Project Overview / Essentials & Targets

Project Overview

Objectives

This project addresses the need to have a better distinction at several touchpoints / channels concerning BEW consent gaining, by introducing additional values for the SOURCE_SYS_ID attribute.

In Scope

Out of Scope

Customer & Usage Forecast

Project classification

Affected Markets, Products, Channels and Order Types

Market	Technology	Sales Channel	Touchpoint (Please verify, if they are considered in 2.2)
☒ **Consumer**	☒ Mobile Postpaid (MMC)	☐ Direct	☐ VF-Shop
	☒ Mobile Prepaid (MMO)	☐ Indirect	☐ MyVodafone Web
	☒ Fixed	☐ Service Provider	☐ MyVodafone App
	☐ Cable	☐ TeleSales	☐ OnlineShop Mobile
		☐ TeleMarketing	☐ Credit Consumer Hotline
			☐ Sprachportal (IVR)
			☐ CallYa App
			☐ CallYa Control Center
			☐ CallYa Hotline
			☐ Fachhandel
			☐ Partneragentur
			☐ Hotline für Service Provider
			☐ Faultmanagement Fixed (See sharepoint.)
			☐ OSF – Frontend
☐ **Partnerunternehmen** (1&1, Otelo, Wholesale)	☐ Mobile Postpaid (PUC)	☐ Serviceprovider	☐ Fachhandel
	☐ Mobile Prepaid (PUA)	☐ Indirect	☐ Partneragentur
	☐ Fixed		☐ Faultmanagement Fixed (See sharepoint.)
☐ **Enterprise SoHo**	☐ Mobile	☐ Direct	☐ VF-Shop
	☐ Fixed	☐ SAM (Telesales)	☐ Business Hotline
	☐ Cable	☐ Indirect	☐ MyVodafone Web GK

Market	Technology	Sales Channel	Touchpoint (Please verify, if they are considered in 2.2)
		☐ Service Provider	☐ My Vodafone Business App
		☐ Online	☐ Web Ticket
			☐ Faultmamagement Fixed (See sharepoint.)
☐ **Enterprise – SME**	☐ Mobile	☐ SME Sales	☐ Business Hotline
	☐ Fixed	☐ SAM (Telesales)	☐ MyVodafone Web GK
	☐ Cable	☐ FKP	☐ Web Ticket
		☐ Online	☐ My Vodafone Business App
			☐ Faultmanagement Fixed (See sharepoint.)
Market	**Technology**	**Sales Channel**	**Touchpoint** (Please verify, if they are considered in 2.2)
☐ **Enterprise Large Account**	☐ Mobile	☐ Corporate Sales	☐ Firmenkundenportal (FKP SSO-Dashboard)
	☐ Fixed	☐ Public Sales	☐ OCM (Bestell-Center)
	☐ Cable	☐ VGE Sales	☐ EBOS (Billing Online)
		☐ Regional Indirect	☐ Web Trouble Ticketing
			☐ Web Ticket
			☐ Service Monitor
			☐ Performance Monitoring (QoS-Monitor, Ethernet-Monitor, IP-Monitor)
			☐ Business Hotline
			☐ Business Partner
			☐ Faultmanagement Fixed (See sharepoint.)

Project Dependencies

Dependencies to other projects or items	Dependency check	Comments
Impact convergent architecture	☐ No ☒ Yes	<e.g. OSF or solutions over several IT-Stacks>
BSS Release <IT-Core, Cable>, <FixedMobile>	☐ No ☐ Yes If yes ☐ Cable ☐ FixedMobile	No release dependency
Side effects into other projects & systems	Check has been performed? ☒ No ☐ Yes **Result** (please fill in details and reasoning in attached XLS): ☐ No side effects ☐ All side effects covered	

Dependencies to other projects or items	Dependency check	Comments
	☐ Side effects not fully covered Assesment of side effects	

Cluster Definition

Cluster ID *(e.g. C-1)*	Cluster description (Any cluster shall be estimated separately)	List of contained Req. IDs from this document.

Requirements and detailed specifications

Product and Marketing Requirements

Req-ID *(e.g. R-001)*	PRIO *(M /O)*	Description of the requirement *(Mandatory)*	Comment (e.g. issues, limitations, acceptance criteria, to be solved by)	Requestor Dept/Name
R-001	M			

Customer Experience & Online Experience Requirements

Is the project customer facing? In case of “No” skip this chapter **No** ☒ **Yes** ☐

Help for Enterprise CX requirements: Product CX Assessment Enterprise ➔ **See** RDD-SDD-sharepoint

Req-ID *(e.g. R-001)*	PRIO *(M /O)*	Description of the requirement *(Mandatory)*	Comment *(Optional)* (e.g. issues, limitations, acceptance criteria, to be solved by)	Req-Owner (Dept/ Name)
Explore: Getting to know about the product existence, features, availability, price etc.				
Buy:*Use cases and activities related to the buying process*				
Start up: *All necessary tasks and activities to have a fully functional product*				

***Use**:All customer acitivities and processes taking place during the regular use of a product*				
***Pay**:The process of billing the customer for the use of a service*				
***Get Help:**All use cases and tools to support customers when problems arise*				
***Renew/Leave:**All use cases, tasks and activities to renew or terminate access or usage of a product*				

GUI Requirements and Screen Requirements

Req-ID *(e.g. R-001)*	**PRIO** *(M/O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**

<Add Screenshots, when possible…>

Tariff & Billing Features

Has the project tariff or billing requirements? If “No” skip chapter: **No ☒**

Yes ☐

Use the templates from the **RDD-SDD-sharepoint** for the following systems:

- **BBB**
- **Tarif-portfolios (Postpay)**
- **Tarif-portfolios(Enterprise)**
- **VF-Center (Prepay)**

Note:
Please take into account that under the directive of the European Electronic Communications Code **(EECC)** the first contract period for internet access and communication services is determined with maximum 24 months. Enterprise customers might have longer periods if they have explicitly agreed to waive 24 months.
After this initial contract period for all tariffs the contract could be terminated at any time on a daily basis with a one-month notice period by the customer. An automatic prolongation of contract periods is no longer licit.

Req-ID *(e.g. R-001)*	PRIO *(M /O)*	Description of the requirement *(Mandatory)*	Comment (e.g. issues, limitations, acceptance criteria, to be solved by)	Requestor Dept/Name

Quality of Service Requirements

The type of traffic needs to be determined for the requested service to function properly.

Req-ID *(e.g. R-001)*	PRIO *(M /O)*	Communication required to which other systems *(mandatory)*	Bandwidth (in Mbps) *(mandatory) Please note that bandwidth (Mbps) is not the same as data volume, which is measured in giga/megabytes (GB/MB)*	Type of Traffic *(e.g. real-time)*	Requestor Dept/Name

Service has to mark IP packets itself. In case of no specification all traffic will be handled with best effort QoS parameters.

Customer Correspondence / Order Form / AGB / Printout / Contract

Has the project any changes in internal or external correspondence? If “No” skip chapter **No** ☒ **Yes** ☐

Req-ID *(e.g. R-001)*	PRIO	Artefact *(Mandatory)* (Name)	Type *(Mandatory)* (order from, printout, AGB, contract)	Description of the requirement *(Mandatory)* (Layout and content)	Inbox relevance *(Mandatory)*	New/ Change *(Mandatory)* (new artefact is required or changes on existing artefacts are required)	Req-Owner (Dept/Name)

Business Processes – Cases (For enterprise projects mandatory: use the document from the RDD-SDD-sharepoint and copy it to here)

< Create for any business process or use case new subchapters! >

<USE CASE “Name”> - Process Description of Business Process „Name“

	Description
Use Case Name	EXAMPLE: “Create order”
Use Case Description	Create order is the ability to request the purchase of a product.
Actor (who?)	Order Creator
Pre-Conditions	1. Order Creator has been identified
Basic Flow	1. Order Creator selects ‘order product’ action 2. System requests costumer/product identification information 3. Order Creator provides customer/product identification information 4. System requests mailing information 5. Order Creator provides mailing information 6. System verifies mailing information

	7. System requests order be submitted 8. Order creator submits order 9. System submits product order for processing 10. System confirms product order
Post-Conditions	1. Product order has been created
Alternative Flows	1. Product is not in stock 2. Product has been discontinued 3. A customer's initinal order is over 200€

Graphical Process Flow (optional)

Business Intelligence & Reporting

Business Intelligence Requirements

Review the following checklist. Has the project any BI requiremtents? **No** ☒ **Yes** ☐

BI Checklist.xlsx

Req-ID *(e.g. R-001)*	**PRIO** *(M /O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**

Non-functional Requirements

High-Level Security Assessment

To identify security relevant requirements please use the link for the PSW tool which is available in PPM. For all Capex Board relevant projects, the use of the PSW tool is a prerequisite for the G1 / G2 approvals.

Migration of Existing Data / Customers

Req-ID *(e.g. R-001)*	**PRIO** *(M /O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**

Service Lifecycle Management and Service Monitoring

In case of Sevice Monitoring Requirements, please use the below table ot capture them and the attached document for their detailed specification within the solution design phase.

Req-ID *(e.g. R-001)*	**PRIO** *(M /O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**

Service Monitoring Specification_RDD_S

Requirements for partners

Req-ID *(e.g. R-001)*	**PRIO** *(M /O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**

SLA for customers, OLA for VF organisation for partners to fullfil customers SLA

Req-ID *(e.g. R-001)*	**PRIO** *(M /O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**

Security and Legal/Tax/Regulation related Requirements

In case of new or changed public communication services the service must be compliant with German LI regulations and integrated into the lawful interception concept and operating model negotiated between VF and the BNetzA. In case of new or changed public communication or messaging services, the service must be compliant with the German Data Retention Law and integrated into the retention and disclosure processes of VF. Interfaces and requirements to be negotiated with VF corporate security department (RUL).

The legal and regulatory requirements and documents apply for all relevant projects affecting the German market and customers based on TKG §112 / §113 ff., TGÜV (full), TR for TKÜV and TGK §110. Projects must perform the impact analysis based on the following questionary before the G1 and before the G2 PPM milestones. This DR and LI impact analysis must be performed for those relevant projects regarding the technical infrastructure, services and products of:

- Vodafone Germany und Vodafone Kabel Deutschland
- Vodafone Group (Technology, Enterprise, …) for those technical infrastructure, services and products used by Vodafone customers in Germany.

Lawful Interception & Data Retention:

- Is any system or application involved, which is already affected by Lawful Interception or Data Retention requirements? Same applies if one of the following questions matches also to already existing technical infrastructure, services and products.
- Were previous changes to the involved systems or applications supported with special advise in respect to LI & DR regulations?
- Is a major change or a new communication technology introduced (VoWiFi, VoLTE, LTE, IPv6….)?
- Is a new way of exchanging messages or enabling communication /switching services established?

If any of the above questions are answered with “yes”, Corporate Security department must be involved before G1 and G2 milestone.

RL is the main contact point for legal advice in ppm-processes.

Beyond that there are some special responsibilities. These are:
RR for regulatory issues in telecommunication and media
FA for tax issues
PAL for labour law
PPE for real estate / property issues

RUD for data protection issues
RUL for legal interception

Due to automated legal disclosure (AAV, Behördenauskunft) according to § 112 Telecommunications Act, Vodafone has to collect and store customer and subscriber data of all Vodafone customer segments. The data provisioning for AAV is for a good part controlled by configuration data. In case the project change the following parameters please follow the below RDD_SDD sharepoint link and consider the corresponding guideline.

Stack	Values	Source
Fixnet (DSL)	Product_Code	CCB.PSM
	Service_Code : Static_IP_Service	CCB.CCM and PSM
	Service_Characteristic_Code : Check of TASI	CCB.PSM
	Service_Characteristic_Code : Check DTAG Contract No	CCB.CCM
	Service_Code : Check of Address	CCB
	Service Provider	
	VF Operatior ID	
Mobile	Branded Reseller	KIAS
	ISO Country codes	KIAS

Follow **RDD-SDD-sharepoint** and you will find details on the constellations in which the legal advisory departments shall be involved (unless otherwise noted in individual cases -> RL).

Additional SOURCE_SYS_IDs for Online touchpoints / channels MeinVodafone Web and MeinVodafone App

BEW consent gaining and permission changes via MeinVodafone Web or MeinVodafone App will need to be distinguished on channel level – Web or App – for Mobile as well as for DSL.

Current situation:

Permission gathering and administration via Online touchpoints / channels MeinVodafone Web as well as MeinVodafone App is flagged via SOURCE_SYS_ID “ONLMF” for the mobile market and “ONLFN” for the DSL/Fixed net market.

This does not allow to distinguish whether MeinVodafone Web or MeinVodafone App triggered the permission change request.

Expected solution:

MeinVodafone Web as well as MeinVodafone App use touchpoint / channel specific SOURCE_SYS_IDs which allow to see which of these both Online channels has triggered the permission related change.

Req-ID *(e.g. R-001)*	**PRIO** *(M/O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**

R101	M	For the MeinVodafone Web touchpoint / channel two new SOURCE_SYS_IDs have to be provided, one for the mobile market and one for the DSL/Fixed net market. Proposed values are: “ONLWMF” – for mobile market “ONLWFN” – for DSL/Fixed net market		Carsten Queren
R102	M	For the MeinVodafone App touchpoint / channel two new SOURCE_SYS_IDs have to be provided, one for the mobile market and one for the DSL/Fixed net market. Proposed values are: “ONLAMF” – for mobile market “ONLAFN” – for DSL/Fixed net market		Carsten Queren
R103		CPM reference data in KIAS as well as CCB have to be updated accordingly: Add new values for “SOURCE_SYS_ID”: “ONLWMF” – MyVF Web for mobile market “ONLWFN” – MyVF Web for DSL/Fixed net market “ONLAMF” – MyVF App for mobile market “ONLAFN” – MyVF App for DSL/Fixed net market		
R104		Once the new SOURCE_SYS_IDs are in place, SOURCE_SYS_IDs “ONLMF” and “ONLFN” shall not be used any longer for permission change / maintenance requests via MeinVodafone Web or MeinVodafone App.		Carsten Queren
R105		Existing permissions records having set SOURCE_SYS_ID to “ONLMF” or “ONLFN” will not be migrated to the new SOURCE_SYS_IDs but stay in place as they are, as it is not possible to determine the touchpoint / channel for those permissions with 100% safety.		Carsten Queren
R106		The API being used to change or maintain permissions, the NIL service “CustomerParty:MarketingIndicators_PUT”,		Carsten Queren

		allows to set the SOURCE_SYS_ID on the calling Front End side, e.g. MeinVodafone Web and MeinVodafone App, must set the SOURCE_SYS_ID accordingly and that this SOURCE_SYS_ID is then forwarded via corresponding EAI service to KIAS permission value tables for mobile market and forwarded to CCB permission value tables for DSL / Fixed net market. It shall also be ensured that new values for SOURCE_SYS_IDs we may need to define in the future within the CPM reference tables (in KIAS or CCB), will require any adaption on one of the components being part of the transferral path from Front End to the reference data (KIAS and CCB), so i.e. no adaption is needed on NIL and EAI side.		
R107		It has to be ensured that MeinVodafone Web or MeinVodafone App, when requesting to get the permission settings via the NIL service "CustomerParty:MarketingIndicators_GET", will also get transferred the new values from the CPM reference data and permission value tables, where the permission records are stored – either in KIAS for mobile or in CCB for DSL/Fixed net – via EIA and NIL to the Front end side. It shall also be ensured that new values for SOURCE_SYS_IDs we may need to define in the future within the reference tables (in KIAS or CCB), will require any adaption on one of the components being part of the transferral path from reference data to the Front End, so i.e. no adaption is needed on NIL and EAI side.		Carsten Queren
R108		BEW consent gaining, permission changes or permission maintenance requests via MeinVodafone Web or MeinVodafone App will make use of the new values for the SOURCE_SYS_ID, so the relevant NIL service call "CustomerParty:MarketingIndicators_PUT" will get adapted accordingly. In case Front End (MeinVodafone Web or MeinVodafone App) uses the SOURCE_SYS_ID values retrieved via NIL service		

		“CustomerParty:MarketingIndicators_GET”, the new SOURCE_SYS_ID values have to be considered accordingly.		

Distinguish touchpoints / channels “CallYa Control Center (CYCC)” and “Freikarte”

BEW consent gaining via CYCC – Self Registration / Blister and “Freikarte” cannot be distinguished on SOURCE_SYS_ID level.

Current situation:

BEW permission gathering via touchpoints / channels “CYCC – Self Registration / Blister” as well as “Freikarte” is flagged via a SOURCE_SYS_ID, which is currently set as default value from EAI config entry (default value to be analysed!)

This does not allow to differentiate whether BEW permissions were collected via “CYCC – Self Registration / Blister” or “Freikarte”.

Expected solution:

“CYCC – Self Registration / Blister” as well as “Freikarte” use touchpoint / channel specific SOURCE_SYS_IDs, thus allowing to see whom of these both touchpoints / channels the BEW permission was gathered by.

In contrast to the online touchpoints / channels it seems this can be configured via an EAI config entry and used from then on, however, this needs to be checked in the EAI CreateOrder request.

Req-ID *(e.g. R-001)*	**PRIO** *(M /O)*	**Description of the requirement** *(Mandatory)*	**Comment** (e.g. issues, limitations, acceptance criteria, to be solved by)	**Requestor Dept/Name**
R201	M	For the BEW consent gaining via the “CYCC – Self Registration / Blister” a new SOURCE_SYS_IDs has to be provided. Proposed value is: “KIAS.LP6”		Carsten Queren
R202	M	For the BEW consent gaining via the “Freikarte” the existing SOURCE_SYS_ID “KIAS.LP7” will continue to be used.		Carsten Queren
R203		Relevant BEW consent gaining requests have to ensure the relevant SOURCE_SYS_ID is used, “KIAS.LP7” for “Freikarte” and “KIAS.LP6” for “CYCC – Self Registration / Blister”.		Carsten Queren

R204		Reference data in KIAS has to be updated accordingly: Add new value for “SOURCE_SYS_ID”: “KIAS.LP6” – “CYCC – Self Registration / Blister” “KIAS.LP7” is used for “Freikarte”.		
R205		If adaptions / configurations is required on EAI level or on application level (CYCC resp. Freikarte) to allow usage of “KIAS.LP6” and “KIAS.LP7”, those need to be conducted.		

Distinguish touchpoints / channels “bShop TeleSales” and “Mobile Onlineshop”

BEW consent gaining via “bShop TeleSales” and “Mobile Onlineshop” cannot be distinguished on SOURCE_SYS_ID level.

Current situation:

BEW permission gathering via touchpoints / channels “bShop TeleSales” and “Mobile Onlineshop” is flagged via the SOURCE_SYS_ID “MFES.NC”.

This does not allow to differentiate whether BEW permissions were collected “bShop TeleSales” or “Mobile Onlineshop”.

Expected solution:

“bShop TeleSales” as well as “Mobile Onlineshop” use touchpoint / channel specific SOURCE_SYS_IDs, thus allowing to see whom of these both touchpoints / channels the BEW permission was gathered by.

As there is a dependency to the OSF project and its release schedule, proposed approach is to handle this topic via a “short term solution” and a “long term solution”.

Short term solution:

From Apr’20 on, still use one SOURCE_SYS_ID “MFES.NC” for both touchpoints / channels, but distinguish the source of BEW consent gaining via document type (“Dok-Art”).

Long term solution:

From < Date TBD> on, use of two separate SOURCE_SYS_IDs, one for “bShop TeleSales” and one for “Mobile Onlineshop”.

Req-ID *(e.g. R-001)*	PRIO *(M/O)*	Description of the requirement *(Mandatory)*	Comment (e.g. issues, limitations, acceptance criteria, to be solved by)	Request or Dept/Name
Short term solution, from Apr'20 on				
R301	M	BEW consent gaining via "bShop TeleSales" as well as "Mobile Onlineshop" use the SOURCE_SYS_ID "MFES.NC". Doc-type ("Dok-Art") is to be used additionally to differentiate the source of BEW consent gaining. For "bShop TeleSales" this is doc-type "02", for "Mobile Onlineshop" this is doc-type "30".		Carsten Queren
		BEW consent gaining via "Mobile Onlineshop" – SOURCE_SYS ID = "MFES.NC" AND doc-type = "30" AND VO-Level 4 = "Webseite" – will not be validated via the BEW processes.	affects BEW quality processes (by OAW)	
Long term solution, from <DATE TBD> on				
R302	M	For BEW consent gaining via the "bShop TeleSales" the SOURCE_SYS_IDs "OSF.TNC" has to be used.	dependent on OSF project, OSF Retail release date TBD	Carsten Queren
R303	M	For BEW consent gaining via the "Mobile Onlineshop" the SOURCE_SYS_IDs "MFES.NC" has to be used.	dependent on OSF project, OSF Retail release date TBD	Carsten Queren

Additional Test Stages and Roll-Out Concept (Business Point of View)

Req-ID *(e.g. R-001)*	**PRIO** *(M /O)*	**Required additionally to standard testing**	**To be performed by (name of VF org. unit or supplier)**	**Proposed tests and Roll-out stages**	**Remarks/Main focus of Test**	**Req-Owner (Dept/Name)**
		☐		**End2End test**		
		☐		**Ramp-up Phase**	Roll out of functionalities in stages (e.g. based on region (VOID))	
		☐		**Friendly user-Trial**	Test of functionalities by predefined customers	

Detailed Description:

Worker's Council Involvement

Indicator	Dependency check	Comments
Impact on commissions model / salary structure for VF DE sales employees (BetrVG §87 (1) 4.)	☒ No ☐ Yes: Describe kind of dependency	
Introduction of new IT system with VFDE internal users which might enable VFDE to control behaviour / performance of employees (BetrVG §87 (1) 6.)	☒ No ☐ Yes: Describe kind of dependency	

Details of SOX-Impact

The following SOX-business processes are defined:
https://workspace.vodafone.com/Germany/Process%20Excellence/SitePages/Homepage.aspx

Process Owner List:
https://workspace.vodafone.com/Germany/Process%20Excellence/ProzesseVFDE/Dokumente/Uebersicht%20Prozesse%20mit%20Ansprechpartnern.pdf

☒ **No: The project has no SOX Impact.**
☐ **Yes: SOX-business processes are changed by the project**
☐ **Yes: SOX-Controls of business process are changed by the project**
☐ **Yes: A new system with indication to SOX relevance is introduced**

In case of yes, fill in the following file after feedback from the SOX—process/control manager:

SOX-Impact.doc

Technical Design of Network & IT-Solution

Technical Solution Design Assumptions

UC1: Additional SOURCE_SYS_IDs for Online touchpoints / channels MeinVodafone Web and MeinVodafone App

Requirement	System	Assumption	Impact if Assumtion not true
101	NIL	Required reference data is created according to requirement R103	Saving marketing permissions will fail, if reference data is not created as required.
101, 107	NIL	NIL can also in future differ between the applications by validating the client ID. The Client ID remain unchanged.	Additional efforts – new solution needed if NIL cannot differ between the applications calling a NIL service.
105	KIAS, CCB	Existing source system IDs need no migration to new values.	Additional efforts for migration scripts and tasks.
106	EAI	No change in EAI service SetMarketingPermissions Since the field sourceSysID already exist.	Additional efforts for adjusting EAI Service SetMarketingPermissions.
107	Mein VFApp, Mein VFWeb	No validation on sourcesystemID inside the online applications.	Additional efforts for MainVFApp and MeinVFWeb
107	NIL	Future changes only require configuration change in NIL	Additional efforts for development if new source system IDs introduced.
108	NIL	Existing functionality	

UC2: Distinguish touchpoints / channels “CallYa Control Center (CYCC)” and “Freikarte”

Requirement	System	Assumption	Impact if Assumtion not true
202,203	EAI	EAI introduce mapping of source system id which can be changed by configuration.	Additional efforts for development in CYCC and Freikarte

UC3: Distinguish touchpoints / channels “bShop TeleSales” and “Mobile Onlineshop”

Requirement	System	Assumption	Impact if Assumtion not true

301-303	bShop TeleSales and Online Mobile Shop	bShop TeleSales and Online Mobile Shop will with introduction of OSF have different source system IDs therefore this **requirement can be descoped.**	Additional efforts

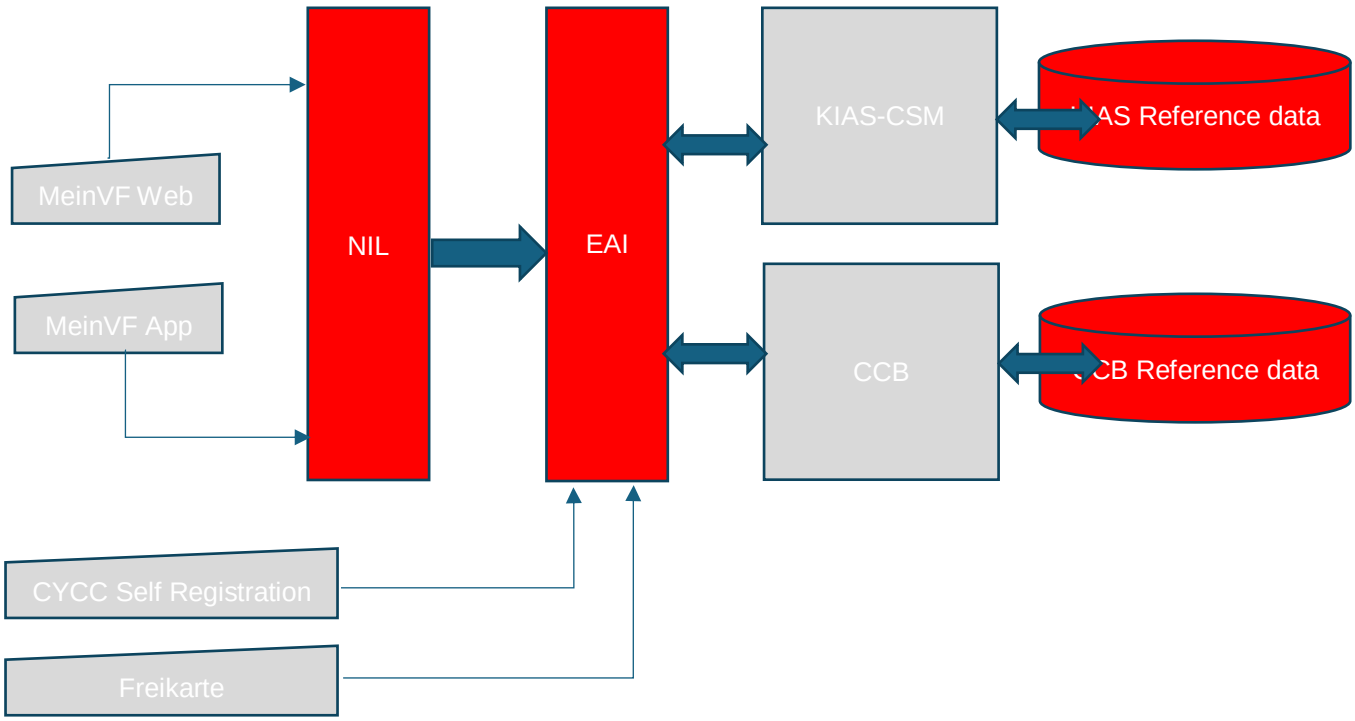
Involved Systems

Involved Systems	Vendor	Remarks
MeinVF Web		
Mein VF App		
CYCC Self registration	DXC	
Freikarte	Materna	
KIAS Reference Data	Amdocs	
CCB Reference Data	DXC	
EAI	DXC	
NIL	DXC	

System landscape

This chapter contains a graphical overview of the involved systems and their context. The new,changed and further involved systems without changes should be marked by colour.

Red colored systems to be changed
Grey colored systems unchanged



ARIX Assessment

More information (in German) how to fill this chapter see RDD 5-1 on sharepoint P&P
The architecture relevance (ARIX) of an architecture modification is defined by the following criteria. If one of the criteria is met, then the corresponding ARIX level will be applied. If several criteria are met, then the ARIX level with the highest value will be applied.

NEW:
The selection of the ARIX Level is mandatory and will be captured and analysed in the PPM-Tool.
For selection please use the drop down box in PPM Datasheet section navigation: Project name & Status/Categories.

ARIX Level	ARIX Description
☒ **ARIX=1**	- Configurative system changes, even if the scope of changes is cross-domain or cross technology - Indicators of ARIX Level 2 and ARIX Level 3 are not applicable
☐ **ARIX=2**	- A new connection will be implemented within one single domain (intra domain) between two systems or between a system and an actor (inter domain) - An existing connection between two systems within a single domain (intra domain) or between a system and an actor will be extended

	- An existing IT system will be retired - A cross-domain or cross-technology project with software changes is ARIX 2, provided that criteria for ARIX 3 do not apply. Such projects have to be assessed by TYA department for AAC relevance.
☐ **ARIX=3**	- A new cross-domain or cross-technology connection between two systems will be implemented - A new connection to an external party is implemented via software changes - An existing cross-domain or cross-technology connection between two systems will be extended - A new system, application, platform and/or managed service will be introduced - A new business process will be introduced or a new area of business will be supported - Significant change/enhancement of the as-is architecture is expected (project architecture is of high complexity) - Estimation of project costs exceeds the limit of 1M € - The solution architecture is not compliant to the VF-DE IT – Architecture Standards - An IT-Target architecture will be changed or introduced anew - An architecture standard will be changed or implemented anew

Interface Overview

This chapter contains the summarized overview of the involved interfaces.
Columns wich are marked as mandatory (M), need to be filled during high level design.
The other columns need to be filled latest during the Soltuion Design phase.

	Interface																**Connection**							**Remark**
No	**Providing System** (Code) **(M)**	**Service:Operation** (Name of service & operation or name of (file) interface **(M)**	**Data Objects** (Input/ Output)	New interface (IF) **M**	Existing IF without change	Existing IF with change **M**	**Online**				**Batch**					**Security** (Encryption, Authentication, Authorization)	**Using System** / Actor (Code) **M**	New connection	Changed connection	Transport Information			
							Online	ESB BSS used	ESB OSS used	**Protocol**	Full	Delta	Manual	Auto	File transfer affected					#Records or #Request per time unit	Frequency	Request or Record size (estimations only!)	
1	NIL	CustomerParty-MarketingIndicators_PUT		☐	☐	☒	☐	☐	☐		☐	☐	☐	☐	☐		MeinVF Web MenVF App	☐	☐				
2	EAI	CustomerInteractionService-002/SetMarketingPermissions		☐	☒	☐	☐	☐	☐		☐	☐	☐	☐	☐		NIL	☐	☐				
3	EAI	DebitCustomerOrder001:CreateOrder		☐	☐	☒	☐	☐	☐								CYCC Self registration, Freikarte						
4	KIAS CSM	eaiSetPrmSrv		☐	☒	☐	☐	☐	☐		☐	☐	☐	☐	☐		EAI	☐	☐				
5	KIAS CSM	eaiGtPrmSrv		☐	☒	☐	☐	☐	☐								EAI						
6	NIL	CustomerParty: MarketingIndicators_GET		☐	☒	☐	☐	☐	☐		☐	☐	☐	☐	☐		MeinVF Web MenVF App	☐	☐				

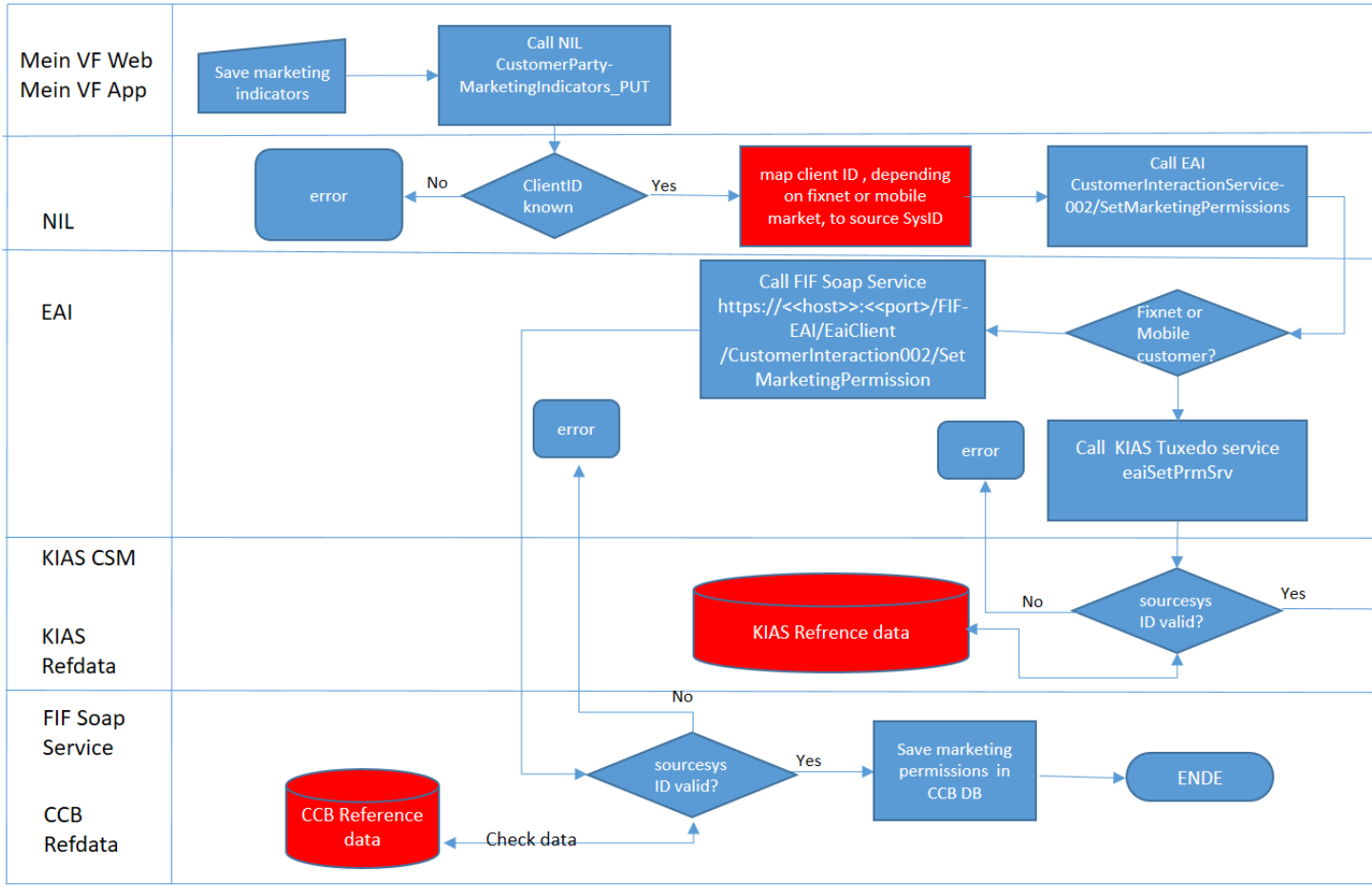
Process driven system impacts

Please identify the impacted existing IT capabilities and the required new IT capabilities and describe in the following subchapters the impacts on the respective systems.

Use Case 1: Additional SOURCE_SYS_IDs for Online touchpoints / channels MeinVodafone Web and MeinVodafone App

Process graph:

Red marked process /System is impacted by the new requirements



Process table:

Describe in the attached table the required system modification for each impacted process step.
Please make sure to use the application names from the official application list.
You can find this application list in the ReqPro Wiki:
https://workspace2.vodafone.com/germany/reqpro/wiki/Pages/Application_Base_TV_TW.aspx.

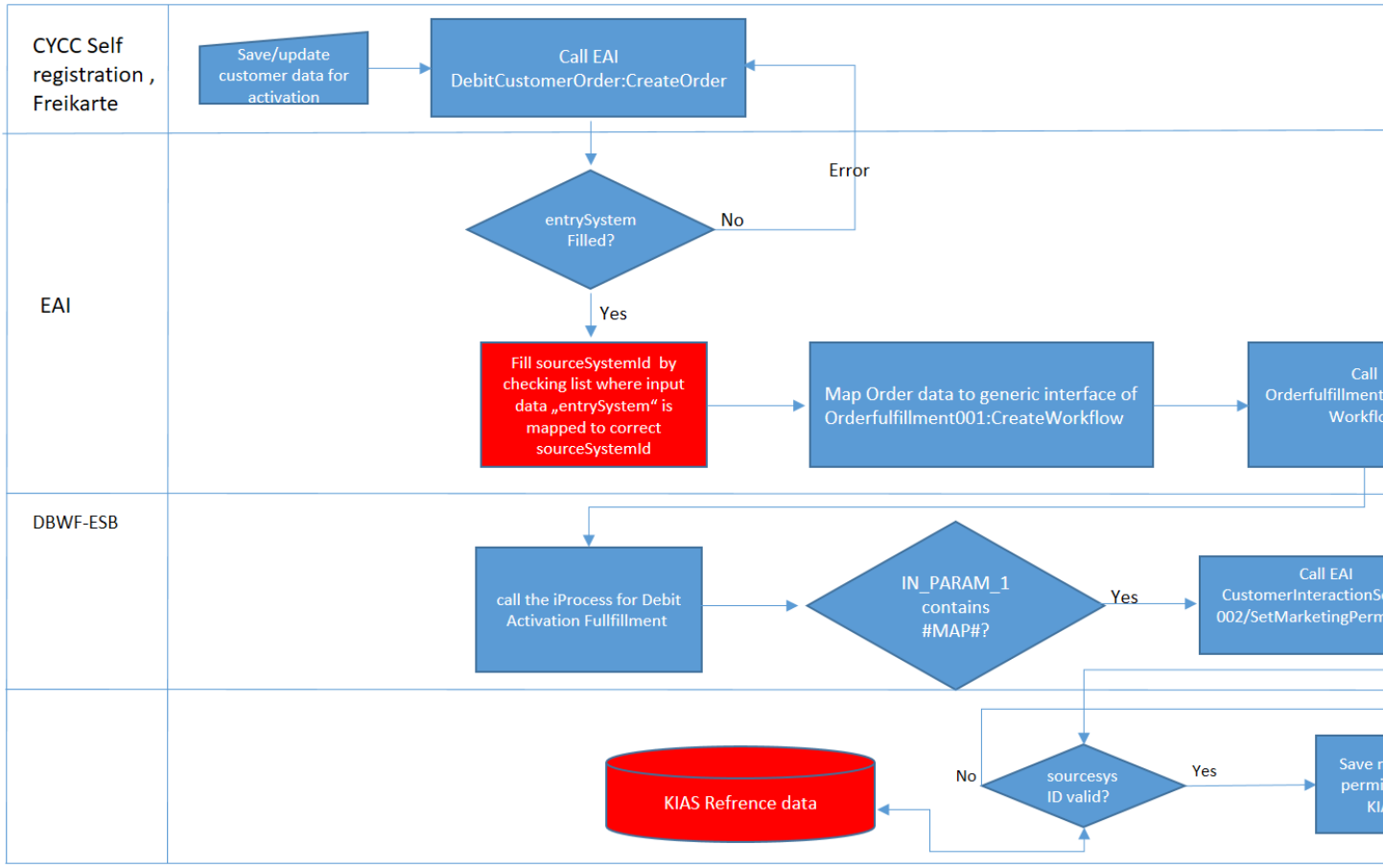
System Impact ID	Step-No	Name of process step	System Impact description	Impacted Systems	Related Requirement IDs	Cluster ID

	1	Trigger set marketing permissions process	NIL Service *CustomerParty-MarketingIndicators_PUT* is called. NIL evaluates Client ID and market. If no client ID → errorhandling	NIL	106,107,108	
	2	Map sourceSystemId	**Impact: Mapping to sourceSystemId** NIL maps correct system_source_id by identifying calling application over clientID and by identifying whether the data belongs to a mobile or fixnet customer. The mapping can be done by introducing a configurable XML-file with client id and mobile or fixnet market mapped to SOURCE_SYS_ID.	NIL	101, 102,104,106,108	
	3	Set Marketing permissions	NIL Calls EAI for setting the marketing permissions. Also the new system source ID is part of the EAI request. Note: the field sourceSystemId is already existing in the EAI. Therefore no change in EAI system required.	Existing functionality in EAI		
	4	Save permissions in KIAS or CCB	Depending on whether the customer belongs to the mobile or fixnet market – EAI will call either KIAS or CCB for saving the marketing permissions. IN KIAS and CCB the new reference data for SOURCE_SYS_IDs must exist otherwise saving the permissions will fail.	KIAS Reference data CCB Reference data	103,105	

Use Case 2: Distinguish touchpoints / channels “CallYa Control Center (CYCC)” and “Freikarte”

Process graph:

Red marked process /System is impacted by the new requirements



Process table:

Describe in the attached table the required system modification for each impacted process step.
Please make sure to use the application names from the official application list.
You can find this application list in the ReqPro Wiki:
https://workspace2.vodafone.com/germany/reqpro/wiki/Pages/Application_Base_TV_TW.aspx.

System Impact ID	Step-No	Name of process step	System Impact description	Impacted Systems	Related Requirement IDs	Cluster ID
	1	Trigger Create order	Saving customer data	Existing functionality in CYCC and Freikarte		
	2	Map sourceSysId	EAI need to map input data from entrySystem Field to a valid sourceSystemId	EAI – Service DebitCustomer	201,202,203,205	

				Order:CreateOrder		
	3	Map order data	Mapping ordering Data	EAI Existing functionality		
	4	Call Orderfulfillment-001/Create Workflow		EAI Existing functionality		
	5	Start iprocess	Evaluates param value 1 – calls EAI service setMarketingpermissions if value #MAP# found	DBWF-ESB existing functionality		
	6	Call Tuxedo for Setting permissions	Call Tuxedo eaiSetPrmSrv	EAI existing functionality		
	7	Tuxedo evaluates source system Id	KIAS Reference data	KIAS Referenzdata must be enhancded with source system Id “KIAS.LP6” for CYCC. Freikarte will continue using sourcesystemId “KIAS.LP7”	204	
	8	Marketing permissions saved in KIAS DB.	If source ID is valid, the data will be saved in KIAS DB else error.	KIAS Tuxedo existing functionality		

General System Impacts

Describe in the attached table system impacts which are not process driven (e.g. system impacts due to reporting requirements)
Please make sure to use the application names from the official application list.
You can find this application list in the ReqPro Wiki:
https://workspace2.vodafone.com/germany/reqpro/wiki/Pages/Application_Base_TV_TW.aspx
Possible general system impacts are: roles-, and user management, reporting, productinformation, ask VF, Infoweb…..

System Impact ID	Business topic (e.g. reporting)	System Impact description	Impacted Systems	Related Requirement IDs	Cluster ID

Technical Design of IT-Solution (per System)

More information (in German) how to fill this chapter incl the respective “IT-Design of System <Name>” documents see SDD on sharepoint P&P
This chapter contains the detailed design of IT-solution per System. Please include the document ” IT-Design of System <Name>” for each involved/impacted System.

IT-Design of System KIAS Reference Data

PPM491268_KIAS_SDD_ Chapter4.docm

IT-Design of system EAI

EAI_Chapter4.docm

IT-Design of System NIL

PPM491268_Customer Permission Manager

IT-Design of CCB Reference Data

PPM-491268-Customer%20Permission%20I

Special Requirements for IT-Operations

Technical Design of Network Solution

This chapter contains the detailed design of network solution document. Please include the word document “SDD Technical Design of Network Solution”. If no network solution design is necessary please mention this explicitly in this chapter.

Technical Design of Managed Service

This chapter contains the technical design document (if relevant) of managed services. Please include the word document “SDD Managed Service”. If no managed service solution design is necessary please mention this explicitly in this chapter. For the creation of the document “SDD Managed Service” please use the template “SDD-Solution Definition Document”.

Quality Assurance & Test

This chapter contains the project specific test specification.If a manged service is involved, the managed service parts of the test specification should be documented in chapter 5 of the main document.

SDD_Chapter_8_PPM-491268_Customer%20

Compliance Statement

Compliance Matrix

Please attach the “Compliance Matrix ” populated with all the identified system impacts out of chapters Process driven system impacts and General System Impacts.
The Compliance Matrix template can be found here: Templates on sharepiont P&P.
This version of the compliance matrix does not include any compliance statement.

For highlevel IT design the definition of a compliance matrix is optional.

Compliance Statements

Per Vendor

This chapter includes the respective compliance statements per Vendor, based on the created compliance matrix in chapter “Compliance Matrix”. Please attach a compliance matrix for each involved vendor. The consolidated compliance matrix (cross vendor) is attached in the following section. “Consolidated view”.

Consolidated view

This chapter contains the consolidated compliance matrix including the compliance statements, based on the compliance statements per Vendor which are attached in the section “per Vendor”.

Appendix

Terms and Definitions

This chapter is only a project-specific glossary. Please describe only terms and figures which are relevant in context of this specific project.
Example for key term: the ratio xy is defined as (a/b) per each month where customer was active
Example for key figure: customer data is defined as complete name (first name, family name, and title), address (street, zip code, city, country) and date of birth.

Term	Definition

Architecture Standard Requirements

This chapter contains a list of IT architecture standards to be applied for the solution designs of all IT projects. For each project with ARIX 2 or 3 please state the compliance with each item in this list. Please state explicitly if an item is not applicable.
For the list of the IT architecture standards and for more information how to fill it please refer to
https://workspace.vodafone.com/Germany/it-architecture/aip/Documents/Forms/AllItems.aspx

Alignment of operational Processes in TI

In case of introduction of either new systems/applications or modification of existing systems/applications, the “TPL Operations” by default is responsible

- *for taking into account the below checkpoints within TI project work and*
- *for controlling the necessary actions in TI to fulfil the applicable checkpoints*

S1	In case of the introduction of the new / modified application including new 3rd party products, extend the "List of third party software" within the patch management policy. For detailed information please refer to http://intranet.vodafone.com/portal/server.pt?go=TL_TIDI_Dokumentendownload
S2	in case of the introduction of the new / modified application including new logfiles with security relevant events, extend the list of security relevant logfiles within the relevant Policy For detailed information please refer to http://intranet.vodafone.com/portal/server.pt?go=SiPo_Dokumente
S3	Update the policy "Authorisation of Operational Changes in TI" if the new / modified application includes reference data which needs to be maintained by TI For detailed information please refer to http://intranet.vodafone.com/portal/server.pt?go=TI_Changemanagement
S4	Update the policy "Kontrolle der Software und Passwortwechsel der Migrationsuser" in case of the new / extended application? For detailed information please refer to http://intranet.vodafone.com/portal/server.pt?go=Sox_Dokumentation_TID
S5	For the new application include this application in the Remedy and extend relevant review process by adding this application
S6	For the new / modified application document new authorisation profiles
S7	For the new software for scheduling or monitoring, extend the corresponding scheduling policy. For detailed information please refer to http://intranet.vodafone.com/portal/server.pt?go=SiPo_Dokumente

Relevant Standards

For HP AD&M: All official development standards are part of the operations manual Appendix C (for more info see https://sharepoint.vodafone.com/vfd2/tsintranet/WikiPages/Operations%20Manual%20HP-Rot.aspx)

For HP Baltrum: Regarding Baltrum please ask for the actual Standard Requirements.

For other relevant standard or other partner/contractors, list all relevant standards or reference or include them. Make sure that all parties have access to all listed standards. Please enhance this table with miscellaneous operational standards.

- *KIAS Fallback-scripts” must always run properly. Depending on the later design, HP has to check automatically if any of the “KIAS Fallback-scripts” must be updated. If so, the updated scripts are part of the project deliverables by default.*
- *New SuperFlat-tariffs which are part of “VF-Vorteil” must be specified in the embedded file if the following scenario is fulfilled: the customer will get status “Silber” when getting the “VF-Vorteil”. The operational departments must run the appropriate database insert macro for this changes*

SIMS_REF_Vorlage_für_inserts.xls

For all vendors: software components that need to be updated also on Citrix farms (such as CaaS) need to be operable there as well as for stand-alone implementations on VIC or VDI, so in case of problems with those front ends on Citrix farms the according vendors have to support trouble shouting and bug fixing here as well.

POS applications specific deployment requirements

- *In case of new service or tariff option codes and descriptions the tramo delivery has to include the corresponding file "refdata_KIAS.csv" - to update the TRAMO tables "soccodes" and "tariffoptioncodes". Standard delivery has to occur to VF-Deployment (VF-TIDS) via D2CCM.*
- *In case of changing the BLOB structure the configuration file "Fldnames.cfg" will be delivered as standard delivery to VF-Deployment (VF-TIDS) via D2CCM.*