

Course ID  
**FWX1**  
Course Duration  
**3-4 days**

Course Title  
**Introduction to Solution Framework (Frameworkx) using Business Process Framework (eTOM), Information Framework (SID), and Application Framework (TAM)**

**Related Courses**

- Overview of the TMF-Solution Frameworks (Frameworkx) and the eTOM Business Process framework (FWX1D, 1 day)
- eTOM and SID Workshop (ETOM-SID, 2 days)
- Overview of the TeleManagement Information Framework a.k.a SID (SID, 1 day)
- Project Management: A Comprehensive Course and Simulation (PROJMGT, 5 days)
- Software Project Management (SWPM, 2 days)
- Writing Requirements with Structured Use Case Descriptions (WREQ, 3 days)
- Engineering Economics for Telecom and Media Engineers (ENGECON, 3 days)

**Aimed At**

This course is designed for the IT and telecommunications managers who are charged with understanding process management, process improvement and how to use BPM as a means to define requirements for OSS/BSS system development.

**Group Size**

5-25

**Prerequisites**

Those wishing to take this course should have a basic understanding of the language of telecommunications and of the operational systems used to manage a telephone network. If not, we can augment the course to cover the prerequisite material.

**Course in a Nutshell**

Business Process Management (BPM) has taken on new meaning in the work of the telecommunications industry. Standards are being established that are designed to aid the carrier with tools to improve their ability to provide high quality services, while reducing the cost of providing those services.

This course will introduce the concepts in the Solution Framework (Frameworkx) developed by the members of the TM Forum. This framework includes overview of eTOM (enhanced Telecommunication Operations Map), TAM (Telecommunication Applications Map), SID (Shared Information & Data model), and TNA (Technology Neutral Architecture).

Once the participants have a basic understanding of the tools that are available, the class will help them work through using these tools to solve a business problem.

Starting with a case study, the students will apply the knowledge from the class to develop a solution. This class is designed to take an in-depth look at the business side of problem solving.

### **Customize It!**

If you are already familiar with the basics of the Business Process Framework, we can customize the class to work on a specific problem in your company using these tools. We can also teach an extended 5-day version of the course that includes additional case studies and discussion to help you apply the BMP tools and techniques to your own operating environment.

### **Learn How To**

- Use BPM to understand your own processes
- Use BPM to uncover gaps in processes that cause rework
- Use BPM to uncover expensive duplicate efforts
- Use the Solution Framework to write better system requirements
- Uncover and recover expenses in your business

### **Course Outline**

- Introduction to the Solution Framework
  - Identify why a solution framework is important for your company
  - Learn where this framework fits
  - Identify the different areas of the framework
  - Understand the four domains used in this framework
- Lifecycle and Methodology used in Framework
  - Definition of Knowledge Base
  - Definition of working domains
  - Learn why TNA is important
  - How to use contracts in lifecycle management
  - Understanding Use Cases
  - SANRR Methodology
- Deep Dive into Business Process Framework
  - Understand what eTOM is and what it is not
  - Learn the end-to-end process definitions
  - Learn the functional groups of the eTOM
  - Work in teams to “peel the onion” and understand the lower levels
- Understanding Processes and Process Flows
  - Using a case study, identify appropriate processes
  - How do processes relate to each other
  - What are appropriate inputs and outputs from processes
  - Identify interactions between processes
  - The importance of sequencing

- Build a swim-lane
- Learning about the Information Framework
  - What is the SID?
  - How does your company use information modeling?
  - Relationship between the SID and eTOM
  - Using the SID and eTOM to develop business contracts
- The Application Framework
  - Learn about the business and operations applications used in today's carrier network
  - How is the TAM used with the solution framework
  - Identify applications used within your own business
- Alignment with other Methods
  - eTOM and Framework
  - eTOM and SID
  - eTOM and TAM
  - eTOM and ITIL
  - eTOM and RosettaNet
  - eTOM and Six Sigma
  - eTOM and TMN
- From Theory to Practice
  - Who in your business should know how to use the solution framework?
  - How to get management to understand the value
  - Using RACI to understand responsibility
  - Review a case study by another carrier
- Work through an in-class Case using the SANRR Methodology
  - Identify Business problem(s)
  - Identify high level solution(s)
  - What are the processes that need to be addressed?
  - Are there gaps or duplicate processes?
  - Write a business contract
- Wrap-up
  - Course Recap and Q/A
  - Evaluations

**How You Will  
Learn**

- A seasoned OSS/BSS expert will present this course in interactive lecture format. The course can be optionally taught as a hands-on workshop at no added cost.
- Along with the lecture, we will use exercises to enrich the instruction and drive home the essential points. A final examination can also be included if requested.
- If you already know something about the subject matter, we will build on that knowledge, making the new ideas easier to learn as well as more relevant.
- If your background is less technical, we will use appropriate examples and analogies to simplify the complex subject matter.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

*Version 2Ftl*