

Solution Conformance Certification Report

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

For:

Jio Platforms Limited

**JIO B2C System – JIO Document
Management System (JDMS)**

June 2025

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1 Introduction

1.1 Executive Summary

This document provides details of JIO B2C System – JIO Document Management System (JDMS), against the following ODA Core Frameworks:

- Business Process Framework (eTOM) 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) 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

2.2 Solution Functionality / Capability

Jio Document Management System (JDMS) aims to be a comprehensive, scalable solution for managing and processing large volumes of documents across Jio's enterprise. It is designed to streamline the entire lifecycle of document management, from upload and storage to retrieval and compliance. JDMS is a highly flexible, cloud-native platform that provides seamless integration with existing IT infrastructure while being fully customizable to meet the needs of different departments and document management workflows. It is engineered to handle complex document storage, metadata management, and secure retrieval processes efficiently.

JDMS incorporates several cutting-edge technologies and methodologies to offer a robust, secure, and scalable solution, including:

- **Cloud-Native Architecture:** JDMS leverages cloud technologies for dynamic scalability of storage and computer resources, ensuring flexibility in managing both small and large-scale document repositories. This architecture supports continuous growth and efficient document processing across various departments within the organization.
- **Predefined Modules:** JDMS includes several built-in modules to enhance functionality:
 - **Document Upload and Storage Management:** Manages the upload and classification of various document types.
 - **Metadata Management:** Handles the storage and retrieval of metadata associated with documents, facilitating easy search and access.
 - **Version Control:** Ensures that every document version is tracked, enabling rollback and historical reference.
 - **Access and Permissions Management:** Provides secure access control mechanisms for users and groups to ensure compliance with internal and regulatory standards.
 - **Audit Trail:** Records every action taken on documents, from upload to retrieval, for compliance and traceability.
- **REST & SOAP APIs:** JDMS provides robust CRUD (Create, Read, Update, Delete) operation APIs, enabling integration with third-party systems or automation tools. These APIs can be accessed via REST, SOAP, and asynchronous mechanisms, such as batch upload and download, ensuring flexibility in various automation workflows.

JDMS serves as a centralized application that handles the complete lifecycle of document management, addressing challenges faced by the organization, such as:

- **Document Retrieval Delays:** Legacy systems frequently suffer from slow performance and inefficiency, resulting in delays when accessing documents. JDMS enables fast, efficient document retrieval via optimized APIs and search functionalities.
- **Scalability Issues:** Traditional document management systems often fail to scale effectively to meet increasing demand. JDMS is built to handle a growing number of documents and users without sacrificing performance.
- **Single Point of Failure:** Legacy document management systems can be fragile and susceptible to failure. JDMS is designed with built-in redundancy and failover mechanisms to ensure continuous uptime.
- **Customizability:** JDMS can be easily customized to fit the specific needs of different teams or departments, reducing dependency on specialized developers for system changes.
- **Cross-Platform Support:** Unlike legacy systems, JDMS offers full support for both web and mobile platforms, enabling users to access documents anytime, anywhere.

JDMS aligns with **TM Forum's Business Process Framework (eTOM)**, facilitating the design and development of automated business processes within the document management lifecycle. This ensures JDMS operates as an agile cloud-native platform, optimizing operational efficiency, reducing project costs, and accelerating integration timelines.

2.2.1 Key Features:

#Centralized Document Repository:

JDMS offers a centralized document repository for managing both physical and digital document types. The system organizes documents by categories, streamlining access and retrieval processes. It ensures that all documents, whether administrative, legal, or operational, are stored securely and are easily accessible via the platform.

#Cloud-Native Architecture:

JDMS utilizes a **cloud-native** architecture that ensures scalability and flexibility for managing large volumes of documents. This dynamic architecture enables seamless scaling of storage and computer resources, enhancing the system's ability to handle growing document repositories and heavy document-processing tasks.

#Enhanced Document API Performance:

JDMS significantly boosts the performance of document access and processing. The use of **advanced cloud technologies** and optimized database design results in faster search, retrieval, and updating of documents compared to traditional systems. APIs are designed to handle high request volumes, ensuring rapid document operations and efficient workflow automation.

#Fault-Tolerant and High Availability Design:

JDMS incorporates **fault-tolerant and multi-zone architecture** to ensure high availability and resilience. By utilizing a distributed system with failover mechanisms, the platform ensures minimal service disruption during infrastructure failures, allowing continuous access to documents and workflows.

#Robust Reporting and Analytics:

JDMS comes with **out-of-the-box reporting** functionality, enabling administrators and users to generate comprehensive reports on document status, audit trails, and usage statistics. Custom reports can be easily configured to meet various business needs, ensuring compliance and performance tracking.

#Template-Driven Document Classification:

JDMS simplifies the creation and classification of documents through a **template-driven approach**. Predefined templates for different document types, such as contracts, or technical specifications, ensure consistency in document management and categorization, reducing manual intervention.

#Low Total Cost of Ownership (TCO):

JDMS is designed with a **minimal licensing and datacenter footprint**, ensuring low operational costs. The cloud-native architecture and automated scaling allow JDMS to efficiently manage document repositories with fewer resources, reducing overhead costs and enhancing return on investment (ROI).

#Cross-Platform Access:

JDMS offers a **web and mobile app suite** for managing document CRUD operations. The mobile and web platforms are synchronized, providing users with access to documents from anywhere, ensuring seamless integration into business operations, whether on a desktop or mobile device.

2.3 JDMS Architecture

The JDMS Architecture is designed to handle uploads, processing, storage, and retrieval in a scalable and efficient manner. Source systems initiate the process by sending data through upload channels, which are managed by multiple front-end upload instances to balance the load. Uploaded files are temporarily stored in the cloud for durability and availability. The processing layer, consisting of upload and retrieval services, handles validation, transformation, and backend operations. A database load balancer manages traffic between the application and the JDMS database server to ensure efficient data storage and retrieval. Retrieval channels allow users to access processed as needed. Finally, the system integrates with external platforms for downstream processing, ensuring a complete end-to-end workflow from upload to external system handover.

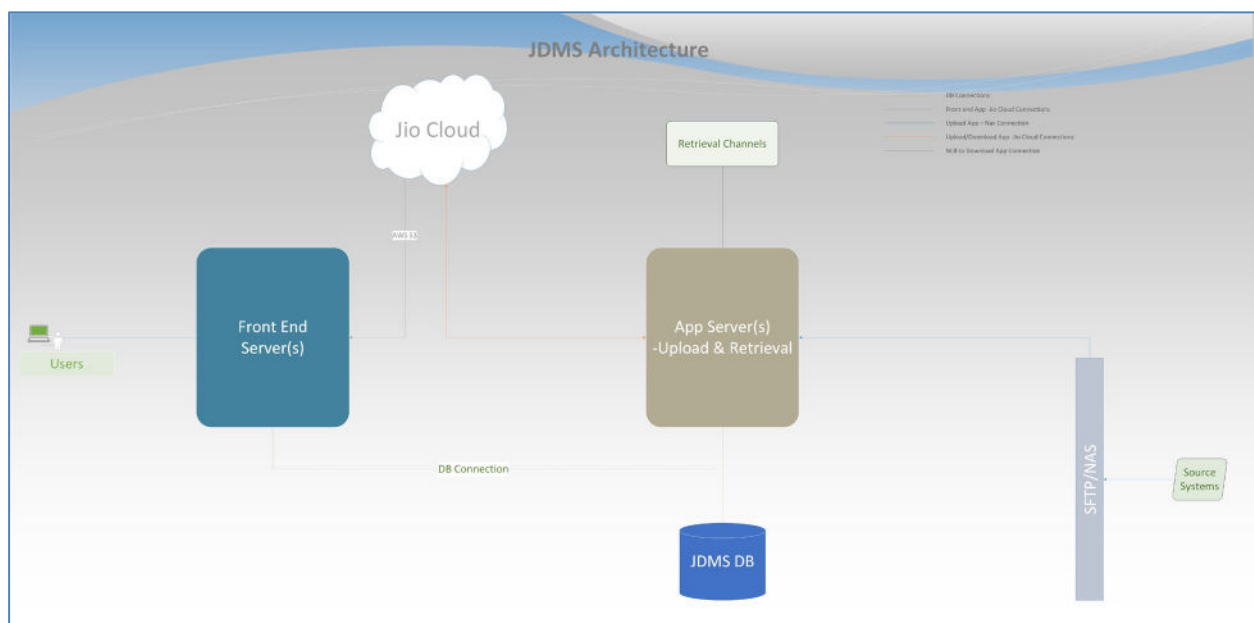


Figure 1 – JDMS Technical Architecture

2.3.1 JIO B2C - JDMS Component Level Architecture

This component-level architecture represents a modern enterprise web application stack comprising a frontend built with Angular, protected by a Web Application Firewall (WAF) and managed by a Load Balancer to ensure high availability. The system uses JWT-based authentication and supports microservices architecture with components like API servers, config servers, service discovery, schedulers, and event logging. It integrates secure storage for secrets and tokens using Vault, and external API exposure is managed through a Digital API Platform. The backend interacts with various data storage systems including relational databases (Oracle), Jio Cloud, and object storage via ECS (S3 and Swift protocols). Additionally, the architecture includes real-time data streaming with GoldenGate, ETL processes for data replication, and analytics layers for business intelligence and dashboarding, with an external NGO Portal for third-party access.

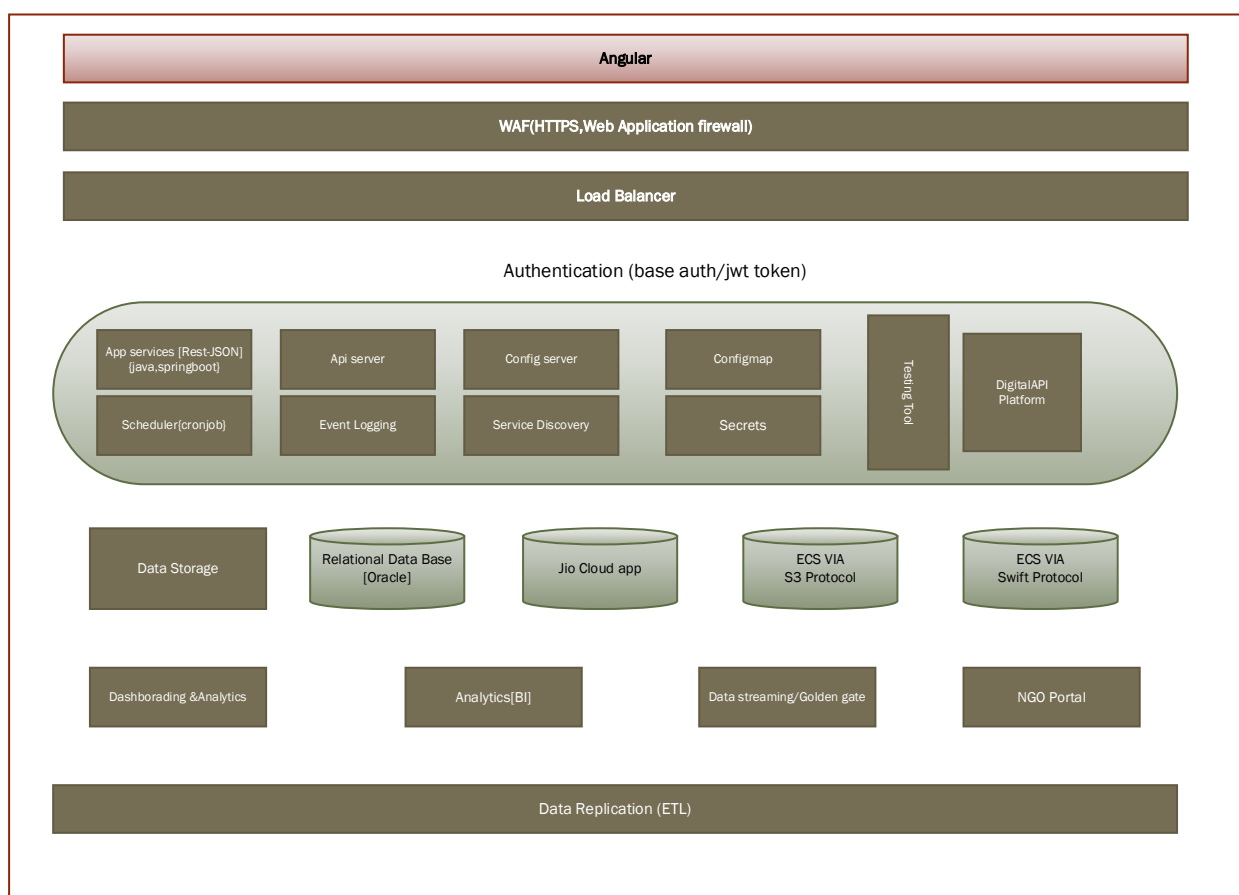


Figure 2 – JDMS Component Level Architecture

2.4 JIO Document Management System (JDMS) – Benefits

As enterprise document volumes grow and compliance needs become more critical, JDMS ensures efficient, scalable, and secure document handling across the organization.

Following are the benefits of JIO Document Management System (JDMS):

- **Centralized Document Archive** supporting PAN India operations with seamless access to millions of digital and physical documents.
- **Cloud Storage Integration** with auto-scaling capabilities to handle dynamic document uploads and retrievals in real-time.
- **Smart Categorization and Search** enabling faster discovery of documents using advanced filters and intelligent tagging.
- **Real-time Upload & Download APIs** that allow channels and applications to consume documents without delay.
- **Microservice-driven Architecture** facilitating independent deployment and scaling of upload, download, and validation services.
- **Automated Compliance Checks** to ensure documents meet regulatory and internal standards before approval.
- **CI/CD-Enabled Deployments** reducing time-to-market for new features, ensuring faster rollout of updates and patches.
- **Interactive Dashboards & Alerts** for real-time monitoring, audit trails, and quick exception handling.

Business Process Framework v24.0 – JIO Document Management System (JDMS) – Conformance Scope

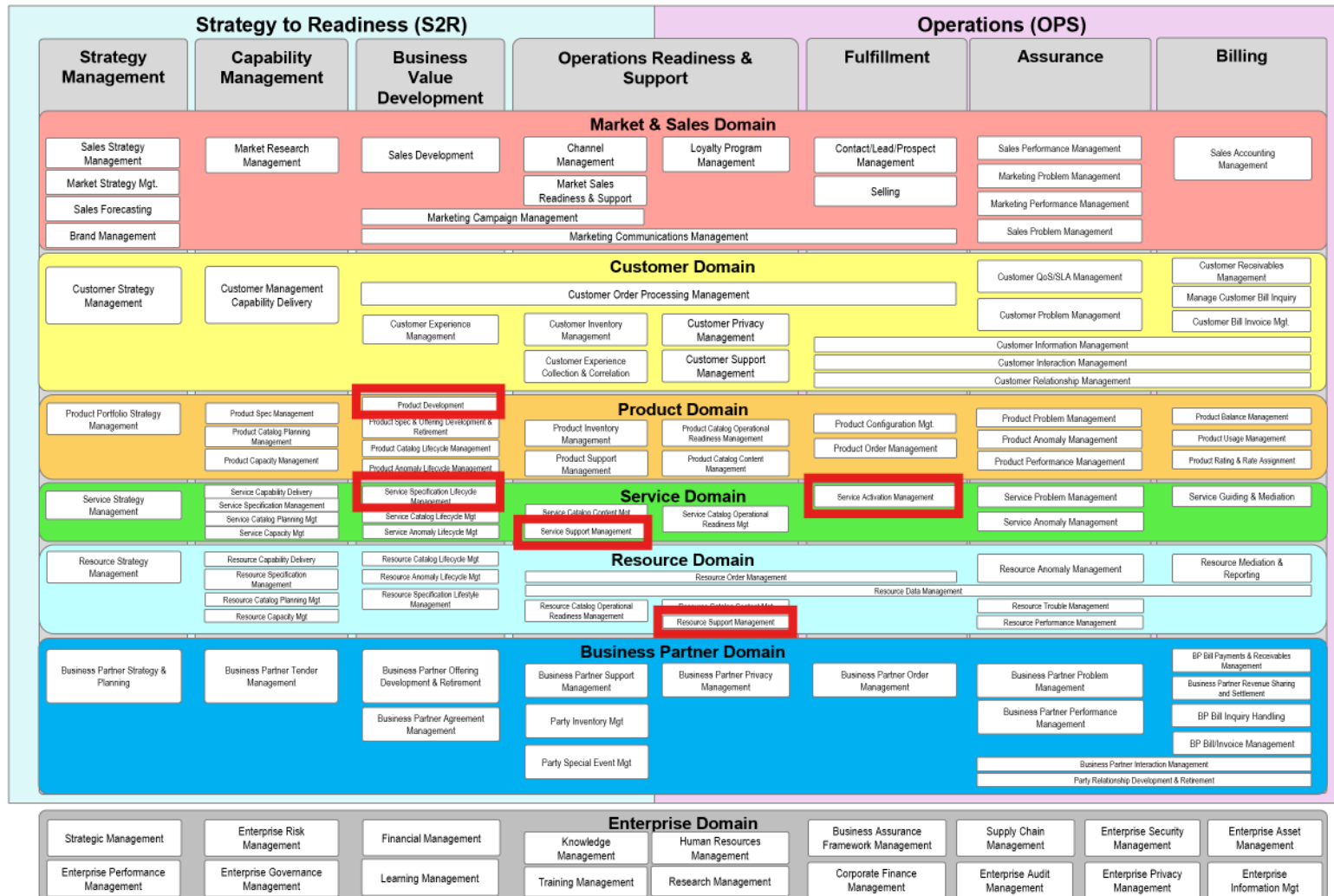


Figure 3 - Process coverage for JIO B2C System for JIO Document Management System (JDMS) - Conformance Certification

Information Framework v24.0 – JIO Document Management System (JDMS) – Conformance Scope

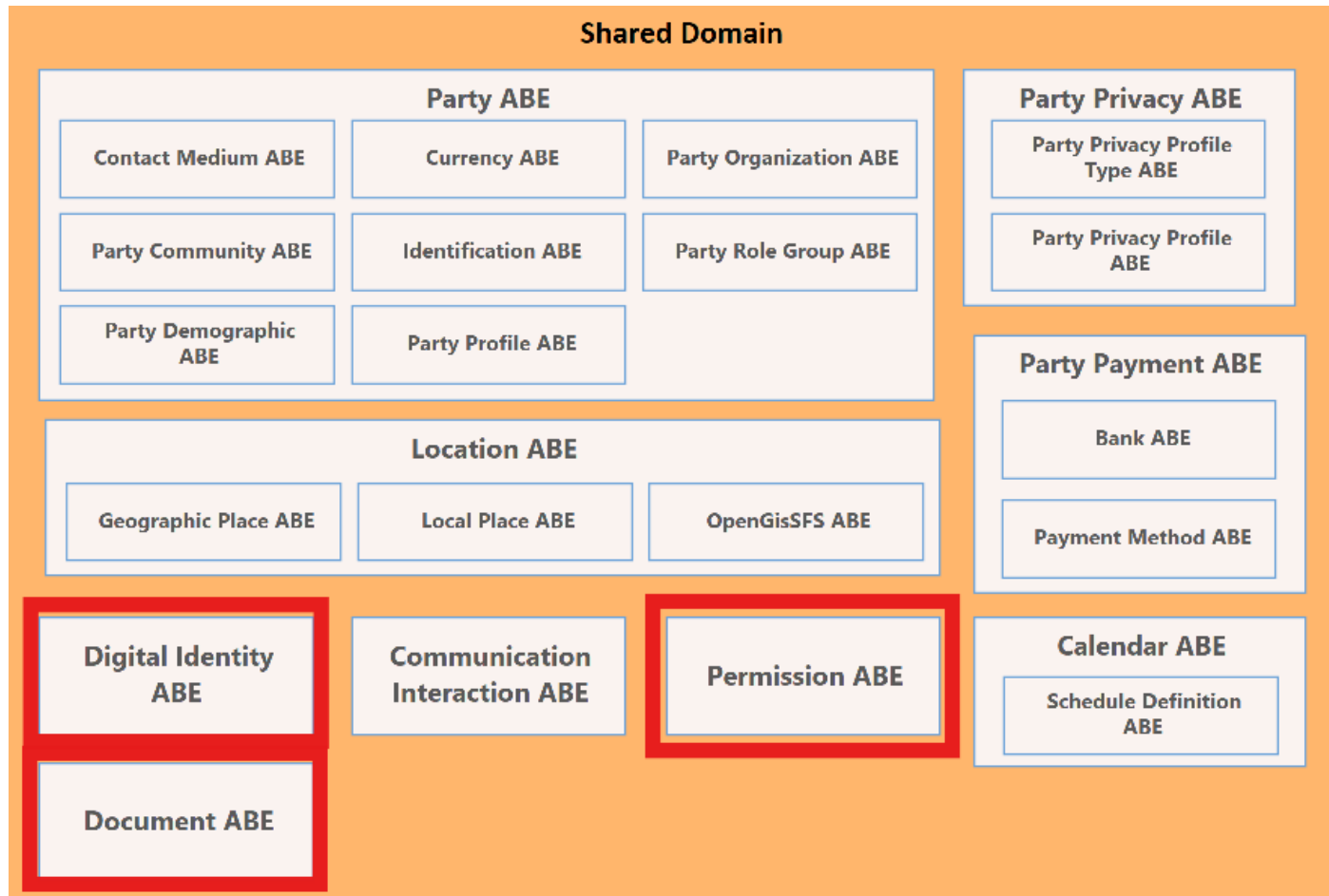


Figure 4 – Information Framework coverage for JIO B2C System for JIO Document Management System (JDMS) - Conformance Certification

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 List (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
Member:		JIO
Solution:		JIO B2C System for JIO Document Management System (JDMS)
Assessment Type		Solution
# of L3 Processes in Scope:		10
Level 1	Level 2	Level 3
1.2 - Product Domain		
1.2.2 - Product Development		
		1.2.2.1 - Define Product Capability Requirements
		1.2.2.5 - Manage Handover to Product Operations
1.4 - Service Domain		
1.4.3 - Service Specification Lifecycle Management		
		1.4.3.4 - Develop Detailed Service Specifications
		1.4.3.5 - Manage Service Development
		1.4.3.6 - Manage Service Deployment
		1.4.4 - Service Support Management * (Processes marked with an asterisk were submitted at Level2 only)
1.4.5 - Service Activation Management		
		1.4.5.1 - Design Solution
		1.4.5.4 - Implement, Configure & Activate Service
		1.4.5.5 - Test Service End-to-End
1.5 - Resource Domain		
1.5.4 - Resource Support Management		
		1.5.4.1 - Enable Resource Provisioning
		1.5.4.2 - Enable Resource Performance Management

Figure 5- JIO B2C System for JIO Document Management System (JDMS) – Level 2 & Level 3 processes in scope

3.3 Scope of eTOM Conformance Certification – (Graph)

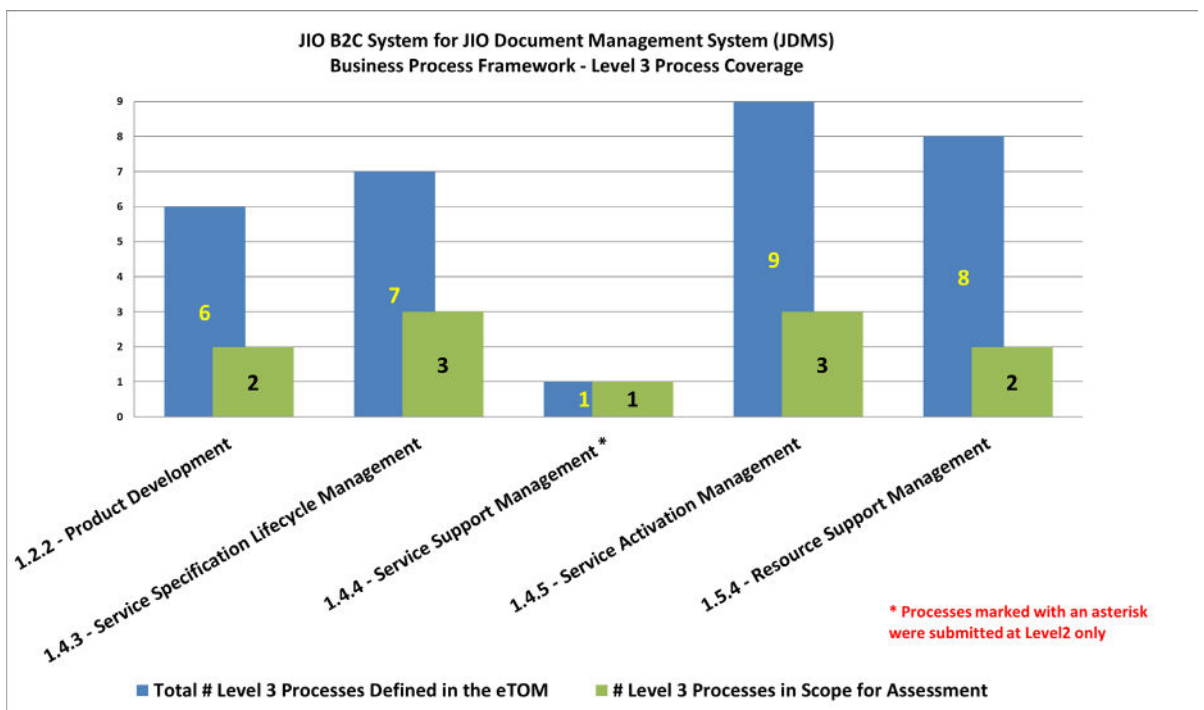


Figure 6- Level 3 process scope for certification

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"> • A score of 5 indicates that the process is fully conformant with no deviations. • A score of 4.5 indicates a process that is almost fully conformant, but displays some minor deviations from the standard. • 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. • A score of 3.5 indicates a process that is partially conformant as it displays major deviations from the standard. • A score of 3.0 indicates a process that is not conformant as it displays no alignment or conformance at all with the standard.
* 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 & 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 & Solution Assessments.</u></i>		

Figure 7- 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 Document Management System (JDMS).

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:

[JIO B2C System for JDMS Mapping document](#)

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>		<i>JIO</i>	Level 3 Process Elements Scores achieved
<i>Solution:</i>		<i>JIO B2C System for JIO Document Management System (JDMS)</i>	
<i>Assessment Type</i>		<i>Solution</i>	
<i># of L3 Processes in Scope:</i>		<i>10</i>	
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	
1.2 - Product Domain			
1.2.2 - Product Development			
		1.2.2.1 - Define Product Capability Requirements	5/5
		1.2.2.5 - Manage Handover to Product Operations	5/5
1.4 - Service Domain			
1.4.3 - Service Specification Lifecycle Management			
		1.4.3.4 - Develop Detailed Service Specifications	5/5
		1.4.3.5 - Manage Service Development	5/5
		1.4.3.6 - Manage Service Deployment	5/5
		1.4.4 - Service Support Management * (Processes marked with an asterisk were submitted at Level2 only)	4.25/5
1.4.5 - Service Activation Management			
		1.4.5.1 - Design Solution	4.25/5
		1.4.5.4 - Implement, Configure & Activate Service	5/5
		1.4.5.5 - Test Service End-to-End	4.75/5
1.5 - Resource Domain			
1.5.4 -Resource Support Management			
		1.5.4.1 - Enable Resource Provisioning	4.75/5
		1.4.5.2 - Enable Resource Performance Management	4.5/5

Figure 8- - eTOM Conformance Scores Summary –

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).

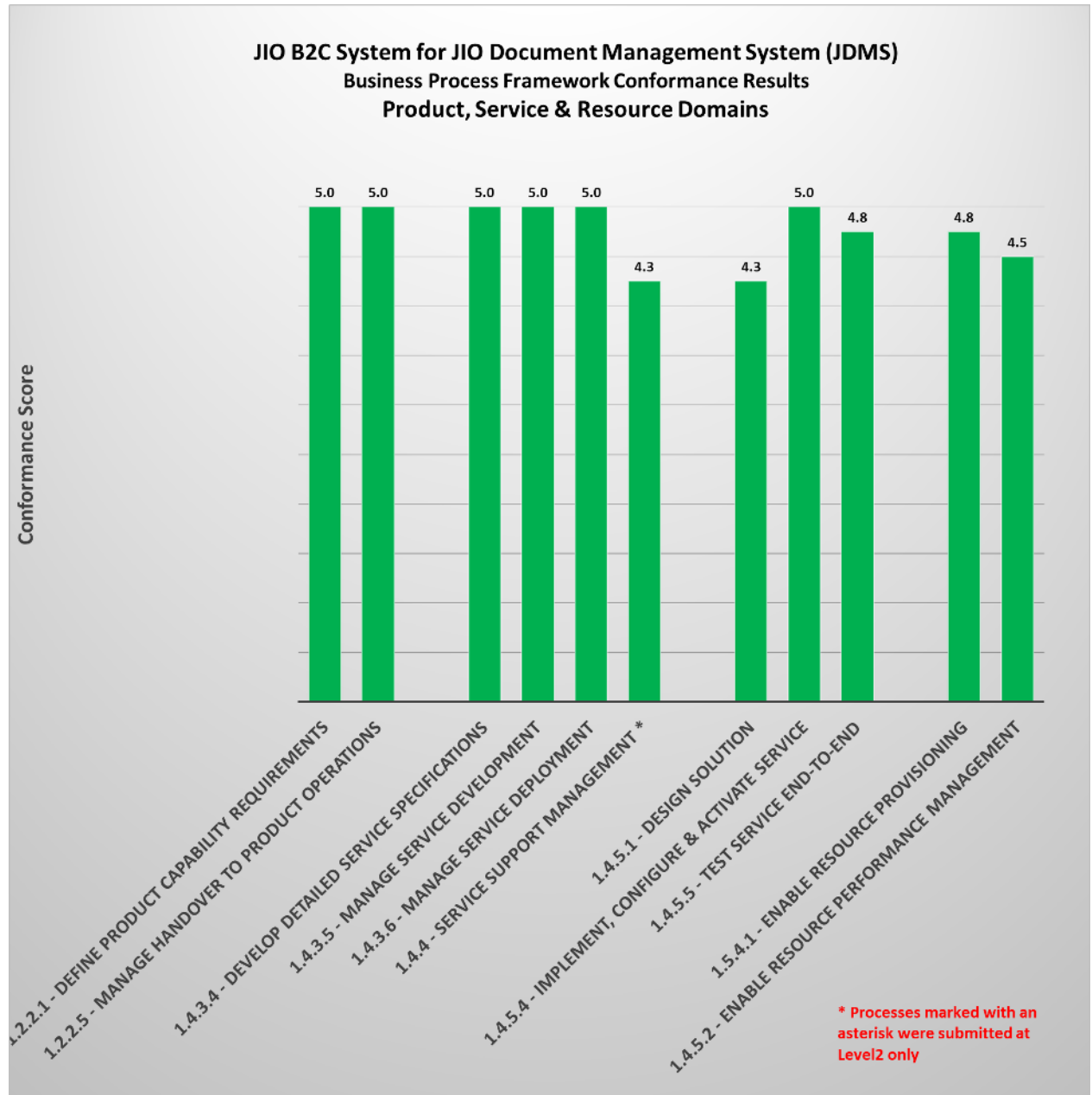


Figure 9- - eTOM Conformance Scores Summary Graph –

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)

JIO Document Management System (JDMS) Shared Domain = 3 ABEs
Shared Domain
Digital Identity ABE
Permission ABE
Document ABE

Figure 10 - SID - v24.0 – JIO Document Management Suite (JDMS) –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				For use during Self-Assessment by Organization undergoing OCA Conformance Certification				Member & TM Forum Comments				ABE Conformance Score Adoption
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only				For Member Use - Mandatory Mapping				Member Comments w.r.t. Mapping Review				
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Results	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	For comments impacting full conformance, please use RED FONT .		TM Forum Review Comments	Supporting Evidence	
Document ABE					DE Y					Reviewed and ACKNOWLEDGED		10.0 - Full Conformance
Document ABE	DocumentSpecification				DE Y	RUI_JDMS_DOC_MASTER				Reviewed and ACKNOWLEDGED		
Document ABE		status	EntitySpecification		DE Y		STATUS	document category (specification) status (Active/Inactive)		Reviewed and ACKNOWLEDGED		
Document ABE		validFor	EntitySpecification		DR Y		DOCUMENT_EXPIRY_DATE	date till the document category is active		Reviewed and ACKNOWLEDGED		
Document ABE		description	RootEntity		DO Y		DOCUMENT_CATEGORY	additional information about document category		Reviewed and ACKNOWLEDGED		
Document ABE		ID	RootEntity		DR Y		CATEGORY_ID	ID uniquely identifying the document category		Reviewed and ACKNOWLEDGED		
Document ABE		name	RootEntity		DO Y		DOCUMENT_CATEGORY	Name with which document category uniquely identified		Reviewed and ACKNOWLEDGED		
Document ABE	PatternDocument				DE Y	RUI_JDMS_DOCUMENT_OBJECT_INFO		Pattern Documents such as ratecard, enterprise product catalogue are stored in JDMS application along with their functional attributes in RUI_JDMS_CATEGORY_C_METADATA Table.		Reviewed and ACKNOWLEDGED		
Document ABE		content	Document		DO Y		FILEPATH	Path specifying Document Content at source		Reviewed and ACKNOWLEDGED		
Document ABE		creationDate	Document		DO Y		INPUT_CREATED_DATE	Object/File creation date		Reviewed and ACKNOWLEDGED		
Document ABE		encryptKey	Document		DO Y		ENCRYPTION_KEY	static property in properties file		Reviewed and ACKNOWLEDGED		
Document ABE		link	Document		DO Y		ABSOLUTE_URL	URL to download document from CLOUD		Reviewed and ACKNOWLEDGED		
Document ABE		size	Document		DO Y		DOCUMENT_SIZE	Calculated size of document		Reviewed and ACKNOWLEDGED		
Document ABE		type	Document		DO Y		DOC_EXTENSION	Document Type PDF, JPG, ETC		Reviewed and ACKNOWLEDGED		
Document ABE		validFor	Document		DO Y		DOCUMENT_EXPIRY_DATE	Date till the document is active		Reviewed and ACKNOWLEDGED		
Document ABE		description	RootEntity		DO Y		DOC_SUB_CATEGORY	additional information about document		Reviewed and ACKNOWLEDGED		
Document ABE		ID	RootEntity		DR Y		OBJECT_ID	Record Unique Identifier (LUIID)		Reviewed and ACKNOWLEDGED		
Document ABE		name	RootEntity		DO Y		TITLE	Name with which document to be listed		Reviewed and ACKNOWLEDGED		
Document ABE	GeneratedDocument				DE Y	RUI_JDMS_DOCUMENT_OBJECT_INFO		Generated Documents such as Customer Invoice, Enterprise Invoices are stored in JDMS application along with their functional attributes in RUI_JDMS_CATEGORY_C_METADATA Table.		Reviewed and ACKNOWLEDGED		
Document ABE		content	Document		DO Y		FILEPATH	Path specifying Document Content at source		Reviewed and ACKNOWLEDGED		
Document ABE		creationDate	Document		DO Y		INPUT_CREATED_DATE	Object/File creation date		Reviewed and ACKNOWLEDGED		
Document ABE		encryptKey	Document		DO Y		ENCRYPTION_KEY	static property in properties file		Reviewed and ACKNOWLEDGED		
Document ABE		link	Document		DO Y		ABSOLUTE_URL	URL to download document from CLOUD		Reviewed and ACKNOWLEDGED		
Document ABE		size	Document		DO Y		DOCUMENT_SIZE	Calculated size of document		Reviewed and ACKNOWLEDGED		
Document ABE		type	Document		DO Y		DOC_EXTENSION	Document Type PDF, JPG, ETC		Reviewed and ACKNOWLEDGED		
Document ABE		validFor	Document		DO Y		DOCUMENT_EXPIRY_DATE	Date till the document is active		Reviewed and ACKNOWLEDGED		
Document ABE		description	RootEntity		DO Y		DOC_SUB_CATEGORY	additional information about document		Reviewed and ACKNOWLEDGED		
Document ABE		ID	RootEntity		DR Y		OBJECT_ID	Record Unique Identifier (LUIID)		Reviewed and ACKNOWLEDGED		
Document ABE		name	RootEntity		DO Y		TITLE	Name with which document to be listed		Reviewed and ACKNOWLEDGED		
Document ABE	SimpleDocument				DE Y	RUI_JDMS_DOCUMENT_OBJECT_INFO		Simple documents such as Customer Proof of Identification/Address are stored in JDMS application along with their functional attributes in RUI_JDMS_CATEGORY_C_METADATA Table.		Reviewed and ACKNOWLEDGED		
Document ABE		content	Document		DO Y		FILEPATH	Path specifying Document Content at source		Reviewed and ACKNOWLEDGED		
Document ABE		creationDate	Document		DO Y		INPUT_CREATED_DATE	Object/File creation date		Reviewed and ACKNOWLEDGED		
Document ABE		encryptKey	Document		DO Y		ENCRYPTION_KEY	static property in properties file		Reviewed and ACKNOWLEDGED		
Document ABE		link	Document		DO Y		ABSOLUTE_URL	URL to download document from CLOUD		Reviewed and ACKNOWLEDGED		
Document ABE		size	Document		DO Y		DOCUMENT_SIZE	Calculated size of document		Reviewed and ACKNOWLEDGED		
Document ABE		type	Document		DO Y		DOC_EXTENSION	Document Type PDF, JPG, ETC		Reviewed and ACKNOWLEDGED		
Document ABE		validFor	Document		DO Y		DOCUMENT_EXPIRY_DATE	Date till the document is active		Reviewed and ACKNOWLEDGED		
Document ABE		description	RootEntity		DO Y		DOC_SUB_CATEGORY	additional information about document		Reviewed and ACKNOWLEDGED		
Document ABE		ID	RootEntity		DR Y		OBJECT_ID	Record Unique Identifier (LUIID)		Reviewed and ACKNOWLEDGED		
Document ABE		name	RootEntity		DO Y		TITLE	Name with which document to be listed		Reviewed and ACKNOWLEDGED		
Document ABE	DocumentNature				DE Y	RUI_JDMS_REFERENCE		Document Nature		Reviewed and ACKNOWLEDGED		
Document ABE		natureName	DocumentNature		DO Y		DOC_SUB_CATEGORY	Name with which document sub category uniquely identified		Reviewed and ACKNOWLEDGED		
Document ABE	Document				DE Y	RUI_JDMS_DOCUMENT_OBJECT_INFO		Document		Reviewed and ACKNOWLEDGED		
Document ABE		content	Document		DO Y		FILEPATH	Path specifying Document Content at source		Reviewed and ACKNOWLEDGED		
Document ABE		creationDate	Document		DO Y		INPUT_CREATED_DATE	Object/File creation date		Reviewed and ACKNOWLEDGED		
Document ABE		encryptKey	Document		DO Y		ENCRYPTION_KEY	static property in properties file		Reviewed and ACKNOWLEDGED		
Document ABE		link	Document		DO Y		ABSOLUTE_URL	URL to download document from CLOUD		Reviewed and ACKNOWLEDGED		
Document ABE		size	Document		DO Y		DOCUMENT_SIZE	Calculated size of document		Reviewed and ACKNOWLEDGED		
Document ABE		type	Document		DO Y		DOC_EXTENSION	Document Type PDF, JPG, ETC		Reviewed and ACKNOWLEDGED		
Document ABE		validFor	Document		DO Y		DOCUMENT_EXPIRY_DATE	Date till the document is active		Reviewed and ACKNOWLEDGED		
Document ABE		description	RootEntity		DO Y		DOC_SUB_CATEGORY	additional information about document		Reviewed and ACKNOWLEDGED		
Document ABE		ID	RootEntity		DR Y		OBJECT_ID	Record Unique Identifier (LUIID)		Reviewed and ACKNOWLEDGED		
Document ABE		name	RootEntity		DO Y		TITLE	Name with which document to be listed		Reviewed and ACKNOWLEDGED		
Document ABE	DocumentFileType				DE Y	RUI_JDMS_DOCUMENT_OBJECT_INFO		Document FileType		Reviewed and ACKNOWLEDGED		
Document ABE		descriptorCode	DocumentFileType		DO Y		CATEGORY_ID	Unique number assigned to each document category and referred by each document		Reviewed and ACKNOWLEDGED		
Document ABE		mimeType	DocumentFileType		DO Y		DOC_MIME_TYPE	Document MIME Type (Retail/Enterprise, Audit, etc)		Reviewed and ACKNOWLEDGED		
Document ABE		name	DocumentFileType		DO Y		DOC_SUB_CATEGORY	Document mime type (application/pdf)		Reviewed and ACKNOWLEDGED		
Document ABE	DigitalIdentity ABE				DE Y					Reviewed and ACKNOWLEDGED		10.0 - Full Conformance
DigitalIdentity ABE	Credential				DE Y	RUI_JDMS_USER_PROFILE				Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		ID	Credential		DO Y		ID	User ID to uniquely identify user		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		status	Credential		DO Y		USER_STATUS	Indicates whether the user is active and permitted to log in to the system.		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		trustLevel	Credential		DO Y		ROLE_ID	Specifies the accessibility to type of documents		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		validFor	Credential		DO Y		EXPIRY_TIME	Expiry time of the user		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE	loginPasswordCredential				DE Y	RUI_JDMS_USER_PROFILE				Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		ID	Credential		DO Y		ID	User ID to uniquely identify user		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		status	Credential		DO Y		USER_STATUS	Indicates whether the user is active and permitted to log in to the system.		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		trustLevel	Credential		DO Y		ROLE_ID	Specifies the accessibility to type of documents		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		validFor	Credential		DO Y		EXPIRY_TIME	Expiry time of the user		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE	ResourceDigitalIdentity				DE Y	RUI_JDMS_USER_PROFILE				Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		ID	DigitalIdentity		DO Y		ID	User/Source system ID		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		status	DigitalIdentity		DO Y		USER_STATUS	Indicates whether the user/source system is active and permitted to log in to the system/allowed to access documents.		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		validFor	DigitalIdentity		DO Y		PWEXPREDATE	Indicates the date on which the user's/source system password will expire and must be changed.		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE	TokenCredential				DE Y	SPRING_SESSION				Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		ID	Credential		DO Y		PRIMARY_ID	ID of current user session		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		status	Credential		DO Y		GROUP_ID	Current session status		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		trustLevel	Credential		DO Y		GROUP_ID	Indicates the duration for which the session remains valid.		Reviewed and ACKNOWLEDGED		
DigitalIdentity ABE		validFor	Credential		DO Y		EXPIRY_TIME	Indicates the duration for which the session remains valid.		Reviewed and ACKNOWLEDGED		
Permission ABE	ImplicitPermission				DE Y	RUI_JDMS_USER_PROFILE				Reviewed and ACKNOWLEDGED		10.0 - Full Conformance
Permission ABE		validFor	Permission		DE Y					Reviewed and ACKNOWLEDGED		
Permission ABE		description	RootEntity		DO Y		SUB_GROUP_NAME	Unique Identifier for permission to set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		ID	RootEntity		DR Y		SUB_GROUP_ID	Identifier for set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		name	RootEntity		DO Y		SUB_GROUP_NAME	Unique Identifier for permission to set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		validFor	Permission		DE Y		RUI_JDMS_USER_PROFILE			Reviewed and ACKNOWLEDGED		
Permission ABE		description	RootEntity		DO Y		ACCESS_TYPE	Permission for document Activity such as Upload/Download/Listing		Reviewed and ACKNOWLEDGED		
Permission ABE		ID	RootEntity		DR Y		SUB_GROUP_ID	Identifier for permission to upload/download set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		name	RootEntity		DO Y		SUB_GROUP_NAME	Unique Identifier for permission to set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE	PermissionSet				DE Y	JDMS_USER_SUB_GROUP_MASTER				Reviewed and ACKNOWLEDGED		
Permission ABE		description	RootEntity		DO Y		SUB_GROUP_NAME	Unique Identifier for permission to set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		ID	RootEntity		DR Y		GROUP_ID	Identifier for set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		name	RootEntity		DO Y		SUB_GROUP_NAME	Unique Identifier for permission to set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE	PermissionSpecSet				DE Y	JDMS_USER_SUB_GROUP_MASTER				Reviewed and ACKNOWLEDGED		
Permission ABE		status	EntitySpecification		DR Y		STATUS	Permission status		Reviewed and ACKNOWLEDGED		
Permission ABE		validFor	EntitySpecification		DR Y		EXPREDATE	Expiry date		Reviewed and ACKNOWLEDGED		
Permission ABE		description	RootEntity		DO Y		SUB_GROUP_NAME	Unique Identifier for permission to set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		ID	RootEntity		DR Y		GROUP_ID	Identifier for permission to upload/download set of documents		Reviewed and ACKNOWLEDGED		
Permission ABE		name	RootEntity		DO Y		SUB_GROUP_NAME	Unique Identifier for permission to set of documents		Reviewed and ACKNOWLEDGED		

Figure 11 - SID - v24.0 – JIO Document Management Suite (JDMS) – SID Conformance Mapping Summary

4.4 Information Framework Conformance Result

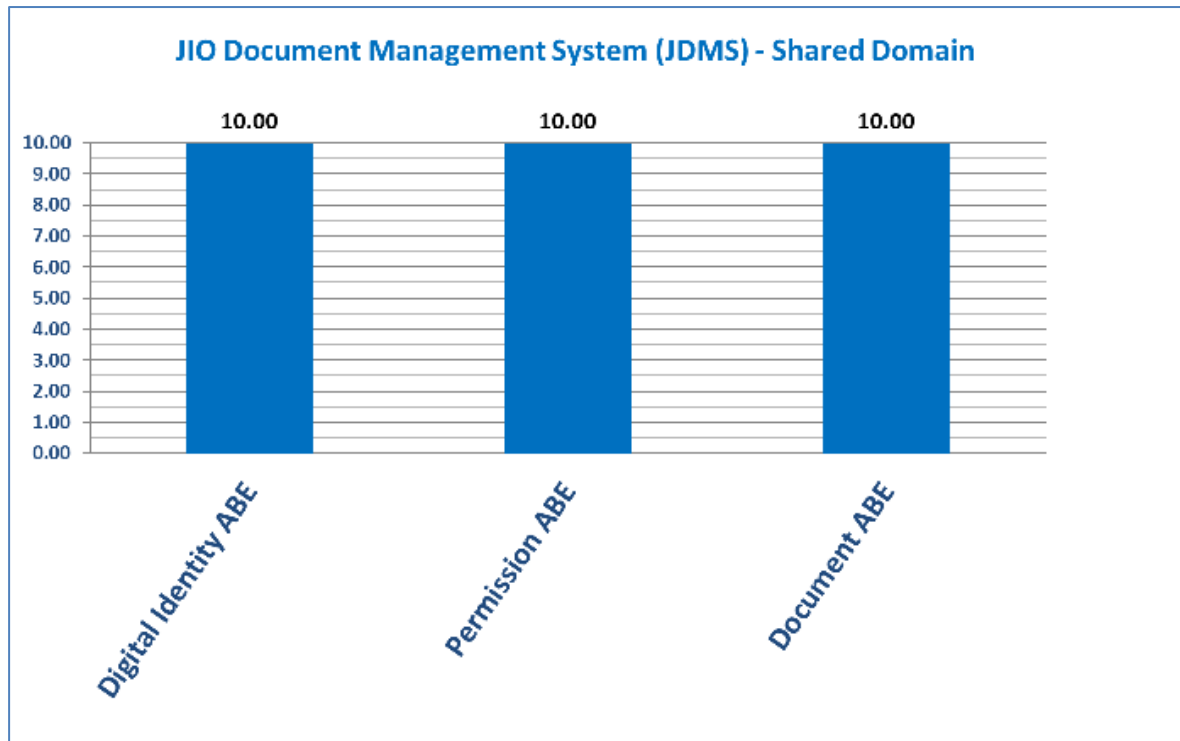


Figure 12 - SID – JIO Document Management Suite (JDMS) –SID Certification Scores

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>NOTES:</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) & Adoption Conformance score = 5.2 (Medium Conformance).</p>						

Figure 13 - 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.