

Course ID  
**FWX1D**  
Course Duration  
**1 day**

Course Title  
**Overview of Framework and eTOM**

**Related Courses**

- Introduction to Solution Framework (TM Forum Framework) using Business Process Framework (eTOM), Information Framework (SID), and Application Framework (TAM) (FWX1, 3-4 days)
- Overview of the TeleManagement Forum Shared Information and Data, a.k.a SID (SID, 1 day)
- eTOM and SID Workshop (ETOM-SID, 2 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 the TM Forum Framework and especially the Business Process framework, also known as eTOM. It will be of particular interest to OSS/BSS professionals such as solution architects, analysts, modelers, and integrators.

**Group Size**

5-25

**Prerequisites**

General knowledge of business process modeling can help but is not mandatory.

**Course in a Nutshell**

This course provides an introduction to the TM Forum Framework; the Business Process Framework, eTOM; the Information Framework, SID; the Application Framework, TAM; and the Integration Framework. We will focus on the Business Process Framework, eTOM, and employ realistic case studies to illustrate its usage by telecom operators, solution vendors and integrators.

**Customize It!**

Let us know your reason for studying Framework and eTOM so we can customize the course to your specific needs. The course can be optionally taught as a hands-on workshop at no added cost.

**Learn How  
To**

- Define the role and principal activities of the TeleManagement Forum (TMF)
- Explain how the TMF activities fit in within the work performed by other international forums
- Identify all of the components of the TM Forum Framework and the relationships between them
- Describe the BPM lifecycle
- Elaborate on the basic concepts of the Business Process Framework, a.k.a. eTOM
- Apply TM Forum Framework and eTOM in your company (use cases)

**Course  
Outline**

- Introduction to Tele Management Forum
  - What is the TM Forum?
  - History
  - How can it benefit you?
  - Relationships with other industry groups and standardization organizations
- TM Forum Framework
  - Objectives of the Framework program
  - What Framework brings to the industry
  - What Framework brings to you
  - Introduction to the four Frameworks
    - Business Process Framework: eTOM
      - Issues addressed by eTOM
      - eTOM description
      - Benefits
      - Who can use eTOM?
      - Documentation structure
    - Information Framework: SID
      - Issues addressed by SID
      - SID description
        - Business View
        - System View
        - SID Domains
        - Information Model vs. Data Model

- Benefits
- Who can use SID?
- Documentation structure
- Application Framework: TAM
  - Issues addressed by TAM
  - TAM description
  - Benefits
  - Who can use TAM?
  - Documentation structure
- Integration Framework
  - Issues addressed by the Integration Framework
  - Description
  - Benefits
  - Who can use the Integration Framework?
  - Documentation structure
- Relationships between these Frameworks
  - SID to eTOM mapping
    - Primary and Secondary Level 2 Processes
    - C.R.U.D. relationship
  - Framework lifecycle
- eTOM Concepts and Principles
  - eTOM key concepts:
    - Market/sales, Product and Customer
    - Service
    - Resource
    - Supplier/partner
    - Enterprise
  - Product vs. Service
  - Level 0 Process Areas:
    - S.I.P.
    - Operations
    - Enterprise Management

- Level 1 Business Processes
- Level 2 Core Business Processes
- Some Level 3 Business Processes
- Process Flows
  - Description
  - Examples
  - Documentation
- Relationship with other Industry Models
  - eTOM as an ITU-T standard
  - eTOM GB921 and ITU-T M.3050
  - eTOM and ITU-T TMN layers
  - eTOM and ITU-T TMN FCAPS functional areas
  - ITIL
    - Description
    - ITIL and eTOM mapping
    - GB921V
    - TR143
- Getting Started with eTOM
  - How to use eTOM?
    - Capturing requirements
    - Process design
    - Activity based management
    - Organization audit
    - Architecture validation
    - RFX design
  - Extending the framework
    - Mapping processes-people
    - Decomposition guidelines
    - User guidelines GB921U
    - Annotation to eTOM Business Processes
    - Examples of extensions
    - Use cases

- Framework Compliance/Conformance
  - No Framework compliance criteria
  - Only SID levels of compatibility...
  - ...and API tests
  - eTOM conformance
- Course Wrap-up: Recap, Discussion, Evaluations

### **How You Will Learn**

- A seasoned OSS/BSS expert and instructor will present this course in interactive lecture format. The course can be optionally taught as a hands-on workshop.
- Along with the lecture, we will use exercises and case studies to illustrate the application of the methodologies presented here to the real world.
- If you already know something about the subject, we will build on that knowledge. 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 meaningful and ingenious 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*