Frameworx

Release Notes for Release 12.5

RN303

Version 0.4

November, 2012

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1. Introduction

This document provides the overview of Frameworx release 12.5 and will identify the changes introduced in this current release.

This release aims to strike the balance between ensuring continued improvements in Operational Efficiency and including new core model features and best practices to aid with the implementation of digital services. Operational efficiency is a key enabler to the ability to deliver new services. Hence, the focus on these two concepts in parallel.

Frameworx is created by TM Forum membership. Priorities are based on the widespread membership needs and implementation is via a number of mechanisms, member led project groups, staff led project groups and direct contributions from members. TM Forum also provides the legal, technical enablers and staff support to members in their collaborative efforts.

Frameworx 12.5 was worked on by more than 200 people from 118 companies who collaborated on 45 projects to create more than 60 new features and deliverables.

2. Overview of Frameworx

2.1. TM Forum Frameworx

Frameworx enables users to analyze their business operations against industry processes, applications and information standards. It also provides a framework to support the procurement, development and implementation of a comprehensive operations environment. The Frameworx suite of standards 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.

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

2.2. Key Features in this Release

What Will You Find in Frameworx 12.5?

Frameworx 12.5 provides the following key features:

Core Frameworks Features

Business Process Framework 12.5   Visit the Download Center

NEW: Customer Relationship Management flows, new ITIL linkages and Supplier/Partner Enhancements

Information Framework 12.5   Visit the Download Center

NEW: Unified Catalog model, security vulnerability scoring, and performance management and Supplier/Partner updates

Application Framework 12.5   Visit the Download Center

NEW: Users Guide; updates to several "Customer" areas, Sales and Marketing

Integration Framework   Visit the Download Center

NEW: Focus on model federation

Standardized Interfaces   Visit the Download Center

NEW: Performance and Inventory interfaces, Generic Query and Update capabilities, interface deployment scenarios plus updates to MTOSI for GPON and more

Adoption Best Practices

Customer Experience Management

Visit the Download Center

Customer Experience Management Guidebook, Maturity Model	GB962	1.0
Customer Experience Management Maturity Model	GB962	1.0
Customer Experience Management Metrics	GB962	1.0
B2B Self-Service Technical Report	TR181	2.1
Customer Experience Management Index Matrix	TR193	1.0

Revenue Management

Visit the Download Center

Revenue Assurance Solution Suite - New Guidebook on Economics of RA	GB941 Series	4.0
Enterprise Risk Management	GB952	2.0
Fraud Classification Guide	GB954	2.0
Fraud Operations Guide	GB969	1.0
Policy in the Context of Charging and Billing	TR182	0.7
Charging and Billing in M2M	TR185	0.1

Cyber Security

Visit the Download Center

CyberOps Metrics Patch Management	GB965	0.10
CyberOps Metrics Mobile Device Management	GB966	1.2
CyberOps Metrics Human Factors	GB968	1.1

Product Lifecycle Management

Introductory Guide on Product Lifecycle Management	IG1100	1.1
Cloud Concept-to-Market (C2M) Quick Start Pack	GB955	0.3

Digital Services

Multi Cloud Management

Visit the Multi-Cloud Management Download Center

Multi-Cloud Service Management Overview Pack	TR 194, TR 195, TR 196	Multiple
Multi-Cloud Service Management Business Pack	TR 197, IG1102	Multiple
Multi-Cloud Service Management Developer Pack	TR 198	
Including Simple Management API (SMI) Code examples, and Developer Console	Developer Console	

Cloud Infrastructure Management

Visit the Cloud Download Center

Enterprise-Grade IaaS (VPC) Documentation Suite	TR174	2.0
Enabling End-to-End Cloud SLA Management	TR178	0.3
WorkPlace as a Service Requirements	TR192	0.3

Management Best Practices

Business Metrics   Visit the Download Center

Business Metrics Solution Suite Updates	BM1000	6.01
Kxl Inventory	TR186	1.0

Innovation Management

Creating an Innovative Organization	IG1101	1.2

Partnership Management

Managing Partnership	IG1102	1.2

Industry Specific Best Practices

Defense   Visit the Download Center

Frameworx for Defense	GB973	0.8
Situational Awareness Within a Bandwidth Constrained Environment	TR187	0.4

2.3. Business Benefits

Frameworx provides a standard blueprint for optimizing business operations to improve efficiency and grow revenues. Service providers who use Frameworx simplify their architecture, ease integration efforts, reduce costs and risks and ensure they have a flexible and agile platform for service delivery.

What Will Frameworx 12.5 Help You Do?

The release focuses on four key drivers among TM Forum members and the industry:
- **Implementing and Managing Digital Services**: Improving service provider core competency areas such as revenue management, security, and customer experience management to enable efficient service design, delivery and monetization
- **Measuring Business and Operational Performance**: Enables new ways to define and measure business success including new maturity models for customer experience and partnership management; new KPIs for security and customer experience
- **Reducing Risk across the enterprise**: New means to improve the bottom line by tackling complex problems related to revenue assurance, fraud and more
- **Strengthening IT and operational foundation**:   Supporting the continuous need of service providers to streamline operations through Frameworx

Examples of NEW Features:

Multi-Cloud Management – Multiple features for business management and developers. The business packs helps tackle comprehensive creation, implementation and monetization of service level agreements, as well as providing a guide to managing partnerships through the lifecycle. The developer pack contains the groundbreaking Simple Management API that provides developers with the capability to add functionality to any service for sharing management information across multiple partners.

Customer Experience Management –This guidebook outlines key principles in implementing Customer Experience Management programs in service providers. It includes the Roadmap for Developing CEM, definitions of Customer Centric Processes, and descriptions of how customer experience is best measured and managed. The guidebook also contains a new Maturity Model that service providers can use to assess their CEM programs and nearly 250 metrics for measuring customer experience.

Managing Partnerships – A new guide summarizes how to develop successful and sustainable partnerships with managed service providers in the digital economy. This introductory guide provides a framework that includes five success factors, a series of do's and don'ts and a partnership maturity model.

Security Management –The security capabilities of Frameworx get a major boost in Frameworx 12.5. First, a new model for the industry that makes security measureable is introduced. The model uses KPIs to make security quantifiable so that it can be both measured within an enterprise and defined as part of contract terms and service level agreements between partners. The first sets of KPIs relate to Patch Management, Mobile Device Management and Human Factors Management.

Revenue Management – Frameworx 12.5 includes a new guide for revenue assurance that quantifies the financial impact of revenue assurance activities. In addition, a new model for fraud has been defined that provides a comprehensive view and classification system to help service providers understand, identify and quickly mitigate the most prevalent types of fraud.

Valuable enhancements have also been made to the core frameworks:

- The Business Process Framework (eTOM) has new customer relationship management flows, ITIL linkages and supplier/partner updates.
- The Information Framework (SID) has a new unified catalog model, security vulnerability scoring, performance management and supplier/partner updates.
- The Application Framework (TAM) has a new users guide; updates to several "customer", sales and marketing and supplier/partner areas.

See the flip side of this page for a full features list for Frameworx 12.5. Visit www.tmforum.org/frameworx to learn more about the release and download all deliverables.

3. Release Definition

3.1. Release Components

The following table outlines the release notes for the components of this Frameworx 12.5 release. These release notes provide a convenient next step and a list of all documents that are associated with each component. Please note that not all documents have release notes. Release notes are typically provided for document suites and not individual or standalone documents.

Component	Release	Release Notes
Application Framework	12.5 Beta	RN315
Business Process Framework	12.5 Beta	RN311
Frameworx (this document)	12.5	RN303
Information Framework	12.5 Beta	RN310
Integration Framework	12.5 Beta	RN334
Business Metrics Solution Suite	1.1 Beta	RN332
Business Metrics Solution Suite	1.0 Approved	RN332
Business Services Suite	12 Approved	RN316
Business Services Technical Report	1.0 Approved	RN329
Customer Experience Solution Suite	1.0 Beta	RN339
Enterprise-Grade External Compute IaaS Requirements	2.0 Beta	RN330
Frameworx Metamodels	1.0 Beta	RN335
Frameworx Solution Methodology	12.0 Approved	RN333
IPDR Technical Specification	1.2 Beta	RN320
Policy Information Exchange (PIE) Interfaces	1.1 Beta	TMF_PIE_RN
Remote Unit Provisioning – Support for MTOSI GPON and DSL Technologies	1.0 Approved	
Revenue Assurance	4.0 Beta	RN314
TM Forum Basic Resource Inventory	1.0 Beta	TMF_BRI_RN
TM Forum Generic Query	1.0 Beta	TMF_GQ_RN
TM Forum Maintenance, Protection, Alarm Control	1.0 Approved	TIP_MPAC_RN
TM Forum Generic Inventory	1.0 Beta	TIP_GIN_RN
TM Forum Performance Monitoring Management	2.0 Beta	TIP_PM_Mon_RN

The tables that follow provide a more complete list of the documents that are new or updated in this Frameworx 12.5 release.

Core Frameworx Features

Business Process Framework 12.5 - Customer Relationship Management flows, new ITIL linkages and Supplier/Partner Enhancements	GB921 Series	12.5
Information Framework 12.5 - Unified Catalog model, security vulnerability scoring, and performance management and Supplier/Partner updates	GB922 Series	12.5
Application Framework 12.5 - Users Guide; updates to several "Customer" areas and Sales and Marketing	GB929 Series	12.5
Integration Framework		12.5
Federated Information Model Technical Report	TR169	1.2
Standardized Interfaces		
Basic Resource Inventory Business Agreement	TMF_BRI_BA	1.3
Generic Inventory Release	TIP_GIN	1.0
Policy Information Exchange	TIP_PIE	1.1
SES Management Interface Release		12.5
Performance Monitoring Management Release	TIP_PM_Mon	2.0
Customer Query and Update Business Agreement	TMF_CQU_BA	1.2
Probable Causes Specification	TMF063	1.2
TM Forum Interface Development Tooling		1.1.2
Generic Update	TR188	1.3
Generic Query	TR189	1.3
Technical report/presentation into NGCOR	TR184	1.3
3GPP SA5 - TM Forum TIP Fault Management Harmonization TR	TR183	1.2
Interface Deployment Scenarios Technical Report	TR175	2.0
IPDR Technical Specifications		1.2
MTOSI GPON Profile Technical Report	TR190	1.1
Resource & Service Assurance across GPON, Ethernet & MPLS-TP FDD	FDD	2.2

Adoption Best Practices

Customer Experience Management		
Customer Experience Solution Suite	GB962	1.0
B2B Self-Service Technical Report	TR181	2.1
Customer Experience Management Index Matrix	TR193	1.0
Revenue Management		
Revenue Assurance Solution Suite - New Guidebook on Economics of RA	GB941 Series	4.0
Risk Management for Digital Services Providers	GB952	2.0
Fraud Classification Guide	GB954	2.0
Fraud Operations Guide	GB969	1.0

Policy in the Context of Charging and Billing	TR182	0.7
Cyber Security		
CyberOps Metrics Patch Management	GB965	0.10
CyberOps Metrics Mobile Device Management	GB966	1.2
CyberOps Metrics Human Factors	GB968	1.1
Product Lifecycle Management		
Introductory Guide on Product Lifecycle Management	IG1100	1.1
Cloud Concept-to-Market (C2M) Quick Start Pack	GB955	0.3
Digital Services		
Multi-Cloud Service Management Overview Pack	TR194, TR195, TR196	Varies
Multi-Cloud Service Management Business Pack	TR197, IG1102	Varies
Multi-Cloud Service Management Developer Pack	TR198	1.3
Enterprise-Grade IaaS (VPC) Documentation Suite	TR174	2.0
Enabling End-to-End Cloud SLA Management	TR178	0.3
Workplace as a Service Requirements	TR192	0.3

Management Best Practices

Business Metrics		
Business Metrics Solution Suite Updates	BM1000	6.01
Kxl Inventory	TR186	1.0
Innovation Management		
Creating an Innovative Organization	IG1101	1.2
Partnership Management		
Managing Partnerships Introductory Guide	IG1102	1.2

Industry Specific Best Practices

Defense		
Quick Start Pack: Frameworx for Defense	GB970	0.8
Situational Awareness Within a Bandwidth Constrained Environment	TR187	0.4

4. Observations and Comments

This release demonstrates TM Forum's commitment to continuous development of Frameworx as an enabler of the digital service ecosystem, striving for improvements in areas such as end to end management problems in the context of complex value chains and B2B interfaces. Significant further advances will be seen in these areas in subsequent releases, also.

This release also strives to demonstrate our commitment to serving the industry in areas such as Security, Revenue Management, Infrastructure Management, Customer Experience and Big Data.

Continuing with the initiative that began with the 11.5 Frameworx release, the release numbers of the component Frameworks are now aligned with the Frameworx release.

Available for download at any given time is the current Frameworx release and the previous Frameworx release. The current Frameworx release is 12.5, the previous release is 12.

5. Known Issues

None

6. Administrative Appendix

6.1. Document History

6.1.1. Version History

Version Number	Date Modified	Modified by:	Description of changes
0.2	Nov 29, 2012	Ken Lipnickey	Draft
0.3	Nov 29, 2012	Joann O'Brien	Completed Draft
0.4	Nov. 30, 2012	Alicja Kawecki	Corrected Notice, corrected Component tables as needed prior to web posting

6.1.2. Release History

This section records the changes between this and the previous Official Frameworx release

Release Number	Date Modified	Modified by:	Comments
1.0	Dec 3, 2012	Joann O'Brien	First release of Fx12.5 Release notes