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## NICC B2B BEST PRACTICE

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## Document history

Revision	Date	Notes
Draft v0.1	10 <sup>th</sup> November 2006	Initial stakeholder document prepared for internal management review only
Draft v0.2	17 <sup>th</sup> November 2006	Updated with changes to content following management review, changes to template in imbedded slides and applied revised document template
Issue 1	19 <sup>th</sup> December 2006	Made changes agreed at November 2006 meeting and raised to issue status
Issue V1.0.0	25 <sup>th</sup> September 2007	Prepared for NICC publication by updating version number and adding NICC ND reference

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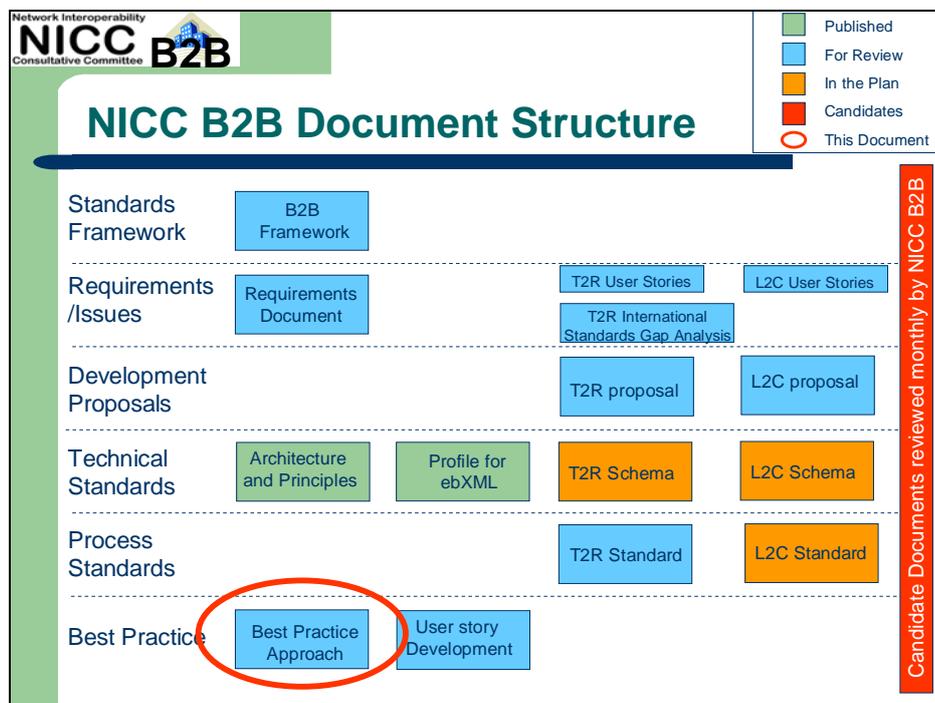
## 1 Introduction & Purpose

This document has been produced by the officers of the NICC B2B group as a definition of the approach to the stakeholder engagement to aid in the identification of best practice that could be adopted as part of the standards proposed by the B2B group.

This document also proposes some initial subjects for best practice discussions, and identifies potential experts that could aid in the understanding of best practice in the given subjects.

## 2. 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](mailto:niccb2b@niccb2b.org.uk) .



## Stakeholder Engagement

To understand best practice, it will be necessary to engage with a range of stakeholders. However best practice can be understood on two fronts, the industry experts' view and the subject matter experts' view.

- Industry experts will usually be research or consultancy based organisations that have reviewed a range of processes, technologies and methodologies to best understand what is best practice and what direction any given industry or service is going.

- Subject matter experts will be the companies that develop and deliver services, technologies, software etc. that deliver the particular activity that best practice is being considered for.

For the purposes of the B2B group, we will consider industry expert information where it is easily and freely available; however most of the understanding of best practice will need to come subject matter experts as the level of detail that will be required will only come from the companies that can and do deliver the services and solutions.

## 2 Approach to Engagement

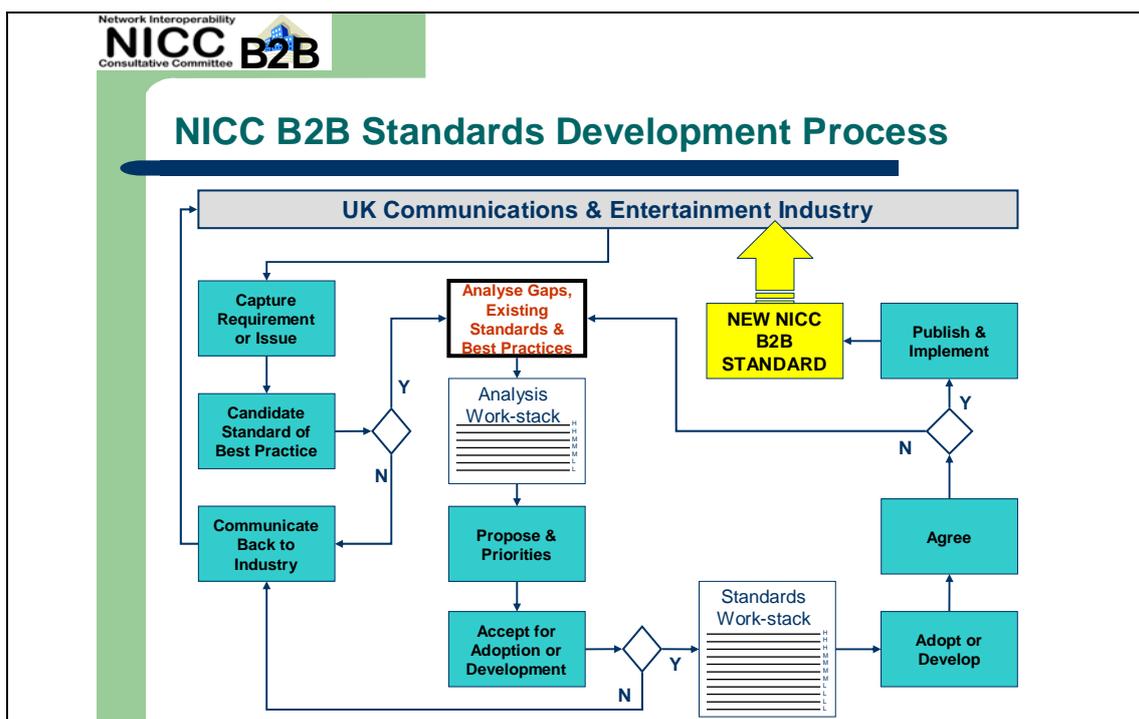
The engagement for best practice will form part of a wider working practice for the B2B group.

Where possible, best practice engagement with subject matter experts (SMEs) will take place as part of the regular B2B group meetings. There should always be at least two separate SME views of best practice, hopefully these will align in full or in part.

When it is not possible to schedule an SME engagement in a meeting but a meeting is urgent, in these cases a separate discussion will be set up for a best practice discussion providing the meeting attendance either meets the quorum requirements, or attendance has been agreed and minuted at a previous B2B group meeting.

## 3 Standards Development Process

All engagement for best practice will take place as part of the NICC B2B Standards Development Process. A high level view of the process is shown below. The best practice engagement will take place and part of the “Analyse Gaps, Existing Standards & Best Practices” step in the process.



## **4 Initial Engagement Proposals**

In discussion a number of potential areas for investigating best practice have already been identified. Below is a brief overview of these areas of best practice, a proposed list of SMEs and details of any Industry Expert information that may already be available.

### **4.1 Enterprise Resource Planning**

- In most large organisation, much of the back office activity around Finance, HR and procurement uses ERP software. As there are aspects of these and more in the processes covered by the B2B scope, we should look into what ERP standards have already been established to enable different ERP packages to converse.
- **SMEs:** SAP; Oracle; Peoplesoft
- **Industry Expert Information:** None

### **4.2 Workflow**

- Many of the processes within scope of the B2B group will require efficient workflow to manage the transition between tasks with a given process, and between the processes themselves. More and more automation is now being used to ensure the workflow runs smoothly, and this will require the workflow deployed in all organisations supporting an end-to-end process to work together.
- **SMEs:** Amdocs; IBM; Oracle
- **Industry Expert Information:** None

### **4.3 Customer Relationship Management**

- Customer relationship management, or CRM, is central to supporting customer acquisition, change and support across the communications industry. However the support of customers is not the preserve of only one organisation, in a supply web industry like communications it requires the collaboration of many organisations to effectively manage CRM for most customers.
- **SMEs:** Seibel; Oracle; Amdocs; Peoplesoft
- **Industry Expert Information:** None

### **4.4 Address Matching**

- Core to identifying customers, especially on fixed networks, is the accurate identification of a premise where that customer lives or works. It is the premise that provides organisations the appropriate details to install and service customers. Address matching is a fundamental factor in this process, and requires that all organisations can have a standard for presenting an accurate address and identifying that address within their internal systems.
- **SMEs:** Post Office

- **Industry Expert Information:** None

#### **4.5 Customer Premise Equipment**

- All services into a premise require some kind of customer premise equipment (CPE). This equipment can be either supplied by one of the organisations servicing a customer (e.g. a set top box for TV) or customers' own equipment. Although most CPE are passive and just use a service as supplied, more and more CPE are becoming configurable by customers and/or service providers. Therefore there is becoming an inexorable link between the services that a customer can use, and the capabilities and configuration of the CPE within their premise.
- **SMEs:** Pace; Sony; Microsoft
- **Industry Expert Information:** None

#### **4.6 Mobile Devices**

- In a similar vein to CPE, mobile devices are the personal equipment that can be configured, and have varying capabilities, that allow customers to use different services. Through technology convergence, mobile devices are becoming more aligned to CPE equipment so that mobile services will soon be in a position to take traditionally "fixed" services out onto mobile technology. This is already happening to a limited degree with TV and email based services.
- **SMEs:** Nokia; Samsung; Motorola
- **Industry Expert Information:** None

#### **4.7 B2B Interfaces**

- Regardless of other technology, there will always be the need for gateway or point-to-point forms of interface between organisations. Some work has already been done regarding standards in this area, but further work on standards and an understanding of the emergent best practice is still key.
- **SMEs:** BEA; IBM; Amdocs
- **Industry Expert Information:** None

### **5 Additional Engagement Areas**

There are further areas of engagement for best practice identified, but at this time there are no SMEs identified for these. Once SMEs have been identified they will be added to the engagement list for consideration.

These additional areas for best practice are:

- Service Oriented Architecture
- Network Inventory Management
- Digital Rights Management

- Identity Management
- Workforce Management

## **6 Next Steps**

Where possible as many engagement areas should have SMEs identified for them and written up. This should be done as a collaborative exercise with members of the B2B group.

Once the “how we work” process has been agreed for the B2B group, the best practice engagements identified for B2B should be prioritised and SME attendance should be sort at future B2B meetings.

- End -