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NICC Document

B2B Lead-to-Cash (L2C) User Story Requirements

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Contents

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Foreword

This NICC Document ND1624 has been produced by NICC B2B working group

Introduction

The "NICC B2B Interface Framework document (ND1507:2007)" provides the introduction and framework for all NICC B2B standards. It is important to read the Framework in conjunction with this document.

1 Scope

The scope is automated business transactions between UK Communications Providers (CPs) using Business-to-Business (B2B) interfaces. The L2C standard is designed to be product independent at the same time as allowing flexibility where product L2C processes need to be different.

Caveat

This release does not support the billing and payment areas of the end-to-end Lead-to-Cash processes as these have not yet been fully defined. Later versions may include this functionality or additional documentation may be developed to support them.

2 References

2.1 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For non-specific references, the latest edition of the referenced document (including any amendments) applies.

[1] ND1507:2007: B2B Interface Framework Document Issue 2
[2] ND1627 : V0.0.6: B2B Lead-To-Cash (L2C) Interface Standard
[3] ND21:2007: B2B User Story Approach

2.2 Informative references

None

3 Definitions/Abbreviations

3.1 Abbreviations

21CN	21st Century Network
B2B	Business to Business (electronic transactions via a gateway)
BOM	Business Operations Map
CP	Communications Provider
ebXML	Electronic Business XML
eTOM	enhanced Telecom Operations Model [TMF]
ITIL	Information Technology Infrastructure Library
ITU	International Telecommunications Union
L2C	Lead to Cash
LLU	Local Loop Unbundling
NGN	Next Generation Networks
NICC	Network Interoperability Consultative Committee
PR	Problem Record
SP	Service Provider
T2R	Trouble to Resolve
TMF	TeleManagement Forum
WBC	Wholesale Broadband Connect
WBCC	Wholesale Broadband Connect Converged
WLR	Wholesale Line Rental
XML	eXtensible Mark-up Language

4. Purpose

This document provides details of the user stories describing requirements for ND27: B2B Lead-To-Cash (L2C) process standard development.

They were developed and reviewed in detail by NICC B2B working group. As new requirements and issues emerge this document will be updated to drive improvements to the L2C standard.

5. Create or Validate User Stories (US) for T2R

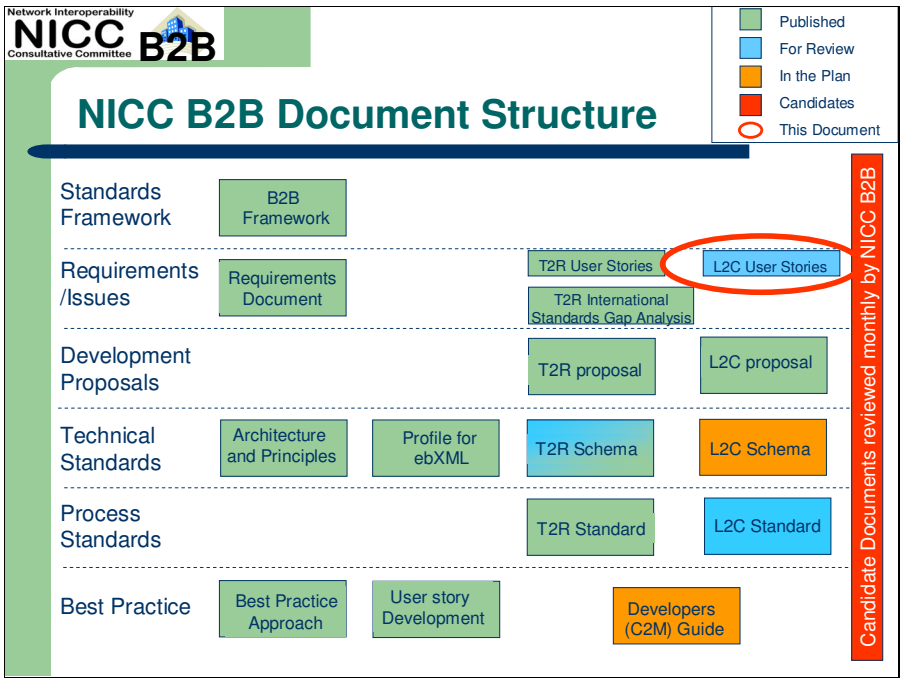
The method used to develop User Stories is described in the NICC B2B User Story Approach document (ND21:2007) . To quote the document:

- "The NICC B2B User Stories Approach document contains a description of the approach the NICC B2B proposes for developing business-to-business 'User Story Scenarios' or "User Stories" as a means of defining standards for B2B gateways in the UK telecoms industry. It is one a number of techniques designed to facilitate the rapid development of systems, processes and products to meet user and customer requirements.
- User story scenarios are end to end stories that can be easily understood by business people with requirements and systems and process development teams. Existing requirements can be aligned to business scenarios, to identify possible gaps in the requirements, which can then be filled. They enable the work to be divided up into work stream activities that can be taken forward by development teams. The scenarios can be prioritised to give a clear direction to development teams for the order of work."

See below for a summary of the analysis and Annex 1 for the full analysis

6. NICC B2B Document Structure & Further Information

This document forms part of a suite of documentation developed and maintained by NICC B2B as shown below. They can be accessed from the NICC publication web site @ http://www.nicc.org.uk/nicc-public/publication.htm. and if they are in development from http://niccb2b.org.uk/ . For access and further details please contact niccb2b@niccb2b.org.uk .



7. Keeping this document up to date and relevant

In order to keep NICC B2B standards and best practice up to date and relevant the documents it publishes together with any new issues and requirements are reviewed on a regular basis. If you have any comments or suggestions for improvement please forward them to niccb2b@niccb2b.com or place them directly on to the NICC B2B website @ http://niccb2b.org.uk/wiki/index.php/Main_Page/work/Issues

Annex 1 (normative): Roles & Terminology

Role	Attributes
Customer	CP or SP Customer of supplying CP/SP
End User	Ultimate consumer of the service provided by a CP and its supply chain
CP	Communication Provider e.g. BTR (BT Retail), BTW (BT Wholesale), Openreach, Vodafone, Bulldog etc.
Supplier	An organisation supplying a service (can be a CP) e.g. Openreach is the Supplier of LLU to a CP

Term	Description
Automation	Refers to the nature of the business-to-business interaction. Automation in this context means the interaction is a B2B message dialogue, and not e.g. a phone call between CP and BT. It does not refer to the processes initiating, or responding to the interaction, e.g. CP requested to make an appointment for their End User.
Dialogue Service	A transactional service proviced by the Supplier that enables e.g. queries, tests, appointing. These services can be stand-alone (e.g. test), or can be linked to an Order or Problem Report (e.g. engineering appointment). Dialogue Services are available via both B2B channel, and Web Services
KCI	Keep Customer Informed - a notification touchpoint which updates the 'customer' (in the context of these User Stories, the CP) on progress/completion of the work
Notify	A party Notifies another party of an event e.g. Supplier sends a KCI to the CP
Query	A party wants to Query information possessed by another party e.g. CP wants to query the details of an existing Supplier appointment
Request	A party Requests another party to take some action e.g. CP requests the Supplier raises a Problem Report in their domain

Annex 2 (normative):
L2C User Story Requirements

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
	Sell Service					
L2C1	Notify Forecast Order Volumes	Buyer	inform the Supplier of my forecast order volumes	the Supplier can check that these fall within my contractual agreement, and be prepared to accept them when issued I am able to agree volumes that fall outside of my current contract	**Performance (non-functionals)** - RFT Message delivery is successful first time Forecast report contains all mandatory and conditional (as applicable) data items %times manual exceptions occur in sending/acknowledging the message - CT The regularity of reports sent to the CP to be agreed between CP and Supplier - % Automation – 100% with manual over-ride available - % System Availability to be determined by specific implementations **Process (functionals)** 1 CP produces order volume forecasts in an agreed format 2 CP sends the forecast report as scheduled (e.g. weekly, monthly) 3 Supplier checks if forecast is within contractual limits, and accepts of rejects it depending on contractual limits 4 Supplier ensures operational readiness in anticiplation of the order volumes	
L2C2	Notify Forecast Accept/Reject	Supplier	confirm to the Buyer that I accept or reject the forecast	if accepted I can prepare to receive the orders, or manage any contractual violation	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Accept/reject notification sent within an agreed response time - % Automation – 100% (if rejected, forecast amended and resubmitted via B2B. Second rejection results in fall-back to manual process) - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier checks forecast volumes fall within contractual limits 2 If within Supplier sends an Accept message 3 If forecast is above/below agreed limits then the Supplier sends a Reject message. Forecast can be amended and resubmiytted via B2B. If rejected a second time then process falls-back to manual	
L2C3	Request Service Quotation	Buyer	request the Supplier provides a quotation for the service(s) I am enquiring about	I am aware of the full price of obtaining the service(s) and devlivery/hardware costs and can choose to accept or decline	**Performance (non-functionals)** - RFT Message delivery is successful first time Request includes all mandatory/conditional information for the Supplier to quote against Quotation covers all the Buyer's service requirements, detailed in an agreed format Quotation details any contractual conditions e.g. valid for n days, site access reqs, ancillary reqs etc Quotation includes a quotation reference identifier %times manual exceptions occur in sending/acknowledging the message - CT Quotation sent within an agreed time from request	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- % Automation – 100% where product and process allows - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer requests a quotation for a service/product 2 Supplier assesses the requirement and produces a quotation 3 Supplier sends the quotation to the Buyer to consider	
L2C3a	Request Convert Quotation To Order	Buyer	be able progress from quotation to order, without having to re-enter the information I have already provided to obtain the quotation	I can progress orders with the minimum of effort, and avoid rekeying errors	**Performance (non-functionals)** - RFT Message delivery is successful first time The order only needs to capture mandatory/conditional data which is additional to that already submitted for the quote The order must include the quotation reference returned by the Supplier %times manual exceptions occur in sending/acknowledging the message - CT Response time to perform initial xml validation and send response - as defined for specific implementations The quotation data will be stored by the Supplier for a fixed time period - as defined for specific implementations SLA clock will start on receipt of a valid order - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer has received a quotation for a service and wishes to proceed to order **2** Buyer captures all necessary order data which is additional to that submitted for the quotation 3 Buyer submits the order containing the additional data and the quotation reference id 4 Supplier performs initial validation of the order and accepts or rejects it 5 Supplier performs full validation and sends acceptance message (see L2Cn) 6 If accepted the Supplier progresses the fulfilment process	
L2C4	Request Order	Buyer	raise an order for a new instance of a service, or to modify or cease an existing service	the Supplier delivers or changes my service as required	**Performance (non-functionals)** - RFT Message delivery is successful first time The order contains all mandatory/conditional data The order contains one main product (order line 1), and potentially further order lines where these are features or ancillary products (e.g. a Broadband order contains the main BB Access product, plus a second order line for the SLA level' feature; a WLR3 order contains one main Product, plus further order lines for Auxillary Lines). An order cannot contain more than one main product Orders must be validated against more than just a Service ID (for relevent products). Typing errors can occur in creating the order, therefore the Service ID must be validated against a postcode at a minimum where applicable A successful response to the transaction implies an order state of Order Pending Order contains a Project No field which enables orders to be linked (associated) by the Buyer/Supplier Where this relates to a Migration/Transfer order, the provision of the service for the gaining Buyer includes all service features existing on the End User's service %times manual exceptions occur in sending/acknowledging the message	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- CT Response time to perform initial xml validation and send an 'Order Pending' response - as defined for specific implementations SLA clock will start following successful xml validation The SLA clock can later be stopped where the order is passed back to the Buyer during a survey/costing stage (complex products) - this follows the process described below, and utilises further 'Manage Progress' Touchpoints described later in this document. All time-out periods are to be defined for specific implementations Any 'prompt' KCIs to be sent within a set time before the time-out expires (as defined for specific implementations) to allow the Buyer to react - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** (the process beyond order submission is described for completeness) 1 Buyer captures all necessary order data, and submits the order 2 Supplier performs initial validation of the order and if successful sends an Order Pending response. The SLA clock starts. 3 Supplier performs full validation and if successful sends an Acknowledged message (see L2Cn) Simple Product (fixed price): 4 Supplier immediately sends a Committed KCI (see L2Cn) and progresses service fulfilment. SLA clock is still running Complex Product: 5 Supplier performs a survey/costing stage. The timescale and cost for service delivery are sent to the Buyer via a KCI. The SLA clock is stopped. 6 If Buyer accepts the costs they send an acceptance message within a fixed time-out period (see L2C?) 7 Supplier sends a Committed KCI (see L2Cn) and progresses service fulfilment. SLA clock is restarted Delay with Buyer: 8 If the Buyer does not accept or reject the costs within a set time-out, the Supplier sends a 'prompt' KCI (see L2Cn) to remind the Buyer to act 9 Buyer can accept the costs and send an acceptance message (see L2C?) 10 If Buyer not ready to accept/reject, then the Buyer can refresh the time-out period by sending a refresh message (see L2C?). This refresh process can be repeated a maximun for 3 times, after which the Supplier will reject the order	
L2C5	Request Order Batch	Buyer	raise a batch of orders for new instances of a service, or to modify or cease existing services	the Supplier delivers or changes my services	**Performance (non-functionals)** - RFT Message delivery is successful first time The order batch contains all mandatory/conditional data Batch size is within defined limits %times manual exceptions occur in sending/acknowledging the message - CT Response time to perform initial xml validation and send response - as defined for specific implementations SLA clock will start on receipt of a valid batch order - % Automation – 100% - % System Availability to be determined by specific implementations	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					Process (functionals) 1 Buyer captures all necessary order data for a batch of orders, and submits the batch 2 Supplier performs initial validation of the batch and accepts or rejects it 3 If accepted the Supplier decomposes the batch into component orders. These are subject to further validation and will be accepted/rejected during initial processing of each order	
L2C6	Notify Order Pending Validation	Supplier	inform the Buyer that I have received their order(s) and it is pending validation/acceptance	the Buyer knows their orders have been received and passed xml validation	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Time after which Pending notification sent - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has received an order 2 Supplier performs initial xml validation and sends an Order Pending message 3 Buyer receives message and knows their order is is undergoing full validation	
L2C7	Notify Order Rejected	Supplier	inform the Buyer that one or more of their orders has failed validation	the Buyer can rectify the problem with the order and resubmit, or abandon the order	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Time after which Rejection notification sent - as defined for specific implementations The SLA clock will not start for the rejected order - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has received the order 2 Supplier validates the xml file, and if it fails validation the Supplier sends the notification of rejection, plus reason	
L2C8	Request MAC	Buyer	request the Supplier to supply me with a Migration Authorisation Code (MAC)	I can later raise a migration order using the MAC	**Performance (non-functionals)** - RFT Message delivery is successful first time The response contains the MAC If the back-end systems cannot provide a MAC at this time, then the response is a business failure - this should indicate that the service is temporarily unavailable %times manual exceptions occur in sending/acknowledging the message - CT Transaction response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer sends request for a MAC 2 Supplier gateway validates the response and sends success (containing MAC) or	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					failure response	
L2C9	Notify MAC Request Accepted	Supplier	inform the Buyer that following validation/ allocation, their request for a MAC is accepted	the Buyer is able to progress a Migration order	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Response time to notify of MAC accepted - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has received a request for a MAC, and accepted the message 2 Supplier process validates the MAC request and if ok, sends a MAC request accepted notification (does this contain the MAC?)	
L2C10	Notify MAC Request Rejected	Supplier	inform the Buyer that following validation/ allocation, their request for a MAC is rejected	the Buyer can take alternative action	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Response time to notify of MAC rejected - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has received a request for a MAC, and accepted the message 2 Supplier process fails validation of the MAC request and sends a MAC request rejected notification	
L2C11	Request MAC Status (Dialogue Service)	Buyer	check if a MAC I have is valid	I can use it to issue a new Migration order	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Response time to respond with MAC status - as defined for specific implementations (expectation is transaction is in real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer sends request for a MAC status 2 Supplier gateway validates the request, checks if the MAC can be used for a Transfer order, and responds with the status	
	Supply Service					
L2C13	Request Order Cancellation	Buyer or Supplier	cancel the order in progress with the Supplier or	I stop delivery of a service instance I no longer want, and minimise any charges due to cancellation	**Performance (non-functionals)** - RFT Message delivery is successful first time Where the cancellation is not due to the Supplier (e.g. End User tells the engineer they don't want the service), then the Supplier can raise cancellation charges. Where the Supplier causes the cancellation, then charges may be waived	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
			ask the Buyer to cancel the order I have in progress	or I can stop delivery of an order which is no longer feasible to fulfil	%times manual exceptions occur in sending/acknowledging the message - CT Response time to confirm receipt of the request - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer sends cancellation request to Supplier or vica versa 2 Supplier/Buyer confirms receipt of the request (Note this is not an agreement to cancel) 3 Supplier/Buyer reviews the request - Buyer cancels the order or manual dialogue occurs and either Buyer or Supplier cancels	
L2C13a	Request Cancel Third Party Cease	Buyer	cancel a Cease order raised by another Buyer who is attempting to transfer an End User to them	I can stop the transfer process where I believe this has been initiated inappropriately	**Performance (non-functionals)** - RFT Message delivery is successful first time Buyer states reason for cancellation in the request Receipt/acceptance of the cancel Cease request initiates cancellation of the associated Provide order (i.e. orders are: Cease with existing Buyer, Provide with new Buyer) %times manual exceptions occur in sending/acknowledging the message - CT - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer has been informed of a pending Cease on their service instance (via a KCI) 2 Buyer determines this relates to a Transfer, and this is an inappropriate request 3 Buyer requests cancellation the Cease order, stating the reason 4 Supplier receives the cancel request, cancels the Cease order, and the associated Provide order, informing the 'gaining' Buyer 5 In the background, the Supplier monitors all such transactions for each Buyer so as to identify 'bad behaviour' in a) raising Transfers (slamming), b) cancelling Transfers	
L2C14	Notify Cancellation Pending	Supplier	inform the Buyer that their order cancellation request has been accepted and cancellation is pending	the Buyer knows that their request has been accepted	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Notification sent within x mins of the cancellation request being received - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier reviews the cancellation request, and if accepted (e.g. order progress is within cancellation period), sends a cancellation pending notification 2 Buyer receives notification that the cancellation is accepted and order cancellation is pending	
L2C15	Notify Cancellation Rejected	Supplier	inform the Buyer that their order cancellation request has been rejected, and the reason for that rejection	the Buyer is aware of the rejection, and can take alternative action	**Performance (non-functionals)** - RFT Message delivery is successful first time Notification includes reason text/code %times manual exceptions occur in sending/acknowledging the message	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- CT Notification sent within x mins of the cancellation request being received - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier reviews the cancellation request, and if it fails acceptance criteria (e.g. order progress is beyond PONR), sends a cancellation rejected notification 2 Buyer receives notification that the cancellation is rejected, and can plan alternative action	
L2C16	Request Order Amendment	Buyer	modify the order in progress	I can reflect changes in the service request since the order was submitted and accepted	**Performance (non-functionals)** - RFT Message delivery is successful first time Amendment can convey modifiable parameters e.g. new required date; new appointment id; additional order line - as well as updated information (text) e.g. access arrangements %times manual exceptions occur in sending/acknowledging the message - CT Response time to confirm receipt of the request - as defined for specific implementations This can modify the SLA clock, e.g. new required date/appt beyond SLA - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer sends order amendment 2 Supplier confirms receipt of the request (Note this is not an agreement to make the amendment) 3 Supplier reviews the request	
L2C17	Notify Amendment Pending	Supplier	inform the Buyer that their order amendment request has been accepeted and is pending	the Buyer is aware of the status of their amendment	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Notification sent within x mins of the amendment request being received - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier reviews the amendment request, and if accepted (e.g. amendment is allowable at this stage in the order's progress), sends an amendment pending notification 2 Buyer receives notification that the amendment is accepted and pending	
L2C18	Notify Amendment Rejected	Supplier	inform the Buyer that their order amendment request has been rejected, and the reason for that rejection	the Buyer is aware of the rejection, and take take alternative action	**Performance (non-functionals)** - RFT Message delivery is successful first time Notification includes reason text/code %times manual exceptions occur in sending/acknowledging the message - CT Notification sent within x mins of the amendment request being received - % Automation – 100%	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier reviews the amendment request, and if it fails acceptance criteria (e.g. amendment cannot be made at this stage in the order's progress), sends an amendment rejected notification 2 Buyer receives notification that the amendment is rejected, and can plan alternative action	
L2C20	Notify Working Service Demonstrated	Supplier	inform the Buyer that the ordered service has been successfully demonstrated to the End User	I can confirm that the service has been delivered to the End User's satisfaction	**Performance (non-functionals)** - RFT Message delivery is successful first time Any End User literature/briefing given and fully explained %times manual exceptions occur in sending/acknowledging the message - Cycle time Notification sent within x mins of the demonstration being successfully completed Will normally be sent as part of an Order Complete message **If sent as part of an Order Complete, this will stop the SLA clock** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier will offer, or the End User can request a demonstration of successful service fulfilment 2 Supplier demonstrates working service to the End User, and hands-over any relevant literature e.g user manual 3 End User confirms that the demonstration meets his requirements 4 Supplier informs the Buyer that the service has been demonstrated to the End User as part of the order process (usually as part of the order completion)	
L2C21	Notify End User Information Required	Supplier	request additional information from the Buyer	I can progress the action I am undertaking (applicable to various processes)	**Performance (non-functionals)** - RFT Message delivery is successful first time All information has been successfully captured (e.g. text field of suitable length) %times manual exceptions occur in sending/acknowledging the message - CT Response time to supply information (e.g. via order amendment) to be determined by specific implementations This can stop the SLA clock if appropriate (this will be conveyed in the message) - % Automation – 100% or dependent on request type if complex - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier requests the Buyer to provide End User sourced data (request volumes should be minimal if main process transactions include all necessary data). For complex requests a manual process may be invoked. 2 Buyer supplies all necessary data 3 Supplier analyses the End User data in order to progress the order fulfilment	
L2C22	Notify Assistance Required	Supplier	request assistance from the End User, Buyer or other Supplier during	I am able to successfully complete the necessary fulfilment		

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
			order fulfilment	work in my domain		
L2C23	Notify End User Visit Not Required	Supplier	notify the Buyer if, during a pre-arranged Appointment, it is not necessary to visit the End User's premises (e.g. all work can be undertaken external to the premises)	the Buyer can inform their End User that they should not expect an engineer to call, and do not have to be present at the premises	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message - CT Visit Not Required notification sent within x mins of engineer identifying the situation - % Automation level to be determined by specific implementations - % System Availability to be determined by specific implementations **Process (functionals)** 1 Engineer identifies he does not need to visit the EU premises and initiates a notification 2 Supplier notifies CP 3 CP can advise their EU that engineer will not visit them	
L2C24	Notify Auto Cancel	Supplier	be able to automatically cancel an order where progression is dependent on the Buyer, but I get no response within a set period	I can remove orders from the workstack that I consider to be no longer active	**Performance (non-functionals)** - RFT Message delivery is successful first time The Notification identifies the reason The auto cancel is invoked according to business rules applied by the process (e.g. Buyer has not responded to a request after defined reminder process) %times manual exceptions occur in sending/acknowledging the message - CT Buyer non-action: where an order in progress is awaiting Buyer action but no response is received, a time-out is applied before a reminder KCI is sent. A further time-out is applied between KCI and auto-cancel Time-out periods - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Precondition: order is awaiting Buyer input 2 After a set time-out where no Buyer input, or if incomplete input has been received by the Supplier, the Supplier sends a KCI to prompt action by the Buyer 3 If no response or manual contact from the Buyer is received after a further time-out period, then the Supplier sends an Auto Cancel notification to the Buyer, and cancels the order in the Supplier's domain 4 If a further incomplete response is received within the second time-out, then a manual process is invoked	
L2C51	Query Linked Orders (Dialogue Service)	Buyer	check if the Supplier has any orders which have a linked-order reference	I can identify any linked orders as part of managing my End User's service requirements	**Performance (non-functionals)** - RFT Message delivery is successful first time Query input parameters to be agreed between Supplier and Buyers. These will be relevant to the service type Linked order details are presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100%	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters query parameters for the service 2 Supplier gathers details of linked orders and returns the information	
	Configure Service					
L2C25	Request Configure Service	Buyer	change the configuration of a working service I have, in real time, within the contractual agreement for this service, e.g. modify parameters such as bandwidth, content selection etc Note this does not constitute a new order	I can control the configurable parameters of the service I have, on demand	**Performance (non-functionals)** - RFT Message delivery is successful first time The Notification identifies the type of configuration change (using allowable parameters) %times manual exceptions occur in sending/acknowledging the message - CT Response time to respond with configuration confirmation - as defined for specific implementations (expectation is transaction is in real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Precondition: the Buyer has a working service 2 Buyer requests a configuration change within the allowable contractual, and technical parameters for the service 3 Supplier automatically reconfigures the service in real-time 4 Supplier responds to confirm completion	
	Manage Progress					
L2C26	Notify Keep Customer Informed (KCI)	Supplier	update the Buyer of progress on the order fulfilment tasks at agreed milestones	the Buyer is kept informed of order fulfilment progress	**Performance (non-functionals)** - RFT Message delivery is successful first time KCI includes commissioning test results as applicable KCI covers all key order fulfilment milestones as defined for sepcific implementations KCI explicitly states the milestone type (e.g. engineer dispatched; etc) KCI includes other instructions e.g.: reappoint required; TRC authorisation required; etc KCI notes field must be provided (policy should be that notes assist progression of the order, e.g. Supplier indicates when to reappoint for example) Supplier to generate a minimum set of KCIs relevant to a particular product/service (or grouping). The Buyer can subscribe to an additional KCIs available, to provide more granular progress reporting All KCIs are sent via B2B. Supplier may additionally make information available via a Portal. The Buyer can disseminate the information within their own organisation via other means e.g. email or SMS etc %times manual exceptions occur in sending/acknowledging the message %times the KCI milestones or SLA timescales breached - CT KCI message sent to Buyer within <x seconds of process milestone being met **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** **Pre-condition: during Buyer service establishment, the Buyer selects the level of**	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					KCIs they want to subscibe to for each product/service type 1 Supplier determines, gathers and validates the data to be sent in the form of KCIs (this can include from the different parties such as Partner/other Supplier etc) 2 Supplier creates the required KCI 3 Supplier sends the appropriate KCIs from time to time to the Buyer and to other agreed parties (Partner/other Supplier/End User etc.) 4 Buyer may inform the End User about the status of the resolution **Optional** Could be expanded to include sending of regular KCIs at (configurable) timed intervals upon Buyer request	
L2C26a	Notify Order Pending Validation	Supplier	inform the Buyer that their order has been received and passed XML validation, and start the SLA clock	the Buyer is aware their order has been received and is being processed	**Performance (non-functionals)** - RFT Message delivery is successful first time Message can be the Response to the Raise Order message from the CP Implies the order is in the Order Pending state Includes the SLA clock start date/time and an order reference %times manual exceptions occur in sending/acknowledging the message - CT Response is sent within x mins of the order being submitted - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer has submitted an order 2 Supplier valididates the XML, and if successful sends an order pending Response. SLA clock starts 3 If validation fails then send a Failure/Rejection Response	
L2C26b	Notify Order Acknowledged	Supplier	inform the Buyer that the order has passed full validation and will now be progressed	the Buyer is aware that their order is in progress, but has not be committed as yet	**Performance (non-functionals)** - RFT Message delivery is successful first time Is sent after full validation has been performed, relevant to the product/service ordered Implies the order is in the Acknowledged state The SLA clock is already running %times manual exceptions occur in sending/acknowledging the message - CT Notification is sent within x secs of the validation being completed Notification is sent within x mins of the order being submitted - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has fully validated the order 2 Supplier sends Acknowledged notification 3 Buyer receives notification	
L2C26c	Notify Timescale & Costs	Supplier	inform the Buyer of the delivery timescale and excess construction costs of the service they	the Buyer is aware of when they will get service, how much it will cost, and give them	**Performance (non-functionals)** - RFT Message delivery is successful first time Is sent after the survey/planning stage in the process, relevant to the product/service	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
			have ordered	the option of accepting this, or aborting the order	ordered This may be sent as two separate notifications (e.g. costs are not always required if the order can be fulfilled within a pre-authorised limit (specified in the order) This will stop the SLA clock %times manual exceptions occur in sending/acknowledging the message - CT Notification is sent within x secs of the survey/planning being completed - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has performed the survey/planning stage of the order process 2 Supplier sends notification of timescale and costs as necessary 3 Buyer receives notification	
L2C26d	Request Accept/Reject Timescale & Costs	Buyer	be able to accept or reject the timescale and costs indicated for the service	I can decide whether or not to proceed with the order	**Performance (non-functionals)** - RFT Message delivery is successful first time An Accept message will restart the SLA clock A Reject message will result in the order being cancelled %times manual exceptions occur in sending/acknowledging the message - CT Notification must be received by Supplier within a time-out period after the notification was sent - to be determined by specific implementations (typically working 10 days) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has notified timescale and costs 2 Buyer considers response 3 Buyer sends accept or reject message	
L2C26e	Notify Buyer Action Required	Supplier	prompt the Buyer to take action over an outstanding response	I give them time to review the response required, and act before a time-out causes automatic rejection or cancellation of an order	**Performance (non-functionals)** - RFT Message delivery is successful first time The message confirms which action this a response to %times manual exceptions occur in sending/acknowledging the message - CT Buyer non-action: where an order in progress is awaiting Buyer action but no response is received, a notification is sent x hours before the Buyer input is required If the Buyer requires more time, they can request more time by refreshing the original time-out period. It cannot be refreshed more than 3 times. After expiry of the 3rd time-out the order rejection/auto-cancellation will occur. Note that the time-out cannot be refreshed beyond the expiry time of a quotation. Time-out periods - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Precondition: order is awaiting Buyer input 2 After a set time-out where no Buyer input, or if incomplete input has been received by	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					the Supplier, the Supplier sends a message to prompt action by the Buyer 3 Buyer sends message to refresh the time-out period Note: Buyer can do this maximum of 3 times	
L2C26f	Request More Time	Buyer	request more time to provide a response to an outstanding action	I can keep the order open until I can provide the necessary response	**Performance (non-functionals)** - RFT Message delivery is successful first time The Notification identifies the required action %times manual exceptions occur in sending/acknowledging the message - CT Where the Buyer has been requested to act, the Buyer can request more time by refresing the time-out period The time-out can be refreshed a maximum of 3 times, after which the Supplier will not allow more time, and the order will be cancelled Time-out periods - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** Precondition: order is awaiting Buyer input 1 Buyer recognises they need to confirm/cancel and order, or has been prompted by the Supplier via a KCI. Buyer requests more time to respond 2 Supplier refreshes the time-out clock to allow more time 3 Buyer confirms/cancels the order within the time-out period, or can do further refreshes (up to 3 max)	
L2C26g	Notify Rejected	Supplier	inform the Buyer the order has been rejected	the Buyer is aware that the order has been rejected before the Committed state	**Performance (non-functionals)** - RFT Message delivery is successful first time The Notification identifies the reason The rejection is invoked according to business rules applied by the process (e.g. order fails validation; Buyer has not responded to a request after defined reminder process) %times manual exceptions occur in sending/acknowledging the message - CT Message sent within x secs of the order being rejected by the Supplier's process - to be determined by specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Order has failed validation, or is awaiting Buyer input and time-outs have expired 2 Supplier sends order rejected notification and purges order records in their systems 3 Buyer receives rejection notification	
L2C26h	Notify Order Committed	Supplier	inform the Buyer that their order has a committed delivery date and cost	the Buyer is aware that their order is committed for delivery, and they should now track its progress	**Performance (non-functionals)** - RFT Message delivery is successful first time Implies the order is in the Committed state Includes committed delivery timescale and costs %times manual exceptions occur in sending/acknowledging the message - CT For fixed-price/lead-time services the notification is sent immediately (<x secs) following	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					Order Acknowledged For variable timescale/cost services the notification is sent after the survey/costing stage after the Buyer has accepted the costs For fixed-price products/services the SLA clock is already running For variable timescale/cost services the SLA clock is restarted Is sent within <x secs of receiving acceptance from Buyer - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** **Fixed-price service:** 1 Supplier sends Committed notification immediately after Acknowledging the order 2 Buyer receives notification and begins to track order Variable timescale/cost service: 1 Supplier performs survey/costing stage in process 2 Supplier has presented timescale/costs back to Buyer 3 Buyer has accepted 4 Supplier sends Committed notification 5 Buyer receives notification and begins to track order	
L2C15a	Notify Cancellation Complete	Supplier	inform the Buyer that their cancellation is complete	they are aware the order has now been cancelled, and are informed of any cancellation charges due	**Performance (non-functionals)** - RFT Message delivery is successful first time Any cancellation or term charges are identified in the message, with explanation %times manual exceptions occur in sending/acknowledging the message - CT Notification sent within x mins of the cancellation request being received - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier has cancelled the order in progress, calculated any charges due, and sends a cancellation complete notification 2 Buyer receives notification that the cancellation is completed and is aware of any charges due	
L2C19	Notify Amendment Completed	Supplier	inform the Buyer that their order amendment request has been completed	the Buyer is aware their order has been amended	**Performance (non-functionals)** - RFT Message delivery is successful first time Message confirms what amendment has been made (e.g. audit trail of request) Message conveys any changes as a result e.g. new delivery/appt date; additional charges; etc Message confirms any change to the SLA clock %times manual exceptions occur in sending/acknowledging the message - CT Notification sent within x mins of the amendment being completed - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier performs the amendment to the order record and sends a completed	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					notification 2 Buyer receives notification that the amendment is completed, and any changes that will impact them e.g, additional charges	
L2C27	Request Order Status	Buyer	request the Supplier to advise me of progress on the fulfilment tasks	I can get immediate advice on progress	**Performance (non-functionals)** - RFT Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message %times the KCI milestones or SLA timescales breached - CT Response time to confirm receipt of the request - as defined for specific implementations - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 If the Buyer believes they should have received a KCI, they can request a KCI from the Supplier 2 Supplier responds to confirm the request will be acted upon 3 Supplier determines the last milestone passed 4 Supplier sends the appropriate KCI for the milestone 4 Buyer assesses the KCI/order progress to detect any potential delays or SLA breaches	
L2C12	Notify Order Complete	Supplier	inform the Buyer that their order has been successfully completed	the Buyer is aware that their End User now has service, and I can initiate billing	**Performance (non-functionals)** - RFT Message delivery is successful first time Message contains completion data such as: date/time completed; excess charges; commissioning test results; service location information (e.g. rack/port etc) etc Supplier initiates billing from this date/time The service is now deemed to be 'in service/working', and therefore the Buyer can initiate the T2R process in the event of an Early Life Failure (ELF) from this point %times manual exceptions occur in sending/acknowledging the message - CT Notification is sent within x seconds/mins of the order workflow completing - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier completes fulfilment of the order 2 Supplier sends an order complete message	
L2C28	Notify Partner/Supplier Jeopardy Action Requested	Supplier	notify the Buyer of a process delay/failure	the Buyer can take appropriate action to manage the delay/failure	**Performance (non-functionals)** - RFT Message delivery is successful first time Notification details reason and impact description (could be a reason code if agreed with Buyers) Notification could include requested action by Buyer %times manual exceptions occur in sending/acknowledging the message - CT Jeopardy message sent to Buyer <x mins of jeopardy condition occuring - % Automation – 100% - % System Availability to be determined by specific implementations	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					Process (functionals) 1 Supplier identifies a jeopardy in their process which will impact agreed service delivery date or component milestone 2 Supplier sends jeopardy notification 3 Supplier works to resolve the jeopardy or reschedules the tasks 4 Buyer registers and acts on the jeopardy as necessary e.g. updating the End User of delay 5 Escalation processes are invoked in Supplier and Buyer domains as per business rules	
	Appointing					
L2C29	Request Appointment Availability (Dialogue Service)	Buyer	request the availability of appointment slots to meet my need	I can select a slot which suits me and my End User	**Performance (non-functionals)** - RFT Message delivery is successful first time Resources with correct skills/equipment are available to perform resolution within SLA (e.g. access to correct appointment book for product/technology) Buyer has appointment slot choice within SLA timescale Appointment slot duration is appropriate for necessary work Buyer is advised of appointment slot duration when selecting slot If the Dialogue Service is not 'functionally' available it returns a response to indicate this %times manual exceptions occur in sending/acknowledging the message - CT Transaction response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer requests the Appointment availability details 2 Supplier retrieves and sends the Appointment availability details to the Buyer in the Response message **Options:** More advanced search options e.g. slots before/after a specified time More granular slot durations Appointment slots out-of-hours - this may be a chargable service	
L2C30	Request Appointment Reservation (Dialogue Service)	Buyer	reserve an engineering appointment prior to raising a order, or during its progress	I can arrange the appointment during first contact with my End User, or later as required to deliver their service	**Performance (non-functionals)** - RFT Message delivery is successful first time The reservation is against resources with correct skills/equipment to perform resolution within SLA (e.g. access to correct appointment book for product/technology) Appointment slot reserved is within SLA timescale (default) Buyer can request a date/time beyond SLA if required by their EU Appointment slot duration is appropriate for necessary work %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) The reservation period is temporary and operates on a time-out if not Booked. Expiry time for temporary reservation is sufficient to meet Buyer process needs (i.e. time delay to raise an order and confirm appt) - % Automation – 100%	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer requests reserve Appointment/reserve resource(s) 2 Supplier reserves the required human resources. The reservation is based on the pre-defined criteria (i.e. for human resources the skill-set, certification etc are considered). The reservation is based on the resource profile and not a named individual. The reservation is temporary and will time-out after a set duration 3 Supplier responds with the reservation details including the duration of the appointment 4 If the earliest available slot is not within the SLA, the Supplier records this such that the SLA violation can be accounted for 5 Supplier ensures that the resource reservation is commercially feasible 6 Supplier asks for the Buyer approval where necessary	
L2C31	Request Appointment Booking (Dialogue Service)	Buyer	book an engineering appointment, including confirming a reserved appointment, where this is necessary to deliver service	I can arrange for an engineer(s) to visit, in agreement with my End User	**Performance (non-functionals)** - RFT Message delivery is successful first time The booking secures the reservation of resources reserved in L2C30 The Buyer has already reserved an appt and obtained an appt id %times manual exceptions occur in sending/acknowledging the message - CT Booking is performed via Raising Order (L2C3,4) or via Amend Order (L2C16) Touchpoints - see CT criteria for those TPs The reservation period is temporary and operates on a time-out if not Booked. Expiry time for temporary reservation is sufficient to meet Buyer process needs (i.e. time delay to raise an order and book (confirm) appt) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** Pre-condition: Buyer has reserved an appointment slot and obatined an appt id 1 Buyer raises an order, including the appt id, or Buyer amends an existing order, including appt id 2 Supplier associates the appt id with the order (if an appt id already exists on the order, it is replaced by the new appt id)	
L2C32	Query Appointment Details (Dialogue Service)	Buyer	query the details of an existing engineering appointment	I can check the details and take any necessary action	**Performance (non-functionals)** - RFT Correct Appointment details received the first time %times manual exceptions occur in obtaining the Appointment details - CT Transaction response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer requests the Supplier to provide the Appointment details 2 Supplier retrieves and sends the Appointment details to the Buyer **Optional** Expanded query to return details of all appts for this Buyer. Query criteria needs to be	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					agreed - may need to be done after we know all appt reqs inc L2C	
L2C33	Request Appointment Cancellation (Dialogue Service)	Buyer	cancel an engineering appointment which is no longer required	an abortive visit is avoided, and charges incurred	**Performance (non-functionals)** - RFT Resources reservation cancelled first time %times Manual fallback needed Cancellation can occur at any time up to 'point of no return' (PONR) within the process Cancellations requested after the PONR will be accepted by may incur charges - CT Cancellation acknowledgement within <x seconds (expectation is transaction is real-time) - % Automation – 100% (up to PONR) - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer asks the Supplier to cancel the reservation of human resource(s) (engineering appointment) 2 Supplier cancels the resource reservation as requested by the Buyer 3 Supplier notifies the Buyer after completion of the cancellation task Note: the Supplier process should perform checks if the Buyer cancels the appt, but the order fulfilment still requires an appt. The Supplier will prompt the Buyer to make a new appt within a fixed time of the due order completion date via a KCI (see L2Cn)	
L2C34	Supplier Request Appointment Cancellation	Supplier	cancel an engineering appointment which is either not necessary or cannot be met	the Buyer is made aware and can book another appointment if necessary	**Performance (non-functionals)** - RFT Appt Cancellation received first time %times Manual fallback needed Cancellation request can occur at any time up to 'point of no return' (PONR) within the process There is a manual process available beyond the PONR - CT Transaction response time <x seconds **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% (up to PONR) - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier asks the Buyer if they can cancel the reservation of human resource(s) (engineering appointment) 2 Buyer responds with an Accept/Reject message 3 If accepted the Supplier cancels the appointment 4 Buyer will subsequently book another appointment if required, for no earlier than the date specified by the Supplier (e.g. due to a delay). Any SLA violation is logged by the Supplier and compensation processes followed 5 If the request is rejected the process reverts to manual	
L2C35	Notify Supplier Request Appointment Cancellation Accept/Reject	Buyer	be able to accept or reject the appointment cancellation	I have some control over actions that directly impact my End Users	**Performance (non-functionals)** - RFT Appt Cancellation Accept/Reject received the first time %times manual fallback needed in sending the notification - CT Message to be sent within a defined period of cancellation request being received (to be	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					determined by specific implementations) **This can start the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer assesses the Appt Cancellation and sends an accept or reject to the Supplier 2 If the cancellation is accepted the Supplier cancels the Appt 3 If necessary the Buyer subsequently makes another appointment, for no earlier than the date specified by the Supplier (e.g. due to a delay). Any SLA volation is logged by the Supplier and compensation processes followed 4 If the cancellation is rejected negotiation takes place via a manual process	
L2C36	Request Further Appointment (Dialogue Service)	Buyer	reserve a further engineering appointment where it is necessary	all required work can be completed to deliver the service	**Performance (non-functionals)** - RFT The Appointment is reserved first time The reservation is against resources with correct skills/equipment to perform resolution within SLA (e.g. access to correct appointment book for product/technology) Appointment slot reserved is within SLA timescale (default) Buyer can request a date/time beyond SLA if required by their EU Appointment slot duration is appropriate for necessary work %times Manual fallback needed to reserve Appointment - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) Expiry time for temporary reservation is sufficient to meet CP process needs (i.e. time delay to raise a PR and confirm appt) **This can adjust the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer has identified or been informed of the need for a further appointment 2 Buyer follows the standard Appt Reservation process as per that User Story. SLA violation would not apply if the further appt is required due to Buyer issues/delay e.g. End User 'no access' 3 Buyer would then send an Order Amendment to add the new appt to the order	
	Location					
L2C37	Query Address Search (Dialogue Service)	Buyer	obtain address information from the address database, based on partial address information	identify possible addresses and identifier keys which may relate to my End User's location	**Performance (non-functionals)** - RFT Message delivery is successful first time Returned address and id key information is presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					Process (functionals) 1 Buyer enters query parameters for the location 2 Supplier determines and returns address information and related identifier keys	
L2C38	Query Address Details (Dialogue Service)	Buyer	query the address details for the address database identifier key I provide	confirm it matches information provided by my End User	**Performance (non-functionals)** - RFT Message delivery is successful first time Address database key is an agreed format Returned information is presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters the address database key relating to a target address 2 Supplier retrieves and returns address information related to the key, or a null result	
L2C39	Query Address Match (Dialogue Service)	Buyer	query if the address I provide matches with an existing address in the database	I can confirm I have the correct address, and obtain the identifier key so I can use it to request an order	**Performance (non-functionals)** - RFT Message delivery is successful first time Returned address database key is an agreed format Returned information is presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters a structured address relating to a target address 2 Supplier matches the address supplied to addresses in the database and confirms the match and identifier key, or returns a null result	
L2C40	Request Temporary Address (Dialogue Service)	Buyer	create a temporary address record and obtain an identifier key	I can raise an order agsainst this location, and have the Supplier validate the address and create it permanently within their database	**Performance (non-functionals)** - RFT Message delivery is successful first time The structured address fields are in an agreed and standard format Response confirms creation of the temporary address record and identifier key %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters a structured address relating to a target address for which they cannot obtain a match	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					2 Supplier creates a temporary address record and returns an identifier key 3 Buyer can subsequently raise an order using this key. The Supplier will validate the address (e.g. via a survey) and create a permanent address record and key. If the address cannot be found then the order will be cancelled.	
L2C41	Request Line Availability (Dialogue Service)	Buyer	check the availability of line plant at a given location	I can consider raising an order at this location	**Performance (non-functionals)** - RFT Message delivery is successful first time Query input parameters to be agreed between Supplier and Buyers Availability is presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters query parameters for the location 2 Supplier determines available line plant and returns information	
L2C42	Request Network Availability (Dialogue Service)	Buyer	check the availability of spare network capacity to serve an order at my chosen location	I can consider raising an order at this location	**Performance (non-functionals)** - RFT Message delivery is successful first time Query input parameters to be agreed between Supplier and Buyers. These will be relevant to the service type Availability is presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters query parameters for the service/location 2 Supplier determines available network capacity and returns information	
L2C43	Request Network Reservation (Dialogue Service)	Buyer	temporarily reserve spare network capacity in anticipation of my order	I can gurantee my order can be fulfilled using existing capacity (Met from Stock)	**Performance (non-functionals)** - RFT Message delivery is successful first time Reservation is for network resources required for the service type Reservation is confirmed %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) The reservation period is temporary and operates on a time-out if not confirmed. Expiry time for temporary reservation is sufficient to meet Buyer process needs (i.e. time delay to raise an order against the resources) - % Automation – 100%	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer has identified spare network resources 2 Buyer requests the resources are reserved 3 Supplier temporarily reserves the resources	
L2C44	Request Network Capability (Dialogue Service)	Buyer	check the compatibility of existing services with the service I want to order, and capability of the network infrastructure to support the service	I can make a fully informed decision about what service(s) I can order for my End User, and avoid rejection of an incompatible order	**Performance (non-functionals)** - RFT Message delivery is successful first time Query input parameters to be agreed between Supplier and Buyers. These will be relevant to the service type Capability is presented in clear, simple terms (e.g. red/amber/green) Where capability does not exist, or is questionable, then the response should indicate what is possible (capable up to bandwidth of x) %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters parameters for the service/location 2 Supplier determines network capability and returns information	
L2C45	Request Number Availability (Dialogue Service)	Buyer	check the availability of Directory Numbers relevant to the service	I know what is available should I want to raise an order	**Performance (non-functionals)** - RFT Message delivery is successful first time Availability is presented in clear, simple terms The numbers shown as available are not 'temporary numbers' %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters query parameters for the service/location 2 Supplier determines available numbers and returns information	
L2C46	Request Number Reservation (Dialogue Service)	Buyer	temporarily reserve a Directory Number	I know I have a number to associate to the order I raise, and can inform my End User of it early in the process	**Performance (non-functionals)** - RFT Message delivery is successful first time Reservation is for a number(s) required for the service type Reservation is confirmed %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) The reservation period is temporary and operates on a time-out if not confirmed. Expiry	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					time for temporary reservation is sufficient to meet Buyer process needs (i.e. time delay to raise an order against the reserved number) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer has identified spare numbers 2 Buyer can select a number(s) and request reservation 3 Supplier temporarily reserves the number(s)	
L2C47	Request Number Import Check (Dialogue Service)	Buyer	check if I can import a specific Directory Number to the Supplier's network	my End user can retain their number if their service is moved to the new Supplier	**Performance (non-functionals)** - RFT Message delivery is successful first time Ability to import the number(s) is confirmed %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer submits a number(s) to check for import 2 Supplier checks if the number(s) can be imported and confirms the result	
L2C48	Request Number Potability Check (Dialogue Service)	Buyer	check if I can export a nominated Directory Number to another Supplier	my End User can retain their number if their service is moved to the new Supplier	**Performance (non-functionals)** - RFT Message delivery is successful first time Ability to export the number is confirmed %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer submits a number(s) to check for export 2 Supplier checks if the number can be exported and confirms the result	
L2C49	Query Installation Details (Dialogue Service)	Buyer	obtain details about an existing installed service provided by another party, with the End User's permission check details of a service I provide	I can use the information to raise a transfer (provide) order if requested by the End User I can confirm my service inventory	**Performance (non-functionals)** - RFT Message delivery is successful first time Buyer has obtained End User permission if applicable Query input parameters to be agreed between Supplier and Buyers. These will be relevant to the service type Installation details are presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100%	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					- % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters query parameters for the service/location 2 Supplier gathers details of the installation and returns the information	
L2C50	Query Calling & Network Features (Dialogue Service)	Buyer	check what Calling & Network Features are present on an End User's existing service provided by another party, with the End User's permission check details of a service I provide	I can ensure the features are transferred should the End User transfer their service to me I can confirm my service inventory	**Performance (non-functionals)** - RFT Message delivery is successful first time Buyer has obtained End User permission if applicable Query input parameters to be agreed between Supplier and Buyers. These will be relevant to the service type Calling & Network Features details are presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message - CT Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer enters query parameters for the service/location 2 Supplier gathers details of the Calling & Network Features and returns the information	
	Testing					
L2C52	Request Commissioning Test (Dialogue Service)	Buyer	request a test (of the appropriate type) of the service within the Supplier's domain	I can confirm that the delivered service is working successfully, before I accept the order is complete	**Performance (non-functionals)** - RFT Message delivery is successful first time Type of test (component, E2E) is dependent on the service being tested. This is specified when requesting the test The test results are presented in a clear and simple way If the test indicates a fault or indeterminate condition, then the response indicates what action to take next %times manual exceptions occur in sending/acknowledging the message - CT Response time <x seconds (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer determines the appropriate type of test for the service which has been provided by the Supplier (if applicable) 2 Buyer requests the test 3 Supplier performs the test(s) (component, e2e) and the result is returned to the Buyer 4 The test instances and the results are stored in a database (Buyer and Supplier) 5 Buyer analyses the test result to determine if the service has been provided successfully 6 If the Buyer is not satisfied with the test outcome they can repeat the test(s)	
L2C53	Notify Performance	Supplier	provide L2C service	the Buyer can	**Performance (non-functionals)**	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
	Data		delivery performance information to the Buyer	proactively assess on a regular basis if the performance delivered by the Supplier is as expected and meeting SLA, and undertake trend analysis, and take action if problems exist	- RFT The performance data provided correctly the first time - %times exceptions occur - %times manual fallback required - CT The regularity of reports sent to the Buyer to be agreed between Buyer and Supplier - % Automation – 100% - % System Availability – to be determined by specific implementations **Process (functionals)** 1 Supplier gathers service delivery performance information pertaining to the Buyer, and analyses it to identify any possible problems or degradation of the required performance level (e.g. order delivery not meeting CT and RFT targets/SLA) 2 Supplier alerts the Buyer if any deviation from the agreed performance is evident or a problem is identified 3 Supplier sends the performance updates to the Buyer as a standard report, as scheduled 4 Buyer carries out trend/exception analysis on the data received to determine deviation from the SLAs and other problems	
L2C54	Request Performance Data	Buyer	have the ability to request L2C service delivery performance information from the Supplier when I require it	I can proactively assess when required, if the performance delivered by the Supplier is as expected and meeting SLA, and undertake trend analysis, and take action if problems exist	**Performance (non-functionals)** - RFT The performance data provided correctly the first time The performance data provided on time e.g.: - %times exceptions occur - %times manual fallback required - %times information requested - CT Response time to receive report is x mins/hours from request - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Buyer requests the performance details of the service(s) from the Supplier 2 Supplier gathers service delivery performance information pertaining to the Buyer, and analyses it to identify any possible problems or degradation of the required performance level (e.g. order delivery not meeting CT and RFT targets/SLA) 3 Supplier alerts the Buyer if any deviation from the agreed performance is evident or a problem is identified 4 Supplier sends the performance updates to the Buyer as a standard report, as scheduled 5 Buyer carries out trend/exception analysis on the data received to determine deviation from the SLAs and other problems	
Charges						
L2C55	Notify Excess Appointment Charge	Supplier	abort an appointment (on the day) where the engineer estimates the Time Related Charges (TRC) will exceed the allocated appointment	I can have the additional charges accepted and a new appointment made	**Performance (non-functionals)** - RFT Message delivery is successful first time The Notification identifies the reason (i.e. appt abandoned) The Notification details the new charges (e.g. charge band) %times Manual fallback needed to send Notification	

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
			time		- CT A time-out will apply to the wait period whereby the order must be reappointed or cancelled by the Buyer **This can stop the SLA clock if appropriate (this will be conveyed in the message)** - % Automation – 100% - % System Availability to be determined by specific implementations **Process (functionals)** 1 Supplier engineer identifies (probably when on site) that the work cannot be completed within the agreed TRC 2 Engineer aborts the appt, and a notification is sent to the Buyer 3 Buyer receives notification and decides whether to authorise the higher charge, or cancel the order 4 If Buyer acepts - Buyer firstly reappoints using standard process 5 Buyer sends order Amendment to Supplier giving authorisation and new appt details. If the SLA clock was stopped whilst with the Buyer, it is restarted 6 If Buyer does not authorise - Buyer will either send Amendment specifying non-approval, or no response 7 On receipt of non-approval, or time-out after no-response process, the Supplier will Cancel the order	
	Misc					
L2C56	Request Agency Tasks	Buyer	request the Supplier to perform specific tasks (as contracted)	I can use the Supplier as an agent to undertake work on my behalf	Performance (non-functionals) - RFT Message delivery is successful first time %times manual exceptions occur - CT Response time for transaction <x sec (expectation is transaction is real-time) This will start the SLA clock - % Automation – 100% - % System Availability to be determined by specific implementations Process (functionals) 1 Buyer requests the Supplier to perform a task 2 Supplier schedules and assigns the task, and communicates the same to the Buyer 3 Buyer compiles and monitors his overall task schedule along with the inputs from this and other Suppliers	
	Obtain Payment					
	Note: Billing will be covered after the rest of L2C is complete					
	C&W (4/7/07)	Open Reach Customer	complete the wholesale line rental new installation and transfers within the industry standard timescales	I am able to agree a Service level Agreement with my customers and provide quality service.	**- Right First Time:** - No service or features are lost on transfer - Customer Specific directory entries are not lost on transfer - Trained Engineers to provide services at hot sites (for example electricity substations) are available to meet the timescale - Getting the line installed at the specified place and the ability to find out where the	Mary Emmanuel C&W

Interface ID	Interface Transaction Name	As a …	I want to…	So that …	Success Criteria	Associated User Stories
					line is installed after the event - Ability to work out of hours to suit customer need , for example install a new ISDN30 line at the week-end to avoid taking the PBX off air during normal working hours **- Cycle Time:** - 3 days for ne Analogue lines - 6 days for new digital systems - 10days for transfer we are experiencing 18 - 24 working days.	
	Thus (20/4/07)	CP	be able to reverse a supplier side cancellation	to enable customer retention if required	**Performance (non-functionals)** - % Automation – 100% - % System Availability – 100% - Data accuracy and consistency **Process (functionals)** 1 CP submits a cancellation of cease via XML 2 Supplier acknowldges cancellation received and actioned 3 CP confirms to end user	
	Thus (20/4/07)	CP	receive clear indication point for when a service is live and supported	if end user reports no service I can follow a clear path to resolve an Early life fault quickly	**Performance (non-functionals)** - % Automation – 100% - % System Availability – 100% - Data accuracy and consistency **Process (functionals)** 1 the Supplier sets clear rules to say when service is supported . 2 all supplier side systems are updated in timely manner 3 the CP can follow usual fault processes without debate	

History

Document history		
Revision	Date	Notes
V 0.0.1	May 14, 2008	Prepared for NICC publication by updating version number, adding NICC ND reference and converting from spreadsheet to NICC document format
V 0.0.2	May 22, 2008	SP added to definitions and roles updated to make generic in Annex1
1.1.1	June 2008	Initial issue