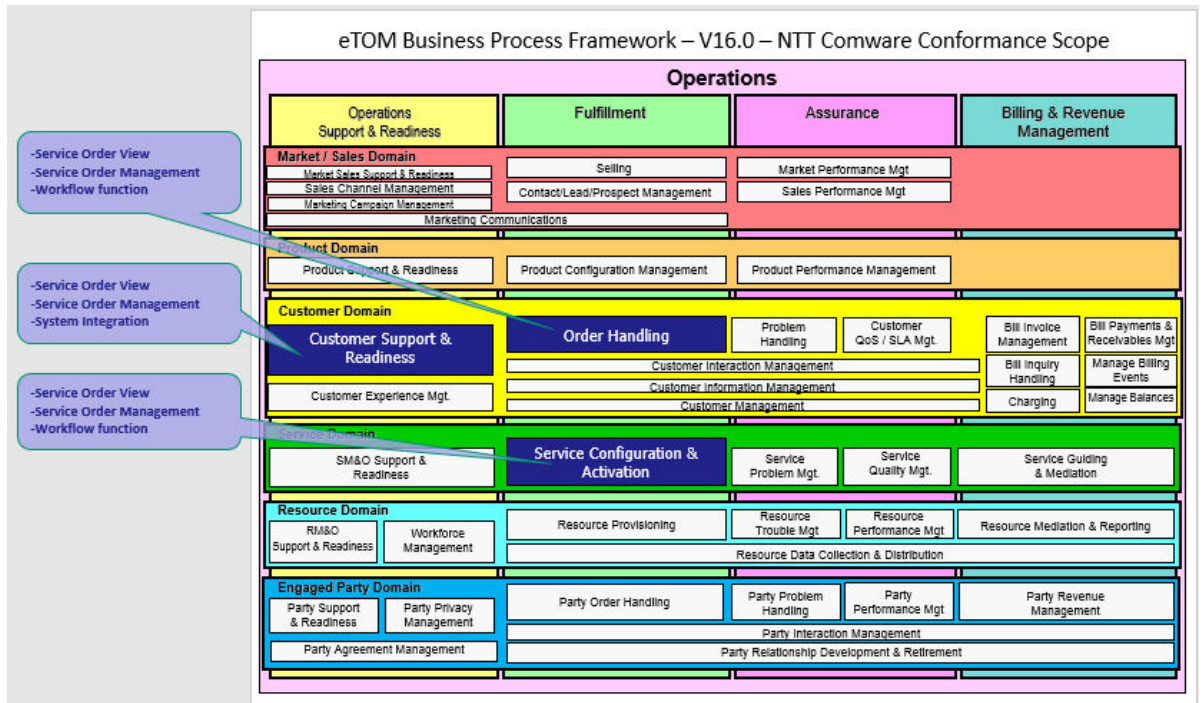

Figure 3-1 Level 2 process coverage for NTT Comware FlexibleEntry Assessment

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.
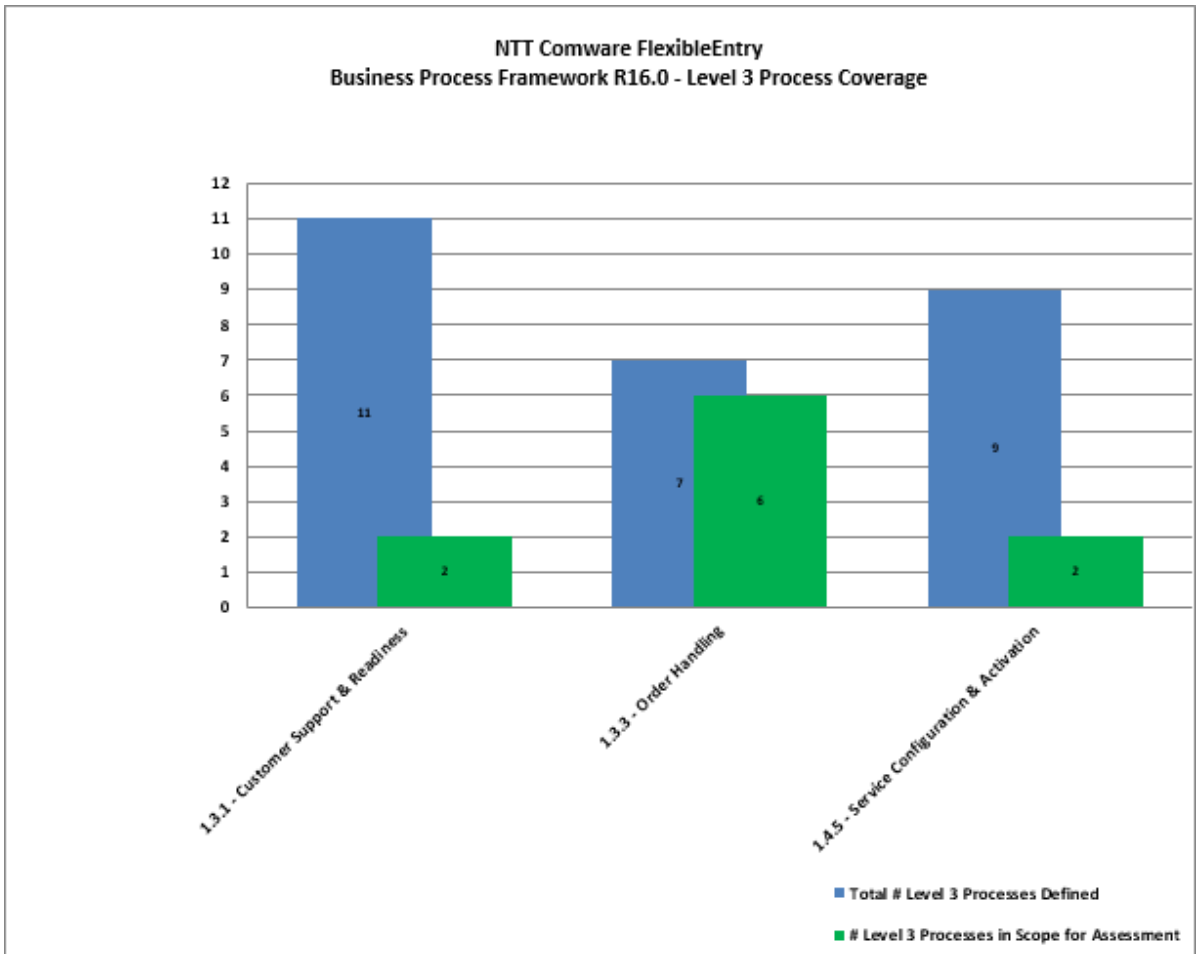

Figure 3-2 Level 3 process coverage for NTT Comware FlexibleEntry Assessment

Table 1 Business Process Frameworx Assessment Scope

NTT Comware FlexibleEntry Frameworx 16.0 Business Process Framework (eTOM) Scope for Assessment & Certification	
1.3 Customer Domain	
Level 2: 1.3.1 - Customer Support & Readiness	
1.3.1.1 - Support Customer Interface Management	*Not in Scope*
1.3.1.2 - Support Order Handling	
1.3.1.3 - Support Problem Handling	
1.3.1.4 - Support Retention & Loyalty	*Not in Scope*
1.3.1.5 - Manage Customer Inventory	*Not in Scope*
1.3.1.6 - Support Bill Invoice Management	*Not in Scope*
1.3.1.7 - Support Bill Payments & Receivables Management	*Not in Scope*
1.3.1.8 - Support Bill Inquiry Handling	*Not in Scope*
1.3.1.9 - Support Charging	*Not in Scope*
1.3.1.10 - Support Manage Billing Events	*Not in Scope*
1.3.1.11 - Support Manage Balance	*Not in Scope*
Level 2: 1.3.3 - Order Handling	
1.3.3.1 - Determine Customer Order Feasibility	
1.3.3.2 - Authorize Credit	*Not in Scope*
1.3.3.3 - Track & Manage Customer Order Handling	
1.3.3.4 - Complete Customer Order	
1.3.3.5 - Issue Customer Orders	
1.3.3.6 - Report Customer Order Handling	
1.3.3.7 - Close Customer Order	
Level 2: 1.4.5 – Service Configuration & Activation	
1.4.5.6 - Issue Service Orders	
1.4.5.1 - Design Solution	*Not in Scope*
1.4.5.2 - Allocate Specific Service Parameters to Services	*Not in Scope*
1.4.5.3 - Track & Manage Service Provisioning	*Not in Scope*
1.4.5.4 - Implement, Configure & Activate Service	*Not in Scope*
1.4.5.5 - Test Service End-to-End	*Not in Scope*
1.4.5.8 - Close Service Order	

4 Product Scope

The following diagram represents NTT Comware FlexibleEntry architecture, highlighting the modules that were submitted in scope for the Conformance Certification assessment.
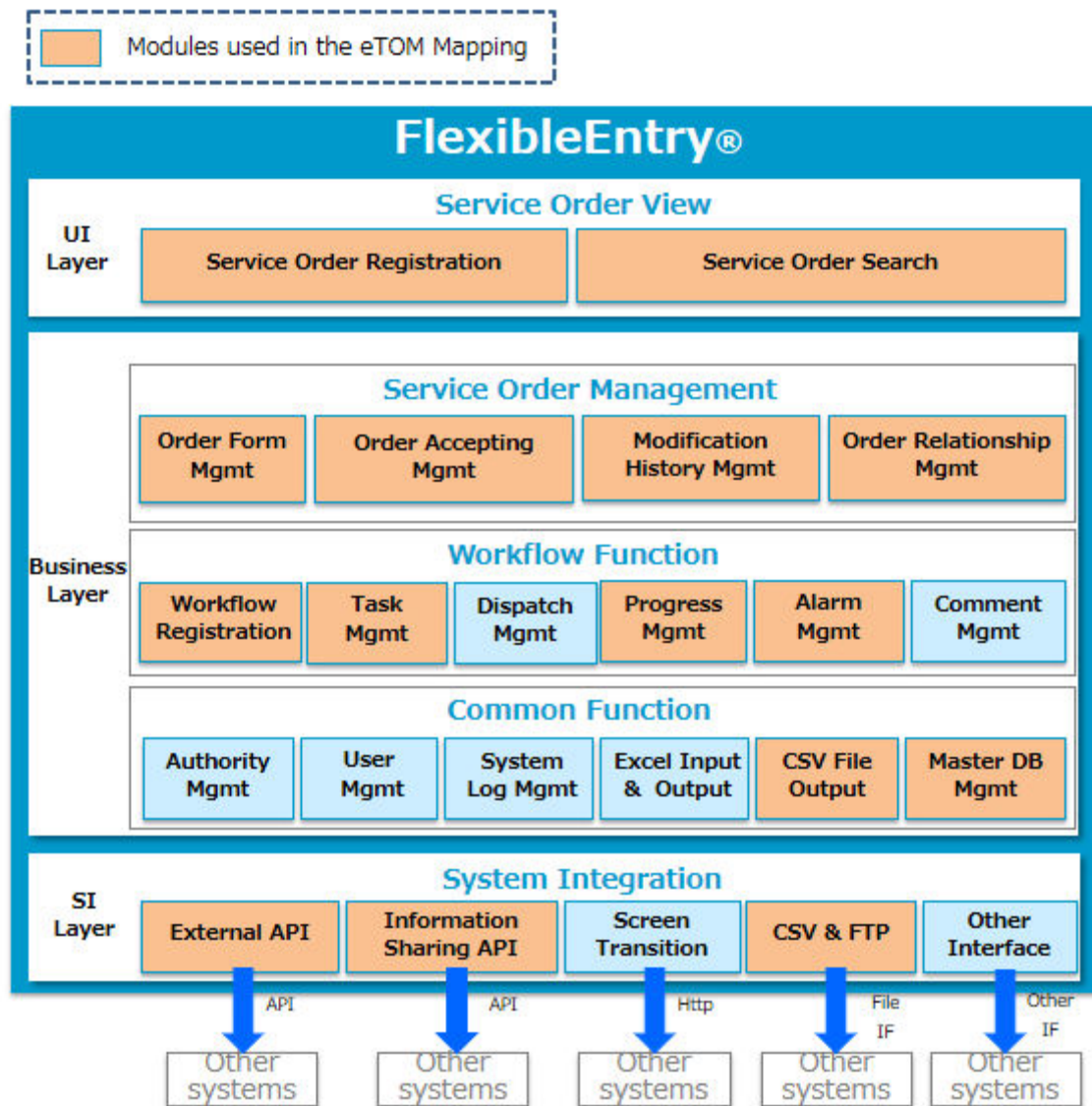
Figure 4-1 NTT Comware FlexibleEntry modules in Scope for Conformance Assessment

5 Business Process Framework – Process Mapping Descriptions

This Section provides the Process Mapping output from NTT Comware self-assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for the NTT Comware FlexibleEntry Product.

5.1 Level 2: 1.3.1_Customer Support & Readiness

5.1.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the "1.3.1_Customer Support & Readiness" business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2017/03/NTTComwareFE_eTOM_1.3.1_Customer-Support-Readiness.pdf

Mappings and supporting evidence was presented for the following Level 3 processes:

- 1.3.1.2 - Support Order Handling
- 1.3.1.3 - Support Problem Handling

5.1.2 Detailed Conformance Scores

The following table details the conformance scores awarded to the Level 3 and Level 4 processes submitted in scope for Level 2 process "1.3.1_Customer Support & Readiness". The scoring guidelines are explained in Figure 6-1 in Section 6.1.

NTT Comware chose not to submit some Level 3 and Level 4 processes for Frameworx conformance assessment.

Note that by not submitting Level 4 processes, this has an impact on the parent Level 3 process Conformance scores.

Table 2   1.3.1_Customer Support & Readiness Conformance Scores

NTT Comware FlexibleEntry Frameworx 16.0 Business Process Framework Conformance Scores	
1.3 Customer Domain	
Level 2: 1.3.1 - Customer Support & Readiness	**Conformance Scores**
1.3.1.1 - Support Customer Interface Management	*Not in Scope*
1.3.1.2 - Support Order Handling	**4.1**
1.3.1.2.1 - Ensure Order Handling Capability	75%
1.3.1.2.2 - Forecast Order Handling Requirements	25%
1.3.1.2.3 - Capacity Plan Order Handling Infrastructure	75%
1.3.1.2.4 - Manage Order Handling Organizational Changes	75%
1.3.1.2.5 - Support Order Handling Infrastructure Deployment	75%
1.3.1.2.6 - Approve Order Handling Procedures	75%
1.3.1.2.7 - Accept Order Handling Infrastructure	75%
1.3.1.2.8 - Address Order Handling Infrastructure Issues	75%
1.3.1.2.9 - Roll-out Order Handling Infrastructure	25%
1.3.1.2.10 - Detect Order Handling Infrastructure Shortfalls	75%
1.3.1.2.11 - Rebalance Order Handling Infrastructure Utilization	25%
1.3.1.2.12 - Remove Order Handling Infrastructure	25%
1.3.1.2.13 - Report Order Handling Infrastructure Capacity	100%
1.3.1.2.14 - Track Third-Party Order Handling Infrastructure Deployment	0%
1.3.1.2.15 - Report Order Handling Infrastructure Deployment Process Capability	75%
1.3.1.2.16 - Manage Order Handling Notification	75%
1.3.1.2.17 - Undertake Order Handling Trend Analysis	0%
1.3.1.3 - Support Problem Handling	**4.4**
1.3.1.3.1 - Ensure Product Offering Operation	25%
1.3.1.3.2 - Undertake Product Offering Trend Analysis	75%
1.3.1.3.3 - Request Product Offering Data Collection	75%
1.3.1.3.4 - Request Product Offering Performance Testing	100%

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1.3.1.3.5 - Manage Product Offering Maintenance Programs	25%
1.3.1.3.6 - Request Provisioning Intervention	100%
1.3.1.3.7 - Report Product Offering Trend Analysis	0%
1.3.1.3.8 - Track Problem Handling Process Capability	100%
1.3.1.3.9 - Manage Problem Handling Notification	75%
1.3.1.3.10 - Undertake Problem Handling Trend Analysis	100%
1.3.1.4 - Support Retention & Loyalty	*Not in Scope*
1.3.1.5 - Manage Customer Inventory	*Not in Scope*
1.3.1.6 - Support Bill Invoice Management	*Not in Scope*
1.3.1.7 - Support Bill Payments & Receivables Management	*Not in Scope*
1.3.1.8 - Support Bill Inquiry Handling	*Not in Scope*
1.3.1.9 - Support Charging	*Not in Scope*
1.3.1.10 - Support Manage Billing Events	*Not in Scope*
1.3.1.11 - Support Manage Balance	*Not in Scope*

5.2 Level 2: 1.3.3_Order Handling

5.2.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the "1.3.3_Order Handling" business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2017/03/NTTComwareFF_eTOM_1.3.3_Order-Handling.pdf

Mappings and supporting evidence was presented for the following Level 3 processes:

- 1.3.3.1 - Determine Customer Order Feasibility
- 1.3.3.3 - Track & Manage Customer Order Handling
- 1.3.3.4 - Complete Customer Order
- 1.3.3.5 - Issue Customer Orders
- 1.3.3.6 - Report Customer Order Handling
- 1.3.3.7 - Close Customer Order

5.2.2 Detailed Conformance Scores

The following table details the conformance scores awarded to the Level 3 and Level 4 processes submitted in scope for Level 2 process "1.3.3_Order Handling". The scoring guidelines are explained in Figure 6-1 in Section 6.1.

Table 3   1.3.3_Order Handling Conformance Scores

NTT Comware FlexibleEntry Frameworx 16.0 Business Process Framework Conformance Scores	
1.3 Customer Domain	
Level 2: 1.3.3 - Order Handling	**Conformance Scores**
1.3.3.1 - Determine Customer Order Feasibility	**4.5**
1.3.3.1.1 - Perform Impact Analysis	75%
1.3.3.2 - Authorize Credit	*Not in Scope*
1.3.3.3 - Track & Manage Customer Order Handling	**4.8**
1.3.3.3.1 - Manage Customer Order	75%
1.3.3.3.2 - Track Customer Order	100%
1.3.3.3.3 - Update Order Repository	100%
1.3.3.4 - Complete Customer Order	**4.5**
1.3.3.5 - Issue Customer Orders	**4.8**
1.3.3.5.1 - Assess Customer Order	75%
1.3.3.5.2 - Issue Customer Order	100%
1.3.3.6 - Report Customer Order Handling	**4.8**
1.3.3.6.1 - Monitor Customer Order Status	100%
1.3.3.6.2 - Manage Customer Order Status Notification	100%
1.3.3.6.3 – Report Customer Order Status	75%
1.3.3.7 - Close Customer Order	**5**

5.3 Level 2: 1.4.5 - Service Configuration & Activation

5.3.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3/Level 4 processes in scope for the "1.4.5 - Service Configuration & Activation" business processes are available from the following link:

https://www.tmforum.org/wp-content/uploads/2017/03/NTTComwareFF_eTOM_1.4.5_ServiceConfigurationActivation.pdf

Mappings and supporting evidence was presented for the following Level 3 processes:

- 1.4.5.6 - Issue Service Orders
- 1.4.5.8 - Close Service Order

5.3.2 Detailed Conformance Scores

The following table details the conformance scores awarded to the Level 3 and Level 4 processes submitted in scope for Level 2 process "1.4.5 - Service Configuration & Activation". The scoring guidelines are explained in Figure 6-1 in Section 6.1.

Table 4   1.4.5 - Service Configuration & Activation Conformance Scores

NTT Comware FlexibleEntry Frameworx 16.0 Business Process Framework Conformance Scores	
1.4 Service Domain **Level 2: 1.4.5 - Service Configuration & Activation**	**Conformance Scores**
1.4.5.1 - Design Solution	*Not in Scope*
1.4.5.2 - Allocate Specific Service Parameters to Services	*Not in Scope*
1.4.5.3 - Track & Manage Service Provisioning	*Not in Scope*
1.4.5.4 - Implement, Configure & Activate Service	*Not in Scope*
1.4.5.5 - Test Service End-to-End	*Not in Scope*
1.4.5.6 - Issue Service Orders	**4.7**
1.4.5.6.1 - Assess Service Request	100%
1.4.5.6.2 - Create Service Orders	50%
1.4.5.6.3 - Mark Service Order for Special Handling	100%
1.4.5.7 - Report Service Provisioning	*Not in Scope*
1.4.5.8 - Close Service Order	**5.0**
1.4.5.9 - Recover Service	*Not in Scope*

6 Frameworx Conformance Result

This Section details the Scores awarded to reflect Conformance of the NTT Comware product to the Business Process Framework components of Frameworx 16.0.

6.1 Business Process Framework – Scoring Rules

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

Frameworx 16.0 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 graph in this Section provides an overview of the conformance levels granted to the Level 3 Processes presented in scope for the NTT Comware 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.
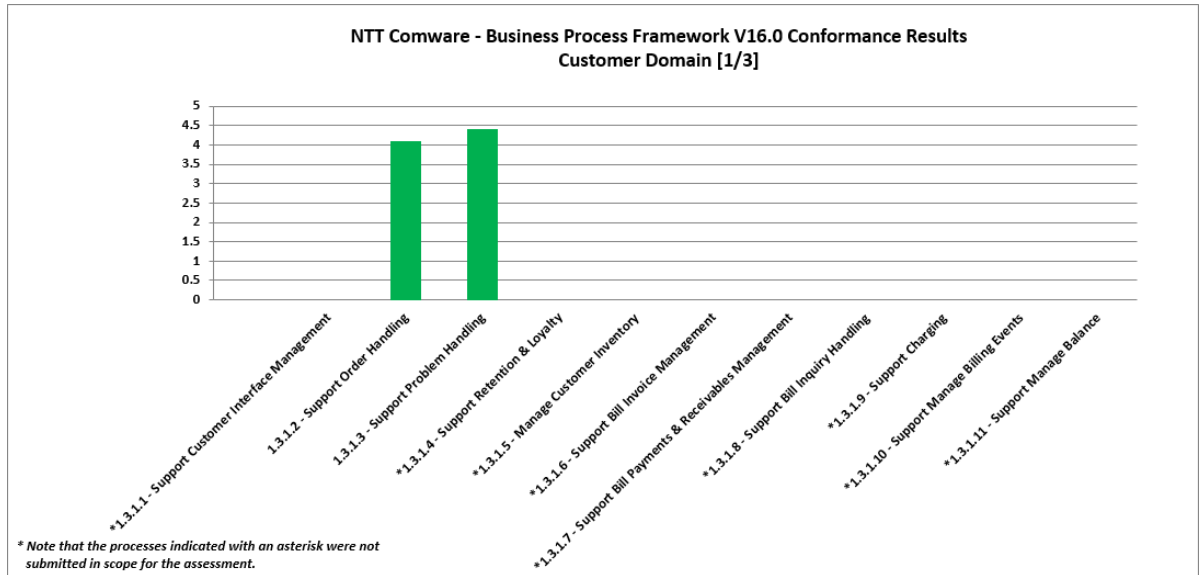

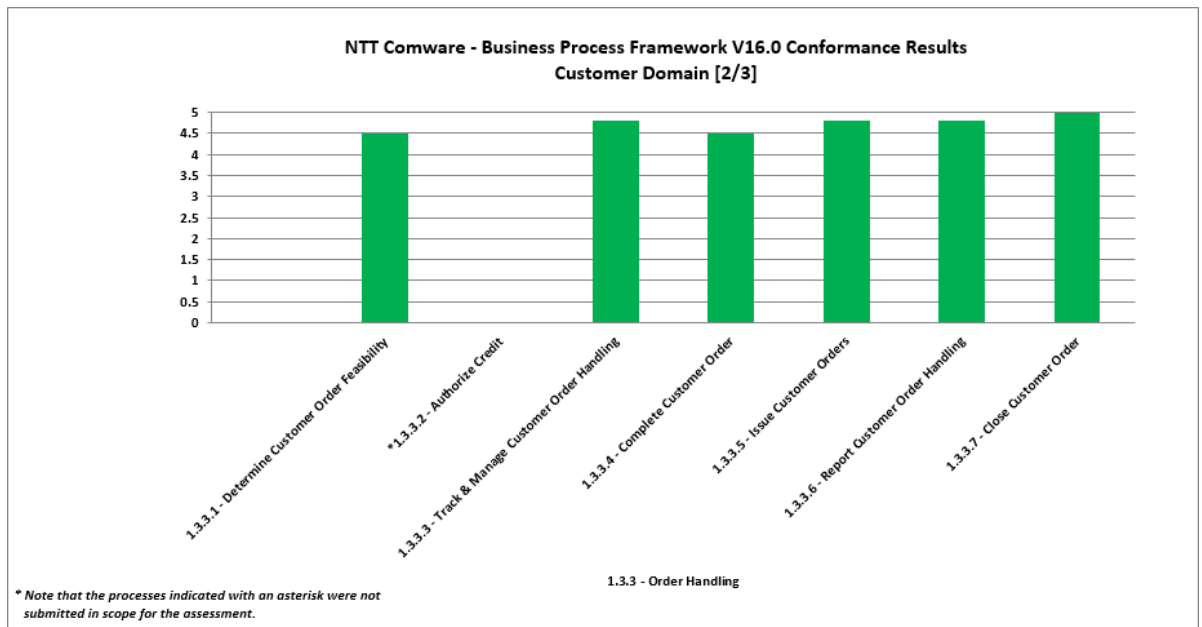**Figure 6-2 Conformance Results (eTOM) Customer Domain [1/3]**

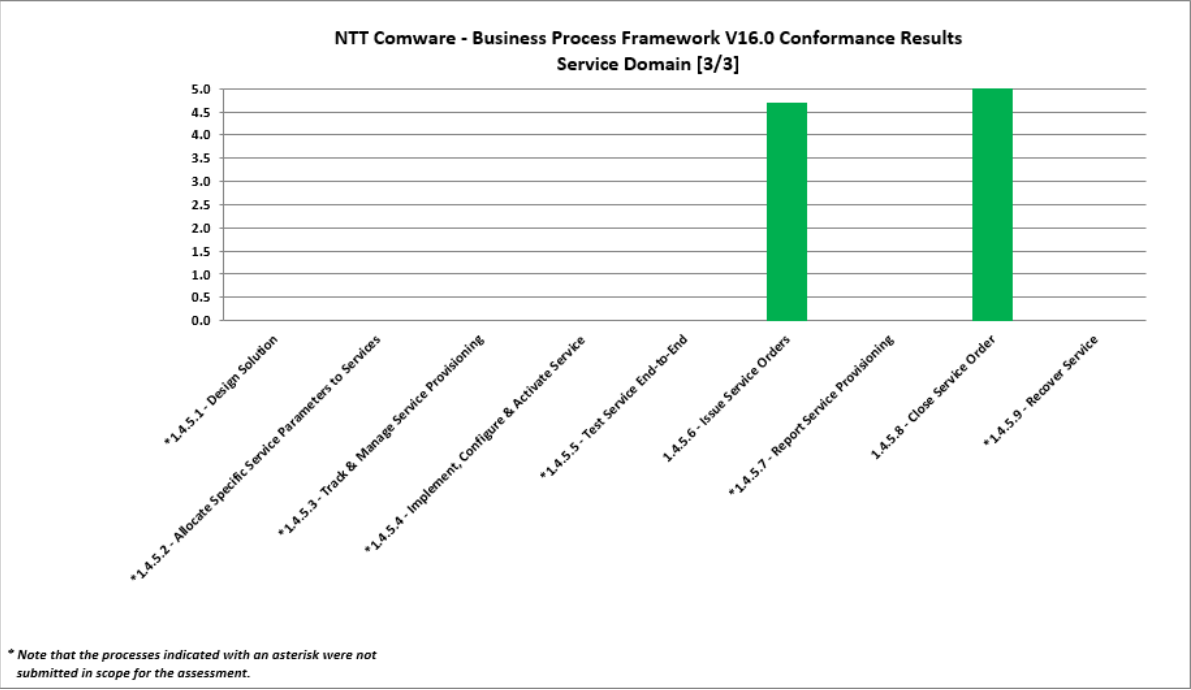**Figure 6-3 Conformance Results (eTOM) Customer Domain [2/3]**

Figure 6-4 Conformance Results (eTOM) Service Domain [3/3]

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 5 Business Process Framework: Detailed Conformance Results

L1 / L2 / L3 Process	L3 Process Score [L2 Coverage]	Comments
NTT Comware FlexibleEntry **Frameworx 16.0 Business Process Framework Conformance Scores**		
1.3 Customer Domain		
1.3.1 - Customer Support & Readiness		
1.3.1.1 - Support Customer Interface Management		*This process was not submitted for assessment.*
1.3.1.2 - Support Order Handling	4.1	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. All of the seventeen Level 4 processes defined for this Level 3 process, were submitted and mapped for conformance. See Level 3/Level 4 results section in Chapter 4.
1.3.1.3 - Support Problem Handling	4.4	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. All ten Level 4 processes defined for this Level 3 process, were submitted and mapped for conformance. See Level 3/Level 4 results section in Chapter 4.
1.3.1.4 - Support Retention & Loyalty		*This process was not submitted for assessment.*
1.3.1.5 - Manage Customer Inventory		*This process was not submitted for assessment.*

1.3.1.6 - Support Bill Invoice Management	**This process was not submitted for assessment.**
1.3.1.7 - Support Bill Payments & Receivables Management	**This process was not submitted for assessment.**
1.3.1.8 - Support Bill Inquiry Handling	**This process was not submitted for assessment.**
1.3.1.9 - Support Charging	**This process was not submitted for assessment.**
1.3.1.10 - Support Manage Billing Events	**This process was not submitted for assessment.**
1.3.1.11 - Support Manage Balance	**This process was not submitted for assessment.**

NTT Comware FlexibleEntry Frameworx 16.0 Business Process Framework Conformance Scores		
L1 / L2 / L3 Process	**L3 Process Score [L2 Coverage]**	**Comments**
1.3 Customer Domain		
1.3.3 - Order Handling		
1.3.3.1 - Determine Customer Order Feasibility	**4.5**	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. The unique Level 4 process defined for this Level 3 process, was submitted and mapped for conformance. See Level 3/Level 4 results section in Chapter 4.
1.3.3.2 - Authorize Credit		***This process was not submitted for assessment.***
1.3.3.3 - Track & Manage Customer Order Handling	**4.8**	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. The three Level 4 processes defined for this Level 3 process were all submitted and mapped for conformance. See Level 3/Level 4 results section in Chapter 4.

1.3.3.4 - Complete Customer Order	4.5	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. There are no Level 4 processes defined for this Level 3 process, so only the L3 process itself was submitted/mapped for conformance. See Level 3/Level 4 results section in Chapter 4.
1.3.3.5 - Issue Customer Orders	4.8	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. The two Level 4 processes defined for this Level 3 process were submitted and mapped for conformance. See Level 3/Level 4 results section in Chapter 4.
1.3.3.6 - Report Customer Order Handling	4.8	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. The three Level 4 processes defined for this Level 3 process were all submitted and mapped for conformance. See Level 3/Level 4 results section in Chapter 4.

1.3.3.7 - Close Customer Order	**5.0**	**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) with no deviations. There are no Level 4 processes defined for this Level 3 process, so only the L3 process itself was submitted/mapped for conformance. See Level 3/Level 4 results section in Chapter 4.

NTT Comware FlexibleEntry Frameworx 16.0 Business Process Framework Conformance Scores		
L1 / L2 / L3 Process	**L3 Process Score [L2 Coverage]**	**Comments**
1.4 Service Domain		
1.4.5 - Service configuration & Activation		
1.4.5.1 - Design Solution		*This process was not submitted for assessment.*
1.4.5.2 - Allocate Specific Service Parameters to Services		*This process was not submitted for assessment.*
1.4.5.3 - Track & Manage Service Provisioning		*This process was not submitted for assessment.*
1.4.5.4 - Implement, Configure & Activate Service		*This process was not submitted for assessment.*
1.4.5.5 - Test Service End-to-End		*This process was not submitted for assessment.*
1.4.5.6 - Issue Service Orders	4.7	**Partially Conformant** Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM) but with some deviations. The three Level 4 processes defined for this Level 3 process were all submitted and mapped for conformance. See Level 3/Level 4 results section in Chapter 4.
1.4.5.7 - Report Service Provisioning		*This process was not submitted for assessment.*

1.4.5.8 - Close Service Order	**5.0**	**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) with no deviations.
		There are no Level 4 processes defined for this Level 3 process, so only the L3 process itself was submitted/mapped for conformance.
		See Level 3/Level 4 results section in Chapter 4.
1.4.5.9 - Recover Service		***This process was not submitted for assessment.***