

# Fundamentals of Business Process Framework (eTOM<sup>®</sup>)

The eTOM Business Process Framework is a critical component of Framework, the TM Forum<sup>®</sup>'s blueprint for enabling successful business transformation. It is a comprehensive, industry-agreed, multi-layered view of the key business processes required to run an efficient, effective and agile digital enterprise.

## Who is eTOM for?

This workshop is designed to provide the basic knowledge of eTOM Business Process Framework to the telecom workers and managers who work for or consult for Telecom Organizations. The training session facilitate participants to craft and evaluate their business processes with industry standards.

# Benefits

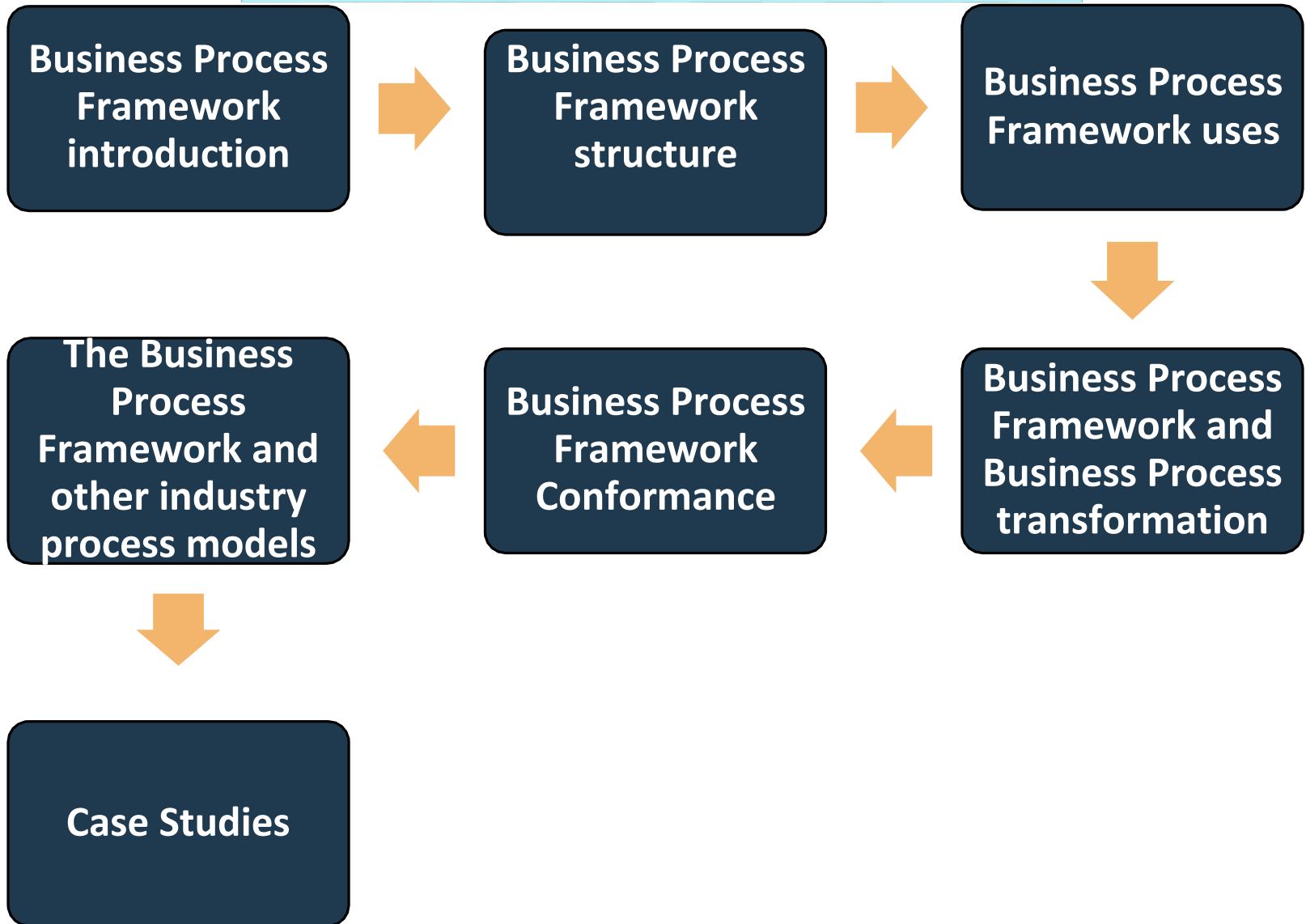
**It makes available a standard structure, terminology and classification scheme for describing business processes and their constituent building blocks**

**It supplies a foundation for applying enterprise-wide discipline to the development of business processes**

**It provides a basis for understanding and managing portfolios of IT applications in terms of business process requirements**

**It enables the creation of consistent and high-quality end-to-end process flows , with opportunities for cost and performance improvement, and for re-use of existing processes and systems**

# Course Outline



# Prerequisites for the EXAM

- None

## Note:

Softcopy of Mark sheets & certificates will be downloadable from the EI's site within 15 & 30 Days respectively

## Exam Details

Internal exams will be conducted (Mandatory). The exam format may vary.

- Number of questions: 20 (Multiple choice)
- Pass Mark : 50% (10 out of 20)
- 1 point for each correct answer
- Exam duration : 30 minutes

**Only employees of current TM Forum member companies are eligible to take the official eTOM<sup>®</sup>, optional exam, directly through the organization.**

The Trainer/facilitator may also choose to evaluate the participants during the program at the class room.



**JOIN NOW!**

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