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*PRELIMINARY   **NOT FULLY DEVELOPED

STRATEGY TO READINESS

STRATEGY MANAGEMENT | LIFECYCLE MANAGEMENT | LIFECYCLE MANAGEMENT | OPERATIONS READINESS & SUPPORT

OPERATIONS

FULFILLMENT | ASSURANCE | BILLING & REVENUE MANAGEMENT

MARKET / SALES

MARKET STRATEGY & POLICY
- Gather & Analyze Market Information
- Establish Market Segments
- Gain Commitment to Marketing Strategy
- Establish Market Strategy
- Link Market Segments & Products

SALES STRATEGY & PLANNING
- Develop Sales Relationship
- Establish Sales Goals and Measures
- Establish Revenue Coverage Plan
- Establish Sales Budget
- Develop Sales Channel Strategy

SALES FORECASTING
- Set Sales Forecast Goal
- Develop Sales Forecast
- Evaluate Sales Forecast Outcomes
- Gather Forecast Data
- Distribute Sales Forecast

BRAND MANAGEMENT

MARKET RESEARCH

SALES DEVELOPMENT
- Monitor Sales & Channel Best Practice
- Develop Sales & Channel Proposals
- Develop New Sales Channels & Processes

MARKETING CAMPAIGN MANAGEMENT
- Plan Marketing Campaign
- Ensure Marketing Campaign Capability
- Develop Marketing Campaign
- Launch Marketing Campaign
- Monitor Marketing Campaign Effectiveness
- Modify Marketing Campaign
- End Marketing Campaign
- Undertake Marketing Campaigns Trend Analysis

MARKETING COMMUNICATIONS AND ADVERTISING
- Define Marketing Communications Strategy
- Ensure Marketing Communication Capability
- Develop Marketing Communication
- Deliver Marketing Communication Collateral
- Monitor Marketing Communication Effectiveness
- Modify Marketing Communication

MARKET SALES SUPPORT & READINESS
- Monitor Sales & Channel Best Practice
- Manage Sales Inventory
- Manage Sales Accounts

LOYALTY PROGRAM MANAGEMENT
- Loyalty Program Development & Retirement
- Loyalty Program Operation

SALES CHANNEL MANAGEMENT

SELLING
- Quality Selling Opportunity
- Develop Sales Proposal
- Acquire Sales Prospect Data
- Cross/Up Sell
- Negotiate Sales/Contract

CONTACT/LEAD/PROSPECT MANAGEMENT
- Manage Sales Contact
- Manage Sales Lead
- Manage Sales Prospect

MARKET PERFORMANCE MANAGEMENT

SALES PERFORMANCE MANAGEMENT
- Set Sales Performance Goals
- Track/Monitor Sales Performance
- Analyze Sales Performance
- Report On Sales Performance
- Improve Sales Performance

MARKET & SALES PROBLEM MANAGEMENT
- Manage Market Problem
- Manage Sales Problem

MARKET & SALES ACCOUNTING MANAGEMENT
- Manage Sales Commissions

CUSTOMER BILL INVOICE MANAGEMENT
- Create Customer Bill Invoice
- Produce & Distribute Customer Bill
- Pricing, Discounting, Adjustments & Rebates Application

CUSTOMER BILL PAYMENTS & RECEIVABLES MANAGEMENT
- Manage Customer Billing Account
- Manage Customer Payments
- Manage Customer Debt Collection

CUSTOMER BILL INQUIRY HANDLING
- Create Customer Bill Inquiry Report
- Assess Customer Bill Inquiry Report
- Authorize Customer Bill Inquiry Adjustment
- Track & Manage Customer Bill Inquiry Resolution
- Report Customer Bill Inquiry
- Close Customer Bill Inquiry Report

CUSTOMER

CUSTOMER EXPERIENCE MANAGEMENT STRATEGY AND PLANNING
- Customer Experience Management Strategy and Planning
- Establish Goals and Measures for Customer Experience
- Define Policies and Standards for CEM
- Define Methods, Processes and Tools for CEM
- Analyze CEM performance, brand loyalty and revenue targets

CUSTOMER STRATEGY & PLANNING
- Customer Acquisition Strategy & Planning
- Customer Retention Strategy & Planning
- Customer Engagement Strategy & Planning
- Customer Support Strategy & Planning

CUSTOMER CAPABILITY DELIVERY
- Customer Management Capability Delivery
- Customer Analytics Capability Delivery
- Customer Order Capability Delivery
- Customer Support Capability Delivery
- Customer Engagement Capability Delivery
- Customer Journey Capability Delivery

CUSTOMER LIFECYCLE MANAGEMENT
- Customer Journey Management

CUSTOMER SUPPORT
- Support Customer Interface Management
- Support Customer Order Handling
- Support Customer Problem Handling
- Support Retention & Loyalty
- Support Bill Invoice Management
- Support Customer Bill Payments & Receivables Management
- Support Customer Bill Inquiry Handling
- Support Customer QoS/SLA

CUSTOMER EXPERIENCE MANAGEMENT
- Mapping and Analysis of Experience Lifecycles

CUSTOMER INVENTORY MANAGEMENT
- Control Customer Inventory Access
- Ensure Customer Inventory Data Quality
- Identify Customer Inventory Shortcomings
- Identify Relevant Customer Inventory Information
- Maintain Customer Inventory facilities
- Manage Customer Inventory Capture
- Track Customer Inventory Usage

CUSTOMER PRIVACY MANAGEMENT
- Manage Customer Privacy Definition
- Manage Customer Privacy Profile
- Manage Customer Privacy Profile Agreement and Amendment

CUSTOMER ORDER HANDLING
- Determine Customer Order Feasibility
- Authorize Credit
- Complete Customer Order
- Issue Customer Orders
- Report Customer Order Handling
- Close Customer Order
- Manage Order Fallout
- Customer Order Orchestration

CUSTOMER MANAGEMENT
- Enable Retention & Loyalty
- Establish Customer Relationship
- Re-establish Customer Relationship
- Terminate Customer Relationship

CUSTOMER INTERACTION MANAGEMENT
- Create Customer Interaction
- Update Customer Interaction
- Close Customer Interaction
- Log Customer Interaction
- Notify Customer
- Track and Manage Customer Interaction
- Report Customer interaction
- Authenticate Us er
- Customer Interface Management

CUSTOMER INFORMATION MANAGEMENT
- Update Customer Data
- Notify Customer Data Change
- Archive Customer Data
- Build a unified customer view
- Create Customer Record

CUSTOMER PROBLEM HANDLING
- Isolate Customer Problem
- Report Customer Problem
- Close Customer Problem Report
- Create Customer Problem Report
- Correct & Recover Customer Problem
- Track & Manage Customer Problem

CUSTOMER QoS/SLA MANAGEMENT
- Assess Customer QoS/SLA Performance
- Manage QoS/SLA Violation
- Report Customer QoS Performance
- Create Customer QoS Performance Degradation Report
- Track & Manage Customer QoS Performance Resolution
- Close Customer QoS Performance Degradation Report

PRODUCT

PRODUCT & OFFER PORTFOLIO PLANNING
- Gather & Analyze Product Information
- Establish Product Portfolio Strategy
- Produce Product Portfolio Business Plans
- Gain Commitment to Product Business Plans
- Product Strategy

PRODUCT TEST QUALITY ANALYSIS

PRODUCT & OFFER CAPABILITY DELIVERY
- Define Product Capability Requirements
- Capture Product Capability Shortfalls
- Approve Product Business Case
- Deliver Product Capability
- Manage Handover to Product Operations
- Manage Product Capability Delivery Methodology

PRODUCT CAPACITY MANAGEMENT
- Plan Product Capacity
- Align Product Capacity Planning Goals
- Establish Product Capacity GAP
- Forecast Product Capacity Need
- Implement Product Capacity Plan
- Analyze Product Capacity
- Optimize Product Capacity
- Monitor Product Capacity
- Report Product Capacity

PRODUCT CATALOG PLANNING MANAGEMENT
- Design Product Catalog Plan
- Define Product Catalog Specification

PRODUCT SPECIFICATION MANAGEMENT
- Describe Product Specifications
- Model Product Specifications
- Analyze Product Specifications
- Update and Version Product Specifications

PRODUCT SPECIFICATION & OFFERING DEVELOPMENT & RETIREMENT
- Product Specification Development & Retirement
- Product Offering Development & Retirement
- Product Specification Test Development & Retirement

PRODUCT CATALOG LIFECYCLE MANAGEMENT
- Manage Product Catalog Design
- Manage Product Catalog Build
- Manage Product Catalog Policy

PRODUCT ANOMALY LIFECYCLE MANAGEMENT
- Manage Product Anomaly Definition
- Orchestrate Product Anomaly Management Closed Loop
- Monitor Product Anomaly Management Closed Loop
- Report Product Anomaly Management Closed Loop
- Manage Product Anomaly Intelligence
- Manage Product Anomaly Optimization

PRODUCT SUPPORT
- Support Product Configuration Management
- Support Product Offering Purchasing
- Support Product Rating & Rate Assignment
- Support Product Usage Management
- Support Product Balance Management

PRODUCT INVENTORY MANAGEMENT
- Control Product Inventory Access
- Ensure Product Inventory Data Quality
- Identify Product Inventory Shortcomings
- Identify Relevant Product Inventory Information
- Maintain Product Inventory facilities
- Product Lifecycle Management Support
- Track Product Inventory Usage

PRODUCT CATALOG CONTENT MANAGEMENT
- Maintain Product Catalog Content
- Manage Product Catalog Access
- Manage Product Catalog Content Lifecycle
- Distribute Product Catalog

PRODUCT CATALOG OPERATIONAL, READINESS MANAGEMENT
- Release Product Catalog
- Deploy Product Catalog

PRODUCT TEST MANAGEMENT

PRODUCT CONFIGURATION MANAGEMENT
- Product Configuration Management Plan
- Manage Product Configuration
- Audit Product Configuration

PRODUCT OFFERING PURCHASING
- Initiate Product Offering Purchase
- Manage Product Offering Purchase Selection
- Track & Manage Product Offering Purchase
- Review Product Offering Purchase
- Complete Product Offering Purchase
- Close Product Offering Purchase
- Cancel Product Offering Purchase
- Report Product Offering Purchase

PRODUCT PERFORMANCE MANAGEMENT
- Monitor Product Offerings
- Aggregate QoS Performance Analysis
- Assist Trend Analysis Development
- Report Product Offering Analysis Results
- Agree Service Outages
- Track Customer QoS/SLA Management Process Capability
- Manage Customer QoS/SLA Management Notification
- Undertake QoS/SLA Performance Trend Analysis

PRODUCT PROBLEM MANAGEMENT
- Identify Product Problem
- Triage Product Problem
- Analyze Product Problem
- Manage Product Problem Solution
- Close Product Problem

PRODUCT ANOMALY MANAGEMENT
- Predict Product Anomaly
- Detect Product Anomaly
- Assess Product Anomaly
- Mitigate Product Anomaly
- Manage Product Anomaly Learning

PRODUCT USAGE MANAGEMENT
- Product Usages
- Guide and Assign Product Usages
- Mediate Product Usages
- Report Product Usage Records

PRODUCT RATING & RATE ASSIGNMENT
- Perform Rating
- Aggregate Items For Rate Assignment
- Manage Customer Assignment Hierarchy
- Provide Advice of Rate
- Apply Rate Level Discounts

PRODUCT BALANCE MANAGEMENT
- Manage Product Balance Containers
- Manage Product Balance Policies
- Product Balance Operations Management
- Authorize Transaction Based on Product Balance

SERVICE

SERVICE STRATEGY & PLANNING
- Gather & Analyze Service Information
- Manage Service Research
- Establish Service Strategy & Goals
- Produce Service Strategy & Plans
- Produce Service Business Plans
- Develop Service Partnership Requirements
- Gain Enterprise Commitment to Service Strategies
- Service Test Strategy

SERVICE TEST QUALITY ANALYSIS

SERVICE CAPABILITY DELIVERY
- Map & Analyze Service Requirements
- Capture Service Capability Shortfalls
- Gain Service Capability Investment Approval
- Design Service Capabilities
- Enable Service Support & Operations
- Manage Service Capability Delivery
- Manage Handover to Service Operations

SERVICE CAPACITY MANAGEMENT
- Plan Service Capacity
- Align Service Capacity Planning Goals
- Establish Service Capacity GAP
- Forecast Service Capacity Need
- Implement Service Capacity Plan
- Analyze Service Capacity
- Optimize Service Capacity
- Monitor Service Capacity
- Report Service Capacity

SERVICE CATALOG PLANNING MANAGEMENT
- Design Service Catalog Plan
- Define Service Catalog Specification

SERVICE SPECIFICATION MANAGEMENT
- Describe Service Specifications
- Model Service Specifications
- Analyze Service Specifications

SERVICE SPECIFICATION DEVELOPMENT & RETIREMENT
- Gather & Analyze New Service Ideas
- Assess Performance of Existing Services
- Develop New Service Business Proposal
- Develop Detailed Service Specifications
- Manage Service Development
- Manage Service Deployment
- Manage Service Exit
- Manage Service Capability Delivery
- Service Specification Test Development & Retirement

SERVICE CATALOG LIFECYCLE MANAGEMENT
- Manage Service Catalog Design
- Manage Service Catalog Build
- Manage Service Catalog Policy

SERVICE ANOMALY LIFECYCLE MANAGEMENT
- Manage Service Anomaly Definition
- Orchestrate Service Anomaly Management Closed Loop
- Monitor Service Anomaly Management Closed Loop
- Report Service Anomaly Management Closed Loop
- Manage Service Anomaly Intelligence
- Manage Service Anomaly Optimization

SM&O SUPPORT & READINESS
- Manage Service Inventory
- Enable Service Configuration & Activation
- Support Service Problem Management
- Support Service Quality Management
- Support Service & Specific Instance Rating

SERVICE TEST MANAGEMENT

SERVICE CATALOG OPERATIONAL READINESS MANAGEMENT
- Release Service Catalog
- Deploy Service Catalog

SERVICE CATALOG CONTENT MANAGEMENT
- Maintain Service Catalog Content
- Manage Service Catalog Access
- Manage Service Catalog Content Lifecycle
- Distribute Service Catalog

SERVICE CONFIGURATION & ACTIVATION
- Design Solution
- Allocate Specific Service Parameters to Services
- Track & Manage Service Provisioning
- Implement Configure & Activate Service
- Test Service End-to-End
- Issue Service Orders
- Report Service Provisioning
- Close Service Order
- Recover Service

SERVICE PROBLEM MANAGEMENT
- Create Service Trouble Report
- Diagnose Service Problem
- Correct & Resolve Service Problem
- Track & Manage Service Problem
- Report Service Problem
- Close Service Trouble Report
- Survey & Analyze Service Problem

SERVICE ANOMALY MANAGEMENT
- Predict Service Anomaly
- Detect Service Anomaly
- Assess Service Anomaly
- Mitigate Service Anomaly
- Manage Service Anomaly Learning

SERVICE QUALITY MANAGEMENT
- Monitor Service Quality
- Analyze Service Quality
- Improve Service Quality
- Report Service Quality Performance
- Create Service Performance Degradation Report
- Track & Manage Service Quality Performance Resolution
- Close Service Performance Degradation Report

SERVICE GUIDING & MEDIATION
- Mediate Service Usage Records
- Report Service Usage Records
- Guide Resource Usage Records

RESOURCE

RESOURCE STRATEGY & PLANNING
- Gather & Analyze Resource Information
- Manage Resource Research
- Establish Resource Support Strategies
- Define Resource Support Strategies
- Produce Resource Business Plans
- Develop Resource Partnership Requirements
- Gain Enterprise Commitment to Resource Plans
- Resource Test Strategy

RESOURCE TEST QUALITY ANALYSIS

RESOURCE CAPABILITY DELIVERY
- Map & Analyze Resource Requirements
- Capture Resource Capability Shortfalls
- Gain Resource Capability Investment Approval
- Design Resource Capabilities
- Enable Resource Support & Operations
- Manage Resource Capability Delivery
- Manage Handover to Resource Operations

RESOURCE CAPACITY MANAGEMENT
- Plan Resource Capacity
- Align Resource Capacity Planning Goals
- Establish Resource Capacity GAP
- Forecast Resource Capacity Need
- Implement Resource Capacity Plan
- Analyze Resource Capacity
- Optimize Resource Capacity
- Monitor Resource Capacity
- Report Resource Capacity

RESOURCE CATALOG PLANNING MANAGEMENT
- Design Resource Catalog Plan
- Define Resource Catalog Specification

RESOURCE SPECIFICATION MANAGEMENT
- Develop Resource Specifications
- Master Resource Specifications
- Analyze Resource Specifications
- Update and Version Resource Specifications

RESOURCE SPECIFICATION DEVELOPMENT & RETIREMENT
- Gather & Analyze New Resource Ideas
- Assess Performance of Existing Resources
- Develop New Resource Business Proposal
- Develop Detailed Resource Specifications
- Manage Resource Development
- Manage Resource Deployment
- Manage Resource Exit
- Resource Specification Test Development & Retirement

RESOURCE CATALOG LIFECYCLE MANAGEMENT
- Manage Resource Catalog Design
- Manage Resource Catalog Build
- Manage Resource Catalog Policy

RESOURCE ANOMALY LIFECYCLE MANAGEMENT
- Manage Resource Anomaly Definition
- Orchestrate Resource Anomaly Management Closed Loop
- Monitor Resource Anomaly Management Closed Loop
- Report Resource Anomaly Management Closed Loop
- Manage Resource Anomaly Intelligence
- Manage Resource Anomaly Optimization

RM&O SUPPORT & READINESS
- Enable Resource Provisioning
- Manage Resource Performance Management
- Support Resource Trouble Management
- Enable Resource Data Collection & Distribution
- Manage Resource Inventory
- Manage Number Portability
- Manage Field Workforce

WORK ORDER MANAGEMENT
- Issue Work Order
- Analyze and Decompose Work Order
- Track and Manage Work Order
- Close Work Order
- Report on Work Order

RESOURCE CATALOG CONTENT MANAGEMENT
- Maintain Resource Catalog Content
- Manage Resource Catalog Access
- Manage Resource Catalog Content Lifecycle
- Distribute Resource Catalog

RESOURCE CATALOG OPERATIONAL READINESS MANAGEMENT
- Release Resource Catalog
- Deploy Resource Catalog

RESOURCE TEST MANAGEMENT

RESOURCE PROVISIONING
- Allocate & Install Resource
- Configure & Activate Resource
- Test Resource
- Track & Manage Resource Provisioning
- Report Resource Provisioning
- Close Resource Order
- Issue Resource Orders
- Recover Resource

RESOURCE DATA COLLECTION & DISTRIBUTION
- Collect Management and Security Information & Data
- Process Management and Security Information & Data
- Distribute Management and Security Information & Data
- Audit Management and Security Data Collection & Distribution

RESOURCE TROUBLE MANAGEMENT
- Survey & Analyze Resource Trouble
- Localize Resource Trouble
- Correct & Resolve Resource Trouble
- Track & Manage Resource Trouble
- Report Resource Trouble
- Close Resource Trouble
- Create Resource Trouble Report

RESOURCE ANOMALY MANAGEMENT
- Predict Resource Anomaly
- Detect Resource Anomaly
- Assess Resource Anomaly
- Mitigate Resource Anomaly

RESOURCE PERFORMANCE MANAGEMENT
- Monitor Resource Performance
- Analyze Resource Performance
- Control Resource Performance
- Report Resource Performance
- Create Resource Performance Degradation Report
- Track & Manage Resource Performance Resolution
- Close Resource Performance Degradation Report

RESOURCE MEDIATION & REPORTING
- Mediate Resource Usage Records
- Report Resource Usage Records

BUSINESS PARTNER

BUSINESS PARTNER STRATEGY & PLANNING
- Develop Business Partner Security Strategy

BUSINESS PARTNER TENDER MANAGEMENT
- Determine the Sourcing Requirements
- Determine Potential Parties
- Manage the Tender Process
- Gain Tender Decision Approval

PARTY AGREEMENT MANAGEMENT
- Prepare Party Agreement
- Manage Party Agreement Commercial Negotiations
- Gain Approval for Party Agreement

BUSINESS PARTNER OFFERING DEVELOPMENT & RETIREMENT
- On-board Business Partner Product Specification & Offering
- Off-Board Business Partner Offering & Specification

BUSINESS PARTNER SUPPORT
- Support Business Partner Requisition Management
- Support Business Partner Performance Management
- Support Business Partner Settlements & Payments Management
- Support Business Partner Interface Management

PARTY INVENTORY MANAGEMENT
- Identify Issues and Provide Reports
- Manage S/P Inventory Repository
- Manage and Administer Party Inventory
- Perform Audit Tests
- Track and Monitor Party Inventory

BUSINESS PARTNER PRIVACY MANAGEMENT
- Manage Business Partner Privacy Definition
- Manage Business Partner Privacy Profile Agreement and Amendment
- Manage Business Partner Privacy Profile

BUSINESS PARTNER TRAINING AND EDUCATION

PARTY SPECIAL EVENT MANAGEMENT

BUSINESS PARTNER ORDER HANDLING
- Select External Business Partner for Business Partner Order
- Determine Business Partner Pre-Order Feasibility
- Receive & Accept Business Partner Order
- Issue Business Partner Order
- Report Business Partner Orders
- Close Business Partner Order

BUSINESS PARTNER INTERACTION MANAGEMENT
- Log Business Partner Interaction
- Notify Business Partner
- Track and Manage Business Partner Interaction
- Handle Business Partner Interaction (Including Self Service)
- Analyze & Report Business Partner Interactions
- Mediate & Orchestrate Business Partner Interactions
- Login Business Partner

PARTY RELATIONSHIP DEVELOPMENT & RETIREMENT
- Party Relationship Management
- Party Demographic Collection
- Party Profiling

BUSINESS PARTNER PROBLEM HANDLING
- Receive Business Partner Problem
- Assess Business Partner Problem
- Submit Business Partner Problem
- Track Business Partner Problem
- Resolve Business Partner Problem
- Report Business Partner Problem
- Close Business Partner Problem
- Analyze Business Partner Problem Trend

BUSINESS PARTNER PERFORMANCE MANAGEMENT
- Monitor & Control Business Partner Performance
- Track & Manage Business Partner Performance Resolution
- Report Business Partner Performance
- Close Business Partner Performance Degradation Report
- Initiate Business Partner Performance Degradation Report

BP BILL/INVOICE MANAGEMENT
- BP Bill/Invoice Process Management
- BP Bill/Invoice Lifecycle Management
- BP Bill/Invoice Control
- Specific BP Revenue Handling

BP BILL PAYMENTS & RECEIVABLES MANAGEMENT
- Business Partner Payment Management
- Business Partner Account Balance Management

BUSINESS PARTNER REVENUE SHARING AND SETTLEMENT
- Business Partner Revenue Sharing Model Development
- Business Partner Revenue Sharing Agreement Management
- Business Partner Revenue Share Determination
- Business Partner Revenue Sharing Reconciliation
- Control Business Partner Settlements

BP BILL INQUIRY HANDLING
- Receive Business Partner Bill Inquiry
- Assess Business Partner Bill Inquiry
- Resolve Business Partner Bill Inquiry
- Track Business Partner Bill Inquiry
- Report Business Partner Bill Inquiry
- Close Business Partner Bill Inquiry

ENTERPRISE

STRATEGIC & ENTERPRISE PLANNING
- Strategic Business Planning
- Business Development
- Enterprise Architecture Management
- Group Enterprise Management
- Enterprise Capacity Management
- Enterprise Catalog Management Strategy

ENTERPRISE AUDIT & RISK MANAGEMENT
- Enterprise Audit Management
- Enterprise Risk Management

KNOWLEDGE & RESEARCH MANAGEMENT
- Knowledge Management
- Research Management
- Technology Scanning

FINANCIAL MANAGEMENT
- Define Financial Management Approach
- Manage Financial Resources
- Process Financial Transactions
- Report Financial Results
- Manage Treasury
- Perform Regulatory & Tax Accounting

HUMAN RESOURCES MANAGEMENT
- Manage HR Policies & Practices
- Develop the Workforce
- Manage Workforce Strategy
- Train the Workforce
- Manage Employee & Labor Relations
- Report Workforce

BUSINESS ASSURANCE
- Revenue and Cost Assurance
- Fraud Management
- Margin Assurance
- Asset Assurance
- Migration Assurance
- Transformation Assurance
- Ecosystem Assurance
- Regulatory Assurance
- Customer Experience Assurance

SUPPLY CHAIN MANAGEMENT
- Manage Supply Chain Strategic Planning
- Manage Supply Chain Policies
- Manage Procurement
- Support Procurement
- Manage Warehousing
- Manage Fulfillment
- Manage Logistics

SECURITY AND PRIVACY MANAGEMENT
- Manage Enterprise Security
- Manage Enterprise Privacy

ENTERPRISE ASSET MANAGEMENT
- Plan Asset
- Control Asset
- Operate Asset
- Value Asset

ENTERPRISE PERFORMANCE MANAGEMENT
- Manage Enterprise Performance Goal Setting
- Plan Enterprise Performance Management
- Manage Enterprise Performance Measure & Metrics
- Manage Enterprise Performance Analysis
- Manage Enterprise Performance Reporting
- Manage Enterprise Performance Consolidation, Reconciliation and Close
- Manage Enterprise Performance Assessment

ENTERPRISE GOVERNANCE
- Govern Information & Data
- Manage Program
- Manage Compliance
- Manage Change
- Manage Contract
- Govern Implementation
- Govern Operations
- Stakeholder Relations Management
- Manage Transparency
- Manage Standards
- Manage Integrity

Some details have been omitted due to space constraints. See complete Frameworx information at www.tmforum.org. A pdf version is also available on the website.

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