

# Solution Conformance Certification Report

Business Process Framework (eTOM)  
&  
Information Framework (SID)

For:

**Jio Platforms Limited**

**JIO B2C System - ODA-C-JIO Automator.AI**

March 2025

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## 1 Introduction

### 1.1 Executive Summary

This document provides details of JIO B2C System for JIO-Automator.AI, against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 24.0
- Information Framework (SID) version 24.0

The assessment included a review of the methodology approach to process and information modeling, respectively against the TM Forum's Business Process Framework (eTOM) and the Information Framework (SID) according to the specific processes and entities submitted in scope for the Assessment.

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## 2 Solution Overview

### 2.1 About JIO

Reliance Jio has revolutionized the Indian telecom and digital services landscape, bringing affordable, high-speed connectivity to millions. Since its launch, Jio has been at the forefront of digital transformation, democratizing data access and fostering innovation across industries. With a customer-first approach, Jio's cutting-edge technologies, including 4G LTE, 5G, fiber broadband, and AI-driven solutions, empower businesses and individuals alike.

Jio's impact extends beyond connectivity, driving advancements in digital payments, cloud computing, and enterprise solutions. The company's Open Digital Architecture (ODA)-based platforms enable scalable and modular solutions, ensuring seamless integration across industries. Jio's AI-powered customer service and CRM solutions enhance customer experience while optimizing operational efficiency.

By embracing sustainability and digital inclusion, Jio supports India's vision of a self-reliant digital economy. Initiatives like rural broadband expansion, IoT-driven smart cities, and industry-focused automation highlight Jio's commitment to People, Profit, and Planet. Jio's innovation ecosystem fosters collaboration with startups and enterprises, accelerating the adoption of next-generation technologies.

Through continuous investment in digital infrastructure and disruptive technologies, Jio remains a driving force in India's digital revolution, enabling businesses, enhancing lives, and shaping the future of connectivity.

Jio has created an eco-system comprising of network, devices, applications and content, service experience and affordable tariffs for everyone to live the Jio Digital Life. Since launch of its commercial operations in 2016, it has been redefining benchmarks, setting new milestones, inspiring unprecedented adoption, usage, and service metrics that are among the best in the industry.

For more information on our products and services, visit our website at: [www.jio.com](http://www.jio.com)

## 2.2 Solution Functionality / Capability

**JioAutomator.AI** is an AI-powered software development assistant designed to streamline every stage of the development lifecycle. It simplifies:

- **Code Generation:** Accelerate development with AI-driven code creation.
- **Unit Test Case Generation:** Automatically generate test cases to ensure robust code quality.
- **PR Review:** Enhance code reviews with intelligent suggestions and faster feedback.
- **Minimal/No-Code Test Automation:** Leverage AI and NLP to reduce manual effort, making automation accessible without extensive coding.
- **Real-Time Functional and API Testing:** Conduct seamless, real-time testing to catch issues early and ensure reliability.
- **Effortless Maintenance:** Simplify web application testing with automated maintenance, ensuring long-term efficiency.

JioAutomator.AI reduces complexity, boosts productivity, and delivers high-quality software with minimal effort.

### 2.2.1 Key Features:

Key Features of JIO Automator:

1. **NLP & No-Code Automation:** Allows users to write tests in plain English, eliminating the need for coding skills. This natural language processing capability enables immediate execution and validation of each step, streamlining the testing process.
2. **Quick Heal:** Facilitates quick resolution of test failures by allowing testers to select new elements from interactive screenshots. This feature simplifies debugging and ensures tests remain up-to-date with minimal effort.
3. **Visual Testing:** Enables live authoring by allowing users to watch a bot validate each test step in real-time on a headless browser. This immediate feedback loop enhances testers' confidence and productivity by eliminating the traditional write-run-debug-repeat cycle.
4. **Performance testing:** For both the **UI** and **API** to ensure speed, scalability, and stability under various loads. This helps identify bottlenecks, measure response times, and verify seamless interaction between the front end and back end, even at peak conditions.
5. **CI/CD Integration:** Seamlessly integrates with popular Continuous Integration and Continuous Deployment tools like Azure DevOps and Jenkins. This ensures automated and consistent testing throughout the development lifecycle.

6. **Scheduler:** Empowers users to automate the execution of test scenarios at various intervals and frequencies, optimizing the testing workflow and ensuring timely validations.
7. **API Testing:** Validates the functionality and performance of backend APIs, ensuring they integrate seamlessly with UI workflows and function as intended.
8. **Visual Sentinel:** Monitors UI changes visually to detect unintended alterations, ensuring the application's visual integrity and consistency.
9. **Versioning:** Tracks and manages changes to tests with version control, ensuring clarity, collaboration, and traceability throughout the testing lifecycle.
10. **Web/Mobile App Testing:** Tests both web/mobile applications across various devices and operating system versions, ensuring compatibility and performance.
11. **PR Agent:** Automates test execution and reporting in pull requests, enhancing code quality and streamlining the development process.
12. **Conditional Logic:** Incorporates smart branching in test flows, allowing for the handling of complex scenarios based on specific conditions.
13. **Parallel Execution:** Enhances testing efficiency by enabling the simultaneous execution of multiple test scenarios, reducing overall test execution time and delivering faster results.



## 2.2.2 Architecture

- JioAutomator.AI is a cloud-based test automation system that executes test steps on Chrome using the Chrome DevTools Protocol (CDP) for live previews.
- Operates across public (DMZ Zone) and private (Non-DMZ Zone) cloud environments.
- External users access the system via HTTPS through a Load Balancer.
- The Load Balancer routes requests to the API Server for authentication, validation, and task management.
- Tasks are published to Kafka, consumed by the Job Server, and forwarded to the Job Engine.
- The Job Engine orchestrates execution through the Core Engine cluster.
- The Core Engine handles:
  - Test execution with Worker Nodes.
  - Secure API and test case execution in a Sandbox.
  - Internal traffic management via a Load Balancer.
  - Job parsing with a dedicated Job Parser.
- Consul ensures service discovery and system health, dynamically replacing failed nodes.
- The Controller UI enables job scheduling, monitoring, and live previews.
- A Scheduler automates test execution.
- Redis provides caching for fast data access.
- MongoDB stores test metadata.
- Test results flow from the Core Engine to MongoDB and back through Kafka or Redis to the API Server, updating the Controller UI.
- Integrates with the public internet via an Internet Gateway for scalability and security.
- Ensures fault tolerance with Service Discovery and Health Checks.

# JIO B2C - JIO Automator System Component Level Architecture

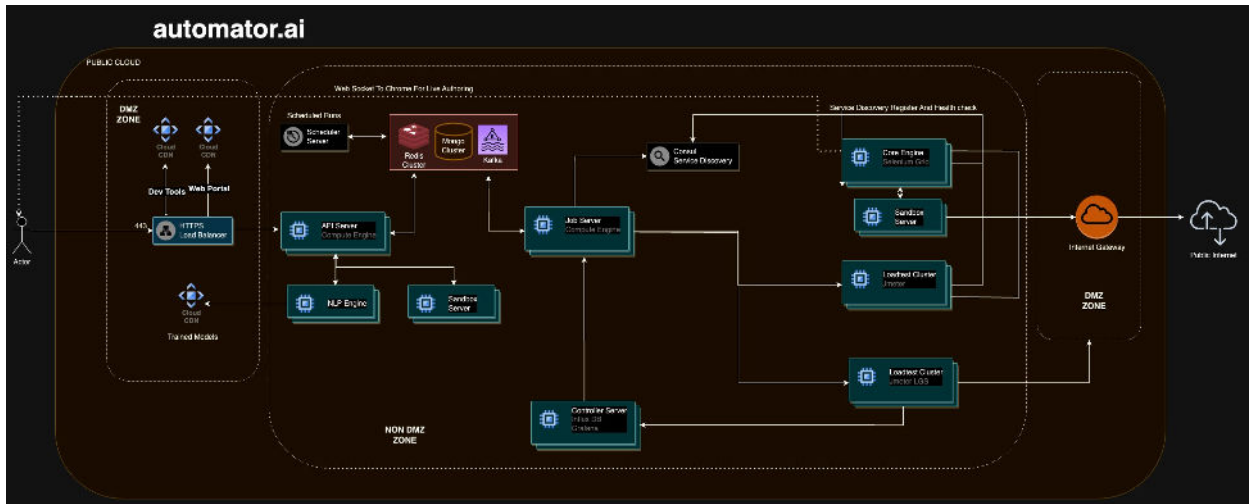


Figure 1 – JIO B2C System for JIO Automator –Component Architecture Diagram

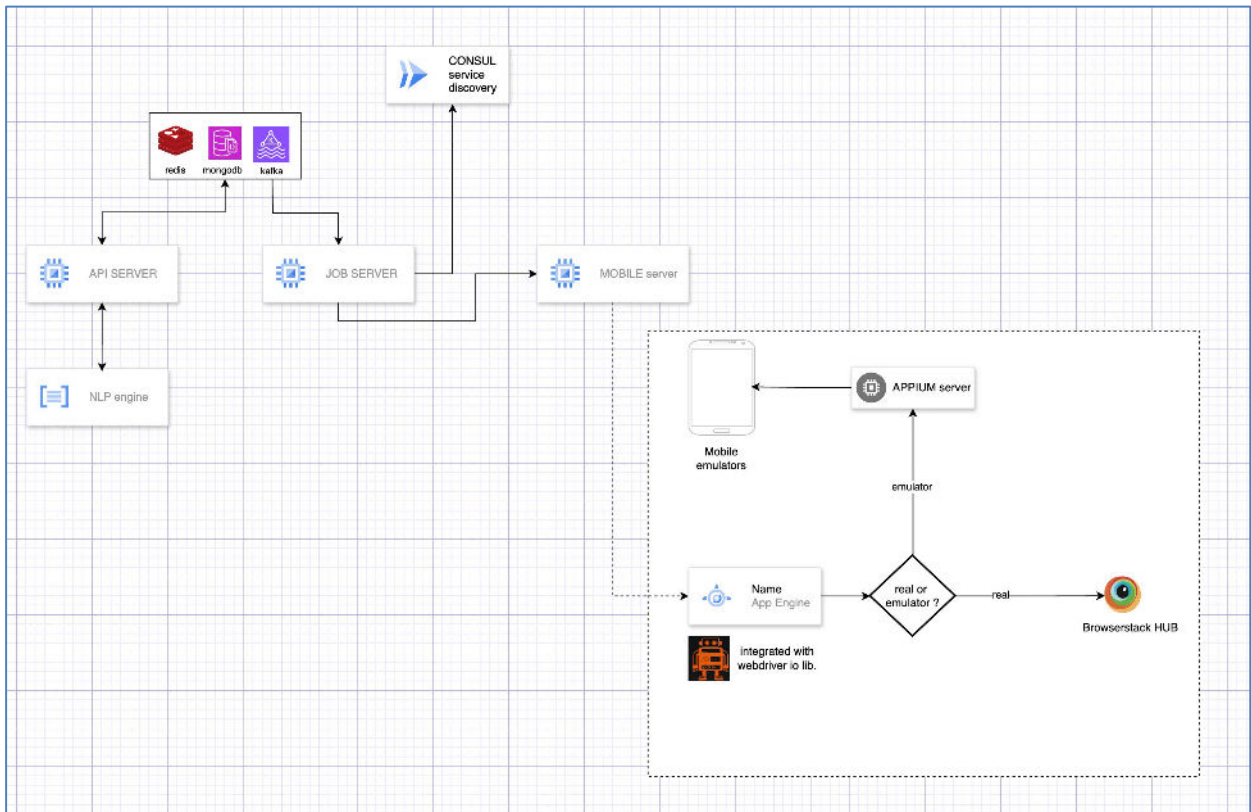


Figure 2 - SID - v24.0 – JIO B2C System for JIO Automator Integrated Architecture Diagram

## 2.3 JIO B2C - JIO Automator – Benefits

- 1. Increased Efficiency & Speed**
  - a. Automates repetitive testing tasks, reducing manual effort.
  - b. Speeds up test execution, enabling faster software releases.
- 2. Enhanced Accuracy & Reliability**
  - a. Minimizes human errors by generating precise test cases.
  - b. Ensures consistent and reliable test results.
- 3. Cost & Resource Optimization**
  - a. Reduces dependency on manual testers, lowering costs.
  - b. Allows teams to focus on critical tasks instead of repetitive testing.
- 4. Seamless Integration & Scalability**
  - a. Easily integrates with CI/CD pipelines for continuous testing.
  - b. Scales with project needs, supporting growing test coverage.
- 5. User-Friendly & No-Code Testing**
  - a. Enables test automation with minimal coding knowledge.
  - b. Simplifies test case creation through natural language processing.

Business Process Framework v23.0 – JIO B2C System for JIO Automator – Conformance Scope

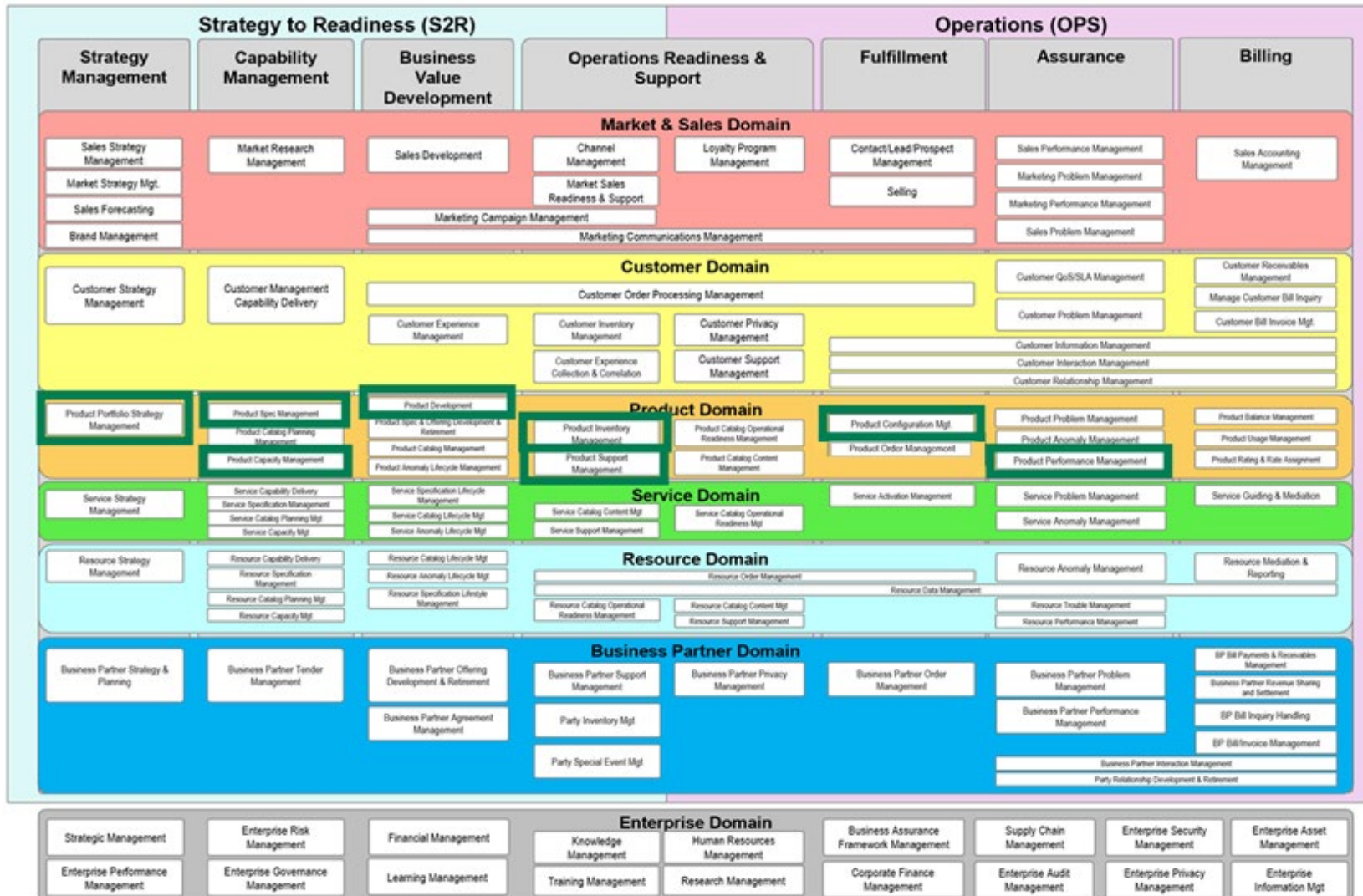


Figure 3 - Process coverage for JIO B2C System for JIO Automator - Conformance Certification

## 2.4 Information Framework Assessment - ABE Scope

### Information Framework (SID) - v24.0 – JIO B2C System for JIO Automator – Conformance Footprint

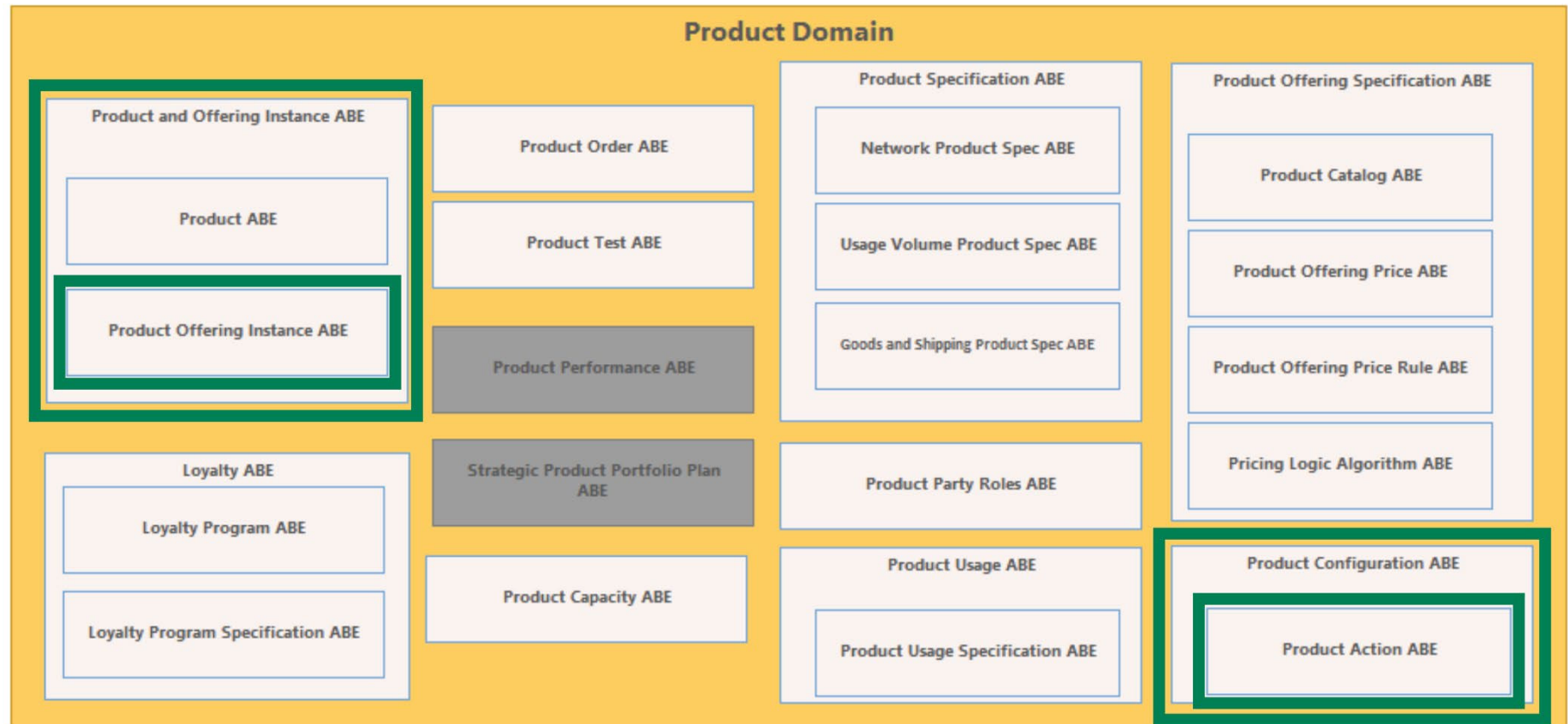


Figure 4 - Level 1 ABEs - SID coverage for JIO B2C System for JIO Automator Conformance Certification

### 3 Business Process Framework Assessment Overview

#### 3.1 Mapping Technique Employed

Business Process Framework Level 3 descriptions are analyzed by focusing on implied tasks also referred to as implied functional requirements. (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.

Color coded text as highlighted below is used as part of the process mapping whereby highlighted text indicates the level of support for a Level 3 or a Level 4 implied task within a process element:

- **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 3 processes, such mappings are provided against the process’ extended description. If an Extended Description is not defined, then the mapping is provided against the Brief Description.



### 3.2 Scope of Conformance Certification Graph (eTOM)

This document conveys information about the Business Processes implemented for JIO B2C System for JIO Automator in accordance to the TM Forum Business Process Framework. It also maps the processes with the Level 2 and Level 3 frameworks' business activities. The document covers the following L3 Processes in scope for certification.

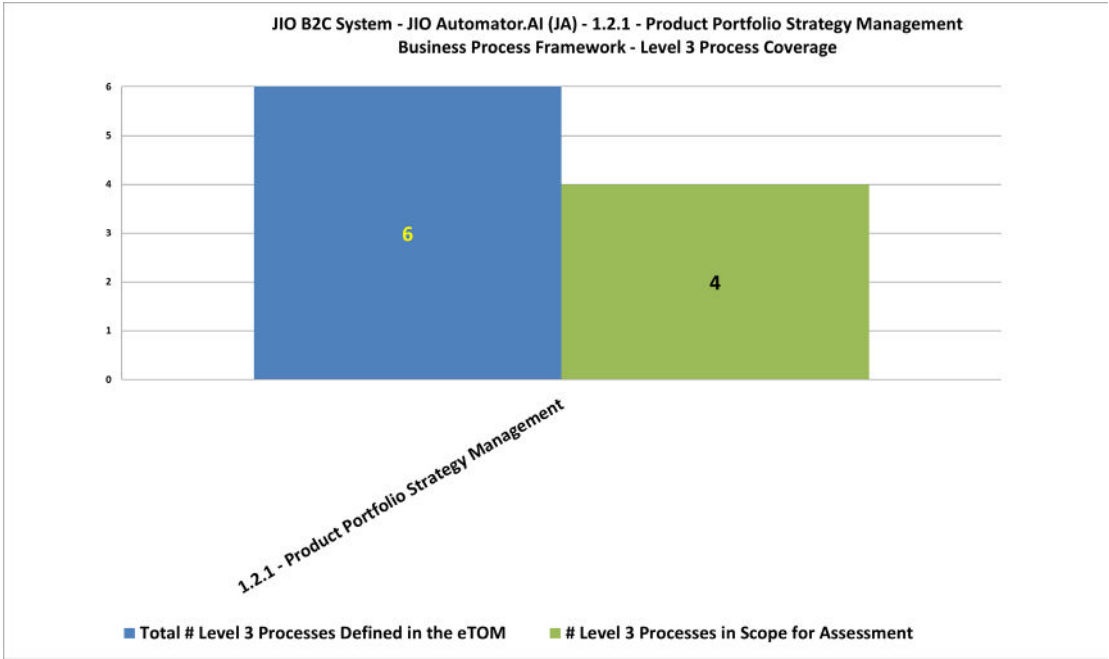


Figure 5- JIO B2C System for JIO Automator – 1.2.1 - Product Portfolio Strategy Management - processes in scope

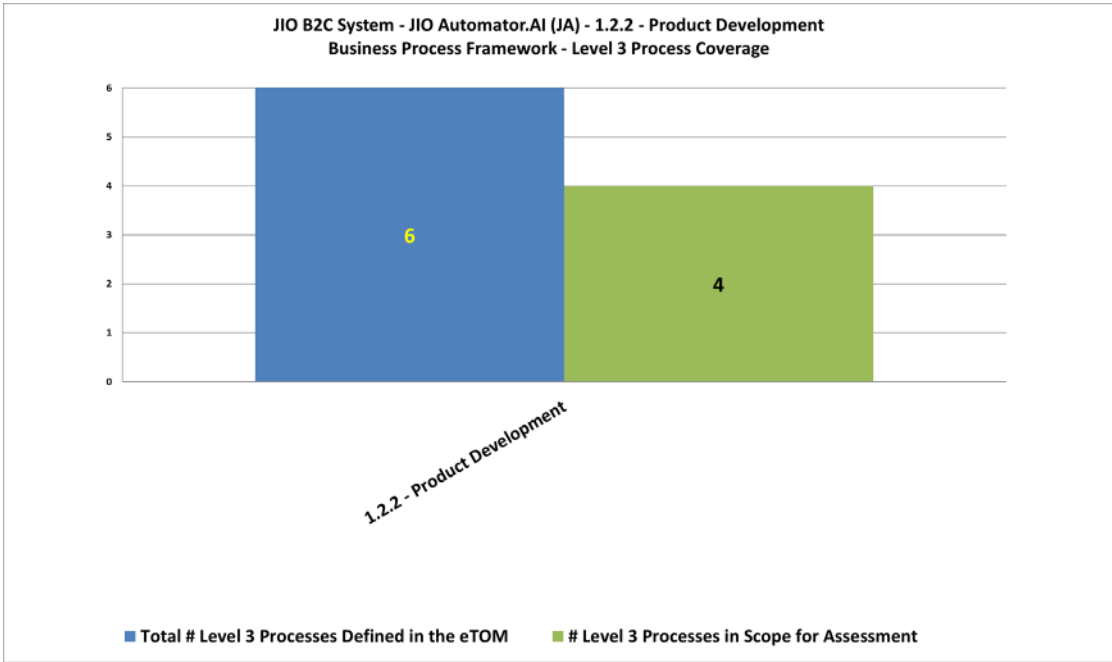


Figure 6- JIO B2C System for JIO Automator – 1.2.2 - Product Development - processes in scope

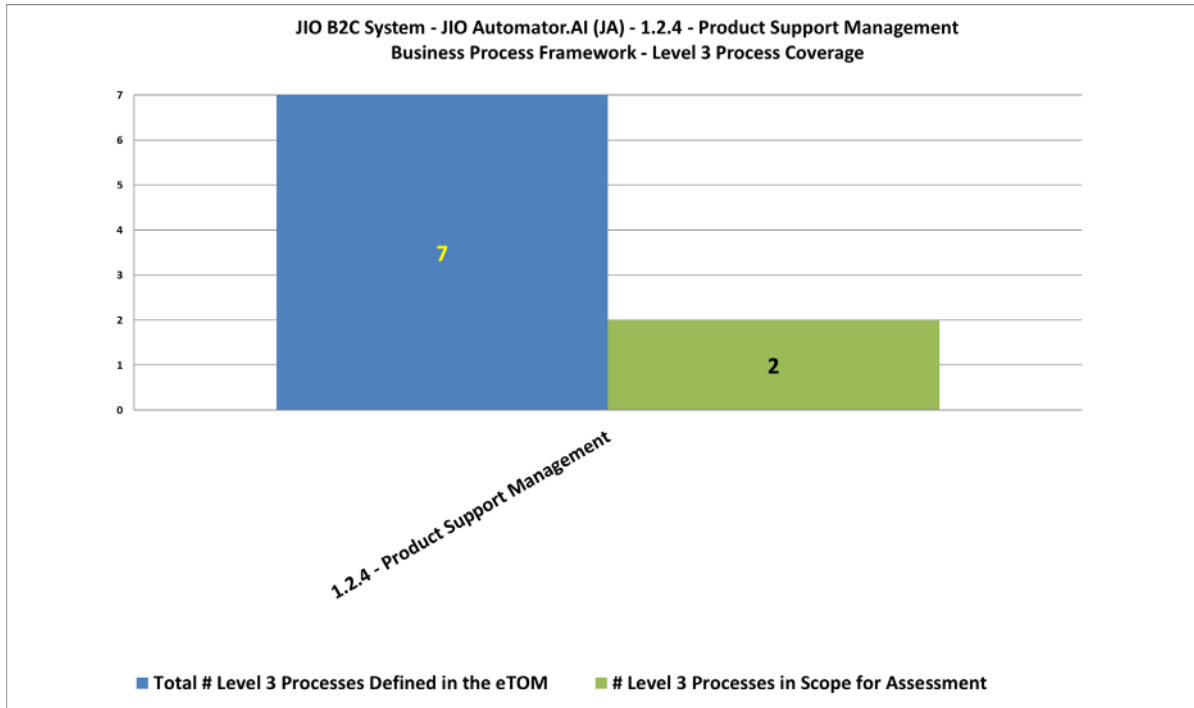


Figure 7- JIO B2C System for JIO Automator – 1.2.4 - Product Support Management - processes in scope

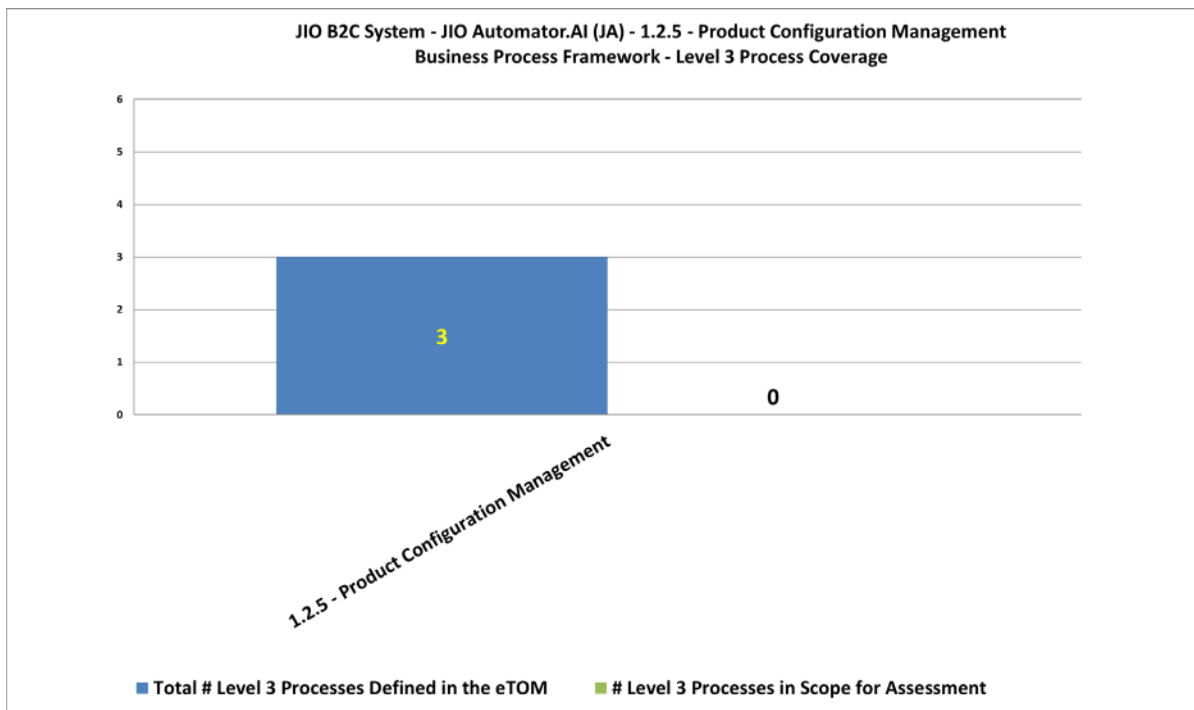


Figure 8- JIO B2C System for JIO Automator – 1.2.5 - Product Configuration Management - processes in scope



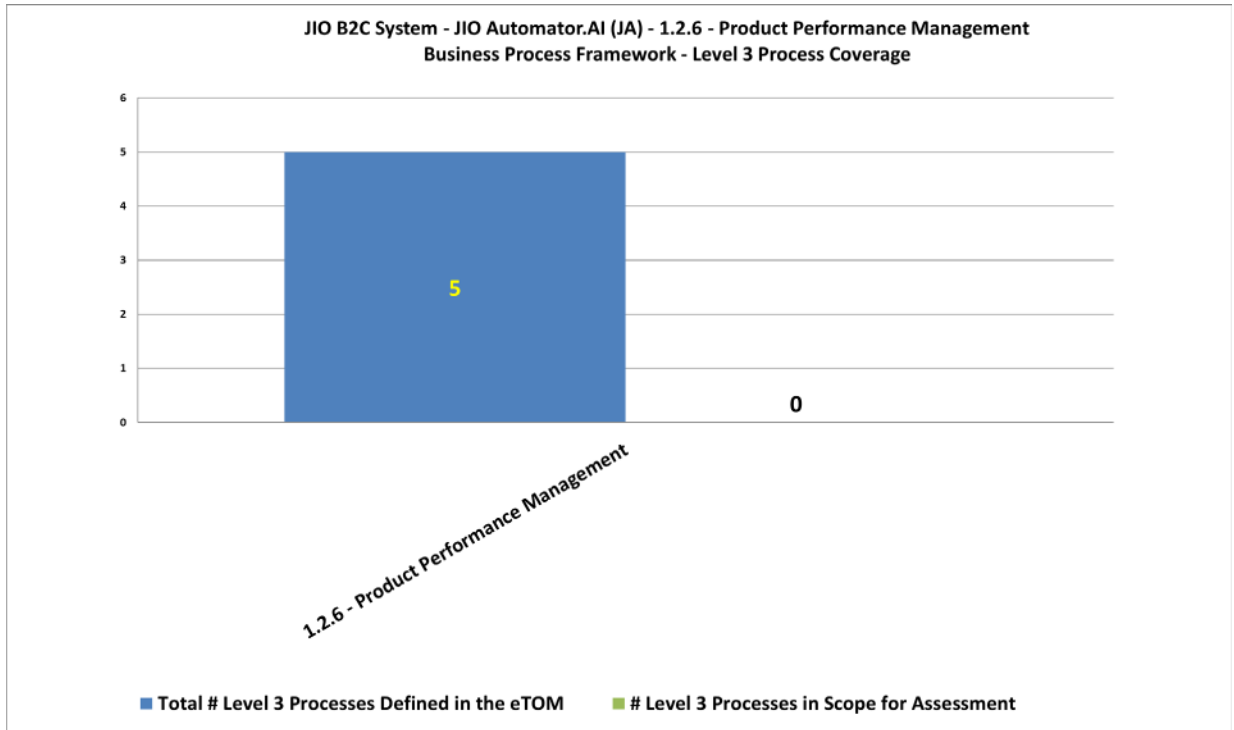


Figure 9- JIO B2C System for JIO Automator — 1.2.6 - Product Performance Management - processes in scope

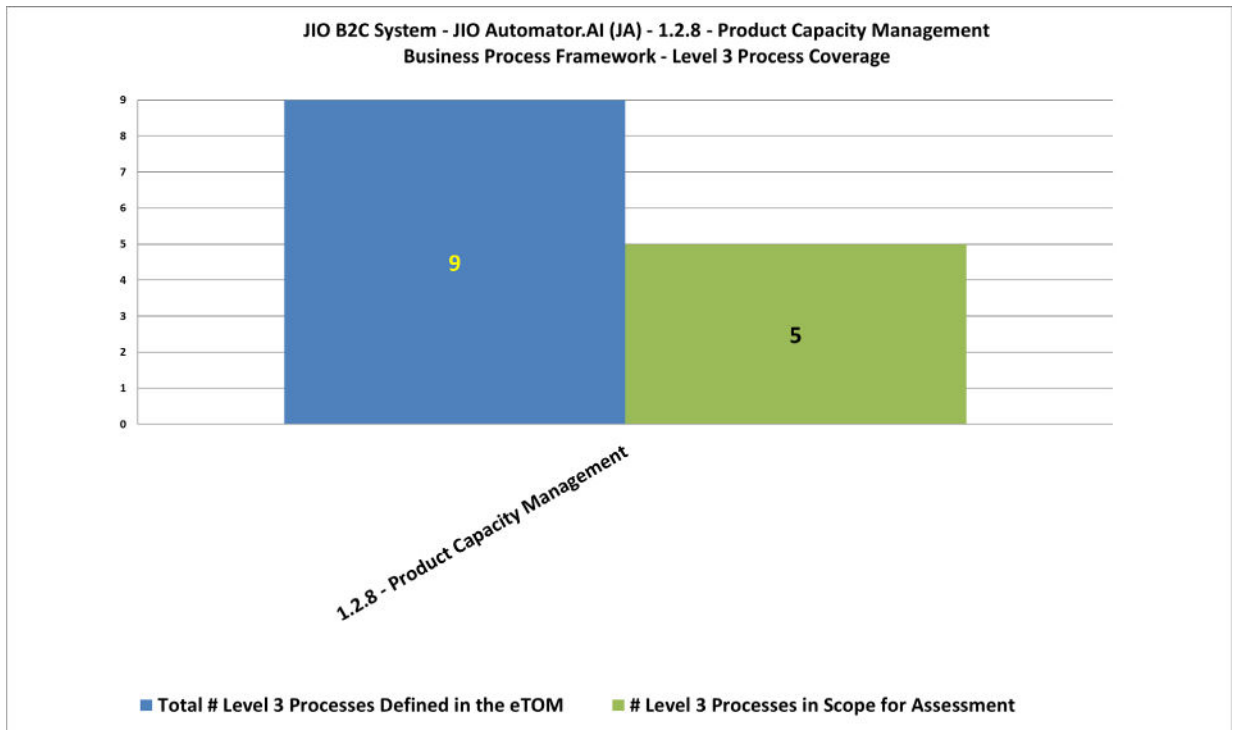


Figure 10- JIO B2C System for JIO Automator — 1.2.8 - Product Capacity Management - processes in scope

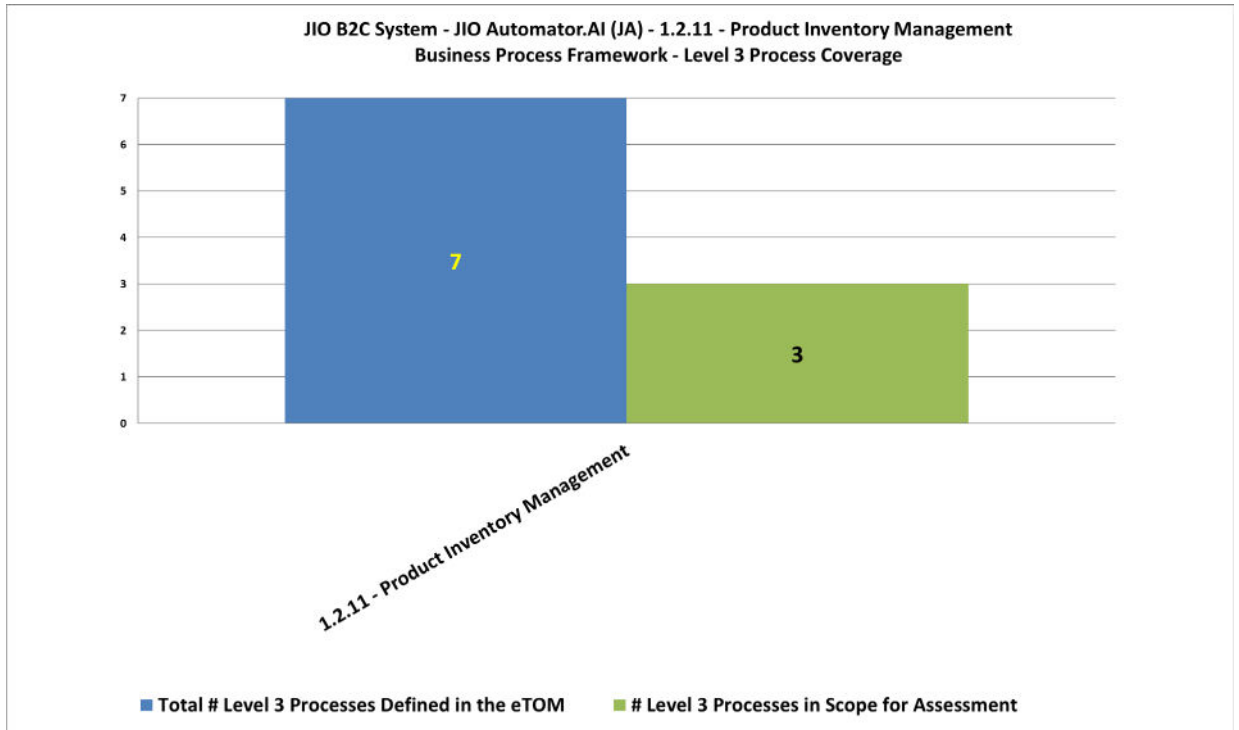


Figure 11- JIO B2C System for JIO Automator — 1.2.11 - Product Inventory Management - processes in scope

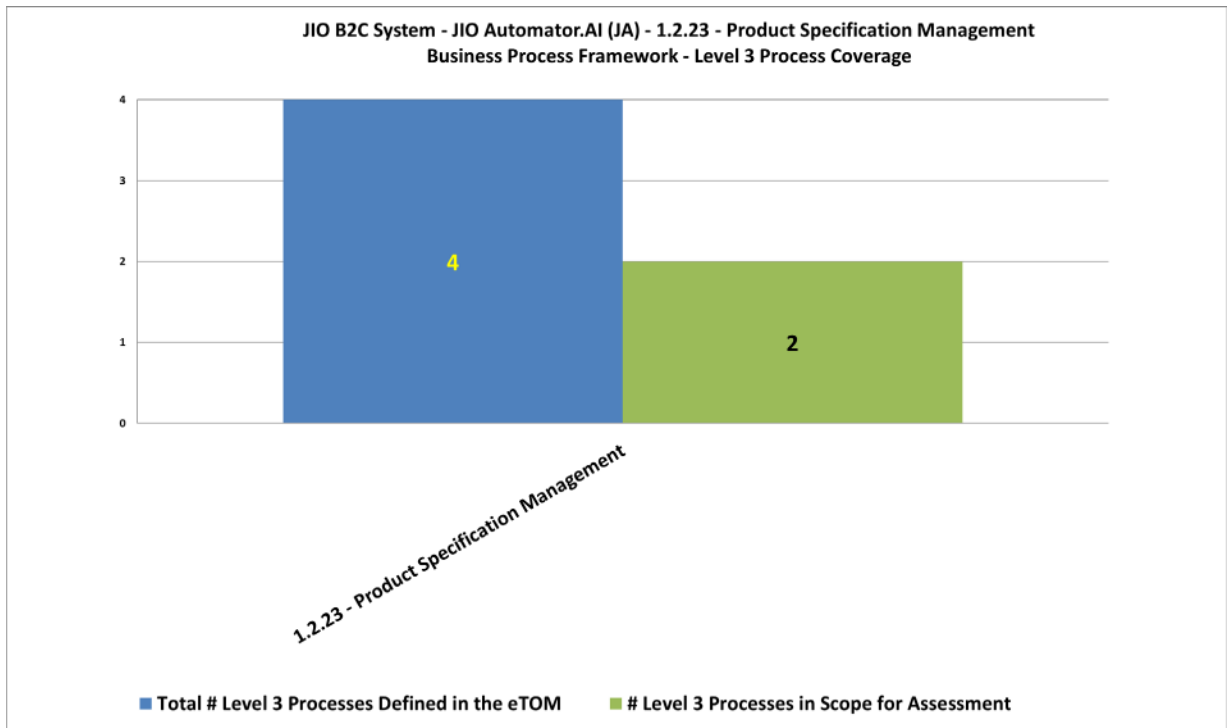


Figure 12- JIO B2C System for JIO Automator — 1.2.23 - Product Specification Management - processes in scope

### 3.3 Scope of Conformance Certification – Chart (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>4</i>
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>1.2 - Product Domain</b>		
	<b>1.2.1 - Product Portfolio Strategy Management</b>	
		1.2.1.1 - Gather & Analyze Product Information
		1.2.1.3 - Produce Product Portfolio Business Plans
		1.2.1.4 - Gain Commitment to Product Business Plans
		1.2.1.6 - Analyze Product Test Quality

Figure 13- JIO B2C System for JIO Automator – 1.2.1 - Product Portfolio Strategy Management – certified processes

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>4</i>
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>1.2 - Product Domain</b>		
	<b>1.2.2 - Product Development</b>	
		1.2.2.1 - Define Product Capability Requirements
		1.2.2.2 - Capture Product Capability Shortfalls
		1.2.2.3 - Approve Product Business Case
		1.2.2.4 - Deliver Product Capability

Figure 14- JIO B2C System for JIO Automator – 1.2.2 - Product Development – certified processes

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>2</i>
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>1.2 - Product Domain</b>		
	<b>1.2.4 - Product Support Management</b>	
		1.2.4.5 - Enable Product Performance Management
		1.2.4.9 - Manage Product Test

Figure 15- JIO B2C System for JIO Automator – 1.2.4 - Product Support Management – certified processes

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>0</i>
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
<b>1.2 - Product Domain</b>		
<b>1.2.5 - Product Configuration Management</b>		
		NA

Figure 16- JIO B2C System for JIO Automator – 1.2.5 - Product Configuration Management – certified processes

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>0</i>
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
<b>1.2 - Product Domain</b>		
<b>1.2.6 - Product Performance Management</b>		
		NA

Figure 17- JIO B2C System for JIO Automator – 1.2.6 - Product Performance Management – certified processes

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>5</i>
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
<b>1.2 - Product Domain</b>		
<b>1.2.8 - Product Capacity Management</b>		
		1.2.8.4 - Align Product Capacity Planning Goals
		1.2.8.5 - Establish Product Capacity GAP
		1.2.8.8 - Analyze Product Capacity
		1.2.8.9 - Optimize Product Capacity
		1.2.8.10 - Monitor Product Capacity

Figure 18- JIO B2C System for JIO Automator – 1.2.8 - Product Capacity Management – certified processes

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>3</i>
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
<b>1.2 - Product Domain</b>		
<b>1.2.11 - Product Inventory Management</b>		
		1.2.11.1 - Identify Relevant Product Inventory Information
		1.2.11.2 - Maintain Product Inventory facilities
		1.2.11.3 - Control Product Inventory Access

Figure 19- JIO B2C System for JIO Automator – 1.2.11 - Product Inventory Management – certified processes

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>JIO</i>
<i>Solution:</i>		<i>JIO B2C System - JIO Automator.AI (JA)</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L3 Processes in Scope:</i>		<i>2</i>
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
<b>1.2 - Product Domain</b>		
	<b>1.2.23 - Product Specification Management</b>	
		<b>1.2.23.1 - Describe Product Specifications</b>
		<b>1.2.23.3 - Analyze Product Specifications</b>

Figure 20- JIO B2C System for JIO Automator -- 1.2.23 - Product Specification Management – certified processes

### 3.4 Business Process Framework – Scoring Guidelines

This section provides the Process Mapping output from the self-assessment carried out by TM Forum Subject Matter Experts alongside supporting documentation made available for this purpose.

Business Process Framework (eTOM) - Conformance Scoring 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 Framework 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 & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 process definitions. <ul style="list-style-type: none"> <li>• A score of 5 indicates that the process is fully conformant with no deviations.</li> <li>• A score of 4.5 indicates a process that is almost fully conformant, but displays some minor deviations from the standard.</li> <li>• A score of 4.0 indicates a process that is partially conformant as it displays some deviations (not severe but not minor either) from the standard.</li> <li>• A score of 3.5 indicates a process that is partially conformant as it displays major deviations from the standard.</li> <li>• A score of 3.0 indicates a process that is not conformant as it displays no alignment or conformance at all with the standard.</li> </ul>
* 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.		
<i>Note 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.</i>		
<i>Note 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.</i>		
<i>Note 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 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 3 processes/Implied Tasks.</i>		
<i>Note 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. <u>This note specifically applies to Product &amp; Solution Assessments.</u></i>		
<i>Note 5 - Processes that are supported via manual implementation <u>only</u>, are not considered in scope for the Assessment. <u>This note specifically applies to Product &amp; Solution Assessments.</u></i>		

Figure 21- TM Forum Business Process Framework: Conformance Scoring Rules

### 3.5 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework against the processes supported by JIO B2C System for JIO Automator.

The self-assessment was reviewed by TM Forum Subject Matter Experts alongside supporting documentation provided.

#### 3.5.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 3 business processes in scope is available from the following link:

[JioAutomator.AI – eTOM Conformance Mapping Template](#)

### 3.6 Conformance Results – Chart (eTOM)

This Section details the Scores awarded to reflect Conformance to the Business Process Framework (eTOM).

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		JIO	
<i>Solution:</i>		JIO B2C System - JIO Automator.AI (JA)	
<i>Assessment Type</i>		Solution	
<i># of L3 Processes in Scope:</i>		4	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.2 - Product Domain</b>			
<b>1.2.1 - Product Portfolio Strategy Management</b>			
		1.2.1.1 - Gather & Analyze Product Information	5/5
		1.2.1.3 - Produce Product Portfolio Business Plans	5/5
		1.2.1.4 - Gain Commitment to Product Business Plans	5/5
		1.2.1.6 - Analyze Product Test Quality	5/5

Figure 22- JIO B2C System for JIO Automator -- 1.2.1 - Product Portfolio Strategy Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		JIO	
<i>Solution:</i>		JIO B2C System - JIO Automator.AI (JA)	
<i>Assessment Type</i>		Solution	
<i># of L3 Processes in Scope:</i>		4	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.2 - Product Domain</b>			
<b>1.2.2 - Product Development</b>			
		1.2.2.1 - Define Product Capability Requirements	5/5
		1.2.2.2 - Capture Product Capability Shortfalls	5/5
		1.2.2.3 - Approve Product Business Case	5/5
		1.2.2.4 - Deliver Product Capability	5/5

Figure 23- JIO B2C System for JIO Automator -- 1.2.2 - Product Development – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		JIO	
<i>Solution:</i>		JIO B2C System - JIO Automator.AI (JA)	
<i>Assessment Type</i>		Solution	
<i># of L3 Processes in Scope:</i>		2	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.2 - Product Domain</b>			
<b>1.2.4 - Product Support Management</b>			
		1.2.4.5 - Enable Product Performance Management	5/5
		1.2.4.9 - Manage Product Test	5/5

Figure 24- JIO B2C System for JIO Automator -- 1.2.4 - Product Support Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		JIO	
<i>Solution:</i>		JIO B2C System - JIO Automator.AI (JA)	
<i>Assessment Type</i>		Solution	
<i># of L3 Processes in Scope:</i>		0	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.2 - Product Domain</b>			
<b>1.2.5 - Product Configuration Management</b>			
		NA	NA

Figure 25- JIO B2C System for JIO Automator -- 1.2.5 - Product Configuration Management – Scores Awarded



TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			Level 3 Process Elements Scores achieved
Member:		JIO	
Solution:		JIO B2C System - JIO Automator.AI (JA)	
Assessment Type		Solution	
# of L3 Processes in Scope:		0	
Level 1	Level 2	Level 3	
1.2 - Product Domain			
1.2.6 - Product Performance Management			4/5
		NA	NA

Figure 26- JIO B2C System for JIO Automator -- 1.2.6 - Product Performance Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			Level 3 Process Elements Scores achieved
Member:		JIO	
Solution:		JIO B2C System - JIO Automator.AI (JA)	
Assessment Type		Solution	
# of L3 Processes in Scope:		0	
Level 1	Level 2	Level 3	
1.2 - Product Domain			
1.2.5 - Product Configuration Management			5/5
		NA	NA

Figure 27- JIO B2C System for JIO Automator -- 1.2.5 - Product Configuration Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			Level 3 Process Elements Scores achieved
Member:		JIO	
Solution:		JIO B2C System - JIO Automator.AI (JA)	
Assessment Type		Solution	
# of L3 Processes in Scope:		5	
Level 1	Level 2	Level 3	
1.2 - Product Domain			
1.2.8 - Product Capacity Management			
		1.2.8.4 - Align Product Capacity Planning Goals	5/5
		1.2.8.5 - Establish Product Capacity GAP	5/5
		1.2.8.8 - Analyze Product Capacity	4/5
		1.2.8.9 - Optimize Product Capacity	5/5
		1.2.8.10 - Monitor Product Capacity	5/5

Figure 28- JIO B2C System for JIO Automator -- 1.2.8 - Product Capacity Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			Level 3 Process Elements Scores achieved
Member:		JIO	
Solution:		JIO B2C System - JIO Automator.AI (JA)	
Assessment Type		Solution	
# of L3 Processes in Scope:		5	
Level 1	Level 2	Level 3	
1.2 - Product Domain			
1.2.8 - Product Capacity Management			
		1.2.8.4 - Align Product Capacity Planning Goals	5/5
		1.2.8.5 - Establish Product Capacity GAP	5/5
		1.2.8.8 - Analyze Product Capacity	4/5
		1.2.8.9 - Optimize Product Capacity	5/5
		1.2.8.10 - Monitor Product Capacity	5/5

Figure 29- JIO B2C System for JIO Automator -- 1.2.8 - Product Capacity Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		JIO	
<i>Solution:</i>		JIO B2C System - JIO Automator.AI (JA)	
<i>Assessment Type</i>		Solution	
<i># of L3 Processes in Scope:</i>		3	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.2 - Product Domain</b>			
<b>1.2.11 - Product Inventory Management</b>			
		1.2.11.1 - Identify Relevant Product Inventory Information	5/5
		1.2.11.2 - Maintain Product Inventory facilities	5/5
		1.2.11.3 - Control Product Inventory Access	5/5

Figure 30- JIO B2C System for JIO Automator — 1.2.11 - Product Inventory Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		JIO	
<i>Solution:</i>		JIO B2C System - JIO Automator.AI (JA)	
<i>Assessment Type</i>		Solution	
<i># of L3 Processes in Scope:</i>		3	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.2 - Product Domain</b>			
<b>1.2.11 - Product Inventory Management</b>			
		1.2.11.1 - Identify Relevant Product Inventory Information	5/5
		1.2.11.2 - Maintain Product Inventory facilities	5/5
		1.2.11.3 - Control Product Inventory Access	5/5

Figure 31- JIO B2C System for JIO Automator — 1.2.11 - Product Inventory Management – Scores Awarded

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
<i>Member:</i>		JIO	
<i>Solution:</i>		JIO B2C System - JIO Automator.AI (JA)	
<i>Assessment Type</i>		Solution	
<i># of L3 Processes in Scope:</i>		2	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
<b>1.2 - Product Domain</b>			
<b>1.2.23 - Product Specification Management</b>			
		1.2.23.1 - Describe Product Specifications	5/5
		1.2.23.3 - Analyze Product Specifications	5/5

Figure 32- JIO B2C System for JIO Automator — 1.2.23 - Product Specification Management – Scores Awarded

### 3.7 Conformance Results – Graph (eTOM)

This Section provides a summary graph of the scores awarded to reflect Conformance to the Business Process Framework (eTOM).

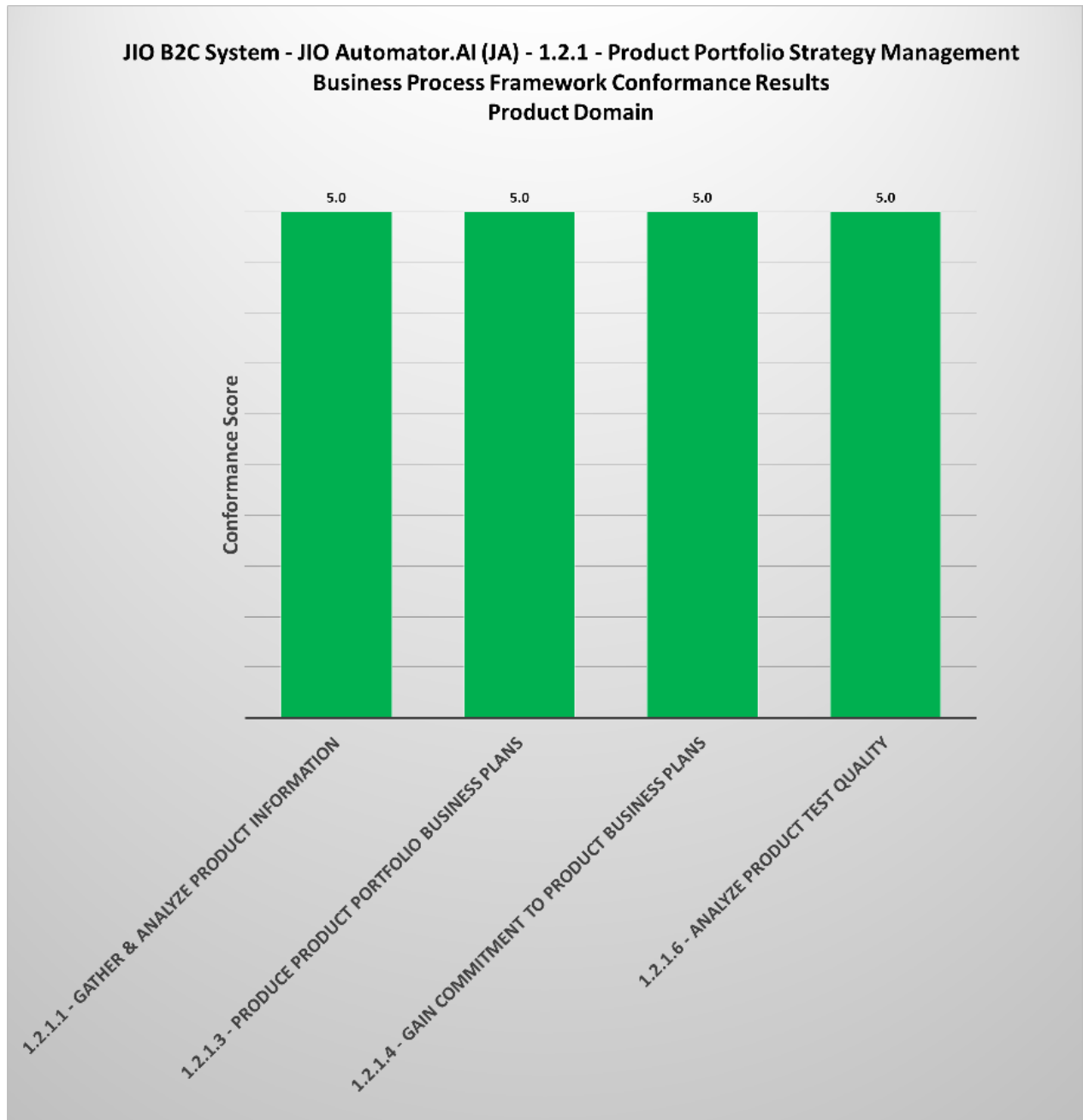


Figure 33- JIO B2C System for JIO Automator – 1.2.1 - Product Portfolio Strategy Management – Scores Awarded

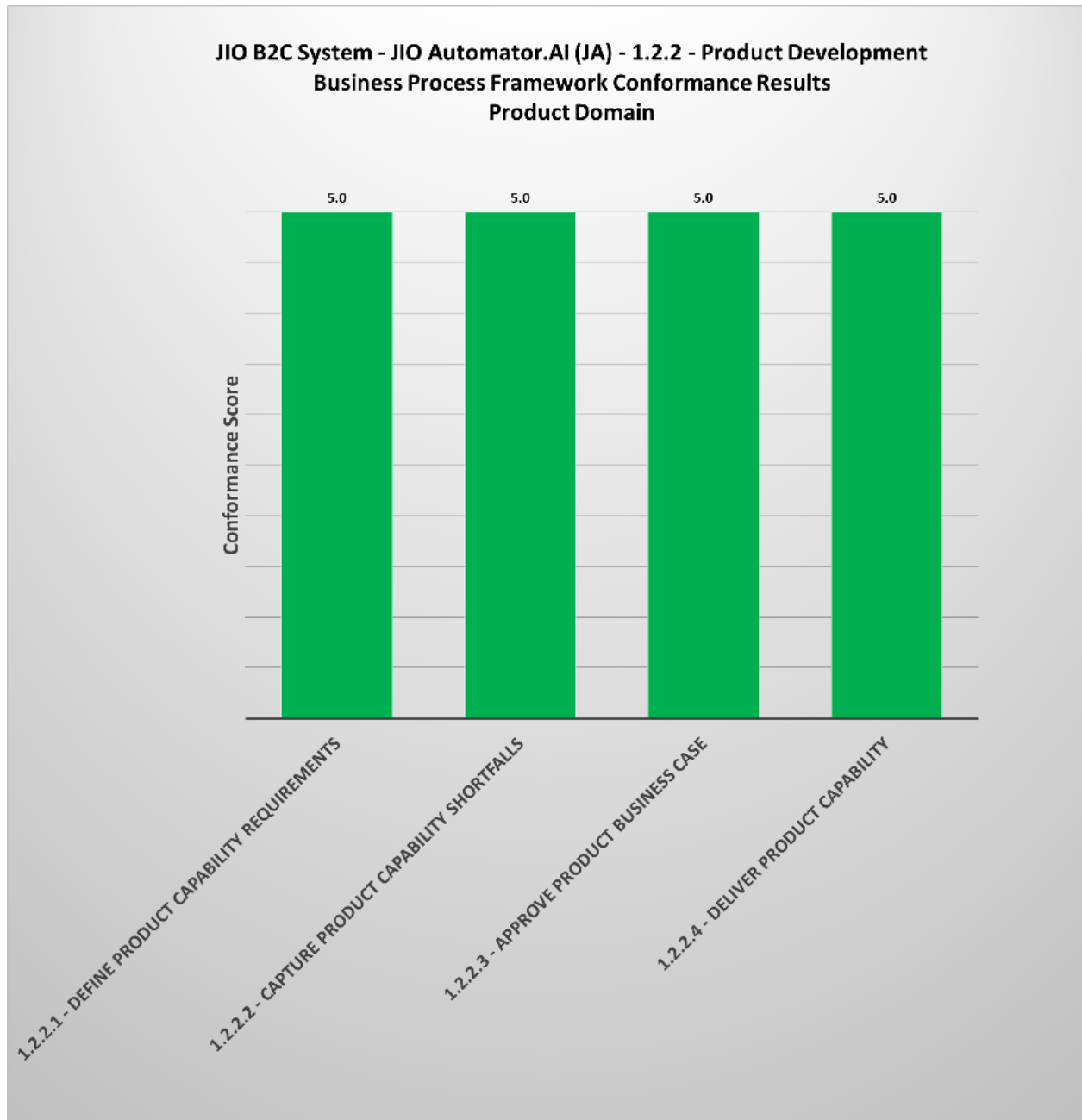


Figure 34- JIO B2C System for JIO Automator – 1.2.2 - Product Development – Scores Awarded

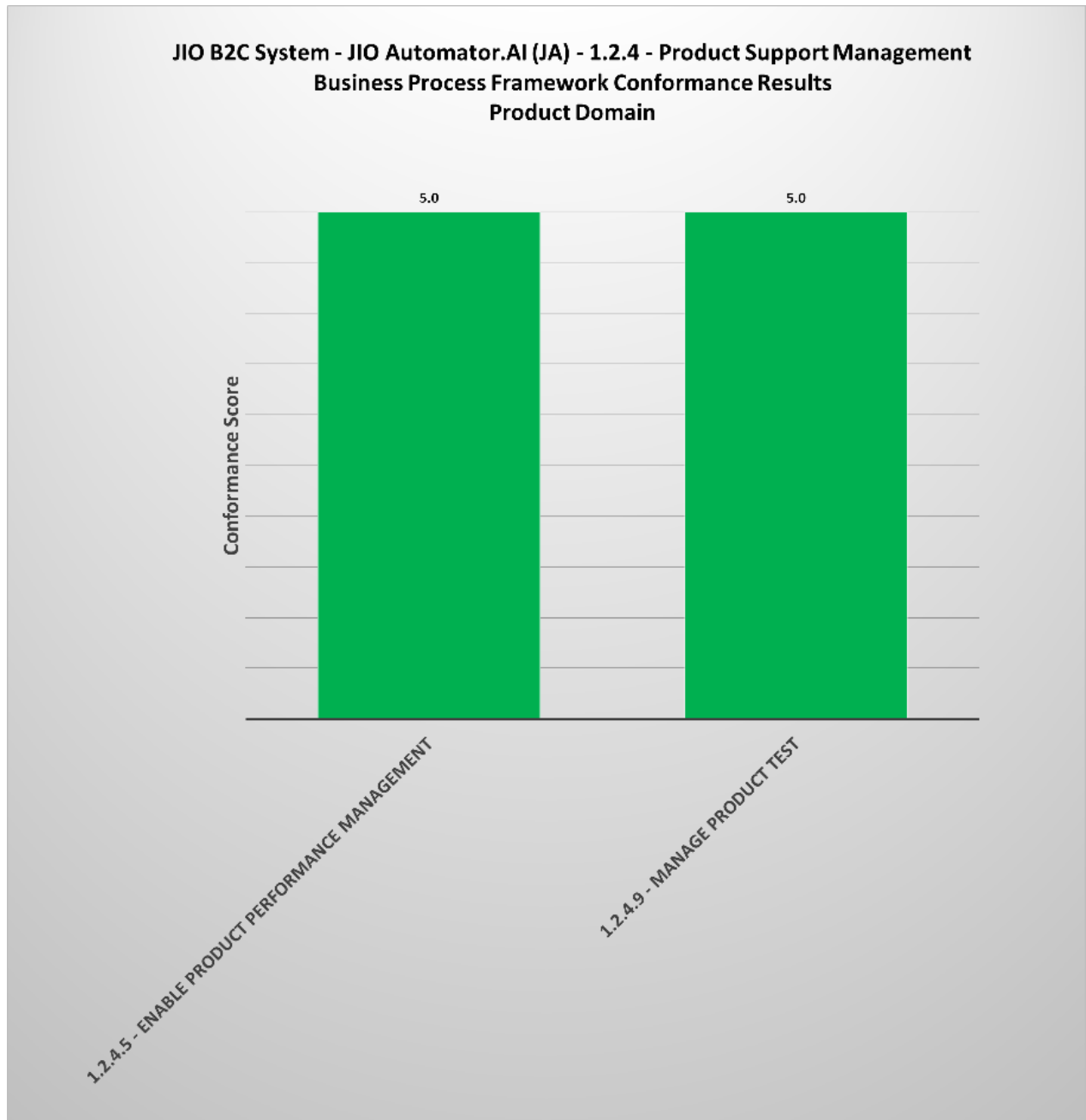


Figure 35- JIO B2C System for JIO Automator – 1.2.4 - Product Support Management – Scores Awarded

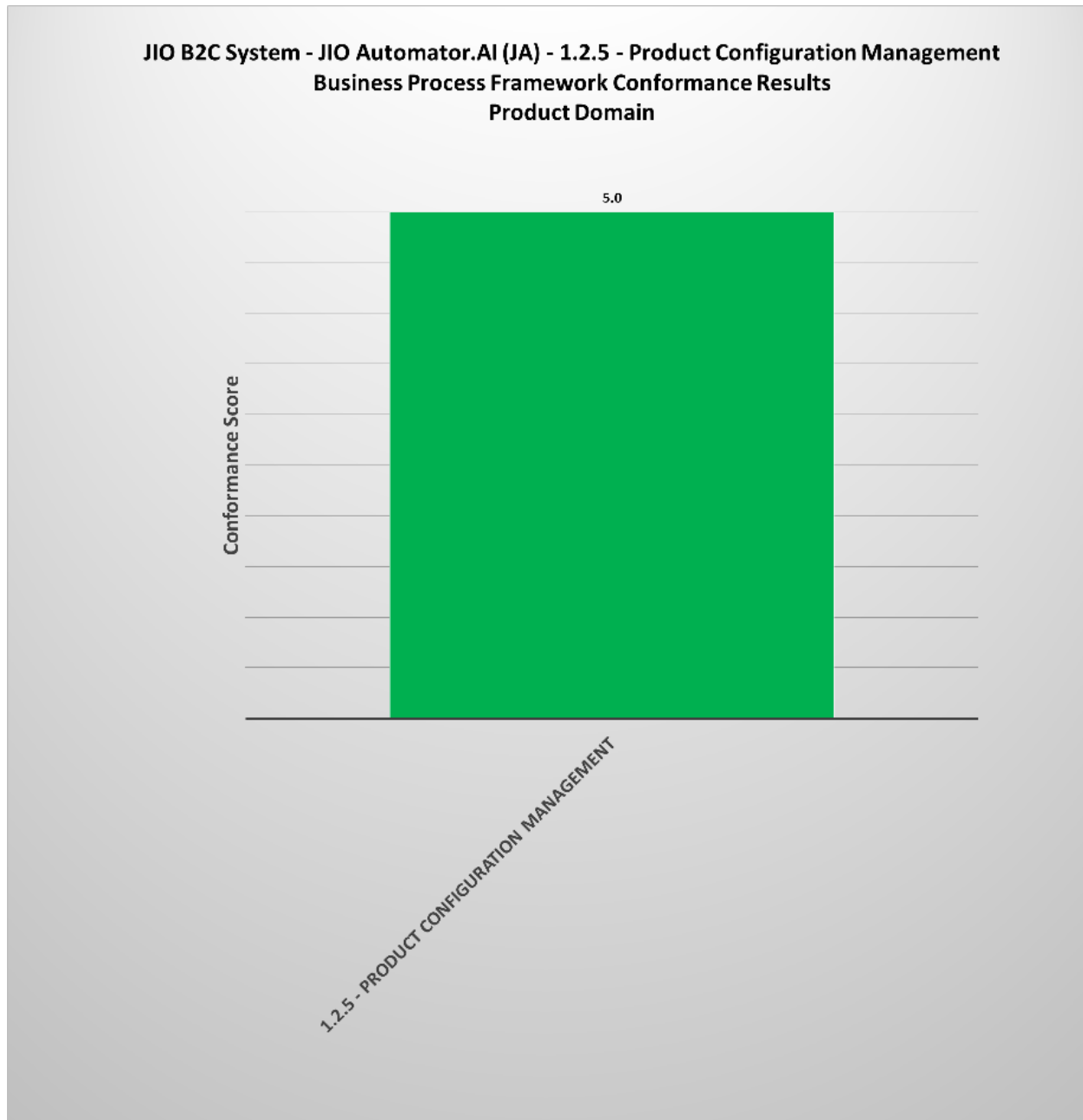


Figure 36- JIO B2C System for JIO Automator — 1.2.5 - Product Configuration Management – Scores Awarded

JIO B2C System - JIO Automator.AI (JA) - 1.2.6 - Product Performance Management  
Business Process Framework Conformance Results  
Product Domain

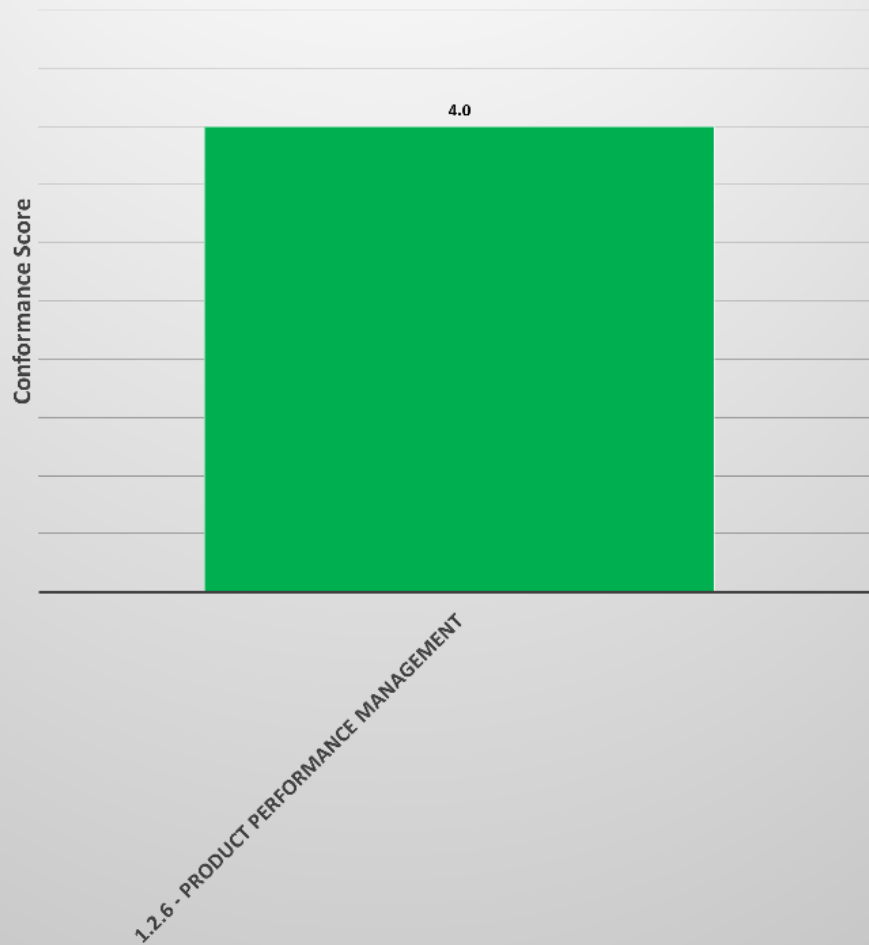


Figure 37- JIO B2C System for JIO Automator -- 1.2.6 - Product Performance Management – Scores Awarded

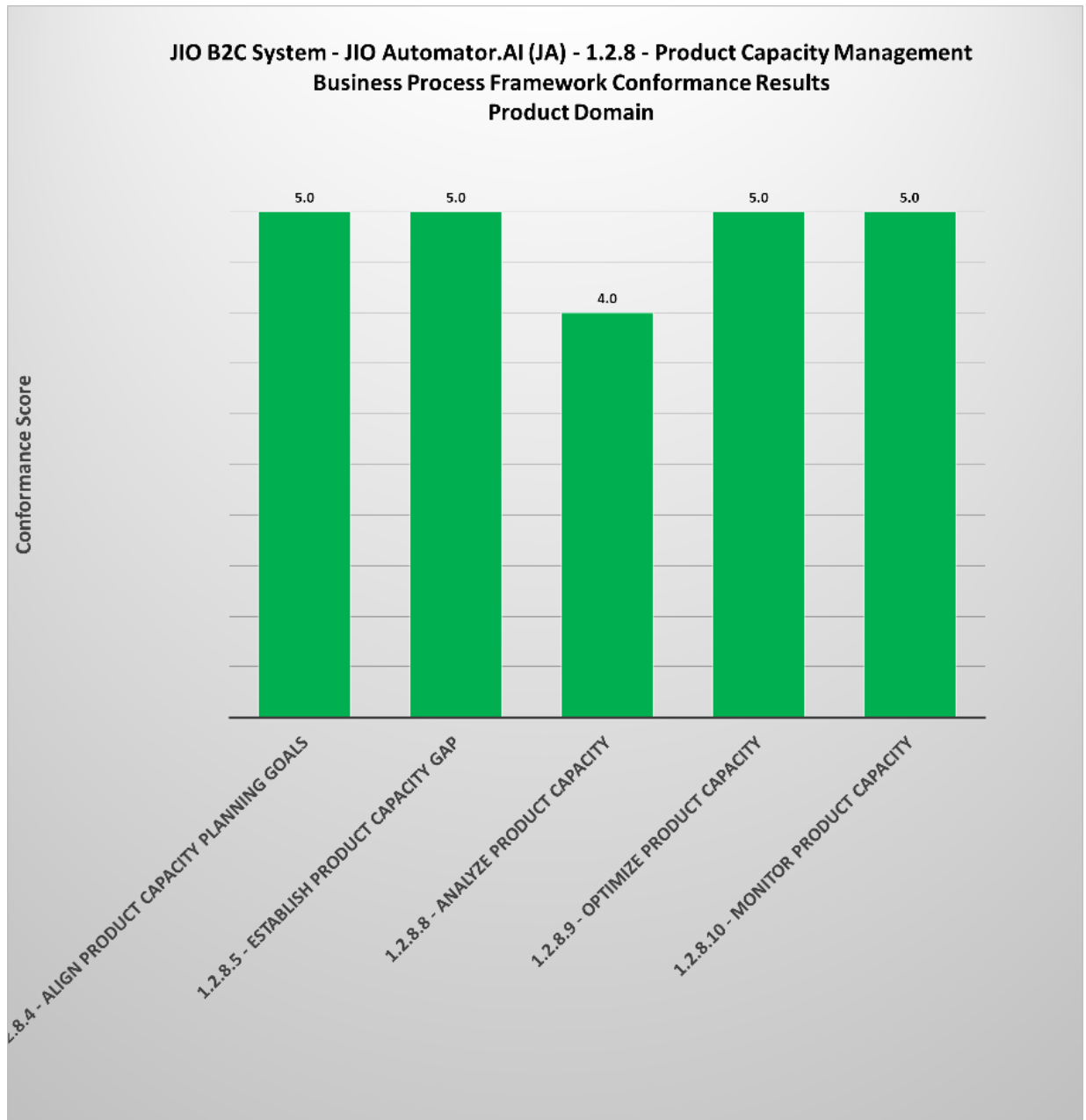


Figure 38- JIO B2C System for JIO Automator -- 1.2.8 - Product Capacity Management – Scores Awarded



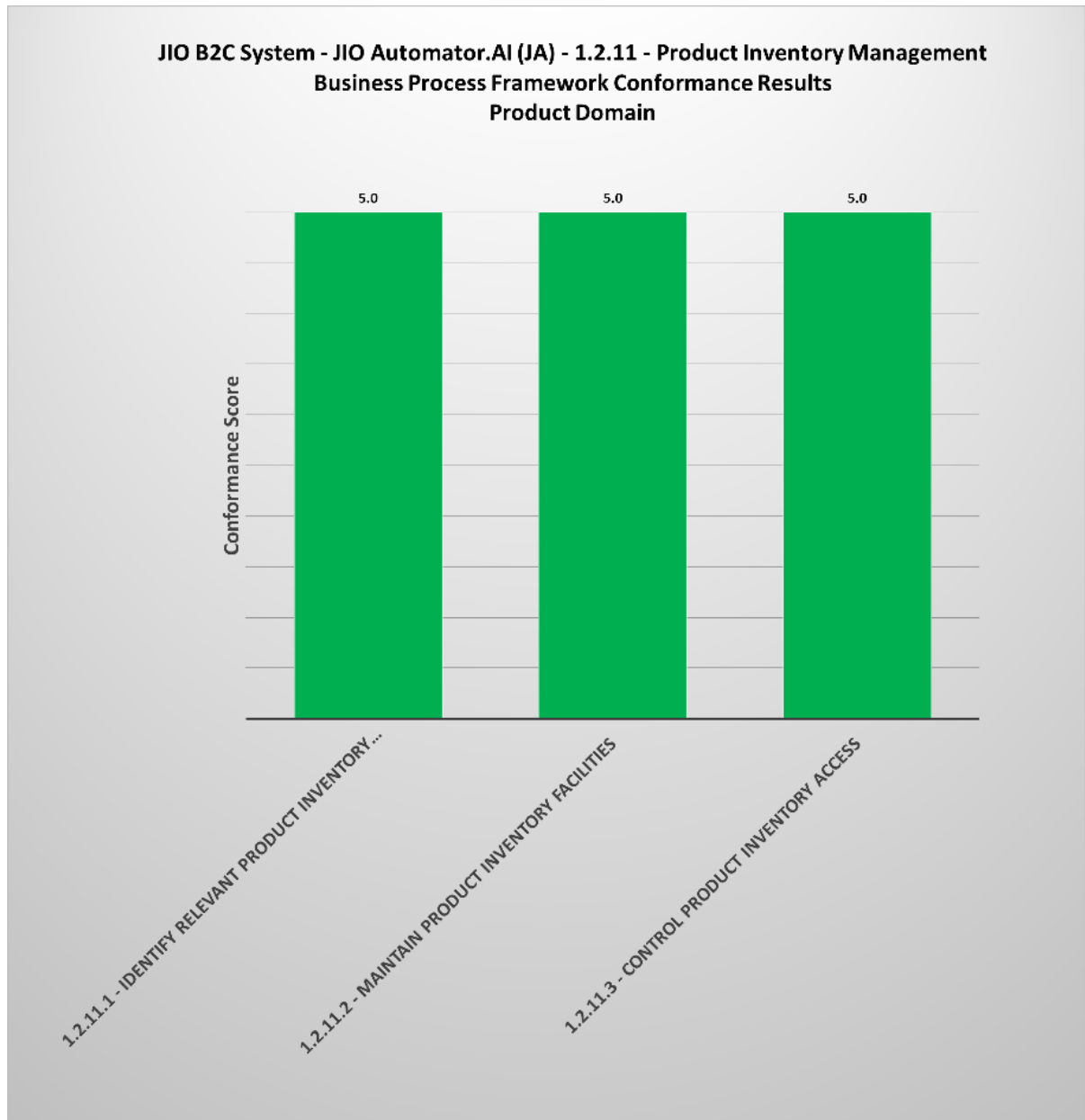


Figure 39- JIO B2C System for JIO Automator – 1.2.11 - Product Inventory Management – Scores Awarded

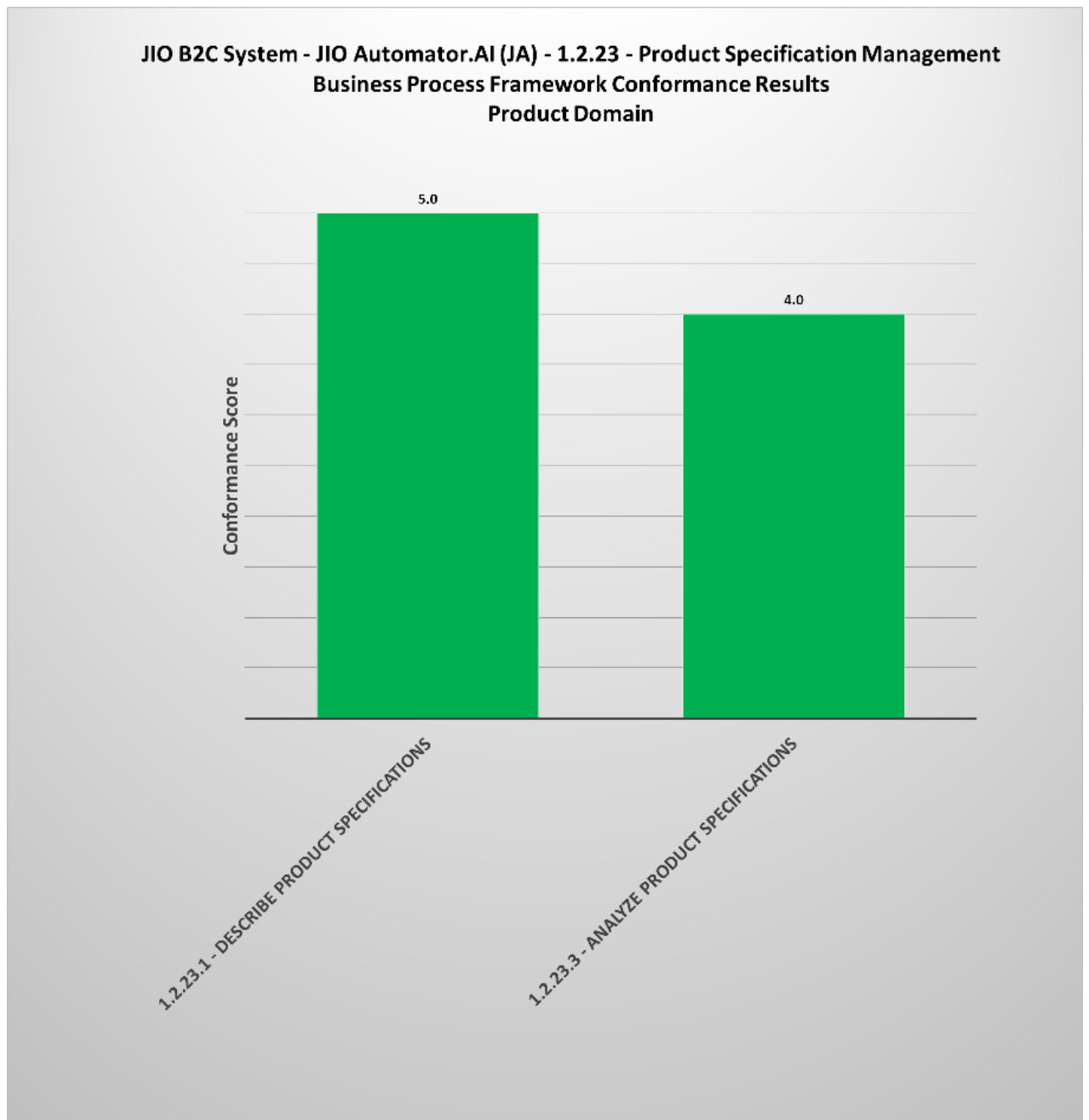


Figure 40- JIO B2C System for JIO Automator – 1.2.23 - Product Specification Management – Scores Awarded

## 4 Information Framework Assessment Overview

### 4.1 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 organization undergoing the assessment must map their information model to the core entities and dependent entities and the required and optional attributes for each entity, as defined in the SID model, according to what is supported for the product/solution under assessment.

### 4.2 Scope of Conformance Certification (SID)

<b>JIO B2C System - JIO Automator.AI (JA) - Product Domain = 2 ABEs</b>
<i>L2 ABEs</i>
<b>Product Domain</b>
<b>Product Action ABE</b>
<b>Product Offering Instance ABE</b>

Figure 41 - SID - v24.0 – JIO B2C System for JIO Automator SID Certification Scope

### 4.3 Detailed Conformance Mapping Summary (SID)

The data in these columns is extracted from the SID Release 24.0 Information Model						
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	ABE Conformance Score Adoption
Product Action ABE				ABE	Y	Full Conformance [ Score = 10.0]
Product Action ABE	AllowedProductAction			DE	Y	
Product Action ABE	ProductActionType			DE	Y	
Product Action ABE		name	ProductActionType	DR	Y	
Product Action ABE	ProductConfigSpecAction			DE	Y	
Product Offering Instance ABE				ABE	Y	Very High Conformance [ Score = 9.7]
Product Offering Instance ABE	AtomicProductOfferingInstance			CE	Y	
Product Offering Instance ABE		status	ProductOfferingInstance	CO	Y	
Product Offering Instance ABE		validFor	ProductOfferingInstance	CO	Y	
Product Offering Instance ABE		description	RootEntity	CO	N	
Product Offering Instance ABE		ID	RootEntity	CR	Y	
Product Offering Instance ABE		name	RootEntity	CO	Y	
Product Offering Instance ABE	CompositeProductOfferingInstance			CE	Y	
Product Offering Instance ABE		status	ProductOfferingInstance	CO	Y	
Product Offering Instance ABE		validFor	ProductOfferingInstance	CO	Y	
Product Offering Instance ABE		description	RootEntity	CO	N	
Product Offering Instance ABE		ID	RootEntity	CR	Y	
Product Offering Instance ABE		name	RootEntity	CO	Y	
Product Offering Instance ABE	ProductOfferingInstance			CE	Y	
Product Offering Instance ABE		status	ProductOfferingInstance	CO	Y	
Product Offering Instance ABE		validFor	ProductOfferingInstance	CO	Y	
Product Offering Instance ABE		description	RootEntity	CO	N	
Product Offering Instance ABE		ID	RootEntity	CR	Y	
Product Offering Instance ABE		name	RootEntity	CO	Y	
Product Offering Instance ABE	ProductOfferingInstanceRelationship			DE	Y	
Product Offering Instance ABE		type	ProductOfferingInstanceRelationship	DO	Y	
Product Offering Instance ABE		validFor	ProductOfferingInstanceRelationship	DO	Y	

Figure 42 - SID - v24.0 – JIO B2C System for JIO Automator SID Conformance Mapping Summary

#### 4.4 Information Framework Conformance Result

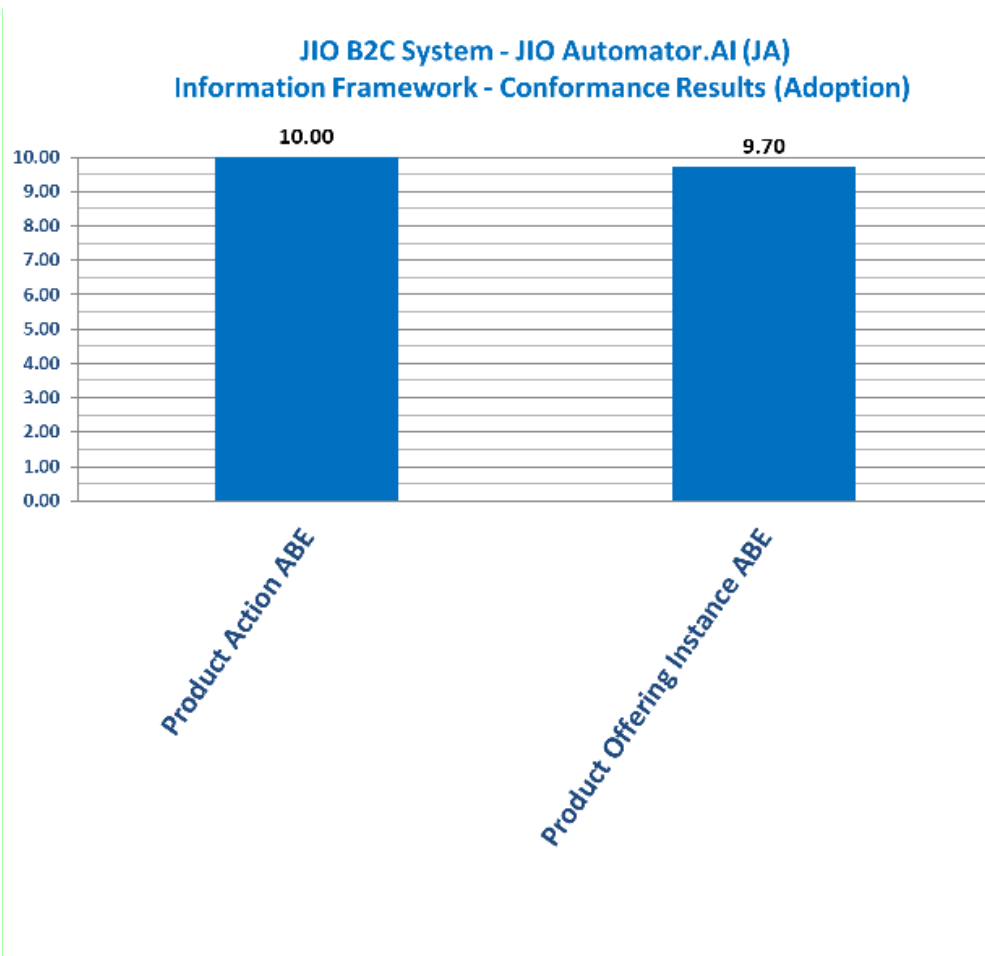


Figure 43 - SID - v24.0 – JIO B2C System for JIO Automator SID Certification Scores

#### 4.4.1 Information Framework – Scoring Rules

Between 2013 (Framework 14.0) and the end of 2017, TM Forum applied a combined scoring method based on two different categories of conformance scoring:

1. Information Framework Maturity
2. Information Framework Adoption

Starting on the 1st of January 2018, only one method has been retained instead of these two scoring methods (Maturity + Adoption). The use of two different methods made interpretation and understanding difficult and ambiguous for many of our members, on the ground of such experience, the TM Forum decided to keep only the “Adoption” scoring method and discard the “Maturity” scoring method.

Adoption scoring ensures a good balance between qualitative and quantitative criteria on SID conformance criteria. The adoption scoring method consists of a range of scores from 1 to 10 which makes it intuitive and fair, it is also based on weighted criteria e.g. core element, dependent, required, optional, etc.

#### 4.4.2 Information Framework Adoption Conformance Scoring Methodology

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

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 and 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 1 - TM Forum Information Framework Adoption Conformance - Scoring Rules Table 1 below.

Information Framework - 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 [Must support min 50% of Required Attributes]				
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 to 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]
<p><b>NOTES:</b></p> <p>1. The score values for each SID component are added together to get the overall Adoption Conformance score.</p> <p>2. If 50% of of the required attributes of Core entities are not supported, scores for following components are not applied as Adoption Conformance requires conformance to 50% of the required attributes of Core entities.</p> <p>3. Adoption Score versus Maturity Level: Using the scoring category to recognise 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) &amp; Adoption Conformance score = 5.2 (Medium Conformance).</p>						

Figure 44 - TM Forum Information Framework Adoption Conformance - Scoring Rules

#### 4.4.3 Additional Notes on Information Framework Conformance Adoption scoring:

1. For each level, according to what is required, a value is calculated SEsed on the percentage of entities/attributes supported - as appropriate. This will result in a decimal figure (rounded to one decimal place).
2. Adoption Scoring is SEsed on the progressive scoring schema from the former “Maturity” scoring; however it provides additional flexibility in-so-far as it allows to score all attributes and entities in an assessed ABE. In the former “Maturity” scoring, when not all required attributes of the Core Entity were supported, the Maturity Level score would not progress to the next level, regardless of conformance to other “subordinate” components of the ABE (e.g. dependent entities, optional attributes). “Adoption” scoring fixes this constraint as it provides a weighting mechanism to score all elements supported, regardless of the absence of the core entity or/and required attributes.
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.
5. The score values for each SID component are added together to get the overall Adoption Conformance score.
6. 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.