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eTOM

business process framework **fundamentals**

(Course code - ODF-2201)

Learn a common, business-led approach to rationalize the processes that run your business.

We all know that making the best use of all the assets you have is a best practice for any business. TM Forum's Business Process Framework Fundamentals course gives you everything you need to get started with one of the most well-known and widely-adopted standards in our industry to do just that!

Let us show you how TM Forum's Business Process Framework can be used to support a range of business objectives – developing process flows; defining project scope; planning, designing, testing and deploying applications, transforming business processes, supporting procurement requests, and many more.

With this class you will learn the common language of Business Process that many thousands of others around the world are speaking. You will add a new skill to your professional resume while helping your company to systematically improve the way it does business.

course **certification:**

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with TM Forum. Find out more here.

Format: Onsite | online | virtual
Level: Foundation
Duration: 1 day
Prerequisites: Open Digital Framework (ODF) Overview (ODF-1001) is recommended

who should **attend?**

This course is suitable for:

- Business managers, enterprise solution architects, process practitioners and quality managers
- Solution architects working for enterprise application providers or integrators
- Anyone interested in ensuring that a service provider business operates as efficiently as possible
- Anyone interested in gaining a better understanding of the relationship between the goals of the business and the supporting IT infrastructure

course objectives

Service Providers:

- Equip you to use the Business Process Framework to improve business efficiency across your organization.

- Enable you to systematically collect and re-use the knowledge that exists in your business to benefit from the knowledge you have while building a flexible and agile future approach.

- Provide a solid foundation for scoping projects, planning the future and assessing the impact of change.

- Impart a common understanding of the tasks involved in running your business and a common language to describe them.

- Allow you to interact with your suppliers and partners using standard terminology to eliminate miscommunications, missed opportunities and rework.

Suppliers:

- Teach you to speak the language of 90+% of the global service providers – interact with you customers and partners using standard terminology.

- Give you an understanding of how your product can better fit your customers' business process requirements so that you can meet their needs better and faster.

- Show how change projects can be better planned and executed through a deeper understanding of service provider processes.

what to take next?

- Business Process Framework (eTOM) Practitioners' Course
  ODF-3202

- Information Framework (SID) Fundamentals
  ODF-2301

- Application Framework (TAM) Fundamentals
  ODF-2302

- Customer Centricity Fundamentals
  ODF-2703

- Revenue Assurance Fundamentals
  ODF-2701

course syllabus

Course introduction & icebreaker

MODULE 1

Introduction to the Business Process Framework & its history

MODULE 2

Business Process Framework structure & navigation

MODULE 3

Business Process Framework in the ODF

MODULE 4

Examples of how to use the Business Process Framework

MODULE 5

Business Process Framework documentation

MODULE 6

Summary and next steps

skills path:

This course is on the following skill paths:

- Business process skill path

- ODA system skill path

Find out more here.

eTOM

business process framework practitioners' course

(Course code - ODF-3202)

How to use the Business Process Framework for an agile digital business.

This course provides advanced guidance for implementing the Business Process Framework within your organization, particularly as part of a business process transformation project. Its purpose is to provide you with advanced skills to enable you to use the Business Process Framework to maximize business efficiency and customer experience and propel your enterprise towards becoming a thriving agile digital business.

You will get comprehensive practical instruction on using, implementing and extending the Business Process Framework, with a particular focus on process decomposition, simplification and rationalization, which are essential for an agile digital business.

This is a hands-on style course where you will learn, practice and test your knowledge. Our expert instructor will guide you through examples, explain the key principles, give you the chance to work through carefully structured exercises and then explore suggested answers to the exercises.

Format: Onsite | online | virtual

Level: Practitioner

Duration: 2 days

Prerequisites:
Open Digital Framework (ODF) Overview ODF-1001 is recommended
Business Process Framework (eTOM) Fundamentals ODF-2201 is required

who should attend?

This course is suitable for anyone who:

- Wishes to extend their understanding and/or start implementing the framework
- Is or will be involved in a business process transformation project
- Needs to streamline processes
- Wants to reduce the cost of operations

what will you learn?

- How to implement the best practices and have a solid approach to implementing the framework
- When and how it can be used
- An essential new approach to processes which is vital for enabling an agile business. This includes learning practical methods for decomposing complex process into reusable process elements and reassembling the component parts into process flows guided by policy and dependency rules.

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with TM Forum. Find out more here.

course
objectives

Service Providers:

- To provide practical, hands-on instruction for using and implementing the Business Process Framework to enable transformation and agility of your business.
- To develop the ability of your team to identify day-to-day improvements in business operations.
- To enable you to reap the benefits of the transition to network virtualization.

Suppliers:

- To assist you with deploying your products into an enterprise whose process model is based on the Business Process Framework.
- To understand how your customers process models are evolving so your products can keep pace.

SIs and Professional Services:

- To assist you with the integration and deployment of products into an enterprise whose process model is based on the Business Process Framework.
- To provide practical, hands-on instruction on implementing the Business Process Framework for your clients.
- To develop the ability to identify gaps and potential improvements in client business operations.

course
syllabus

MODULE 1

Introduction

MODULE 2

The eTOM & business transformation

MODULE 3

Mapping the current state to the eTOM

MODULE 4

Process flows

MODULE 5

Bringing Business Process together – practical exercises

MODULE 6

Summary & wrap-up

what to take
next?

- Information Framework (SID) Fundamentals ODF-2301
- Application Framework (TAM) Fundamentals ODF-2302

Or see how we can boost your performance using our coaching program www.tmforum.org/coaching/

skill
path:

This course is on the following skill path:

- Business process skill path

Find out more here.