## tmform Information Framework (SID) Frameworx Release 14.5

## INFRASTRUCTURE LIFECYCLE MANAGEMENT STRATEGY & COMMIT MARKET STRATEGY AND PLAN Supports the business plans and strategies on how to address the market with appropriate products and channels. MARKET SEGMENT Supports market segments, market statistics, and forecasts. MARKET STATISTIC A categorization of performance measures by Market Segment. ARK Performance is measured for the Service Provider and a Service Provider's Competitors in the market place. ET/ COMPETITOR Identifies other providers who compete in the same market segments, S accumulates intelligence about the competitors, including products (price, Key Performance Indicators and so forth). ES MARKET STATISTIC Facts gathered about a Competitor's plans and activities. These facts can be used to perform Competitor Strength, Weakness, Opportunity, Threat (SWOT) analysis in order to better understand a Competitor. COMPETITOR PRODUCT CORRELATION A comparison or relationship between an enterprise's Product Offering with a Competitors' Product Offerings. Information about the correlation may include Market Segments, Product Offering life cycle stage, Jurisdiction, or definable Competitor Product Offering Correlation Characteristics. STRATEGIC PRODUCT PORTFOLIO PLAN Is concerned with the plans of the product portfolio, which product offerings to make available to each market segment and the plans to development and deploy product offerings, as well as retirement of products. D RODUCT SERVICE STRATEGY & PLAN S Addresses the need for enhanced or new Services, as well as the retirement of Ш existing Services, by the enterprise. These entities have a strong dependency to both entities in the Resource and Product domains. Resulting efforts, such as VIC deciding what Resources to use to host a Service, or what Services are used to support new Product Specifications, are also supported, as are service demand forecasts. RESOURCE STRATEGY & PLAN RESOURCE TOPOLOGY RE Used to plan networks and resource elements both initially and for growth. Defines physical, logical, and network topological information. This information S It will coordinate both logical and physical resource growth. Inputs are is critical for assessing the current state of the network, as well as providing 0 information on how to fix problems, tune performance, and in general work with budgets from business sources, service forecasts, current and projected C network utilization, new technologies, and retiring technologies. It handles the network (both as a whole and with its components). Each of these topological RCE the lifecycle (installation, modification, removal, and retirement) for both views provides its own physical, logical, or network related information that can logical and physical resources. be used to manage one or more layers in a layered network. SUPPLIER / PARTNER Is the focus for the Supplier/Partner Domain. Supplier/Partner represents the SUPPLIER/ PARTNER enterprise's knowledge of the Supplier/Partner, their accounts and the relations the Enterprise has with the SupplierPartner. It also contains all Supplier/Partner agreements and negotiations. SUPPLIER / PARTNER COMMUNITY Community is a PartyRole, played by an Organization. CommunityMembers can commit to a Community, contribute Contributions to the Community and consume Assets from a Community. E THE **NGAGEI** PARTY PARTY STRATEGY The strategies and the planning of the business relation with the other parties with input from other ABEs, such as MarketSales, Party Performance and Competitor Analysis. CAELNDAR POLICY COM BUSI ENTI A set of layered ABEs that define specifications (for example, templates) and Represents Entities used to provide time related functions. This includes definitions of Policy entities that can be used in managing the behavior and scheduling, time conflicts and time based presentation support. definition of entities in other Domains. Policy takes three primary forms. **INESS ITIES** The first is the definition of how policy is used to manage the definition, change, and configuration of other entities. The second is the definition of CAPACITY how policy itself is managed. The third is how applications use policies to Capacity represents the ability to provide a measured capability of the network. manage entities. WORKFORCE ENTERPRISE RISK Represents dispatched Field Force Management - human and other field REVENUE ASSURANCE resource with their roles, skills, calendars and other characteristics. Also Revenue Assurance represents issues that identify areas of revenue leakage models work orders, catalogs of work descriptions, various schedules, as well TER risk within the enterprise and the operational capability to resolve any as reservation and assignment of a technician to a task. detected degradations and violations. > Revenue Assurance Trouble Ticket > Revenue Assurance Violation D ENTERPRISE EFFECTIVENESS RISE > Revenue Assurance Action/Response > Revenue Assurance KPI > Revenue Assurance Assessment > Revenue Assurance Control Represent tools, methodologies and training to ensure that the enterprise processes and activities are managed and run efficiently and effectively. ENTERPRISE SECURITY Represents the enterprise's exposure to security related vulnerabilities and

security related events.



PRODUCT LIFECYCLE MANAGEMENT	<b>OPERATIONS SUPPORT &amp; READINESS</b>	FULFILLMENT	ASSURANCE	BILLING
SALES CHANNEL Keeps track of distribution channels and sales activities, sales quotas, sales, contests, commission/bonus plans, commissions/bonuses, and maintains groups of individuals that make up the sales force.	SALES STATISTICS Maintains sales forecasts, new service requirements, customer needs, and customer education, as well as calculating key performance indicators about Sales & Marketing revenue and sales channel performance.	<b>CONTACT / LEAD / PROSPECT</b> Provides the ability to track sales leads through their life cycle up until the time the leads become customers, including lead and contact information, sales prospects, proposals made to potential customers, and the amount of potential revenue the leads represent in the form of a sales pipeline.		PRODUCT USAGE Represents occurrences of employing a Product for its intended purpose. Product Usage is defined by a Product Usage Specification and its associated Product Usage Specification Characteristic entities. Product Usage is an enrichment of Service Usage records and can be static (files with pre defined usage records) or dynamic (as part of a synchronous protocol).
MEDIA A mechanism by which Marketing Campaigns, Product Promotions, and Product Placements are launched into the marketplace. It describes such mechanisms as the press, radio, trade shows, internet, and so forth. It is also used to advertise other provider Product Promotions and Product Placements.	<b>PRODUCT PERFORMANCE</b> Handles product performance goals, the results of end-to-end product performance assessments, and the comparison of assessments against goals. The results may include the identification of potential capacity issues.	PRODUCT PRODUCT PRICE An amount, usually of money, that represents the actual price paid by a Customer for a purchase, a rent or a lease of a Product. The price is valid for a defined period of time.		CUSTOMER BILL COLLECTIONS Handles credit violations, actions for overdue debts, and facility billing audits.
PRODUCT SPECIFICATION Defines the functionality and characteristics of product offerings made available to the market.	LOYALTY Contains all entities useful to specify and instantiate loyalty programs which are used by the loyalty process to retain customers.	PRODUCT CONFIGURATION The definition of how a Product operates or functions in terms of Characteristic Specification(s) and related ResourceSpec(s), ProductSpec(s), ServiceSpec(s) as well as a representation of how a Product operates or functions in terms of		CUSTOMER BILL INQUIRY Represents invoice inquiries associated with invoices sent to customers and handles disputes and adjustments on individual charges, invoices, and accounts.
<b>PRODUCT OFFERING</b> Represents tangible and intangible goods and services made available for a certain price to the market in the form of product catalogs. This ABE is also responsible for targeting market segments based on the appropriate market strategy.		characteristics and related Resource(s), Product(s), Service(s).		Handles real-time and non-real-time Call Detail Records (CDRs) and other sources of data that result in invoice items. The Customer Bill ABE also represents the format of a bill, schedule the production of bills, customer invoicing profiles, all the financial calculations necessary to determine the total of the bill (except for rating and rating discounts), and credits and adjustments to bills.
PRODUCT CATALOG A list of Product Offerings made available for sale or procurement using some other method, with prices and illustration. A Product Catalog could take on the form of a book or on the web. Product Catalogs can be used by Customers during a self-care ordering process and may be used across one or more Distribution Channels.		<b>CUSTOMER</b> Is the focus for the Customer domain. Customer data is the enterprise's knowledge of the customer and accounts held by a customer.	<b>CUSTOMER SLA</b> Is a special case of the Service Level Agreement ABE where an involved party in the agreement is a Customer. See the Agreement ABE in the Engaged Party Domain for details.	CUSTOMER BILLING CREDIT The amount of a deduction that can be applied against an amount charged for a Product on a Customer Bill. Billing credits are typically governed by Product Price Rule(s) and Product Price Alteration(s).
PRODUCT OFFERING PRICE An amount, usually of money, that is asked for or allowed when a Product Offering is bought, rented, or leased. The price is valid for a defined period of time and may not represent the actual price paid by a customer.	CUST	CUSTOMER ORDER Handles single customer orders and the various types thereof, such as regulated and non-regulated orders.	CUSTOMER PROBLEM Focuses on technical assistance and problem handling for customers.	Collected data derived from Customer Bills. It is defined by Customer BillingStatistic Specification.
PRODUCT OFFERING PRICE RULE Policy-based rules for determining the price for a Product Offering. These rules are in addition to more basic rules set forth in Product Offering Price and its components.	OMER	PRODUCT TEST A product test is a function performed on a product that results in measures being produced that reflect the functioning of the product under test.		Deals with the correlation of related usage for subsequent rating, rates applied to the usage (both regulated and non-regulated), discounts to usage, and any taxes due on the rated usage.
PRODUCT PLACEMENT A description of how Product Offerings are marketed, such as via direct mail. A Product Placement contains qualitative statements, or assessments that describe such things as market penetration, product strategy, and so forth. PRODUCT PROMOTION			nd the translation of customer requests and inquiries into appropriate "events" such as the creation of a c patterns, customer profitability statistics and churn and retention statistics.	ustomer order, the creation of a customer bill inquiry, or the creation of a customer problem.
The publication of a Product Offering used to encourage Parties to buy, rent, or in some other way procure the offering.				
PRICING LOGIC ALGORITHM Interface to an external (black box) rating function that rates recurring, one time or usage events.		SERVICE Represents both customer-facing and resource-facing types of services. Entities in this ABE provide different views to examine, analyze, configure, monitor and repair Services of all types. Entities in this ABE are derived from Service Specification entities.	SERVICE PERFORMANCE Collects, correlates, consolidates, and validates various performance statistics and other operational characteristics of customer and resource facing service entities. It provides a set of entities that can monitor and report on performance. Each of these entities also conducts network performance assessment against	SERVICE USAGE Collects Service consumption data, and generates Service usage records, for use by other business entities. The entities in this ABE provide physical, logical, and network usage information. Service Usage can be static (files with pre defined usage records) or dynamic (as part of a synchronous protocol).
SERVICE SPECIFICATION Defines the invariant characteristics and behavior of both types of Service entities. This enables multiple instances to be derived from a single specification		Service Specification entries. SERVICE PROBLEM The definition of how a Service operates or functions in terms of Characteristic Specification(s) and related ResourceSpec(s) and ServiceSpec(s) as well as a	planned goals, performs various aspects of trend analysis, including error rate and cause analysis and Service degradation. Entities in this ABE also manage the traffic generated by a Service, as well as traffic trend analysis.	with pre-defined usage records) of dynamic (as part of a synchronous protocor).
entity. In this derivation, each instance will use the invariant characteristics and behavior defined in its associated template. Entities in this ABE focus on adherence to standards, distinguishing features of a Service, dependencies (both physical and logical, as well as on other services), quality, and cost. In general, entities in this ABE enable Services to be bound to Products and run using Resources.		representation of how a Service operates or functions in terms of characteristics and related Resource(s) and Service(s).	SERVICE PROBLEM Manages faults, alarms, and outages from a Service point-of-view. This is then correlated to trouble tickets, regardless of whether the cause is physical or logical. Other entities in this ABE are used to direct the recovery from each of these three types of problems. They provide the ability to associate Resource faults and alarms to degradation and outages of Services that run on those Resources.	
		A service test is a function performed on a service that results in measures being produced that reflect the functioning of the service under test.	These functions are independent of the Resources and technologies used to build the Service. A third set of entities in this ABE is used to differentiate between customer-reported problems and network-induced problems.	
RESOURCE SPECIFICATION Defines the invariant characteristics and behavior of each type of Resource entities. This enables multiple instances to be derived from a single specification				
entity. In this derivation, each instance will use the invariant characteristics and behavior defined in its associated template.		RESOURCE Represent the various aspects of a Resource. This includes four sets of entities that represent: the physical and logical aspects of a Resource; show how to aggregate such resources into aggregate entities that have physical and logical characteristics and behavior; and show how to represent networks, subnetworks, network components, and other related aspects of a network.	RESOURCE PERFORMANCE Collects, correlates, consolidates, and validates various performance statistics and other operational characteristics of Resource entities. It provides a set of entities that can monitor and report on performance. Each of these entities also conducts network performance assessment against planned goals, performs various aspects of trend analysis, including error rate and cause analysis and	RESOURCE USAGE Collects Resource consumption data, and generates Resource usage records, for use by other business entities. The entities in this ABE provide physical, logical, and network usage information. Resource usage collection is typically done within the network elements and is exposed to other business entities only as service usage. Synchronous protocols can retrieve resource usage data from
	SUPPLIER / PARTNER AGREEMENT	RESOURCE CONFIGURATION	Resource degradation. Entities in this ABE also define Resource loading, and traffic trend analysis.	the network elements for use of other applications.
	Manages SLA Specification that contain standard components used to negotiate and define SLAs with Supplier/Partners. The Supplier/Partner Agreement ABE also supports the negotiation and establishment of SLA instances. It also measures performance against the SLAs, and handles inquiries (both internal and external) about SLAs. It also handles SLA violations and the notification of	The definition of how a Resource operates or functions in terms of Characteristic Specification(s) and related ResourceSpec(s), as well as a representation of how a Resource operates or functions in terms of characteristics and related Resource(s).	RESOURCE TROUBLE Manages problems found in allocated resource instances, regardless of whether the problem is physical or logical. Entities in this ABE detect these problems, act to determine their root cause, resolve these problems and maintain a history of the activities involved in diagnosing and solving the problem. Detecting	PARTY BILL The Party Bill ABE represents the format of a bill, schedule the production
	the appropriate parties regarding violations. The ABE also identifies discount reasons for SLA violations and notifies S/P Payment of the discount reasons.	RESOURCE TEST A resource test is an execution of functionality on a resource that results in measures being produced.	problems can be done via software (e.g. responding to an alarm) and/or by hardware (e.g. a measurement or probe) and/or manually (e.g. visual inspection). This includes tracking, reporting, assigning people to fix the problem, testing and verification, and overall administration of repair activities.	of bills, party invoicing profiles, and credits and adjustments to bills.  APPLIED PARTY BILLING RATES  Deals with the correlation of related usage and rating, rates applied to the
				usage (both regulated and non-regulated), discounts to usage, and any taxes due on the rated usage.
	PARTY	PARTY ORDER	PARTY PROBLEM	PARTY BILL COLLECTION Handles credit violations, actions for overdue debts, and facility billing audits.
	Represents the abstract concept of organization or individual that can play varying roles during interactions with an enterprise. Roles include customer, supplier/partner, employee, and so forth.	Handles party orders and the various types thereof, such as regulated and non-regulated orders.	Focuses on technical assistance and problem handling reported to and by other parties.	PARTY BILL INQUIRY
	ADDITIONAL PARTY ENTITIES Represents entities that are similar to those in the Customer ABE, such as PartyAccount and PartyAccountContact		PARTY SERVICE LEVEL AGREEMENT epresents an SLA with one or more other parties. See the Agreement ABE for additional details.	Represents invoice inquiries associated with invoices received from other parties and handles disputes and adjustments on individual charges, invoices, and accounts.
BASE TYPES A small simple object, like money or a date range, whose equality isn't based on identity.	AGREEMENT	PARTY INTERACTION Represents communications with parties, and	d the translation of requests and inquiries into appropriate "events" such as the creation of an order	r, the creation of a bill inquiry, or the creation of a problem.
USERS AND ROLES	Represents a contract or arrangement, either written or verbal and sometimes enforceable by law, such as a service level agreement or a customer price	PARTY STATISTIC Represents the analysis of party usage pattern	ns, profitability statistics.	
User and Roles represents types of users and roles and their involvement in the usage of products, services, and resources.	agreement. An agreement involves a number of other business entities, such as products, services, and resources and/or their specifications.			
An occurrence of employing a Product, Service, or Resource for its intended purpose, which is of interest to the business and can have charges applied to it. It is comprised of characteristics, which represent attributes of usage.		BUSINESS INTERACTION Represents an arrangement, contract, or commu	unication between an enterprise and one or more other entities such as individuals and organizations (or p	parts of organizations). Interactions take on the form of requests, responses, and notifications.
ROOT A set of common business entities that collectively serve as the foundation of the business view. This set of entities enables the entities in different domains of the SID Framework to be associated with each other, providing	<b>LOCATION</b> Represents the site or position of something, such as a customer's address, the site equipment where there is a fault and where is the nearest person who could repair the equipment, and so forth. Locations can take the form of coordinates and/or addresses and/or physical representations.	<b>PROJECT</b> Represents the tools used by project managers to ensure that enterprise objectives of quality, cost, and time are achieved by planning and scheduling work. It uses common industry definitions of Project, Work Breakdown Structure and Activity to provide support to project managers.	METRIC Defines standards of measurement including units and values and how the values are determined. It also includes thresholds used to evaluate the metric and the consequences of violating the thresholds.	<b>CONFIGURATION AND PROFILING</b> The definition of how Product/Service/Resource operates or functions in terms of CharacteristicSpecifications(s) and related Product/Service/Resource Specifications as well as Characteristics and related Product/Service/Resource entities.
greater overall coherence to the information framework. TEST A test is a function performed on a product, service, or resource that results in measures being produced that reflect the functioning of the entity under test.	<b>TROUBLE OR PROBLEM</b> A description of a problem that can be shared between the service provider and the customer. Trouble or Problem is an indication that an entity (such as Resource, Service or Product) is no longer functioning according to the expected SLA.	PERFORMANCE Represents a measure of the manner in which a Product and/or Service and/or Resource is functioning.	<b>CATALOG</b> A catalog can be defined as a collation of items and arranging them in a particular manner based on the need. For example, a product catalog, a service catalog etc. The catalog presentation can be in book form or web form.	TROUBLE TICKET Represents a record used for reporting and managing the resolution of Trouble or Problem.

The Information Framework does not include the vertical grouping component. The mapping to the vertical grouping is based on Information Framework L1 ABE mapping to Business Framework L1 ABE mapping to Business Framework L1 ABE mapping to the vertical grouping is based on Information Framework L1 ABE mapping to Business Framework L1 ABE mappi

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