



Who Should Attend?

This course is designed for the staff of Internal Control and Business Process Units. In this training, we assume that the participants are already familiar with the concept of Business Process Management and Process Mapping. This training not only provides the participants with examples of challenges faced by other Telco providers, but also acts as an advisory session.

Course Scope

1. Business Process Management Framework in Practice (day 1).
 - Comprehensive Business Process Framework - Introduction. [1.5h]
 - Why Should You Improve Your Business Processes? – a case study in Telecom strategic thinking. [1h]
 - A Specific Approach to Defining Business Process Improvement – an interactive session focused on the client's situation. [1.5h]
 - Challenges in New Process Design – exercise. [1h]
 - Challenges in Process Automation – sample cases from Telco customer management. [1h]
 - Process Improvement and Impact on Organisation Structure; Telco cases and discussion. [1h]
2. Telco Business Processes Improvement (day 2).
 - Telco Process Framework in Practice - sharing the trainer's process framework. [1.5h]
 - eTOM as a Process Framework in Practice; examples. [1.5h]
 - Process-driven or Software-driven? – a modern Telco dilemma. [1h]
 - Process Standardisation vs. Elasticity – where does it work? - examples from billing, sales, marketing, maintenance and procurement; exercises and discussion. [3h]
3. Processes Management and Internal Controls (day 3).
 - Managing, Administering and Maintaining Processes – a discussion of the client's situation. [1h]
 - Control framework within Telco; Factors and Issues of Success – overview. [1h]
 - Control Principles and Application – a case study. [1h]
 - How Controls can be Designed in Processes – exercises based on previously discussed processes. [1.5h]
 - The Importance of IT Aspects in Today's Telco and GCIT Industry in Practice (based on a large Telco example). [2h]
 - Training wrap-up. [0.5h]

Course Objectives

During this course, we will discuss the real-world applications of a Business Process Management Framework and other frameworks like eTom, deal with the specifics of Telco processes, and focus on maintaining the process environment and on internal controls framework – from general risk management and governance to risk-driven controls and the specifics of GCIT (general controls in IT) in Telecom.



Prerequisites

Participants should be familiar with the concept of Business Process Management and Process Mapping.

Training Structure

Three-day session divided into logical components.

Methodology

Instructor-led training. Presentation, exercises, case studies, and guided discussion.