Code	Tested?	Segment	Sub-segment	Process	Benchmark test description & pre-requisites
M.1		Marketing	Product Development	Create Service Definition	Contact PassionateAboutOSS.com for details
M.2		Marketing	Product Development	Create Service Order Design	Contact PassionateAboutOSS.com for details
F.1		Fulfilment	Provisioning	Create New Customer	Contact PassionateAboutOSS.com for details
F.2		Fulfilment	Provisioning	Search Customer Data	Contact PassionateAboutOSS.com for details
F.3		Fulfilment	Provisioning	Create New Customer Order	Contact PassionateAboutOSS.com for details
F.4		Fulfilment	Provisioning	Search Customer Order Data	Contact PassionateAboutOSS.com for details
F.5		Fulfilment	Provisioning	Design Service	Contact PassionateAboutOSS.com for details
F.6		Fulfilment	Provisioning	Coordinate Site Builds (including Field Workforce Mgmt)	Contact PassionateAboutOSS.com for details
A.1		Assurance	Fault Management	Fault collection from network (with rules off such as RCA)	Contact PassionateAboutOSS.com for details
A.2		Assurance	Fault Management	Fault collection from network (with rules on such as RCA)	Contact PassionateAboutOSS.com for details
A.3		Assurance	Fault Management	Create Trouble Ticket from Fault	Contact PassionateAboutOSS.com for details
A.4		Assurance	Fault Management	Search Trouble Ticket Register	Contact PassionateAboutOSS.com for details
A.5		Assurance	Fault Management	Escalate Trouble Ticket Priority	Contact PassionateAboutOSS.com for details
A.6		Assurance	Service Level Mgmt	Create new customer contract / SLA	Contact PassionateAboutOSS.com for details
A.7		Assurance	Service Level Mgmt	Notify of Service Violation	Contact PassionateAboutOSS.com for details
A.8		Assurance	Performance Mgmt	Collection of metrics from network	Contact PassionateAboutOSS.com for details
A.9		Assurance	Performance Mgmt	Establish a threshold rule	Contact PassionateAboutOSS.com for details
A.10		Assurance	Performance Mgmt	Notify of threshold event	Contact PassionateAboutOSS.com for details
A.11		Assurance	Performance Mgmt	Create custom performance graph	Contact PassionateAboutOSS.com for details
C.1		Customer Service	Inbound customer contact	Creation of contact details	Contact PassionateAboutOSS.com for details
C.2		Customer Service	Inbound customer contact	Search previous contact details	Contact PassionateAboutOSS.com for details
C.3		Customer Service	Inbound customer contact	Search related trouble ticket details and escalations	Contact PassionateAboutOSS.com for details
N.1		Network Infrastructure	Network Design	Develop patterns for new network device	Contact PassionateAboutOSS.com for details
N.2		Network Infrastructure	Network Design	Develop patterns for new network topology	Contact PassionateAboutOSS.com for details
N.3		Network Infrastructure	Network Design	Design new network project	Contact PassionateAboutOSS.com for details
N.4		Network Infrastructure	Network Design	Design network modification	Contact PassionateAboutOSS.com for details
N.5		Network Infrastructure	Network Configuration	Auto-discover device from network	Contact PassionateAboutOSS.com for details
N.6		Network Infrastructure	Network Configuration	Manually create device data	Contact PassionateAboutOSS.com for details
N.7		Network Infrastructure	Network Configuration	Create infrastructure circuit	Contact PassionateAboutOSS.com for details
N.8		Network Infrastructure	Network Configuration	Search site for all infrastructure	Contact PassionateAboutOSS.com for details
N.9		Network Infrastructure	Network Configuration	Search device for all ports	Contact PassionateAboutOSS.com for details
N.10		Network Infrastructure	Network Configuration	Purchase new device, store in warehouse, then ship to site	Contact PassionateAboutOSS.com for details
I.1		Information Technology	Administration	Backup Data	Contact PassionateAboutOSS.com for details
I.2		Information Technology	Administration	Restore Data	Contact PassionateAboutOSS.com for details
I.3		Information Technology	Administration	Restore Applications and Databases	Contact PassionateAboutOSS.com for details
P.1		Purchasing & Logistics	Maintenance	Search for warranty expiries	Contact PassionateAboutOSS.com for details
P.2		Purchasing & Logistics	General Admin	Prepare Full Asset Record (FAR)	Contact PassionateAboutOSS.com for details