



## eTOM Fundamentals

### COURSE OVERVIEW

Enhanced Telecom Operations Map® (eTOM) is the TeleManagement Forum's industry standard business process framework used by telecommunications service providers and their suppliers of all kinds. Click here to learn more about the eTOM {link to eTOM page.}

This course provides delegates with an introduction to the widely used eTOM framework, its benefits to service providers and their suppliers, and ways in which eTOM can be implemented in their environment. After a brief history, the course addresses the relationships, the eTOM has with NGOSS (New Generation Operations Systems and Software) TM Forum's standard OSS/BSS development lifecycle framework, , and the NGOSS elements including the SID (Shared Information and Data Model).

Topics covered include:

- eTOM – A conceptual structure – how it is set up and how to use it
- A short introduction to NGOSS – how the eTOM fits with NGOSS and how NGOSS is used to address business process mapping
- eTOM – outline of the Business Process Framework – dive into the details of the eTOM's process areas
- Bringing eTOM into your business – a cookbook for how to introduce the eTOM into your environment
- eTOM applications – examples of how to use the eTOM for projects large and small
- Workshop – work in teams on designing an eTOM-based solution to a business process mapping challenge.

### **UPON COMPLETING THIS COURSE, DELEGATES WILL BE ABLE TO:**

Upon completing this course, delegates will be able to:

- Identify all the components of the eTOM framework
- Understand the role of the eTOM within an enterprise, and the benefits of using it
- Recognize what is required for the eTOM to be extended to meet enterprise needs
- Understand how eTOM process decomposition is used to “drill down” to lower levels (“Level 2”)
- Recognize the relationships between the eTOM framework and various other models (NGOSS, SID, TMN, ITIL)
- Understand the necessary steps for decomposing a business process problem and apply the eTOM to solving it.

### **WHO SHOULD ATTEND**

This course provides attendees with a basic understanding of eTOM and is geared to OSS/BSS professionals including: business managers, enterprise solution architects, process practitioners (managers, developers, and implementers), and solution providers.

### **PRE-REQUISITES**

- A general awareness of the TeleManagement Forum and its work



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- General recognition of business process modeling as an aid to understanding and improving business operation.

### AGENDA

- Overview
- eTOM – The Business Process Framework
- Process Decomposition
- Introducing eTOM to your Business – A Case Study
- How the eTOM Relates to Other Models
- Summary and Documents
- eTOM Workshop.

Upon completing the course, delegates will receive a Certificate of Achievement.

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## COURSE OUTLINE

### Overview

This initial module introduces the student to the TeleManagement Forum (TM Forum), its mission and charter, its current challenges, and the role of the eTOM in standardizing the way in which service providers design their business processes:

- The TM Forum – An overview
- The eTOM - Origins and the need for it
- The who's who in the eTOM world
- Terminology
- What the eTOM is: The big picture
- Joining the eTOM team.

### eTOM – The Business Process Framework

In this section, we examine the various components of the eTOM framework. Starting from the “big picture”, we drill down to sub-processes at lower levels of decomposition:

- Operations Support and Readiness (“OSR”)
- Fulfillment, Assurance, and Billing (“FAB”)
- OPS Processes – Levels 1 and 2 for OSR and FAB

- Strategy, Infrastructure, and Product (“SIP”)
- SIP Processes – Levels 1 and 2
- The Enterprise Management Hierarchy.

### Process Decomposition

In this module we examine the process decomposition technique and how it can be used to reveal finer process details at lower levels. The ultimate objective is to produce an enterprise view of process capability and functionality:

- Process Decomposition – A definition
- Process Levels
- Process Decomposition – The approach.

### Introducing eTOM to Your Business: Case Study

Here we examine how delegates can bring the eTOM into their own environment and provide selected case studies to showcase how TM Forum members have utilized the eTOM to assist in business transformation:

- eTOM in a “Greenfield” environment
- Adapting your infrastructure to eTOM



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- Adding the eTOM to your infrastructure
- A Case Study.

### eTOM Linkage to Other Models

In this module we examine how the eTOM relates to other industry models such as TMN, ITIL, NGOSS and SID. In addition we will examine the eTOM in a B2B context:

- Network Management and Network Element Management
- The eTOM to NGOSS and SID tie-in
- eTOM to ITIL Mapping
- eTOM in a B2B context.

### Summary & Document Map

This section summarizes the role of the eTOM in providing a framework for commonality in developing and maintaining streamlined business processes. We also bring the student up to speed on the latest eTOM developments taking place in the TM Forum.

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### eTOM WORKSHOP

This workshop is an opportunity for the student to practice the concepts learned during the first part of this course. Here the student is led through a real-life example (DSL fulfillment) as a means of demonstrating pictorially what takes place as we decompose the fulfillment process related to delivery of DSL service.

The class is then divided into work teams, each team is given a DSL-related assignment and asked to use the eTOM concepts to design and document a solution. The instructor then facilitates an open discussion around the teams' answers.