

Course ID
eTOM-SID
Course Duration
3-4 days

Course Title
eTOM and SID Workshop

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)
- 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 familiarize themselves with the TM Forum Framework methodology and learn what eTOM and SID Frameworks have to offer to their organization. The course will be of particular interest to OSS/BSS professionals such as solution architects, analysts, modelers, and integrators.

Group Size

5-25

Prerequisites

- Overview of the TM Forum Framework and the eTOM Business Process Framework (FWX1D, 1 day)
- Overview of the TeleManagement Information Framework a.k.a SID (SID, 1 day)

In addition, you should have general knowledge of Unified Modeling Language (UML) or at least of Object Modeling.

Course in a Nutshell

This course builds on the two prerequisite courses to provide the participants with hands-on knowledge of the use of these two frameworks. This is achieved by leveraging real-life case studies representative of the organizations the instructor has had the opportunity to work with. You will go away with a good understanding of how these frameworks can be employed within your organization.

Customize It!

Let us know your organization's reasons for studying eTOM and SID so we can customize the course to your specific needs. Reasonable customization is available at no added cost.

Learn How To

- Utilize eTOM in your company
- Extend the framework
- Start an eTOM based project
- Map enterprise processes onto eTOM
- Refine eTOM
- Build a new framework based on eTOM
- Build a SID-based common vocabulary
- Rationalize your development activities
- Optimize your RFX documents
- Optimize your specifications
- Leverage eTOM and SID together for a better understanding of your processes and exchanges

Course Outline

- Review of the Solution Frameworks
 - Goals of the Solution Frameworks
 - The Four Frameworks
 - Business Process Framework
 - Information Framework
 - Application Framework
 - Integration Framework
 - Relations between These frameworks
 - eTOM-SID
 - eTOM-SID-TAM
 - BPM Lifecycle
- 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
- How to Start a Mission with the Frameworks?
 - Implementation Plan
 - Sort the Objectives
 - Immediate
 - Short Term
 - Long Term
 - Mapping Current Processes onto eTOM Classification
 - How to Proceed
 - The Mapping Team
 - Adapt eTOM, Not Impose
 - Corresponding Processes (eTOM ↔ Enterprise Model)
 - Missing Processes (either in eTOM or in Enterprise Model)
 - Translation Spreadsheet
 - Refining eTOM
 - The Limits of eTOM
 - Decomposition Levels
 - What is a Framework Process?
 - General Decomposition Guidelines
 - No Replication
 - Naming Convention
 - Cross Layer Translation
 - Avoid Composite Process Names
 - Consistency
 - Goals
 - Input/Output
 - Activities

- Maintain eTOM-SID Association Rules
 - Created Instances in Same Layer
 - L2 processes Manage ABE
 - L3+ Processes Manage Lifecycle States of Entities
- Lifecycle Decomposition
 - Typical Processes
 - How Many Processes per Level of Decomposition?
 - Lifecycle Patterns
- Semantic Analysis
 - Analyze L3 Descriptions to Find L4 Processes
 - Example: Track and Manage Customer Problem
 - L3 Decomposition
 - L4 Process Description Examples
- How to Address Specific Business Scenarios?
 - Process Flows
 - Developing Process Flows
 - Examples
- Building a New Framework for Your Business
 - Use eTOM as a Baseline
 - Keep Guidelines
 - What to Keep or Discard
 - Level 0 Processes
 - Level 1 Processes
 - Level 2 Processes
 - Level 3 Processes
 - Level 4+ Processes
 - Using a Process Modeling Tool
 - Requirements
 - Examples
- Real-Life Case Studies
 - Development of Application
 - Scoping

- eTOM Business Processes as a Checklist
- Requirements Collection
- Use Cases
- Case Study
- Organization Audit
 - Scoping
 - RACI Analysis
 - Gap Analysis
 - Overlap Analysis
 - Synthesis
 - Isolate Root Causes
 - Propose Solutions
 - New Organization
 - Additional Objectives
 - Job Description Framework
- Telecom Expense Management RFP
 - What is TEM?
 - Gartner Definition
 - Mapping Gartner Definition onto eTOM
 - Scoping
 - Collecting eTOM Based Requirements
 - Writing Functional Needs
- SID: Review 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
- BPM Lifecycle
- Main Uses for the Information Framework
 - Common Terminology
 - Internally
 - Externally
 - Rationalize Developments
 - Standard Interfaces
 - Support RFP Data Specifications
- Framework Compliance/Conformance
 - No Framework Compliance Criteria
 - Only SID Levels of Compatibility ...and API Tests
 - eTOM Conformance
- SID and OSS/J CBE entities
 - OSS/J APIs
 - Issue Raised by the Inventory Management API
 - SID Model as an Answer
 - OSS/J Core Business Entities and SID
- Real Case Studies
 - TEM Common Terminology
 - Global TEM Entities
 - Regional Enterprise Entities
 - Standard SID Entities
 - Mapping Tables
 - Use for Requirement Collection
 - Development of Application
 - Requirements Collection
 - Complementing Business Process Approach
 - Data Entities Involved in Processes/Use cases
 - System Data specifications

- Integration Starts with Common Entities
- Multiple Applications Can Share Common Entities
 - Customer
 - Party/Party Role
 - Product Offering
 - Product Specification
 - Product
 - Service
- Adapt SID, Not Impose!
 - Location, Address...
 - Prune the Tree!
 - Simplify! Example: ServiceResource
 - Keep Guidelines rather Pure Model
- Course Wrap-up: Recap, Discussion, Evaluations

How You Will Learn

- A seasoned OSS/BSS expert and instructor will present this course in workshop format.
- Along with the lecture, we will use exercises and case studies to enrich the instruction and drive home the essential points. The course can be optionally taught as a tutorial (interactive lecture).
- If you already know something about the frameworks under study, 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 appropriate 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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