Business Process Framework (eTOM) Suite

Release Notes

Release 12.5

RN311

Version 12.7

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Direct inquiries to the TM Forum office:

240 Headquarters Plaza,
East Tower – 10th Floor,
Morristown, NJ 07960 USA
Tel No. +1 973 944 5100
Fax No. +1 973 944 5110
TM Forum Web Page: www.tmforum.org

Table of Contents

1. Introduction

This document provides the overview content of the Business Process Framework (also known as eTOM) and it will identify the changes introduced in this current release.

For details on packaging and accessing the documents please refer to the Business Process Framework Read Me First note which can be found in the Getting Started Pack zip file and other zip files in the release.

To see an overview on future work please refer to the Business Process Framework Charter.

2. Overview of Business Process Framework (eTOM) Suite Release 12.5

The Business Process Framework (aka eTOM) is the ongoing TM Forum initiative to deliver a business process model or framework for use by service providers and others within the Information, Communications and Entertainment industries.

2.1. Key Driving Forces in this Release

This Release 12.5 is a release of the Business Process Framework Suite, integrated as part of the Frameworx release 12.5, with updates in the following main areas:

o New "Frameworx Packages" that introduce changes in specific areas of the Framework. These Framework Packages are in the form of spreadsheets (along similar lines to the "DX Packages" used in previous releases to introduce new Level 4 detail), and like those are intended to be emerged into the core Framework Model, in this case, following Member Evaluation. The Frameworx Packages are:

- Security Management (Operational Impacts) – following the support added for Security Management policies and practices in Enterprise Management previously, in this Release operational impacts for this are added as updates to selected process elements. This work derives from TR173 "Security Management Use Cases", and has been developed by the separate Security Management team.

- Supplier/Partner – as part of a separate Frameworx-wide activity and team that is enhancing support for Value Chains, this adds updates to process elements around supplier/partner interaction.

- ITIL Linkage – this captures interim results from an ongoing activity and team analyzing detailed impacts from selected ITIL practices on the Process Framework (typically, at Level 4), and adds updates to process elements that reflect any ITIL requirements not already addressed.

o An updated "user guide" application note GB921U "User Guidelines" with some additional guidelines gathered from member training and experience

o An updated GB921F "Process Flows" to include process flows based on industry experience in linking the Business Process Framework with ITIL.

o Another Frameworx Package (which may follow on) that aligns language and terminology used, to drive improved consistency across Frameworx, and also adds where appropriate explanatory text on how Frameworx (here, the Process Framework) is applied in different industry domains. This also enhances Level 3 process elements to include the 4 new "description types" that are replacing the existing descriptions (this is analogous to similar changes made to level 4 process elements in previous releases).

Refer to Appendix A, for the list of components which make up the Business Process Framework (aka eTOM) Suite and a detailed description of each document.

2.2. Summary of Change Requests in this release

Element (sub-suite or individual document of a suite as appropriate)	CR Number (if applicable)	Detailed Description
C2M contribution to the Enterprise Mngt. DX package	http://collab.tmforum.org/sf/go/artf2364/	Links with Supplier/Partner updates as noted in Frameworx Packages delivered
GB921-U	http://collab.tmforum.org/sf/go/artf1834/	Suggested enhancements on GB921U User Guidelines

3. Release Definition

3.1. Document Release Description

The following table outlines the contents of the Business Process Framework (eTOM) Suite.

Document Number	Document Name	Version	Document Status	Date	New/ Updated in this release
RN311	Business Process Framework (eTOM) Suite Release Notes	12.6	Reference Material	October 2012	√
GB921-CP	Business Process Framework (eTOM) Concepts and Principles (Main" Document)	9.0	TMF Approved	April 2011	
GB921-B	Business Process Framework (eTOM) – B2B Integration: Using B2B Inter-enterprise integration with the eTOM	7.2	TMF Approved	June 2009	
GB921-D	Process Decompositions	12.4	TMF Approved	October 2012	
GB921-DX	Extended Process Decompositions	12.4	TMF Approved	October 2012	
GB921-E	End-to-End Business Flows	9.4	TMF Approved	April 2011	
GB921-F	Process Flow Examples	12.2	Member Evaluation	October 2012	√
GB921-G	Guide to Applying the Business Process Framework (eTOM)	0.11	TMF Approved	April 2011	
GB921-P	Business Process Framework (eTOM) Primer	4.10	TMF Approved	April 2011	
GB921-J	Joining the Business Process Framework through to Process Flows	11.2	Member Evaluated	November 2011	
GB921-K	Application Note: Construction Guidelines for Process Flows	12.3	TMF Approved	October 2012	
GB921-Q	Frequently Asked Questions for the Business Process Framework -	11.3	Member Evaluated	November 2011	
GB921-R	Real-World Case Studies	1.2	TMF Approved	June 2009	
GB921-T	eTOM – M.3400 Mapping Application Note	4.7	TMF Approved	June 2009	
GB921-U	Business Process Framework(eTOM) User Guidelines	1.7	Member Evaluation	October 2012	√
TR143	Building Bridges: ITIL and eTOM	1.1	TMF	July 2009	

			Approved		
GB921-W	Working Together - ITIL and eTOM	11.2	Member Evaluated	November 2012	
GB921-Y	Application Note: Use Cases for Commercial Spectrum Management	12.3	TMF Approved	October 2012	
GB921-Z	Application Note: Use Cases for Security Management	12.3	TMF Approved	October 2012	
GB921-L	Leveraging Level 4 Process Elements and Process Flows for Support of ITIL	11.3	Member Evaluated	November 2011	
Frameworx Package	Security Management (Operational Impacts)	0.5	Member Evaluation	October 2012	√
Frameworx Package	Supplier/Partner	0.5	Member Evaluation	October 2012	√
Frameworx Package	ITIL Linkages	0.3	Member Evaluation	October 2012	√
Frameworx Package	Framework Language	0.2	Member Evaluation	October 2012	√

Note: the document "eTOM-M.3400 Mapping Application Note (GB921T)" is to be considered as an historical document.

3.2. Model Release Description (if applicable)

The Business Process Framework (eTOM) Model is represented in an XML file derived from the tool environment used by the framework Team (Casewise Corporate Modeler). The intention is to provide the model in as easily consumable as possible, recognizing the current limitations that apply on interchange of models amongst process analysis tools generally. This is an evolving picture, but to facilitate open use of the Business Process Framework Model in a variety of tools, the Framework (i.e. the process hierarchy as set out in GB912D and GB921DX) is also published in other formats. These include a structured textual model, captured as an MS Excel spreadsheet file, and a linked HTML structure that also allows the framework Model to be explored with normal web browsers.

Model files will be made available following on from the document publication.

4. Linkages to other Projects/Products

There are linkages within the TM Forum programs as well with other programs.

4.1. TM Forum Frameworx

The Business Process Framework is one of the key components of the TM Forum Frameworx. Frameworx enables users to analyze their business operations against industry processes, applications and information standards. They also provide a framework to support the procurement, development and implementation of a comprehensive operations environment. Frameworx may be used as an integrated system end-to-end or as components to solve particular problems. They can be applied throughout organizations by operations staff, software developers and system integrators.

As a significant step forward for its Frameworx, TM Forum has launched the Initiative to identify common elements and synergies among its core frameworks: Business Process Framework (eTOM), Information Framework (SID), Application Framework (TAM) and Integration Framework.

To see how this framework fits in to the complete TM Forum Frameworx release, kindly refer to the Frameworx Release Note.

For more information please go to the TM Forum Frameworx web page.

5. Open Issues

None.

6. Appendix A: Content Description of the Business Process Framework (eTOM) Suite

The Business Process Framework (eTOM) Suite has grown to include a number of components. The overall Business Process Framework Suite of document now includes:

o A main document: Business Process Framework Concept and Principles (GB921) that provides an overview of the eTOM Business Process Framework, from both Intra-Enterprise and Inter-Enterprise viewpoints, and describes the main structural elements and approach. Linked with this are the following Addenda to this document:

- Process Decompositions (GB921D) describing the Service Provider enterprise processes and sub-processes in a form that is top down, customer-centric, and end-to-end focused. Process decompositions are provided for all processes from the highest conceptual view of the Business Process Framework to the level of detail agreed for use by the industry. This Addendum is supplemented by a further Addendum (GB921DX) that extends the process decompositions in Addendum D - the split is intended to make the document sizes more manageable, and these Addenda can be regarded effectively as a single document.

- A separate Application Note (GB921E) that shows recommended eTOM process flows that address high-priority end-to-end business issues

- Process Flow Examples (GB921F) describing selected example process flows at several levels of view and detail that provides end-to-end insight into the application of Business Process Framework.

- B2B Integration (GB921B) describing the implications and impact of e-business for service providers and their business relationships, and how eTOM supports them, including a description of handling of business-to-business Interactions by eTOM.

- Guide to Applying the Business Process Framework (GB921G) providing information and guidance to users in how the eTOM framework can be applied within businesses, and the implications for maintaining alignment with this when extensions and/or adaptations are made in the course of this.

- Primer GB921P providing assistance to new users of eTOM

o Separate Application Notes:

- Frequently Asked Questions (GB921Q) based on the "Golden Nuggets" we have developed for the Business Process Framework

- Joining the Business Process Framework through to Process Flows (GB921J) showing methodology for applying eTOM in Process Flows and how to move towards the flow view.

- A "user guide" application note GB921K "Construction Guidelines for Process Flows"

- Real-World Case Studies (GB921R) that provides a way of sharing information on Real World Case Studies in applying eTOM, with specific material reflecting the experience of individual companies in using eTOM (and NGOSS)

- User Guidelines (GB921U) that provides some guidelines to assist users of eTOM in applying this within their businesses

- M.3400 Mapping Application Note (GB921T) that shows how eTOM processes relate to the functional view provided by the ITU-T M.3400 Recommendation (this work was developed in conjunction with ITU-T within the joint Telecom Management Collaboration Focus Group). Note: historical document provided for information only.

- A separate Technical Report (TR143) that was prepared jointly with itSMF (the separate trade body whose members develop ITIL), and which explores the relationship between the ITIL "good practice" framework and the work of TM Forum (in particular, the Business Process Framework) including some recommendations for evolution of the Business Process Framework to strengthen linkage with ITIL, that have been implemented and are documented in GB921D

- Working Together - ITIL and eTOM (GB921W) giving an overview of how eTOM/ITIL integrate.

- Two application notes, GB812Y and GB921Z, with "use cases" prepared by the Security management and Defense working groups, respectively, and packaged here as Business Process Framework deliverables which may guide future work to address these use cases with process flows, etc.

- Leveraging Level 4 Process Elements and Process Flows for Support of ITIL (GB921L) that goes into the detail of eTOM/ITIL integration using the Level 4s and additional components of ITIL that are being merged into the Level 4 structure.

o "Frameworx Packages" that introduce changes in specific areas of the Framework. These Framework Packages are in the form of spreadsheets (along similar lines to the "DX Packages" used in previous releases to introduce new Level 4 detail), and like those are intended to be emerged into the core Framework Model, in this case, following Member Evaluation. The Frameworx Packages are:

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- Frameworx Language - aligns language and terminology used, to drive improved consistency across Frameworx, and also adds where appropriate explanatory text on how Frameworx (here, the Process Framework) is applied in different industry domains. This also enhances Level 3 process elements to include the 4 new "description types" that are replacing the existing descriptions (this is analogous to similar changes made to level 4 process elements in previous releases).

7. Administrative Appendix

This Appendix provides additional background material about the TM Forum and this document. In general, sections may be included or omitted as desired, however a Document History must always be included.

7.1. Document History

7.1.1. Version History

Version Number	Date Modified	Modified by:	Description of changes
1.0	August 2010	Mike Kelly	Sets out changes for Release 9.0
1.1	September 2011	Mike Kelly	Sets out changes for Release 11.5
2.1	April 2012	Mike Kelly	Sets out changes for Release 12.0
2.2	April 2012	Alicja Kawecki	Updated Notice p. 2, table section 3.1, minor formatting and cosmetic corrections prior to web posting for Member Evaluation
12.3	July 2012	Alicja Kawecki	Updated table section 3.1, Model Release Description section 3.2 prior to submission for TM Forum Corporate Approval
12.4	October 2012	Mike Kelly	Sets out changes for Release 12.5
12.5	October 2012	Alicja Kawecki	Updated table section 3.1 to reflect TM Forum Approved status of R12.0
12.6	October 2012	Alicja Kawecki	Updated table section 3.1 prior to web posting and Member Evaluation of R12.5
12.7	February 2013	Alicja Kawecki	Updated TofC to correct reference error p 15

7.1.2. Release History

This section records the changes between this and the previous Official document release.

Release Number	Date Modified	Modified by:	Description of changes
9.0	August 2010	Mike Kelly	Sets out changes for Release 9.0
11.1	September 2011	Mike Kelly	Sets out changes for Release 11.5
12.0	April 2012	Mike Kelly	Sets out changes for Release 12.0
12.5	October 2012	Mike Kelly	Sets out changes for Release 12.5