

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Orange cells are inaccurate							
Market Strategy & Policy	1.1.1	2	Enable the development of a strategic view of an enterprise's existing and desired market-place	3.4	2.2	1.6	1.1
Gather & Analyze Market Information	1.1.1.1	3	Research market information and develop market forecasts	4.0	3.0	2.0	1.1
Establish Market Strategy	1.1.1.2	3	Develop and document the enterprise market strategy	3.0	2.0	2.0	1.1
Establish Market Segments	1.1.1.3	3	Establish the market segmentation to be used across the enterprise	3.0	2.0	1.0	1.1
Link Market Segments & Products	1.1.1.4	3	Analyze the basic consumption profiles of market segments and associate these with the product families available	4.0	2.0	2.0	1.1
Gain Commitment to Marketing Strategy	1.1.1.5	3	Gain enterprise commitment to the market strategy and segmentation	3.0	2.0	1.0	1.1
Sales Strategy & Planning	1.1.2	2	Develop an appropriate sales strategy to complement the market strategy.	2.0	2.2	1.7	1.1
Develop Sales Relationship	1.1.2.1	3	Set the overall relationship strategy and Initiate the development of sales relationships with other parties, such as sales partnerships and brokering, in advance of entering into formal agreements. Identifying and entering into agreements with other par	2.0	2.0	1.0	1.1
Establish Sales Budget	1.1.2.2	3	Establish sales revenue, cost, and profit budgets for the enterprise.	2.0	2.0	1.0	1.1
Establish Sales Goals and Measures	1.1.2.3	3	Establish goals and measures for sales, customer management measures, and sales service level standards.	2.0	2.0	1.0	1.1
Develop Sales Channel Strategy	1.1.2.4	3	Use revenue models assessment, analyze profit impact on possible sales channel structures, and develop sales channel scenarios to define sales channel strategy.	2.0	2.0	1.0	1.1
Establish Revenue Coverage Plan	1.1.2.5	3	Develop revenue targets, conduct financial and operational planning to support revenue objectives, and define sales account coverage plans.	2.0	2.0	1.0	1.1
Sales Forecasting	1.1.3	2	Not Used for this element	2.0	2.2	1.7	1.1
Set Sales Forecast Goal	1.1.3.1	3	Set the purpose of the forecast and how is it to be used. Set the accuracy required.	2.0	2.0	1.0	1.1
Gather Forecast Data	1.1.3.2	3	Gather data relevant to the product to which the forecast is related	2.0	2.0	1.0	1.1
Develop Sales Forecast	1.1.3.3	3	Develop sales forecast using a repeatable methodology	2.0	2.0	1.0	1.1
Distribute Sales Forecast	1.1.3.4	3	Distribute the sales forecast to all areas that need to know	2.0	2.0	1.0	1.1
Evaluate Sales Forecast Outcomes	1.1.3.5	3	Evaluate how accurate the forecasting was and feedback into process for future forecasts	2.0	2.0	1.0	1.1
Sales Development	1.1.5	2	Develop the Sales support and response for new and existing products, as well as existing and potential customers.	2.0	2.4	1.9	1.1
Monitor Sales & Channel Best Practice	1.1.5.1	3	Ensure that the enterprise keeps abreast of sales and channel practices and capabilities in the wider environment.	2.0	2.0	1.0	1.1
Develop Sales & Channel Proposals	1.1.5.2	3	Create and document proposals for sales processes and sales channels, and gain approval for them	2.0	2.0	1.0	1.1
Develop New Sales Channels & Processes	1.1.5.3	3	Develop and implement new or adapted sales processes and/or channels to support new or enhanced products.	2.0	2.0	1.0	1.1
Market Sales Readiness & Support	1.1.7	2	Market Sales Support & Readiness processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.	2.0	2.4	1.9	1.1

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Support Selling	1.1.7.2	3	Administer and manage the operation of the various sales channels and to ensure that there is capability (for example, information, materials, systems and resources) to support the Selling processes.	2.0	2.0	1.0	1.1
Manage Sales Inventory	1.1.7.4	3	Establish, manage and administer the enterprise's inventory of sales prospects, actual sales, channel management and sales commissions, as embodied in the Sales Inventory Database, and monitor and report on the usage and access to the sales inventory, and	2.0	2.0	1.0	1.1
Manage Sales Accounts	1.1.7.5	3	Manage the sales accounts assigned to the sales channel on a day-day basis	2.0	2.0	1.0	1.1
Sales Channel Management	1.1.8	2	This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. "instantiated") with other similar process elements for application within a specific organization or domain.	4.0	3.0	2.0	1.1
Selling	1.1.9	2	Responsible for managing prospective customers, for qualifying and educating customers, and matching customer expectations	2.0	2.2	1.7	1.1
Qualify Selling Opportunity	1.1.9.1	3	Managing prospective parties with whom an enterprise may do business, such as potential existing or new customers and partners, for	2.0	2.0	1.0	1.1
Develop Sales Proposal	1.1.9.2	3	Ensure that a sales prospect is qualified in terms of any associated risk and the amount of effort required to achieve a sale.	2.0	2.0	1.0	1.1
Acquire Sales Prospect Data	1.1.9.3	3	Develop a sales proposal to respond to the customer's requirements	2.0	2.0	1.0	1.1
Cross/Up Sell	1.1.9.4	3	Develop a sales proposal to respond to a sales prospect's requirements.	2.0	2.0	1.0	1.1
Negotiate Sales/Contract	1.1.9.5	3	Capture and record all pertinent sales prospect data required for qualifying an opportunity and for the initiation, realization and deployment of the agreed sales proposal.	2.0	2.0	1.0	1.1
Contact/Lead/Prospect Management	1.1.11	2	Ensure that the value of the relationship between the customer or other party and an enterprise is maximized by selling additional, or more of the existing, product offerings.	2.0	2.0	1.0	1.1
Manage Sales Contact	1.1.11.1	3	Close the sale with terms that are understood by the customer, and are mutually agreeable to both the customer and the service provider.	3.0	2.4	1.9	1.1
Manage Sales Lead	1.1.11.2	3	Develop the appropriate relationships with contacts, leads, and prospects with the intent to convert them to consumers, such as customers, or providers, such as partners, of an enterprise's offerings.	3.0	2.0	1.0	1.1
Manage Sales Prospect	1.1.11.3	3	Manage all sales contacts between potential or existing parties and the enterprise.	3.0	2.0	1.0	1.1
		3	Collect and administer a sales lead and the associated probabilities of the lead becoming a prospect.	3.0	2.0	1.0	1.1
		3	Match a sales prospect with the most appropriate products and ensure that a prospect is handled appropriately.	3.0	2.0	1.0	1.1

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Market Performance Management	1.1.12	2	Marketing Performance Management business process directs and controls activities that support marketing's ability to analyze data, gain access to insights, make predictions, and optimize marketing programs, campaigns and resources.	2.7	2.2	1.6	1.1
Define Marketing Performance Areas	1.1.12.1	3	Define Marketing Performance Areas business activity identifies all the areas that require marketing performance management, such as channel coverage, market growth, competitive health etc.	3.0	2.0	1.0	1.1
Define Marketing Performance Management Measures	1.1.12.2	3	Define Marketing Performance Management Measures business activity identifies and describes all the metrics, data sources and computation required according to the business objectives and goals.	3.0	2.0	1.0	1.1
Assess Marketing Performance Management	1.1.12.3	3	Assess Marketing Performance Management business activity research, evaluate and summarize marketing performance.	3.0	2.0	1.0	1.1
Map Marketing Performance Management Measures	1.1.12.4	3	Map Marketing Performance Management business activity align marketing performance management measures to the organization's strategic goals and objectives.	3.0	2.0	1.0	1.1
Develop Marketing Performance Initiatives	1.1.12.5	3	Develop Marketing Performance Management Initiatives business activity design and marketing performance management plans.	3.0	2.0	1.0	1.1
Establish Marketing Performance Targets	1.1.12.6	3	Establish Marketing Performance Management Targets business activity setup and institutionalize marketing performance management targets.	2.0	2.0	1.0	1.1
Report Marketing Performance	1.1.12.7	3	Report Marketing Performance business activity provide detailed account of marketing performance.	2.0	2.0	1.0	1.1
Sales Performance Management	1.1.13	2	Sales Performance Management direct and control sales activities that establish, manage, analyze, report, and incentives for sales accomplishments.	2.0	2.2	1.5	1.1
Analyze Sales Performance	1.1.13.3	3	Report Sales Performance business activity documents formal account of information on estimates of the total and expected value of sales pipeline.	2.0	2.0	1.0	1.1
Report On Sales Performance	1.1.13.4	3	Report Sales Performance business activity documents formal account of information on estimates of the total and expected value of sales pipeline.	2.0	2.0	1.0	1.1
Improve Sales Performance	1.1.13.5	3	Improve sales performance by identifying what worked and what didn't, feeding into training (individual, group), recruiting and compensation.	2.0	2.0	1.0	1.1
Establish Sales Performance Strategy	1.1.13.6	3	Establish Sales Performance Strategy define and operationalize documented plans that successfully fulfill selling the organization's products and/or service to qualified buyers/consumers.	2.0	2.0	1.0	1.1
Plan Sales Performance	1.1.13.7	3	Plan Sales Performance business activity establish the detailed sales execution blueprint.	2.0	2.0	1.0	1.1
Manage Sales Performance Dispute	1.1.13.8	3	Manage Sales Performance Dispute business activity directs and controls sales compensation-based performance disputes.	2.0	2.0	1.0	1.1
Monitor Sales Performance	1.1.13.09	3		2.0	2.0	1.0	1.1
Reward Sales Performance	1.1.13.10	3	Reward Sales Performance business activity incentivise sales achievements.	2.0	2.0	1.0	1.1

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Marketing Communications and Advertising	1.1.14	2	Develop and manage communications to the market, prospective and existing customers. Communications involve both the message and the media. Develop a message and manage its delivery. Also develop and manage interfaces with press/news and manage an editori	4.0	4.0	3.0	1.1
Define Marketing Communications Strategy	1.1.14.1	3	Define the specific communications strategy to be used for positioning the enterprise in the marketplace, including its relationship to competitors.	3.0	2.0	1.0	1.1
Ensure Marketing Communication Capability	1.1.14.2	3	Ensure that there is capability (for example, information, materials, systems and resources) so that a marketing communication can be delivered. Monitor planned communications and redistribute existing capability or enable new capability (people, faciliti	2.0	2.0	1.0	1.1
Develop Marketing Communication	1.1.14.3	3	Manage all activities and stakeholder engagement to develop and agree on a marketing communication message and the selection of the appropriate channel or channels to deliver a message, as well as production of the communication.	3.0	2.0	1.0	1.1
Deliver Marketing Communication Collateral	1.1.14.4	3	Manage and co-ordinate the delivery of a marketing communication to the selected channels.	2.0	2.0	1.0	1.1
Monitor Marketing Communication Effectiveness	1.1.14.5	3	Establish metrics, monitor metrics, and analyze metrics to gauge the effectiveness of marketing communications.	3.0	2.0	1.0	1.1
Modify Marketing Communication	1.1.14.6	3	Modify a marketing communication to improve its effectiveness based on metric analysis or based on feedback from recipients or stakeholders.	2.0	2.0	1.0	1.1
Archive Marketing Communication	1.1.14.7	3	Archive a marketing communication when its useful life is reached.	2.0	2.0	1.0	1.1
Undertake Marketing Communications Trend Analysis	1.1.14.8	3	Undertake trend analysis on marketing communications including the identification of problems occurring with them.	3.0	2.0	1.0	1.1
Marketing Campaign Management	1.1.15	2	Develop a marketing campaign through a coordinated series of steps that can include promotion of a product through different mediums (television, radio, print, online) using a variety of different types of advertisements to reach the market, customers and	2.3	2.2	1.5	1.1
Plan Marketing Campaign	1.1.15.1	3	Put together a plan for a marketing campaign to be used for positioning the enterprise and its product offerings in the marketplace. The plan includes targets, delivery channels, budget, return on investment (ROI). This process also ensures the campaign a	3.0	2.0	1.0	1.1
Ensure Marketing Campaign Capability	1.1.15.2	3	Ensure that there is capability (for example, information, materials, systems and resources) so that the marketing campaign can be launched and managed. Monitor planned campaigns and redistribute existing capability or enable new capability (people, facil	2.0	2.0	1.0	1.1
Develop Marketing Campaign	1.1.15.3	3	Manage all activities and stakeholder engagement to develop and agree on a marketing campaign and the selection of appropriate channel or channels to support delivery of the campaign.	3.0	2.0	1.0	1.1
Launch Marketing Campaign	1.1.15.4	3	Manage and co-ordinate the delivery of the marketing campaign to the selected channel(s).	2.0	2.0	1.0	1.1
Monitor Marketing Campaign Effectiveness	1.1.15.5	3	Establish metrics, monitor metrics, and analyze metrics to gauge the effectiveness of a marketing campaign or campaigns.	2.0	1.0		1.1

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Modify Marketing Campaign	1.1.15.6	3	Modify a marketing campaign to improve its effectiveness based on metric analysis or based on feedback from recipients or stakeholders.	2.0	1.0		1.1
End Marketing Campaign	1.1.15.7	3	End a marketing campaign when its useful life is reached. It may also include an assessment of the campaign by reusing Monitor Marketing Campaign Effectiveness and add comments about the campaign's success.	Not used for this process element			1.1
Undertake Marketing Campaigns Trend Analysis	1.1.15.8	3	Undertake trend analysis on marketing campaigns including the identification of problems occurring with them.	Not used for this process element			1.1
Brand Management	1.1.16	2	Create a name, symbol or design that identifies and differentiates an enterprise's product offering and/or offerings from its others product offering(s) and similar offerings available from other enterprises, including competitors.	4.0	4.0	3.0	1.1
Market Research	1.1.17	2	Gathers, analyze and interpret information about a market, about product offerings that will be made to the market, and about the past, present and potential customers for the offering; Research the characteristics, such as spending habits and a target ma	5.0	4.0	3.0	1.1
Loyalty Program Management	1.1.19	2	Define all aspects of a loyalty program, such as requirements and objectives of a loyalty program, determine the benefits to participants. Develop a program, prototype it, test it, rollout/launch it, amend and evaluate it, and terminate it when it is no l	2.5	2.6	1.8	1.1
Loyalty Program Development & Retirement	1.1.19.1	3	Define all aspects of a loyalty program, such as requirements, its name, and objectives of the loyalty program, determine the benefits to participants. Develop a program, prototype it, test it, rollout/launch it, amend and evaluate it, and terminate it w	3.0	2.0	1.0	1.1
Loyalty Program Operation	1.1.19.2	3	Manage all operational aspects of running a loyalty program. Enable parties to become a members of a program, earn currency and rewards, and redeem currency. Manage a loyalty program account, leave a program, and provide operational reports.	2.0	2.0	1.0	1.1
Market & Sales Accounting Management	1.1.20	2	The accounting process is coupled with the marketing processes in order to monitor market trends as well as to help manage the efficiency of sales promotions initiated by the marketing processes.	2.0	2.2	1.6	1.1
Manage Sales Commissions	1.1.20.1	3	The Manage Sales Commissions process describes rules and policies for managing commissions to the organization's salespeople for each individual sale.	2.0	2.0	1.0	1.1
Market & Sales Problem Management	1.1.21	2	Market & Sales Problem Management process direct and control activities that identify and define; research and analyze; develop answers; and execute corrective actions; to resolve both market problems and sales problems.	2.0	2.6	1.8	1.1
Manage Market Problem	1.1.21.1	3	Manage Market Problem business activity is in charge directing and controlling the handling of issues, complications and pinpoints that affect parties the enterprise engages with that exchange products and services.	2.0	2.0	1.0	1.1

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Manage Sales Problem	1.1.21.2	3	Manage Sales Problem business activity is in charge 3 directing and controlling the handling of issues and pinpoints that affects selling products and services.	2.0	2.0	1.0	1.1
Product & Offer Portfolio Planning	1.2.1	2	Develop strategies for products at the portfolio level.	2.4	2.2	1.7	1.2
Gather & Analyze Product Information	1.2.1.1	3	Research information relating to product ideas and opportunities and identify product opportunities	3.0	2.0	1.0	1.2
Establish Product Portfolio Strategy	1.2.1.2	3	Define and agree the product and offer portfolio structure to be used within the enterprise	2.0	2.0	1.0	1.2
Produce Product Portfolio Business Plans	1.2.1.3	3	Develop product and product portfolio business plans to guide product development within the enterprise.	2.0	2.0	1.0	1.2
Gain Commitment to Product Business Plans	1.2.1.4	3	Gain enterprise commitment to the product portfolio strategy and individual product plans	2.0	2.0	1.0	1.2
Product Test Strategy	1.2.1.5	3	Product Test Strategy develops the strategies of the enterprise for Product Test.	3.0	2.0	1.0	1.2
Product & Offer Capability Delivery	1.2.2	2	Manage the delivery and build of new or changed Product & Offer and delivery capabilities within an enterprise.	2.0	2.2	1.6	1.2
Define Product Capability Requirements	1.2.2.1	3	Define and obtain agreement to the detailed infrastructure requirements to support the product portfolio and individual product plans	2.0	1.0	1.0	1.2
Capture Product Capability Shortfalls	1.2.2.2	3	Identify specific or imminent product capacity, product performance and/or product operational support shortfalls	2.0	1.0	1.0	1.2
Approve Product Business Case	1.2.2.3	3	Develop and gain approval for a business case to develop 3 and deliver the required capabilities, including identification of potential partners.	2.0	1.0	1.0	1.2
Deliver Product Capability	1.2.2.4	3	Manage the co-ordinated delivery in line with the approved business case of all required product infrastructure capabilities for that business case across the enterprise	2.0	1.0	1.0	1.2
Manage Handover to Product Operations	1.2.2.5	3	Manage the processes involved in handover of deployed product infrastructure to operational control	2.0	1.0	1.0	1.2
Manage Product Capability Delivery Methodology	1.2.2.6	3	Define and manage the methodology to be adopted for product capability delivery across the enterprise	2.0	1.0	1.0	1.2
Product Readiness & Support	1.2.4	2	Product Support processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.	3.0	2.2	1.6	1.2
Support Product Configuration Management	1.2.4.3	3	Support Product Configuration Management ensures that all information, materials, systems and resources are available so that the Product Configuration Management processes can operate effectively.	3.0	2.0	1.0	1.2
Support Product Offering Purchasing	1.2.4.4	3	Support Product Offering Purchasing ensures that all information, materials, systems and resources are available so that the Product Offering Purchasing processes can operate effectively.	3.0	2.0	1.0	1.2
Enable Product Performance Management	1.2.4.5	3	Enable Product Performance Management ensures that all information, materials, systems and resources are available so that the Product Performance Management processes can operate effectively.	3.0	2.0	1.0	1.2
Support Product Rating & Rate Assignment	1.2.4.6	3	Ensure that all information and systems are available so that the Product Rating & Rate Assignment processes can be completed without delay.	3.0	2.0	1.0	1.2
Support Product Usage Mgt	1.2.4.7	3	Ensure that all information and systems are available so that the Product Usage Mgt process can be completed without delay.	3.0	2.0	1.0	1.2

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Support Product Balance Management	1.2.4.8	3	Ensure that all information and systems are available so that the Product Balance Management processes can be completed without delay.	3.0	2.0	1.0	1.2
Product Configuration Management	1.2.5	2	Configure or create a new version of a configuration for an entity, such as a product, service, or resource, as defined by a configuration specification. Modify a configuration and values for configuration parameters, and remove a configuration.	3.0	2.4	1.9	1.2
Product Configuration Management Plan	1.2.5.1	3	Product Configuration Management Plan business activity anticipate future product configuration changes and establish the product configuration management strategy for managing and auditing product configurations.	3.0	2.0	1.0	1.2
Manage Product Configuration	1.2.5.2	3	Manage Product Configuration business activity is in charge of creating, maintaining, controlling, changing and reporting Product Configuration according to Product Configuration Plans.	3.0	2.0	1.0	1.2
Audit Product Configuration	1.2.5.3	3	Audit Product Configuration business activities examine and verify product configurations for compliance to assurance needs.	3.0	2.0	1.0	1.2
Product Performance Management	1.2.6	2	Product Performance Management business process manage activities that define and manage product success based on user expectations, user reception, and user satisfaction in line with product design goals (feature set, product reliability, product conform	3.0	2.2	1.7	1.2
Establish Product Performance Goals	1.2.6.10	3	Undertaking proactive monitoring regimes of groups of similar purchased product offerings as required to ensure ongoing performance within agreed parameters over time.	3.0	2.0	1.0	1.2
Monitor Product Performance	1.2.6.11	3	Monitor Product Performance business activity checks and logs product performance.	3.0	2.0	1.0	1.2
Analyze Product Performance	1.2.6.12	3	Analyze Product Performance business activity aggregates, provides research findings and product performance reports.	3.0	2.0	1.0	1.2
Control Product Performance	1.2.6.13	3	Control Product Performance business activity determine and administer changes and directives the manage product performance accomplishment.	3.0	2.0	1.0	1.2
Report Product Performance	1.2.6.14	3	Report Product Performance Analysis business activity provides detailed account of research findings and outcome of evaluation of product performance.	3.0	2.0	1.0	1.2
Product Specification & Offering Development & Retirement	1.2.7	2	Develop and deliver new product specifications as well as enhancements and new features, ready for use by other processes, including Product Offering Development & Retirement.	3.0	2.4	1.9	1.2
Product Specification Development & Retirement	1.2.7.1	3	Develop and deliver new product offerings, their pricing, as well as catalog Develop and deliver new product specifications as well as enhancements and new features, ready for use by other processes, including Product Offering Development & Retirement.	3.0	2.0	1.0	1.2
Product Offering Development & Retirement	1.2.7.2	3	Product Specifications represent the types of services and resources made av Develop and deliver new product offerings, their pricing, as well as catalogs that contain both.	3.0	2.0	1.0	1.2
Product Specification Test Development & Retirement	1.2.7.3	3	Product Test Development & Retirement is in charge of the Product Test catalogue.	3.0	2.0	1.0	1.2

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Product Capacity Management	1.2.8	2	Product Capacity Management business process manages the activities required to ensure a business is able to plan, model, analyze, optimize, monitor and report product capacity, and related constraints according the commercial objectives in a timely and effective manner.	3.0	2.2	1.5	1.2
Plan Product Capacity	1.2.8.3	3	Plan Product Capacity business activity determine the design and organization of the production capacity management activities needed to meet changing demands for products over a period of time, as well as implement the plan for product capacity needs.	3.0	2.0	1.0	1.2
Align Product Capacity Planning Goals	1.2.8.4	3	Align Product Capacity Planning Goals business activity is in charge of correlating the product capacity plans with business demand.	3.0	2.0	1.0	1.2
Establish Product Capacity GAP	1.2.8.5	3	Establish Product Capacity GAP business activity identifies any disparity between product capacity goals and business objectives.	3.0	2.0	1.0	1.2
Forecast Product Capacity Need	1.2.8.6	3	Forecast Product Capacity Need business activity develops projections that predict product capacity growth by understanding the impact on business.	3.0	2.0	1.0	1.2
Implement Product Capacity Plan	1.2.8.7	3	Implement Product Capacity Plan business activity is in charge of putting into effect the steps needed to achieve Product Capacity plans, with required product capacity, and product capacity management course of action.	3.0	2.0	1.0	1.2
Analyze Product Capacity	1.2.8.8	3	Analyze Product Capacity business activity establishes and models insights, patterns and changes to product capacity, by assessing potential capacity and the actual capacity a product currently achieves.	3.0	2.0	1.0	1.2
Optimize Product Capacity	1.2.8.9	3	Optimize Product Capacity business activity enable improve Product use by managing underlying and related dependencies and constraints.	3.0	2.0	1.0	1.2
Monitor Product Capacity	1.2.8.10	3	Monitor Product Capacity business activity identifies relevant Product Capacity attributes to track, and tracks all attributes, their use, and changes.	3.0	2.0	1.0	1.2
Report Product Capacity	1.2.8.11	3	Report Product Capacity business activity prepare and present detailed accounts on all relevant Product Capacity information, as deemed timely, relevant and reliable for use by business functions.	3.0	2.0	1.0	1.2
Product Inventory Management	1.2.11	2	Product Inventory Management is responsible to establish, manage and administer the enterprise's product inventory, as embodied in the Product Inventory repository, and monitor and report on the usage and access to the product inventory, and the quality	3.0	2.2	1.6	1.2
Identify Relevant Product Inventory Information	1.2.11.1	3	Identifying the inventory-relevant information requirements to be captured for products	3.0	2.0	1.0	1.2
Maintain Product Inventory facilities	1.2.11.2	3	Identifying, establishing and maintaining product inventory repository facilities	3.0	2.0	1.0	1.2
Control Product Inventory Access	1.2.11.3	3	Managing the registration and access control processes that enable processes to create, update and/or look up product information to and from the product inventory	3.0	2.0	1.0	1.2
Ensure Product Inventory Quality	1.2.11.4	3	Ensuring the product inventory repository accurately captures and records all identified product details, through use of automated or manual audits. Monitoring and reporting on the quality of the information maintained in the inventory. The product inventory	3.0	2.0	1.0	1.2
Track Product Inventory Usage	1.2.11.5	3	Tracking and monitoring of the usage of, and access to, the product inventory repository and associated costs, and reporting on the findings	3.0	2.0	1.0	1.2

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Identify Product Inventory Shortcomings	1.2.11.6	3	Identifying any technical driven shortcomings of the product inventory repository, and providing input to Resource Development & Management processes to rectify these issues.	3.0	2.0	1.0	1.2
Product Lifecycle Management Support	1.2.11.7	3	Support the management of the lifecycle of a product and pricing associated with a product in the Product Inventory.	3.0	2.0	1.0	1.2
Product Test Quality Analysis	1.2.13	2	Product Test Quality Analysis manages a quality Analysis on Tests to continually tweak and improve it.	5.0	5.0	5.0	1.2
Product Test Management	1.2.15	2	Product Test Management provides the manages the end-to-end execution of a test or test scenario for products not specific to a customer.	5.0	5.0	5.0	1.2
Product Usage Management	1.2.16	2	Encompasses the functions required to guide, distribute, mediate, summarize, accumulate, and analyze Product Usage records.	3.0	2.3	1.7	1.2
Product Usages	1.2.16.1	3	Enrich product usage records with additional data.	3.0	2.0	1.0	1.2
Guide and Assign Product Usages	1.2.16.2	3	Ensures that the product usage records used in the billing processes are related to the correct customer billing account and subscribed products.	3.0	2.0	1.0	1.2
Mediate Product Usages	1.2.16.3	3	Edits and reformats data for recipient applications.	3.0	2.0	1.0	1.2
Report Product Usage Records	1.2.16.4	3	Generate reports on product usage records based on requests from other processes.	3.0	2.0	1.0	1.2
Product Rating & Rate Assignment	1.2.17	2	Rate a value (monetary or other) to a Product Usage or a set of Product Usages and assign the result to a Product and a Billing Account.	3.0	2.2	1.7	1.2
Perform Rating	1.2.17.1	3	Calculating the value of a product usage or a set of product usages, before, during or after the rendering of the service.	3.0	2.0	1.0	1.2
Aggregate Items For Rate Assignment	1.2.17.2	3	Manages the accumulation of items that may be used in the selection of a value or in calculation of a rate/discount.	3.0	2.0	1.0	1.2
Manage Customer Assignment Hierarchy	1.2.17.3	3	Managing the charging relationships among subscribers.	3.0	2.0	1.0	1.2
Provide Advice of Rate	1.2.17.4	3	Provide advice of rate.	3.0	2.0	1.0	1.2
Apply Rate Level Discounts	1.2.17.5	3	Applies discounts to product prices.	3.0	2.0	1.0	1.2
Product Balance Management	1.2.18	2	Management of Product balances.	3.0	2.3	1.7	1.2
Manage Product Balance Containers	1.2.18.1	3	Hold and maintain the different Product balances that a customer and/or a subscriber may have.	3.0	2.0	1.0	1.2
Manage Product Balance Policies	1.2.18.2	3	Executing policies per balance or balance type.	3.0	2.0	1.0	1.2
Product Balance Operations Management	1.2.18.3	3	Allow different operations to be performed on the managed balance.	3.0	2.0	1.0	1.2
Authorize Transaction Based on Product Balance	1.2.18.4	3	Manages authorization of product usage requests based on available balances (monetary or non-monetary) and policies.	3.0	2.0	1.0	1.2
Product Catalog Planning Management	1.2.19	2	Product Catalog Planning Management business process covers a set of business activities that understand and enable establish the plan to define, design and operationalize a catalog in order to meet the needs and objectives of Product cataloging.	3.0	2.6	1.8	1.2

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Design Product Catalog Plan	1.2.19.1	3	Design Catalog Plan business activity understands requirements and capabilities demanded from the business to establish the Catalog plan based on the Product strategy for Product Catalog Planning Management.	3.0	2.0	1.0	1.2
Define Product Catalog Specification	1.2.19.2	3	Define Catalog Specification business activity establishes the Catalog specifications based on the product/service/resource strategy to support Catalog Planning Management.	3.0	2.0	1.0	1.2
Product Catalog Lifecycle Management	1.2.20	2	Catalog Lifecycle Management business process covers a set of business activities that enable manage the lifecycle of an organizations catalog from design to build according to defined requirements.	2.0	2.4	1.9	1.2
Manage Product Catalog Design	1.2.20.1	3	Manage Catalog Design business activity cover the design of the Catalog in accordance to the Catalog Management Lifecycle.	2.0	1.0	1.0	1.2
Manage Product Catalog Build	1.2.20.2	3	Manage Catalog Design business activity covers the design of the Catalog in accordance to the Catalog Management Lifecycle.	2.0	1.0	1.0	1.2
Manage Product Catalog Policy	1.2.20.3	3	Manage Catalog Build business activity establishes, manages and administers the governing of the catalog for operations readiness and operations.	2.0	1.0	1.0	1.2
Product Catalog Operational Readiness Management	1.2.21	2	Product Catalog Operational Readiness Management business process establishes and administers the support needed to operationalize Product catalogs for ongoing day-to-day business needs.	2.0	2.6	1.8	1.2
Release Product Catalog	1.2.21.1	3	Release Product Catalog business activity ensure all cross-functional activities needed to support catalog maintenance and operations, such as training and updating the support of the catalog are in place.	2.0	1.0	1.0	1.2
Deploy Product Catalog	1.2.21.2	3	Deploy Product Catalog business activity manage the availability and use of the Product catalog in operations.	2.0	1.0	1.0	1.2
Product Catalog Content Management	1.2.22	2	Product Catalog Content Management business process define and provide the business activities that support the day-to-day operations of Product Catalogs in order to realize the business operations goals.	2.0	2.3	1.7	1.2
Maintain Product Catalog Content	1.2.22.1	3	Maintain Product Catalog Content business activity handles catalog content entry for adding or updating the operational Catalog by following the established Catalog Content Management operations standards and policies.	2.0	1.0	1.0	1.2
Manage Product Catalog Access	1.2.22.2	3	Manage Product Catalog Access business activity handles access to the catalog according to the Catalog Content Management standards and policies.	2.0	1.0	1.0	1.2
Manage Product Catalog Content Lifecycle	1.2.22.3	3	Manage Product Catalog Content Lifecycle business activity handles changes to catalog content according to the Catalog Content Management standards and policies.	2.0	1.0	1.0	1.2
Distribute Product Catalog	1.2.22.4	3	Distribute Product Catalog business activity handles exchange and distribution of catalogs according to the Catalog Content Management standards and policies.	2.0	1.0	1.0	1.2
Product Specification Management	1.2.23	2	Product Specification Management business process leverages captured product requirements to develop, master, analyze, and update documented standard and personalized conditions that must be satisfied by product design and/or delivery.	3.0	2.3	1.7	1.2

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Describe Product Specifications	1.2.23.1	3	Describe Product Specifications business activity identify and elaborate on the conditions for meeting product requirement in order to support assuring consistency, quality, functionality and fit for purpose products.	3.0	2.0	1.0	1.2
Model Product Specifications	1.2.23.2	3	Model Product Specification business activity is in charge of determining independent product specifications variables to include and exclude from asserting the product specifications relationships and connections. The need for modelling product specifica	3.0	2.0	1.0	1.2
Analyze Product Specifications	1.2.23.3	3	Analyze Product Specifications business activity research, assess and evaluate performance criteria and factors to develop, master, control and update in products specifications, according to ongoing requirements.	3.0	2.0	1.0	1.2
Update and Version Product Specifications	1.2.23.4	3	Update Product Specification business activity updates, tracks and versions changes to existing product specifications according to versioning policies to support product requirement management and product's operational activities.	3.0	2.0	1.0	1.2
Product Anomaly Lifecycle Management	1.2.24	2	Product Anomaly Lifecycle Management business process establishes and controls all activities that are involved in overseeing, directing, administering, controlling and organizing the definition, detection/prediction, mitigation and learnings related to P	3.3	2.2	1.6	1.2
Manage Product Anomaly Definition	1.2.24.1	3	Manage Product Anomaly Definition business activity is in charge of defining and describing the information about data which is used in Product Anomaly Management.	4.0	3.0	2.0	1.2
Orchestrate Product Anomaly Management Closed Loop	1.2.24.2	3	Orchestrate Product Anomaly Management Closed Loop business activity is in charge of organizing, arranging and coordinating changes that control Product Anomaly Closed Loops.	4.0	2.0	1.0	1.2
Monitor Product Anomaly Management Closed Loop	1.2.24.3	3	Monitor Product Anomaly Management Closed Loop business activity provides the capability to observe Product Anomaly Management Closed Loops.	3.0	2.0	1.0	1.2
Report Product Anomaly Management Closed Loop	1.2.24.4	3	Report Product Anomaly Management Closed Loop business activity documents information organized to deliver an account of any, and all Product Anomaly Closed Loops.	2.0	1.0	1.0	1.2
Manage Product Anomaly Intelligence	1.2.24.5	3	Manage Product Anomaly Intelligence business activity is in charge of acquiring and applying new learning, knowledge and skills to Product Anomaly Management.	3.0	2.0	1.0	1.2
Manage Product Anomaly Optimization	1.2.24.6	3	Manage Product Anomaly Optimization business activity is in charge of actions that make the best and most effective use of Product Anomaly Management activities to improve Product Anomaly Management.	4.0	2.0	1.0	1.2
Product Anomaly Management	1.2.25	2	Product Anomaly Management business processes establish actions that predict and detect aberrations or outlier events/activities, assess them for their impact, mitigate them, and record them before they ever become product problem management concerns.	3.8	2.2	1.7	1.2
Predict Product Anomaly	1.2.25.1	3	Predict Product Anomaly business activity is in charge of declaring or indicating in advance (or foretells on the basis of product buy-use-sell observation, product use experience or reason) upcoming exceptions, as well as trends that can lead to outlier	4.0	3.0	2.0	1.2
Detect Product Anomaly	1.2.25.2	3	Detect Product Anomaly business activity identify Product (buy/use/care) activities that are a deviation (aberrations or abnormal actions/events) from well-define norms or expectations.	4.0	2.0	1.0	1.2

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Assess Product Anomaly	1.2.25.3	3	Assess Product Anomaly business activity check, estimate, appraise and evaluate Product anomaly observations to determine implications and follow-on treatment.	3.0	2.0	1.0	1.2
Mitigate Product Anomaly	1.2.25.4	3	Mitigate Product Anomaly business activity is in charge of allaying or alleviate the impact of a product's anomalous exception.	4.0	2.0	1.0	1.2
Manage Product Anomaly Learning	1.2.25.5	3	Manage Product Anomaly Learning business activity is in charge of capturing, or acquiring knowledge and skill related to handled anomalous exceptions (from detection, through assessment to mitigation).	4.0	3.0	2.0	1.2
Product Problem Management	1.2.26	2	Product Problem Management process is in charge of directing and controlling activities that identify, triage, discover causes, report and close product problems (cases, issues, challenges and faults etc.).	3.0	2.2	1.7	1.2
Identify Product Problem	1.2.26.1	3	Identify Product Problem business activity is in charge of establishing a product case/concern/issues or challenge.	3.0	2.0	1.0	1.2
Triage Product Problem	1.2.26.2	3	Triage Product Problem business activity is in charge of organizing product problems based on business defined conditions to support analyzing and managing problem closure.	3.0	2.0	1.0	1.2
Analyze Product Problem	1.2.26.3	3	Analyze Product Problem business activity is in charge of investigating product problems, discovering product problem cause and providing relevant reports to outline problem product cause.	3.0	2.0	1.0	1.2
Manage Product Problem Solution	1.2.26.4	3	Manage Product Problem Solution business activity is in charge of directing and controlling activities that establish solutions to resolve product problems.	3.0	2.0	1.0	1.2
Close Product Problem	1.2.26.5	3	Close Product Problem business activity is in charge of finalizing all activities that resolve or correct a product problem and updating product problem knowledge base to formally end a product problems lifecycle.	3.0	2.0	1.0	1.2
Product Order Management	1.2.27	2	Product Order Management business direct and control processes that capture, track, fulfil, deliver and close product order requests.	5.0	4.0	3.0	1.2
Customer Readiness & Support	1.3.1	2	Customer Support processes ensure the support capability is in place to allow the CRM Fulfillment, Assurance and Billing processes to operate effectively.	2.9	2.2	1.5	1.3
Support Customer Interface Management	1.3.1.1	3	Ensure that all information, materials, systems and resources are available so that the Customer Interface Management processes can operate effectively, when a contact with a customer occurs.	2.0	2.0	1.0	1.3
Support Customer Order Management	1.3.1.2	3	Ensure that new and/or modified Order Management related infrastructure is deployed effectively, and to ensure that Order Management processes can operate effectively.	3.0	2.0	1.0	1.3
Support Customer Problem Management	1.3.1.3	3	Assist Problem Management processes by proactively undertaking statistically driven preventative and scheduled purchased product offering maintenance activities and monitoring, managing and reporting on the capability of the Problem Handling processes.	3.0	2.0	1.0	1.3
Support Retention & Loyalty	1.3.1.4	3	Ensure that all information, materials, systems and resources are available so that the Retention & Loyalty processes can be completed without delay, when a request is received from a customer	3.0	2.0	1.0	1.3
Support Customer Bill Invoice Management	1.3.1.6	3	Ensure that all information, materials, systems and resources are available so that the Customer Bill Invoice Management processes can be completed without delay.	3.0	2.0	1.0	1.3

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Support Customer Bill Payments & Receivables Management	1.3.1.7	3	Ensure that all information and systems are available so that the Customer Bill Payments & Receivables Management processes can be completed without delay.	3.0	2.0	1.0	1.3
Support Customer Bill Inquiry Handling	1.3.1.8	3	Ensure that all information, systems and resources are available so that the Customer Bill Inquiry Handling processes can be completed without delay.	3.0	2.0	1.0	1.3
Support Customer QoS/SLA	1.3.1.12	3	Support Customer QoS/SLA Management processes by proactively monitoring and assessing the performance of purchased product offerings as a group against agreed QoS/SLA parameters, and monitoring, managing and reporting on the capability of the Customer QoS	3.0	2.0	1.0	1.3
Customer Experience Management	1.3.2	2	The purpose of the Customer Experience Management (CEM) process is to create and drive a customer-centric culture to engender positive customer experience through journey design, experience perception, as well as tracking, overseeing and managing every interaction—both direct and indirect—between the customer and the organization throughout the customer lifecycle. Furthermore, CEM processes put customers at the center of marketing, sales and customer support in order to drive brand loyalty and customer satisfaction.	5.0	5.0	4.0	1.3
Customer Order Management	1.3.3	2	Customer Order Management business process directs and controls activities that realize orders for customer.	2.0	2.2	1.5	1.3
Determine Customer Order Feasibility	1.3.3.1	3	Check the availability and/or the feasibility of providing and supporting standard and customized product offerings where specified to a customer.	2.0	1.0	1.0	1.3
Authorize Credit	1.3.3.2	3	Assess a customer's credit worthiness in support of managing customer risk and company exposure to bad debt	2.0	1.0	1.0	1.3
Complete Customer Order	1.3.3.4	3	Manage customer information and interactions after customer contracts or associated service orders have been finalized and during the order completion phase	2.0	1.0	1.0	1.3
Issue Customer Orders	1.3.3.5	3	Issue correct and complete customer orders	2.0	1.0	1.0	1.3
Report Customer Order Management	1.3.3.6	3	Monitor the status of customer orders, provide notifications of any changes and provide management reports.	2.0	1.0	1.0	1.3
Close Customer Order	1.3.3.7	3	Close a customer order when the customer provisioning activities have been completed. Monitor the status of all open customer orders, and recognize that a customer order is ready to be closed when the status is changed to completed.	2.0	1.0	1.0	1.3
Manage Order Fallout	1.3.3.8	3	Manage Order Fallout business activity controls orders that have failed during the fulfillment stage of a customer order processing by identify fall out customer orders, investigating fallout causes, resolving order fallouts and escalating fallouts.	2.0	1.0	1.0	1.3
Customer Order Orchestration	1.3.3.9	3	Customer Order Orchestration ensures customer order provisioning activities are orchestrated, managed and tracked efficiently to meet the agreed committed availability date.	2.0	1.0	1.0	1.3
Customer Relationship Management	1.3.4	2	Manage the relationship of the Customer and the enterprise.	5.0	5.0	4.0	1.3
Enable Retention & Loyalty	1.3.4.1	3	Manage all functionalities related to the retention of acquired customers, and the use of loyalty schemes in the potential acquisition of customers.	2.0	1.0	1.0	1.3

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Establish Customer Relationship	1.3.4.2	3	Verify the customer identity and manage the customer identity across the Enterprise.	2.0	1.0	1.0	1.3
Re-establish Customer Relationship	1.3.4.3	3	Re-establish customer relationship.	2.0	1.0	1.0	1.3
Terminate Customer Relationship	1.3.4.4	3	Manage termination as appropriate	2.0	1.0	1.0	1.3
Customer Interaction Management	1.3.5	2	Manage interactions between the customer and the enterprise. Interactions can be triggered by the customer or by the enterprise	4.0	5.0	3.0	1.3
Create Customer Interaction	1.3.5.1	3	Create a record that logs the customer interaction.	2.0	1.0	1.0	1.3
Update Customer Interaction	1.3.5.2	3	Update the customer interaction.	2.0	1.0	1.0	1.3
Close Customer Interaction	1.3.5.3	3	Close the customer interaction.	2.0	1.0	1.0	1.3
Log Customer Interaction	1.3.5.4	3	Record and maintain all information about the customer interaction.	2.0	1.0	1.0	1.3
Notify Customer	1.3.5.5	3	Notify the customer when interesting events happen.	2.0	1.0	1.0	1.3
Track and Manage Customer Interaction	1.3.5.6	3	Ensure that Customer Interactions are managed and tracked efficiently.	2.0	1.0	1.0	1.3
Report Customer interaction	1.3.5.7	3	Monitor the status of a customer interaction.	2.0	1.0	1.0	1.3
Authenticate User	1.3.5.8	3	Authenticate the person involved in the interaction.	2.0	1.0	1.0	1.3
Customer Interface Management	1.3.5.9	3	Managing all interfaces between the enterprise and potential and existing customers.	2.0	1.0	1.0	1.3
Customer Information Management	1.3.6	2	Manage customer information after customer contracts or associated service orders have been finalized and during the order completion phase. Ensure that any customer information required by other CRM processes is updated as part of the customer order com	5.0	5.0	4.0	1.3
Create Customer Record	1.3.6.1	3	Create a new customer record in the customer inventory.	2.0	1.0	1.0	1.3
Update Customer Data	1.3.6.2	3	Update the customer data in the customer inventory.	2.0	1.0	1.0	1.3
Notify Customer Data Change	1.3.6.3	3	Notify other processes that customer data has been changed	2.0	1.0	1.0	1.3
Archive Customer Data	1.3.6.4	3	Archive the customer data.	2.0	1.0	1.0	1.3
Build a unified customer view	1.3.6.5	3	Create a single customer record from the information stored in multiple systems and present a single, most updated record of the customer information.	2.0	1.0	1.0	1.3
Customer Problem Management	1.3.7	2	Responsible for receiving trouble reports from customers, resolving them to the customer's satisfaction and providing meaningful status on repair and/or restoration activity to the customer.	2.0	2.2	1.6	1.3
Isolate Customer Problem	1.3.7.1	3	Identify the root cause of the customer problem.	2.0	1.0	1.0	1.3
Report Customer Problem	1.3.7.2	3	Monitor the status of customer problem reports, provide notifications of any changes and provide management reports. This includes customer problems caused by security events.	2.0	1.0	1.0	1.3
Track & Manage Customer Problem	1.3.7.3	3	Ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy.	2.0	1.0	1.0	1.3
Close Customer Problem Report	1.3.7.4	3	Ensure that a problem affecting the customer is solved	2.0	1.0	1.0	1.3
Create Customer Problem Report	1.3.7.5	3	This process creates a new Customer Problem Report.	2.0	1.0	1.0	1.3
Correct & Recover Customer Problem	1.3.7.6	3	Restore the service to a normal operational state as efficiently as possible	2.0	1.0	1.0	1.3

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Customer QoS/SLA Management	1.3.8	2	Customer QoS/SLA Management uses indicators produced by other processes such as Product Performance Mgt as well as information coming from Customer orders for delivery delay vs. contractual Quality of Service (QoS),	2.0	2.2	1.6	1.3
Assess Customer QoS/SLA Performance	1.3.8.1	3	Manage the overall assessment of the customer QoS/SLA performance	2.0	1.0	1.0	1.3
Manage QoS/SLA Violation	1.3.8.2	3	Ensure that the customer and the relevant internal processes are informed of service quality degradations and violations and that action is undertaken to resolve the degradation or violation	2.0	1.0	1.0	1.3
Report Customer QoS Performance	1.3.8.3	3	Report on the customer's QoS/SLA performance	2.0	1.0	1.0	1.3
Create Customer QoS Performance Degradation Report	1.3.8.4	3	Create a new customer QoS performance degradation report	2.0	1.0	1.0	1.3
Track & Manage Customer QoS Performance Resolution	1.3.8.5	3	Efficiently assign, coordinate and track specific customer purchased product offering related performance analysis, restoration and improvement activities, and escalate any open customer QoS performance degradation reports in jeopardy.	2.0	1.0	1.0	1.3
Close Customer QoS Performance Degradation Report	1.3.8.6	3	Close a customer QoS performance degradation report when the performance of the customer purchased product offerings has been resolved	2.0	1.0	1.0	1.3
Customer Bill Invoice Management	1.3.9	2	Ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied.	2.0	2.4	1.9	1.3
Create Customer Bill Invoice	1.3.9.2	3	Production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective other parties.	2.0	1.0	1.0	1.3
Produce & Distribute Customer Bill	1.3.9.3	3	Physical production and distribution of bills to customers in accordance with the specified billing cycle.	2.0	1.0	1.0	1.3
Pricing, Discounting, Adjustments & Rebates Application	1.3.9.4	3	Ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between a Service Provider and the customer.	2.0	1.0	1.0	1.3
Customer Bill Payments & Receivables Management	1.3.10	2	Ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments.	3.0	2.4	1.9	1.3
Manage Customer Billing Account	1.3.10.1	3	Ensure effective management of the customer's billing account as it relates to the products purchased and consumed throughout the appropriate billing cycle.	3.0	2.0	1.0	1.3
Manage Customer Payments	1.3.10.2	3	Collect payments made by the customer and reconcile the payments to the invoices.	3.0	2.0	1.0	1.3
Manage Customer Debt Collection	1.3.10.3	3	Collect past due payments from the customer.	3.0	2.0	1.0	1.3
Customer Bill Inquiry Handling	1.3.11	2	Ensure the timely and effective fulfillment of all customer bill inquiries and complaints.	3.0	2.2	1.6	1.3
Create Customer Bill Inquiry Report	1.3.11.1	3	Create a new customer bill inquiry report.	3.0	2.0	1.0	1.3

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Assess Customer Bill Inquiry Report	1.3.11.2	3	Assess the bill inquiry report to determine the nature of the inquiry, and to determine whether the inquiry has arisen due to circumstances originating in other process areas.	3.0	2.0	1.0	1.3
Authorize Customer Bill Invoice Adjustment	1.3.11.3	3	Adjust the customer's bill invoice based on detailed assessment and/or policy.	3.0	2.0	1.0	1.3
Track & Manage Customer Bill Inquiry Resolution	1.3.11.4	3	Efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open cust	3.0	2.0	1.0	1.3
Report Customer Bill Inquiry	1.3.11.5	3	Report on the customer's bill inquiry.	3.0	2.0	1.0	1.3
Close Customer Bill Inquiry Report	1.3.11.6	3	Close a customer bill inquiry report when the bill inquiry/complaint has been resolved.	3.0	2.0	1.0	1.3
Customer Experience Management Strategy and Planning	1.3.15	2	This set of processes will enable the development of a strategy and plan for how customer experience management would be incorporated into the who organization.	3.0	2.3	1.7	
			Customer Experience Management Strategy and Planning involves establishing a customer experien				1.3
Establish Goals and Measures for Customer Experience	1.3.15.1	3	The purpose of this process is to define the quality requirements of the customer experience; as well in quality of experience as in perception of the delivered experience	3.0	2.0	1.0	1.3
Define Policies and Standards for CEM	1.3.15.2	3	Define the operating principles of CEM to guide the organization's business, legal and regulatory requirements, employee conduct, information security, and financial integrity, amongst other topics.	3.0	2.0	1.0	1.3
Define Methods, Processes and Tools for CEM	1.3.15.3	3	Various methods, processes, tools and techniques may be used to manage overall Customer Experience across the customer lifecycle.	3.0	2.0	1.0	1.3
Analyze CEM performance, brand loyalty and revenue targets	1.3.15.4	3	Collect and analyze relevant CEM performance data. Establish, manage and administer the enterprise's customer inventory, as embodied in the Customer	3.0	2.0	1.0	1.3
Customer Inventory Management	1.3.16	2	Inventory Database, and monitor and report on the usage and access to the customer inventory, and the quality of the data maintained in it.	0.0	2.2	1.6	
Identify Relevant Customer Inventory Information	1.3.16.1	3	Identifying the inventory-relevant information requirements to be captured for customers ;	0.0	0.0	0.0	1.3
Maintain Customer Inventory facilities	1.3.16.2	3	Identifying, establishing and maintaining customer inventory repository facilities;	0.0	0.0	0.0	1.3
Manage Customer Inventory Capture	1.3.16.3	3	Establishing and managing the customer inventory management and information capture processes;	0.0	0.0	0.0	1.3
Control Customer Inventory Access	1.3.16.4	3	Managing the registration and access control processes that enable processes to create, modify, update, delete and/or download customer data to and from the customer inventory;	0.0	0.0	0.0	1.3
Ensure Customer Inventory Data Quality	1.3.16.5	3	Ensuring the customer inventory repository accurately captures and records all identified customer details, through use of automated or manual audits. Monitoring and reporting on the quality of the data maintained in the inventory. The customer inventory	0.0	0.0	0.0	
Track Customer Inventory Usage	1.3.16.6	3	Tracking and monitoring of the usage of, and access to, the customer inventory repository and associated costs, and reporting on the findings	0.0	0.0	0.0	1.3

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Identify Customer Inventory Shortcomings	1.3.16.7	3	Identifying any technical driven shortcomings of the customer inventory repository, and providing input to Resource Development & Management processes to rectify these issues.	0.0	0.0	0.0	1.3
Customer Strategy & Planning	1.3.17	2	Develop the strategies and policies of the enterprise for engagement with its existing and potential customers	3.5	2.3	1.7	1.3
Customer Acquisition Strategy & Planning	1.3.17.1	3	Customer Acquisition Strategy & Planning processes enable establish actions that create a systematic, and sustainable acquisition strategy for customers, and includes evolving customer acquisition based on new trends and changes.	3.0	2.0	1.0	1.3
Customer Retention Strategy & Planning	1.3.17.2	3	Customer Retention Strategy & Planning processes enable develop the strategic management plan following a set of activities that keep customers the organization has invested into acquiring.	3.0	2.0	1.0	1.3
Customer Engagement Strategy & Planning	1.3.17.3	3	Customer Engagement Strategy & Planning processes plan the delivery of a sustained or increasing customer satisfaction by having more positive interactions with customers and the outcomes are more fitted to their needs.	4.0	3.0	2.0	1.3
Customer Support Strategy & Planning	1.3.17.4	3	Customer Support Strategy & Planning processes enable establish the strategic management activities and plans that handle customer support and customer service interactions in a way that creates consistent customer experiences, while enabling the organiza	4.0	3.0	2.0	1.3
Customer Management Capability Delivery	1.3.19	2	Plan and deliver the total capabilities required to deliver products and services to customers	3.4	2.2	1.7	1.3
Customer Analytics Capability Delivery	1.3.19.2	3	Customer Analytics Capability Delivery processes implement the people, process and technology structure and foundations necessary to effectively operationalize, while legally collecting data of/on customers, discovering insights about customers, making pr	4.0	4.0	3.0	1.3
Customer Order Capability Delivery	1.3.19.3	3	Customer Order Capability Delivery processes ensure the organization has the capability to honor customer expectations of orders across all channels and products.	3.0	2.0	2.0	1.3
Customer Support Capability Delivery	1.3.19.4	3	Customer Support Capability Delivery is a set of processes to plan and deliver the total capabilities required to support the delivery of customer support.	3.0	3.0	2.0	1.3
Customer Engagement Capability Delivery	1.3.19.5	3	This process element primarily works to design and use internal views of Customer Journey templates to which particular customer engagements can be mapped and processed.	4.0	3.0	2.0	1.3
Customer Journey Capability Delivery	1.3.19.6	3	This process creates the design template of the phases of the specific journey path to a defined outcome. A customer journey capability is a concept of a journey of different event phases that create together a journey path from a starting trigger to an o	3.0	3.0	2.0	1.3
Customer Privacy Management	1.3.21	2	Customer Privacy Management processes manage the privacy requirements of customers in accordance with customers' information privacy requirements, and regulatory mandates.	2.3	2.4	1.9	1.3
Manage Customer Privacy Definition	1.3.21.1	3	This process is used to create and define the customer privacy profile type; manag	2.0	1.0	1.0	1.3
			Customer Privacy Management Definition process is used to define the privacy management that applies to the category of customer.				

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Manage Customer Privacy Profile	1.3.21.2	3	Customer Privacy Profile Management process is used to administer the Privacy Profile for each Customer Privacy Profile Type, including the enforcement of the Customer Privacy Profile; Processes to display, and modify the Privacy Profile, and the import/export.	3.0	2.0	2.0	1.3
Manage Customer Privacy Profile Agreement and Amendment	1.3.21.3	3	Customer Privacy Profile Agreement and Amendment processes provides Customers the ability to create an agreement about processing of their information.	2.0	1.0	1.0	1.3
Service Strategy & Planning	1.4.1	2	Enable the development of a strategic view and a multi-year business plan for the enterprise's services and service directions, and the parties who will supply the required services.	3.4	2.2	1.5	1.4
Gather & Analyze Service Information	1.4.1.1	3	Research and analyze customer, technology, competitor and marketing information to identify new service directions and industry best practice, and potential enhancements to existing services	3.0	2.0	1.0	1.4
Manage Service Research	1.4.1.2	3	Manage internally driven research investigations and activities which are used to provide detailed assessment or investigation of new and emerging service capabilities	4.0	3.0	2.0	1.4
Establish Service Strategy & Goals	1.4.1.3	3	Establish the service strategies based on market trends, future products needs, technical capabilities, and addressing shortcomings in existing service performance and support	4.0	3.0	2.0	1.4
Define Service Support Strategies	1.4.1.4	3	Define the principles, policies and performance standards for the operational organization providing service support	4.0	3.0	2.0	1.4
Produce Service Business Plans	1.4.1.5	3	Develop and deliver annual and multi-year service plans in support of products and offers	3.0	2.0	1.0	1.4
Develop Service Partnership Requirements	1.4.1.6	3	Identify the requirements for service aspects sourced from other parties, and the service aspects to be delivered internally to the enterprise.	3.0	2.0	1.0	1.4
Gain Enterprise Commitment to Service Strategies	1.4.1.7	3	Gain enterprise commitment to the service strategy and service plans.	3.0	2.0	1.0	1.4
Service Test Strategy	1.4.1.8	3	Service Test Strategy develops the strategies of the enterprise for Service Test.	3.0	2.0	1.0	1.4
Service Capability Delivery	1.4.2	2	Plan and deliver the total capabilities required to deliver changes to service.	4.0	2.2	1.6	1.4
Map & Analyze Service Requirements	1.4.2.1	3	Define the detailed service infrastructure requirements to support the product capabilities required by the enterprise.	4.0	2.0	2.0	1.4
Capture Service Capability Shortfalls	1.4.2.2	3	Identify specific or imminent service capacity, service performance and/or service operational support shortfalls	4.0	2.0	2.0	1.4
Gain Service Capability Investment Approval	1.4.2.3	3	Capture all activities required to develop and gain necessary approval for investment proposals to develop and deliver the required service capabilities	4.0	2.0	2.0	1.4
Design Service Capabilities	1.4.2.4	3	Manage the design of the service infrastructure to meet the requirements in any approved investment proposals.	4.0	2.0	2.0	1.4
Enable Service Support & Operations	1.4.2.5	3	Manage the design of any improvements or changes required to the service operational support processes to support the investment proposals and new service capabilities and infrastructure	4.0	2.0	2.0	1.4
Manage Service Capability Delivery	1.4.2.6	3	Manage the provision, implementation and roll-out of the new or enhanced service capability, and associated operational support processes.	4.0	2.0	2.0	1.4
Manage Handover to Service Operations	1.4.2.7	3	Manage the processes involved in handover of deployed service infrastructure to operational control	4.0	2.0	2.0	1.4

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Service Specification Development & Retirement	1.4.3	2	Develop and deliver new or enhanced service types. Combine specific product requirements with demographic, customer, technology and marketing information to identify specific new service classes/components or enhancements to existing service classes/components.	4.0	2.2	1.5	1.4
Gather & Analyze New Service Ideas	1.4.3.1	3	Analyze the performance of existing services to identify inadequacies and required improvements	4.0	2.0	2.0	1.4
Assess Performance of Existing Services	1.4.3.2	3	Develop and document business proposals for the identified new or enhanced Service ideas	4.0	2.0	2.0	1.4
Develop New Service Business Proposal	1.4.3.3	3	Develop and document the detailed service-related technical and operational specifications, and customer manuals.	4.0	2.0	2.0	1.4
Develop Detailed Service Specifications	1.4.3.4	3	Ensure the co-coordinated development in line with the approved business case of all required new or enhanced service classes/components for that business case across the enterprise	4.0	2.0	2.0	1.4
Manage Service Development	1.4.3.5	3	Ensure the co-coordinated deployment in line with the approved business case of all required service classes/components for that business case across the enterprise.	4.0	2.0	2.0	1.4
Manage Service Deployment	1.4.3.6	3	Identify existing service which are unviable and manage the processes to exit the Service Class from the market.	4.0	2.0	2.0	1.4
Manage Service Exit	1.4.3.7	3	Service Test Development & Retirement is in charge of the Service Test catalogue.	4.0	2.0	2.0	1.4
Service Specification Test Development & Retirement	1.4.3.8	3	Manage service infrastructure, ensuring that the appropriate service capacity is available and ready to support the SM&O Fulfillment, Assurance and Billing processes	4.0	2.2	1.7	1.4
Servise Readiness & Support	1.4.4	2	Establish, manage and administer the enterprise's service inventory, as embodied in the Service Inventory Database, and monitor and report on the usage and access to the service inventory, and the quality of the data maintained in it.	4.0	2.0	2.0	1.4
Manage Service Inventory	1.4.4.1	3	Planning and deployment of service infrastructure, and for ensuring availability of sufficient service infrastructure to support the Service Configuration & Activation processes.	4.0	2.0	2.0	1.4
Enable Service Configuration & Activation	1.4.4.2	3	Assist Service Problem Management processes by proactively undertaking statistically driven preventative and scheduled service infrastructure maintenance activities and monitoring, managing and reporting on the capability of the Service Problem Management	4.0	2.0	2.0	1.4
Support Service Problem Management	1.4.4.3	3	Support Service Quality Management processes by proactively monitoring and assessing service infrastructure performance, and monitoring, managing and reporting on the capability of the Service Quality Management processes.	4.0	2.0	2.0	1.4
Enable Service Quality Management	1.4.4.4	3	Ensure that rating and tariff information is maintained for each service class, for use by Service & Specific Instance Rating	4.0	2.0	2.0	1.4
Support Service & Specific Instance Rating	1.4.4.5	3	Allocation, implementation, configuration, activation and testing of specific services to meet customer requirements.	4.0	2.0	2.0	1.4
Service Configuration & Activation	1.4.5	2	Develop an end-end specific service design which complies with a particular customer's requirement	4.0	2.2	1.5	1.4
Design Solution	1.4.5.1	3		4.0	2.0	2.0	1.4

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Allocate Specific Service Parameters to Services	1.4.5.2	3	Issue service identifiers for new services.	4.0	2.0	2.0	1.4
Track & Manage Service Provisioning	1.4.5.3	3	Ensure service provisioning activities are assigned, managed and tracked efficiently.	4.0	2.0	2.0	1.4
Implement, Configure & Activate Service	1.4.5.4	3	Implement, configure and activate the specific services allocated against an issued service order.	4.0	2.0	2.0	1.4
Test Service End-to-End	1.4.5.5	3	Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels	4.0	2.0	2.0	1.4
Issue Service Orders	1.4.5.6	3	Issue correct and complete service orders	4.0	2.0	2.0	1.4
Report Service Provisioning	1.4.5.7	3	Monitor the status of service orders, provide notifications of any changes and provide management reports.	4.0	2.0	2.0	1.4
Close Service Order	1.4.5.8	3	Close a service order when the service provisioning activities have been completed	4.0	2.0	2.0	1.4
Recover Service	1.4.5.9	3	Recover specific services that are no longer required by customers.	4.0	2.0	2.0	1.4
Service Problem Management	1.4.6	2	Respond immediately to customer-affecting service problems or failures in order to minimize their effects on customers, and to invoke the restoration of the service, or provide an alternate service as soon as possible.	4.0	2.2	1.6	1.4
Create Service Trouble Report	1.4.6.1	3	Create a new service trouble report.	4.0	2.0	2.0	1.4
Diagnose Service Problem	1.4.6.2	3	Identify the root cause of the specific service problem, including those service problems related to security events.	4.0	2.0	2.0	1.4
Correct & Resolve Service Problem	1.4.6.3	3	Restore the service to a normal operational state as efficiently as possible	4.0	2.0	2.0	1.4
Track & Manage Service Problem	1.4.6.4	3	Ensure that testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open service trouble reports in jeopardy	4.0	2.0	2.0	1.4
Report Service Problem	1.4.6.5	3	Monitor the status of service trouble reports, provide notifications of any changes and provide management reports. This includes service trouble caused by security events.	4.0	2.0	2.0	1.4
Close Service Trouble Report	1.4.6.6	3	Close a service trouble report when the service problem has been resolved	4.0	2.0	2.0	1.4
Survey & Analyze Service Problem	1.4.6.7	3	Monitor service alarm event notifications and manage service alarm event records in real-time. Service alarm events include security event alarms.	4.0	2.0	2.0	1.4
Service Quality Management	1.4.7	2	Service Quality Management business process directs and controls the performance of service compared to the expectations of 'customers'.	4.0	2.2	1.7	1.4
Monitor Service Quality	1.4.7.1	3	Monitor Service Quality business activity observes, checks and tracks interactions with engaged parties in relation to service goals and objectives.	4.0	2.0	2.0	1.4
Analyze Service Quality	1.4.7.2	3	Analyze Service Quality business activity assess, research and evaluate captured service quality experiences to customer satisfaction expectations.	4.0	2.0	2.0	1.4
Improve Service Quality	1.4.7.3	3	Improve Service Quality business activity builds on prior service quality standards and outcome to enhance/refine future service quality.	4.0	2.0	2.0	1.4
Report Service Quality	1.4.7.4	3	Monitor the status of service performance degradation reports, provide notifications of any changes and provide management reports	4.0	2.0	2.0	1.4

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Define Service Quality (QoS)	1.4.7.5	3	Define Service Quality (QoS) business activity identify and describe required service excellence determinants.	4.0	2.0	2.0	1.4
Service Guiding & Mediation	1.4.8	2	Manage usage events by correlating and formatting them into a useful format as well as guiding them to an appropriate service.	4.0	2.4	1.9	1.4
Mediate Service Usage Records	1.4.8.1	3	Validate, normalize, convert and correlate usage records collected from the resource layer	4.0	2.0	2.0	1.4
Report Service Usage Records	1.4.8.2	3	Generate reports on usage records based on requests from other processes	4.0	2.0	2.0	1.4
Guide Resource Usage Records	1.4.8.3	3	Relates the usage record to the appropriate service.	4.0	2.0	2.0	1.4
Service Test Management	1.4.10	2	Service Test Management provides the manages the end-to-end execution of a test or test scenario for Services not related to a specific customer's product.	5.0	4.0	3.0	1.4
Service Test Quality Analysis	1.4.11	2	Service Test Quality Analysis manages a quality analysis on tests to continually tweak and improve it.	5.0	4.0	3.0	1.4
Service Capacity Management	1.4.12	2	Service Capacity Management business process manage the activities required to ensure a business is able to plan, analyze, optimize, monitor and report on capacity and constraints associated to services in response to business requirements (e.g. SLRs) and	2.7	2.2	1.5	1.4
Plan Service Capacity	1.4.12.1	3	Plan Service Capacity business activity is in charge of determining the service delivery capacity needed to meet changing demand for services over a period of time, as well as implementing the plan that supports the goals of Service Capacity Management.	3.0	2.0	2.0	1.4
Align Service Capacity Planning Goals	1.4.12.2	3	Align Service Capacity Planning Goals business activity correlates Service Capacity Plans (established as Service Level Objectives) with business demand, as defined in service level requirements (SLRs).	2.0	2.0	1.0	1.4
Establish Service Capacity GAP	1.4.12.3	3	Establish Service Capacity GAP business activity identifies any disparity between Service capacity goals (SLAs) and business objectives (SLOs).	2.0	2.0	1.0	1.4
Forecast Service Capacity Need	1.4.12.4	3	Forecast Service Capacity Need business activity develops projections that predict service capacity growth, by understanding the impact on business.	2.0	2.0	1.0	1.4
Implement Service Capacity Plan	1.4.12.5	3	Implement Service Capacity Plan business activity puts into effect the steps to achieve Service Capacity Plans, with defined service capacity targets, and service capacity management course of action.	2.0	2.0	1.0	1.4
Analyze Service Capacity	1.4.12.6	3	Analyze Service Capacity business activity establishes, and models insights, patterns and changes to service capacity, by assessing potential capacity needs, and actual capacity that a service currently achieves.	3.0	2.0	2.0	1.4
Optimize Service Capacity	1.4.12.7	3	Optimize Service Capacity business activity is in charge of improving service capacity usage, by managing underlying and related dependencies, and constraints.	4.0	3.0	2.0	1.4
Monitor Service Capacity	1.4.12.8	3	Monitor Service Capacity business activity identifies relevant service capacity attributes/properties, and monitors and tracks all service attributes, their use, and changes.	3.0	2.0	2.0	1.4
Report Service Capacity	1.4.12.9	3	Report Service Capacity business activity prepares and presents detailed accounts of all relevant service capacity information, in a timely manner, and in ways that are relevant and reliable for use by business.	3.0	2.0	2.0	1.4

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Service Catalog Lifecycle Management	1.4.13	2	Catalog Lifecycle Management business process covers a set of business activities that enable manage the lifecycle of an organizations catalog from design to build according to defined requirements.	2.0	2.4	1.9	1.4
Manage Service Catalog Design	1.4.13.1	3	Manage Catalog Design business activity cover the design of the Catalog in accordance to the Catalog Management Lifecycle.	2.0	2.0	1.0	1.4
Manage Service Catalog Build	1.4.13.2	3	Manage Catalog Design business activity covers the design of the Catalog in accordance to the Catalog Management Lifecycle.	2.0	2.0	1.0	1.4
Manage Service Catalog Policy	1.4.13.3	3	Manage Catalog Build business activity establishes, manages and administers the governing of the catalog for operations readiness and operations.	2.0	2.0	1.0	1.4
Service Catalog Operational Readiness Management	1.4.14	2	Service Catalog Operational Readiness Management business process establishes and administers the support needed to operationalize Service catalogs for ongoing day-to-day business needs.	2.0	2.6	1.8	1.4
Release Service Catalog	1.4.14.1	3	Release Service Catalog business activity ensure all cross-functional activities needed to support catalog maintenance and operations, such as training and updating the support of the catalog are in place.	2.0	2.0	1.0	1.4
Deploy Service Catalog	1.4.14.2	3	Deploy Service Catalog business activity manage the availability and use of the Service catalog in operations.	2.0	2.0	1.0	1.4
Service Catalog Content Management	1.4.15	2	Service Catalog Content Management business process define and provide the business activities that support the day-to-day operations of Service Catalogs in order to realize the business operations goals.	2.0	2.3	1.7	1.4
Maintain Service Catalog Content	1.4.15.1	3	Maintain Service Catalog Content business activity handles catalog content entry for adding or updating the operational Catalog by following the established Catalog Content Management operations standards and policies.	2.0	2.0	1.0	1.4
Manage Service Catalog Access	1.4.15.2	3	Manage Service Catalog Access business activity handles access to the catalog according to the Catalog Content Management standards and policies.	2.0	1.0	1.0	1.4
Manage Service Catalog Content Lifecycle	1.4.15.3	3	Manage Service Catalog Content Lifecycle business activity handles changes to catalog content according to the Catalog Content Management standards and policies.	2.0	1.0	1.0	1.4
Distribute Service Catalog	1.4.15.4	3	Distribute Service Catalog business activity handles exchange and distribution of catalogs according to the Catalog Content Management standards and policies.	2.0	1.0	1.0	1.4
Service Catalog Planning Management	1.4.16	2	Service Catalog Planning Management business process covers a set of business activities that understand and enable establish the plan to define, design and operationalize a catalog in order to meet the needs and objectives of Service cataloging.	2.0	2.6	1.8	1.4
Design Service Catalog Plan	1.4.16.1	3	Design Catalog Plan business activity understands requirements and capabilities demanded from the business to establish the Catalog plan based on the Service strategy for Service Catalog Planning Management.	2.0	1.0	1.0	1.4
Define Service Catalog Specification	1.4.16.2	3	Define Catalog Specification business activity establishes the Catalog specifications based on the product/service/resource strategy to support Catalog Planning Management.	2.0	1.0	1.0	1.4

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Service Anomaly Lifecycle Management	1.4.17	2	Service Anomaly Lifecycle Management business process establishes and controls all activities that are involved in overseeing, directing, administering, controlling and organizing the definition, detection/prediction, mitigation and learnings related to Service Anomaly Management.	3.3	2.2	1.6	1.4
Manage Service Anomaly Definition	1.4.17.1	3	Manage Service Anomaly Definition business activity is in charge of defining and describing the information about data which is used in Service Anomaly Management.	3.0	1.0	1.0	1.4
Orchestrate Service Anomaly Management Closed Loop	1.4.17.2	3	Orchestrate Service Anomaly Management Closed Loop business activity is in charge of organizing, arranging and coordinating changes that control Service Anomaly Management Closed Loops.	3.0	1.0	1.0	1.4
Monitor Service Anomaly Management Closed Loop	1.4.17.3	3	Monitor Service Anomaly Management Closed Loop business activity provides the capability to observe Service Anomaly Management Closed Loops.	3.0	1.0	1.0	1.4
Report Service Anomaly Management Closed Loop	1.4.17.4	3	Report Service Anomaly Management Closed Loop business activity documents information organized to deliver an account of any, and all Service Anomaly Closed Loops.	3.0	1.0	1.0	1.4
Manage Service Anomaly Intelligence	1.4.17.5	3	Manage Service Anomaly Intelligence business activity is in charge of acquiring and applying new learning, knowledge and skills to Service Anomaly Management.	4.0	2.0	1.0	1.4
Manage Service Anomaly Optimization	1.4.17.6	3	Manage Service Anomaly Optimization business activity is in charge of actions that make the best and most effective use of Service Anomaly Management activities to improve Service Anomaly Management.	4.0	2.0	1.0	1.4
Service Anomaly Management	1.4.18	2	Service Anomaly Management business processes establish actions that predict and detect aberrations or outlier events/activities, assess them for their impact, mitigate them, and record them before they ever become Service Problem Management concerns.	3.2	2.2	1.7	1.4
Predict Service Anomaly	1.4.18.1	3	Predict Service Anomaly business activity is in charge of declaring or indicating in advance (or foretells on the basis of service delivery observations, service use experience or service management reasons) upcoming exceptions, as well as trends that can	4.0	2.0	1.0	1.4
Detect Service Anomaly	1.4.18.2	3	Detect Service Anomaly business activity identify Service delivery activities that are a deviation (aberrations or abnormal actions/events) from well-defined norms or expectations.	3.0	2.0	1.0	1.4
Assess Service Anomaly	1.4.18.3	3	Assess Service Anomaly business activity check, estimate, appraise and evaluate Service anomaly observations to determine implications and follow-on treatment.	3.0	2.0	1.0	1.4
Mitigate Service Anomaly	1.4.18.4	3	Mitigate Service Anomaly business activity is in charge of allaying or alleviate the impact of a product's anomalous exception.	3.0	2.0	1.0	1.4
Manage Service Anomaly Learning	1.4.18.5	3	Manage Service Anomaly Learning business activity is in charge of capturing, or acquiring knowledge and skill related to handled anomalous exceptions (from detection, through assessment to mitigation).	3.0	2.0	1.0	1.4
Service Specification Management	1.4.19	2	Service Specification Management business process leverages captured service requirements to develop, master, analyze, and update documented standard conditions that must be satisfied by service design and/or delivery.	3.7	2.4	1.9	1.4

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Describe Service Specifications	1.4.19.1	3	Describe Service Specifications business activity identify and elaborate on the conditions for meeting service requirement for consistency, quality, functionality and fit for purpose.	3.0	2.0	1.0	1.4
Model Service Specifications	1.4.19.2	3	Model Resource Specifications business activity represents the understanding of collections of service specifications and the relationship dependencies in order to manage dependencies, improvement or evolution of standards that affect overall design and d	4.0	2.0	1.0	1.4
Analyze Service Specifications	1.4.19.3	3	Analyze Service Specifications business activity research, assess and evaluate performance criteria and factors to develop, master, control/update services according to requirements.	4.0	2.0	2.0	1.4
Resource Strategy & Planning	1.5.1	2	Develop resource strategies, policies and plans for the enterprise, based on the long-term business, market, product and service directions of the enterprise.	3.3	2.2	1.5	1.5
Gather & Analyze Resource Information	1.5.1.1	3	Research and analyze customer, technology, competitor and marketing information to identify new resource requirements and industry resource capabilities and availability	4.0	3.0	2.0	1.5
Manage Resource Research	1.5.1.2	3	Manage internally driven research investigations and activities which are used to provide detailed technical assessment or investigation of new and emerging resource capabilities	3.0	2.0	2.0	1.5
Establish Resource Strategy & Architecture	1.5.1.3	3	Establish the resource strategies based on market trends, future products needs, technical capabilities, and addressing shortcomings in existing resource support	4.0	3.0	2.0	1.5
Define Resource Support Strategies	1.5.1.4	3	Define the principles, policies and performance standards for the operational organization providing resource support	3.0	2.0	2.0	1.5
Produce Resource Business Plans	1.5.1.5	3	Develop and deliver quarterly, annual and multi-year resource plans in support of services, products and offers	4.0	3.0	2.0	1.5
Develop Resource Partnership Requirements	1.5.1.6	3	Identify the requirements for resource capabilities to be sourced from partners or suppliers, and any resource capabilities to be delivered internally to the enterprise.	3.0	2.0	2.0	1.5
Gain Enterprise Commitment to Resource Plans	1.5.1.7	3	Gains enterprise commitment to the resource strategy and business plans.	2.0	2.0	1.0	1.5
Resource Test Strategy	1.5.1.8	3	Resource Test Strategy develops the strategies of the enterprise for Resource Test.	3.0	2.0	2.0	1.5
Resource Capability Delivery	1.5.2	2	Use the capability definition or requirements to deploy new and/or enhanced technologies and associated resources.	3.0	2.2	1.6	1.5
Map & Analyze Resource Requirements	1.5.2.1	3	Define the detailed resource infrastructure requirements to support the service capabilities required by the enterprise	4.0	3.0	2.0	1.5
Capture Resource Capability Shortfalls	1.5.2.2	3	Identify specific or imminent resource capacity, resource performance and/or resource operational support shortfalls	3.0	2.0	2.0	1.5
Gain Resource Capability Investment Approval	1.5.2.3	3	Capture all activities required to develop and gain necessary approval for investment proposals to develop and deliver the required resource capabilities	2.0	2.0	1.0	1.5
Design Resource Capabilities	1.5.2.4	3	Manage the design of the resource infrastructure to meet the requirements in any approved investment proposals.	3.0	2.0	2.0	1.5

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Enable Resource Support & Operations	1.5.2.5	3	Manage the design of any improvements or changes required to the resource operational support processes to support the investment proposals and new resource capabilities and infrastructure	3.0	2.0	2.0	1.5
Manage Resource Capability Delivery	1.5.2.6	3	Manage the provision, implementation, commissioning and roll-out of the new or enhanced resource capability, and associated operational support processes.	4.0	3.0	2.0	1.5
Manage Handover to Resource Operations	1.5.2.7	3	Manage the processes involved in handover of deployed resource infrastructure to operational control	2.0	2.0	1.0	1.5
Resource Specification Development & Retirement	1.5.3	2	Develop new, or enhance existing technologies and associated resource types, so that new Services can be developed.	2.9	2.2	1.5	1.5
Gather & Analyze New Resource Ideas	1.5.3.1	3	Combine specific product & service class requirements with demographic, customer, technology and marketing information to identify specific new resource classes/components, or enhancements to existing resource classes/components	3.0	2.0	2.0	1.5
Assess Performance of Existing Resources	1.5.3.2	3	Analyze the performance of existing resources to identify inadequacies and required improvements	2.0	2.0	1.0	1.5
Develop New Resource Business Proposal	1.5.3.3	3	Develop and document business proposals for the identified new or enhanced Resource ideas	3.0	2.0	2.0	1.5
Develop Detailed Resource Specifications	1.5.3.4	3	Develop and document the detailed resource-related technical, performance and operational specifications, and manuals.	4.0	3.0	2.0	1.5
Manage Resource Development	1.5.3.5	3	Ensure the co-ordinated delivery in line with the approved business case of all required resource classes/components capabilities for that business case across the enterprise	3.0	2.0	2.0	1.5
Manage Resource Deployment	1.5.3.6	3	Ensure the co-ordinated deployment in line with the approved business proposal of all required resource classes/components for that business proposal across the enterprise.	3.0	2.0	2.0	1.5
Manage Resource Exit	1.5.3.7	3	Identify existing resource classes which are unviable and manage the processes to exit the Resource from the market.	2.0	2.0	1.0	1.5
Resource Specification Test Development & Retirement	1.5.3.8	3	Resource Test Development & Retirement is in charge of the Resource Test catalogue.	3.0	2.0	2.0	1.5
Resource Readiness & Support	1.5.4	2	Manage resource infrastructure to ensure that appropriate application, computing and network resources are available and ready to support the Fulfillment, Assurance and Billing processes in instantiating and managing resource instances, and for monitoring	2.7	2.2	1.6	1.5
Enable Resource Provisioning	1.5.4.1	3	Planning and deployment of new and/or modified resource infrastructure to ensure availability of sufficient resource infrastructure to support the Resource Provisioning processes, and monitoring, managing and reporting on the capability of the Resource Provisioning processes.	2.0	2.0	1.0	1.5
Enable Resource Performance Management	1.5.4.2	3	Proactively monitoring and maintaining resource infrastructure, and monitoring, managing and reporting on the capability of the Resource Performance Management processes.	3.0	2.0	2.0	1.5
Support Resource Trouble Management	1.5.4.3	3	Proactively undertaking statistically driven preventative and scheduled resource infrastructure maintenance activities, and repair activities, and monitoring, managing and reporting on the capability of the Resource Trouble Management processes.	3.0	2.0	2.0	1.5

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Enable Resource Data Collection & Distribution	1.5.4.4	3	Administering and management of the processes which enable the effective operation of the resource data collection and data distribution network, and monitoring, managing and reporting on the capability of the Resource Data Collection & Distribution process	2.0	2.0	1.0	1.5
Manage Resource Inventory	1.5.4.5	3	Establish, manage and administer the enterprise's resource inventory, as embodied in the Resource Inventory Database, and monitor and report on the usage and access to the resource inventory, and the quality of the data maintained in it	3.0	2.0	2.0	1.5
Manage Number Portability	1.5.4.7	3	The Manage Number Portability process is responsible for receiving, managing and tracking number portability requests issued by customer orders or a third CSP.	3.0	2.0	2.0	1.5
Manage Field Workforce	1.5.4.8	3	"Managing the staff performing manual activities along with managing the actual activity being performed.	3.0	2.0	2.0	1.5
Manage Field Workforce	1.5.4.8	3	- Note: The current focus of the Manage Field Workforce processes is field Staff and others managed through work orders, etc. There is opportunity for	3.0	2.0	2.0	1.5
Work Order Management	1.5.5	2	A Work Order is an aggregation of jobs that are to be completed to achieve some business goal: to provide a customer service, to fix a problem, etc. Work Order Management processes are responsible for processing and monitoring the execution of a work order	2.2	2.2	1.7	1.5
Issue Work Order	1.5.5.1	3	The purpose of the Issue Work Order process is to issue correct and complete work orders. It can be called by other processes (as in Customer-Ops) to issue a new Work Order, to be handled further by WFM.	2.0	2.0	1.0	1.5
Analyze and Decompose Work Order	1.5.5.2	3	This process analyzes and decomposes a Work Order into work items according to Work Catalog, and groups them for optimal execution.	3.0	2.0	2.0	1.5
Track and Manage Work Order	1.5.5.3	3	Track and Manage Work Order processes are responsible for monitoring the execution of assigned manual activities to employees and/or third parties, detecting potential problems with completing the work, and requesting escalation or reassignment to solve them	2.0	2.0	1.0	1.5
Close Work Order	1.5.5.4	3	Close a Work Order when the manual activities assigned to employees and/or third parties have been completed.	2.0	2.0	1.0	1.5
Report on Work Order	1.5.5.5	3	The Report on Work Order process manages status and notifications and executes various reports about work orders.	2.0	2.0	1.0	1.5
Resource Provisioning	1.5.6	2	Allocation, installation, configuration, activation and testing of specific resources to meet the service requirements, or in response to requests from other processes to alleviate specific resource capacity shortfalls, availability concerns or failure conditions	2.1	2.2	1.5	1.5
Allocate & Install Resource	1.5.6.1	3	Allocate specific resources required to support a specific service	3.0	2.0	1.0	1.5
Configure & Activate Resource	1.5.6.2	3	Configure and activate the specific resources allocated against an issued resource order	2.0	2.0	1.0	1.5
Test Resource	1.5.6.3	3	Test specific resources to ensure they are operating within normal parameters	2.0	2.0	1.0	1.5
Track & Manage Resource Provisioning	1.5.6.4	3	Ensure resource provisioning activities are assigned, managed and tracked efficiently	2.0	2.0	1.0	1.5
Report Resource Provisioning	1.5.6.5	3	Monitor the status of resource orders, provide notifications of any changes and provide management reports.	2.0	2.0	1.0	1.5

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Close Resource Order	1.5.6.6	3	This process monitors the status of the order and changes the status to closed when it is completed.	2.0	2.0	1.0	1.5
Issue Resource Orders	1.5.6.7	3	Issue correct and complete resource orders	2.0	2.0	1.0	1.5
Recover Resource	1.5.6.8	3	Recover specific resources that are no longer required.	2.0	2.0	1.0	1.5
Resource Data Collection & Distribution	1.5.7	2	Collect and/or distribute management information and data records between resource and service instances and other enterprise processes.	5.0	4.0	3.0	1.5
Collect Management and Security Information & Data	1.5.7.1	3	Collection of management and security information and data records from resource and service instances and other enterprise processes	2.0	2.0	1.0	1.5
Process Management and Security Information & Data	1.5.7.2	3	Process the management and security information and/or data into a form suitable for the intended recipient processes, resource instances or service instances	2.0	2.0	1.0	1.5
Distribute Management and Security Information & Data	1.5.7.3	3	Distribute processed management and security information and/or data to resource instances, service instances or other processes within the enterprise for further analysis and/or reporting.	2.0	2.0	1.0	1.5
Audit Management and Security Data Collection & Distribution	1.5.7.4	3	Audit and analyze the management and security information & data collection, processing and distribution activities in order to identify possible anomalies. This includes preservation of audit data for future forensic use.	2.0	2.0	1.0	1.5
Resource Trouble Management	1.5.8	2	Responsible for the management of troubles with specific resources.	2.0	2.2	1.6	1.5
Survey & Analyze Resource Trouble	1.5.8.1	3	Monitor resource alarm event notifications and manage resource alarm event records in real-time. Resource alarm event notifications include those alarms related to security events.	2.0	2.0	1.0	1.5
Localize Resource Trouble	1.5.8.2	3	Perform analysis to identify the root cause of the specific resource trouble including those resource troubles related to security events.	2.0	2.0	1.0	1.5
Correct & Resolve Resource Trouble	1.5.8.3	3	Restore or replace resources that have failed as efficiently as possible	2.0	2.0	1.0	1.5
Track & Manage Resource Trouble	1.5.8.4	3	Ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource trouble reports in jeopardy	2.0	2.0	1.0	1.5
Report Resource Trouble	1.5.8.5	3	Monitor the status of resource trouble reports provide notifications of any changes and provide management reports. This includes resource trouble caused by security events.	2.0	2.0	1.0	1.5
Close Resource Trouble Report	1.5.8.6	3	Close a resource trouble report when the resource problem has been resolved	2.0	2.0	1.0	1.5
Create Resource Trouble Report	1.5.8.7	3	Create a new resource trouble report	2.0	2.0	1.0	1.5
Resource Performance Management	1.5.9	2	Managing, tracking, monitoring, analyzing, controlling and reporting on the performance of specific resources	2.0	2.2	1.6	1.5
Monitor Resource Performance	1.5.9.1	3	Monitor received resource performance information and undertake first-in detection.	2.0	2.0	1.0	1.5
Analyze Resource Performance	1.5.9.2	3	Analyze and evaluate the performance of specific resources	2.0	2.0	1.0	1.5
Control Resource Performance	1.5.9.3	3	Apply controls to resources in order to optimize the resource performance	2.0	2.0	1.0	1.5

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Report Resource Performance	1.5.9.4	3	Monitor the status of resource performance degradation reports, provide notifications of any changes and provide management reports	2.0	2.0	1.0	1.5
Create Resource Performance Degradation Report	1.5.9.5	3	Create a new resource performance degradation report	2.0	2.0	1.0	1.5
Track & Manage Resource Performance Resolution	1.5.9.6	3	Ensure testing, repair and restoration activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open resource performance degradation reports in jeopardy	2.0	2.0	1.0	1.5
Close Resource Performance Degradation Report	1.5.9.7	3	Close a resource performance degradation report when the resource performance has been resolved	2.0	2.0	1.0	1.5
Resource Mediation & Reporting	1.5.10	2	Manage resource events by correlating and formatting them into a useful format.	3.0	2.6	1.8	1.5
Mediate Resource Usage Records	1.5.10.1	3	Validate, normalize, convert and correlate usage records collected from the network.	3.0	2.0	2.0	1.5
Report Resource Usage Records	1.5.10.2	3	Generate reports on resource usage records based on requests from other processes.	3.0	2.0	2.0	1.5
Resource Test Management	1.5.12	2	Resource Test Management provides the manages the end-to-end execution of a test or test scenario for Resources not specific to a customer's product.	5.0	4.0	3.0	1.5
Resource Test Quality Analysis	1.5.13	2	Resource Test Quality Analysis manages a quality Analysis on Tests to continually tweak and improve it.	5.0	4.0	3.0	1.5
Resource Capacity Management	1.5.14	2	Resource Capacity Management business process manage the activities required to ensure a business is able to plan, analyze, optimize, monitor and report on capacity and constraints associated to resources in response to business objectives in a timely fas	3.0	2.2	1.5	1.5
Plan Resource Capacity	1.5.14.1	3	Plan Resource Capacity business activity is in charge of determining the production capacity needed to meet changing demand for resources over a period of time, and implements the plan.	3.0	2.0	2.0	1.5
Align Resource Capacity Planning Goals	1.5.14.2	3	Align Resource Capacity Planning Goals business activity correlates Resource Capacity Plans with business demand.	3.0	2.0	2.0	1.5
Establish Resource Capacity GAP	1.5.14.3	3	Establish Resource Capacity GAP business activity identifies any disparity between resource capacity goals and business objectives.	3.0	2.0	2.0	1.5
Forecast Resource Capacity Need	1.5.14.4	3	Forecast Resource Capacity Need business activity develops projections that predict resource capacity growth, by understanding the impact on business.	3.0	2.0	2.0	1.5
Implement Resource Capacity Plan	1.5.14.5	3	Implement Resource Capacity Plan business activity puts into effect the steps to achieve Resource Capacity Plans, with defined resource capacity target and resource capacity management course of action.	3.0	2.0	2.0	1.5
Analyze Resource Capacity	1.5.14.6	3	Analyze Resource Capacity business activity establishes, and models insights, patterns and changes to resource capacity by assessing potential capacity need and actual capacity that a resource currently achieves.	3.0	2.0	2.0	1.5
Optimize Resource Capacity	1.5.14.7	3	Optimize Resource Capacity business activity is in charge of improving resource capacity usage by managing underlying and related dependencies and constraints.	3.0	2.0	2.0	1.5
Monitor Resource Capacity	1.5.14.8	3	Monitor Resource Capacity business activity identifies relevant resource capacity attributes/properties, and monitors and tracks all attributes, their use, and changes.	3.0	2.0	2.0	1.5

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Report Resource Capacity	1.5.14.9	3	Report Resource Capacity business activity prepares and presents detailed accounts of all relevant resource capacity information, in a timely manner that is relevant and reliable for use by business.	3.0	2.0	2.0	1.5
Resource Catalog Lifecycle Management	1.5.15	2	Catalog Lifecycle Management business process covers a set of business activities that enable manage the lifecycle of an organizations catalog from design to build according to defined requirements.	3.0	2.4	1.9	1.5
Manage Resource Catalog Design	1.5.15.1	3	Manage Catalog Design business activity cover the design of the Catalog in accordance to the Catalog Management Lifecycle.	3.0	2.0	2.0	1.5
Manage Resource Catalog Build	1.5.15.2	3	Manage Catalog Design business activity covers the design of the Catalog in accordance to the Catalog Management Lifecycle.	3.0	2.0	2.0	1.5
Manage Resource Catalog Policy	1.5.15.3	3	Manage Catalog Build business activity establishes, manages and administers the governing of the catalog for operations readiness and operations.	3.0	2.0	2.0	1.5
Resource Catalog Operational Readiness Management	1.5.16	2	Resource Catalog Operational Readiness Management business process establishes and administers the support needed to operationalize Resource catalogs for ongoing day-to-day business needs.	3.0	2.6	1.8	1.5
Release Resource Catalog	1.5.16.1	3	Release Resource Catalog business activity ensure all cross-functional activities needed to support catalog maintenance and operations, such as training and updating the support of the catalog are in place.	3.0	2.0	2.0	1.5
Deploy Resource Catalog	1.5.16.2	3	Deploy Resource Catalog business activity manage the availability and use of the Resource catalog in operations.	3.0	2.0	2.0	1.5
Resource Catalog Content Management	1.5.17	2	Resource Catalog Content Management business process define and provide the business activities that support the day-to-day operations of Resource Catalogs in order to realize the business operations goals.	3.0	2.3	1.7	1.5
Maintain Resource Catalog Content	1.5.17.1	3	Maintain Resource Catalog Content business activity handles catalog content entry for adding or updating the operational Catalog by following the established Catalog Content Management operations standards and policies.	3.0	2.0	2.0	1.5
Manage Resource Catalog Access	1.5.17.2	3	Manage Resource Catalog Access business activity handles access to the catalog according to the Catalog Content Management standards and policies.	3.0	2.0	2.0	1.5
Manage Resource Catalog Content Lifecycle	1.5.17.3	3	Manage Resource Catalog Content Lifecycle business activity handles changes to catalog content according to the Catalog Content Management standards and policies.	3.0	2.0	2.0	1.5
Distribute Resource Catalog	1.5.17.4	3	Distribute Resource Catalog business activity handles exchange and distribution of catalogs according to the Catalog Content Management standards and policies.	3.0	2.0	2.0	1.5
Resource Catalog Planning Management	1.5.18	2	Resource Catalog Planning Management business process covers a set of business activities that understand and enable establish the plan to define, design and operationalize a catalog in order to meet the needs and objectives of Resource cataloging.	3.0	2.6	1.8	1.5
Design Resource Catalog Plan	1.5.18.1	3	Design Catalog Plan business activity understands requirements and capabilities demanded from the business to establish the Catalog plan based on the Resource strategy for Resource Catalog Planning Management.	3.0	2.0	2.0	1.5

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Define Resource Catalog Specification	1.5.18.2	3	Define Catalog Specification business activity establishes the Catalog specifications based on the product/service/resource strategy to support Catalog Planning Management.	3.0	2.0	2.0	1.5
Resource Specification Management	1.5.19	2	Resource Specification Management business process leverages captured resource requirements to develop, master, analyze, and update documented standard conditions that must be satisfied by a resource design and/or delivery.	3.0	2.3	1.7	1.5
Develop Resource Specifications	1.5.19.1	3	Develop Resource Specification business activity define and elaborate on the conditions for meeting resource requirement for consistency, quality, functionality and fit for purpose.	3.0	2.0	2.0	1.5
Master Resource Specifications	1.5.19.2	3	Master Resource Specifications business activity learn and understand the collection of resource specifications in order to manage improvement or evolution of standards that will be used for design and construction of resource.	3.0	2.0	2.0	1.5
Analyze Resource Specifications	1.5.19.3	3	Analyze Resource Specifications business activity research, assess and evaluate performance criteria and factors to develop, master, control/update resource specifications for resource requirement adherence.	3.0	2.0	2.0	1.5
Update and Version Resource Specifications	1.5.19.4	3	Update and Version Resource Specifications business activity update and track changes to existing resource specifications according to versioning policies to support requirement management.	3.0	2.0	2.0	1.5
Resource Anomaly Lifecycle Management	1.5.20	2	Resource Anomaly Lifecycle Management business process establishes and controls all activities that are involved in overseeing, directing, administering, controlling and organizing the definition, detection/prediction, mitigation and learnings related to	2.0	2.2	1.6	1.5
Manage Resource Anomaly Definition	1.5.20.1	3	Manage Resource Anomaly Definition business activity is in charge of defining and describing the information about data which is used in Resource Anomaly Management.	2.0	2.0	1.0	1.5
Orchestrate Resource Anomaly Management Closed Loop	1.5.20.2	3	Orchestrate Resource Anomaly Management Closed Loop business activity is in charge of organizing, arranging and coordinating changes that control Resource Anomaly Management Closed Loops.	2.0	2.0	1.0	1.5
Monitor Resource Anomaly Management Closed Loop	1.5.20.3	3	Monitor Resource Anomaly Management Closed Loop business activity provides the capability to observe Resource Anomaly Management Closed Loops.	2.0	2.0	1.0	1.5
Report Resource Anomaly Management Closed Loop	1.5.20.4	3	Report Resource Anomaly Management Closed Loop business activity documents information organized to deliver an account of any, and all Resource Anomaly Closed Loops.	2.0	2.0	1.0	1.5
Manage Resource Anomaly Intelligence	1.5.20.5	3	Manage Resource Anomaly Intelligence business activity is in charge of acquiring and applying new learning, knowledge and skills to Resource Anomaly Management.	2.0	2.0	1.0	1.5
Manage Resource Anomaly Optimization	1.5.20.6	3	Manage Resource Anomaly Optimization business activity is in charge of actions that make the best and most effective use of Resource Anomaly Management activities to improve Resource Anomaly Management.	2.0	2.0	1.0	1.5
Resource Anomaly Management	1.5.21	2	Resource Anomaly Management business processes establish actions that predict and detect aberrations or outlier events/activities, assess them for their impact, mitigate them, and record them before they ever become Resource Problem Management concerns.	2.0	2.2	1.7	1.5

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Predict Resource Anomaly	1.5.21.1	3	Predict Resource Anomaly business activity is in charge of declaring or indicating in advance (or foretells on the basis of resource delivery observations, resource use experience or resource management reasons) upcoming exceptions, as well as trends that	2.0	2.0	1.0	1.5
Detect Resource Anomaly	1.5.21.2	3	Detect Resource Anomaly business activity identify Resource delivery activities that are a deviation (aberrations or abnormal actions/events) from well-define norms or expectations.	2.0	2.0	1.0	1.5
Assess Resource Anomaly	1.5.21.3	3	Assess Resource Anomaly business activity check, estimate, appraise and evaluate Resource anomaly observations to determine implications and follow-on treatment.	2.0	2.0	1.0	1.5
Mitigate Resource Anomaly	1.5.21.4	3	Mitigate Resource Anomaly business activity is in charge of allaying or alleviate the impact of a product's anomalous exception.	2.0	2.0	1.0	1.5
Manage Resource Anomaly Learning	1.5.21.5	3	Manage Resource Anomaly Learning business activity is in charge of capturing, or acquiring knowledge and skill related to handled anomalous exceptions (from detection, through assessment to mitigation).	2.0	2.0	1.0	1.5
Business Partner Strategy & Planning	1.6.1	2	Develop the strategies and policies of the enterprise for engagement with other parties	3.0	2.2	1.6	1.6
Develop Business Partner Security Strategy	1.6.1.1	3	Business Partner security strategy processes are required to develop strategies that are consumable by automated governance systems. Business Partner security strategies are informed both by commercial and regulatory pressures.	3.0	2.0	1.0	1.6
Business Partner Tender Management	1.6.2	2	Business Partner Tender Management processes manage the activities associated with developing tender documents, running tender processes, gaining enterprise agreement to tender decisions.	3.0	2.3	1.7	1.6
Determine the Sourcing Requirements	1.6.2.1	3	Manage the collection and finalization of the specific requirements to be achieved from the sourcing process.	3.0	2.0	1.0	1.6
Determine Potential Parties	1.6.2.2	3	Determine the appropriate short list of parties to meet the specific enterprise requirements.	3.0	2.0	1.0	1.6
Manage the Tender Process	1.6.2.3	3	Manage and administer the mechanics of the tender process.	3.0	2.0	1.0	1.6
Gain Tender Decision Approval	1.6.2.4	3	Capture all activities required to develop and gain necessary approval for investment proposals to develop and deliver the required resource capabilities.	3.0	2.0	1.0	1.6
Party Relationship Development & Retirement	1.6.3	2	Manage the lifecycles of parties with whom the enterprise has a relationship. Relationship with new parties may be required to broaden the services an enterprise offers, to improve performance, for outsourcing and out-tasking requirements, and so forth.	5.0	4.0	3.0	1.6
Party Relationship Management	1.6.3.1	3	Support the lifecycles (development and retirement) of an enterprise's relationships with parties.	3.0	2.0	1.0	1.6
Party Demographic Collection	1.6.3.2	3	Defines and collect demographic information about parties, such as their size, growth, density, and distribution, as well as statistics regarding birth, marriage, disease, and death.	3.0	2.0	1.0	1.6
Party Profiling	1.6.3.3	3	Define and collect attributes that are used to create and maintain Party profiles or profiles for a role played by a Party. These attributes are in addition to basic information maintained about a Party, such as name, identification, contact information	4.0	3.0	2.0	1.6

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Business Partner Offering Development & Retirement	1.6.4	2	Manage on-boarding and off-boarding another Business Partner's product specifications and product offerings that are required to facilitate the business model of the enterprise.	2.5	2.6	1.8	1.6
On-board Business Partner Product Specification & Offering	1.6.4.1	3	Manages the on-boarding another Business Partner's product offering or a product specification upon which the offering is based.	3.0	2.0	2.0	1.6
Off-Board Business Partner Offering & Specification	1.6.4.2	3	Also manage the involvement the enterprise has with a product specification and offering. For example, the enterprise may acc Off-board a Business Partner's offering or specification. If a specification is off-boarded all associated offerings are off-boarded. This can occur when the agreement for a product specification and/or offering is terminated. If an agreement covers mult	2.0	2.0	1.0	1.6
Party Agreement Management	1.6.5	2	Manage the evaluation of agreements with parties, including customers. Initiate and complete business agreements when one or more other parties are involved.	2.4	2.2	1.7	1.6
Prepare Party Agreement	1.6.5.1	3	Prepare an agreement between the enterprise and a Party or a template agreement that can be used as the basis for Party-specific agreements.	3.0	2.0	1.0	1.6
Manage Party Agreement Commercial Negotiations	1.6.5.2	3	Manage the commercial negotiations between the enterprise negotiation team and the selected Party or parties, or with competitors in a regulated market.	3.0	3.0	2.0	1.6
Gain Approval for Party Agreement	1.6.5.3	3	Gain enterprise and involved Party(ies) commitment to the negotiated commercial agreement or the enterprise's for a template commercial agreement, and provide authorization to sign an agreement.	2.0	2.0	1.0	1.6
Manage Party Agreement Variation	1.6.5.4	3	Manage changes to the commercial terms of an agreement during its term.	2.0	2.0	1.0	1.6
Terminate Party Agreement	1.6.5.5	3	Terminate an agreement between the enterprise and a Party or parties.	2.0	2.0	1.0	1.6
Business Partner Readiness & Support	1.6.6	2	Business Partner Support processes are responsible for ensuring that all necessary facilities related to the interaction with other parties are ready and functioning. Moreover, these processes are responsible for the resolution of problems related to thes	2.0	2.3	1.7	1.6
Support Business Partner Requisition Management	1.6.6.1	3	Manage engagement with parties who own and manage outsourced infrastructure, and to ensure that the Business Partner Requisition Management processes are operating effectively.	2.0	2.0	1.0	1.6
Support Business Partner Performance Management	1.6.6.3	3	Manage performance restoration activity with parties who own and manage outsourced infrastructure, and to ensure that the Business Partner Performance Management processes can operate effectively.	2.0	2.0	1.0	1.6
Support Business Partner Settlements & Payments Management	1.6.6.4	3	Ensure that there is capability (for example, information, materials, systems and resources) so that the Business Partner Settlements & Payments Management processes can operate effectively	2.0	2.0	1.0	1.6
Support Business Partner Interface Management	1.6.6.5	3	Ensure that there is capability so that the Business Partner Interface Management processes can operate effectively	2.0	2.0	1.0	1.6
Business Partner Order Management	1.6.8	2	Track, monitor and report on an order to another Business Partner to ensure that the interactions are in accordance with the agreed commercial agreements with the other Business Partner.	2.0	2.2	1.6	1.6

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Select External Business Partner for Business Partner Order	1.6.8.1	3	Identify the most appropriate Business Partner or parties amongst those with whom an appropriate agreement exists.	2.0	2.0	1.0	1.6
Determine Business Partner Pre-Order Feasibility	1.6.8.2	3	Determine the ability of parties to deliver the specific resources, services or products, within the specified requirements.	2.0	2.0	1.0	1.6
Track & Manage Business Partner Orders	1.6.8.3	3	Ensure a Business Partner's orders are being processed and delivered efficiently and effectively.	2.0	2.0	1.0	1.6
Receive & Accept Business Partner Order	1.6.8.4	3	Records delivery of a Business Partner order and arranges for any acceptance testing or commissioning required.	2.0	2.0	1.0	1.6
Issue Business Partner Order	1.6.8.5	3	Generate a correctly formatted and specified Business Partner order and issue this to the selected Business Partner.	2.0	2.0	1.0	1.6
Report Business Partner Orders	1.6.8.6	3	Monitor the status of Business Partner orders, provide notifications of any changes and provide management reports	2.0	2.0	1.0	1.6
Close Business Partner Order	1.6.8.7	3	Close a Business Partner order when it has been successfully completed	2.0	2.0	1.0	1.6
Business Partner Interaction Management	1.6.9	2	Manage interactions between parties and the enterprise. Interactions can be triggered by the enterprise (as a result of a query or complaint) or by a Business Partner (for example sending bills or other notifications.)	5.0	5.0	3.0	1.6
Log Business Partner Interaction	1.6.9.1	3	Record and maintain all information about the Business Partner interaction.	2.0	2.0	1.0	1.6
Notify Business Partner	1.6.9.2	3	Notify the Business Partner when interesting events related to an ongoing interaction is happening.	2.0	2.0	1.0	1.6
Track and Manage Business Partner Interaction	1.6.9.3	3	Ensure that Business Partner Interactions are managed and tracked efficiently to meet the Business Partner interaction policies and SLA requirements.	2.0	2.0	1.0	1.6
Handle Business Partner Interaction (Including Self Service)	1.6.9.4	3	Handle all interactions (inbound and outbound) made by potential and existing Parties	2.0	2.0	1.0	1.6
Analyze & Report Business Partner Interactions	1.6.9.5	3	Perform all required analysis on closed requests and on Business Partner contacts and generate related reports	2.0	2.0	1.0	1.6
Mediate & Orchestrate Business Partner Interactions	1.6.9.6	3	Ensure that transaction message structure and interactions conform to agreed or externally defined standards used by the enterprise and its Parties	2.0	2.0	1.0	1.6
Login Business Partner	1.6.9.7	3	Login a Business Partner at the beginning of an interaction or at some point during an interaction.	2.0	2.0	1.0	1.6
Business Partner Problem Management	1.6.10	2	Ensure the timely and effective resolution of all Business Partner problems initiated by an enterprise or initiated by another Business Partner, such as a partner.	3.0	2.2	1.5	1.6
Receive Business Partner Problem	1.6.10.1	3	Receive a Business Partner problem.	3.0	2.0	1.0	1.6
Assess Business Partner Problem	1.6.10.2	3	Assess a Business Partner problem to determine the nature of a problem and to isolate a problem.	3.0	2.0	1.0	1.6
Submit Business Partner Problem	1.6.10.3	3	Prepare and submit a Business Partner problem to another Business Partner.	3.0	2.0	1.0	1.6
Track Business Partner Problem	1.6.10.4	3	Assign and monitor the jeopardy status of a Business Partner problem.	3.0	2.0	1.0	1.6
Resolve Business Partner Problem	1.6.10.5	3	Resolve a Business Partner problem and record how the inquiry was resolved. Update a Business Partner problem status to resolved.	3.0	2.0	1.0	1.6
Manage Business Partner Problem	1.6.10.6	3	Modify or cancel a Business Partner problem.	3.0	2.0	1.0	1.6

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Report Business Partner Problem	1.6.10.7	3	Monitor the status of one or more Business Partner problems, provide notifications of any changes and provide management reports.	3.0	2.0	1.0	1.6
Close Business Partner Problem	1.6.10.8	3	Close a Business Partner problem when the problem has been resolved.	3.0	2.0	1.0	1.6
Analyze Business Partner Problem Trend	1.6.10.9	3	Undertake trend analysis on Business Partner problems.	3.0	2.0	1.0	1.6
Business Partner Performance Management	1.6.11	2	Track, monitor and report on performance to ensure that the interactions are in accordance with the agreed commercial arrangements between the service provider and another Business Partner.	3.0	2.2	1.7	1.6
Monitor & Control Business Partner Performance	1.6.11.1	3	Extended Description Collect and analyze performance of a product delivered by a Business Partner.	3.0	2.0	1.0	1.6
Track & Manage Business Partner Performance Resolution	1.6.11.2	3	Track progress of the performance resolution as advised by the Business Partner.	3.0	2.0	1.0	1.6
Report Business Partner Performance	1.6.11.3	3	Monitor the status of Business Partner performance degradation reports, provide notifications of any changes and provide management reports.	3.0	2.0	1.0	1.6
Close Business Partner Performance Degradation Report	1.6.11.4	3	Close a Business Partner performance degradation report when the performance of the Business Partner product has been resolved.	3.0	2.0	1.0	1.6
Initiate Business Partner Performance Degradation Report	1.6.11.5	3	Report specific performance issues to a Business Partner.	3.0	2.0	1.0	1.6
Business Partner Training and Education	1.6.13	2	Assess an enterprise's training needs, design training plans, develop training, conduct and evaluate training and results.	5.0	5.0	3.0	1.6
Party Special Event Management	1.6.14	2	Plans, prepare, and produce a special event which targets one or more types of parties. It includes the assessment, definition, acquisition, allocation, direction, control, and analysis of time, finances, people, products, services, and other resources to	5.0	5.0	3.0	1.6
BP Bill/Invoice Management	1.6.15	2	Manage the party bill/invoice process, control bills/invoices, manage the lifecycle of bills/invoices, and perform bill/invoice trend analysis.	3.0	2.3	1.7	1.6
BP Bill/Invoice Process Management	1.6.15.1	3	A bill is a notice for payment which is supposed to be preceded by an invoice in most cases. An invoice typically Make certain that there is capability so that the Bill Invoice Management processes can operate effectively and design and develop an enterprise's invoicing process.	3.0	2.0	1.0	1.6
BP Bill/Invoice Control	1.6.15.2	3	Establish and maintain Business Partner bill invoice formats, maintain lists of parties who are eligible for receiving bills/invoices, and define the billing cycles.	3.0	2.0	1.0	1.6
BP Bill/Invoice Lifecycle Management	1.6.15.3	3	Ensure bills/invoices are created, physically and/or electronically produced and distributed to parties, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products delivered to parties have been applied.	3.0	2.0	1.0	1.6
Specific BP Revenue Handling	1.6.15.4	3	Specific Parties Revenue Handling process performs specific revenue model actions that do not follow the generic Billing Invoice procedure. Different revenue management methods are applied towards different parties due to different billing and settlement.	3.0	2.0	1.0	1.6

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
BP Bill Payments & Receivables Management	1.6.16	2	Party Bill Payments & Receivables Management is responsible for management of methods used by parties to make payments, administers payment plans, handles payments, and collects debt.	3.0	2.6	1.8	1.6
Business Partner Payment Management	1.6.16.1	3	Manage methods used by parties to make payments, administer payment plans, handle payments, and collect debt.	3.0	2.0	1.0	1.6
Business Partner Account Balance Management	1.6.16.2	3	Manage parties' account balances.	3.0	2.0	1.0	1.6
Business Partner Revenue Sharing and Settlement	1.6.18	2	Develops Business Partner revenue sharing models, prepare Business Partner revenue sharing agreements, determine Business Partner revenue shares, and reconcile Business Partner revenue shares.	3.0	2.2	1.7	1.6
Business Partner Revenue Sharing Model Development	1.6.18.1	3	Develop, maintain, and remove Business Partner revenue sharing models that define how revenue is shared by and enterprise with one or more other parties. Revenue sharing models are a key component revenue sharing agreements.	3.0	2.0	1.0	1.6
Business Partner Revenue Sharing Agreement Management	1.6.18.2	3	Develop an agreement that specifies how revenue will be shared between an enterprise and one or more other parties whose product offerings are made available in some way by an enterprise.	3.0	2.0	1.0	1.6
Business Partner Revenue Share Determination	1.6.18.3	3	Use existing artefacts such as usage, invoices, product prices, and applied billing rates to determine how revenues will be split. The revenue split may result in a payment to/from a Business Partner and/or an bill/invoice to/from a Business Partner. It m	3.0	2.0	1.0	1.6
Business Partner Revenue Sharing Reconciliation	1.6.18.4	3	Ensure that two sets of Business Partner revenue sharing records are aligned and agreed upon. Reconciliation includes comparing what is received with what is to be shared, identifying and resolving discrepancies, identifying adjustments to revenue to be s	3.0	2.0	1.0	1.6
Control Business Partner Settlements	1.6.18.5	3	The Control Business Partner Settlement processes oversee the efficiency of Settlement process according to Business Partner settlement agreements.	3.0	2.0	1.0	1.6
BP Bill Inquiry Handling	1.6.20	2	Ensure the timely and effective resolution of all party bill inquiries and complaints initiated by an enterprise or initiated by another party, such as a partner.	3.0	2.2	1.6	1.6
Receive Business Partner Bill Inquiry	1.6.20.1	3	Receive a Business Partner bill inquiry.	3.0	2.0	1.0	1.6
Submit Business Partner Bill Inquiry	1.6.20.2	3	Prepare and submit a Business Partner bill inquiry to another Business Partner..	3.0	2.0	1.0	1.6
Resolve Business Partner Bill Inquiry	1.6.20.3	3	Resolve a Business Partner bill inquiry and record how the inquiry was resolved. Update the Business Partner bill inquiry status to resolved.	3.0	2.0	1.0	1.6
Manage Business Partner Bill Inquiry	1.6.20.4	3	Modify or cancel a Business Partner bill inquiry.	3.0	2.0	1.0	1.6
Report Business Partner Bill Inquiry	1.6.20.5	3	Monitors the status of on or more Business Partner bill inquiries, provide notifications of any changes and provide management reports.	3.0	2.0	1.0	1.6
Close Business Partner Bill Inquiry	1.6.20.6	3	Close a Business Partner bill inquiry when the inquiry has been resolved.	3.0	2.0	1.0	1.6
Party Inventory Management	1.6.21	2	Manage the administration of the enterprise's Party inventory.	3.0	2.2	1.7	1.6
Manage S/P Inventory Repository	1.6.21.1	3	Not used for this process element	3.0	2.0	1.0	1.6

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Manage and Administer Party Inventory	1.6.21.2	3	Not used for this process element Ensuring the party inventory repository accurately captures and records all identified party details, through use of automated or manual audits;	3.0	2.0	1.0	1.6
Perform Audit Tests	1.6.21.3	3		3.0	2.0	1.0	1.6
Track and Monitor Party Inventory	1.6.21.4	3	Not used for this process element	3.0	2.0	1.0	1.6
Identify Issues and Provide Reports	1.6.21.5	3	Not used for this process element Business Partner Privacy Management processes manage the privacy requirements of business partners in accordance with information privacy requirements, and regulatory mandates.	3.0	2.0	1.0	1.6
Business Partner Privacy Management	1.6.22	2		3.0	2.4	1.9	
Manage Business Partner Privacy Definition	1.6.22.1	3	Manage Business Partner Privacy Definition process manage the definition of the privacy management that applies to a particular category of business partner (data processor, data controller, or other third party etc.).	3.0	2.0	1.0	1.6
Manage Business Partner Privacy Profile Agreement and Amendment	1.6.22.2	3	Manage Business Partner Privacy Profile Agreement and Amendment processes provides data subjects the ability to create agreement with a data processing business partner about processing of their information.	3.0	2.0	1.0	1.6
Manage Business Partner Privacy Profile	1.6.22.3	3	Manage Business Partner Privacy Profile process is used to manage the Privacy Profile for each Business Partner Type, including the enforcement of the Business Partner Privacy Profile.	3.0	2.0	1.0	1.6
Strategic & Enterprise Planning Management	1.7.1	2	Strategic & Enterprise Planning Management business process directs and controls the development of strategy and plans of the organization as a whole.	2.2	1.6		1.7
Plan Strategic Business	1.7.1.1	3	Plan Strategic Business activity define and develop the organization's direction - the Corporate strategy, including the vision and direction.	1.0	1.0	1.0	1.7
Develop Business Plan	1.7.1.2	3	Develop Business activity conceives and defines the ideas, initiatives, and activities that improve and/or grow the organization's business.	2.0	2.0	1.0	1.7
Manage Enterprise Architecture	1.7.1.3	3	Manage Enterprise Architecture business activity direct and control processes to define, develop, manage and maintain the blueprint of the structure and operations of the organization.	3.0	2.0	1.0	
Manage Group Enterprise	1.7.1.4	3	Manage Group Enterprise business activity plans, directs and coordinates strategy and enterprise planning across the organization's business units, as well as between the enterprise and its subsidiaries.	2.0	2.0	1.0	1.7
Manage Enterprise Capacity	1.7.1.7	3	Manage Enterprise Capacity business activity establishes current and future enterprise ""resources"" (i.e. materials, staff, stock, supplies etc.) and assures they are sufficient to meet planned and forecasted business needs.	3.0	2.0	1.0	
Manage Enterprise Catalog Strategy	1.7.1.8	3	Manage Enterprise Catalog Strategy business activity directs and controls the definition of the overarching Catalog Management strategy for the organization.	2.0	2.0	1.0	1.7

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Enterprise Audit & Risk Management	1.7.2	2	Enterprise Audit & Risk Management business process directs and controls activities that assess the enterprises compliance and consistency in performance of activities against regulations and internal policies, and as well manage the understanding and ad	2.5	2.6	1.8	1.7
Manage Enterprise Audit	1.7.2.1	3	Enterprise Audit Management business activity directs and controls the assessment, evaluation and reporting on the enterprises state of compliance, according to regulations and internal policies, by way of its day-to-day of activities while checking and reporting consistency operating against established directives.	2.0	2.0	1.0	1.7
Enterprise Risk Management	1.7.2.2	3	Enterprise Risk Management business activity directs and controls the understanding, analyzing and addressing of situations that are probable, or expose the enterprise to all threats.	3.0	2.0	1.0	
Knowledge Management	1.7.4	2	Enterprise Risk Management includes activities that implement mediator				1.7
Assess Knowledge Management Needs	1.7.4.1	3	Knowledge Management business activity manage the establishment, assessment, operations and evaluation of processes and capabilities that support knowledge capture, knowledge organization, knowledge operations and knowledge evaluation across the enterprise	2.0	2.3	1.7	1.7
Establish Knowledge Management	1.7.4.2	3	Assess Knowledge Management needs business activity analyzes to understand the knowledge needs of enterprise functions, translated the business needs into knowledge management targets and identify knowledge management activities to address the needs.	2.0	2.0	1.0	1.7
Operate Knowledge Management	1.7.4.3	3	Establish Knowledge Management business activity sets up the processes and capabilities that are required to institutionalize and operationalize knowledge management activities across all the enterprise.	2.0	2.0	1.0	1.7
Evaluate Knowledge Management Performance	1.7.4.4	3	Operate Knowledge Management business activity controls and administers day-to-day tasks that support knowledge acquisition, knowledge organization, knowledge refinement, knowledge storage, knowledge distribution and knowledge application.	2.0	2.0	1.0	1.7
Financial Management	1.7.5	2	Evaluate Knowledge Management Performance business activity assesses performance of knowledge management outcomes based on how knowledge management lifecycle and knowledge management operations support the achievement of business goals.	2.0	2.0	1.0	1.7
Define Financial Management Approach	1.7.5.1	3	Manage the financial management aspects of the enterprise.	3.0	2.2	1.6	1.7
Manage Financial Resources	1.7.5.3	3		3.0	2.0	1.0	1.7
Process Financial Transactions	1.7.5.4	3		3.0	2.0	1.0	1.7
Report Financial Results	1.7.5.5	3		3.0	2.0	1.0	1.7
Manage Treasury	1.7.5.6	3		3.0	2.0	1.0	1.7
Perform Regulatory & Tax Accounting	1.7.5.7	3		3.0	2.0	1.0	1.7

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Human Resources Management	1.7.7	2	The Human Resources Management process grouping provides the human resources infrastructure for the people resources that the enterprise uses to fulfil its objectives. For example, Human Resources Management processes provide salary structures by level, c	3.0	2.2	1.6	1.7
Manage HR Policies & Practices	1.7.7.1	3	The Human Resources Management process grouping provides the human resources infrastructure for the people resources that the enterprise uses to fulfil its objectives. For example, Human Resources Management processes provide salary structures by level, c	3.0	2.0	1.0	1.7
Develop the Workforce	1.7.7.2	3	Support the definition of the organization of the enterprise and coordinate its reorganizations.	3.0	2.0	1.0	1.7
Manage Workforce Strategy	1.7.7.3	3	Drives overall enterprise workforce strategies, including their development and execution at the individual business unit level.	3.0	2.0	1.0	1.7
Train the Workforce	1.7.7.4	3	Develop employees to meet the needs of the business.	3.0	2.0	1.0	1.7
Manage Employee & Labor Relations	1.7.7.5	3	Manage relationships with employees at an enterprise and employee group level.	3.0	2.0	1.0	1.7
Report Workforce	1.7.7.6	3	This process is responsible for monitoring the use of the workforce, their KPIs, etc.	3.0	2.0	1.0	1.7
Business Assurance Establishment	1.7.9	2	Establish an enterprise-wide business assurance policy framework that integrates assurance and specific risk disciplines, into data-centric, pro-active assurance umbrella framework with the goal to continuously protect and improve financial integrity, en	3.0	2.2	1.5	1.7
Revenue and Cost Assurance	1.7.9.1	3	Establish an enterprise-wide revenue and cost assurance policy framework, and an associated operational capability aimed at minimizing revenue and cost leakage within the enterprise, without influencing demand.	3.0	2.0	1.0	1.7
Fraud Management	1.7.9.2	3	Establish an enterprise-wide fraud policy framework, and an associated operational capability aimed at identifying and preventing internal and external fraud in an organization.	3.0	2.0	1.0	1.7
Margin Assurance	1.7.9.3	3	Establish an enterprise-wide Margin assurance policy framework and operational capabilities to monitor direct and indirect costs of the related revenues and ensure the detection of deliberate or involuntary financial leakages leading to negative or low ma	3.0	2.0	1.0	1.7
Asset Assurance	1.7.9.4	3	Establish an enterprise-wide Asset Assurance policy framework, and an associated operational capability aimed at assuring that all assets (logical and physical) in the enterprise are properly leveraged, specifically in terms of performance, lifecycle, qua	3.0	2.0	1.0	1.7
Migration Assurance	1.7.9.5	3	Establish an enterprise-wide Migration Assurance Policy Framework ensuring completeness, correctness, data dependencies and timeliness of the migration of services and/or customers to new systems or platforms to proactively address financial errors or neg	3.0	2.0	1.0	1.7
Transformation Assurance	1.7.9.6	3	Establish an enterprise-wide transformation assurance policy framework, and an associated operational capability aimed at ensuring risks along change and transformation are recognized, owned, understood and actively managed to minimize financial and custo	3.0	2.0	1.0	1.7

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Ecosystem Assurance	1.7.9.7	3	Establish an enterprise-wide ecosystem assurance policy framework, and an associated operational capability aimed at assuring continual trust for customers and ecosystem partners through application of “assurance by design” principles ensuring that new an	3.0	2.0	1.0	1.7
Regulatory Assurance	1.7.9.8	3	Establish an enterprise-wide Regulatory Assurance policy framework to assure that regulations and respective protective measures are properly implemented and applied across all processes with Business Assurance remit.	3.0	2.0	1.0	1.7
Customer Experience Assurance	1.7.9.9	3	Establish an enterprise-wide customer experience assurance policy framework, and an associated operational capability aimed at ensuring that the internal and customer facing processes and E2E customer journey are monitored with instant identification and	3.0	2.0	1.0	1.7
Supply Chain Management	1.7.10	2	Supply Chain Management business process handles the activities that plan, source, make, deliver, return of raw and processed materials.	2.0	2.2	1.6	1.7
Manage Supply Chain Strategic Planning	1.7.10.1	3	Manage Supply Chain Strategic Planning: Manage Supply Chain Strategic Planning leverage the Enterprise strategic planning to identify demand and optimize inventory, supplier network plans, procurement sourcing plans (in-sourcing, out-sourcing), and distri	2.0	2.0	1.0	1.7
Manage Supply Chain Policies	1.7.10.2	3	Manage Supply Chain Policies business activity manage the definition of principles of action that are adopted or proposed by the for all supply chain activities, including procurement and logistics, warehousing, transport and physical resource distributio	2.0	2.0	1.0	1.7
Manage Procurement	1.7.10.3	3	Manage Procurement business activity is in charge of all acquisition tasks for supplies needed by the organization (including raw materials/resources, services, finished products) for business operations.	2.0	2.0	1.0	1.7
Support Production	1.7.10.4	3	Support Enterprise Production business activity manage production planning across value streams and effective production execution.	2.0	2.0	1.0	1.7
Manage Warehousing	1.7.10.5	3	Manage Warehousing business activity support all logistics related to handling inbound, outbound, and cross-docking of supplies with safe storage to support Inventory handling activities.	2.0	2.0	1.0	1.7
Manage Fulfillment	1.7.10.6	3	Manage Fulfillment business activity address oversight of all order processing and billing across the enterprise.	2.0	2.0	1.0	1.7
Manage Logistics	1.7.10.7	3	Manage Logistics business activity handle transportation planning, transportation execution, freight handling of supplies.	2.0	2.0	1.0	1.7
Security and Privacy Management	1.7.11	2	Security and Privacy Management business process identify the organization's assets and engaged parties through activities that assess, develop, document, and implement policies, procedures and practices that protect the organizations assets, and data pri	2.0	2.6	1.8	1.7
Manage Enterprise Security	1.7.11.1	3	Security Management processes assess threats to the enterprise and provide capabilities and controls to minimize the threats identified. These processes are responsible for setting Security Management corporate policies, guidelines, best practices and aud	2.0	2.0	1.0	1.7

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Manage Enterprise Privacy	1.7.11.2	3	Manage Enterprise Privacy business activity establish and formalize the enterprise privacy strategy according to the privacy promise of the organization into implementation and operational policies that associate consented policy to all data/information	2.0	2.0	1.0	1.7
Enterprise Asset Management	1.7.12	2	Enterprise Asset Management business process is used to manage and support the enterprises asset budgeting, asset lifecycle management, asset control, asset valuation, asset operations and asset decommissioning across all categories of asset (capital, fix)	2.0	2.3	1.7	1.7
Plan Asset	1.7.12.1	3	Plan Asset business activity defines and provides the roadmap for achieving value from assets by optimizing cost, risk and performance across the asset lifecycle.	2.0	2.0	1.0	1.7
Control Asset	1.7.12.2	3	Control Asset business activity handle the acquisition, inventory, allocation, tracking and decommissioning or disposal of assets tracking.	2.0	2.0	1.0	1.7
Operate Asset	1.7.12.3	3	Operate Asset business activity administer, maintain and operate assets in use by the enterprise on an ongoing basis.	2.0	2.0	1.0	1.7
Value Asset	1.7.12.4	3	Value Asset business activity determines the market or present value of assets through audits, assessment, pricing models.	2.0	2.0	1.0	1.7
Enterprise Performance Management	1.7.13	2	Enterprise Performance Management (EPM) is a business process that connects strategy with planning and execution. It focuses on providing a comprehensive set of business activities to link financial to operational planning to achieve the organizations goal	2.0	2.2	1.6	1.7
Manage Enterprise Performance Goal Setting	1.7.13.1	3	Manage Enterprise Performance Goal Setting business activity is in charge of setting all enterprise performance goals.	2.0	2.0	1.0	1.7
Plan Enterprise Performance Management	1.7.13.2	3	Plan Enterprise Performance Management business activity is in charge of defining and integrating altogether the enterprises' strategy plans, defining the direction, and making decisions on allocation of material resources in pursuant of its strategy.	2.0	2.0	1.0	1.7
Manage Enterprise Performance Measure & Metrics	1.7.13.3	3	Manage Performance Measure business activity is in charge of defining, collecting, analyzing and/or reporting information about accomplishments (applies to core enterprise activities, corporate activities and shared or COE activities).	2.0	2.0	1.0	1.7
Manage Enterprise Performance Analysis	1.7.13.4	3	Manage Performance Analysis business activity is in charge of examining, reviewing, directing and comparing performance based on well-defined situations in contrast to the enterprises goals.	2.0	2.0	1.0	1.7
Manage Enterprise Performance Reporting	1.7.13.5	3	Manage Performance Reporting business activity provide the planning and reporting needed to achieve business outcomes. Manage Performance Reporting helps to promote a "continuous improvement" feedback loop where reports on activities and performance provi	2.0	2.0	1.0	1.7
Manage Enterprise Performance Consolidation, Reconciliation and Close	1.7.13.6	3	'Manage Enterprise Performance Consolidation, Reconciliation and Close' is a compound business activity that involves managing the consolidation, reconciliation and close activities altogether in accordance to the enterprises' performance management requi	2.0	2.0	1.0	1.7

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Manage Enterprise Performance Assessment	1.7.13.7	3	Manage Enterprise Performance Assessment business activity is in charge directing and controlling enterprise performance assessment activities according to expectations of the enterprise performance goals and objectives.	2.0	2.0	1.0	1.7
Enterprise Governance Management	1.7.14	2	Enterprise Governance Management business process manage activities that ensure accountability and control of the strategic direction of the organization.	2.0	2.1	1.4	1.7
Govern Information & Data	1.7.14.1	3	Govern Information and Data business activity is in charge of tasks that oversee and supervise activities involved in managing information and data along with their related characteristics and assets.	2.0	2.0	1.0	1.7
Manage Program	1.7.14.2	3	Manage Program business activity maps, directs and controls programs to align with the enterprises business objectives and support organizational performance.	2.0	2.0	1.0	1.7
Manage Compliance	1.7.14.3	3	Manage Compliance business activity is in charge of ensuring the workforce, stakeholders and their activities across the organization are in line with laws, regulations, and business requirements.	2.0	2.0	1.0	1.7
Manage Change	1.7.14.4	3	Manage Change business activity is in charge of planning, approving, reporting and reviewing changes across the enterprise.	2.0	2.0	1.0	1.7
Manage Contract	1.7.14.5	3	Manage Contract business activity is in charge of managing agreements, from their creation through to their execution by chosen party, as well as the termination of contracts.	2.0	2.0	1.0	1.7
Govern Implementation	1.7.14.6	3	Govern Implementation business activity is in charge of controlling and directing any program management process that puts decision or plans into effect.	2.0	2.0	1.0	1.7
Govern Operations	1.7.14.7	3	Govern Operations business activity is in charge of following through on the execution of policies.	2.0	2.0	1.0	1.7
Stakeholder Relations Management	1.7.14.8	3	The Stakeholder I Relations Management processes grouping focus on managing the enterprise's relationship with stakeholders and outside entities. Stakeholders include shareholders, employee organizations, etc. Outside entities include regulators and local	2.0	2.0	1.0	1.7
Manage Transparency	1.7.14.9	3	Manage Transparency business activity is in charge of enabling open communication and assuring free flow of information and data within the enterprise, and with customers, business partners and all other stakeholders.	2.0	2.0	1.0	1.7
Manage Standards	1.7.14.10	3	Manage Standards business activity is in charge of controlling and directing all activities that support creating protocols that guide the enterprise in creating, applying and using products and services based on the consensus of all the relevant parties	2.0	2.0	1.0	1.7
Manage Integrity	1.7.14.11	3	Manage Integrity business activity is in charge of maintaining the highest ethical standards in every aspect of enterprises' business.	2.0	2.0	1.0	1.7
Learning Management	1.7.15	2	Learning Management business process manage activities that support building skills that can be applied to a variety of context.	2.0	2.2	1.6	1.7
Assess Learning Needs	1.7.15.1	3	Assess Learning Needs business activity analyze and evaluate participants learning needs to identify what participants have learned, how well they learned it and where they struggled.	2.0	2.0	1.0	1.7

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Define Learning Objectives	1.7.15.2	3	Define Learning Objectives business activity establishes the overall purpose or goal from participating in a learning activity.	2.0	2.0	1.0	1.7
Build Learning Resources	1.7.15.3	3	Build Learning Resources business activity establishes the learning materials or resources that instructors may use to carry out instruction and facilitate the achievement of learning goals.	2.0	2.0	1.0	1.7
Develop Learning Program	1.7.15.4	3	Develop Learning Program business activity establishes the overall initiative and scheme to deliver a learning experience required to achieve competence.	2.0	2.0	1.0	1.7
Implement Learning Program	1.7.15.5	3	Implement Learning Program business activity instantiates all the related learning plans and coordinates them under an integrated initiative to support achieving the learning program's experience objective.	2.0	2.0	1.0	1.7
Evaluate Learning Program	1.7.15.6	3	Evaluate Learning Program business activity assess performance of the Learning Program against overall learning objectives.	2.0	2.0	1.0	1.7
Training Management	1.7.16	2	Training Management business process manage activities that instruct and deliver matters of technical knowledge according to learning management goals.	2.0	2.2	1.6	1.7
Assess Training Needs	1.7.16.1	3	Assess Training Needs business activity evaluates training gaps and needs, sets training objectives, evaluates roles, prepares plans and identifies place, people, process and technology capacity required to conduct and achieve a specified training objecti	2.0	2.0	1.0	1.7
Design Training Program	1.7.16.2	3	Design Training Program business activity develops the blueprint of capabilities and facilities that achieve training performance goals based on the enterprises learning objectives and knowledge management goals.	2.0	2.0	1.0	1.7
Acquire Training Capability	1.7.16.3	3	Acquire Training Capability business activity establishes a and makes ready the capability required to support a training plan.	2.0	2.0	1.0	1.7
Schedule Training Program	1.7.16.4	3	Acquire Training Capability business activity establishes a and makes ready the capability required to support a training plan.	2.0	2.0	1.0	1.7
Implement Training Program	1.7.16.5	3	Implement Training Program business activity executes training plans altogether to achieve the goals of a training program.	2.0	2.0	1.0	1.7
Evaluate Training Outcome	1.7.16.6	3	Evaluate Training Outcome business activity assesses results of training program on participants.	2.0	2.0	1.0	1.7
Research Management	1.7.17	2	Research Management business process administers and controls the activities that support the collection, planning, organization, analysis and delivery of information that increase understanding of topics of concern to the enterprises' business functions.	2.0	2.3	1.7	1.7
Develop Research Approach	1.7.17.1	3	Develop Research Approach business activity describe research methodology, describe data collection method, describe research analysis method, and evaluate and justify research methodology.	2.0	2.0	1.0	1.7
Plan Research	1.7.17.2	3	Plan Research business activity establish the steps needed to be performed in a logical and concise manner.	2.0	2.0	1.0	1.7
Analyze Research Findings	1.7.17.3	3	Analyze Research Findings business activity examine the research findings.	2.0	2.0	1.0	1.7
Deliver Research Results	1.7.17.4	3	Deliver Research Results business activity address modelling research reports for research report recipients with clear insights, ad actionable recommendations for a research.	2.0	2.0	1.0	1.7

Process	Process	Lvl	Brief Description	ML	NLP	CV	Segment
Corporate Finance Management	1.7.18	2	Corporate Finance Management business process directs and controls corporate activities that source and allocate funding, organizing capital structure, overseeing activities to increase the value of the firm, and managing the tools used to allocate financ	2.0	2.0	1.0	1.7
Manage Capital Investment	1.7.18.1	3	Corporate Finance Management business process directs and controls corporate activities that source and allocate funding, organizing capital structure, overseeing activities to increase the value of the firm, and managing the tools used to allocate financ	2.0	2.0	1.0	1.7
Manage Capital Financing	1.7.18.2	3	Manage Capital Financing business activity directs and controls the methods the corporate business uses to raise money.	2.0	2.0	1.0	1.7
Manage Liquidity	1.7.18.3	3	Manage Liquidity business activity directs and controls corporate visibility into the enterprise cash position.	2.0	2.0	1.0	1.7
Manage Managerial Accounting	1.7.18.4	3	Manage Managerial Accounting business activity directs, analyzes and communicates financial data to corporate managers who use the information to make business decisions.	2.0	2.0	1.0	1.7