

Solution Conformance Certification Report

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

For:

6D Technologies

CANVAS/BSS Solution Stack v.11.0

July 2025

Table of Contents

1	Introduction.....	3
1.1	Executive Summary	3
2	Solution Overview	4
	About 6D Technologies.....	4
2.1	Solution Functionality / Capability	5
2.1.1	Key Features:	6
2.1.2	Architecture.....	10
2.2	6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Benefits	11
2.3	Business Process Framework Level 2 Process Scope	13
2.4	Information Framework Assessment - ABE Scope	15
3	Business Process Framework Assessment Overview	16
3.1	Mapping Technique Employed.....	16
3.2	Scope of Conformance Certification (eTOM)	18
3.3	Scope of Conformance Certification – List (eTOM).....	18
3.4	Scope of Conformance Certification – Chart (eTOM).....	19
3.5	Business Process Framework – Scoring Guidelines.....	20
3.6	Business Process Framework – Process Mapping Descriptions	21
3.6.1	Mapping Details & Supporting Evidence	21
3.7	Conformance Results.....	22
3.8	Business Process Framework – Conformance Results Summary	23
4	Information Framework Assessment Overview	24
4.1	Mapping Technique Employed.....	24
4.2	Scope of Conformance Certification (SID).....	24
4.3	Detailed Conformance Mapping Summary (SID)	25
4.1	Information Framework Conformance Results (List)	28
4.2	Information Framework Conformance Results (Graph).....	29
4.2.1	Information Framework – Scoring Rules	30
4.2.2	Information Framework Adoption Conformance Scoring Methodology	31
4.2.3	Additional Notes on Information Framework Conformance Adoption scoring:	32

Table of Figures

Figure 1 – CANVAS/BSS Solution Stack v.11.0 Component level Architecture	10
Figure 2 - Level 2 process coverage for Customer Order Processing Management for 6D Technologies' CANVAS/BSS Solution Stack v.11.0 Conformance Assessment.....	13
Figure 3 - Level 3 coverage for Customer Order Processing Management for 6D Technologies' CANVAS/BSS Solution Stack v.11.0 Conformance Assessment	14
Figure 4 - Level 1 ABEs - SID coverage for 6D Technologies' CANVAS/BSS Solution Stack v.11.0 Conformance Assessment.....	15
Figure 5- Level 3 process list in scope for certification	18
Figure 6- Level 3 process scope for certification	19
Figure 7- TM Forum Business Process Framework: Conformance Scoring Rules	20
Figure 8- - eTOM Conformance Scores Summary	22
Figure 9- eTOM – Conformance Scores.....	23
Figure 10 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – SID ABEs Certification Scope (List)....	24
Figure 11 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Customer Domain.....	25
Figure 12 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Business Partner Domain.....	26
Figure 13 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Patterns Domain	26
Figure 14 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Shared Domain	27
Figure 15 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – SID ABEs Certification Scores Achieved (List)	28
Figure 16 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – SID ABEs Certification Scores Achieved (Graph)	29
Figure 17 - TM Forum Information Framework Adoption Conformance - Scoring Rules	31

1 Introduction

1.1 Executive Summary

This document provides details of 6D Technologies' Self-Assessment of its CANVAS/BSS Solution Stack v.11.0, 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.

For more information on 6D Technologies' CANVAS/BSS Solution Stack v.11.0, please contact:

Sales Team

6D Technologies' CANVAS/BSS Solution Stack v.11.0

Email: sales@6Dtech.co.in

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

2 Solution Overview

About 6D Technologies

6D Technologies is a technology-driven organization founded by visionary technocrats with the mission to deliver robust, scalable, and intelligent telecom solutions. Backed by a dynamic team of experts in the Telecom domain, Digital Services, AI/ML technologies, Systems Engineering, Security, and Data Management, we empower Digital Service Providers (DSPs) worldwide with future-ready, transformative technologies.

We serve a wide range of networks and customer segments, including Mobile GSM, Fixed Line, Broadband, Enterprise Customers, and IoT ecosystems, ensuring seamless service delivery across diverse domains. With the telecom landscape rapidly evolving, we are also leading the way into AI-driven transformation, embedding Agentic AI to create more autonomous, context-aware, and intelligent experiences & operations.

As a proactive technology partner, 6D works closely with its clients to align solutions with market trends, business goals, and the fast pace of digital evolution. Since 2002, we have been a trusted ally to DSPs & ISPs worldwide, helping them increase revenues, reduce costs, and differentiate their offerings through innovation.

We understand that long-term success hinges on timely implementation of new technologies, operational agility, and subscriber satisfaction. Our best-in-class platforms are designed to boost ARPU, optimize CapEx and OpEx, and enhance Quality of Service to reduce churn and increase customer loyalty.

With a reputation for delivering high-performance, reliable, and future-proof solutions, 6D ensures investment protection and minimal disruption during technology transitions. Whether you're modernizing your core systems or exploring the frontier of AI-driven operations, 6D is committed to partnering with you every step of the way.

For more information on our products and services, visit our website at: [6D Technologies: Global Leaders of Telecom Solutions](#)

2.1 Solution Functionality / Capability

CANVAS/BSS Solution Stack v.11.0 is a fully integrated, cloud-native Digital BSS platform purpose-built for Telecom and Digital Service Providers. It is designed to launch a mobile-first, web-first digital stack from Day 1, empowering operators to rapidly roll out end-to-end customer journeys for core telecom, IoT/M2M, Digital Services, and non-telco services.

Canvas is more than just a BSS—it is a modular, TM Forum ODA - aligned Digital IT stack that delivers simplicity, scalability, and agility. Built for today's dynamic market needs, Canvas enables telecom operators to achieve operational excellence, maximize revenue, and deliver differentiated digital experiences.

Key Capabilities of Canvas:

- **Multi-Domain Coverage:** Supports Mobile GSM, Fixed Line, Broadband, IoT, and Enterprise services across B2B and B2C segments
- **Mobile/Web-First Engagement:** Comes with plethora of prebuilt customer journeys for acquisition, onboarding, usage, and self-care
- **Omnichannel Experience Management:** Seamless customer interactions across channels—app, web, IVR, USSD, retail, and social—ensuring consistent experience.
- **Zero-Touch Order Management:** Catalog-driven, rule-based orchestration engine for zero-touch order capture, validation, and fulfillment.
- **Customer 360 & Contextual Insights:** Consolidated customer view across services and channels with actionable insights for personalized engagement.
- **Policy-Driven Configuration:** Flexible business rule engine to rapidly configure plans, discounts, entitlements, and eligibility without code changes.
- **AI-powered** workflows to enhance automation and intelligence within product operations
- **Security & Compliance Ready:** Built-in support for regulatory compliance (e.g., GDPR, SOX), user access control, and data security policies.
- **Cloud-Native and Scalable:** Containerized, microservices-based architecture for horizontal scaling, high availability, and efficient resource utilization.
- **DevOps & CI/CD Friendly:** Supports agile delivery through automated testing, version control, release management, and continuous integration pipelines.
- **Open Integration Layer:** Internal and external integrations through Open APIs (TMF Aligned)
- **Analytics & Reporting Framework:** Embedded reporting engine to deliver real-time operational and business insights.

Canvas is designed in compliance with TM Forum's Open Digital Architecture (ODA)—replacing legacy BSS with a componentized, cloud-native, microservices-driven approach. This enables DSPs to:

- Reduce integration complexity and accelerate time-to-market.
- Standardize business services using TM Forum Open APIs and a common data model.
- Seamlessly interoperate with 3rd party ecosystems using loosely coupled functional domains.

CANVAS is a comprehensive suite designed to support end-to-end telecom business operations across B2C and B2B domains. It comprises of critical modules such as Customer Relationship Management (CRM), Unified Product Catalogue, Billing & Invoicing, Customer Order and Service Order Management, Self-Care, and Case Management—enabling seamless customer lifecycle management and low-touch servicing. With dynamic product management, intelligent mediation, and convergent online/offline charging capabilities, the platform supports flexible monetization models and ensures accurate, scalable revenue management. Built-in Partner Relationship Management, Asset and Resource Management, Number Management, Lead Management, and Workforce modules further strengthen both retail and enterprise operations, while a centralized Notification Engine and Reporting System ensure timely communication and data-driven insights across the business to the required stakeholders.

At the technology core, the platform is aligned with TM Forum's Open Digital Architecture (ODA), Open APIs and event driven integrations through de-coupling layer, ensuring modularity, reuse, and rapid ecosystem integration. The platform also has AI-enabled processes embedded across Product Management, Billing, and Customer domains to drive intelligent automation and reduce manual effort. From AI-based product creation, billing anomaly detection to personalized engagement and lifecycle optimization, AI enhances both operational efficiency and user experience on our platform.

2.1.1 Key Features:

The key features offered by CANVAS/BSS Solution Stack v.11.0 are as follows:

- Customer Relationship Management (CRM)
 - Customer onboarding with contract and document capture for retail and enterprise.
 - Full customer lifecycle and profile management.
 - Integrated customer care portal for assisted service interactions.
 - Unified customer views for real-time insights and service context.
- Case Management
 - Multi-channel case creation: assisted (agent, call center) and self-care (web, app).
 - Case categorization based on product/service type and customer tier.
 - Workflow-based routing and SLA-driven resolution tracking.
 - Support for case reassignments, escalations, and closure approvals.

- Customer Order Management (COM)
 - End-to-end order lifecycle orchestration.
 - Order decomposition and enrichment based on product type.
 - BPMN-driven order routing and workflow execution.
 - Order tracking and status updates with audit trails.
 - Integration to Provisioning for Fulfilment and Activation
- Service Order Management (SOM)
 - Real-time service availability checks and validation.
 - Dynamic workflow creation for service activation and fulfillment.
 - Service order decomposition and backend orchestration.
 - Integrated status tracking for provisioning and assurance.
- Partner Relationship Management (PRM)
 - Partner onboarding, service usage tracking, and revenue sharing.
 - Manages partner onboarding, contracts, and SLA compliance with real-time visibility and performance tracking
 - Interconnect as well as Roaming usage management with TAPIN/TAPOUT file processing.
 - Partner billing and settlement platform.
- Sales Lead Management
 - Lead capture from multiple sources and campaigns.
 - Assignment, tracking, and scoring leads.
 - Sales funnel visibility with conversion analytics.
 - Integration with CRM and product catalogs for quote generation.
- Unified Product Catalogue (UPC)
 - Centralized catalog for all products: services, devices, plans.
 - Product bundling with flexible pricing, discounts, and offers.
 - Dependency and eligibility rules configuration.
 - Product versioning and approval-based lifecycle governance.
- Convergent Charging System (CCS)
 - Real-time, near real time and batch-based charging for services
 - Unified rating engine for service-based pricing models.
 - Balance management, threshold checks, and session control.
 - Supports multi-technology convergence (3G/4G/5G).

- Integration with mediation, UPC and billing systems for accurate rating and posting
- **Billing & Invoicing**
 - Hierarchical account and billing relationship management.
 - Support for multiple billing cycles and charging models.
 - Multi-mode bill payments (online/offline) with real-time updates.
 - Automated dunning, dispute resolution, and adjustment workflows.
- **Mediation**
 - Collection and decoding of CDRs from various sources.
 - Real-time validation, filtering, and transformation of records.
 - Custom formatting, encoding, and routing to downstream systems.
 - Intelligent error handling and rerouting logic.
- **Digital Service Delivery Platform (SDP)**
 - Enables end-to-end subscription lifecycle management for digital services.
 - Captures and tracks subscriber consent with regulatory-compliant audit trails.
 - Facilitates real-time charging and messaging through integrated gateways.
- **Asset and Resource Management (ARM)**
 - Centralized inventory of all physical and logical assets across locations and networks.
 - Lifecycle tracking of assets from procurement to retirement with status visibility.
 - Support for asset categorization, tagging, and association with services or customers.
 - Integration with provisioning, order, and fault management for real-time resource allocation.
- **Number Management**
 - Number lifecycle from generation to retirement.
 - Categorization of numbers: premium, reserved, dynamic.
 - SIM bundling and number personalization (e.g., golden/patterned numbers).
 - Automated assignment and release processes.
- **Workforce Management**
 - Automated task scheduling and technician assignments based on skills and availability.
 - Real-time tracking of field staff with GPS and job progress visibility.
 - Mobile app for field teams to manage tasks, updates, and customer interactions.
 - Dashboards and reports to monitor workforce productivity and SLA adherence.

- Self-Care
 - Full customer account control via mobile/web interfaces.
 - Access to usage details, balance checks, plan upgrades, and support.
 - Real-time transaction execution with backend system integration.
 - Reduced dependency on customer service channels.
- Notification Engine
 - Centralized event-based notification platform.
 - Supports SMS, email, push notifications.
 - Configurable templates for campaigns, alerts, and reminders.
 - Rule-based trigger engine integrated with BSS workflows.
- Reporting System
 - Real-time and scheduled reporting for business and operations.
 - Role-based access to summary and detailed reports.
 - Customizable KPIs, dashboards, and export formats.
 - Product-wise, and usage-based insights.
- Decoupling Layer
 - Secure API GW for exposure of internal and external APIs.
 - Event-based integrations for real-time communication
 - Robust integration services for seamless system interoperability

2.1.2 Architecture

An overview of 6D Technologies' CANVAS/BSS Solution Stack v.11.0 component level architecture is as follows:

CANVAS/BSS Solution Stack v.11.0 Component Level Architecture

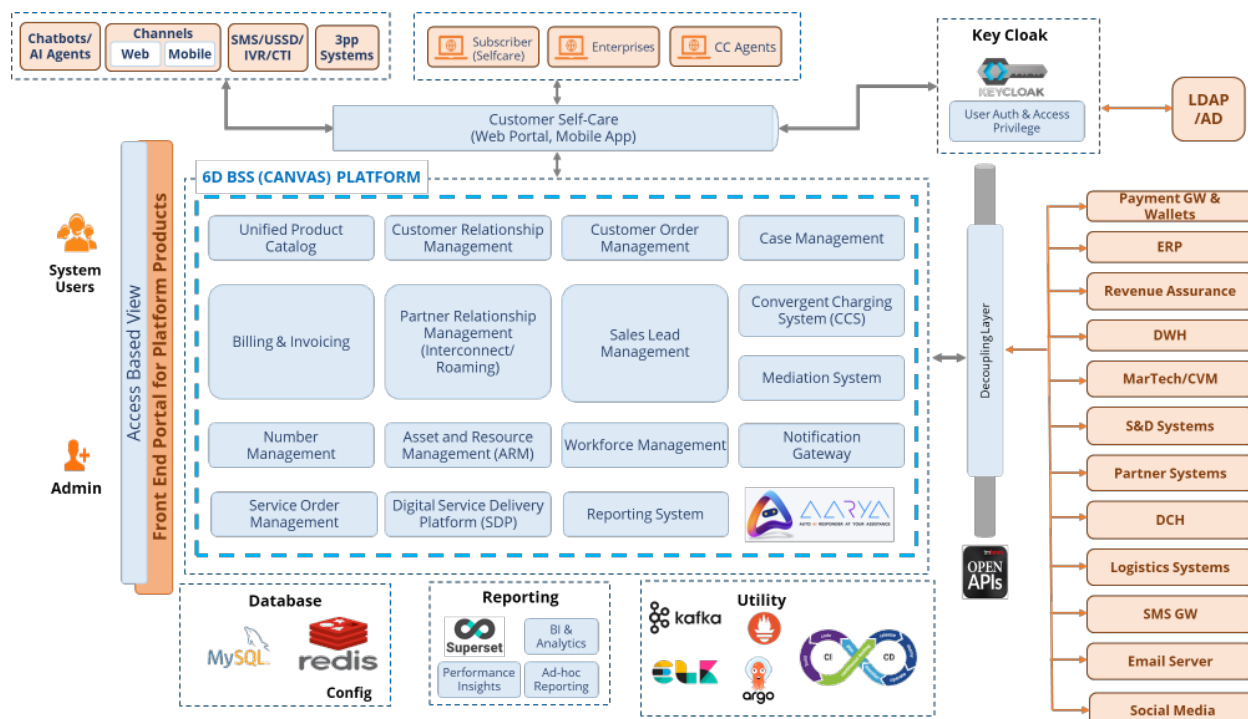


Figure 1 – CANVAS/BSS Solution Stack v.11.0 Component level Architecture

2.2 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Benefits

The 6D Canvas Digital BSS platform is built to empower telecom service providers with the agility, scalability, and intelligence required to thrive in a rapidly evolving digital ecosystem. It delivers a comprehensive set of business and operational benefits across customer experience, revenue management, partner ecosystem, and service agility.

- **Accelerated Time-to-Market:**
Pre-integrated modules, 80+ prebuilt TM Forum-aligned business processes, and a unified digital IT stack reduce deployment timelines and enable faster rollout of new offerings.
- **Enhanced Customer Experience:**
Intuitive self-care, omnichannel engagement, and real-time responsiveness improve customer satisfaction, reduce churn, and deliver low-touch, high-efficiency service.
- **Operational Efficiency & Cost Optimization:**
Centralized product catalog, unified order management, automated workflows, and digital onboarding reduce manual interventions, improve accuracy, and lower operational overhead.
- **Flexible Monetization Models:**
Supports prepaid, postpaid, hybrid, and event-based charging models along with dynamic bundling, promotions, and multi-party revenue sharing—enabling diversified revenue streams.
- **Digital-First Architecture:**
Cloud-native, microservices-based architecture aligned with TM Forum ODA standards supports modular growth, API-driven interoperability, and seamless upgrades.
- **AI-Driven Business Insights:**
Embedding AI-enabled and Generative AI capabilities across Product Management, Billing, and Customer domains, platform drives automation, enhance customer experiences, and achieve operational excellence—enabling faster decisions, reduced costs, and higher service quality.
- **Scalability & Future Readiness:**
Designed to handle millions of subscribers, support 5G use cases, IoT integrations, and partner-driven digital ecosystems.
- **Regulatory & Compliance Readiness:**
In-built consent management, audit logging, and support for privacy frameworks ensure compliance with local and global telecom regulations.
- **Partner Ecosystem Enablement:**
Robust partner management and charging capabilities streamline onboarding, billing,

settlement, and SLA tracking for interconnect/roaming partners, new age digital partners.

- **Unified Customer View & Care:**

The 360° CRM offers a single/convergent view of customer data, service usage, orders, billing, and interactions, enabling informed service and sales engagements.

2.3 Business Process Framework Level 2 Process Scope

The following figure represents the Business Process Framework Level 2 processes that were presented in scope for conformance certification.

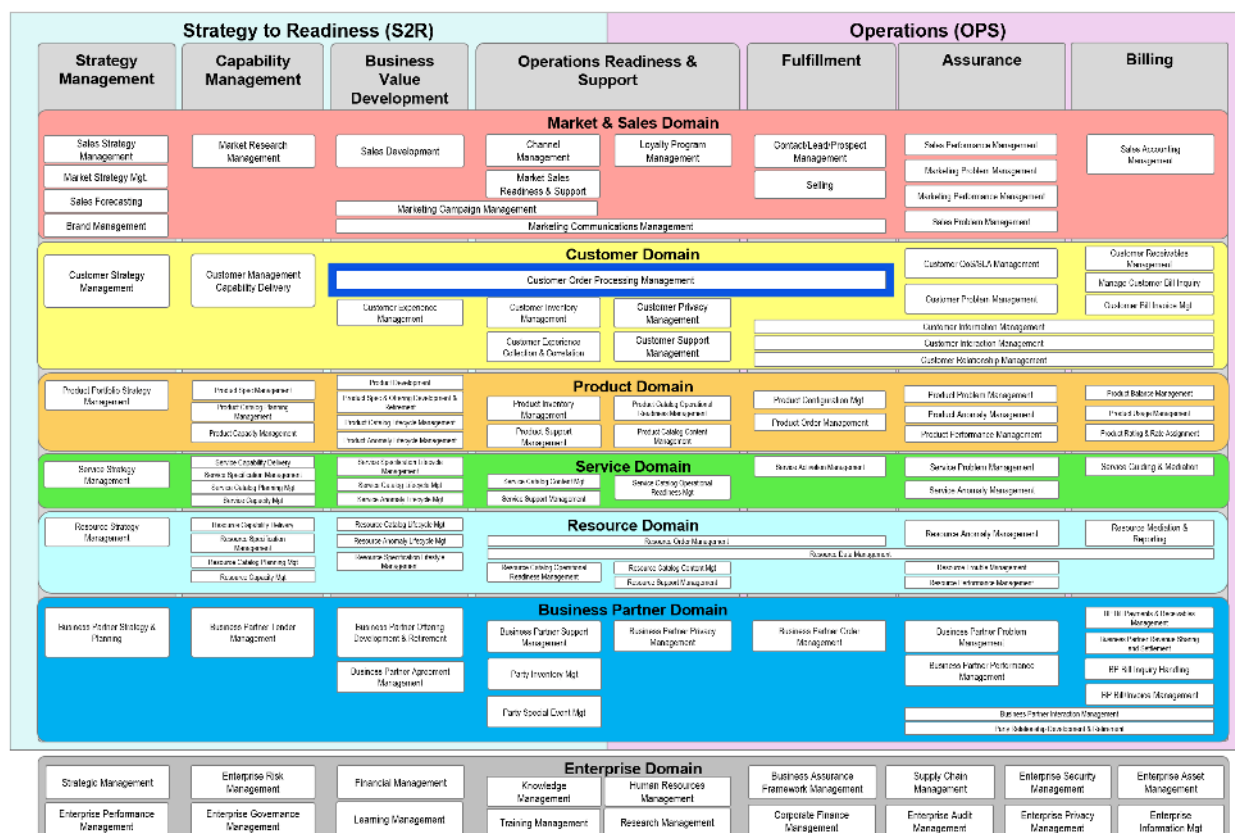


Figure 2 - Level 2 process coverage for Customer Order Processing Management for 6D Technologies' CANVAS/BSS Solution Stack v.11.0 Conformance Assessment

Business Process Framework (eTOM) – 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Conformance Footprint

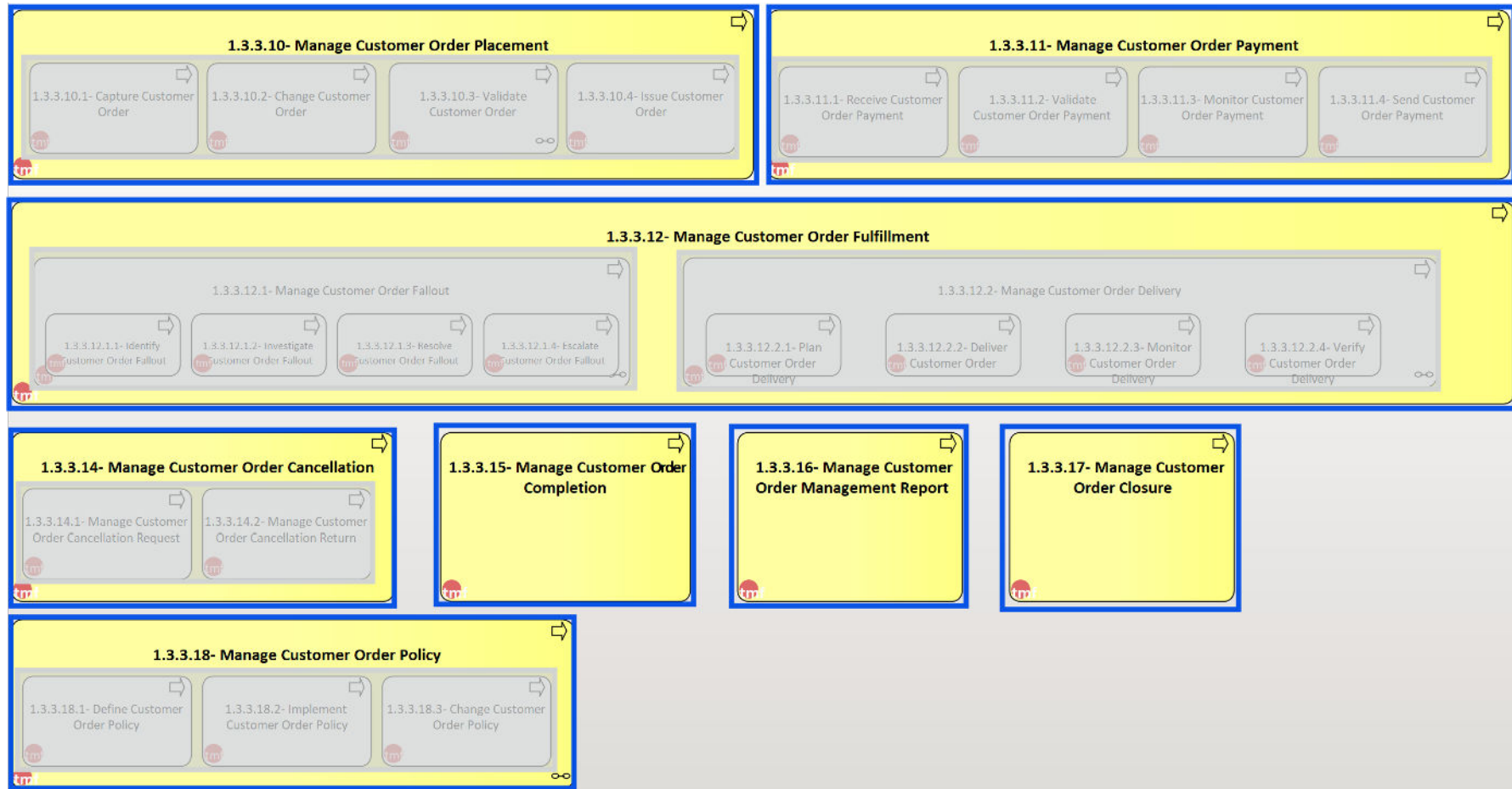


Figure 3 - Level 3 coverage for Customer Order Processing Management for 6D Technologies' CANVAS/BSS Solution Stack v.11.0 Conformance Assessment

2.4 Information Framework Assessment - ABE Scope

The following diagram illustrates the Information Framework ABEs that were presented in scope for Certification.

Information Framework (SID) - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Conformance Footprint

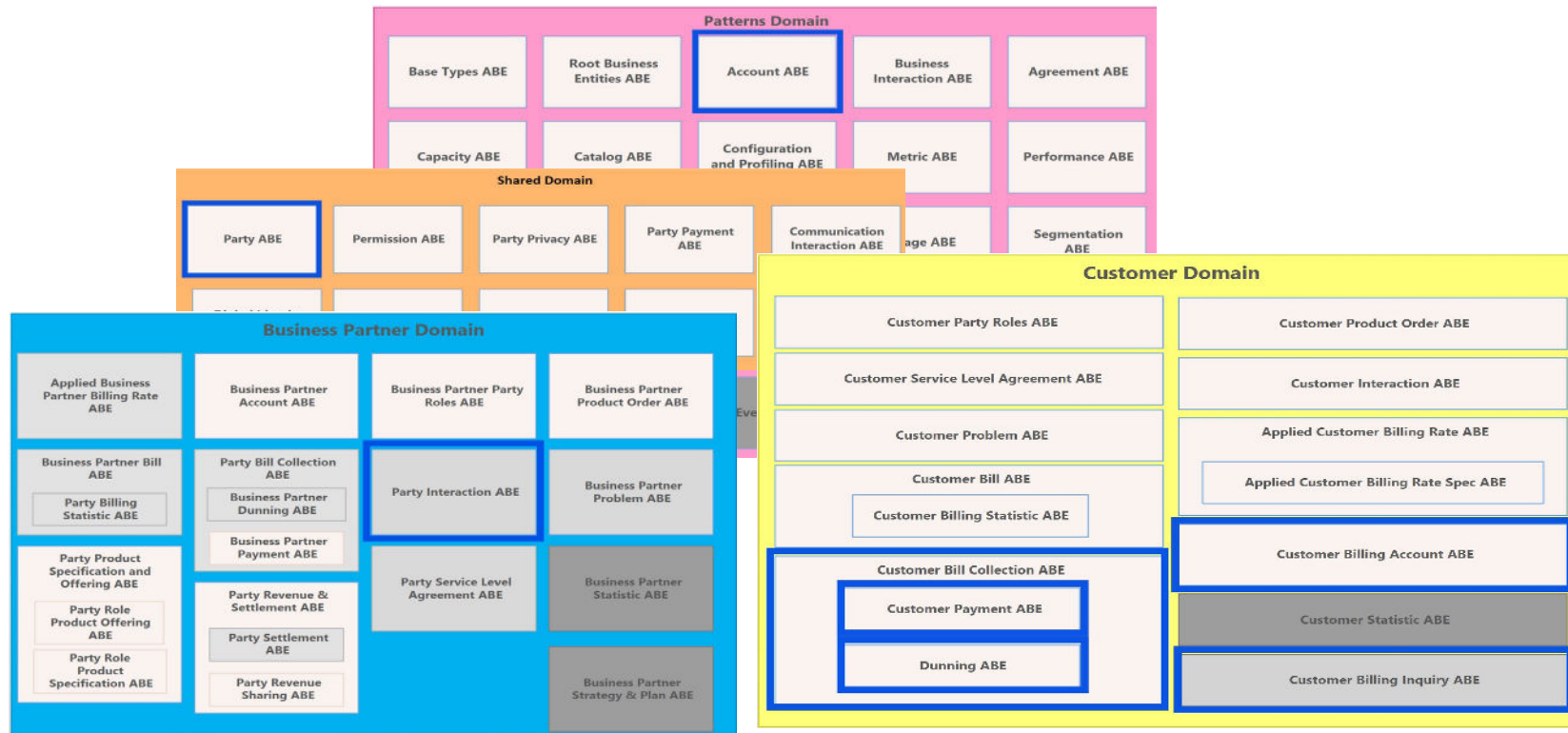


Figure 4 - Level 1 ABEs - SID coverage for 6D Technologies' CANVAS/BSS Solution Stack v.11.0 Conformance Assessment

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 4 process implied task:

- **GREEN** is used to highlight key words or key statements that are fully supported
- **YELLOW** is used to highlight key words/key statements that are partially supported
- **GREY** is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements that are irrelevant, just for reference or needed to complete the sentence.

As of February 2018, TM Forum allows mappings to be provided against Level-3 process elements when:

- L3s have relevant, consistent full detailed descriptions reflecting all L4 process elements in their decomposition (usually implied tasks identified and separated by bullet points)
- No decomposition to Level 4 processes was available for a particular L3 process, but the Level-3 mappings fulfil the condition described above, therefore the score awarded hereafter is for the Level 3 process in its entirety.

Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps, or a combination of both. In this document, “A”, “M”, or “AM” is used for each task to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

TM Forum Note 1:

When process mappings are presented against Level 4 processes, the mappings are most often provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being defined in the eTOM specification, the process mappings are in that case provided

against the Level 4 Extended description. If an Extended description is not defined, then the mapping is provided against the Brief description.

TM Forum Note 2:

Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 3 process descriptions using the Mandatory/Extended/Brief description as per the guidelines explained for Level 4 based mappings in the previous note.

3.2 Scope of Conformance Certification (eTOM)

This document conveys information about the Business Processes implemented by 6D Technologies' CANVAS/BSS Solution Stack v.11.0 in accordance to the TM Forum Business Process Framework. It also maps the processes with the Level 2 and Level 3 frameworks Activities. The document covers the following L3 Processes in scope for certification.

3.3 Scope of Conformance Certification – List (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
<i>Member:</i>		<i>6D Technologies</i>
<i>Solution:</i>		<i>CANVAS/BSS Solution Stack v.11.0</i>
<i>Assessment Type</i>		<i>Solution</i>
<i># of L2 Processes in Scope:</i>		<i>9</i>
<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
1.3 - Customer Domain		
	1.3.3 - Customer Order Processing Management	
		1.3.3.10 - Manage Customer Order Placement
		1.3.3.11 - Manage Customer Order Payment
		1.3.3.12 - Manage Customer Order Fulfillment
		1.3.3.13 - Manage Customer Order Delivery
		1.3.3.14 - Manage Customer Order Cancellation
		1.3.3.15 - Manage Customer Order Completion
		1.3.3.16 - Manage Customer Order Management Report
		1.3.3.17 - Manage Customer Order Closure
		1.3.3.18 - Manage Customer Order Policy

Figure 5- Level 3 process list in scope for certification

3.4 Scope of Conformance Certification – Chart (eTOM)

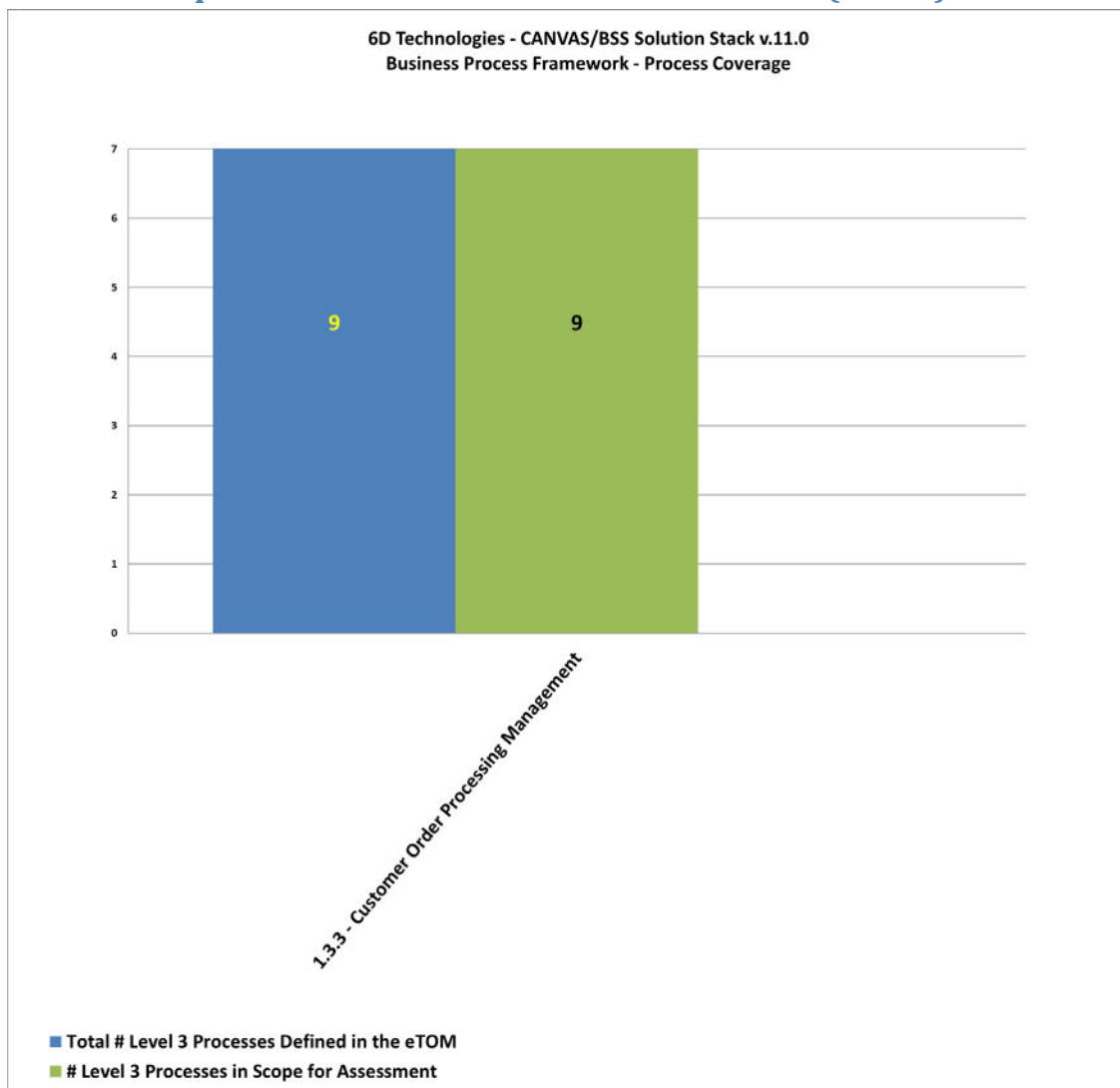


Figure 6- Level 3 process scope for certification

3.5 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.		
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.		
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.		
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.		
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>		
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>		

Figure 7- TM Forum Business Process Framework: Conformance Scoring Rules

3.6 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework against the processes supported by 6D Technologies' CANVAS/BSS Solution Stack v.11.0.

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

3.6.1 Mapping Details & Supporting Evidence

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

[Link to Mapping Document](#)

3.7 Conformance Results

This Section details the Scores awarded to reflect Conformance to the Business Process Framework components of eTOM.

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0				
Member:		6D Technologies		Level 3 Process Elements Scores achieved
Solution:		CANVAS/BSS Solution Stack v.11.0		
Assessment Type		Solution		
# of L2 Processes in Scope:		9		
Level 1	Level 2	Level 3		
1.3 - Customer Domain				
	1.3.3 - Customer Order Processing Management			
		1.3.3.10 - Manage Customer Order Placement		5/5
		1.3.3.11 - Manage Customer Order Payment		5/5
		1.3.3.12 - Manage Customer Order Fulfillment		5/5
		1.3.3.13 - Manage Customer Order Delivery		5/5
		1.3.3.14 - Manage Customer Order Cancellation		5/5
		1.3.3.15 - Manage Customer Order Completion		5/5
		1.3.3.16 - Manage Customer Order Management Report		5/5
		1.3.3.17 - Manage Customer Order Closure		5/5
		1.3.3.18 - Manage Customer Order Policy		5/5

Figure 8- - eTOM Conformance Scores Summary

3.8 Business Process Framework – Conformance Results Summary

This Section provides a graphical view of the conformance levels granted to the Level 3 Processes presented in scope for 6D Technologies' CANVAS/BSS Solution Stack v.11.0. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to the level of Conformance – Full Conformance (Score = 5) or Partial Conformance (Score below 5)

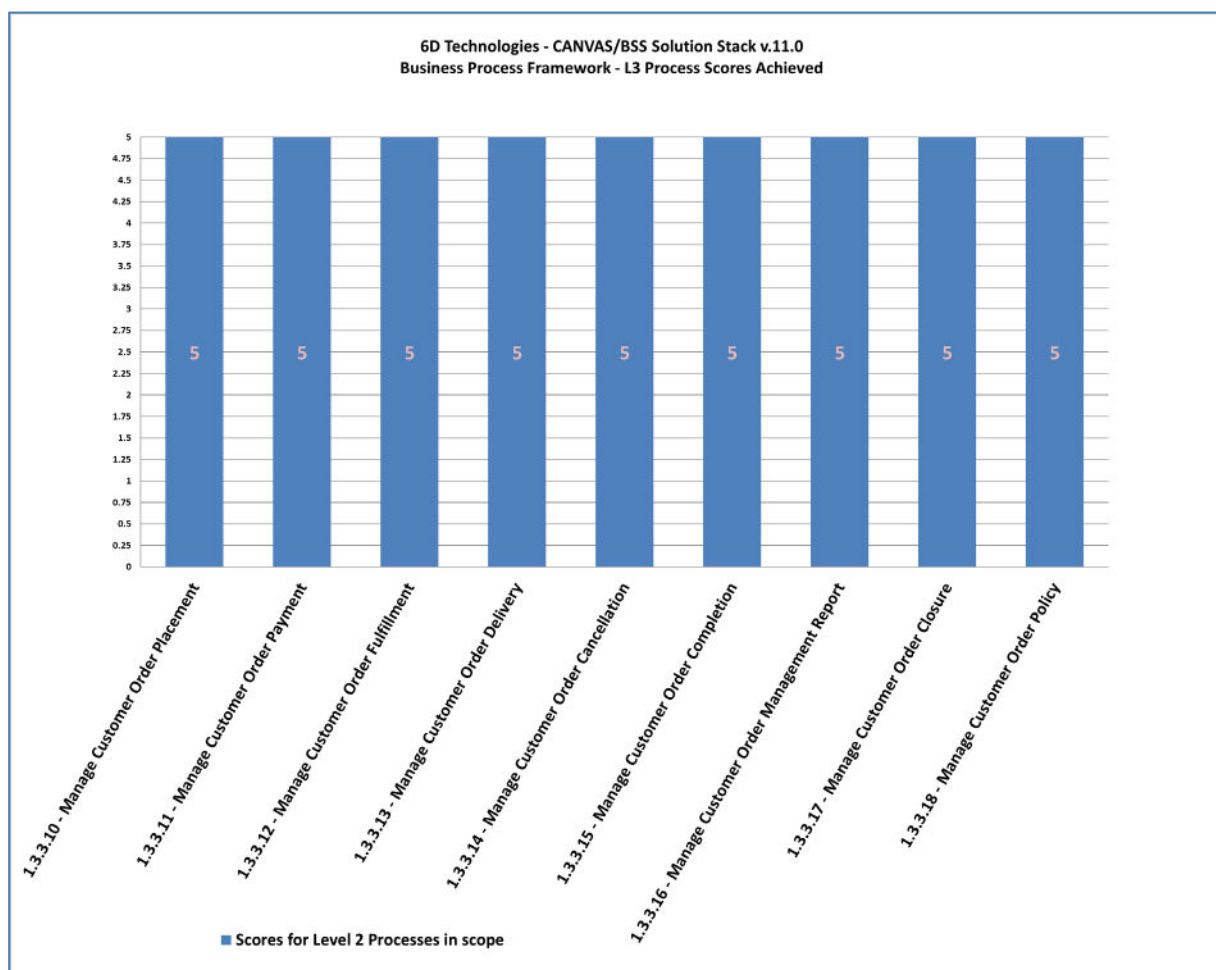


Figure 9- eTOM – Conformance Scores

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)

This following list conveys information about the ABEs implemented by 6D Technologies' CANVAS/BSS Solution Stack v.11.0 in accordance with the TM Forum Information Framework (SID). The scope for certification includes the following ABEs.

6D Technologies - CANVAS/BSS Solution Stack v.11.0 - Conformance Scope	
Customer Domain = 5 ABEs Business Partner Domain = 3 ABEs Patterns Domain = 1 ABE Shared Domain = 3 ABEs	
Customer Domain	
	Customer Billing Account ABE
	Customer Bill Collection ABE
	Customer Payment ABE
	Dunning ABE
	Customer Bill Inquiry ABE
Business Partner Domain	
	Party Interaction ABE
Patterns Domain	
	Account ABE
Shared Domain	
	Party ABE

Figure 10 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – SID ABEs Certification Scope (List)

4.3 Detailed Conformance Mapping Summary (SID)

The data in these columns is extracted from the SID Release 24.0 Information Model					Member & TM Forum comments	
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only					Comments w.r.t. Mapping Review	
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	For comments impacting full conformance, please use red font.
Customer Billing Account ABE				ABE	Y	bs_account is master table and corresponding tables/entities mentioned in this ABE have one to many relationships. <TMF> Thanks for the clarification, this is well understood and fully ACKNOWLEDGED
Customer Billing Account ABE	CustomerBillingAccount			CE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		creditLimit	CustomerBillingAccount	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		pin	CustomerBillingAccount	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		ID	Account	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		name	Account	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		status	Account	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		type	Account	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE	CustomerBillingAccountBalance			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		ID	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		remainingAmount	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		validFor	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE	BalanceUsageRule			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		description	BalanceUsageRule	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		ID	BalanceUsageRule	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		validFor	BalanceUsageRule	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE	ChargeAmountThreshold			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		amountLimited	ChargeAmountThreshold	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE	ChargeSplittingRule			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE	CustomerBillingAccount			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		creditLimit	CustomerBillingAccount	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		pin	CustomerBillingAccount	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		ID	Account	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		name	Account	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		status	Account	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		type	Account	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE	CustomerBillingAccountAssignment			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		assignmentPurpose	CustomerBillingAccountAssignment	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		isDefault	CustomerBillingAccountAssignment	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE	CustomerBillingAccountBalance			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		ID	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		remainingAmount	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Billing Account ABE		validFor	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Bill Inquiry ABE				ABE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching
Customer Bill Inquiry ABE	CustomerBillingInquiry			CE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Bill Inquiry ABE		description	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Bill Inquiry ABE		endDate	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Bill Inquiry ABE		ID	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Bill Inquiry ABE		startDate	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Bill Inquiry ABE		status	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE				ABE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching
Customer Payment ABE	CustomerPayment			CE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		amount	PartyPayment	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		date	PartyPayment	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		description	PartyPayment	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		direction	PartyPayment	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		ID	PartyPayment	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		remainingAmount	PartyPayment	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		status	PartyPayment	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE	CustomerPaymentItem			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Payment ABE		appliedAmount	CustomerPaymentItem	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE				ABE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching
Dunning ABE	DunningCase			CE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		ID	DunningCase	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		startingDate	DunningCase	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE	DunningCaseRule			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		ID	DunningCaseRule	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		outbreakDate	DunningCaseRule	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE	DunningNotification			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		description	CommunicationInteractionItem	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		period	CommunicationInteractionItem	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		sequence	CommunicationInteractionItem	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		type	CommunicationInteractionItem	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE	DunningRule			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		hasSubRules	PolicyRuleBase	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		isCNF	PolicyRuleBase	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		isMandatoryEvaluation	PolicySet	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		usage	PolicySet	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		keywords	Policy	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		policyName	Policy	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		description	RootEntity	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		ID	RootEntity	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		name	RootEntity	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE	DunningScenario			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		ID	DunningScenario	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		isDefault	DunningScenario	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		name	DunningScenario	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE	DunningWriteOff			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		amount	DunningWriteOff	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE	HardDunning			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		ID	DunningCase	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		startingDate	DunningCase	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE	SoftDunning			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		ID	DunningCase	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Dunning ABE		startingDate	DunningCase	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence
Customer Bill Collection ABE				ABE	Y	<TMF>This ABE has no entities of its own ✓

Figure 11 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Customer Domain

The data in these columns is based on the Information Framework (SID) Release 24.0 Information Model						Member & TM Forum comments	
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						Comments w.r.t. Mapping Review	
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	For comments impacting full conformance, please use red font .	ABE Conformance Score Adoption
Party Interaction ABE				ABE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching	Full Conformance [Score = 9.90]
Party Interaction ABE	InquiryRequest			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		description	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		endDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		ID	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		startDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		status	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE	InquiryResponse			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		description	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		endDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		ID	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		startDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		status	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE	PartyBillingInquiry			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		description	BusinessInteraction	DR	N	<TMF> This attribute is ACKNOWLEDGED to be non-supported	
Party Interaction ABE		endDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		ID	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		startDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		status	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE	PartyDisputedAmount			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		dueDate	DisputedAmount	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		description	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		endDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		ID	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		startDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		status	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE	PartyInquiry			CE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching	
Party Interaction ABE		description	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		endDate	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		ID	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		startDate	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		status	BusinessInteraction	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE	PartyInvoiceInquiry			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		description	BusinessInteraction	DR	N	<TMF> This attribute is ACKNOWLEDGED to be non-supported	
Party Interaction ABE		endDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		ID	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		startDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		status	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE	PartyQuote			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching	
Party Interaction ABE		description	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		endDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching	
Party Interaction ABE		ID	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		startDate	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party Interaction ABE		status	BusinessInteraction	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	

Figure 12 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Business Partner Domain

The data in these columns is extracted from the SID Release 24.0 Information Model						Member & TM Forum comments	
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						Comments w.r.t. Mapping Review	
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	For comments impacting full conformance, please use red font .	ABE Conformance Score Adoption
Account ABE				ABE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ bs_contact table is not present in evidence — possibly redundant with bs_contact_details? Correct matching	Full Conformance [Score = 10.0]
Account ABE	AccountRelationship			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		type	AccountRelationship	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		validFor	AccountRelationship	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE	Account			CE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		ID	Account	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		name	Account	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		status	Account	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		type	Account	CO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE	AccountCurrency			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		isDefault	AccountCurrency	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		precision	AccountCurrency	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE	AccountContact			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		contactType	AccountContact	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		validFor	AccountContact	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE	AccountBalance			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		ID	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		remainingAmount	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		validFor	AccountBalance	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE	AccountBalanceType			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		balanceClass	AccountBalanceType	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		description	AccountBalanceType	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	
Account ABE		ID	AccountBalanceType		Y	<TMF>Reviewed and ACKNOWLEDGED: Duplicate row — not a conformance issue, but cleanup recommended	
Account ABE		name	AccountBalanceType	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching	
Account ABE		validFor	AccountBalanceType	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found.	

Figure 13 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Patterns Domain

The data in these columns is extracted from the SID Release 24.0 Information Model						Member & TM Forum comments	
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						Comments w.r.t. Mapping Review	
ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	For comments impacting full conformance, please use red font.	ABE Conformance Score Adoption
Party ABE				ABE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓	Full Conformance [Score = 10.0]
Party ABE	PartyRole			DE	Y	<TMF>Reviewed and ACKNOWLEDGED does not seem to be mapped in supporting evidence. Does it correspond to PartyRole, UserProfile, or AccessRole ABEs?	
Party ABE		status	PartyRole	DR	Y	Keycloak doesnt maintain a status for a Role, if required we need to capture it as an attribute of the Role	
Party ABE		validFor	PartyRole	DR	Y	Keycloak doesnt maintain a validFor for a Role, if required we need to capture it as an attribute of the Role	
Party ABE		description	RootEntity	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	RootEntity	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		name	RootEntity	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	PartyRoleSpecification			DE	Y	<TMF>Reviewed and ACKNOWLEDGED does not seem to be mapped in supporting evidence. Does it correspond to PartyRole, UserProfile, or AccessRole ABEs?	
Party ABE						<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching	
Party ABE		status	EntitySpecification	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	EntitySpecification	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		description	RootEntity	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	RootEntity	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		name	RootEntity	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	PartyRoleAssociation			DE	Y	<TMF>Reviewed and ACKNOWLEDGED does not seem to be mapped in supporting evidence. Does It correspond to PartyRole, UserProfile, or AccessRole ABEs?	
Party ABE						<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct matching	
Party ABE		associationType	PartyRoleAssociation	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		status	PartyRoleAssociation	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	PartyRoleAssociation	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	PartyCreditProfileRefer			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		financialInstitutionAcc	PartyCreditProfileReference	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		financialInstitutionAcc	PartyCreditProfileReference	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		financialInstitutionNo	PartyCreditProfileReference	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	PartyCreditProfile			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		creditRiskRating	PartyCreditProfile	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		creditScore	PartyCreditProfile	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		effectiveDate	PartyCreditProfile	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	PartyCreditProfile	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	PartyCreditProfile	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	AdditionalPartyAttribu			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	AdditionalPartyAttributes	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		partyRank	AdditionalPartyAttributes	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		partyStatus	AdditionalPartyAttributes	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	TaxExemptionCertificat			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	TaxExemptionCertificate	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	TaxExemptionCertificate	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	PartyRoleCurrency			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		isDefault	PartyRoleCurrency	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		precision	PartyRoleCurrency	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	Logo			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		logo	Logo	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	PartyName			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	PartyName	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	Party			CE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	Party	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	Party	CR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	OrganizationName			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		nameType	OrganizationName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		tradingName	OrganizationName	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	PartyName	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	Organization			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		isLegalEntity	Organization	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		legalPeriod	Organization	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		type	Organization	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	Party	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	Party	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	LanguageAbility			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		listeningProficiency	LanguageAbility	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		readingProficiency	LanguageAbility	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		speakingProficiency	LanguageAbility	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		writingProficiency	LanguageAbility	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	Language			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		alphabetName	Language	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		dialectNames	Language	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	IndividualName			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		aristocraticTitle	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		familyGeneration	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		familyNamePrefix	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		familyNames	IndividualName	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		formattedName	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		formOfAddress	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		generation	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		givenNames	IndividualName	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		legalName	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		middleNames	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		preferredGivenName	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		qualifications	IndividualName	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	PartyName	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE	Individual			DE	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		aliveDuring	Individual	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		disabilities	Individual	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		gender	Individual	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		maritalStatus	Individual	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		nationality	Individual	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		placeOfBirth	Individual	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		skills	Individual	DO	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		ID	Party	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	
Party ABE		validFor	Party	DR	Y	<TMF>Reviewed and ACKNOWLEDGED ✓ Supporting evidence found. Correct	

Figure 14 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – Shared Domain

4.1 Information Framework Conformance Results (List)

6D Technologies - CANVAS/BSS Solution Stack v.11.0 - Conformance Scope	
Customer Domain	ABE Conformance Score Adoption
Customer Billing Account ABE	10.0 Full Conformance
Customer Bill Collection ABE	10.0 Full Conformance
Customer Payment ABE	10.0 Full Conformance
Dunning ABE	10.0 Full Conformance
Customer Bill Inquiry ABE	10.0 Full Conformance
Business Partner Domain	ABE Conformance Score Adoption
Party Interaction ABE	9.90 Full Conformance
Patterns Domain	ABE Conformance Score Adoption
Account ABE	10.0 Full Conformance
Shared Domain	ABE Conformance Score Adoption
Party ABE	10.0 Full Conformance

Figure 15 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – SID ABEs Certification Scores Achieved (List)

4.2 Information Framework Conformance Results (Graph)

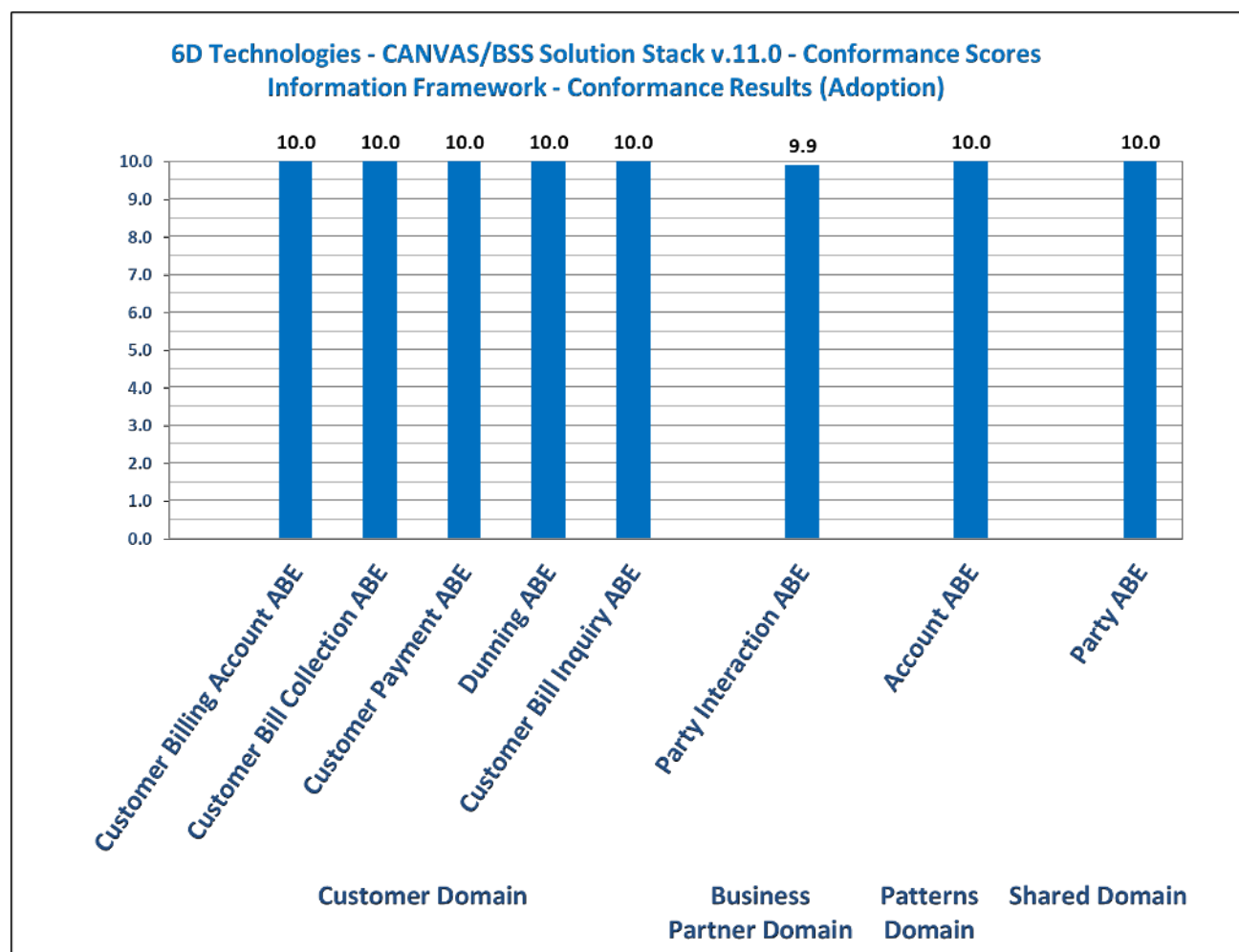


Figure 16 - 6D Technologies' CANVAS/BSS Solution Stack v.11.0 – SID ABEs Certification Scores Achieved (Graph)

4.2.1 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.

This section provides further details about the Adoption scoring method.

4.2.2 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.

Information Framework Adoption scores are granted based on the detailed scoring guidelines outlined in Table 2 below.

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 2 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]
NOTES:						
1. The score values for each SID component are added together to get the overall Adoption Conformance score.						
2. If 50% 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.						
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).						

Figure 17 - TM Forum Information Framework Adoption Conformance - Scoring Rules

4.2.3 Additional Notes on Information Framework Conformance Adoption scoring:

1. For each level, according to what is required, a value is calculated based 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 based 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.