

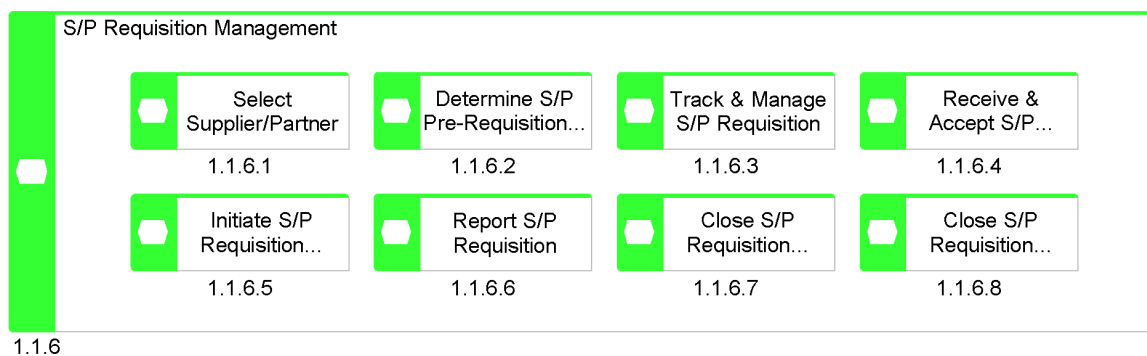
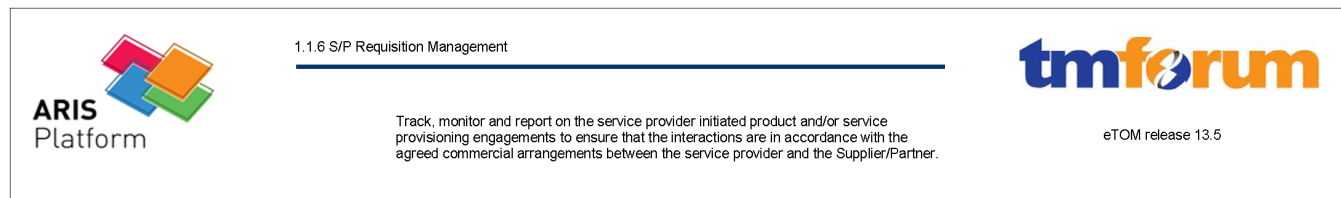
1.1.6 S/P Requisition Management

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1 1.1.6 S/P Requisition Management

Grafici dei modelli



Informazioni modello

Nome	1.1.6 S/P Requisition Management
Descrizione	Track, monitor and report on the service provider initiated product and/or service provisioning engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.
Autore	eTOM release 13.5
Tipo	Catena del valore
Momento di creazione	9-apr-2015 21.34.21 GMT+2
Autore	system
Ultima modifica	11-ott-2016 17.37.25 GMT+2
Ultimo utente	system

Contenuto del modello

1 S/P Requisition Management	
Nome	S/P Requisition Management
Codice	1.1.6
Livello	Level 2

Descrizione	The S/P Requisition Management processes track, monitor and report on the service provider initiated product, service and/or resource provisioning engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner. External suppliers/partners are engaged by the service provider in provisioning activities when: {*}specific resources need to be purchased and delivered to satisfy resource orders; {*}the service provider has outsourced specific activities to suppliers/partners that are required to be utilized as part of provisioning activity (i.e. outsourced installation activities); {*}the specific service is purchased from an external supplier (as in an interconnect service); {*}the specific product and/or service, or specific product and/or service component, is owned and delivered by an external partner, or {*}previously issued requisitions for specific resources or services need to be modified or cancelled. In all of the above cases, the actual engagement in the provisioning processes is initiated by the specific Track & Manage process of either the RM&O or SM&O process layer. Where S/P Requisition Management processes are engaged to manage requisitions of specific resources or outsourced product and/or services from partners/suppliers, these processes are responsible to ensure on-time and correct delivery of the specific resource or outsourced product and/or service. If several suppliers are available, these processes are responsible for selecting between the alternative suppliers with whom a relationship exists. A specification for the S/P supplied resource or product and/or service component is received from the RM&O, SM&O or CRM processes and the range of contracted suppliers surveyed to select the most cost-effective (cost / time trade-off) or to meet pre-agreed volume commitment targets. Where the engagement with an external supplier/partner is for purchased or delivered specific products, services and/or resources, as the case may be, these processes create and close S/P requisition orders, undertake tracking and management of the supplier/partner provisioning activity, and provide reporting.
Nome esteso	1.1.6 S/P Requisition Management
Descrizione breve	Track, monitor and report on the service provider initiated product and/or service provisioning engagements to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and the Supplier/Partner.
Identificatore	ETOM.3231
Tipo	Attività
Momento di creazione	10-set-2009 16.16.36 GMT+2
Ultima modifica	3-lug-2015 14.42.21 GMT+2
Ultimo utente	system
easy eTOM	Il Service Provider Requisition Management ha l'obiettivo di gestire le richieste di fornitura (monitoring, tracking, reporting) in coerenza con gli accordi commerciali presi con i fornitori/partner esterni. Ha la responsabilità di selezionare i fornitori (sia tra quelli già selezionati che non) anche sulla base dei requisiti, del trade off di costo e della prefattibilità nel raggiungimento dei volumi richiesti.
L1 di riferimento	1.1 Fulfillment
L0 di riferimento	1 Operations

2 Select Supplier/Partner	
Nome	Select Supplier/Partner
Codice	1.1.6.1
Livello	Level 3
Descrizione	The responsibility of the Select Supplier/Partner processes is to identify the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists. Based on the particular product, service and/or resource component requirements, select the most appropriate supplier or partner from the range of S/Ps with whom a supply arrangement exists.
Nome esteso	1.1.6.1 Select Supplier/Partner
Descrizione breve	Identify the most appropriate supplier/partner or suppliers/partners amongst those with whom a supply arrangement exists

Identificatore	ETOM.3130
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system
easy eTOM	Identificare il partner/fornitore appropriato tra quelli con i quali esiste un accordo di fornitura.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

3 Initiate S/P Requisition Order

Nome	Initiate S/P Requisition Order
Codice	1.1.6.5
Livello	Level 3
Descrizione	The Initiate S/P Requisition Order processes are responsible for generating a correctly formatted and specified S/P requisition order, and issuing this to the selected supplier/partner. Requests for S/P requisition orders are passed to the S/P Requisition Management processes from the Track & Manage processes in the RM&O, the SM&O or the CRM process layer. The Initiate S/P Requisition Order contains the originating request identifier to allow for appropriate linking to the processes which originally caused the S/P requisition order to be initiated. Requests received may be for the initiation of new S/P requisition orders, for modifications to previously issued S/P requisition orders or for cancellation of previously issued S/P requisition orders.
Nome esteso	1.1.6.5 Initiate S/P Requisition Order
Descrizione breve	Generate a correctly formatted and specified S/P requisition order, and issue this to the selected supplier/partner
Identificatore	ETOM.3229
Tipo	Attività
Momento di creazione	10-set-2009 16.16.45 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system
easy eTOM	E' responsabile nel generare ed emettere un ordine secondo un formato corretto e completo e notificarlo al partner/fornitore.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

4 Determine S/P Pre-Requisition Feasibility

Nome	Determine S/P Pre-Requisition Feasibility
Codice	1.1.6.2
Livello	Level 3

Descrizione	The Determine S/P Pre-Requisition Feasibility processes are responsible for determining the ability of suppliers/partners to deliver the specific resources, services or products, within the specified requirements. These processes query a set of candidate suppliers to check for S/P specific resource, service or product availability and ability to meet delivery volumes, delivery time-scales and schedules, locations, specific technical and other requirements (including relevant standards), etc. The candidate suppliers will have been defined during the Select Supplier/Partner processes. Once a supplier/partner is chosen, it must be established that the specific resource, service or product is available (in stock / or that sufficient capacity is available), and that the delivery volumes and conditions can be met. There may be some negotiation with the supplier regarding delivery scheduling and S/P specific resource, service or product availability. There may be a number of suppliers who in principle can meet the business need, and so, within the confines of existing commercial agreements, there may be a process of evaluating each supplier's specific resource, service or product offering (and options) against the business need.
Nome esteso	1.1.6.2 Determine S/P Pre-Requisition Feasibility
Descrizione breve	Determine the ability of suppliers/partners to deliver the specific resources, services or products, within the specified requirements
Identificatore	ETOM.3055
Tipo	Attività
Momento di creazione	10-set-2009 16.16.41 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system
easy eTOM	Determine S/P Track & Manage ha la responsabilità di valutare le capacità del fornitore di fornire prodotti o servizi che soddisfino i requisiti richiesti. Questo processo valuta un set di candidature di fornitori che hanno le capacità di soddisfare le richieste in termini di volumi tempi location disponibilità prodotti anche sulla base degli standard di qualità. Le candidature sono state stabilite durante il processo Select Suppliers questa fase valuta ogni specifico fornitore.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

5 Report S/P Requisition	
Nome	Report S/P Requisition
Codice	1.1.6.6
Livello	Level 3
Descrizione	The objective of the Report S/P Requisition processes is to monitor the status of S/P requisition orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of S/P requisition orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support S/P Requisition Management processes. These processes record, analyze and assess the S/P requisition order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall S/P Requisition Management process. These specialized summaries could be specific reports required by specific audiences.
Nome esteso	1.1.6.6 Report S/P Requisition
Descrizione breve	Monitor the status of S/P requisition orders, provide notifications of any changes and provide management reports
Identificatore	ETOM.3061
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system

easy eTOM	Monitorare lo status dell'ordine emesso e provvedere a notificare e a monitorare ogni eventuale cambiamento.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

6 Track & Manage S/P Requisition	
Nome	Track & Manage S/P Requisition
Codice	1.1.6.3
Livello	Level 3
Descrizione	The objective of the Track & Manage S/P Requisition processes is to ensure S/P requisition orders are being processed and delivered efficiently and effectively, and that escalation is being invoked as required for any open S/P requisition orders in jeopardy. Responsibilities of these processes include, but are not limited to: {*}Managing regular interaction with the supplier/partner to establish progress of S/P requisition orders; {*}Modifying information in an existing S/P requisition order based on feedback of progress from the supplier/partner; {*}Modifying the S/P requisition order status; {*}Cancelling a S/P requisition order when the specific requisition requirements are no longer required as notified by the RM&O, the SM&O or the CRM processes; and {*}Monitoring the jeopardy status of open S/P requisition orders, and initiating escalation of S/P requisition orders as necessary.{/*} These processes track progress with the supplier/partner, either periodically, or at defined points according to a project or program plan. This tracking may be driven from the enterprise, or triggered by reports from the supplier/partner (e.g. periodically or at key events). These processes also initiate jeopardy and risk management in relation to the supplied specific resources, services and products, their availability and delivery schedule. These processes also manage notifications or requests from suppliers regarding forced or requested changes to the S/P requisition specification or delivery schedule. These change requests may be caused by the supplier/partner or may be outside their control. Change requests are notified to the originating RM&O, SM&O or CRM processes where a resolution is agreed. The Track & Manage S/P Requisition processes will also inform the Close S/P Requisition Order processes by modifying the S/P requisition order status to completed when the S/P requisition has been successfully delivered.
Nome esteso	1.1.6.3 Track & Manage S/P Requisition
Descrizione breve	Ensure S/P requisition orders are being processed and delivered efficiently and effectively
Identificatore	ETOM.3123
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system
easy eTOM	Tracciamento e gestione delle richieste verso il partner fornitori esterni. Questo processo ha l'obiettivo di assicurare che le richieste siano correttamente processate e fornite efficientemente ed efficacemente. Per es. gestione corrente del fornitore, modifica sulla base dei feedback ricevuti dal fornitore stesso, aggiornare lo stato dell'ordine, monitoraggio ed eventuale escalation.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

7 Close S/P Requisition Order	
Nome	Close S/P Requisition Order
Codice	1.1.6.7
Livello	Level 3

Descrizione	The objective of the Close S/P Requisition Order processes is to close a S/P requisition order when the S/P requisition has been successfully completed. These processes monitor the status of all open S/P requisition orders, and recognize that a S/P requisition order is ready to be closed when the status is changed to completed. .
Nome esteso	1.1.6.7 Close S/P Requisition Order
Descrizione breve	Close a S/P requisition order when the S/P requisition has been successfully completed
Identificatore	ETOM.2967
Tipo	Attività
Momento di creazione	10-set-2009 16.16.36 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system
easy eTOM	Chiudere l'ordine al partner /fornitore quando i requisiti dell'ordine sono stati completati con successo.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

8 Receive & Accept S/P Requisition	
Nome	Receive & Accept S/P Requisition
Codice	1.1.6.4
Livello	Level 3
Descrizione	Receive & Accept S/P Requisition records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required. These processes facilitate and support coordination of internal activities with activities performed by the supplier/partner, that are required to: {*}Configure a bought-in S/P product; {*}Bring a bought-in S/P product into service; or {*}Restore a bought-in S/P product to service.{/*} The actual performance of any acceptance testing and/or commissioning activities by the service provider is managed within the appropriate RM&O or SM&O processes as required. These processes also manage negotiations with a supplier/partner where there have been problems with a S/P product's supply, and determine through dialogue with the supplier/partner, how best to resolve such issues. This S/P delivery acceptance may involve co-ordination with internal SM&O or RM&O processes, where the supplied specific resource, service or product forms part of a larger system, or is to be onward shipped. These processes report and document on acceptance, and record final acceptance of S/P deliveries.
Nome esteso	1.1.6.4 Receive & Accept S/P Requisition
Descrizione breve	Records delivery of S/P requisitions, and arranges for any acceptance testing or commissioning required
Identificatore	ETOM.3148
Tipo	Attività
Momento di creazione	10-set-2009 16.16.46 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system
easy eTOM	Fornire le caratteristiche tecniche della richiesta verso un fornitore/partner e facilitare e supportare il coordinamento delle attività interne con quelle del fornitore incluso il collaudo finale e il relativo comissioning.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

9 Close S/P Requisition Order	
Nome	Close S/P Requisition Order
Codice	1.1.6.8
Livello	Level 3
Descrizione	This process element supports the recovery of the out-sourced Products, which in turn triggers the recovery of Services and Resources that were offered by the Product, by the S/P when the contract is terminated. This process triggers the Product (Service/Resource) recovery plans established by the S/P as per the Agreement terms and conditions. This process can reuse the existing Recover Service (eTOM Process id 1.1.2.2.10) / Recover Resource (eTOM Process Id 1.1.3.2.9) processes as applicable in recovering S/P Services / Resources that are associated with the Product and in an outsourced/contractual relationship.
Nome esteso	1.1.6.8 Recover S/P Product (Service/ Resource)
Descrizione breve	This process element supports the recovery of the out-sourced Products, which in turn triggers the recovery of Services and Resources that were offered by the Product, by the S/P when the contract is terminated.
Tipo	Attività
Momento di creazione	24-mar-2015 12.07.51 GMT+2
Ultima modifica	3-lug-2015 15.08.56 GMT+2
Ultimo utente	system
easy eTOM	I processi di Recover S/P Product (Service/Risources) supportano il recupero dei servizi e prodotti in caso di risoluzione di contratto di fornitura. Questo processo attiva il recovery plan stabilito negli accordi contrattuali.
L1 di riferimento	1.1 Fulfillment
L2 di riferimento	1.1.6 S/P Requisition Management
L0 di riferimento	1 Operations

2 Allegato

3 Panoramica generazione di documenti

Modello selezionato	
1.1.6 S/P Requisition Management	1821457573252735768
Opzioni selezionate	
Livello di gerarchia	0
Stampa grafica del modello	Sì
Stampa attributi di modello	Sì
Stampa attributi oggetto	Sì
Stampa allegato	Sì
Ambiente	
Generazione data (avvio)	25-mag-2020 0.51.28
Database	pubblicazione del 25 febbraio 2020.Viewer Publisher (Gruppo Telecom)
Profilo	Profile 1 (8b76a050-f32e-11e4-6971-0050560102a1)
Lingua	italiano
Utente	anonymous