

Course ID

SID

Course Duration

1 day

Course Title

**Overview of the TeleManagement Information Framework a.k.a
SID**

**Related
Courses**

- Introduction to Solution Framework (Frameworkx) using Business Process Framework (eTOM), Information Framework (SID), and Application Framework (TAM) (FWX1, 3-4 days)
- eTOM and SID Workshop (ETOM-SID, 3-4 days)
- 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

IT and telecommunications professionals and managers who want to get acquainted with TM Forum's Frameworkx methodology with a particular focus on the Information framework, also known as SID. The course will be of special interest to OSS/BSS professionals such as solution architects, analysts, modelers, and integrators.

Group Size

5-25

Prerequisites

- Overview of the TM Forum Frameworkx and the eTOM Business Process framework (FWX1D, 1 day)

You should also possess some general knowledge of the Unified Modeling Language (UML) or at least of Object Modeling.

**Course
in a Nutshell**

Building on the foundation laid by our Frameworkx-eTOM overview (course ID FWX1D), this course will provide you with enhanced understanding of the Information Framework, a.k.a. SID, its Business Entities, and how they can be extended to meet the needs of your organization. You will go away having acquired a solid understanding of how SID could be used to advantage by your organization.

Customize It!

Let us know your reason for studying Frameworkx and SID so we can customize the course to your specific needs. Reasonable customization is offered at no added cost.

Learn How To

- Understand the relationship between SID and eTOM
- Understand the main business entities of SID
- Navigate easily through the SID model using patterns
- Navigate easily through the SID documentation
- Extend the SID framework to suit your requirements
- Employ the SID model in your company

Course Outline

- The Solution Frameworks and SID
 - The objectives of the Solution Frameworks
 - How SID can help achieve these objectives
- Description of the Information Framework
 - Issues addressed by SID
 - SID description
 - Business view
 - System view
 - Information Model vs. Data Model
 - Benefits
 - Who can use SID?
 - Documentation structure
 - Relationships between these Frameworks
 - SID to eTOM mapping
 - Primary and Secondary Level 2 Processes
 - C.R.U.D. relationship
 - Framework lifecycle
- SID Concepts and Principles
 - SID domains
 - Market/sales
 - Product
 - Customer
 - Service
 - Resource
 - Supplier/partner

- Enterprise
- Common Business
- Built-in extensibility
- A review on UML
 - UML introduction
 - UML Class Diagrams
 - UML classes
 - UML attributes and operations
 - UML associations
 - UML aggregations vs. compositions
 - UML subclasses
- Understanding SID through its modeling patterns
 - EntitySpecification/Entity
 - ServiceSpecification/Service
 - ProductSpecification/ProductOffering/Product
 - ResourceSpecification/Resource
 - Composite/atomic
 - ProductSpecification
 - ProductOffering
 - ProductOfferingPrice
 - Product
 - ServiceSpecification
 - Role/entity
 - Party/PartyRoles
 - Customer
 - Product
 - Service
 - Resource
 - Business interaction
 - BusinessInteraction/BusinessInteractionItems
 - CustomerOrder
 - Agreement

- ServiceOrder
- ResourceOrder
- TroubleTicket
- CharacteristicSpecification/Characteristic
 - ProductSpecifications Characteristic
 - ServiceSpecCharacteristics
 - ResourceSpecCharacteristics
- Getting Started with the SID
 - Model files format
 - SID UML Model- Rational Rose
 - HTML
 - XMI
 - XSD
 - UML editors
 - Rational Rose
 - Opensource editors
 - Extending the Framework
 - Principles
 - Framework of Frameworks
 - Extensions
 - Existing business entities
 - Adding attributes by sub-classing
 - Adding attributes by composition
 - New business entities
 - Adding new business entities by aggregation
 - Beware of sub-classing!
 - Association naming guidelines
 - Attribute naming guidelines
 - Folder naming
 - General modeling guidelines
- Framework Compliance/Conformance

- No Framework compliance criteria
- Only SID levels of compatibility...
- ...and API tests
- eTOM conformance
- Main Uses for the Framework
 - Common terminology
 - Internally
 - Externally
 - Rationalize developments
 - Standard interfaces
 - Support RFP data specifications
- Some Examples
- Course Wrap-up: Recap, Discussion, and Evaluations

How You Will Learn

- A seasoned OSS/BSS subject matter expert and instructor will present this course in interactive lecture format.
- Along with the lecture, we will use exercises to enrich the instruction and drive home the important points. The course can be optionally taught as a hands-on workshop at no added cost.
- If you already know something about the technology, we will build on that knowledge base. We'll compare and contrast what's familiar with what's new, making the new ideas easier to learn as well as more relevant.
- If your background is less technical, we will use pertinent examples 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.

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