



Who Should Attend?

This training is targeted at business managers and analysts who want to get up to speed with eTOM (enhanced Telecommunication Operations Map) and Business Process Framework from Telemanagement Forum (TMF) and learn how to use it in the real world of telecommunication.

Course Content

1. Business Process Improvement Framework.
2. What is enhanced Telecom Operations Map (eTOM), and why was it invented?
 - What is Telemanagement Forum (TMF)? What is Frameworkx?
 - Why should you develop Process Model?
 - Telco challenges and reasons for using eTOM.
 - What is eTOM?
 - Why should you use eTOM?
 - How to use eTOM? – business examples.
3. Understanding eTOM.
 - Business Modelling principles applied to eTOM.
 - eTOM Layers (groupings).
 - eTOM Levels - understanding process structure.
 - Process Blocks.
 - Available eTOM Artifacts.
4. eTOM case studies – applying eTOM artifacts in business.
 - Product introduction process.
5. The Basics of Business Process Model and Business Process Model Notation.
6. eTOM Case Studies – applying eTOM artifacts in business.
 - Sales process (before order).
 - Order-related examples.
 - Campaigns – standardising with eTOM.
 - Network Assets Management.
 - Mapping real processes with eTOM - overview.
 - eTOM compliance meaning – examples.
 - Alternatively, some other processes can be discussed if basic company-specific material is provided for the instructor prior to the course, or if participants are prepared to complete the exercises as a group.
7. Using eTOM in Business Process Improvement – framework application.
8. Beyond eTOM - other Frameworkx resources.
 - Where does eTOM fall short?
 - How can eTOM be enhanced?
 - TAM (Telecommunication Application Map) as IT reference architecture – IT perspective and use of eTOM for system implementation.
 - TAM in Enterprise Architecture Process.
 - SID (Shared Information Data Model).
 - SID application challenges.



9. Discussion: How to apply eTOM in your company.
10. Course Summary and lessons learned.
11. What are the next steps? Resources.

Course Objectives

This training combines eTOM theory with practical process studies to demonstrate how it can be used and to drive process improvement. At the end of the course, the participants will understand the building blocks of eTOM, the process management background behind its application, and be able to use eTOM for process mapping and improvement in his/her company. The course also gives an overview of other Framework building blocks, especially the application of TAM for IT architecture.

Prerequisites

None, but the course assumes overall familiarity with Telco business.

Training Structure

Three-day session.

Methodology

Instructor-led training, presentation, workshops based on examples prepared by the trainer, discussions of actual problems in the participants' companies.