

# **Business Process Framework (eTOM) Suite**

## **Release Notes for Release 12.0**

**RN311**

**Version 12.3**



*July, 2012*

## Notice

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## 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 12.0

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 12.0 is a release of the Business Process Framework Suite, integrated as part of the Framework release 12.0, with updates in the following main areas:

- New versions of the GB921D “Process Decompositions and Descriptions” and GB921DX “Extended Process Decompositions and Descriptions” documents (as well as other publication formats for this content, as in previous Releases). These encompass the whole Process Framework to Level 3 (in GB921D) and beyond to Level 4 (in GB921DX). This content folds in new updates and previous material now being gathered into the core Model and Framework as follows:
  - New L4 descriptions for all the L2s/L3s in the “Fulfilment” and “Billing & Revenue Management” columns, enhanced to include the 4 new “description types” that are replacing the existing descriptions. The L2s/L3s in the “Assurance” column has previously been enhanced in the same way, and here is being merged into the core Model
  - New description text for a number of process elements, reflecting previously-agreed changes, e.g. for “Workforce Management”
  - New input from other domain groups, e.g. Security Management, Fault Management, that has been reviewed/agreed by the Process Framework team
  - Corrections/updates from various received CRs that have been reviewed/disposed by the Process Framework team
- A new “Exceptions (Deltas) for Framework Release” which provides a detailed report on changes in core Framework content (as represented in GB921-D and GB921-DX) for the release, compared with the previous full release
- A new “user guide” application note GB921K “Construction Guidelines for Process Flows”
- Two new 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.



- An updated GB921F “Process Flows” to copy in the process flows from separate work on the “Quick Start Pack” on Fulfilment (as was done for the Assurance Quick Start Pack in Framework 11.5).
- *Note that the previous “DX Package” spreadsheets are being discontinued, since all their content is being absorbed into the Model – but all the content will still be available in spreadsheet form as part of the overall Excel publication of this Release.*
- 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

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Element (sub-suite or individual document of a suite as appropriate)	CR Number (if applicable)	Detailed Description

### 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	12.3	Reference Material	July 2012	√
GB921-CP	Business Process Framework (eTOM) Concepts and Principles (Main" Document)	9.2	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	12.3	Member Evaluated	July 2012	√
GB921-DX	Extended Process Decompositions	12.3	Member Evaluated	June 2012	√
GB921-E	End-to-End Business Flows	9.4	TMF Approved	April 2011	
GB921-X	Exceptions (Deltas) for Framework Release	1.0	Member Evaluated	June 2012	√
GB921-F	Process Flow Examples	12.0	Member Evaluation	July 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	12.1	Member Evaluated	June 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	1.5	TMF Approved	April 2011	

TR143	Building Bridges: ITIL and eTOM	1.1	TMF Approved	July 2009	
GB921-W	Working Together - ITIL and eTOM	11.2	Member Evaluated	November 2011	
GB921-Y	Application Note: Use Cases for Commercial Spectrum Management	12.2	Member Evaluated	June 2012	√
GB921-Z	Application Note: Use Cases for Security Management	12.2	Member Evaluated	June 2012	√
GB921-L	Leveraging Level 4 Process Elements and Process Flows for Support of ITIL	11.3	Member Evaluated	November 2011	

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)

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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.

The Model files provided are:

1. Business Process Framework R12-0 Model - XML Format Files
2. Business Process Framework R12-0 Processes (Excel)
3. Business Process Framework R12-0 HTML Publication (Full Descriptions)
4. Business Process Framework R12-0 HTML Publication (Short Descriptions)
5. Business Process Framework R12-0 Model - MDB Format Files



## 4. Linkages to other Projects/Products

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

### 4.1. TM Forum Framework

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The Business Process Framework is one of the key components of the TM Forum Framework. Framework 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. Framework 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 Framework, 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 Framework release, kindly refer to the Framework Release Notes.

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

### 4.2. TM Forum Revenue Management initiative

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The Revenue Management updates focus on Billing and Charging issues developed through the separate Revenue Management initiative. Further joint work between Revenue Management and eTOM, and involving SID, TAM, and others, is underway.

## 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:

- 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

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 new “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 new 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.
- *Note that the previous “DX Package” spreadsheets are being discontinued, since all their content is being absorbed into the Model – but all the content will still be available in spreadsheet form as part of the overall Excel publication of this Release.*

## 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
12.0	August 2010	Mike Kelly	Sets out changes for Release 9.0
11.1	September 2011	Mike Kelly	Sets out changes for Release 11.5
12.1	April 2012	Mike Kelly	Sets out changes for Release 12.0
12.2	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

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