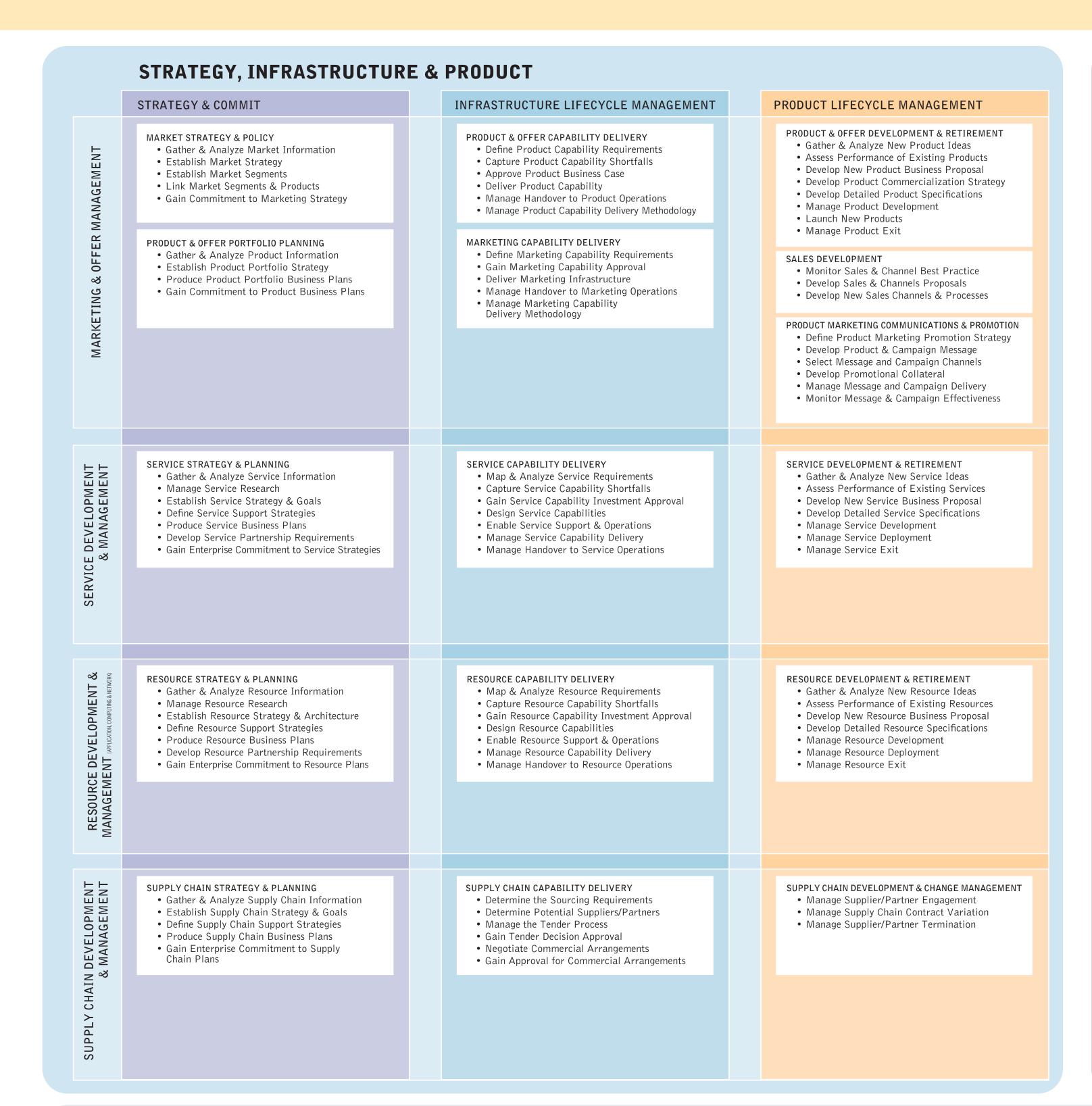
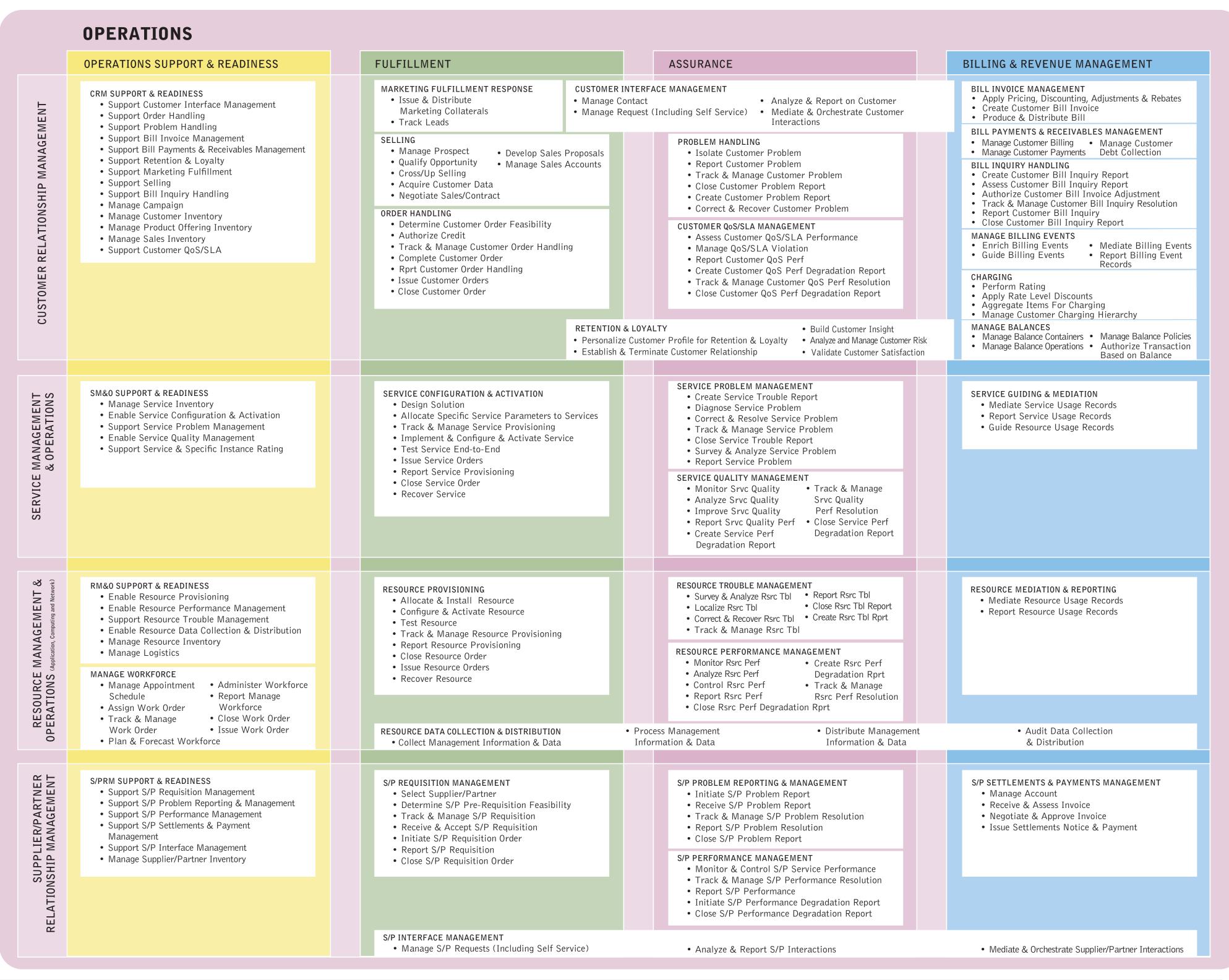
BUSINESS PROCESS FRAMEWORK (eTOM) RELEASE 9

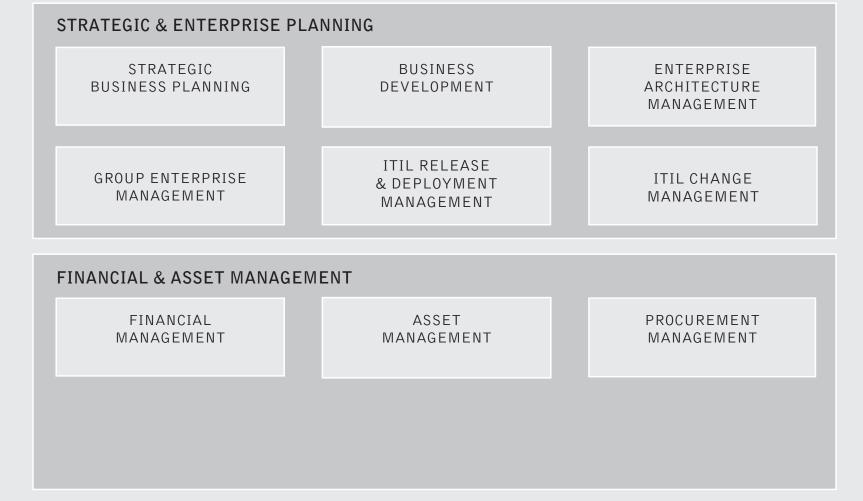


amdocs





ENTERPRISE MANAGEMENT



BUSINESS CONTINUITY MANAGEMENT		SECURITY MANAGEMENT	FRAUD MANAGEMENT
AUDIT MANAGEMENT		INSURANCE MANAGEMENT	REVENUE ASSURANCE MANAGEMENT • Manage Revenue Assurance Policy Framewor • Manage Revenue Assurance Operations • Support Revenue Assurance Operations
ITIL IT SERVICE CONTINUITY MANAGEMENT		ITIL PROBLEM MANAGEMENT	ITIL INFO SECURITY MANAGEMENT
STAKEHALDED & EVTEDNAL	DE	I ATIONS MANACEMENT	
CORPORATE COMMUNICATIONS & IMAGE MANAGEMENT	L RE	LEGAL MANAGEMENT	REGULATORY MANAGEMENT

ENTERPRISE EFFECTIVENES	SIVIANAGENIENT	
PROCESS MANAGEMENT AND SUPPORT	ENTERPRISE QUALITY MANAGEMENT	PROGRAM & PROJECT MANAGEMENT
ENTERPRISE PERFORMANCE ASSESSMENT	FACILITIES MANAGEMENT & SUPPORT	ITIL SERVICE CATALOG MANAGEMENT
ITIL EVENT MANAGEMENT	ITIL SERVICE LEVEL MANAGEMENT	ITIL INCIDENT MANAGEMENT
ITIL CAPACITY MANAGEMENT	ITIL REQUEST FULFILLMENT	ITIL AVAILABILITY MANAGEMENT
ITIL SERVICE ASSET AND CONFIGURATION MANAGEMENT	ITIL CONTINUAL SERVICE IMPROVEMENT	

