**Enhanced Telecom Operations Map (eTOM)**

**eTOM: Evolution**

**eTOM: Overview**

**eTOM: in the context of NGOSS**

**eTOM: Objective**

**eTOM: What is It?**

**eTOM has two faces:**

* + business/ customer/ products
  + solution/ system/ implementation

**eTOM: What is it used for?**

**For telecommunications Service Provider**

**eTOM is a framework for defining processes,**

**eTOM: The Role of the eTOM**

**eTOM: Business Process Framework Conceptual Structure**

**eTOM: The Strategy, Infrastructure & Product area**

**eTOM: The Operations area**

**eTOM: The Enhanced Telecom Operations Map**

**eTOM: Hierarchy Structure Level 1 Decomposition**

**eTOM: Hierarchy Structure Level 2 Decomposition**

**eTOM: Hierarchy Structure Level 3 Decomposition**

**eTOM: Hierarchy Structure Level 4 Decomposition**

**eTOM: Flow example**

**eTOM: eTOM and the ITIL Processes**

**eTOM: eTOM and the Six Sigma**

**eTOM: Benefits**

**Using eTOM: Examples**

**eTOM Sample Case Study**