

# The Enhanced Telecom Operations Map® (eTOM)

An Overview by  
the TeleManagement Forum

# eTOM: What is It?

- A telecommunications Service Provider process framework
- Provides business-oriented view
  - ❖ useful for planners/ managers/ strategists
  - ❖ emphasizes structure/ process components/ process interactivity/ roles/ responsibilities
  - ❖ sets requirements for (but is neutral towards) system solution/ architecture/ technology/ implementation
- So, eTOM has two faces:
  - ❖ business/ customer/ products
  - ❖ solution/ system/ implementation

# eTOM: What is it used for?

- Represents industry-consensus on Service Provider processes
  - ❖ harmonized position across global scene
  - ❖ based on Member contributions
  - ❖ must be tailored/ extended for individual companies
- eTOM does not seek to constrain:
  - ❖ organization
  - ❖ differentiation
  - ❖ implementation
- eTOM is a framework for defining your own processes, not the final answer itself!

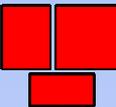
# A Brief History of eTOM

- ❖ 1995 - 1999: original TOM (Telecom Operations Map) developed
- ❖ 2000 - 2001: evolution of TOM towards eTOM
- ❖ 2001 - 2002: eTOM v1.0, and v2.0 developed
- ❖ May 2002: eTOM v3.0 is TMF Approved
- ❖ end 2002: Updates to core eTOM released to Members
- ❖ Sept 2003: Submission of eTOM to ITU-T
- ❖ Q3/Q4 2003: eTOM v3.5/v3.6 released for evaluation
- ❖ **Mar 2004: eTOM v4.0 is TMF Approved**
- ❖ **Apr 2004: ITU-T adopts eTOM as a formal standard**



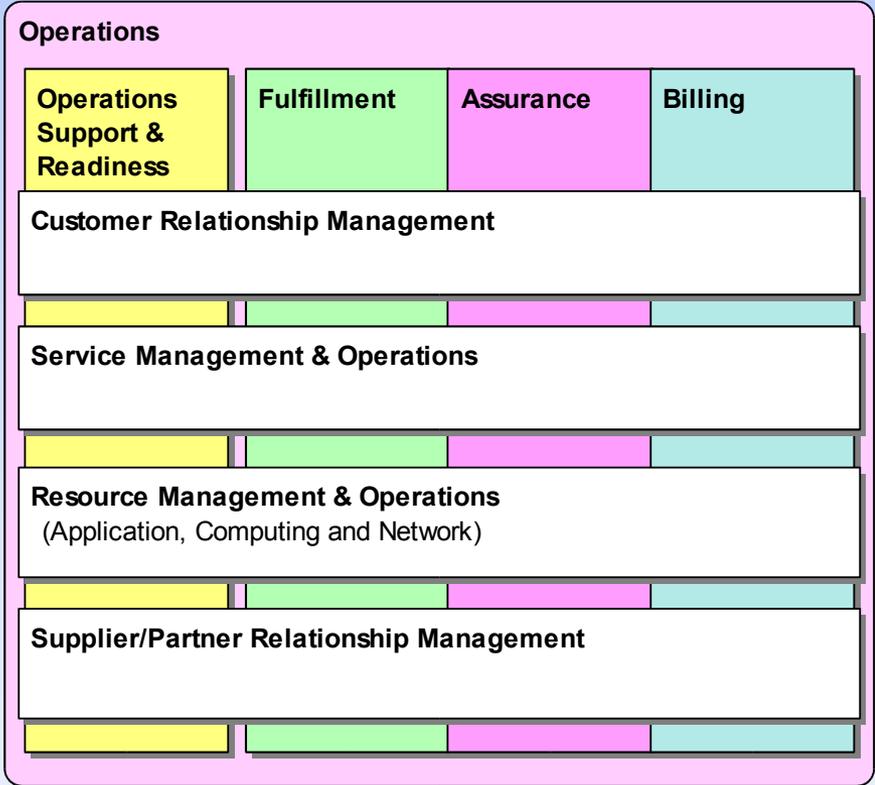
“e” for  
enhanced

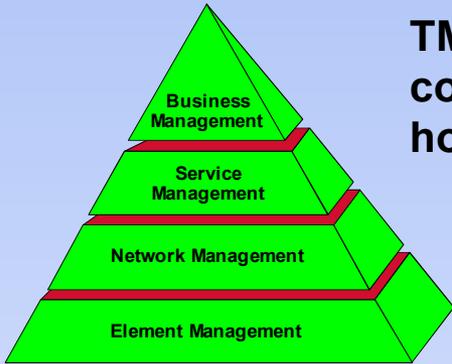
**Further eTOM work areas being developed ....**



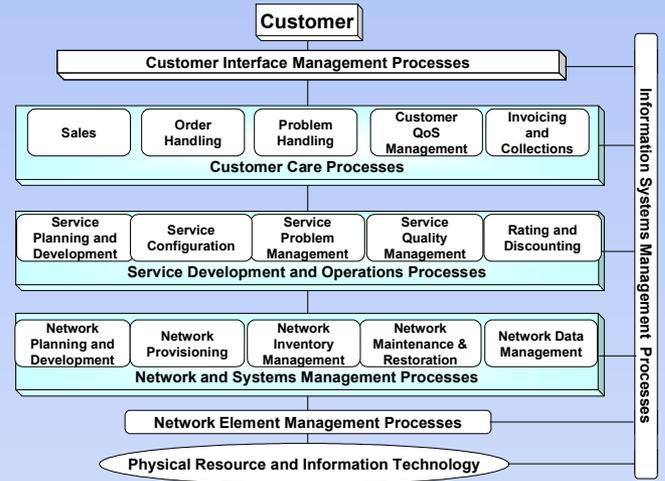
# eTOM: Enhanced Telecom Operations Map<sup>®</sup>

## Customer

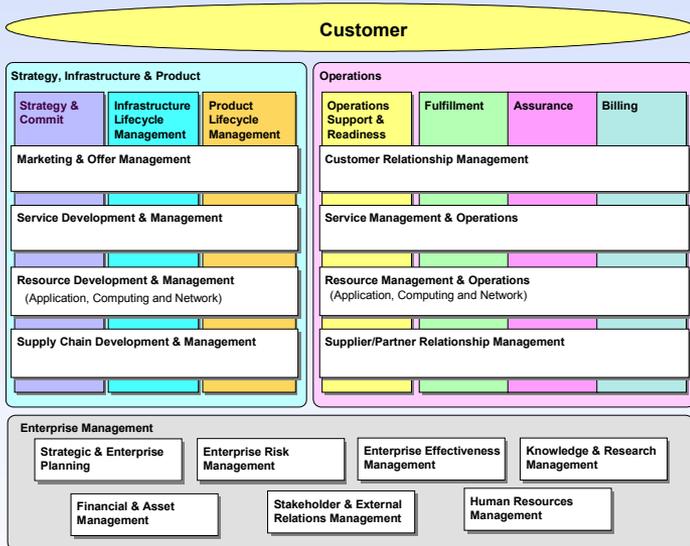
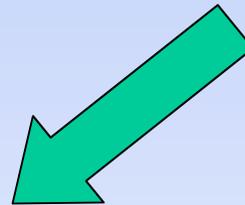




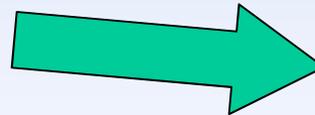
**TMN Layers correspond with TOM horizontals**

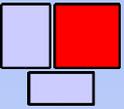


**TOM processes are captured in "FAB" area of eTOM Operations**



**eTOM maps the NGOSS Business View**



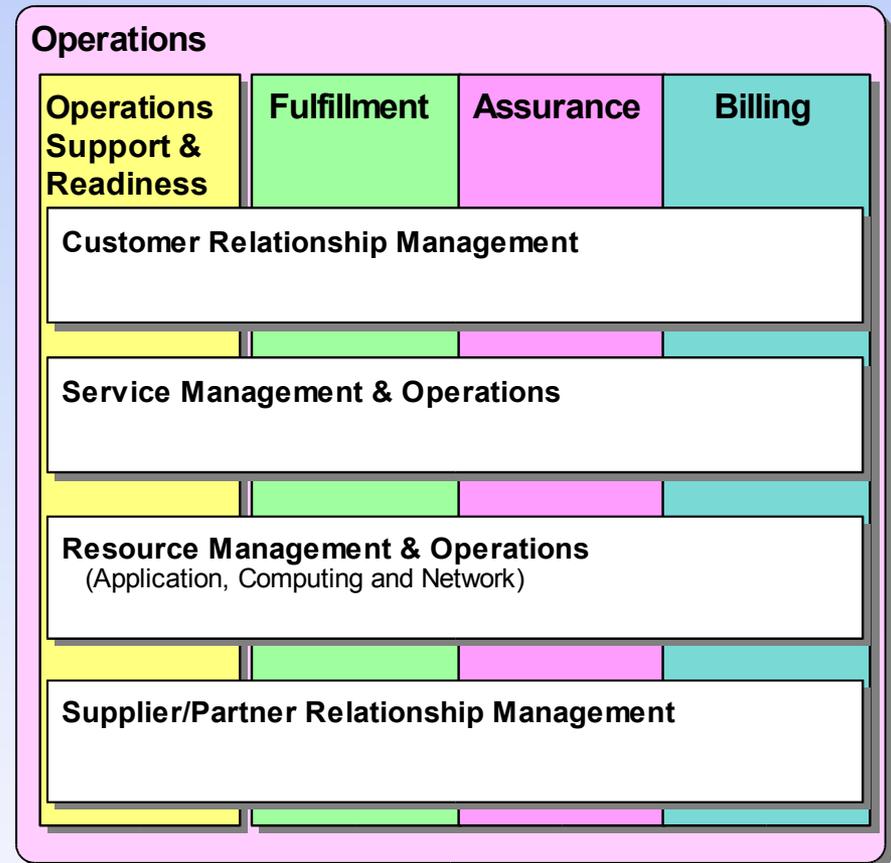


# The Operations area

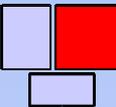
“FAB” provides the core of the Operations area

Operations Support & Readiness is separated from FAB

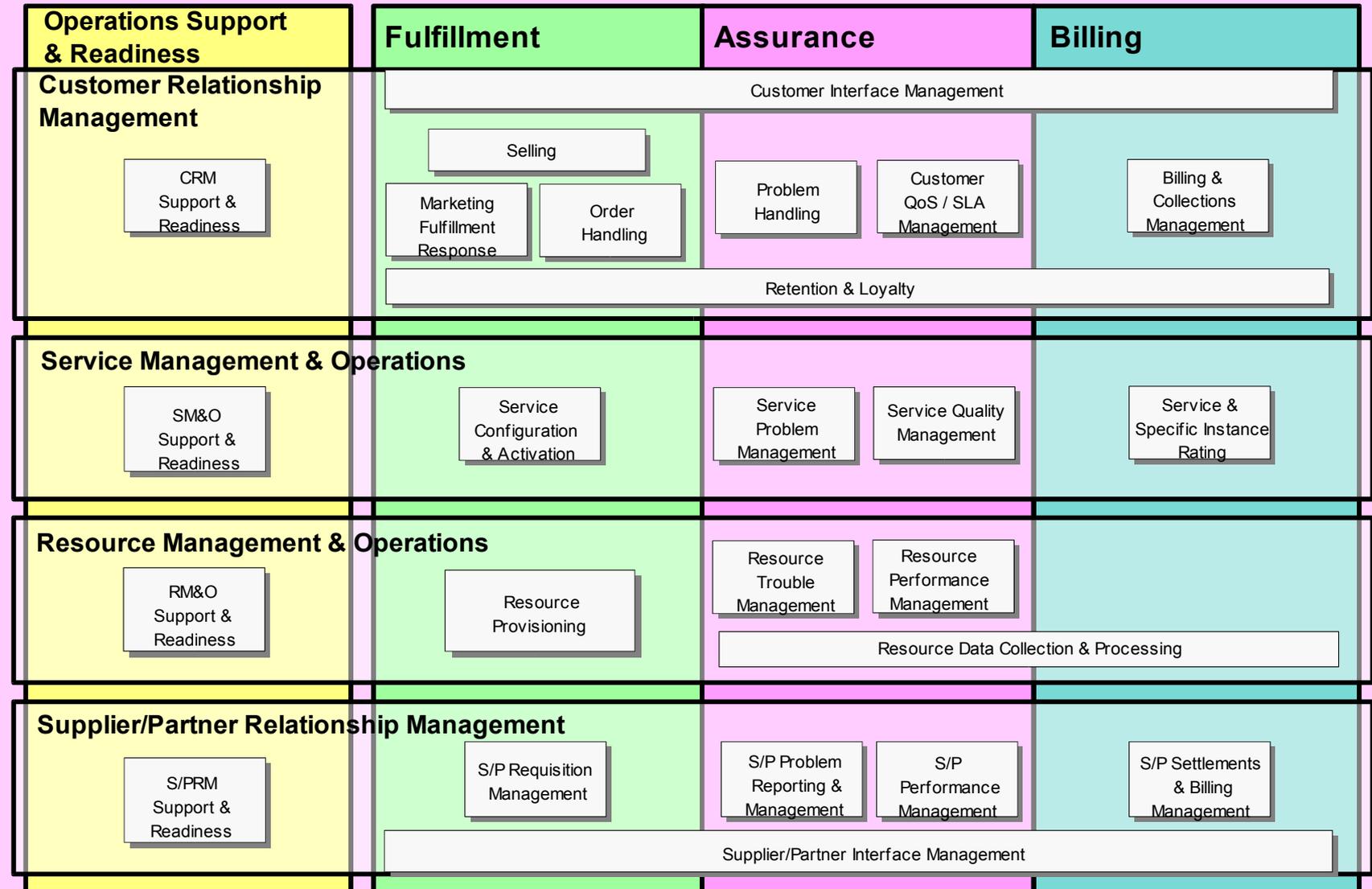
“OPS” also supports functional process groupings shown as horizontal layers

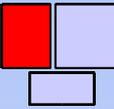


# The Operations Level 2 Processes



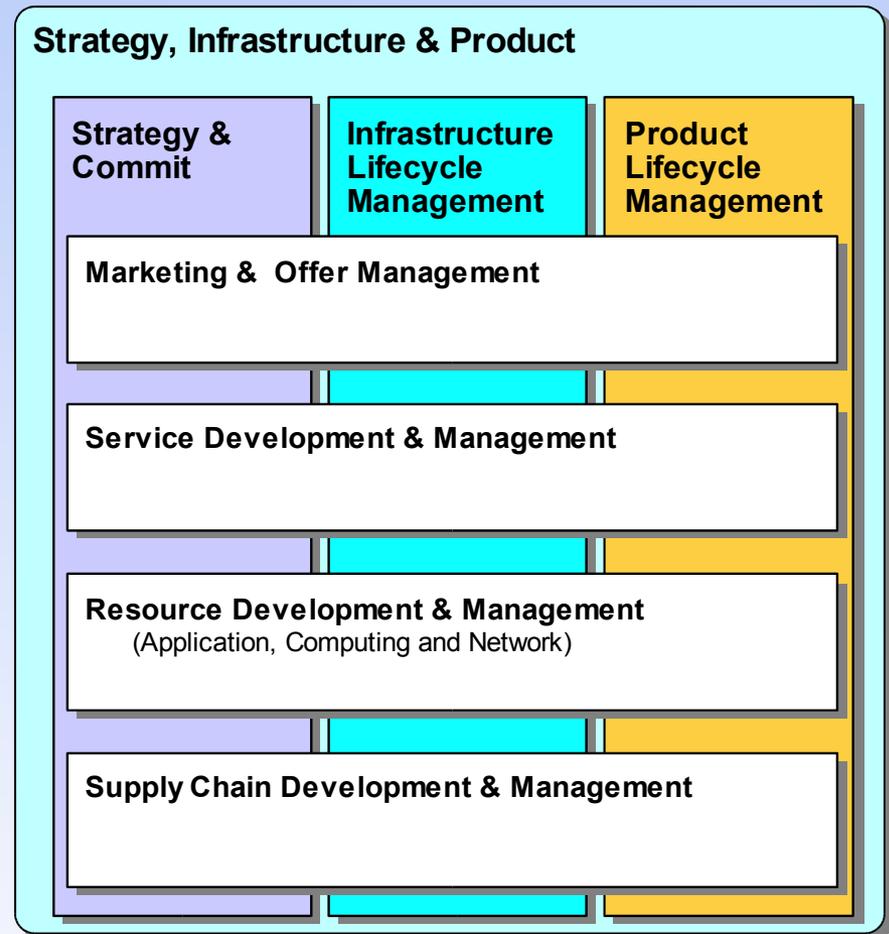
## Operations



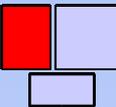


# The Strategy, Infrastructure & Product area

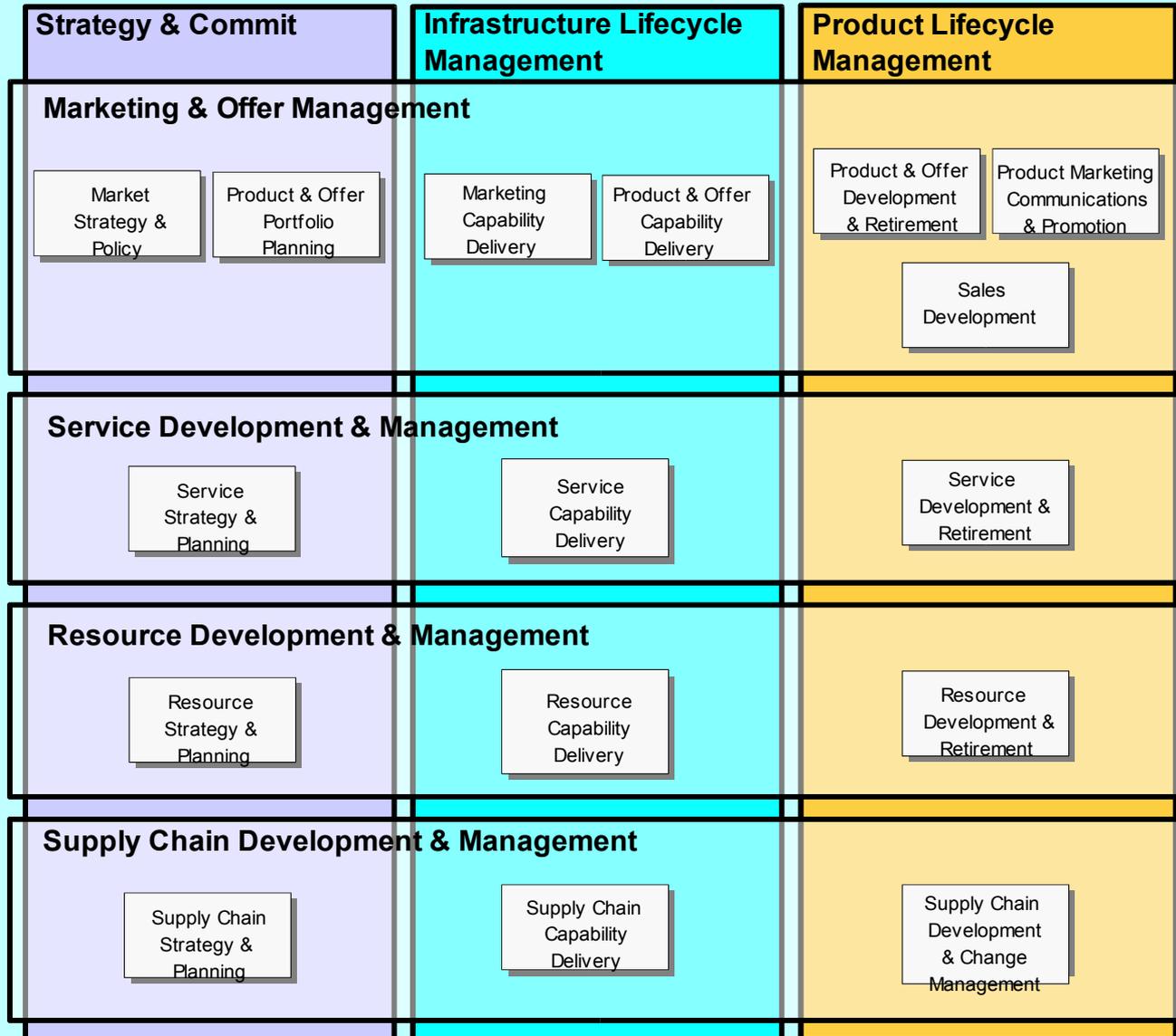
- “SIP” encompasses strategy and lifecycle management processes in support of operations
  - ❖ Strategy & Commit
  - ❖ Infrastructure Lifecycle Management
  - ❖ Product Lifecycle Management
- “SIP” also has functional groupings, aligned with those in “OPS”



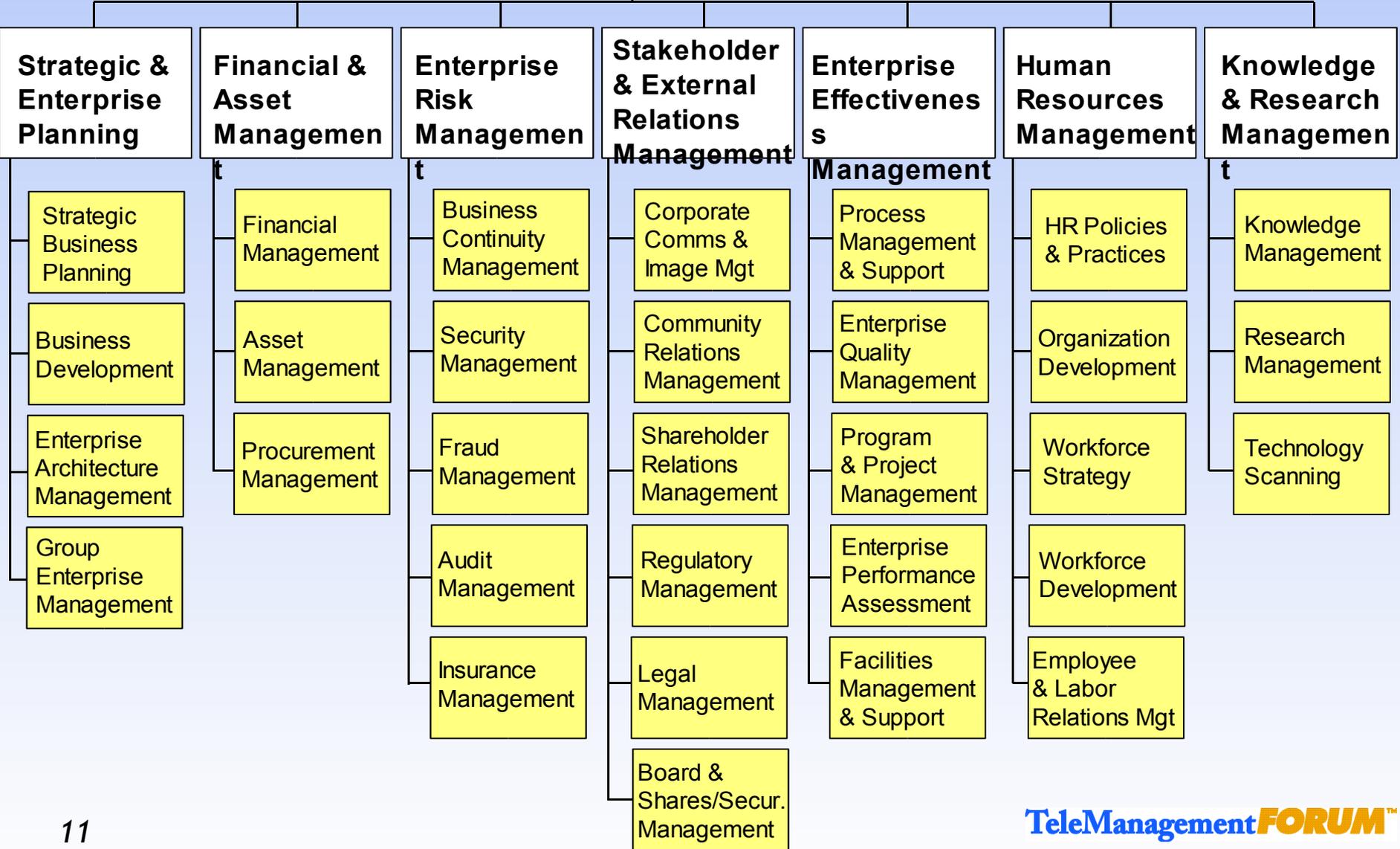
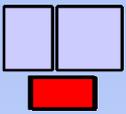
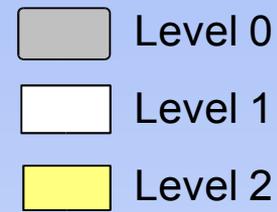
# The SIP Level 2 Processes



## Strategy, Infrastructure & Product



# Enterprise Management



# NGOSS - New Generation OSS

**STEP 1.**  
Define  
the  
Business  
Challenge

**Business  
Process Analysis  
& Design**

**STEP 2.**  
Architect the  
Business  
Solution

**Systems  
Analysis &  
Design**

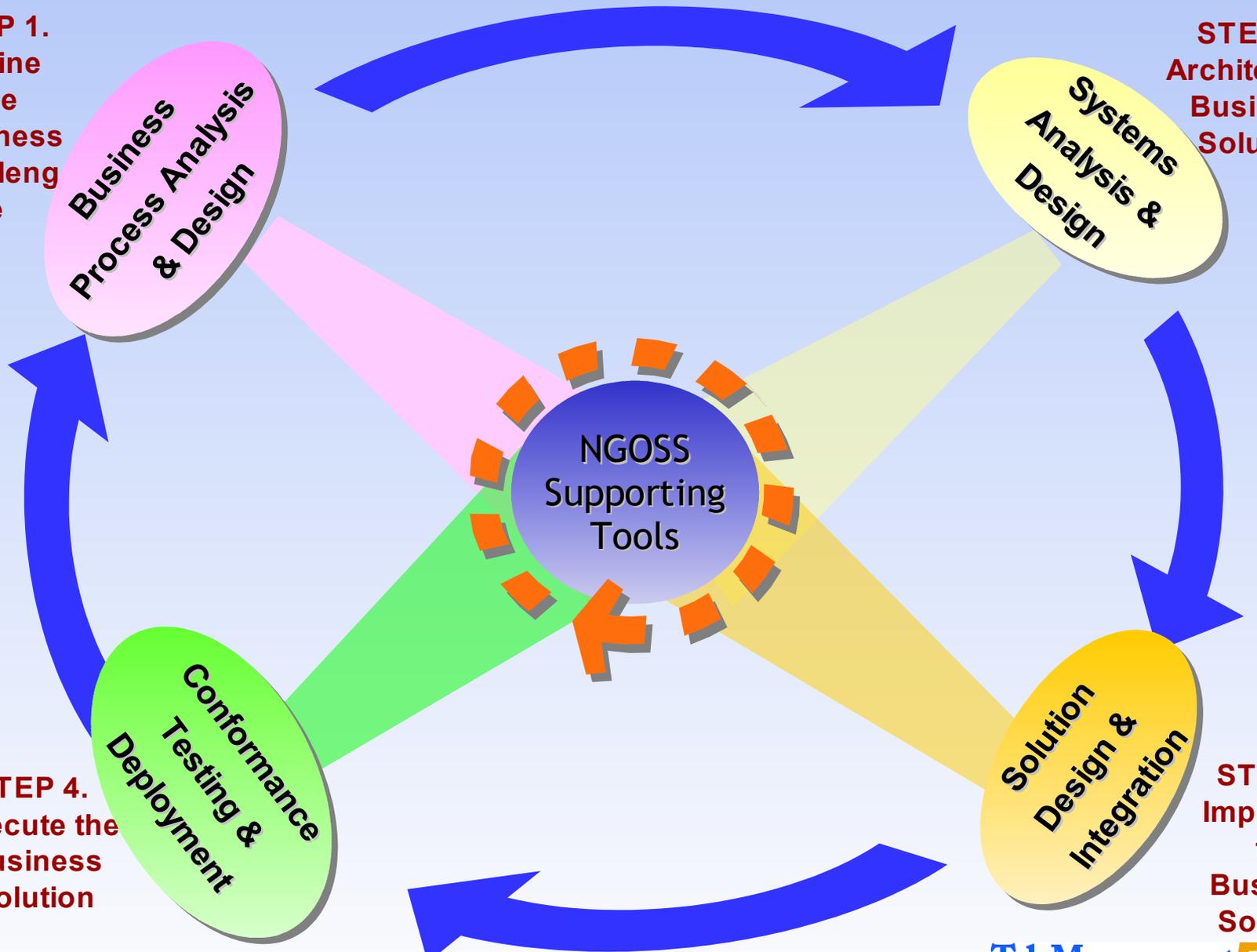
**STEP 3.**  
Implement  
the  
Business  
Solution

**Solution  
Design &  
Integration**

**STEP 4.**  
Execute the  
Business  
Solution

**Conformance  
Testing &  
Deployment**

**NGOSS  
Supporting  
Tools**



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**Business Process  
Map (eTOM)**

**NGOSS  
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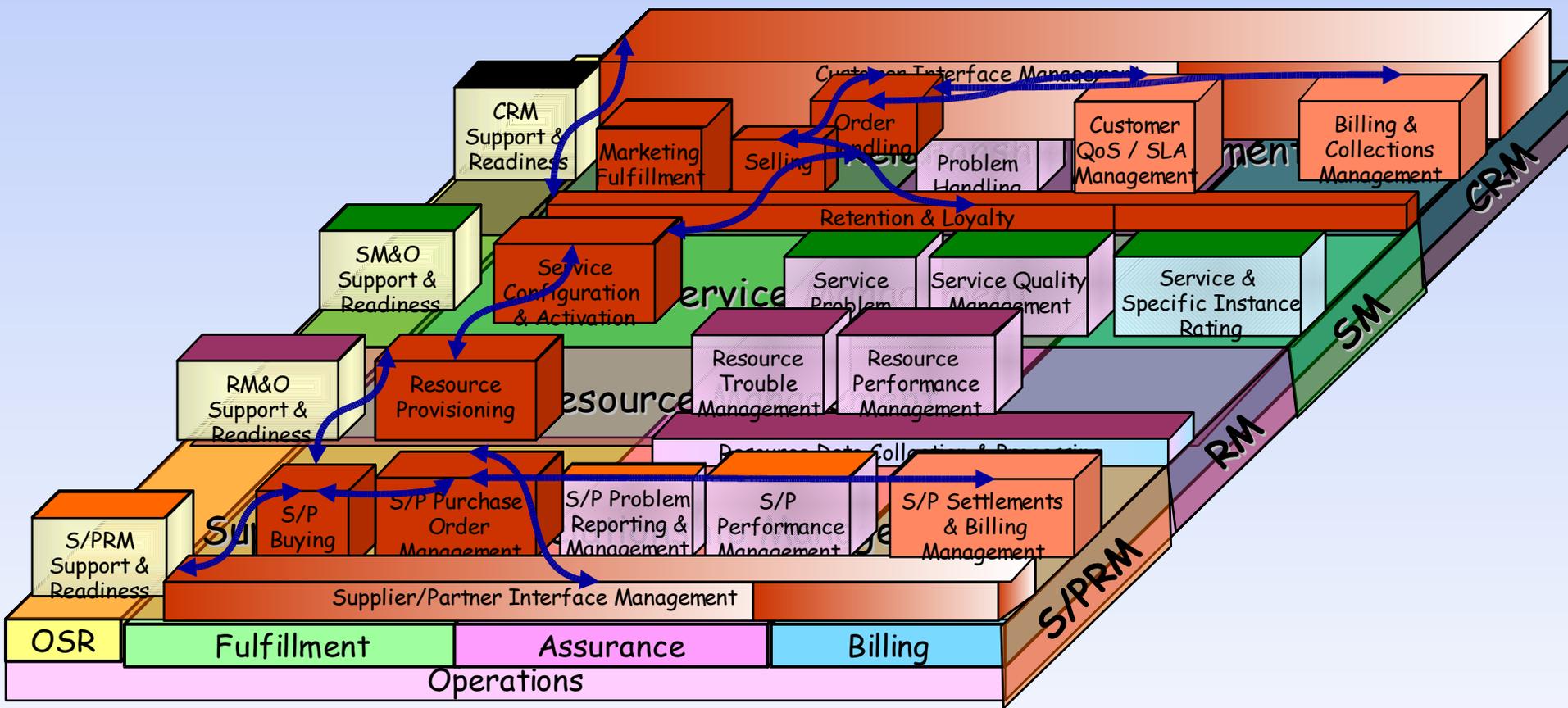
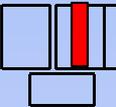
**Solution Design & Integration**

**Compliance Tests**

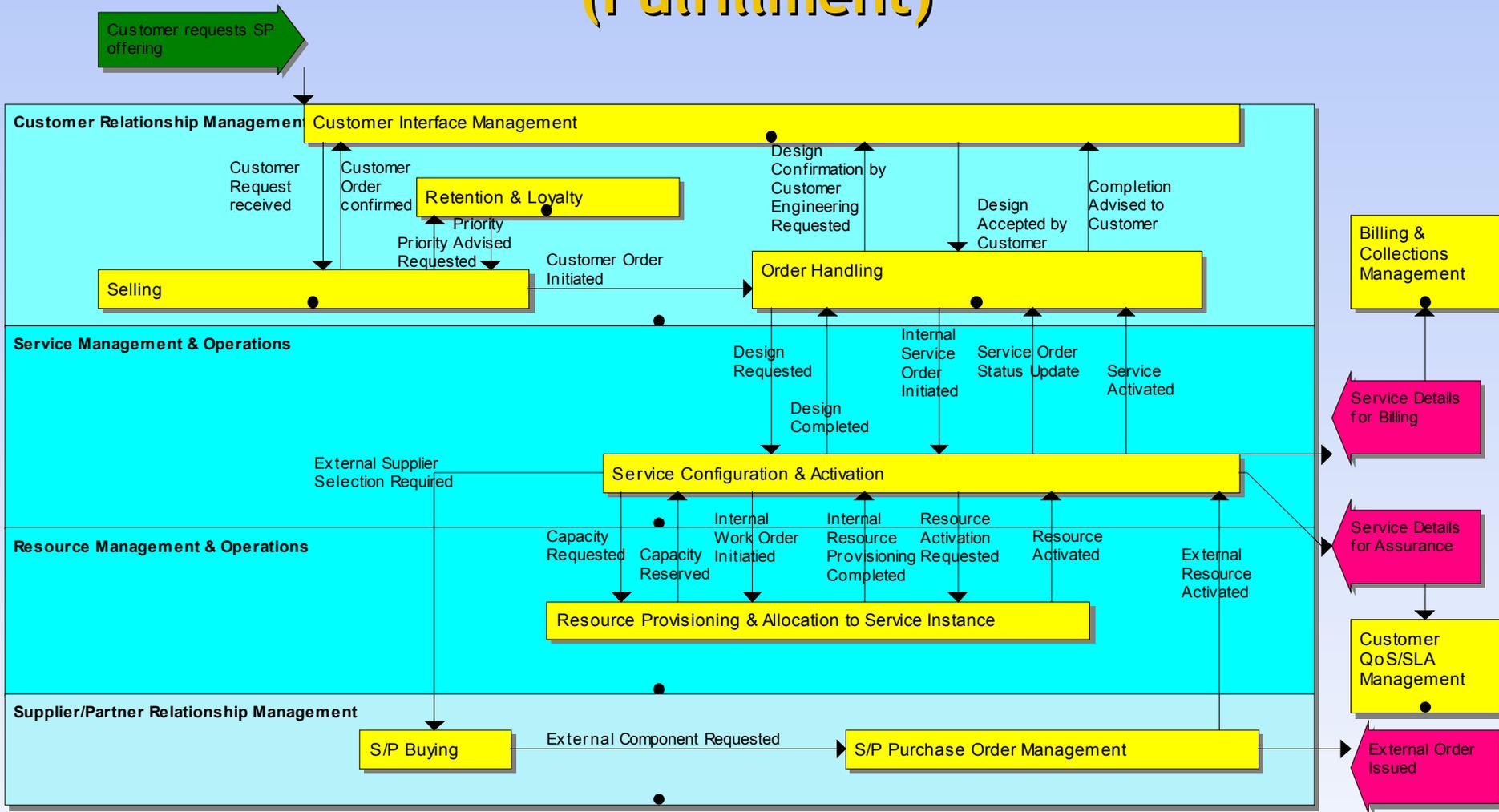
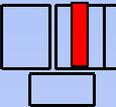
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Execute the Business Solution

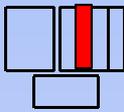
**Conformance Testing & Deployment**

# Example Process Flows: DSL Fulfillment

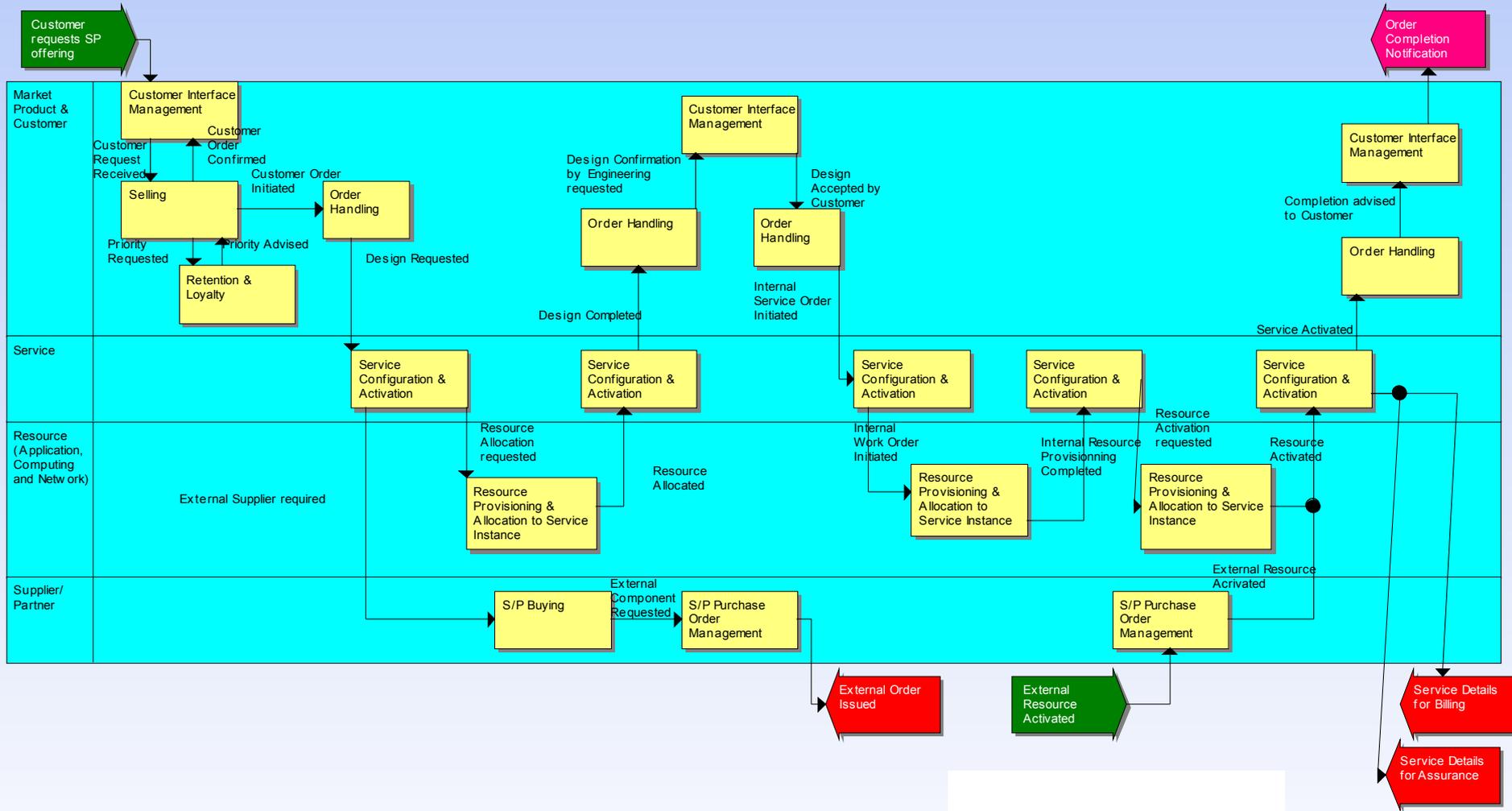


# Example Interactions Flow: Ordering (Fulfillment)





# Example Process Dynamics Flow: Ordering (Fulfillment)



# Applying eTOM

- The list below shows many (although not all) the ways in which eTOM can be applied by SPs, vendors, integrators, etc.
- **Guiding the design of new Processes, Mapping existing processes**, Identifying and analyzing costs of business processes, Enterprise-level analysis of new business initiatives, Communicating Team and Individual accountabilities for projects, Analyzing and comparing project proposals for potential overlap, Framing tactical IT Architectures, Identifying gaps in existing Function Libraries, Assessing Workgroup preparedness for Solution Design, Rationalizing Workgroup roles, Evaluating proposed processes for completeness (checklist), Identifying other processes in an Enterprise, associated with a particular process (context), As an outline for documenting problem scope and requirements, Develop a consolidated view of end-to-end processes, Modeling the structure of Workgroups and Channels, Document Requirements so that they will be accurately understood by Vendors and Partners, A structure for Activity Based Costing elements, OSS development (e.g. in areas like Products, Services and Resources), OSS marketing and sales to identify areas of functionality, OSS partnership, to identify respective areas of functionality
- Many companies have already provided input on their own use of eTOM both internally and externally with Customers. Suppliers and Partners



# Using eTOM: Examples

- Major US Service Provider using eTOM to **clarify process implications for new projects under assessment** - cost reduction from \$4m to \$160K achieved
- Major European Service Provider using eTOM as a **“neutral” process framework to arbitrate process disputes** between internal Business Units
- Major Australian Service Provider using eTOM as an **“industry-standard” process framework to evolve its own business**, and also drive system solutions and vendors to meet its needs
- Major Asia-Pacific Service Provider comments its incumbent competitor changed from being known as poorly-managed to **become a management reference**, over the period when it applied eTOM in process improvement

# Getting Involved with eTOM

- Contributions needed:
  - ❖ for member review and comment on results
  - ❖ for member participation in the ongoing work with expertise in a variety of areas.....
- More contributions and resources wanted on the eTOM team!
  - ❖ Is there a work area important for your business?
  - ❖ Do you have a view on the technical debate?
  - ❖ Do you want feedback or advice on using eTOM?
  - ❖ Do you want to influence where eTOM goes?

**.... Then join the eTOM Team!**

# Thank You for Listening

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