Solution Conformance Certification Report

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

For:

Jio Platforms Limited

JIO B2C System - ODA-C – Jio Meet/Events

July 2025

Table of Contents

List of Figures

1   Introduction

1.1   Executive Summary

This document provides details of Jio Meet / Events, 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 of Jio Meet / Events, please contact:

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

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 innovative 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 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

JioEvents – Powering Seamless & Scalable Events

- **All-in-One Event Platform**: Manages virtual, hybrid, and large-scale events with tools like SIP support, spotlight control, ticketing, and analytics.
- **Engaging Experiences**: Boosts interactivity through live chat, polls, reactions, flashcards, and ticker text.
- **Immersive Branding**: Offers custom welcome pages, pre-set themes, banners, and watermark logos for brand consistency.
- **Gamified Engagement**: Includes contests, leaderboards, social walls, booths, and more to keep audiences hooked.
- **AI-Powered Features**: Uses Gen-AI to create 3D lobbies, avatars, immersive event pages, and post-event summaries.
- **JioEvents Studio**: Enables virtual production setups for shows, podcasts, interviews, and training events.
- **Flexible Layouts**: Studio blueprints help design dynamic event formats like polls, newsrooms, or halo presence.
- **Proven & Scalable**: Built for scale with happy customers and robust tech infrastructure.

JioMeet – India's Secure & Scalable Video Collaboration Platform

- **Two Powerful Offerings**:
  - **JioMeet App** – Standalone video conferencing for everyday use
  - **JioMeet Platform** – CPaaS model with SDKs & APIs to embed video in any app or platform
- **Enterprise-Grade Features**:
  - Real-time voice translation
  - Watchparty integrations (JioTV, JioCinema)
  - HD video, screen sharing, and meeting recording
- **Tailored for India**:
  - Works on low bandwidth and older devices
  - Multilingual, intuitive interface for mass adoption
  - 100% WCAG Level A accessibility compliance
- **Competitive Edge**:
  - Cost-effective SDKs and white-label support
  - Pre-built templates with out-of-box recording and tech support
  - Listed on GeM and already used in government & enterprise sectors
- **Recognition & Reach**:
  - Showcased globally (MWC Barcelona, IMC, GPAI)
  - Awarded for AI-powered skill development and innovation
- **Developer Friendly**:
  - SDKs available on GitHub & NPM for Android, iOS, and Web
  - Scalable infrastructure with deep Jio network integration

2.3 Key Features:

JioEvents – Powering Seamless & Scalable Events

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2.3.1 Architecture

Jiomeet Architecture:
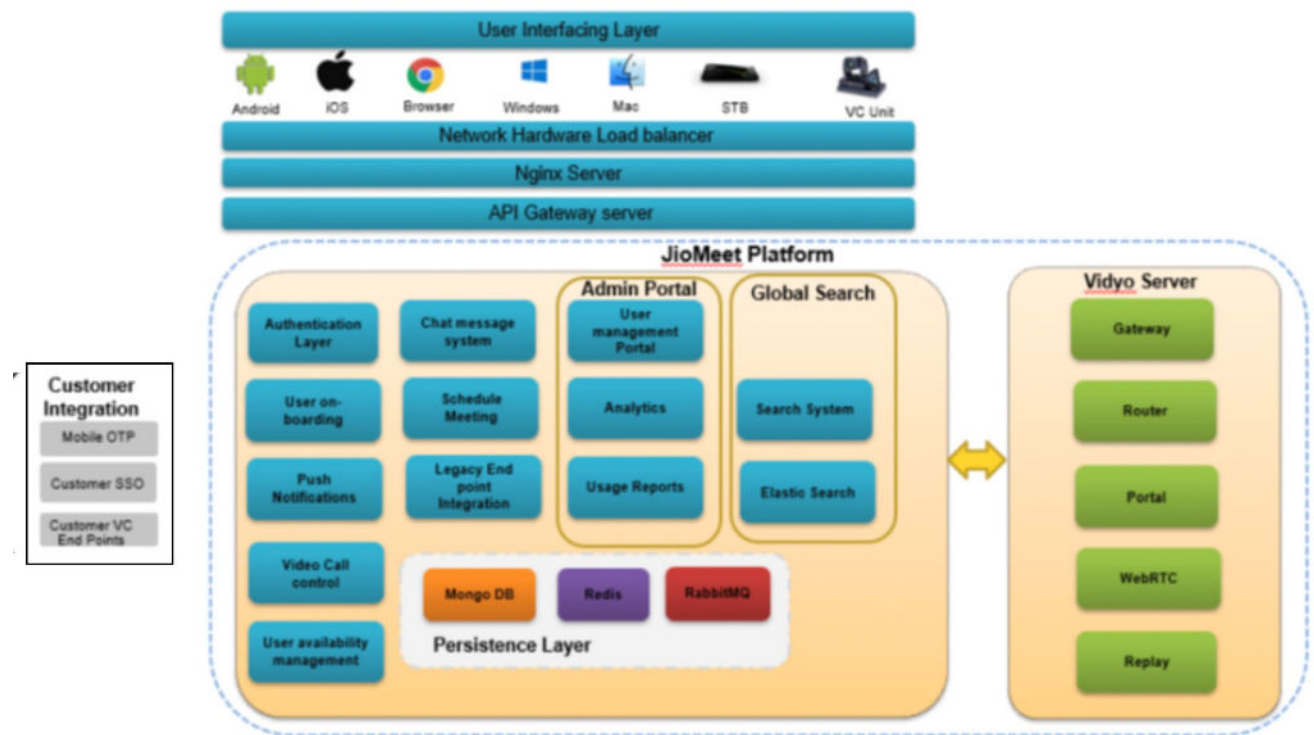
Figure 1 – Jio Meet/Events –Technical Architecture Diagram

Jioevents Architecture :
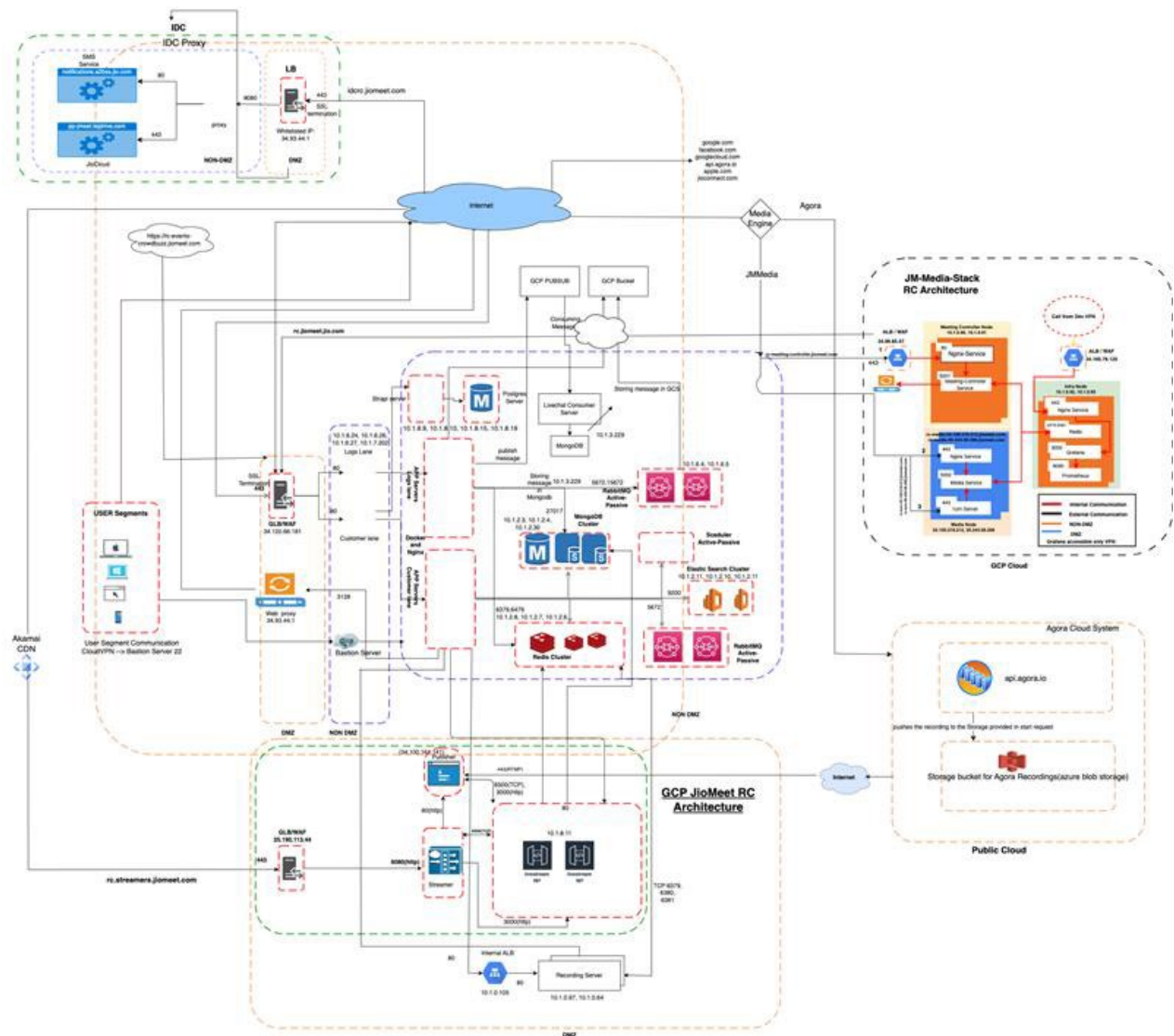
Figure 2 – Jio Meet/Events –Architecture Diagram

2.4 Jio Meet/Events – Benefits

Jio Meet/Events has the below USP

- Jiomeet/Jioevents are domain agnostic products.
- Jioevents offers scalability without compromising on stability (supporting up to 1 lakh attendees).
- Multiple avenues to market your events, including a web marketplace, MyJio integration, and RSVP invitations.
- Options for automated and pre-recorded events.
- Comprehensive platform customization, including email content, event UI.
- Playback options on the same attendee link which includes email notifications to event registrants, with detailed metrics.
- Streaming to up to four platforms simultaneously.
- Support for different types of feed inputs such as VC (via SIP and H.323) and RTMP.
- Advanced engagement features such as multi-day events, social walls, booths, contests, leaderboards, live chat, and flashcards.
- Jiomeet is available for ott and enterprise users and has user level segregation for the features available.
- Dedicated admin portal for enterprises to manage user level privileges and usage details.
- Organisation, user and feature level analytics are available.
- JioMeet also uses AI for audio enhancing the quality of conversation by suppressing the noise from the background
- Jiomeet APIs can also be integrated within the CPaaS module.

Business Process Framework (eTOM) – Jio Meet/Events – Conformance Scope
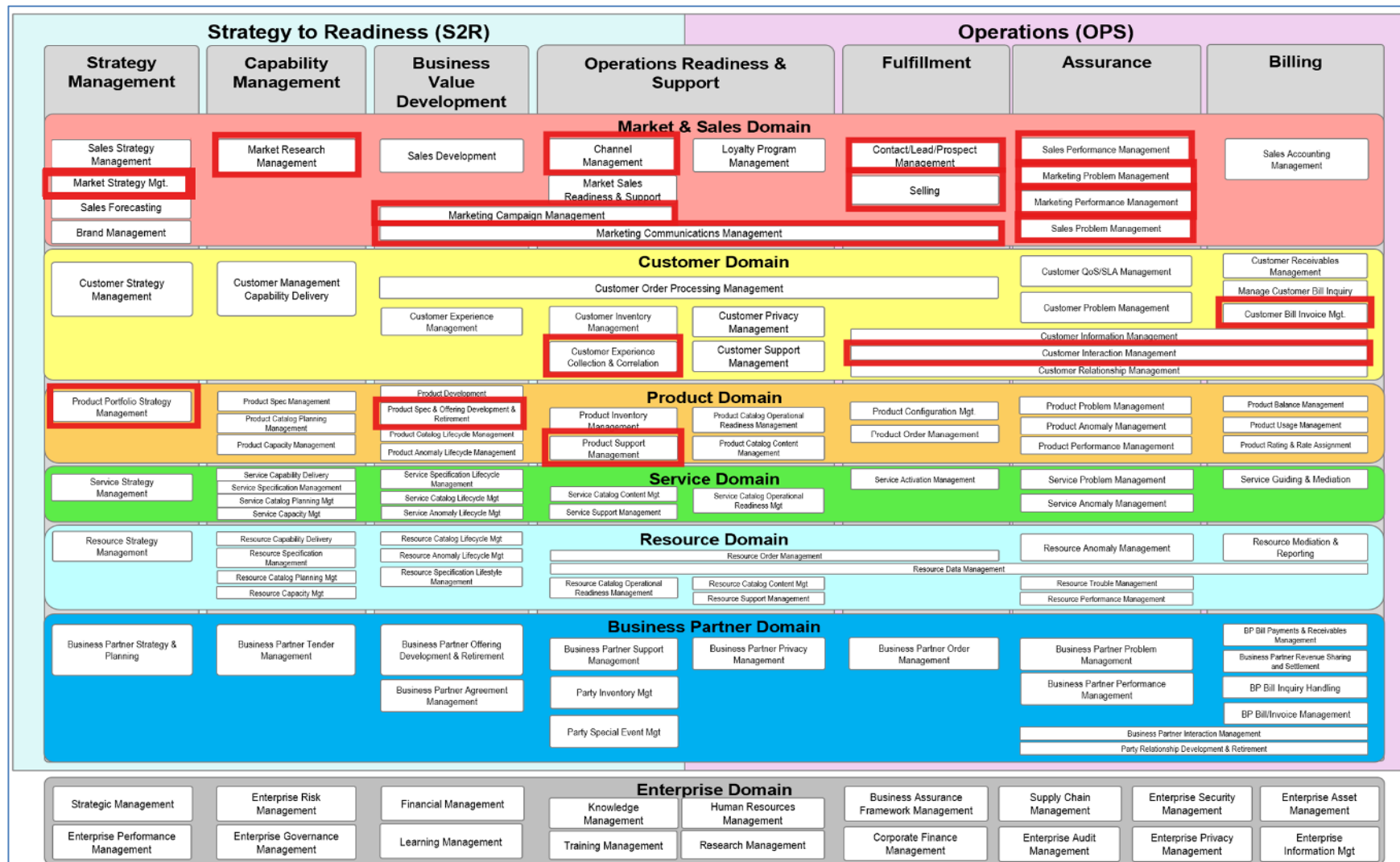
Figure 3 - Process coverage for Jio Meet/Events - Conformance Certification

2.5 Information Framework (SID) Assessment - ABE Scope

Information Framework (SID) – Jio Meet/Events – Conformance Footprint
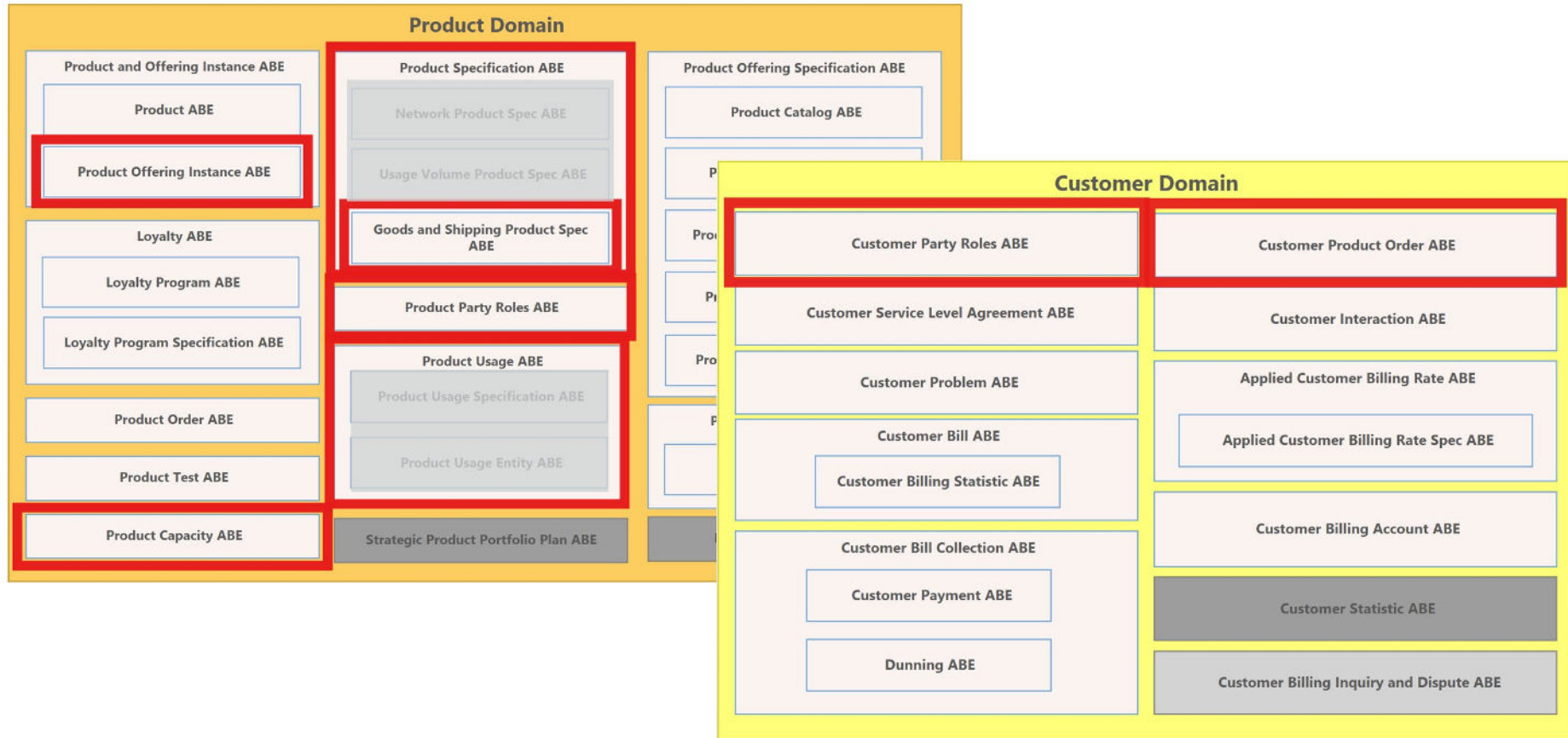
Figure 4 - Level 1 ABEs - SID coverage Jio Meet/Events - Conformance Certification

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework Level 3 descriptions are analyzed by focusing on implied tasks also referred to as implied functional requirements. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework process is supported by descriptive text. In many cases, each process is aligned and mapped to appropriate company documentation references solution, methodology or modeling material.

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

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

Manual and Automated Support

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

TM Forum Note 1:

When process mappings are presented against Level 3 processes, such mappings are provided against the process' extended description. If an Extended Description is not defined, then the mapping is provided against the Brief Description.

3.2   Scope of Conformance Certification Graph (eTOM)

This diagram conveys information about the Business Processes implemented for Jio Meet/Events in accordance to the TM Forum Business Process Framework. It provides a snapshot of the L2 processes included in scope for certification. The scope covers the following L2 Processes in scope for certification.
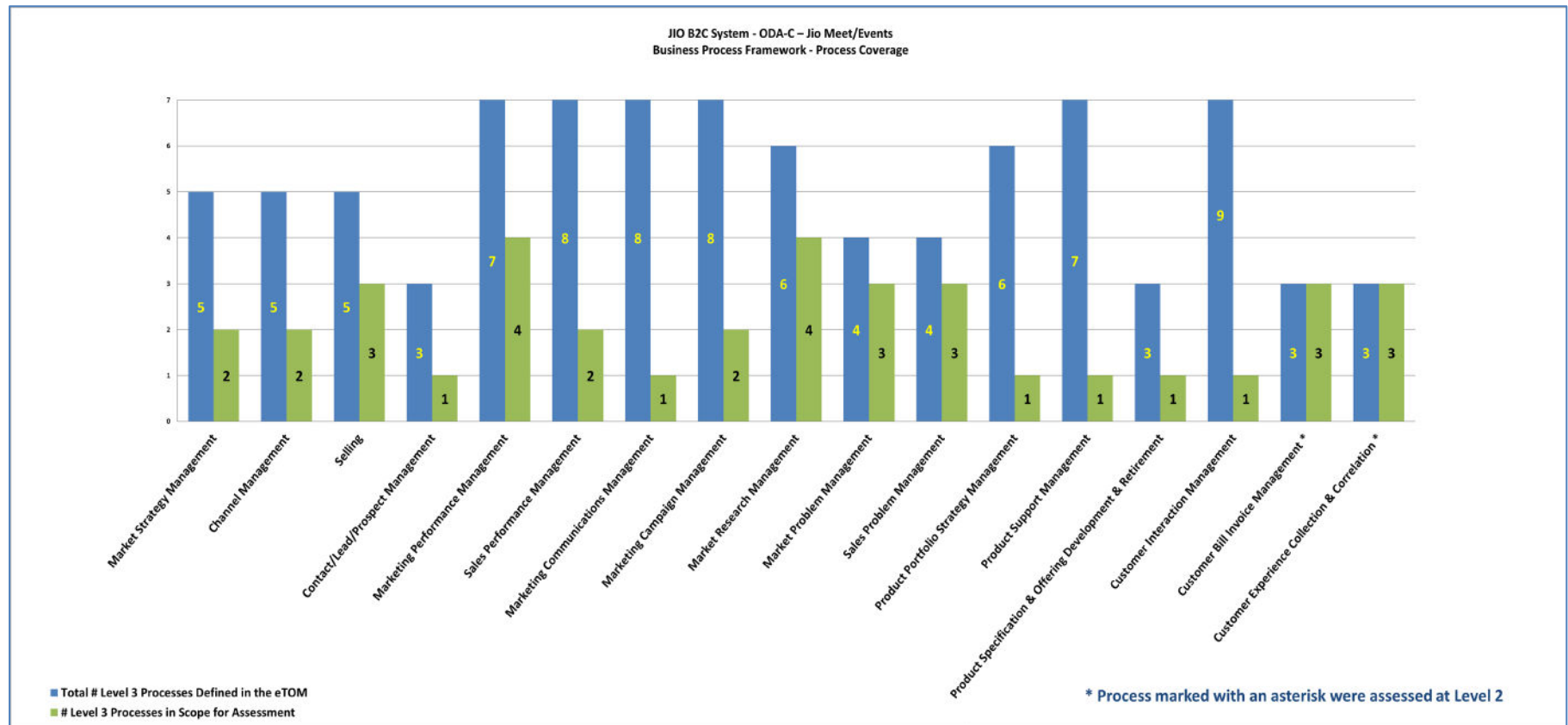
Figure 5- Jio Meet/Events –- Scope of certified processes – Graph

3.3 Scope of Conformance Certification – List (eTOM)

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0	
Member:	**JIO**
Solution:	**JIO B2C System - ODA-C – Jio Meet/Events**
Assessment Type	**Solution**
# of L2 Processes in Scope:	**17**
Level 1	**Level 2**
1.1 - Market & Sales Domain	
	Market Strategy Management
	Channel Management
	Selling
	Contact/Lead/Prospect Management
	Marketing Performance Management
	Sales Performance Management
	Marketing Communications Management
	Marketing Campaign Management
	Market Research Management
	Market Problem Management
	Sales Problem Management
1.2 - Product Domain	
	Product Portfolio Strategy Management
	Product Support Management
	Product Specification & Offering Development & Retirement
1.3 - Customer Domain	
	Customer Interaction Management
	Customer Bill Invoice Management *
	Customer Experience Collection & Correlation *

Figure 6- Jio Meet/Events –- Scope of certified processes - List

3.4 Conformance Results – List (eTOM)

This Section details the Scores awarded to reflect Conformance to the Level -3 processes in scope.

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0		
Member:	**JIO**	
Solution:	**JIO B2C System - ODA-C – Jio Meet/Events**	**Level 2 Process Elements Scores achieved**
Assessment Type	**Solution**	
# of L2 Processes in Scope:	**17**	
Level 1	**Level 2**	
1.1 - Market & Sales Domain		
	Market Strategy Management	5/5
	Channel Management	5/5
	Selling	5/5
	Contact/Lead/Prospect Management	5/5
	Marketing Performance Management	5/5
	Sales Performance Management	5/5
	Marketing Communications Management	5/5
	Marketing Campaign Management	5/5
	Market Research Management	4.75/5
	Market Problem Management	5/5
	Sales Problem Management	5/5
1.2 - Product Domain		
	Product Portfolio Strategy Management	5/5
	Product Support Management	5/5
	Product Specification & Offering Development & Retirement	5/5
1.3 - Customer Domain		
	Customer Interaction Management	5/5
	Customer Bill Invoice Management *	4/5
	Customer Experience Collection & Correlation *	4.5/5

Figure 7 Jio Meet/Events –- Scores awarded to certified processes

3.5 Conformance Results – Graph (eTOM)

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

JIO B2C System - ODA-C – Jio Meet/Events
Business Process Framework - L2 Process Scores Achieved

Values shown on bars (left to right):
Market Strategy Management: 5, Channel Management: 5, Selling: 5, Contact/Lead/Prospect Management: 5, Marketing Performance Management: 5, Sales Performance Management: 5, Marketing Communications Management: 5, Marketing Campaign Management: 5, Market Research Management: 4.75, Market Problem Management: 5, Sales Problem Management: 5, Product Portfolio Strategy Management: 5, Product Support Management: 5, Product Specification & Offering Development...: 5, Customer Interaction Management: 4.25, Customer Bill Invoice Management *: 5, Customer Experience Collection & Correlation *: 4.5

■ Scores for Level 2 Processes in scope

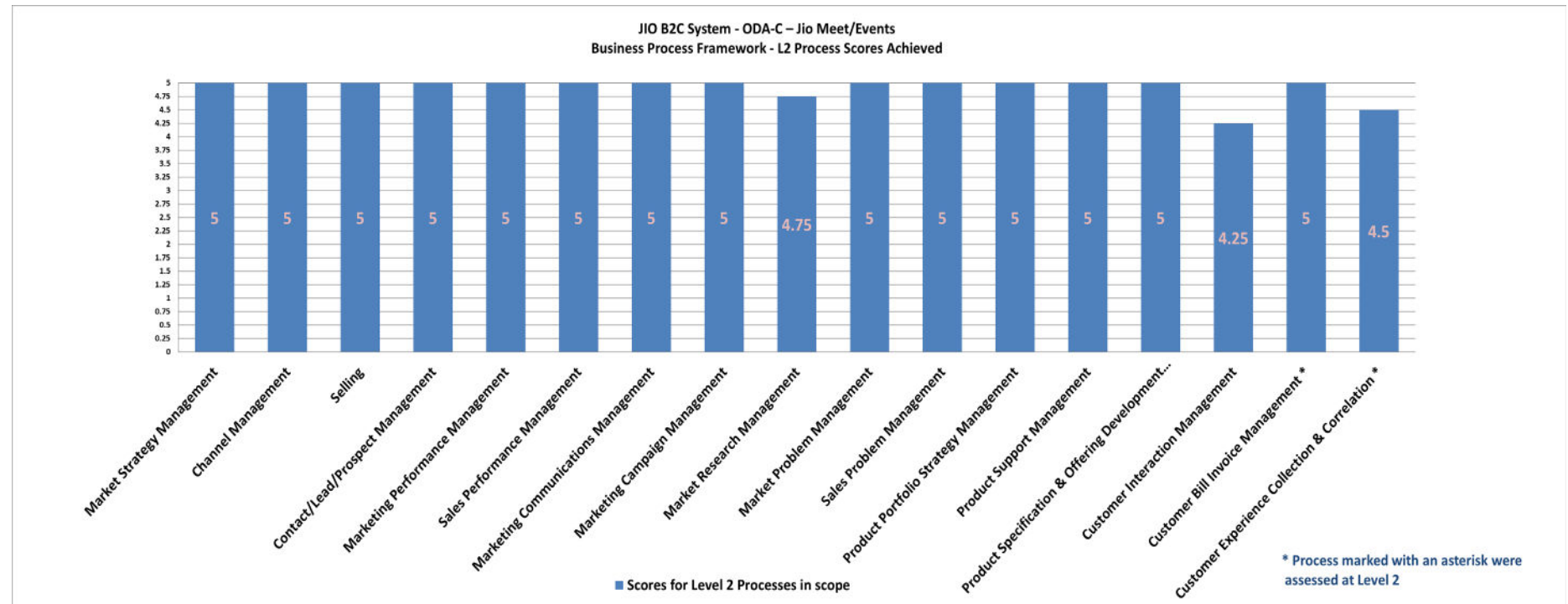* Process marked with an asterisk were assessed at Level 2

Figure 8- Jio Meet/Events –-Scores Awarded

3.6 Business Process Framework – Conformance Scoring Guidelines

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 Frameworx Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3 & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 process definitions. • 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. This note specifically applies to Product & Solution Assessments.		
Note 5 - Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.		

Figure 9- TM Forum Business Process Framework: Conformance Scoring Rules

3.7 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework against the processes supported by Jio Meet/Events.

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

3.7.1 Mapping Details & Supporting Evidence

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

eTOM Conformance Mapping - Jio Meet/Events

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 B2C System - ODA-C – Jio Meet/Events	
Customer Domain = 2 ABEs / Product Domain = 6 ABEs	
Customer Domain	
	Customer Party Roles ABE
	Customer Product Order ABE
Product Domain	
	Product Specification ABE.Goods and Shipping Product Spec ABE
	Product Specification ABE
	Product Offering Instance ABE.Product Price ABE
	Product Usage ABE
	Product Capacity ABE
	Product Party Roles ABE

Figure 10 - SID - v24.0 – Jio Meet/Events - SID Certification Scope

4.3 Detailed Conformance Mapping Summary (SID)

Customer Domain

ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	For comments impacting full conformance, please use red font
		The data in these columns is extracted from the SID Release 24.0 Information Model				For use during Self-Assessments by Organisation undergoing ODA Conformance Certification		Member & TM Forum comments
		Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only				For Member Use - Mandatory Mapping		Comments w.r.t. Mapping Review
Customer Party Roles ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE	Buyer			CE	Y	Users		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE		status	PartyRole	DR	Y		subscription_status, Status	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE		validFor	PartyRole	DR	Y		activationDate, expirationDate	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE		description	RootEntity	DO	N		NA	<TMF>Non-conformant
Customer Party Roles ABE		ID	RootEntity	CR	Y		userId	<TMF>NOTA BENE: Inconsistent case (e.g., userId, userID). Normalize to consistent format (SID prefers lowercase with camelCase) modified <TMF>Thanks for the update, this is now AGREED on this basis. √
Customer Party Roles ABE		name	RootEntity	DO	Y		name	<TMF>NOTA BENE: Inconsistent case (e.g., name, Name). Normalize to consistent format (SID prefers lowercase with camelCase) modified <TMF>Thanks for the update, this is now AGREED on this basis. √
Customer Party Roles ABE	Customer			CE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE		customerRank	Customer	DO	Y	Users		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE		status	PartyRole	DR	Y		subscription_status, Status	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE		validFor	PartyRole	DR	Y		activationDate, expirationDate	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Party Roles ABE		description	RootEntity	DO	N		NA	<TMF>Non-conformant
Customer Party Roles ABE		ID	RootEntity	CR	Y		userId	<TMF>NOTA BENE: Inconsistent case (e.g., userId, userID). Normalize to consistent format (SID prefers lowercase with camelCase) updated <TMF>Thanks for the update, this is now AGREED on this basis. √
Customer Party Roles ABE		name	RootEntity	DO	Y		name	<TMF>NOTA BENE: Inconsistent case (e.g., name, Name). Normalize to consistent format (SID prefers lowercase with camelCase) updated <TMF>Thanks for the update, this is now AGREED on this basis. √
Customer Product Order ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Customer Product Order ABE	CustomerProductOrderItem			DE	Y	Users		<TMF>NOTA BENE: Could rename to ProductOfferingGroup based on its business role modified <TMF>Thanks for the update, this is now AGREED on this basis. √
Customer Product Order ABE		status	ProductOrderItem	DO	Y		Status	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching

Figure 11 - SID - v24.0 – Jio Meet/Events - SID Conformance Mapping – Customer Domain

Product Domain

ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	For comments impacting full conformance, please use red font.
Product Specification ABE.Goods and Shipping Product Spec ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE.Goods and Shipping Product Spec ABE	GoodsProductSpec			CE	Y	Product Family		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE.Goods and Shipping Product Spec ABE		brand	ProductSpecification	CO	Y		Product Family	<TMF>CLARIFICATION REQUESTED Circular; redundant as attribute (recursive?) Supporting evidence attached. Please refer to SID clarifications document <TMF>Thanks for the clarification; this is now AGREED on this basis √
Product Specification ABE.Goods and Shipping Product Spec ABE		status	EntitySpecification	CR	Y		Status	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE.Goods and Shipping Product Spec ABE		validFor	EntitySpecification	CR	Y		Expiration Date	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE.Goods and Shipping Product Spec ABE		description	RootEntity	DO	Y		topic	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE.Goods and Shipping Product Spec ABE		ID	RootEntity	DR	Y		_id	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE.Goods and Shipping Product Spec ABE		name	RootEntity	DO	Y		planName	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE	ProductSpecification			CE	Y	Plans		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		brand	ProductSpecification	CO	Y		Product Family	<TMF>CLARIFICATION REQUESTED So this is an attribute of the 'Plans' entity, but there is a 'Product Family' entity declared previously. Please clarify. Supporting evidence attached. Please refer to SID clarifications document <TMF>Thanks for the clarification; this is now AGREED on this basis √
Product Specification ABE		status	EntitySpecification	CR	Y		Status	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		validFor	EntitySpecification	CR	Y		Expiration Date	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		description	RootEntity	CO	Y		topic	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		ID	RootEntity	CR	Y		_id	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		name	RootEntity	CO	Y		planName	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE	ProductSpecificationCost			DE	Y	Users		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		costToBusiness	ProductSpecificationCost	DR	Y		billing_id	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		validFor	ProductSpecificationCost	DR	Y		activationDate, roleAssignedOn	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE	ProductSpecificationVersion			DE	Y	Plans		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		date	ProductSpecificationVersion	DR	Y		activationDate	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		description	ProductSpecificationVersion	DO	Y		message	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		number	ProductSpecificationVersion	DR	Y		mOn	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		type	ProductSpecificationVersion	DR	Y		isOTT	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Specification ABE		validFor	ProductSpecificationVersion	DO	Y		Expiration Date	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE	OneTimeProdPriceCharge			DE	Y	Super Plans		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		price	ComponentProdPrice	DR	Y		Price	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		priceType	ComponentProdPrice	DR	Y		Pricing Model, Pre-Paid/Post-Paid/ Advance Post Paid	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		unitOfMeasure	ComponentProdPrice	DR	Y		Period	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		description	ProductPrice	DO	Y		planId, isRecurring	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		name	ProductPrice	DR	Y		name	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		validFor	ProductPrice	DR	Y		createdAt, expirationDate	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE	ProdPriceCharge			CE	Y	Product Family		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		price	ComponentProdPrice	CR	Y		Price	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		priceType	ComponentProdPrice	DR	Y		Pricing Model	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		unitOfMeasure	ComponentProdPrice	DR	Y		Period	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		description	ProductPrice	DO	Y		planId, isRecurring	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		name	ProductPrice	DR	Y		name	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		validFor	ProductPrice	DR	Y		createdAt, expirationDate	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE	RecurringProdPriceCharge			DE	Y	Plans		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		price	ComponentProdPrice	DR	Y		Price	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		priceType	ComponentProdPrice	DR	Y		Pricing Model	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		unitOfMeasure	ComponentProdPrice	DO	Y		Frequency	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		description	ProductPrice	DR	N		NA	<TMF>Non-Conformant
Product Offering Instance ABE.Product Price ABE		name	ProductPrice	DR	Y		Name, Product Family	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Offering Instance ABE.Product Price ABE		validFor	ProductPrice	DR	Y		Activation Date, Expiration Date	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Usage ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Usage ABE	ProductComponentUsage			DE	Y	Event Details		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Usage ABE		usageDate	Usage	DR	Y		roleAssignedOn	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Usage ABE		usageStatus	Usage	DR	Y		isCurrentlyRecording, isRecorded isRecordingHappening	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Usage ABE	ProductUsage			CE	Y	Event Details		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Usage ABE		usageDate	Usage	CR	Y		eventHeldOn, startTime	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Usage ABE		usageStatus	Usage	CR	Y		status	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Capacity ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Capacity ABE	ProductCapacity			CE	Y	Users		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Capacity ABE		plannedOrActualCapacity	Capacity	CR	Y		maxAudienceCount, Attendee Count maxEventAttendeeCount	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Party Roles ABE				ABE	Y			<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Party Roles ABE	ProductUser			CE	Y	Users		<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Party Roles ABE		status	PartyRole	DR	Y		acocuntDeactivated, isDeleted	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Party Roles ABE		validFor	PartyRole	DR	Y		activationDate	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Party Roles ABE		description	RootEntity	DO	Y		topic	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Party Roles ABE		ID	RootEntity	CR	Y		_id, hostUserId	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching
Product Party Roles ABE		name	RootEntity	DO	Y		name	<TMF>Reviewed and ACKNOWLEDGED √ Supporting evidence found. Correct matching

Figure 12 - SID - v24.0 – Jio Meet/Events - SID Conformance Mapping – Product Domain

4.4   Information Framework Conformance Result (List)

JIO B2C System - ODA-C – Jio Meet/Events	
Customer Domain	ABE Conformance Score Adoption
Customer Party Roles ABE	9.7 Very High Conformance
Customer Product Order ABE	10.0 Full Conformance

JIO B2C System - ODA-C – Jio Meet/Events	
Product Domain	ABE Conformance Score Adoption
Goods and Shipping Product Spec ABE	10.0 Full Conformance
Product Specification ABE	10.0 Full Conformance
Product Price ABE	9.89 Very High Conformance
Product Usage ABE	10.0 Full Conformance
Product Capacity ABE	10.0 Full Conformance
Product Party Roles ABE	10.0 Full Conformance

Figure 13 - SID – Jio Meet/Events - SID Certification Scores (List)

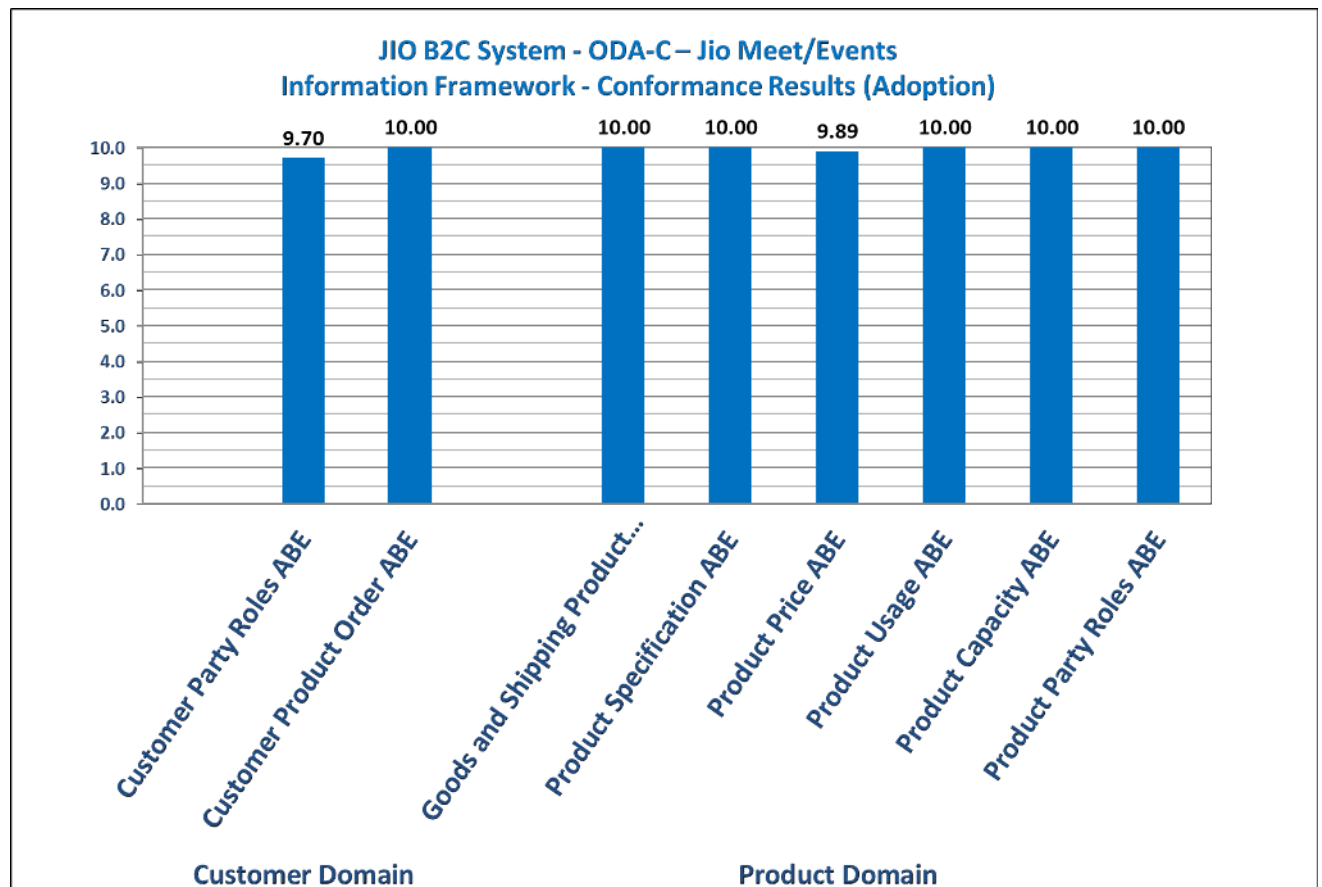## 4.5 Information Framework Conformance Result (Graph)

Figure 14 - SID – Jio Meet/Events - SID Certification Scores (Graph)

4.5.1 Information Framework – Scoring Rules

Between 2013 (Frameworx 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.

4.5.2 Information Framework Adoption Conformance Scoring Methodology

As of Frameworx 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 Frameworx 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 weight 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]

NOTES:
1. The score values for each SID component are added together to get the overall Adoption Conformance score.
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.
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 Confomance) & Adoption Conformance score = 5.2 (Medium Conformance).

Figure 15 - TM Forum Information Framework Adoption Conformance - Scoring Rules

4.5.3 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.