

# **Quick Start Guide: Cable Business Intelligence**

## **Release Notes for Release 1.0**

**RN321**

**TM Forum Approved Version 1.1**



*May, 2012*



## Notice

This material, including documents, code and models, has been through review cycles; however, due to the inherent complexity in the design and implementation of software and systems, no liability is accepted for any errors or omissions or for consequences of any use made of this material.

Under no circumstances will the TM Forum be liable for direct or indirect damages or any costs or losses resulting from the use of this specification. The risk of designing and implementing products in accordance with this specification is borne solely by the user of this specification.

This material bears the copyright of TM Forum and its use by members and non-members of TM Forum is governed by all of the terms and conditions of the Intellectual Property Rights Policy of the TM Forum (<http://www.tmforum.org/Bylaws/1094/home.html>) and may involve a claim of patent rights by one or more TM Forum members or by non-members of TM Forum.

Direct inquiries to the TM Forum office:

240 Headquarters Plaza,  
East Tower – 10<sup>th</sup> Floor,  
Morristown, NJ 07960 USA  
Tel No. +1 973 944 5100  
Fax No. +1 973 944 5110  
TM Forum Web Page: [www.tmforum.org](http://www.tmforum.org)



## Table of Contents

<b>Notice.....</b>	<b>2</b>
<b>Table of Contents .....</b>	<b>3</b>
<b>1. Introduction .....</b>	<b>4</b>
<b>2. Overview of the Quick Start Guide for Cable Business Intelligence.....</b>	<b>5</b>
2.1. TM Forum Quick Start Guides .....	5
2.2. Key Feature in this Release .....	5
<b>3. Release Definition.....</b>	<b>6</b>
3.1. Release Components .....	6
<b>4. Known Issues .....</b>	<b>7</b>
<b>5. Administrative Appendix .....</b>	<b>8</b>
5.1. Document History .....	8
5.1.1. Version History .....	8
5.1.2. Release History.....	8



## 1. Introduction

This document provides the overview content of the Quick Start Guide for Cable Business Intelligence and it will identify the changes introduced in this current release from previous releases.



## 2. Overview of the Quick Start Guide for Cable Business Intelligence

### 2.1. TM Forum Quick Start Guides

---

The intended focus of the Quick Start Guides is to provide the members with targeted “real world” guides on the use of the TM Forum standards addressing specific business, operational and technical challenges. The Quick Start Guides will address the needs of a variety of roles and actors within organizations from senior executives through to implementers.

Each Quick Start Guide will provide a compendium of specific information with details and explanations addressing specific topics that meet the needs of the members.

### 2.2. Key Features in this Release

---

This version of the Quick Start Guide for Cable Business Intelligence includes the following key features:

- Identification of the top 20 KPI's and mapping these against the processes within the Business Process Framework.
- The first top 20 KPI's delivered in this feature will be focused around Optimizing Customer Experience. The identification of the top 20 KPI's will enable Cable Operators to improve customer experience.

### 3. Release Definition

#### 3.1. Release Components

---

The following table outlines the components of the Quick Start Guide for Cable Business Intelligence

Document	Name	Version	Document Status	Date	New/Updated
<a href="#">RN321</a>	Quick Start Guide: Cable Business Intelligence Release Notes	1.1	<a href="#">Reference Material</a>	May 2012	✓
<a href="#">GB948-A</a>	Quick Start Guide: Cable Business Intelligence	0.5	<a href="#">TM Forum Approved</a>	May 2012	✓
<a href="#">GB948-B</a>	Reference Guide: Cable Goal Alignment Strategy	0.3	<a href="#">TM Forum Approved</a>	May 2012	✓
<a href="#">GB948-C</a>	Reference Guide: Cable BI Lessons Learned	0.3	<a href="#">TM Forum Approved</a>	May 2012	✓



## 4. Known Issues

None

## 5. Administrative Appendix

### 5.1. Document History

---

#### 5.1.1. Version History

Version Number	Date Modified	Modified by:	Description of changes
1.0	Oct 2011	Clive Deakin	Initial version of document
1.1	May 2012	Alicja Kawecki	Updated to reflect TM Forum Approved status

#### 5.1.2. Release History

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

Release Number	Date Modified	Modified by:	Comments
1.0			Initial release