

# Revenue Assurance Fundamentals

*A foundation course exploring the core principles of detecting, investigating, correcting and preventing revenue and cost leakage*

Revenue assurance is the discipline that can protect your business from the combined risks of revenue leakage and inflated costs; both directly impact the bottom line of your business. The ability to detect, investigate, correct and prevent such issues is an essential capability of any revenue assurance program. You will learn the key techniques involved in performing revenue assurance activities.

This one-day introductory course provides an overview of Revenue Assurance for personnel new to the Revenue Assurance domain and who will have an operational role within their Revenue Assurance program. It is also relevant to non-Revenue Assurance personnel seeking a more in-depth understanding of the subject to better support their corporate Revenue Assurance program.

**Format:** Online | onsite | virtual

**Level:** Foundation

**Duration:** 1 day

**Pre-requisites:** Frameworkx Overview is recommended  
Business Process Framework (eTOM) Fundamentals is recommended

## Who should attend?

- Personnel new to the Revenue Assurance function who wish to understand why RA is important, where leakage can occur and how it can be detected, investigated, corrected and prevented
- Managers who have responsibility for ensuring that the Support Architecture operates as effectively as possible to maximize its revenue potential and who want to understand Revenue Assurance principles to incorporate into their projects

## What will you learn?

- What revenue assurance is and the role it plays.
- Typical problem areas.
- Identify the business benefits that revenue assurance delivers.
- The revenue assurance life-cycle.
- The four primary domains of revenue assurance.
- The importance of revenue assurance maturity.
- The role of TM Forum's Revenue Assurance Maturity Model.
- The key techniques of combating revenue assurance risks.
- How to distinguish between preventative and corrective actions.

## 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 career certification with TM Forum.

## Course objectives:

### Service Providers:

- Protect your revenue streams.
- Take a holistic approach to Revenue Assurance.
- Identify 100+ revenue leakage points systematically.
- Improve customer satisfaction with accurate billing and charging.
- Help your business managers understand how to improve revenue assurance practices within your organization.

## Course syllabus:

### MODULE 1

Introduction to Revenue Assurance

### MODULE 2

Revenue Leakage Framework and Examples

### MODULE 3

Domains of Revenue Assurance

### MODULE 4

The Revenue Assurance Lifecycle

### MODULE 5

Usage Assurance

### MODULE 6

Subscription Assurance

### MODULE 7

Cost Assurance

### MODULE 8

Correction

### MODULE 9

Maturity Considerations

### MODULE 10

Prevention

## This course is on the following certification tracks:

- Revenue Assurance Business Analyst
- Business Architect

## Suggested courses to take next:

Revenue Assurance Practitioner's Course