An introduction to the TM Forum's core Frameworx components — the Business Process (eTOM) and Information (SID) Frameworks

Who Should Attend?

Managers, Business Analysts, Consultants, Process Analysts, Sales people, anyone involved in writing or responding to a proposal that is based on Frameworx, or anyone who wishes to extend their knowledge.

This training is intended to provide a step-by-step introduction to the key components of Frameworx: the TM Forum artefacts, the Business Process, and Information Frameworks.

Anyone who wants to know what Frameworx is (and why it is used by organisations worldwide) will benefit from this course. If you are involved in a business transformation project, are in the process of selecting a new OSS/BSS application, are working alongside process and/or data modellers, or simply want to extend your knowledge, then this course is for you. There is no prerequisite and everything is explained from basic principles.

The course is open to anyone -- you do not have to be a member of the TM Forum to join!

Course Content

Part I — Introduction [0.5 day]

1. Structure of the course.
2. Process and Information Frameworks — what are they and why are they useful?
   ○ Some examples.
3. An introduction to the TM Forum.
   ○ History.
   ○ Structure.
   ○ Frameworx (NGOSS).
      ▪ The Process Framework (eTOM).
      ▪ The Information Framework (SID).
      ▪ The Applications/Functional Framework (TAM).
      ▪ The Integration Framework.
      ▪ How it all fits together.
4. Other useful information.

Part II — The TM Forum Business Process Framework (eTOM) [2.5 days]

1. eTOM or Business Process Framework -- what's the difference?
2. Evolution and Versioning.
3. Structure.
   ○ The Domains and Core Processes.
      ▪ Market Sales.
      ▪ Product.
      ▪ Customer.
      ▪ Service.

- - Resource.
    - Engaged party.
    - Enterprise Management.
      - Process Areas.
      - The ITIL processes.
    - Common Party.
  - The vertical categories.
  - Core processes and hierarchical decomposition.
  - Extending the Framework.
  - Implementing the Framework.
    - As-Is to To-Be.
    - Analysis techniques.
4. Relationship with ITIL.
5. Relationship with TOGAF.
6. Uses and case studies – applying the Framework in business.
7. The Basics of Business Process Model and Business Process Mapping Notation.
8. Process flows — static to dynamic.
  - Example end-to-end.
  - Case study — mapping a software product to the Framework.
9. Framework compliance/conformance what's the difference?
10. Beyond eTOM - other Frameworx resources.
  - Where does eTOM fall short?
  - How can eTOM be enhanced?
11. Governance.
12. Discussion: How to apply eTOM in your company.

Part III — The Information Framework [2 days]

1. Introduction to Data and Information Modelling.
  - What are Data and Information Models?
  - Examples.
  - Why do we need a Data Model?
2. Terminology.
3. Notation.
  - Crow's Foot.
  - UML.
4. The Information Framework (SID) — an introduction.
  - What is SID?
  - History.
  - How it can be used.
  - How it is developed.
5. UML and SID.
6. Structure.
  - Domains.
  - Aggregate Business Entities.
  - Entities.

7. A closer look at each Domain.
   - Marketing/Sales.
   - Product.
   - Customer.
   - Service.
   - Engaged Party.
   - Enterprise.
   - Common Business Entities.
8. Developing SID.
   - Extending SID.
   - Patterns and how they are used.
9. SID in the real world.
   - Uses.
   - Business benefits.
10. Documentation and SID browsers.
11. Discussion.
12. Course Summary and lessons learned.
13. What are the next steps? Resources.

Course Objectives

This training is intended to provide a complete introduction to the TM Forum's Business Process (eTOM) and Information Framework (SID). At the end of 3 days, attendees will have an understanding of what these things are, how they all fit together, and how they can be used in the real world.

The "jargon" will be explained and the attendee will be comfortable with the subject.

This is not a process or data modelling course, but the student will have a good grasp of the basic concepts.

Prerequisites

None.

Training Structure

Three-day session.

Methodology

Interactive, instructor-led training, presentation, workshops/exercises with practical examples prepared by the trainer and based on a combination of his own experience and published case studies.