

## APPLICATION FRAMEWORK FUNDAMENTALS - MODULE 0

### INTRODUCTION

#### ***WELCOME***

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Welcome and

# INTRODUCTION

The course:

- overall objective is to enable you to begin using the framework in projects;
- is presented in an easy to follow and engaging video format and includes quizzes and exercises to test your learning as you go along.



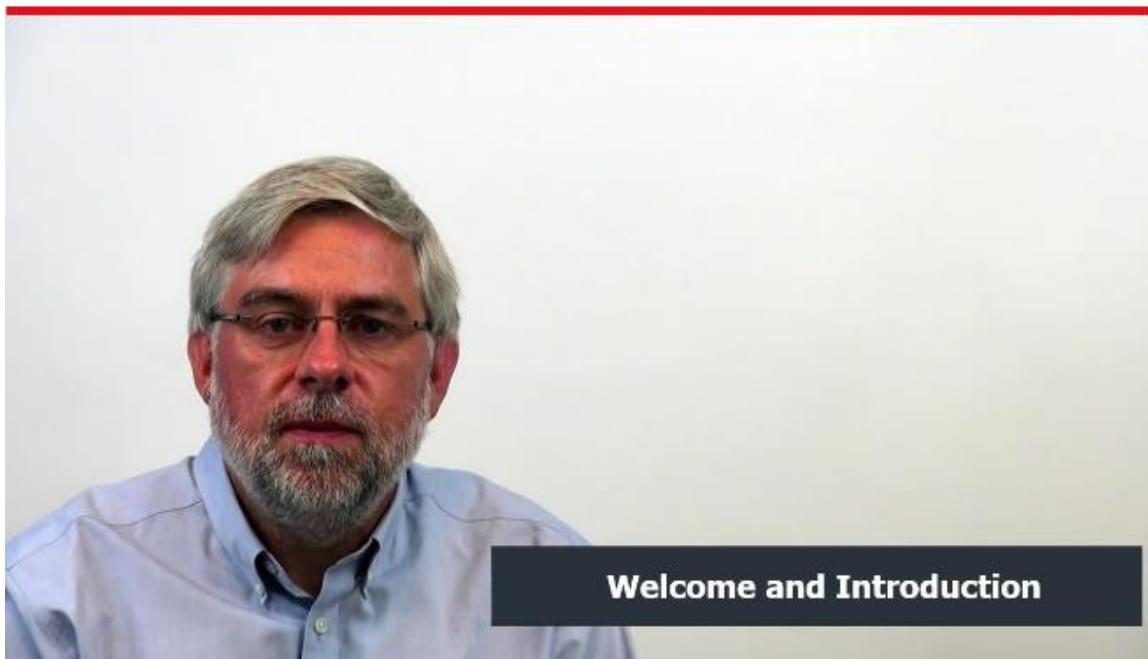
Click the NEXT button to continue throughout this course.

#### **Notes:**

## **1.2 COURSE INTRODUCTION**

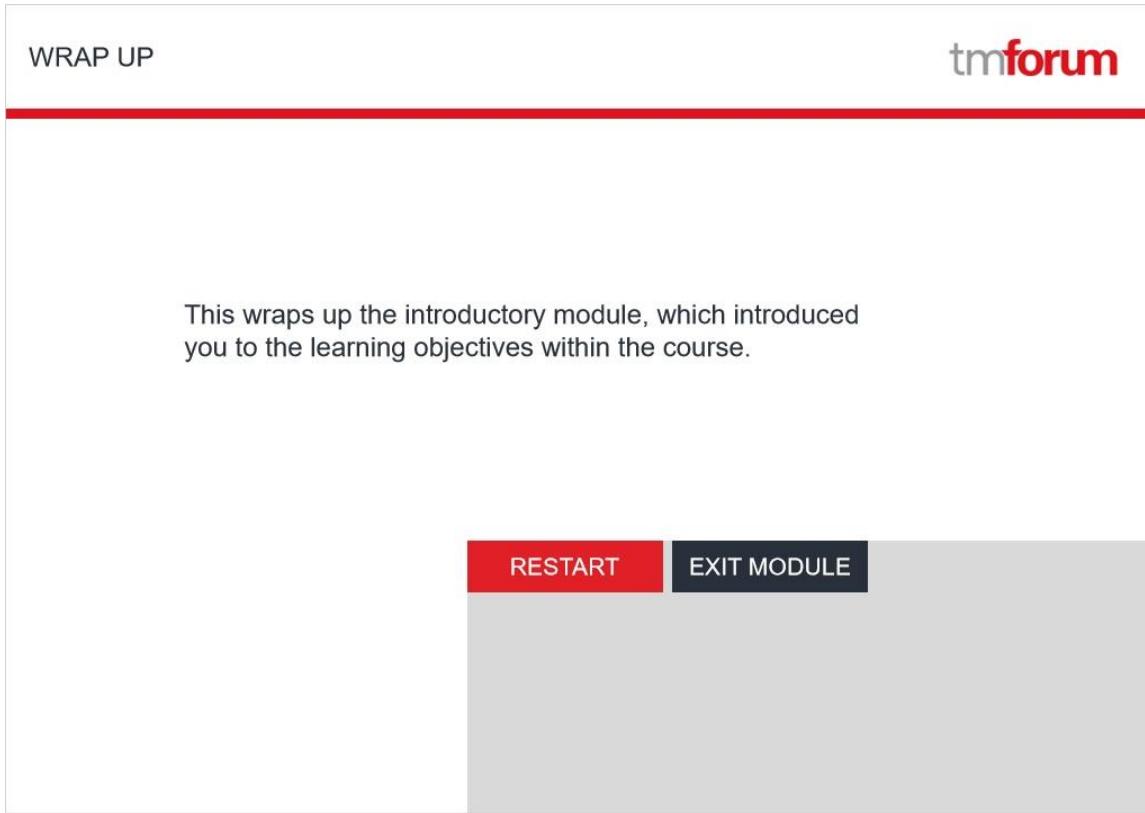
COURSE INTRODUCTION

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**Notes:**

## WRAP UP



The image shows a 'WRAP UP' module interface. At the top left is the text 'WRAP UP'. At the top right is the 'tmforum' logo. Below this is a red horizontal bar. In the center of the module, there is a message: 'This wraps up the introductory module, which introduced you to the learning objectives within the course.' At the bottom right of the module is a grey rectangular area containing two buttons: 'RESTART' (in white text on a red background) and 'EXIT MODULE' (in white text on a black background).

This wraps up the introductory module, which introduced you to the learning objectives within the course.

RESTART EXIT MODULE

**Notes:**

## APPLICATION FRAMEWORK FUNDAMENTALS - MODULE 1

### INTRODUCTION

#### *WELCOME*

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# FRAMEWORK INTRODUCTION

This first short module provides a description of the framework and its goals followed by a case study that explains one member's use of it and the benefits realized.



Click the NEXT button to continue throughout this course.

**Notes:**

## **FRAMEWORK INTRODUCTION**

FRAMEWORK INTRODUCTION

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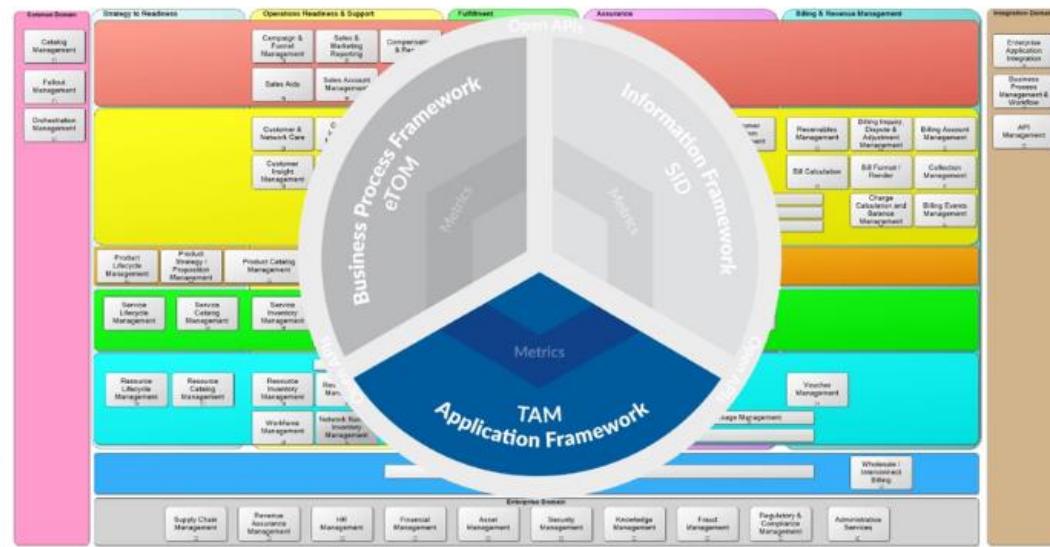
**Notes:**

## THE APPLICATION FRAMEWORK

### THE APPLICATION FRAMEWORK

#### THE APPLICATION FRAMEWORK

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#### Notes:

## **ABOUT THE APPLICATION FRAMEWORK**

### ABOUT THE APPLICATION FRAMEWORK



Five common questions that help explain what the framework is:

How is it structured?

The framework is an enterprise-wide process decomposition or structured outline.

What are its origins?

The Application Framework was not developed from scratch.

Why have an application framework model?

The Application Framework covers the breadth of an entire organization.

What does the framework include?

The model includes all application building blocks typical of a enterprise's application landscape.

Is it a standard?

The Application Framework is a de-facto standard because of its use throughout the world.

**Notes:**

## ***GOALS ACHIEVED BY THE FRAMEWORK***

GOALS ACHIEVED BY THE FRAMEWORK

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Provide a common application language

Provide standard application requirements

Enable automation

Facilitate mergers & acquisitions

Guide efficient system architecture development and deployment

**Notes:**

## CASE STUDY

### ***TR3DENT VIDEO CASE STUDY***

TR3DENT VIDEO CASE STUDY

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**Notes:**

## WRAP UP

### WRAP UP

The slide features a red header bar with the text "WRAP UP" on the left and the "tmforum" logo on the right. Below the header is a large white area containing text about the module summary. At the bottom is a grey footer bar with two buttons: "RESTART" on the left and "EXIT MODULE" on the right.

This wraps up the first module – Framework Introduction. When you are done with the course you may want to return here and see if you can explain what the framework is and the goals that can be achieved by using it.

**RESTART**    **EXIT MODULE**

**Notes:**

## APPLICATION FRAMEWORK FUNDAMENTALS - MODULE 2

### INTRODUCTION

#### *WELCOME*



FRAMEWORK KEY

# CONCEPTS AND STRUCTURE

In this module you will learn about three key framework concepts. Following that topic, you will be taken on a walkthrough of the framework and a case study that describes how to use the structure of the framework. This module wraps up with an exercise to test the knowledge you gained in this module.



Click the NEXT button to continue throughout this course.

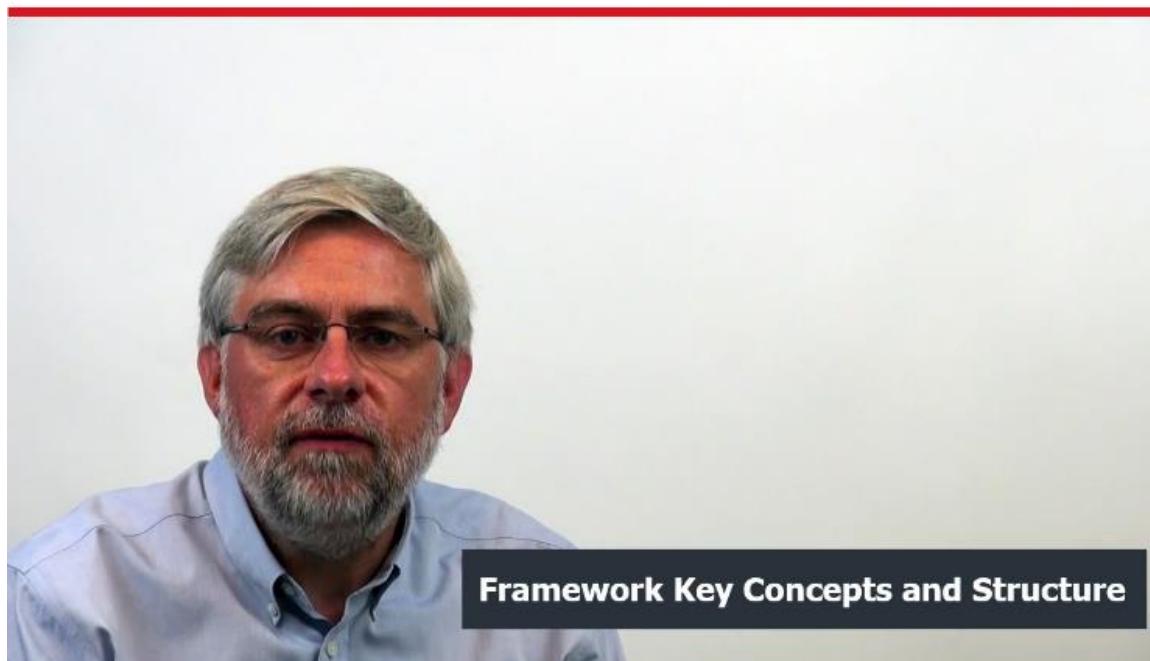
**Notes:**

## FRAMEWORK KEY CONCEPTS AND STRUCTURE INTRODUCTION

### ***FRAMEWORK KEY CONCEPTS AND STRUCTURE INTRODUCTION***

FRAMEWORK KEY CONCEPTS AND STRUCTURE INTRODUCTION

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**Notes:**

**TWO OF THE KEY CONCEPTS (1 of 4)**

TWO OF THE KEY CONCEPTS



# Key Framework Concepts

**Notes:**

## **TWO OF THE KEY CONCEPTS (2 of 4)**

### TWO OF THE KEY CONCEPTS

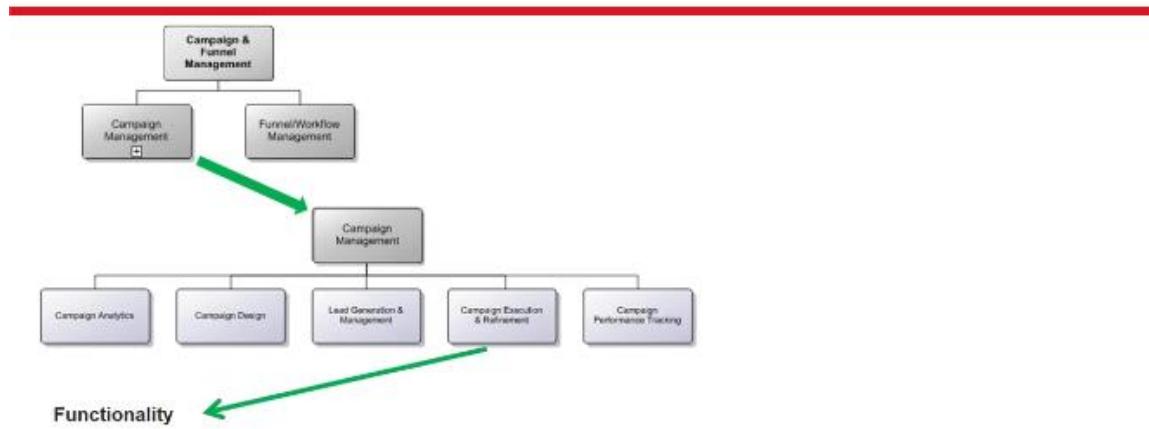
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**Notes:**

## **TWO OF THE KEY CONCEPTS (3 of 4)**

### TWO OF THE KEY CONCEPTS



#### Functionality

Campaign Execution & Refinement provides the necessary tools to execute the campaign, and based on performance indicators collected, accept refinements to the campaign while still executing.

Campaign Execution & Refinement Applications should include:

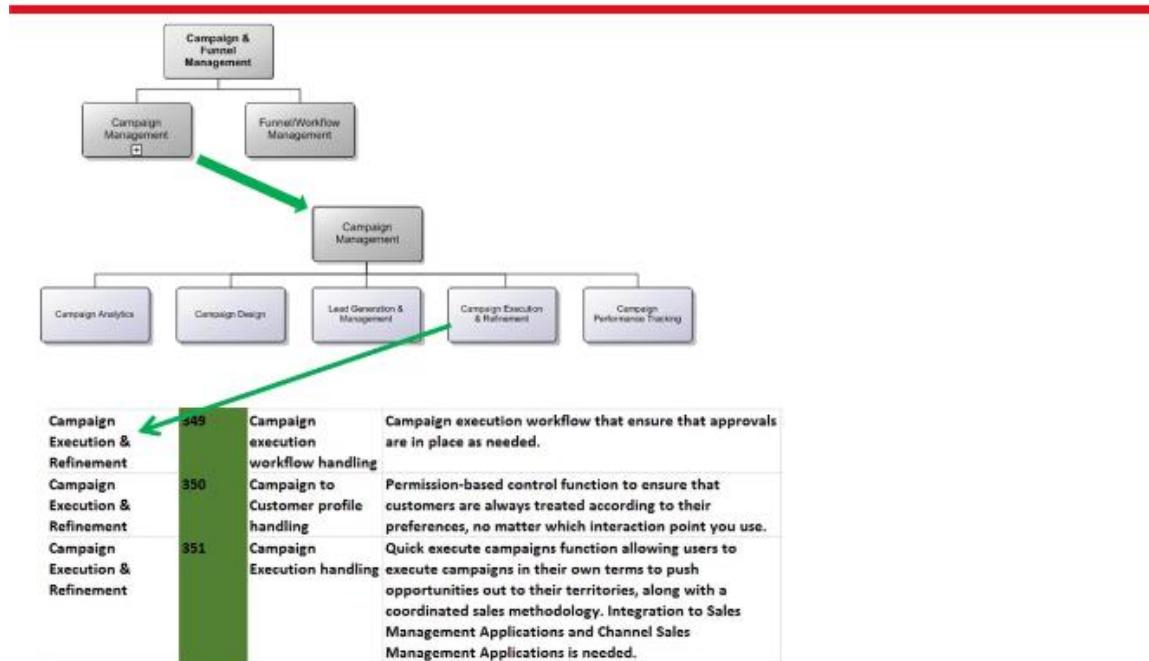
- Permission-based controls to ensure that customers are always treated according to their preferences, no matter which interaction point you use.
- Users can quickly execute campaigns in their own terms to push opportunities out to their territories, along with a coordinated sales methodology. Integration to Sales Management Applications and Channel Sales Management Applications is needed.
- Integrated Workflow notifications ensure that approvals are in place as needed.

#### Notes:

## **TWO OF THE KEY CONCEPTS (4 of 4)**

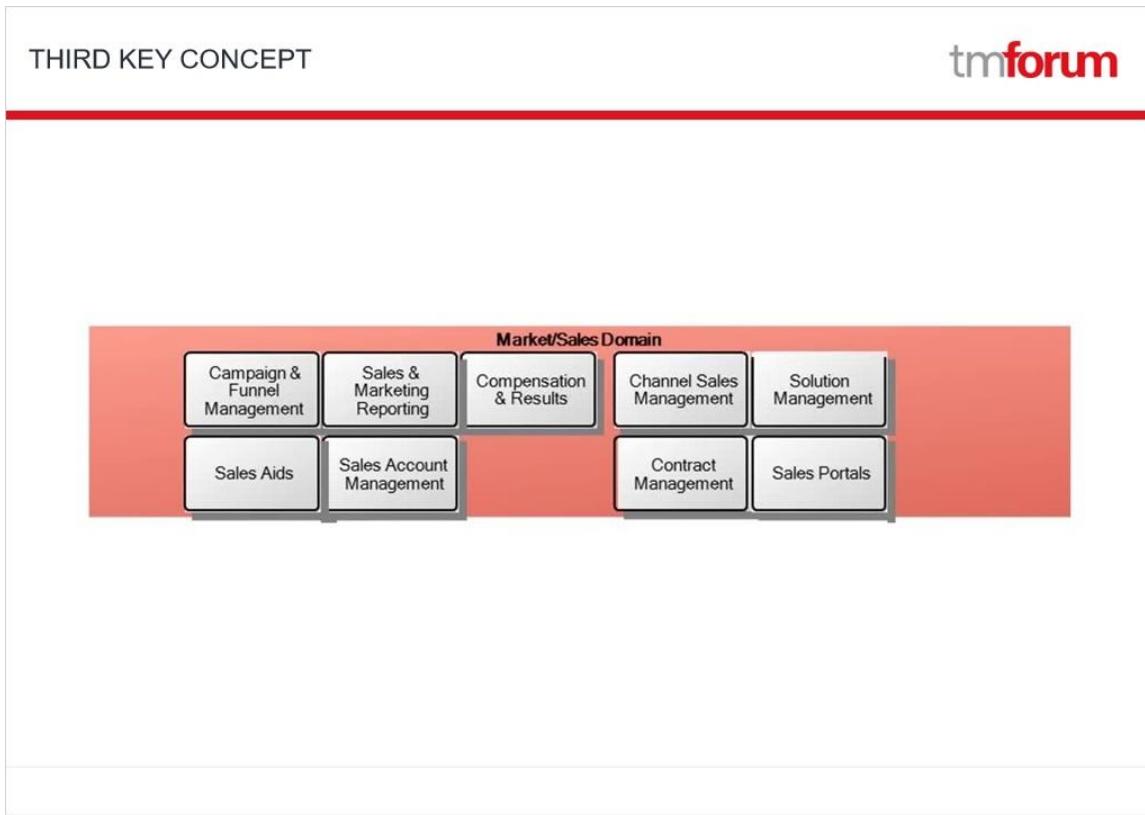
### TWO OF THE KEY CONCEPTS

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### Notes:

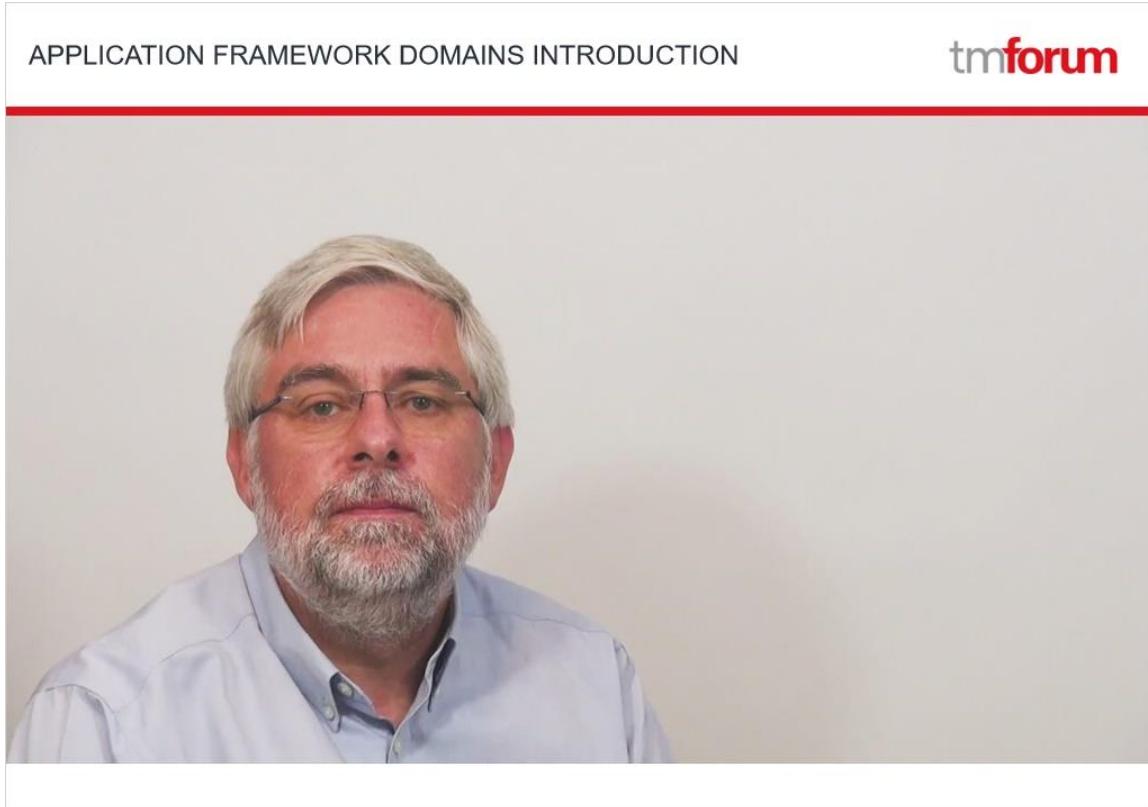
### THIRD KEY CONCEPT



**Notes:**

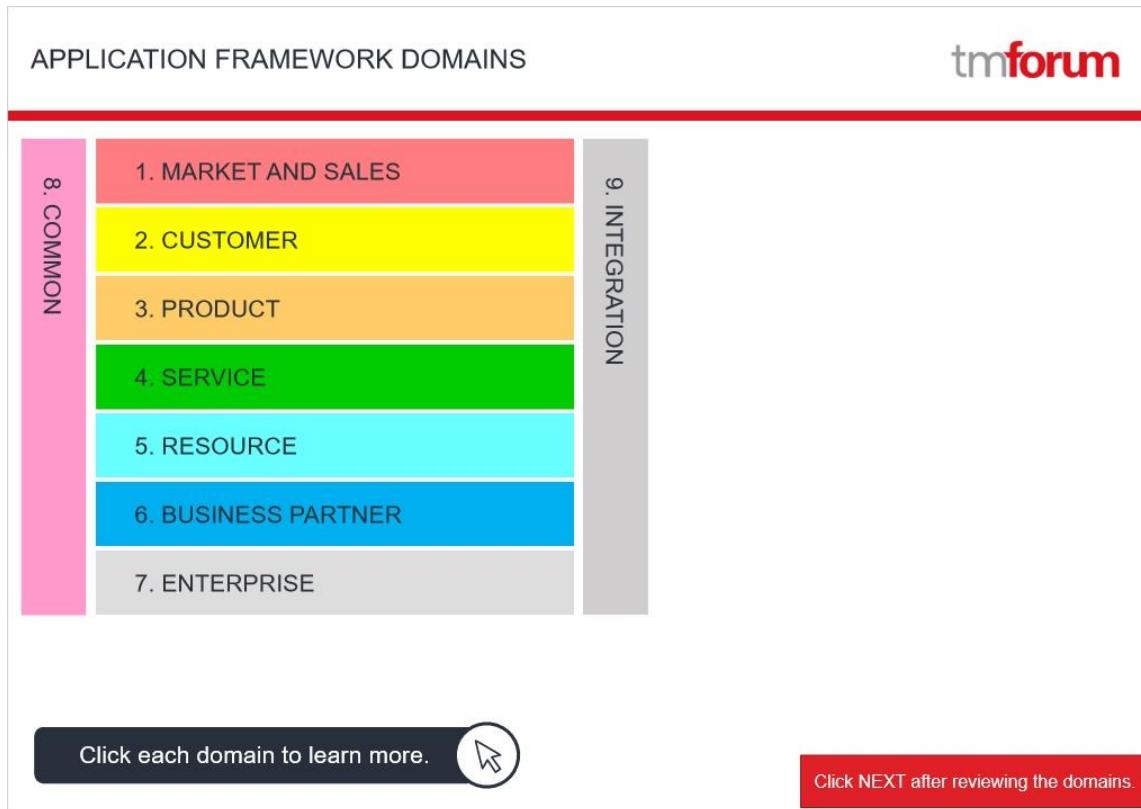
## APPLICATION FRAMEWORK DOMAINS

### ***APPLICATION FRAMEWORK DOMAINS INTRODUCTION***



**Notes:**

## APPLICATION FRAMEWORK DOMAINS



**Notes:**

## Market and Sales (Slide Layer)

The diagram illustrates the Application Framework Domains, specifically focusing on the Market and Sales layer. It features a vertical stack of colored bars representing different domains, with a pink bar on the left labeled '8. COMMON' and a grey bar on the right labeled '9. INTEGRATION'. The domains listed from top to bottom are: 1. MARKET AND SALES (dark grey), 2. CUSTOMER (yellow), 3. PRODUCT (orange), 4. SERVICE (green), 5. RESOURCE (light blue), 6. BUSINESS PARTNER (blue), and 7. ENTERPRISE (light grey). The 'tmforum' logo is positioned in the top right corner. Below the diagram, there are two call-to-action buttons: 'Click each domain to learn more.' with a cursor icon, and 'Click NEXT after reviewing the domains.' in a red box.

APPLICATION FRAMEWORK DOMAINS

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8. COMMON

1. MARKET AND SALES

2. CUSTOMER

3. PRODUCT

4. SERVICE

5. RESOURCE

6. BUSINESS PARTNER

7. ENTERPRISE

9. INTEGRATION

Sales includes:

- Sales contacts
- Leads and prospects through to the sales-force and sales statistics

Market includes:

- Market strategy and plans
- Market segments
- Competitors and their products

Click each domain to learn more.

Click NEXT after reviewing the domains.

**Notes:**

## Customer (Slide Layer)

The slide displays the 'APPLICATION FRAMEWORK DOMAINS' with the 'tmforum' logo in the top right corner. On the left, a vertical pink bar labeled '8. COMMON' contains the number '8.'. To the right of the domains, a grey vertical bar labeled '9. INTEGRATION' contains the number '9.'. The domains are listed horizontally:

8. COMMON	9. INTEGRATION
1. MARKET AND SALES	
3. CUSTOMER	
3. PRODUCT	
4. SERVICE	
5. RESOURCE	
6. BUSINESS PARTNER	
7. ENTERPRISE	

**It represents:**

- Individuals or organizations that obtain products from an enterprise, such as a service provider.
- All types of contact with the customer, the management of the relationship and the administration of customer data.

**Customer also includes:**

- Customer bills for products
- Collection of payment
- Overdue accounts
- Billing inquiries and adjustments

**Click each domain to learn more.**

**Click NEXT after reviewing the domains.**

**Notes:**

## Product (Slide Layer)

The slide displays the Application Framework Domains. On the left, a vertical pink bar labeled '8. COMMON' contains the number '8.'. To its right is a vertical grey bar labeled '9. INTEGRATION' containing the number '9.'. Between these bars is a horizontal stack of colored boxes representing domains:

- 1. MARKET AND SALES (Red)
- 2. CUSTOMER (Yellow)
- 2. PRODUCT (Dark Grey)
- 4. SERVICE (Green)
- 5. RESOURCE (Cyan)
- 6. BUSINESS PARTNER (Blue)
- 7. ENTERPRISE (Light Grey)

At the top right of the slide is the 'tmforum' logo. Below the domains, there is descriptive text and a call-to-action button.

**Is concerned with the lifecycle of products' lifecycle.**

**It includes:**

- Strategic portfolio plans
- Products offered
- Product performance
- Product usage
- Product instances

Click each domain to learn more.

Click NEXT after reviewing the domains.

**Notes:**

## Service (Slide Layer)

APPLICATION FRAMEWORK DOMAINS

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8. COMMON	9. INTEGRATION
1. MARKET AND SALES	
2. CUSTOMER	
3. PRODUCT	
4. SERVICE	
5. RESOURCE	
6. BUSINESS PARTNER	
7. ENTERPRISE	

Is concerned with the definition, development and operational aspects of Services used to realize offerings to the market.

This includes:

- Agreement on Service levels to be offered
- Deployment and configuration of Services
- Management of problems in Service installation
- Deployment
- Usage or Performance
- Quality Analysis and Rating

Click each domain to learn more.

Click NEXT after reviewing the domains.

**Notes:**

## Resource (Slide Layer)

APPLICATION FRAMEWORK DOMAINS

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8. COMMON

9. INTEGRATION

1. MARKET AND SALES

2. CUSTOMER

3. PRODUCT

4. SERVICE

5. RESOURCE

6. BUSINESS PARTNER

7. ENTERPRISE

Is concerned with the definition, development and operational aspects of the applications, computing and networks which represent the infrastructure of an enterprise.

**Resource management has three important objectives:**

1. Associate Resources to Products and Services and Provide a detailed enough set of Resource entities to facilitate this association.
2. Ensure that Resources can support and deliver Products offered by the enterprise.
3. Enable strategy and planning processes to be defined.

Click each domain to learn more.

Click NEXT after reviewing the domains.

### Notes:

## Business Partner (Slide Layer)

APPLICATION FRAMEWORK DOMAINS

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8. COMMON

1. MARKET AND SALES

2. CUSTOMER

3. PRODUCT

4. SERVICE

5. RESOURCE

6. BUSINESS PARTNER

7. ENTERPRISE

9. INTEGRATION

**It encompasses:**

- Planning of strategies for parties
- Handling of all types of contact with business partners
- Activities include the management of the business partner

Click each domain to learn more.

Click NEXT after reviewing the domains.

**Notes:**

## Enterprise (Slide Layer)

The diagram illustrates the Application Framework Domains. It is organized into three main vertical sections: 8. COMMON (pink), 9. INTEGRATION (grey), and the domains themselves (colored bars). The domains listed are:

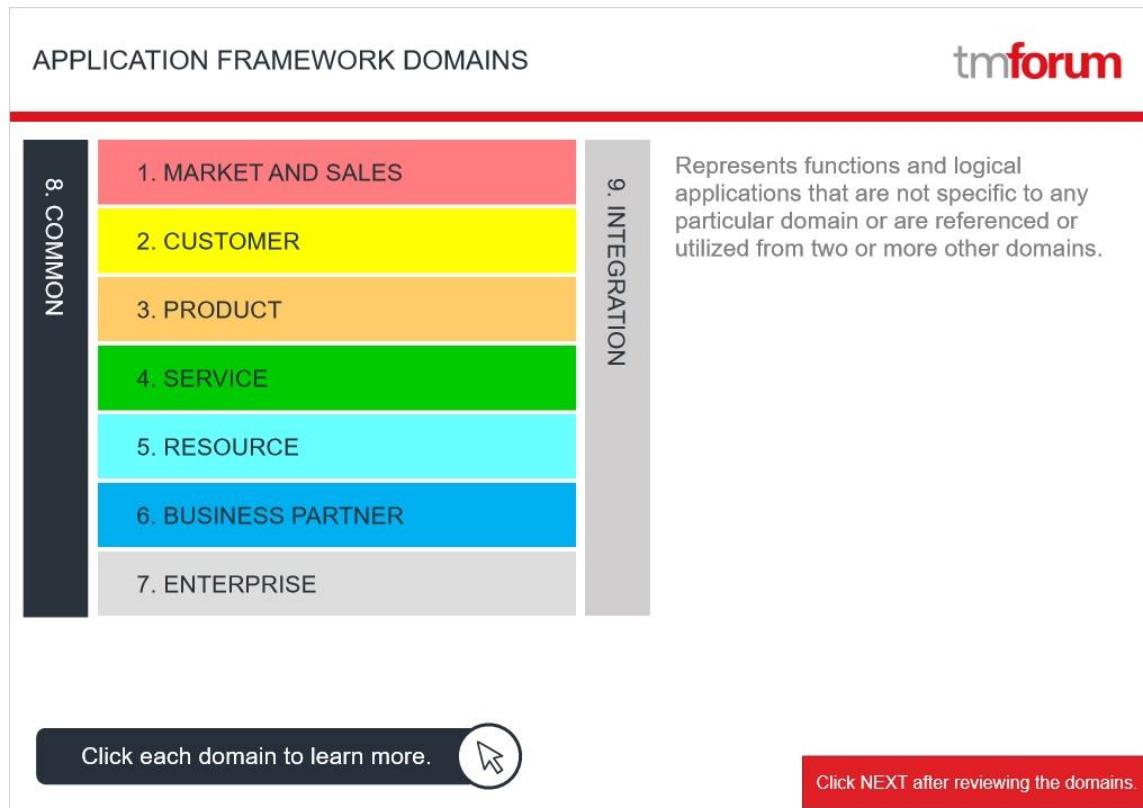
- 1. MARKET AND SALES
- 2. CUSTOMER
- 3. PRODUCT
- 4. SERVICE
- 5. RESOURCE
- 6. BUSINESS PARTNER
- 7. ENTERPRISE

A descriptive text block to the right of the domains states: "Provides support and sets policy for the overall enterprise. It also includes applications that are common to all enterprises across all industries such as accounting and human resource management."

At the bottom left, a button says "Click each domain to learn more." with a cursor icon. At the bottom right, a red button says "Click NEXT after reviewing the domains."

### Notes:

## Common (Slide Layer)



**Notes:**

## Integration (Slide Layer)

The diagram illustrates the Application Framework Domains. It features two vertical columns. The left column, labeled '8. COMMON' in a pink vertical bar, contains seven domains: 1. MARKET AND SALES (red), 2. CUSTOMER (yellow), 3. PRODUCT (orange), 4. SERVICE (green), 5. RESOURCE (light blue), 6. BUSINESS PARTNER (blue), and 7. ENTERPRISE (grey). The right column, labeled '9. INTEGRATION' in a dark grey vertical bar, contains two domains: 8. COMMON (pink) and 9. INTEGRATION (dark grey). A red banner at the top right of the slide displays the 'tmforum' logo.

APPLICATION FRAMEWORK DOMAINS

8. COMMON

1. MARKET AND SALES  
2. CUSTOMER  
3. PRODUCT  
4. SERVICE  
5. RESOURCE  
6. BUSINESS PARTNER  
7. ENTERPRISE

9. INTEGRATION

This domain represents business-agnostic activities that support the integration and application of Frameworkx concepts for example; functions, logical applications, interfaces etc.

Click each domain to learn more.

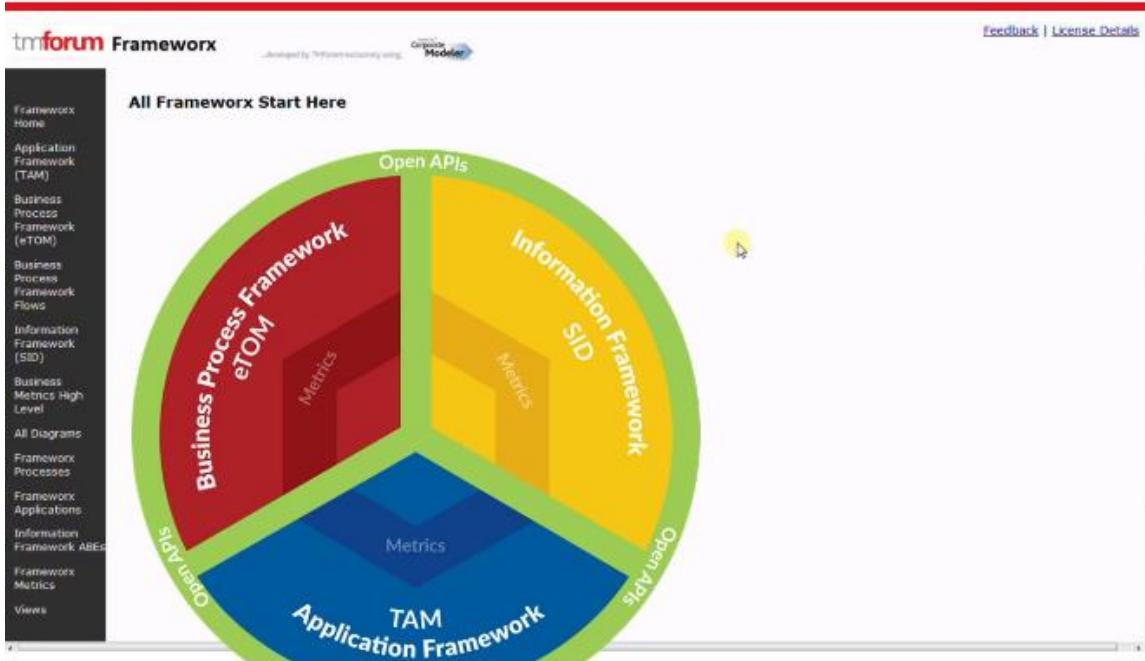
Click NEXT after reviewing the domains.

### Notes:

## APPLICATION FRAMEWORK CONTENT WALKTHROUGH

### APPLICATION FRAMEWORK CONTENT WALKTHROUGH

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#### Notes:

## CASE STUDY

### ***USING THE FRAMEWORK'S STRUCTURE CASE STUDY***

USING THE FRAMEWORK'S STRUCTURE CASE STUDY

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**Notes:**

## SCOPING A PROJECT EXERCISE

### *SCOPING A PROJECT EXERCISE INTRODUCTION*

SCOPING A PROJECT EXERCISE INTRODUCTION

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**Notes:**

## ***SCOPING A PROJECT EXERCISE SUGGESTED SOLUTION***

SCOPING A PROJECT EXERCISE SUGGESTED SOLUTION

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# **Scoping a Project Exercise Suggested Solution**



**Notes:**

## WRAP UP

### WRAP UP

The slide features a red header bar with the word "WRAP UP" on the left and the "tmforum" logo on the right. Below the header is a large text area containing a summary of the module's content. At the bottom right is a grey panel with two buttons: "RESTART" (red) and "EXIT MODULE" (dark grey).

This wraps up the second module – Framework Key Concepts and Structure, where we discussed key concepts used in the framework's structure. A framework walkthrough showed you what the structure looks like and some of the guide books that further document it. A case study showed a common use of the structure, and an exercise gave you the opportunity to test the knowledge gained during the module.

**RESTART**    **EXIT MODULE**

#### Notes:

## APPLICATION FRAMEWORK FUNDAMENTALS - MODULE 3

### INTRODUCTION

#### *WELCOME*

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# EXTENDING THE FRAMEWORK

In this module, you will learn about the guidelines that will help you extend the framework to meet enterprise specific application requirements followed by an exercise.



Click the NEXT button to continue throughout this course.

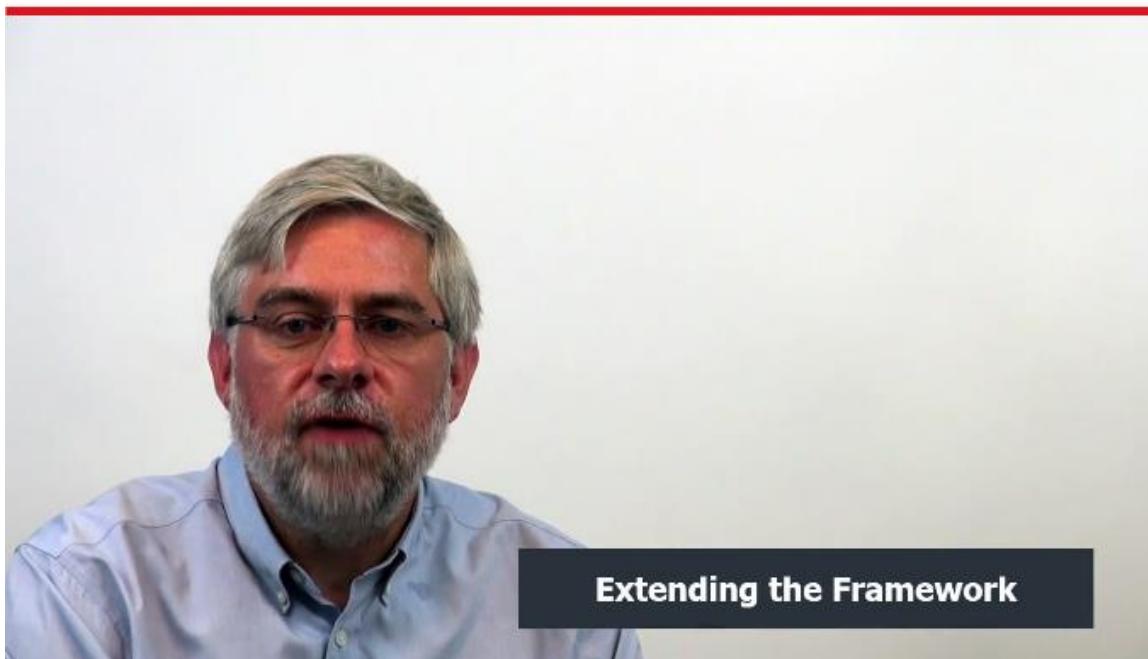
#### Notes:

## EXTENDING THE FRAMEWORK

### *EXTENDING THE FRAMEWORK INTRODUCTION*

EXTENDING THE FRAMEWORK INTRODUCTION

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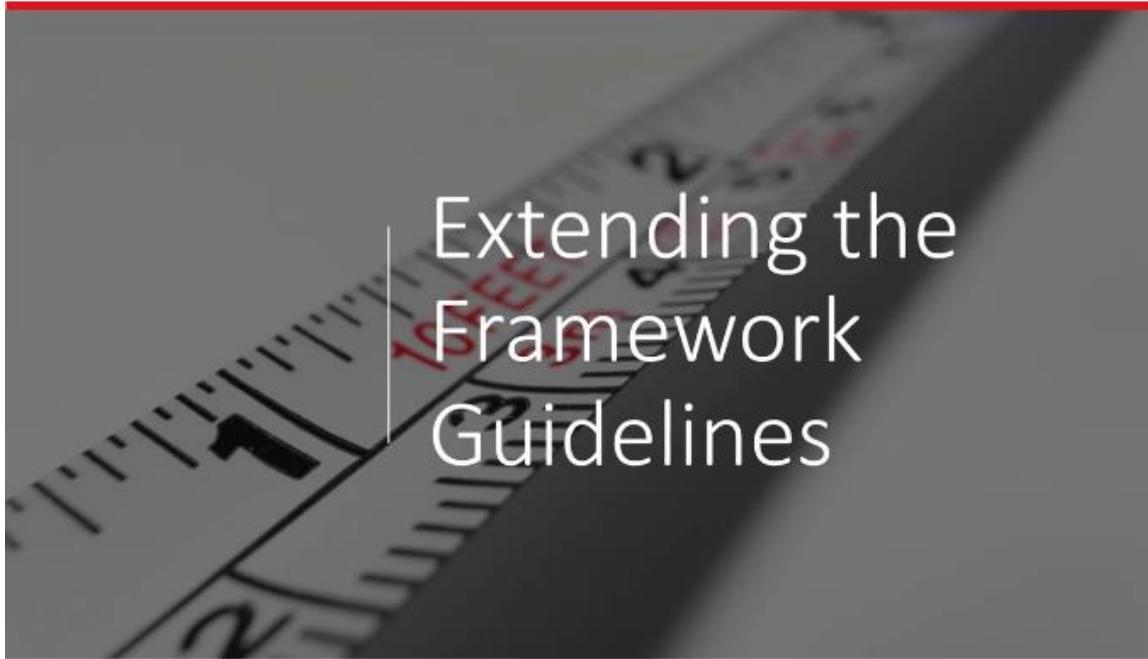


**Notes:**

## ***EXTENDING THE FRAMEWORK GUIDELINES***

EXTENDING THE FRAMEWORK GUIDELINES

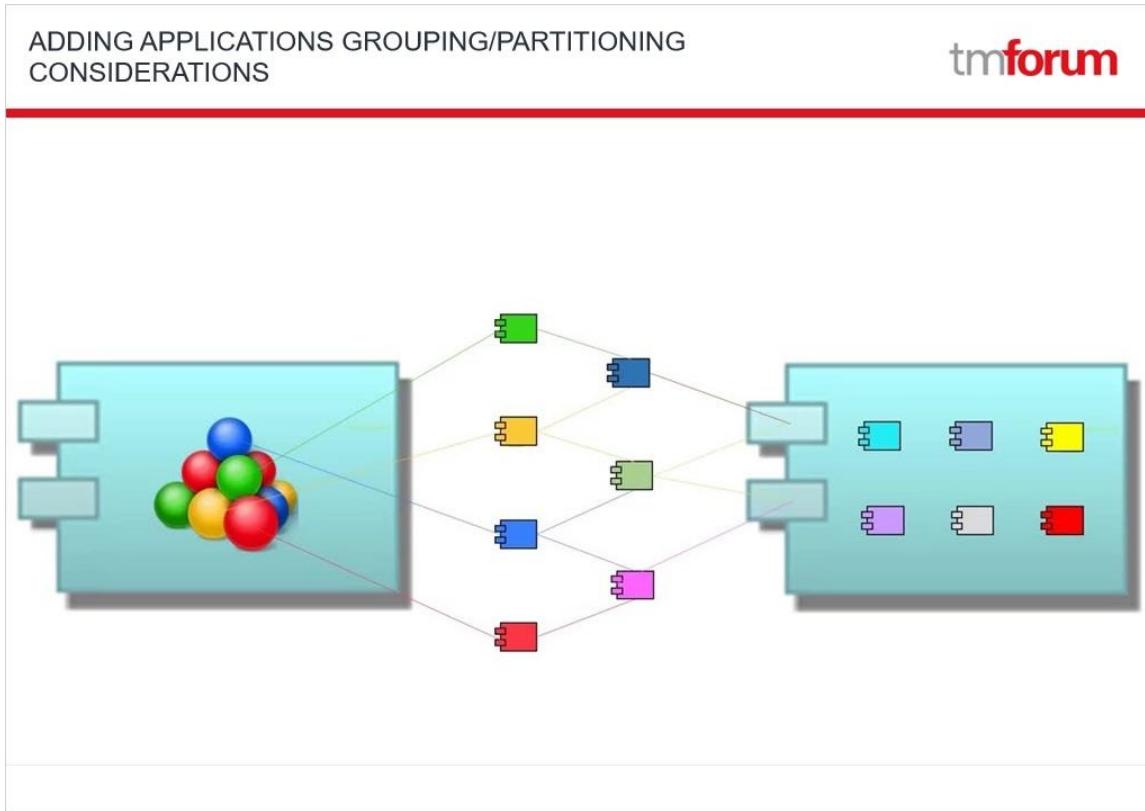
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### **Notes:**

## ***ADDING APPLICATIONS GROUPING/PARTITIONING CONSIDERATIONS (1 of***

**4)**

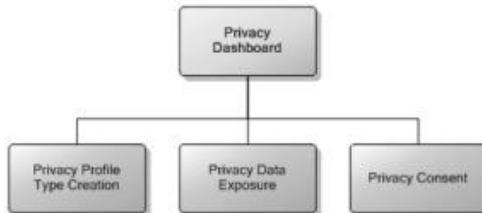


**Notes:**

***ADDING APPLICATIONS GROUPING/PARTITIONING CONSIDERATIONS (2 of 4)***

ADDING APPLICATIONS GROUPING/PARTITIONING  
CONSIDERATIONS

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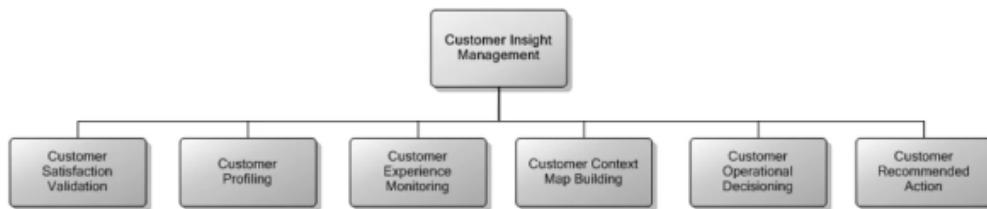


**Notes:**

***ADDING APPLICATIONS GROUPING/PARTITIONING CONSIDERATIONS (3 of 4)***

ADDING APPLICATIONS GROUPING/PARTITIONING  
CONSIDERATIONS

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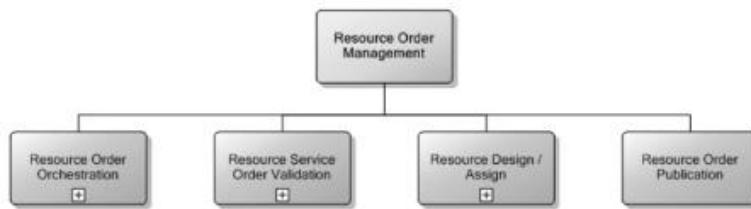


**Notes:**

## ***ADDING APPLICATIONS GROUPING/PARTITIONING CONSIDERATIONS (4 of***

**4)**

### ADDING APPLICATIONS GROUPING/PARTITIONING CONSIDERATIONS

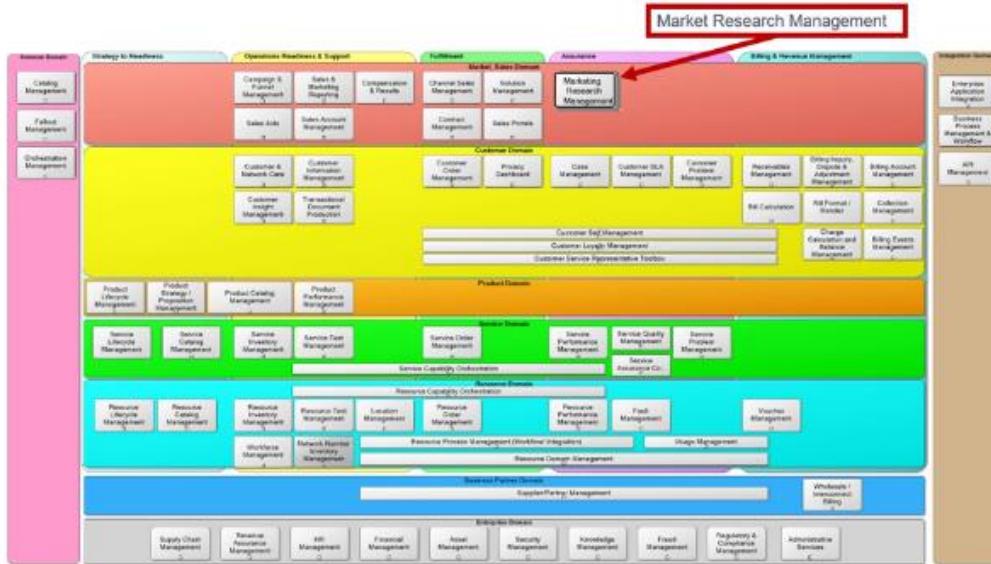


**Notes:**

## ADDING NEW APPLICATIONS

### ADDING NEW APPLICATIONS

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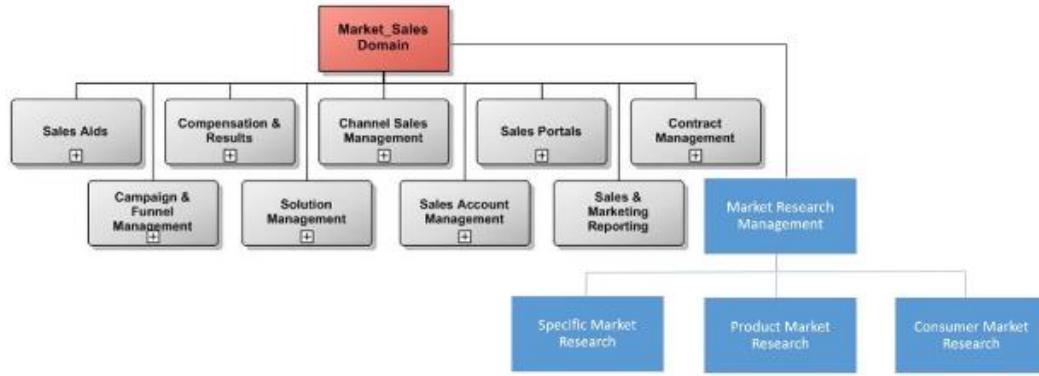


### Notes:

## **ELABORATION OF DECOMPOSITION**

### ELABORATION OF DECOMPOSITION

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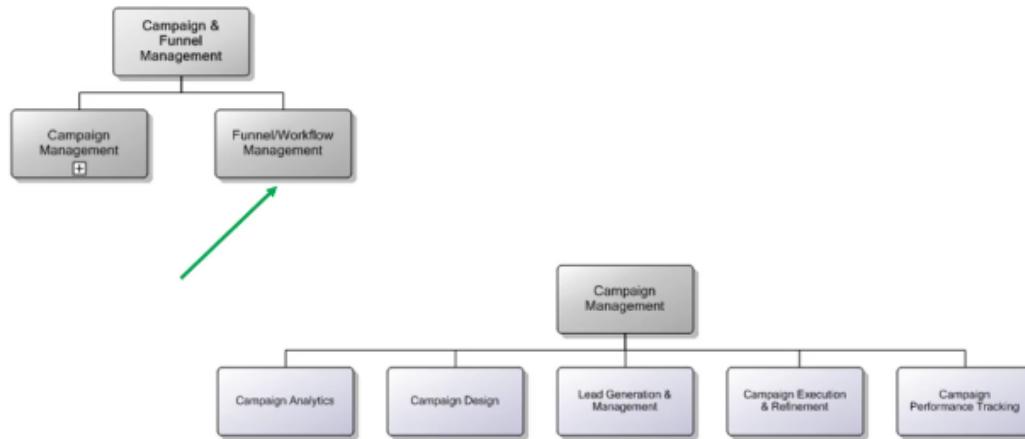


**Notes:**

## ***ALTERING AN APPLICATION GROUPING (1 of 4)***

### ALTERING AN APPLICATION GROUPING

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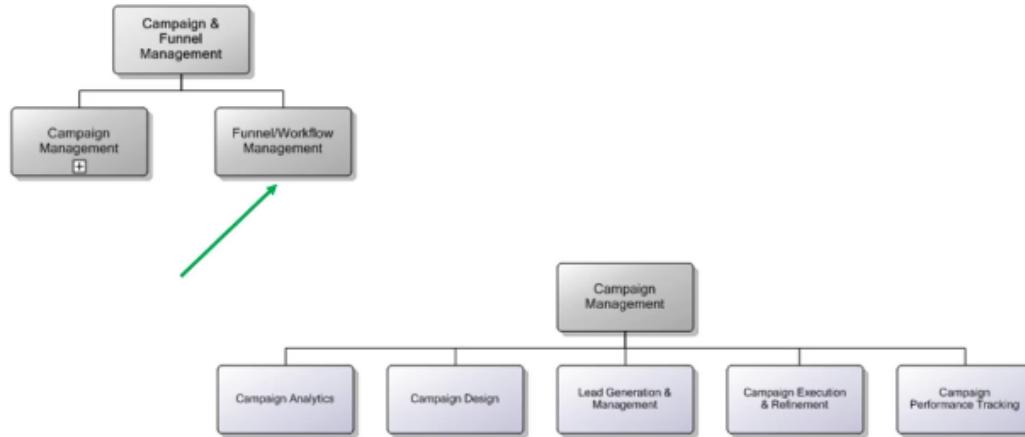


**Notes:**

## ***ALTERING AN APPLICATION GROUPING (2 of 4)***

### ALTERING AN APPLICATION GROUPING

**tmforum**

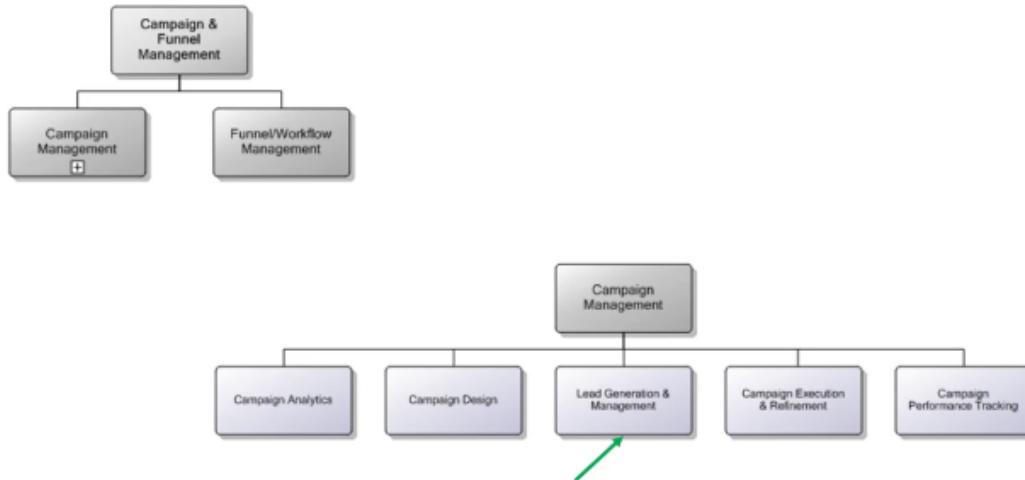


**Notes:**

## ***ALTERING AN APPLICATION GROUPING (3 of 4)***

### ALTERING AN APPLICATION GROUPING

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**Notes:**

## ***ALTERING AN APPLICATION GROUPING (4 of 4)***

ALTERING AN APPLICATION GROUPING

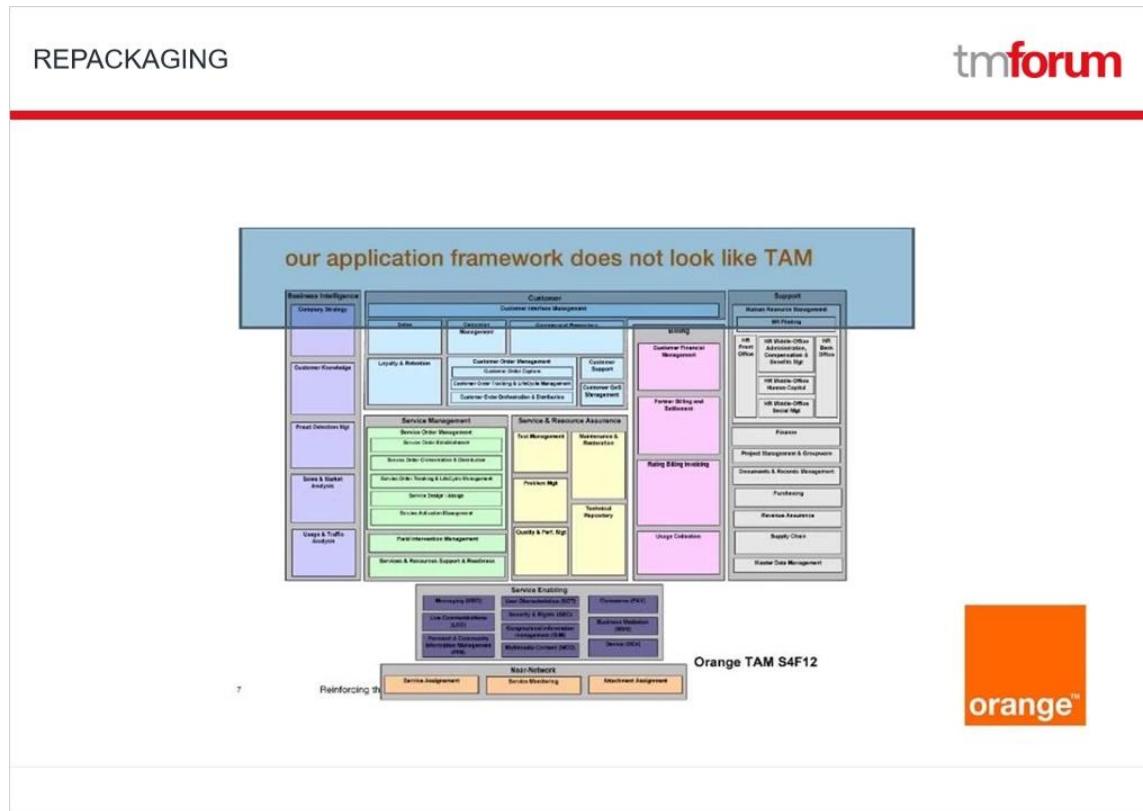
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**Notes:**

# ***REPACKAGING***



## Notes:

## **ADDITIONAL GUIDELINES**

### ADDITIONAL GUIDELINES

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- The Application Framework uses a standard application naming convention.
- Avoid using anything, such as an “&”, “,”, “and”, “/”, in the name of an application.
- If an application is decomposed there should be at least two applications in the decomposition.

**Notes:**

## EXTENDING THE FRAMEWORK EXERCISE

### *EXTENDING THE FRAMEWORK EXERCISE*



**Notes:**

## ***EXTENDING THE FRAMEWORK EXERCISE SUGGESTED SOLUTION***

EXTENDING THE FRAMEWORK EXERCISE SUGGESTED  
SOLUTION

**tm**forum

# **Extending the Framework Exercise Suggested Solution**

**Notes:**

## WRAP UP

### WRAP UP

This slide template is designed for a 'WRAP UP' section. It features a header bar with 'WRAP UP' on the left and the 'tmforum' logo on the right. Below the header is a large white area for content. A note at the bottom states: 'This wraps up learning about how the Application framework can be extended and had an opportunity to test your knowledge by completing an exercise.' At the bottom right are two buttons: a red 'RESTART' button and a dark blue 'EXIT MODULE' button.

WRAP UP

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This wraps up learning about how the Application framework can be extended and had an opportunity to test your knowledge by completing an exercise.

RESTART

EXIT MODULE

### Notes:

## APPLICATION FRAMEWORK FUNDAMENTALS - MODULE 4

### INTRODUCTION

#### *WELCOME*

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# USING THE FRAMEWORK

In this module, you will see some typical uses of the framework in addition to those that you have seen already, such as defining the scope of a project.



Click the NEXT button to continue throughout this course.

**Notes:**

## USING THE FRAMEWORK

### ***USING THE FRAMEWORK INTRODUCTION***

USING THE FRAMEWORK INTRODUCTION

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**Notes:**

## **APPLICATION FRAMEWORK'S USES**

APPLICATION FRAMEWORK'S USES

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Common Application Language

Application Inventory

Application Architecture Reference Map

Procurement Support Tool

Mergers & Acquisitions Rationalization

Application Design

Ecosystem Fitness

Market Segmentation

Cataloguing Functionality

**Notes:**

## COMMON APPLICATION LANGUAGE

COMMON APPLICATION LANGUAGE

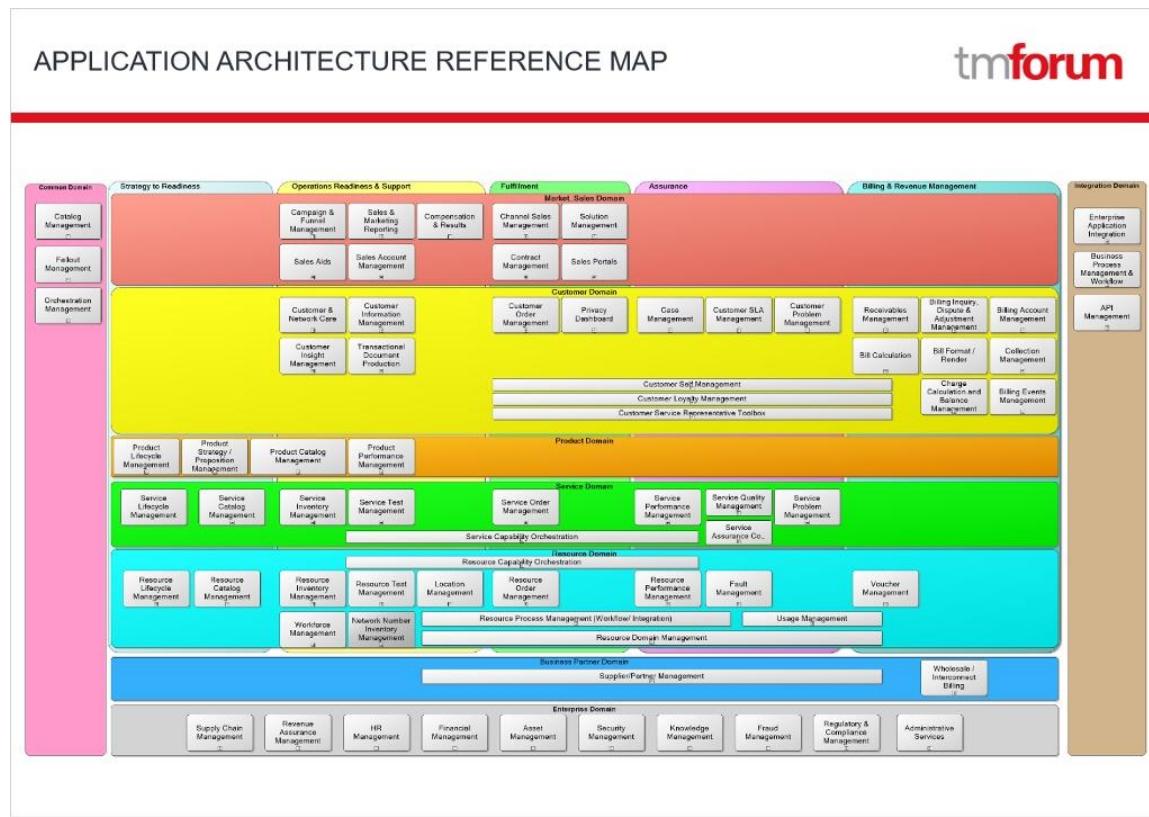
tmforum

People in different roles may use  
different words and business language...



**Notes:**

## APPLICATION ARCHITECTURE REFERENCE MAP



### Notes:

## **MERGERS & ACQUISITIONS RATIONALIZATION (1 of 2)**

MERGERS & ACQUISITIONS RATIONALIZATION

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**Notes:**

## **MERGERS & ACQUISITIONS RATIONALIZATION (2 of 2)**

MERGERS & ACQUISITIONS RATIONALIZATION

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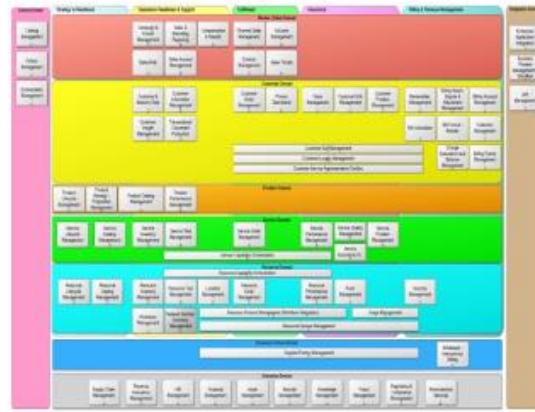


**Notes:**

## APPLICATION DESIGN

### APPLICATION DESIGN

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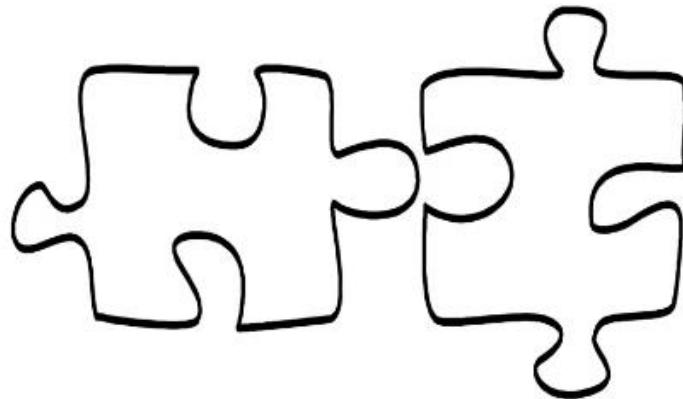
Notes:

## **ECOSYSTEM FITNESS**

ECOSYSTEM FITNESS

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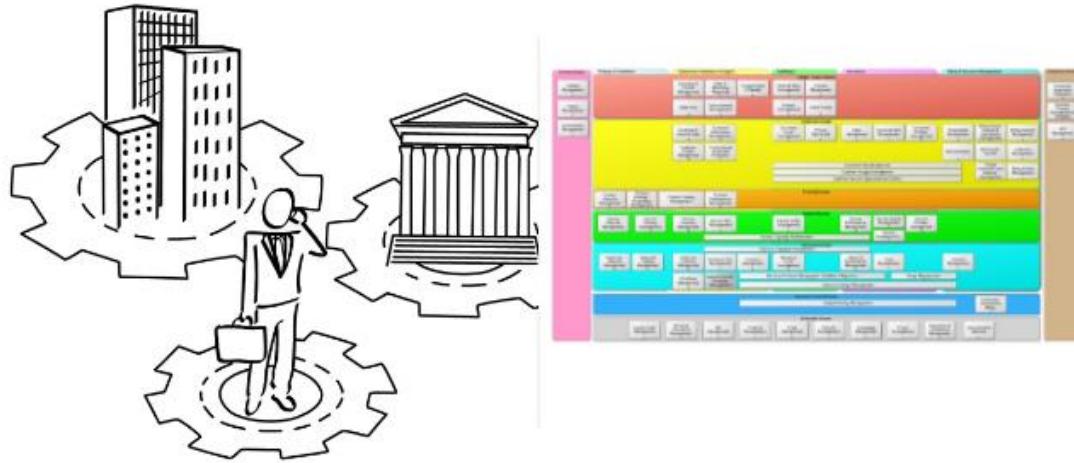


**Notes:**

## **MARKET SEGMENTATION**

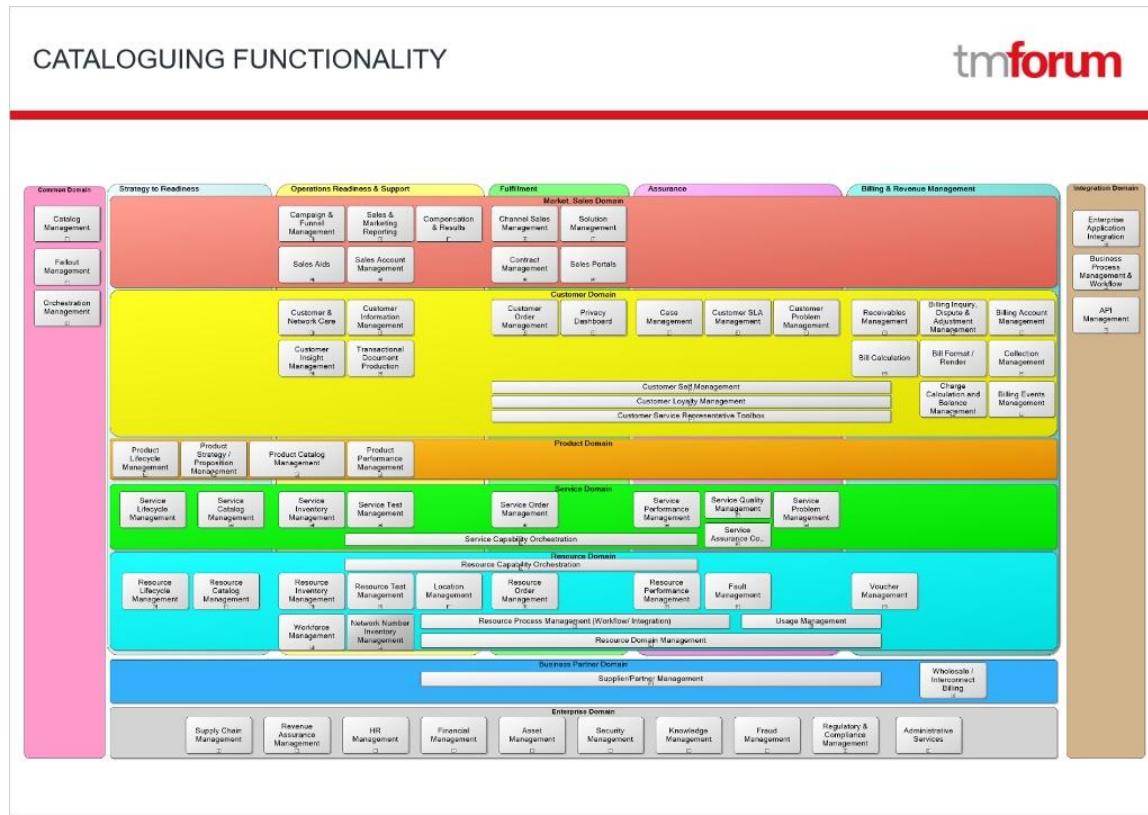
MARKET SEGMENTATION

**tmforum**



**Notes:**

## CATALOGUING FUNCTIONALITY (1 of 2)



**Notes:**

**CATALOGUING FUNCTIONALITY (2 of 2)**

## CATALOGUING FUNCTIONALITY



Application	Function																		
	TM & Logging & Audit	Performance & Monitoring	Active Directory	IP Network Routing	LAN Layer 2 & MAC address	Service Align.	Application Mgmt.	Database Mgmt.	Service desk & Incidents	Asset Mgmt.	Remote control	Network delivery	Cloud Computing	Network Mgmt.	IP Telephony	Event logging	IP Handover	IP auto discovery	Management
1	X																		
2		X																	
3			X																
4				X															
5					X														
6						X													
7							X												
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**Notes:**

## WRAP UP

### WRAP UP

This slide template for a wrap-up section features a white header bar with the word "WRAP UP" on the left and the "tmforum" logo on the right. Below this is a large white area for content, which includes a centered text block: "This wraps up the fourth module – Using the Framework, where you saw a number of ways that you can use the framework." At the bottom is a grey footer bar containing two buttons: a red "RESTART" button on the left and a dark blue "EXIT MODULE" button on the right.

WRAP UP

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This wraps up the fourth module – Using the Framework, where you saw a number of ways that you can use the framework.

RESTART

EXIT MODULE

#### Notes:

## APPLICATION FRAMEWORK FUNDAMENTALS - MODULE 5

### INTRODUCTION

#### *WELCOME*

The slide features the TM Forum logo at the top right. The title 'IMPLEMENTATION CASE STUDIES' is prominently displayed in large red capital letters. Below the title, a descriptive text reads: 'In this module, you will see three case studies that describe how some enterprises have used the Application Framework.' Three small photographs are shown below the text, illustrating various professional settings where people are interacting or presenting. A red call-to-action button at the bottom right encourages users to click 'NEXT' to continue.

**IMPLEMENTATION  
CASE STUDIES**

In this module, you will see three case studies that describe how some enterprises have used the Application Framework.

**Notes:**

## IMPLEMENTATION CASE STUDIES

### ***IMPLEMENTATION CASE STUDIES INTRODUCTION***

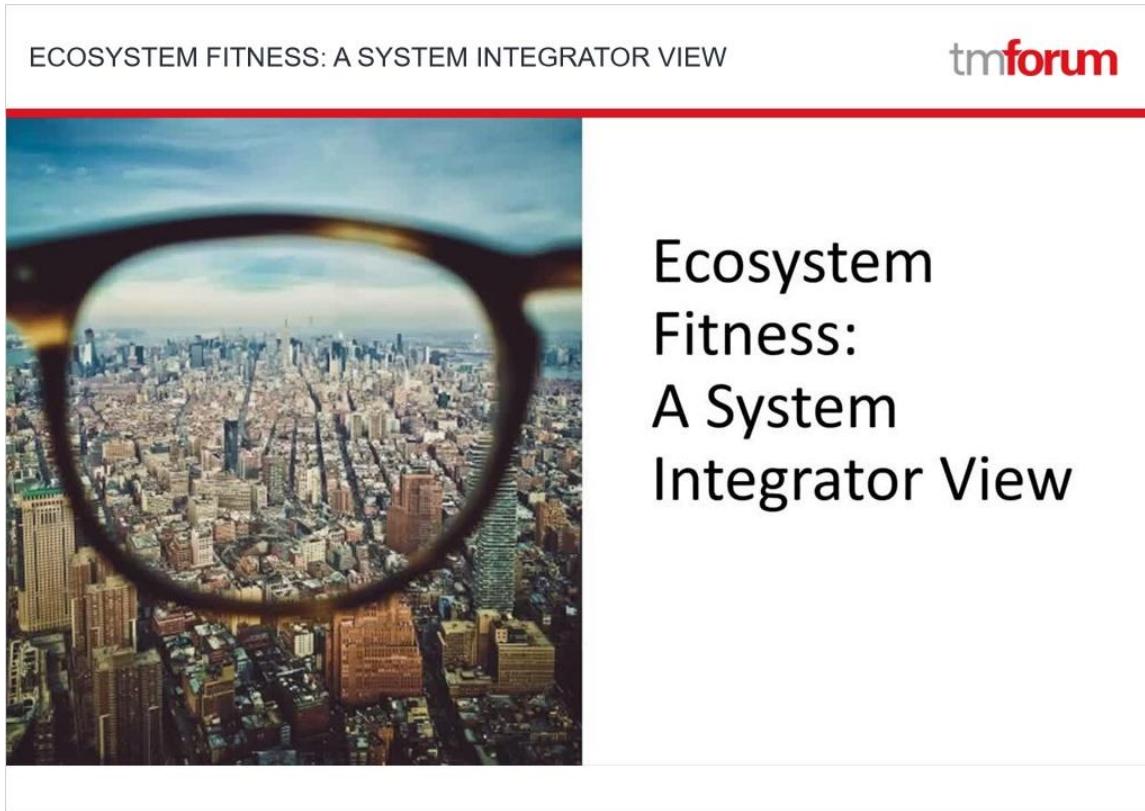
IMPLEMENTATION CASE STUDIES INTRODUCTION

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**Notes:**

## ***ECOSYSTEM FITNESS: A SYSTEM INTEGRATOR VIEW***

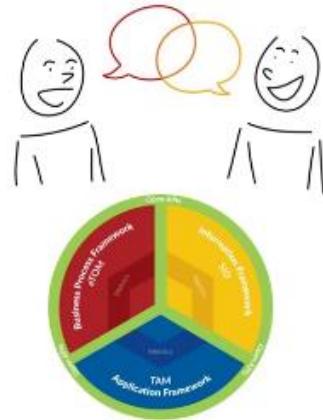
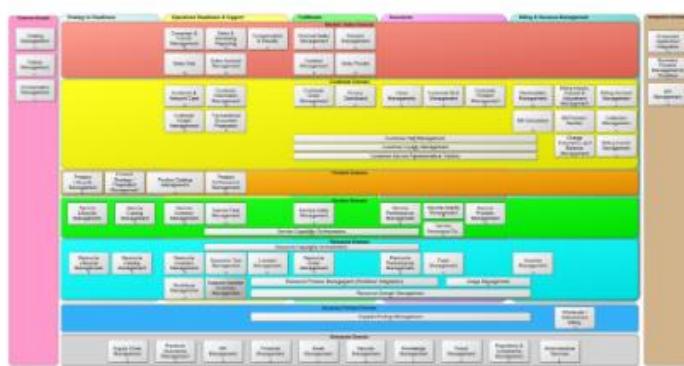


**Notes:**

## COMMON LANGUAGE AND FRAMEWORK

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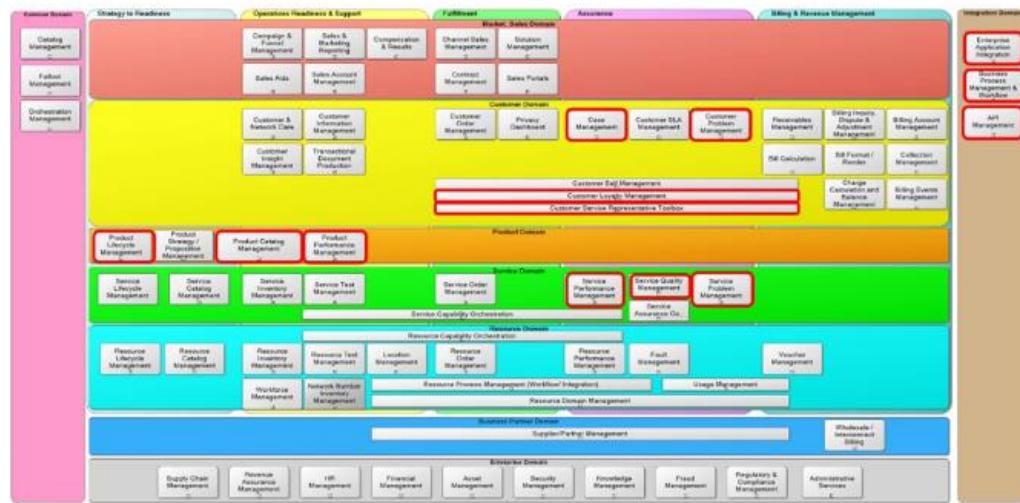


**Notes:**

## **APPLICATION BOUNDARIES FOR A REFERENCE INTEGRATION ARCHITECTURE**

### APPLICATION BOUNDARIES FOR A REFERENCE INTEGRATION ARCHITECTURE

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#### **Notes:**

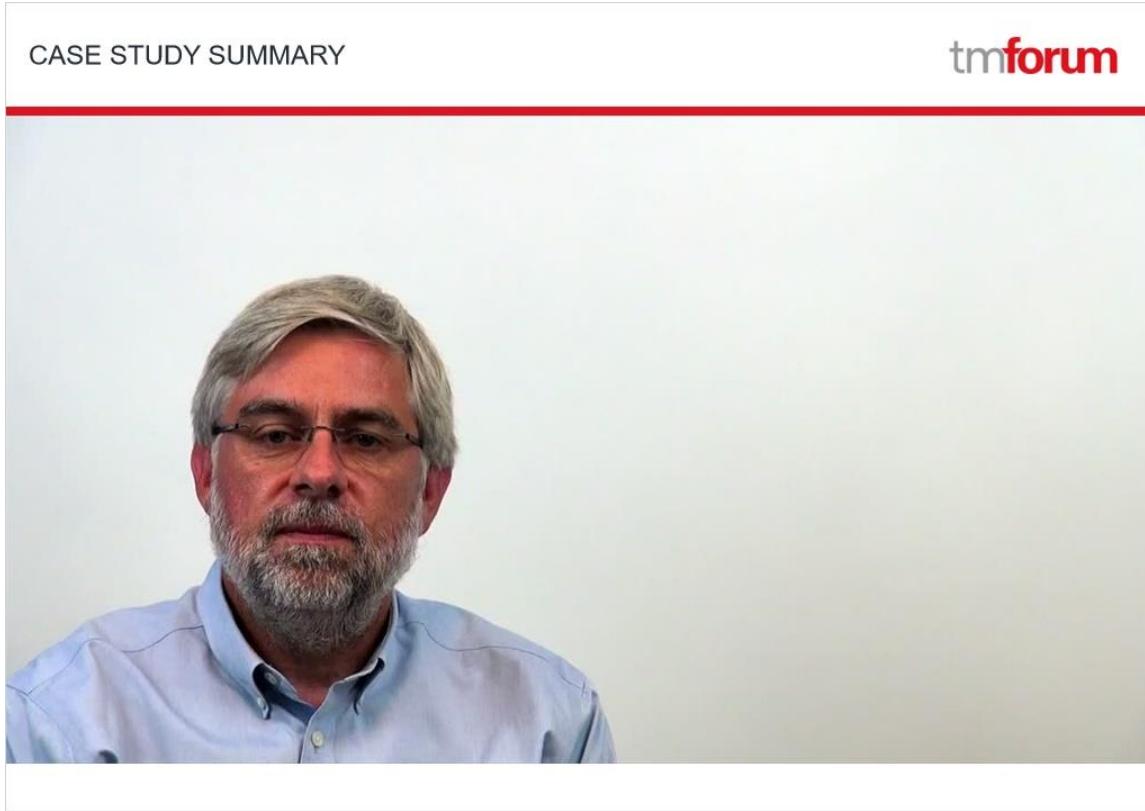
## DEFINING A SERVICE ASSURANCE ECOSYSTEM

### DEFINING A SERVICE ASSURANCE ECOSYSTEM



**Notes:**

## CASE STUDY SUMMARY



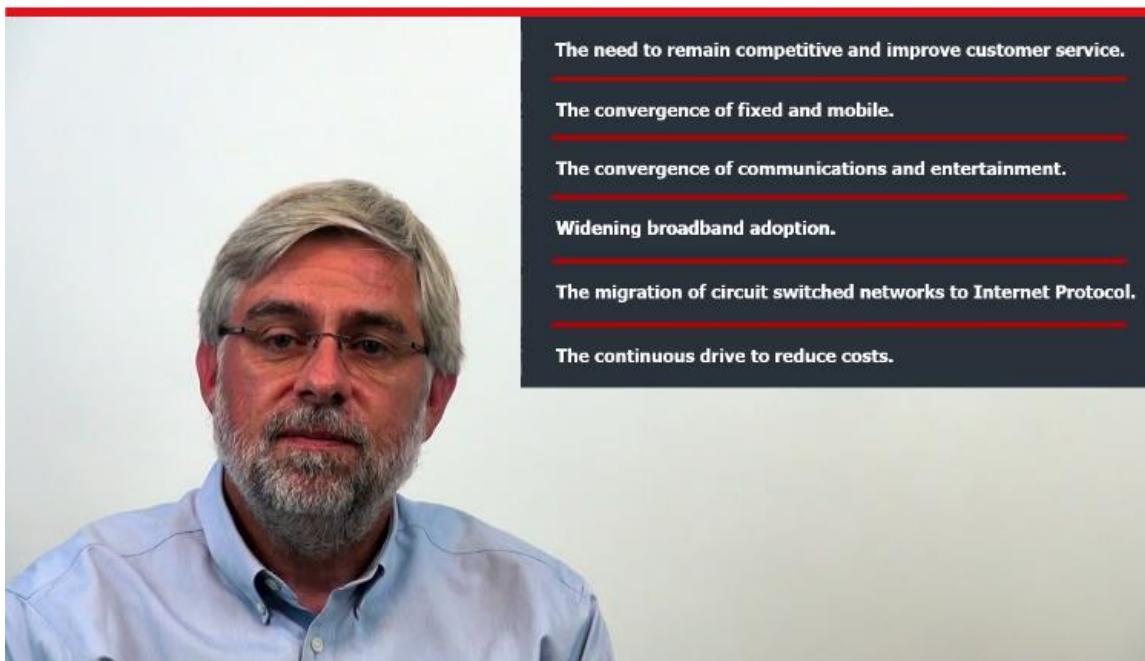
**Notes:**

## BUSINESS TRANSFORMATION: A SERVICE PROVIDER VIEW

### ***BUSINESS TRANSFORMATION: A SERVICE PROVIDER VIEW***

BUSINESS TRANSFORMATION: A SERVICE PROVIDER VIEW

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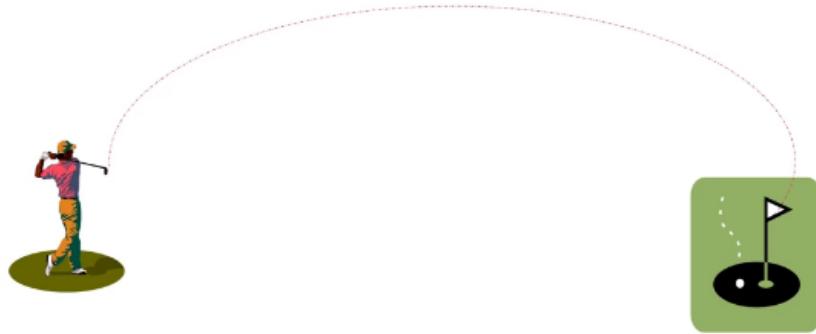
#### **Notes:**

## **ARCHITECTURAL PRINCIPLES**

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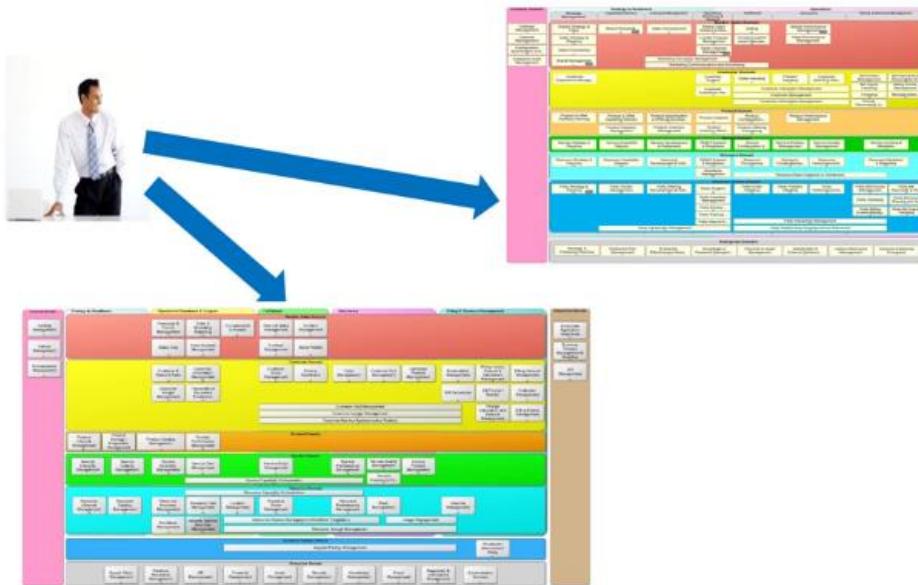


**Notes:**

## FRAMEWORKS WORKING HAND IN HAND

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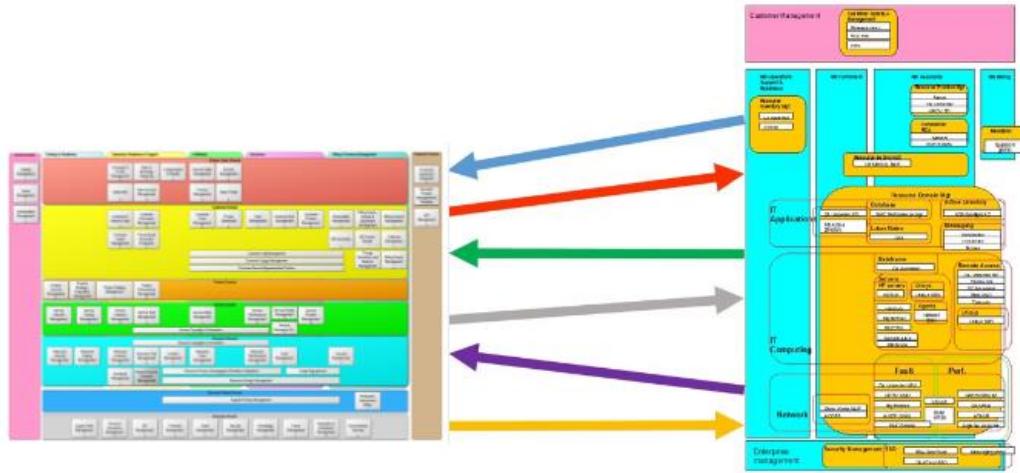


**Notes:**

## MAPPING EXISTING APPLICATIONS TO THE FRAMEWORK

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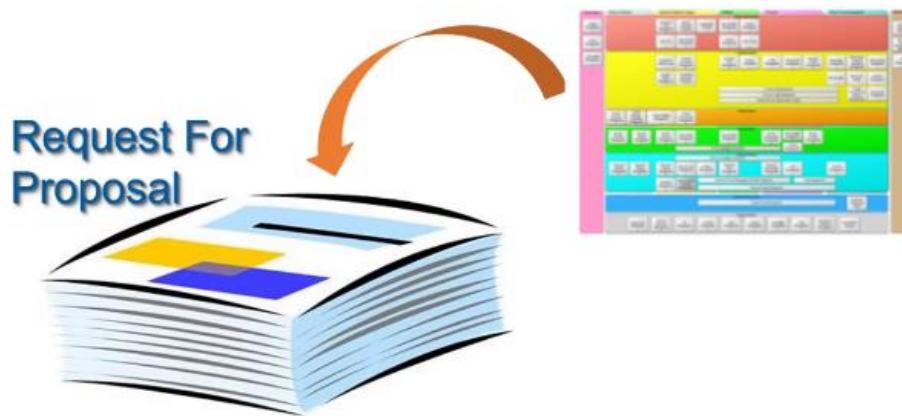


Notes:

## **REQUEST FOR PROPOSAL**

REQUEST FOR PROPOSAL

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**Notes:**

## THE RESULTS OF THE INITIATIVE

### THE RESULTS OF THE INITIATIVE



A portrait photograph of a middle-aged man with grey hair and a full grey beard. He is wearing glasses and a light blue button-down shirt. He is looking directly at the camera with a neutral expression. To the right of the portrait is a vertical column of text describing the results of the initiative, separated from the image by a thin red border.

Those applications that should either be retained, further developed, replaced, retired or acquired, were identified.

The factors to be considered when assessing the impact of change were understood.

The preconditions for success were mapped out.

A list of rationalization candidates was drawn up.

The next actions, together with suggested work-streams and anticipated timescales were planned.

The high-level business case was articulated.

An outline Request for Proposal was written.

### Notes:

## COTS DESIGN EXAMPLE: AN INDEPENDENT SOFTWARE VENDOR (ISV) VIEW

### ***COTS DESIGN EXAMPLE: AN INDEPENDENT SOFTWARE VENDOR (ISV)***

#### ***VIEW***

COTS DESIGN EXAMPLE: AN INDEPENDENT SOFTWARE VENDOR  
(ISV) VIEW

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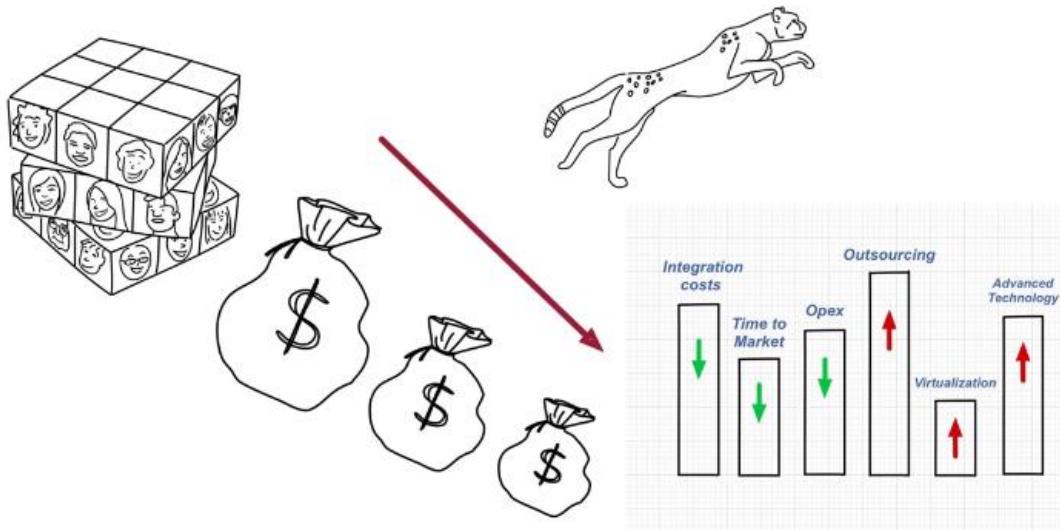
**COTS Design Example:  
An Independent Software  
Vendor (ISV) View**

**Notes:**

## ISV CHALLENGES

ISV CHALLENGES

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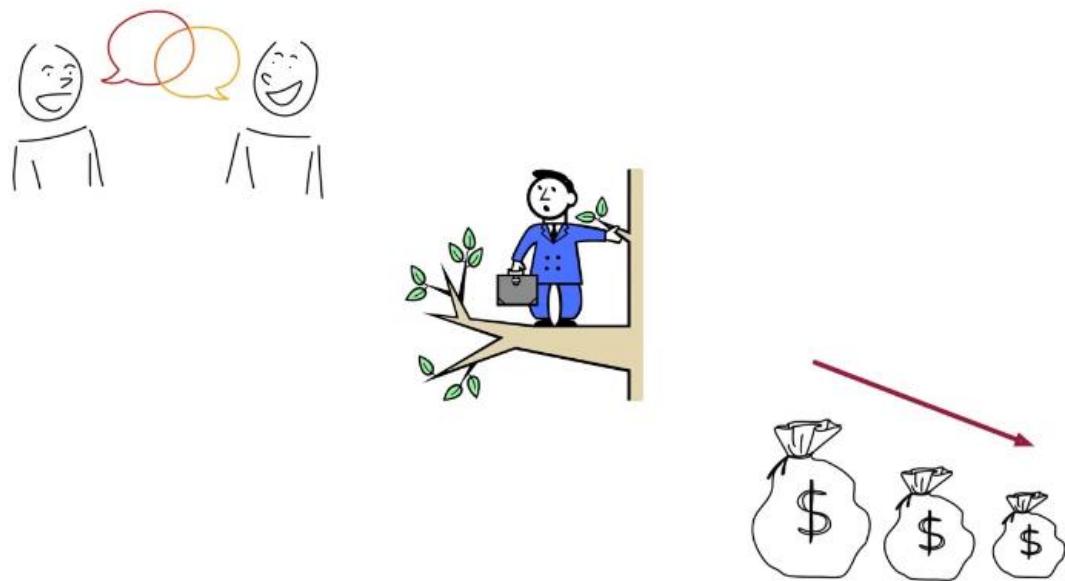


Notes:

## **ADDITIONAL APPLICATION FRAMEWORK BENEFITS**

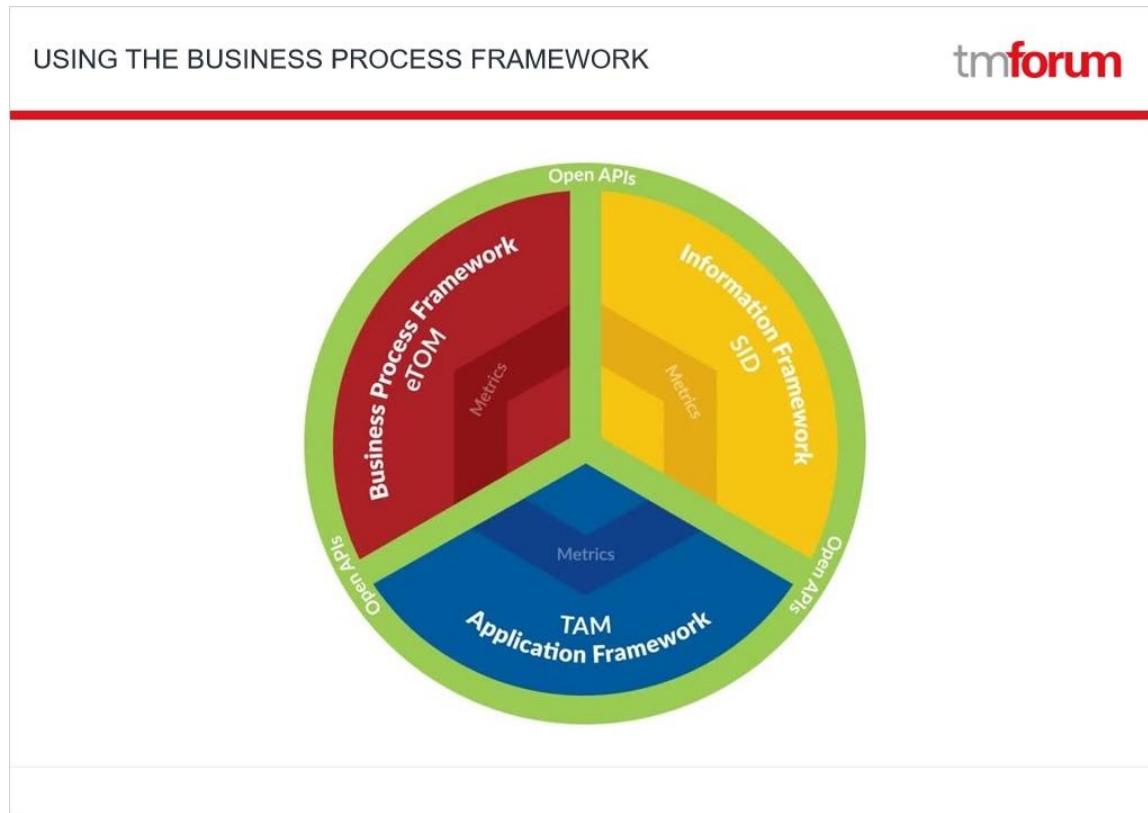
ADDITIONAL APPLICATION FRAMEWORK BENEFITS

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**Notes:**

## **USING THE BUSINESS PROCESS FRAMEWORK (1 of 3)**

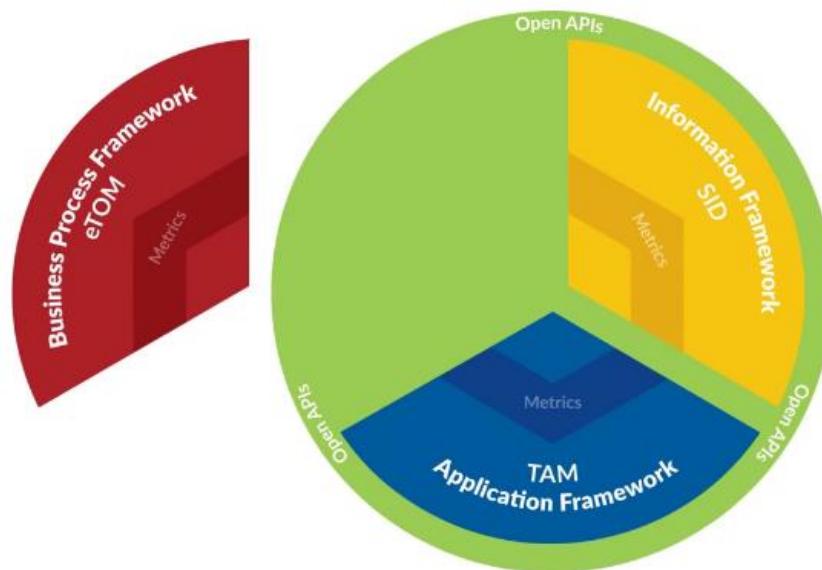


**Notes:**

## **USING THE BUSINESS PROCESS FRAMEWORK (2 of 3)**

### USING THE BUSINESS PROCESS FRAMEWORK

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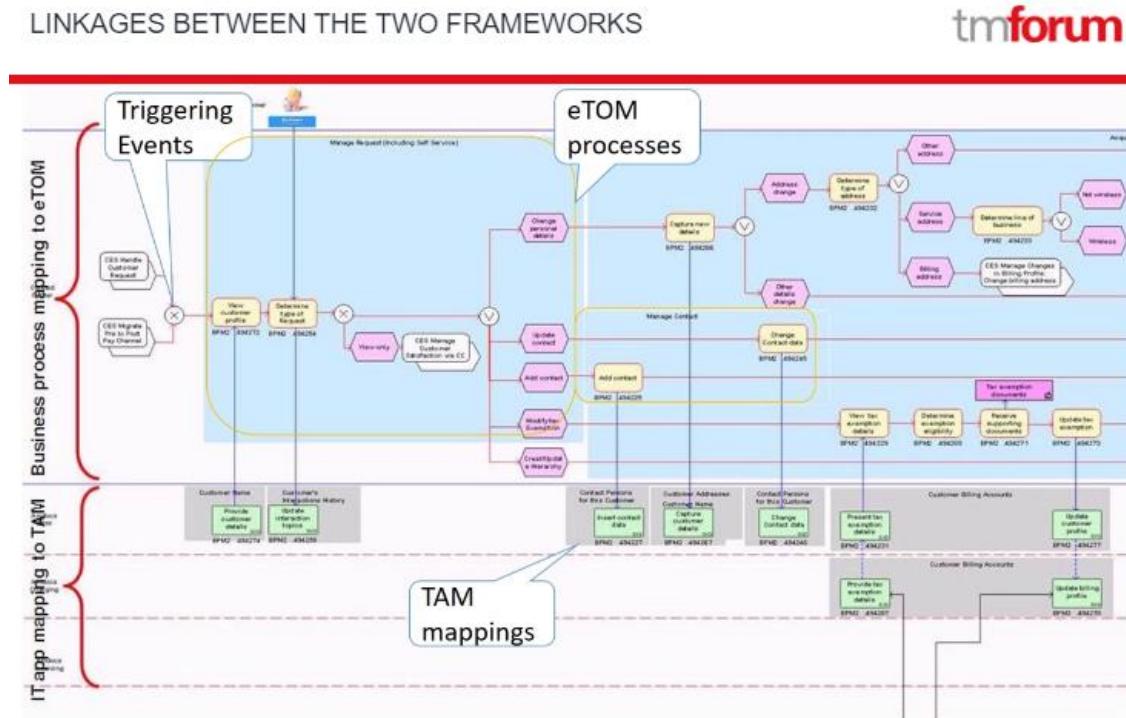
#### **Notes:**

### **USING THE BUSINESS PROCESS FRAMEWORK (3 of 3)**

- 1. The framework provides a standard structure, terminology and classification scheme for business processes.**
- 2. It offers a foundation to the specification and classification of process functionality.**
- 3. It enables consistent end to end process workflows and interactions to be created and re-used.**
- 4. It represents a way to understand and manage portfolios of IT applications on the basis of the business processes they must support.**

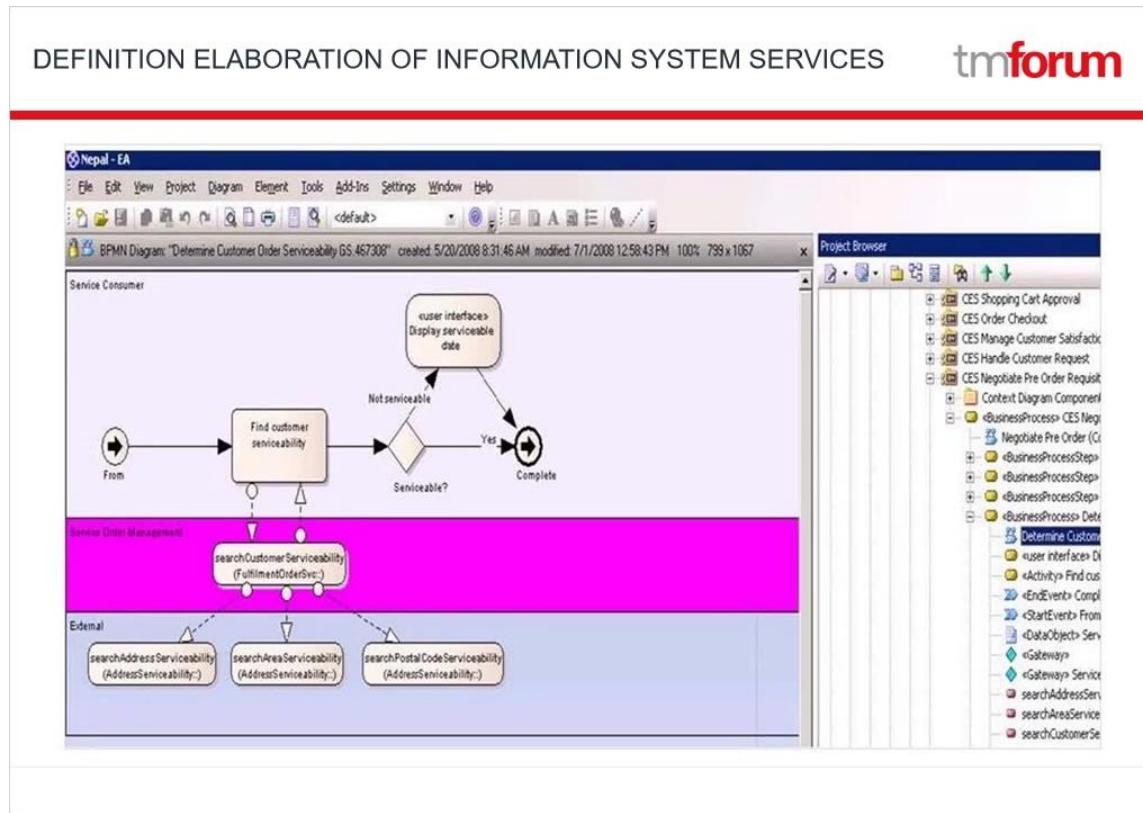
**Notes:**

## LINKAGES BETWEEN THE TWO FRAMEWORKS



**Notes:**

## DEFINITION ELABORATION OF INFORMATION SYSTEM SERVICES



**Notes:**

## WRAP UP

### WRAP UP

The slide features a red header bar with the text "WRAP UP" on the left and the "tmforum" logo on the right. The main content area contains text about the module's purpose and a closing message. At the bottom, there are two buttons: "RESTART" in a red box and "EXIT MODULE" in a dark blue box.

WRAP UP

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In this module you were shown uses of the Application Framework and other frameworks by some TM Forum members.

And this module wraps up the course. Thanks for taking it!

**RESTART**    **EXIT MODULE**

#### Notes:

## APPLICATION FRAMEWORK FUNDAMENTALS - MODULE 6

### INTRODUCTION

#### COURSE WRAP-UP



# Course Wrap-up

After a short overview of the framework, you learned about the structure of the framework. Next, you learned how to extend the framework, then how the framework can be used, ending with the case studies you just saw. Along the way you had opportunities to practice what you learned.



Click the NEXT button to continue throughout this course.

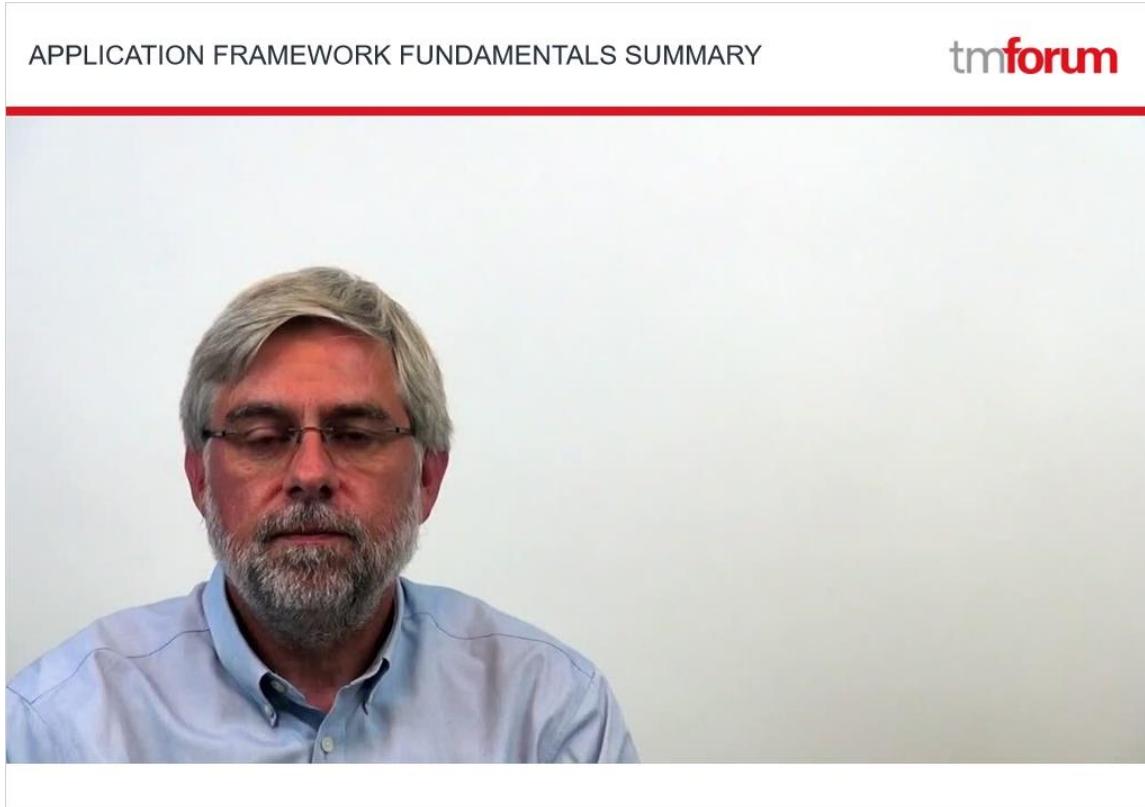
**Notes:**

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## COURSE SUMMARY

### ***APPLICATION FRAMEWORK FUNDAMENTALS SUMMARY***



**Notes:**

## CONGRATULATIONS

CONGRATULATIONS...



...on completing this TM Forum training course. You now have a better understanding of how the Application Framework, and how it may be used in practice by service providers and suppliers alike, to streamline an application portfolio. You can complement your learning by taking courses on Framework and its components (if not already done) and wider, related topics as follows:

- Framework
- Business Process Framework (**eTOM**)
- Information Framework (**SID**)
- Revenue Assurance and Billing
- Customer Centricity
- Transition to Virtualized Networks
- TM Forum Open APIs



Simply complete the feedback survey in the next module and you'll have the option to download and print your **\*course completion certificate**.

**NOTE:** \*The course completion certificate attests to completion only of this course and should not be confused with a Knowledge/exam certification, which must be completed separately.

### Notes:

## **CERTIFICATION**

CERTIFICATION

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A graphic showing a white silhouette of a human head profile against a dark blue background. Inside the head, there are various white icons representing different fields of knowledge and training, including gears, a bar chart, a group of people, a calculator, a lightbulb, a sun, clouds, and molecular structures.

Having completed this course, you would be eligible to attempt the related Knowledge Certification exam.

The certification exam is free to TM Forum members and they will be enrolled within one week of course completion, while non-members may contact [education@tmforum.org](mailto:education@tmforum.org) to arrange exam purchase and enrolment.

Candidates will have a 30-day period in which to take the 40 question / multiple-choice exam, at their convenience. Once launched, the candidate will have one hour to submit their exam.

More details on TM Forum Certification can be found here: <https://www.tmforum.org/training-certification/career-certification/>

## **Notes:**

## FURTHER INFORMATION

### FURTHER INFORMATION



The TM Forum Training Team hope that you found this course enjoyable and useful. You can contact us via [education@tmforum.org](mailto:education@tmforum.org).

For further information about the framework, refer to the Application Framework (TAM) pages on the TM Forum website here: <https://www.tmforum.org/application-framework/>

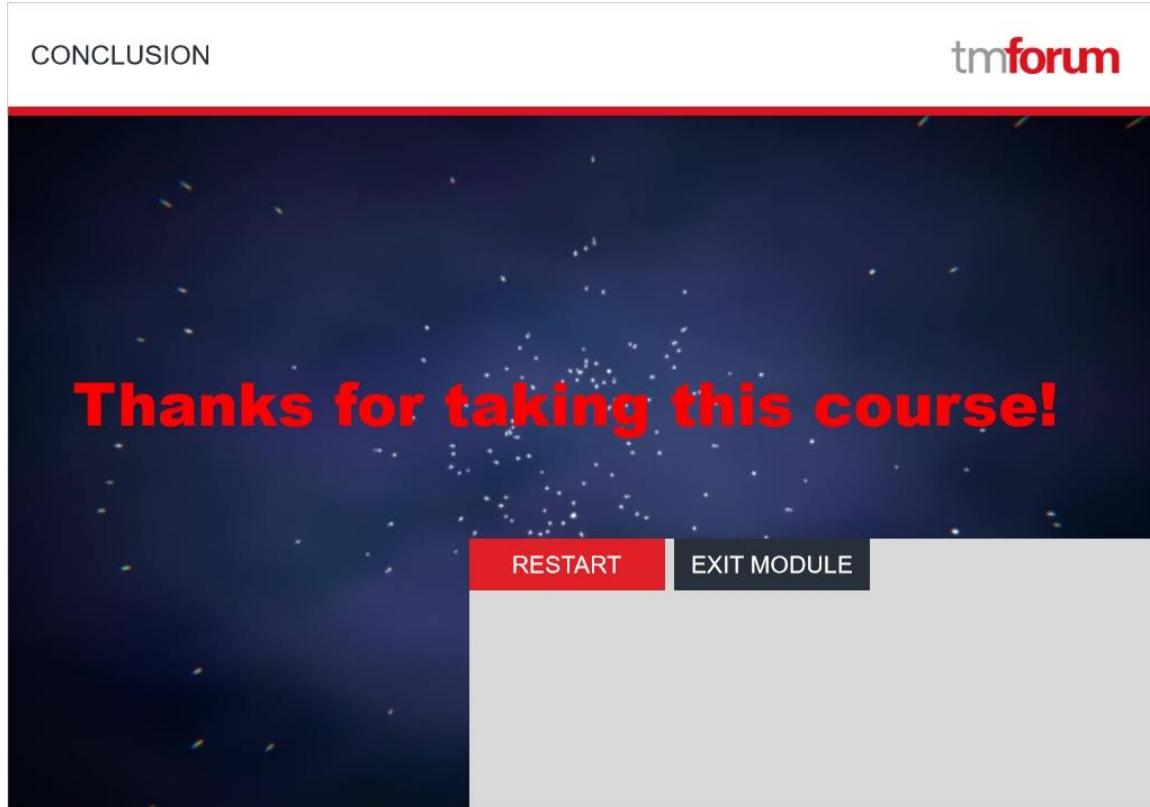
Advanced training and coaching are available for Frameworx and associated topics. Select further training courses here: <https://www.tmforum.org/training-certification/>

You can learn about TM Forum's collaboration communities and join in [here](#).

### Notes:

## CONCLUSION

### *CONCLUSION*



**Notes:**