

Business Process Framework (eTOM) Practitioners' Course

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

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

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:

- 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.

ISs 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:

INTRODUCTION

MODULE 1

Testing Your Business Process Framework Knowledge

MODULE 2

Implementing the Business Process Framework

MODULE 3

Extending/Confirming a Business Process Framework Implementation

MODULE 4

Simplifying Processes

MODULE 5

Agile process: Fail Fast, Fail Often

MODULE 6

Using Process Automation Tools

+ optional virtual live tutorials

This course is on the following certification tracks:

- Business Development Manager
- Operation Architect
- Business Architect
- TM Forum Platform Architect

Suggested courses to take next:

Information Framework (SID) Fundamentals

Application Framework (TAM) Fundamentals

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<https://www.tmforum.org/coaching/>