tm**forum**

Frameworx Overview

Establish your Frameworx foundation—understand the go-to standard for reducing cost, risk and time-to-market

TM Forum's Frameworx Overview course takes you on a 360-degree tour of Frameworx, including the Business Process, Information, Application, and Integration Frameworks and some associated topics. This course will start you on your path to understanding Frameworx and how it can be used for transformation and success in the digital economy.

This course is an essential first step in your training journey, providing the grounding you will need to go deeper into studying any of the frameworks or other training topics on offer. The course explains what the frameworks are, what they can do individually and together, and through case-studies demonstrates the value that other organizations have realized by using Frameworx.

Format: Onsite | online | virtual
Level: Foundation
Duration: 1 day
Pre-requisites: N/A

Who should attend?

- Anyone who will be taking further TM Forum training
- Anyone involved in selecting, supporting or managing a support architecture
- Anyone tasked with ensuring a support architecture delivers value to their business
- Sales and marketing staff - to understand the benefits Frameworx can bring to your products
- Managers who want to understand Frameworx principles to incorporate into transformation projects
- Staff involved in procurement requests or responses for Frameworx compliant software

What will you learn?

Upon completion of this course you will be able to:

- Identify all the components of Frameworx and the relationship between them
- Understand basic concepts of the Business Process Framework (eTOM), Information Framework (SID) Application Framework (TAM) and Integration Framework
- Benefit from the value of the holistic view Frameworx offers
- Use the Performance Indicators (Metrics) developed by TM Forum to measure and monitor how well your support architecture is actually supporting the business.
- Understand how Frameworx can be used to support other areas of your business such as customer experience management and revenue assurance

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 starts your path to career certification with TM Forum.

Course objectives:

Service Providers:

- Show you why you should be using the suite of standards already adopted by 90% of the world's largest service providers
- Enable you to build a fundamental Frameworx knowledge base across your organization
- Provide you with an understanding of how Frameworx can enable your business to operate more efficiently and be more agile
- Equip you to adopt a consistent approach to managing and developing your business
- Enable you to create a more focussed and less ambiguous RFx
- Give you the same terminology as your suppliers and partners

Suppliers:

- Enable you to engage better with your customers by understanding their business processes
- Equip you to be better prepared to respond to RFx
- Help your sales and marketing teams speak the same language as your customers and present your products in terms of Frameworx
- Enable you to offer products certified as compliant with Frameworx components to improve sales
- Help you start your staff on the route to Career Certification

Course syllabus:

MODULE 1
Frameworx Introduction

MODULE 2
The Business Process Framework

MODULE 3
The Information Framework

MODULE 4
The Application Framework

MODULE 5
The Integration Framework and APIs

MODULE 6
Metrics

MODULE 7
Mappings between the Frameworks

MODULE 8
TM Forum Strategic Projects

This course is on the following certification tracks:

- Business Development Manager
- Frameworx Transformation Manager
- Business Process Modeler
- Information Modeler
- Operation Architect
- TM Forum Platform Development Manager
- TM Forum Open API Developer
- TM Forum Open API & Data Model Architect
- TM Forum Platform Architect

Suggested courses to take next:

Business Process Framework (eTOM) Fundamantals

Information Framework (SID) Fundamantals

Application Framework (TAM) Fundamantals