Additional Resource

Product Modeling: Catalog-Driven Approach | Terms to Know

Business support systems (BSS) are the components that a telecommunications service provider (or telco) uses to run its business operations.

An operational support system (OSS) is a set of programs that help a communications service provider monitor, control, analyze, and manage a telephone or computer network.

What's [TMForum](#)?

TMForum provides a unified view of the business entities and data constructs related to the ordinary differential equation (ODE) application programming interface (APIs). The ODE Data Model is a SID-based (Shared Information and Data model) implementation model which can be used as the starting point for understanding, building, and extending existing ODE APIs.

SID is also known as the Information Framework, and it's **a critical component of the Open Digital Framework, the TM Forum's blueprint for enabling successful business transformation**. It provides standard definitions for all the information that flows through the enterprise and between service providers and their business partners.

[What's a service catalog](#)?
A service catalog maintains information on all services that you currently offer to customers. It should be a subset of your entire service portfolio, likely because not all services are currently available. A document, an online portal, a website shopping experience, or other forms can all comprise your service catalog.

What's a technical service catalog?
The technical service catalog contains information relevant to the service provider regarding delivery and support of the service to meet customers' needs. This includes technical, security, and process information for use in service delivery, which isn't relevant for service consumers.

Definition provided by: https://www.bmc.com/blogs/business-service-catalog-vs-technical-service-catalog/

What does agnostic mean in business terms?

The agnostic term is a position that means open to all viable and established solutions, with the correct support infrastructure in place to support their customer or prospect.

Definition provided by: https://whatis.techtarget.com/definition/agnostic

Here are some important concepts for the SID structure:

See this Salesforce EPC Loyalty Management Conformance Report

- **Business Entity**—Something of interest to the business (for example, key performance indicators). These may be tangible things (such as a customer), active things (such as a customer order), or conceptual things (such as a customer account). Business entities are characterized by qualities, and they participate in relationships with other business entities. Business entity instances typically move through a well-defined lifecycle.

- **Aggregate Business Entity (ABE)**—A well-defined set of information that characterizes a highly cohesive set of business entities that are loosely coupled with entities in other ABEs.

- **Domain**—A collection of ABEs associated with a specific management area. Domains that make up the SID Framework are consistent with business process framework enhanced Telecom Operations Map (eTOM) level 0 concepts.

  ○ The typical process levels distinguished are listed below:

- Level 0: **business activities**

- Level 1: process groupings

- Level 2: core processes

- Level 3: business process flows

- Level 4: operational process flows

- Level 5: detailed process flows

Definition provided by: https://www.linkedin.com/pulse/shared-information-data-sid-framework-telecoms-vsss-gunneswara-rao

- **Project Product Transformation**

What is Project product transformation?

The Project to Product Transformation **outlines the specific structure and of a Product taxonomy as specific steps for creating a product taxonomy of your own**. This product taxonomy can often be the tipping point for transitioning to a customer-focused organization.

Definition provided by: veracity solutions

Definition and Glossary

Term	Description
COM	Commercial Order Management
CFS	Customer-facing service
CSP	Communication Service Provider. Any company providing telecommunication, digital services including both hardware/infrastructure) and soft (software/entertainment) services
DML	Data Manipulation Language
FTTH	Fiber to the home
MSP	Media Service Provider. Any company providing, digital or media services including both hardware/infrastructure) and soft (software/entertainment) services.
PS	Product specification
RFS	Resource-facing service
SID	Informational Framework
SOM	Service Order Management
XLI	Order / Quote / Asset Line Items

The following table lists the minimum relevant information to collect before the design phase. This information influences the EPC design choice by suggesting the use of one or more design patterns. For details about the design patterns and the related characteristics, see the next section.

	Patterns			
Questions	Full Flat	Hierarchical	Offer Meiosis	Attribute-Based
Can it be sold as a standalone service or goods?	Yes	No	Yes/No	No
Is it a commercial or technical component?	Commercial	Commercial & Technical	Commercial & Technical	Commercial & Technical
Is it a commercial upgrade/ downgrade of another offer?	No	Yes/No	Yes	Yes/No
Is it required to be displayed during the order capture?	Yes	Yes	Yes	Yes/No
Is it required to be displayed as a customer asset?	Yes/No	Yes/No	Yes/No	No
Is it a required component?	No	Yes/No	Yes/No	Yes/No
Does it have its own price?	Yes/No	Yes/No	Yes/No	No
Does it influence the price of its ancestor together with other elements?	No	Yes/No	Yes/No	No
Is it requester to be the target of a price adjustment?	Yes/No	Yes/No	Yes/No	No
Is it requested to discount the service based on a commercial bundling?	Yes/No	Yes/No	Yes/No	No
Does it require a commitment period?	Yes/No	Yes/No	Yes/No	No
Does it require opt in / opt out?	Yes/No	Yes	Yes	No
Does the service have a pre-established duration?	Yes/No	Yes/No	Yes/No	No
Is it dependent on other products?	Yes/No	Yes/No	Yes/No	No
Is there any eligibility constraint?	Yes/No	Yes/No	Yes/No	No
Is it configurable during the sales process?	Yes/No	Yes/No	Yes/No	Yes/No
Does the configuration affect the price?	Yes/No	Yes/No	Yes/No	Yes/No