

TeleManagement Forum (TMF)

NGOSS and eTOM

TeleManagement **FORUM**™

- Worldwide Consortium of ~400 Operators, Suppliers & Integrators
- Focus on Automating Operational Management and Business Processes
 - ❖ By advancing available Technologies and Solutions within Global Communications Industry
- We:
 - ❖ Provide Wealth of Industry Knowledge
 - ❖ Facilitate Agreements between Companies
 - ❖ Provide Opportunities for Experimentation & Co-operative Development

Working with Industry

TMF Collaboration

**Presentations/
white papers**

**Industry
requirements**

**Technology
trials**

**Catalyst
projects**

Business cases

**Collaborative
R&D projects**

Externally Sourced

Market research

**Product
catalogues**

**Academic/
government
information**

**Published
reports**

Industry news

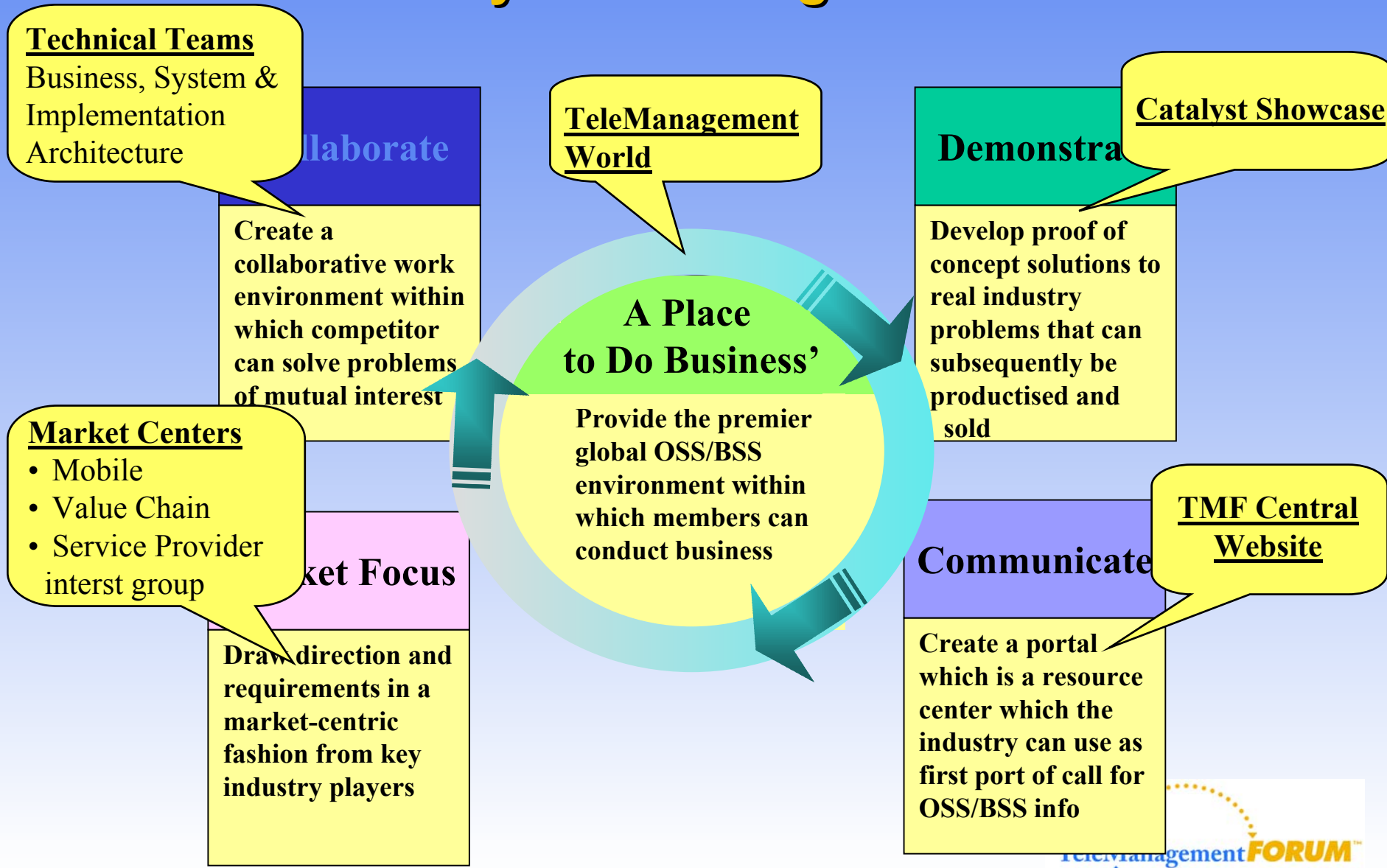
**Create,
stimulate,
interpret,
catalogue,
collate,
package,
distribute
knowledge**

**Industry
conferences/
expos**

**Seminars/
training
programs**

**Web based
services**

Key Work Programs



So What is NGOSS?

- New Generation Operations Systems and Software
- Industry-agreed, business solution Framework for next generation OSS/BSS
 - ❖ Driven and managed by TM Forum
- Includes tools and guidance for service providers, suppliers and systems integrators
 - ❖ Business Process, Systems and Software integration “maps”
 - ❖ Development architecture
 - ❖ Repository of documents, models and reference code
- Goal = rapid development of flexible, low cost of ownership solutions to meet the business needs of the internet enabled economy

Who Needs a New Way to Do OSS?

➤ Service Providers

- ❖ Cost effective OSS/BSS implementations
- ❖ Long term direction for IT strategy
- ❖ Enables IT systems to support rapidly evolving integrated service offerings

➤ OSS Software Vendors

- ❖ Affordable development costs to meet reduced revenue expectations
- ❖ Supportable Software
- ❖ Fitting into the puzzle

➤ Systems Integrators

- ❖ Predictable, repeatable, scalable, implementation projects
- ❖ Broader ISV portfolio without steep learning curve

NGOSS

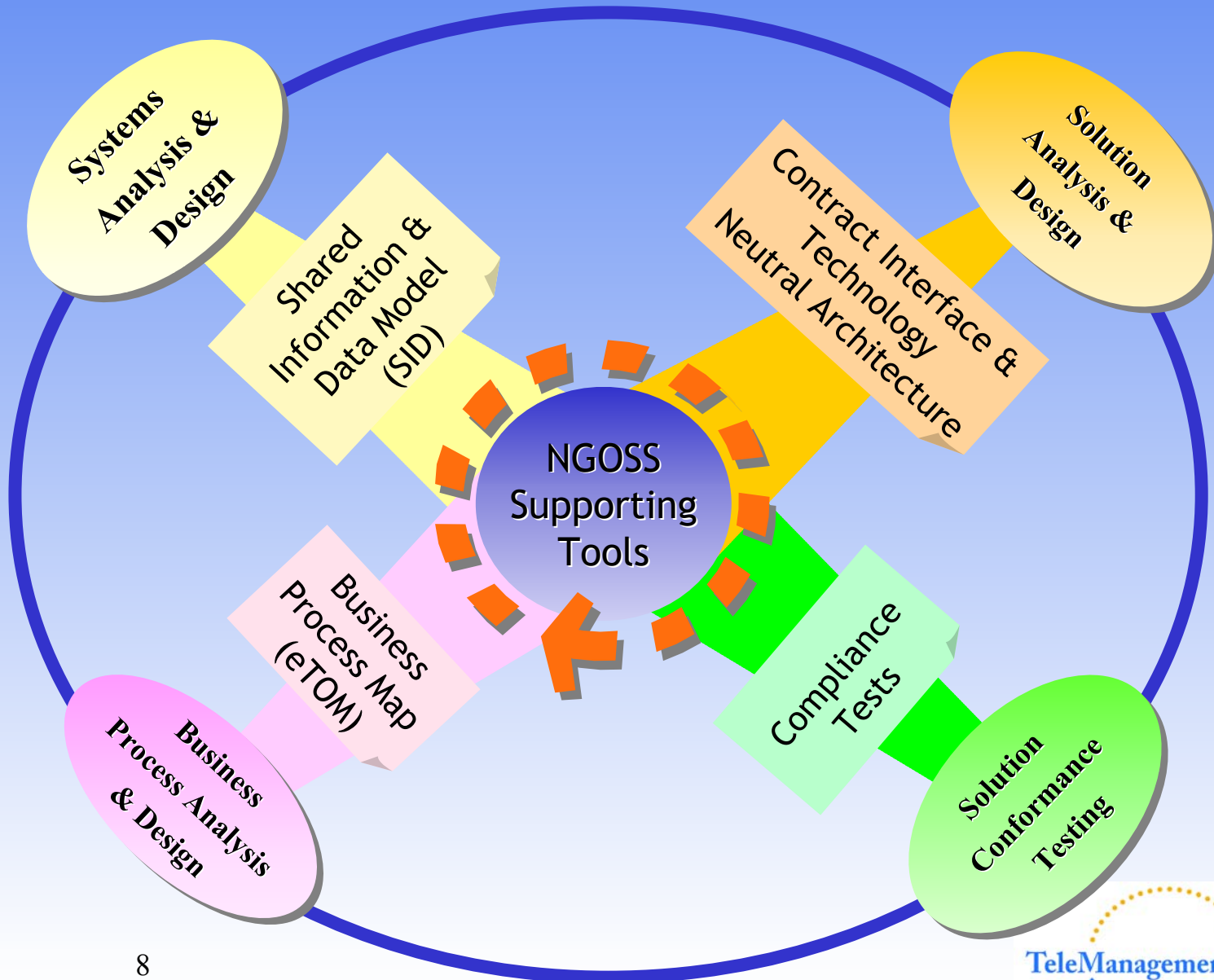
A Magic Switch?

No.

A set of well thought though and documented methodologies and artifacts for moving OSS into the next generation?



NGOSS – New Generation OSS



NGOSS Toolkit

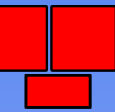
- ❖ NGOSS Business Process Map
 - ◆ Definition of next-generation business processes and process models for the information and communication services industry.
 - ◆ Delivered in enhanced Telecom Operations Map (eTOM)
- ❖ NGOSS Information Model
 - ◆ Definition of the systems and information frameworks upon which NGOSS business solutions are built
 - ◆ Delivered in Shared Information and Data Model (SID)
- ❖ NGOSS Integration Framework
 - ◆ Definition of standard interfaces between OSS systems
 - ◆ Delivered in Contract Interface
 - ◆ Architectural principles for building flexible, easily-integrated, secure OSS components
 - ◆ Delivered in Technology Neutral Architecture
- ❖ NGOSS Conformance Criteria
 - ◆ Testing principles and strategies, test cases and XML schema
 - ◆ Delivered in Compliance tests and procedures

A Brief History of eTOM

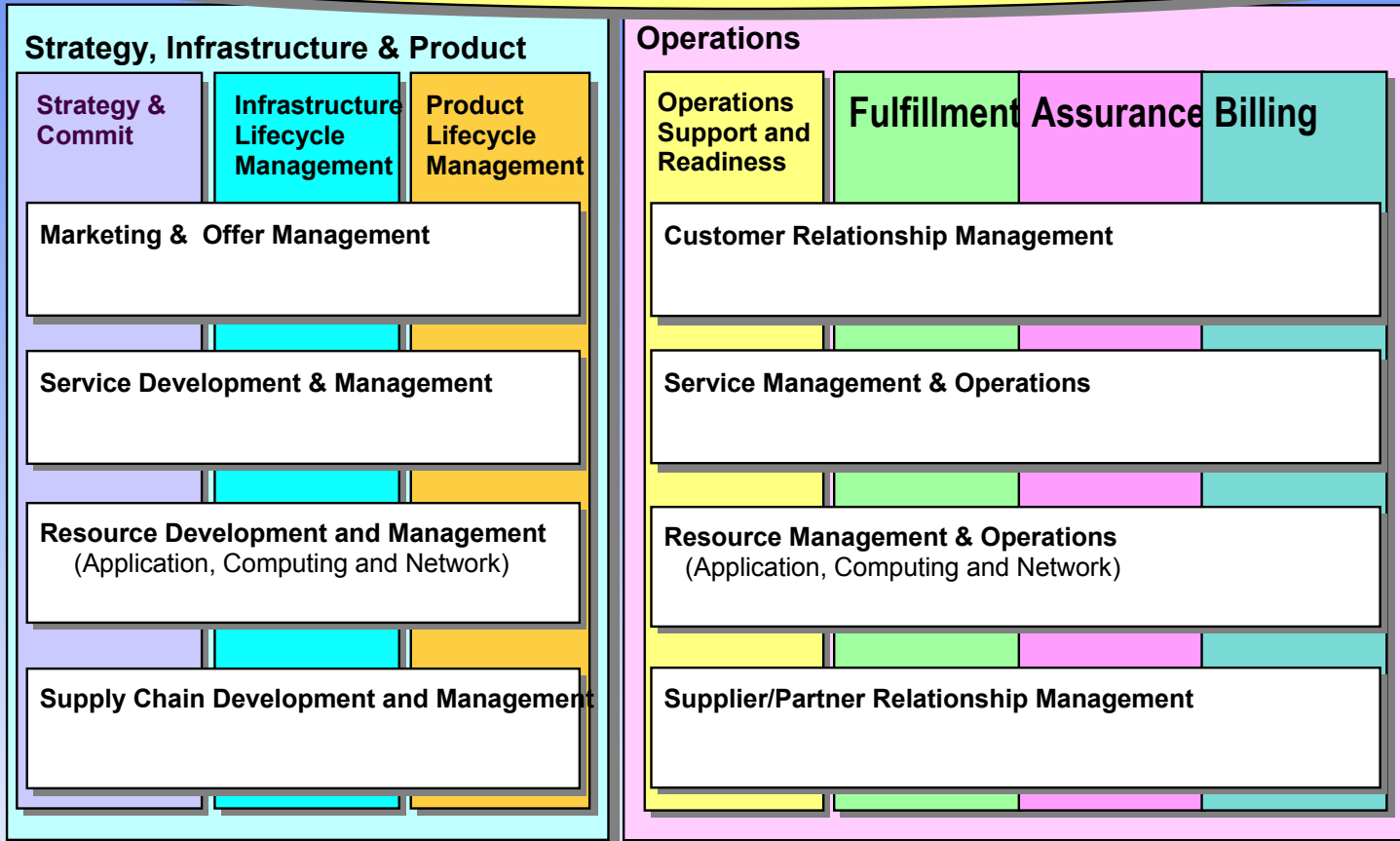
- ❖ 1995 - 1998: development of TOM (Telecom Operations Map)
- ❖ 1999: stabilization of TOM
- ❖ 2000 - 2001: evolution of TOM towards eTOM
- ❖ May 2001: eTOM v1.0 for TMF Members Evaluation
- ❖ Oct 2001: eTOM v2.0 for TMF Members Evaluation
- ❖ Jan 2002: eTOM v2.5 for Public Evaluation
- ❖ May 2002: eTOM v3.0 is TMF Approved
- ❖ July 2002: Addendum to core eTOM released to Members
- ❖ Dec 2002: Status update on work in progress to Members
- ❖ **May/June 2003: planned release of eTOM v3.5 (extends v3.0 with further process decompositions and flows in selected application areas)**

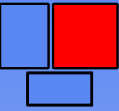
“e” for enhanced

eTOM: enhanced Telecom Operations Map



Customer



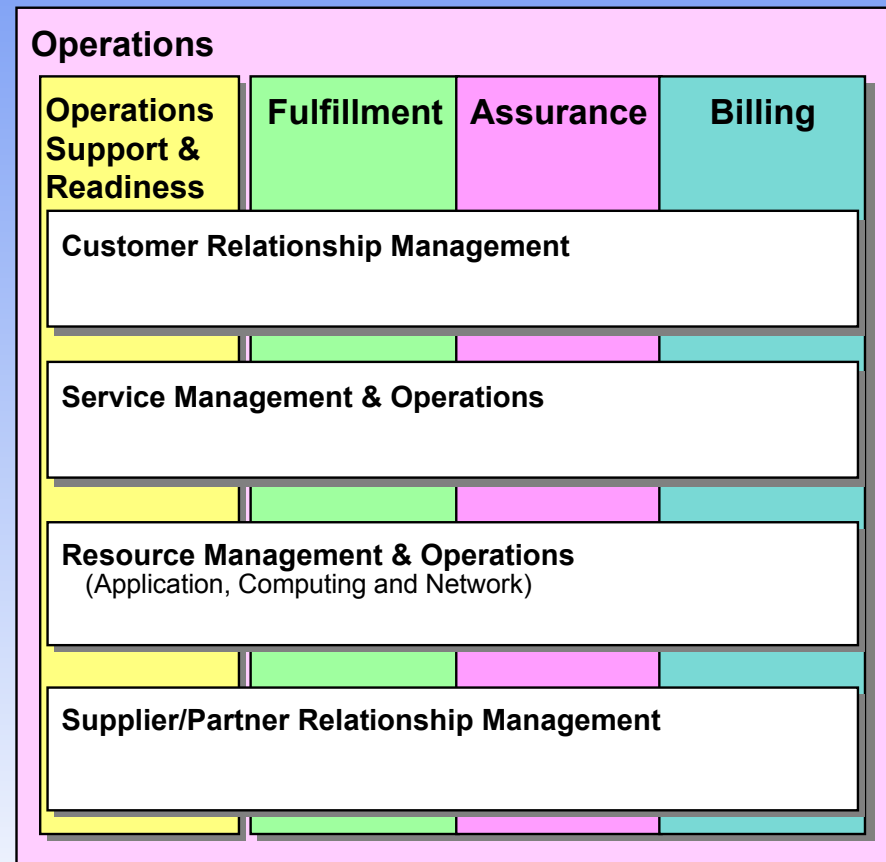


The Operations area

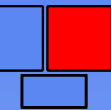
“FAB” remains the core of the Operations area

Operations Support & Readiness is separated from FAB

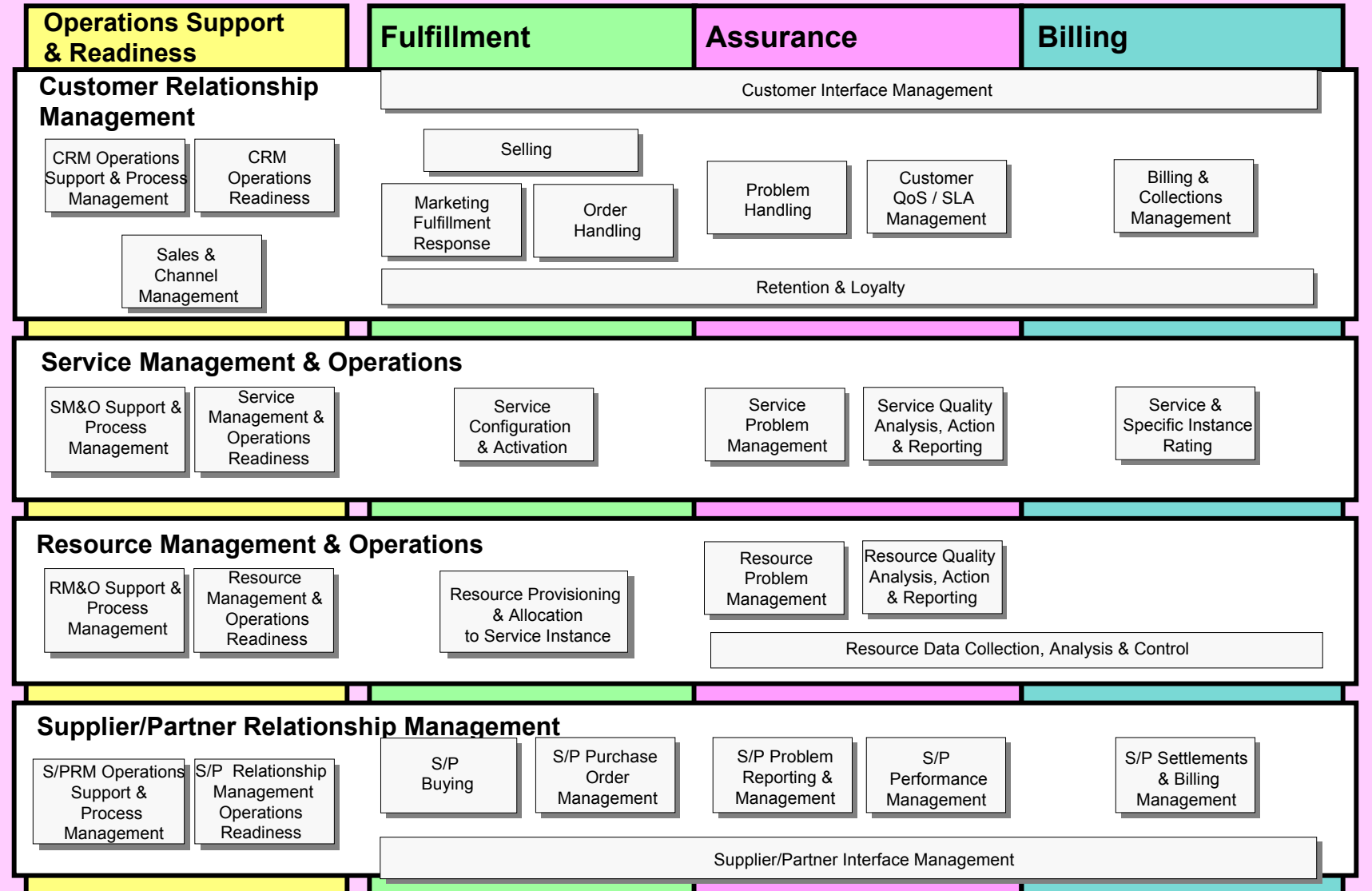
“OPS” also supports functional process groupings shown as horizontal layers

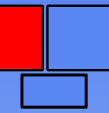


The Operations area



Operations





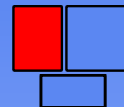
The Strategy, Infrastructure & Product area

- “SIP” encompasses strategy and lifecycle management processes in support of operations
 - ❖ Strategy & Commit
 - ❖ Infrastructure Lifecycle Management
 - ❖ Product Lifecycle Management

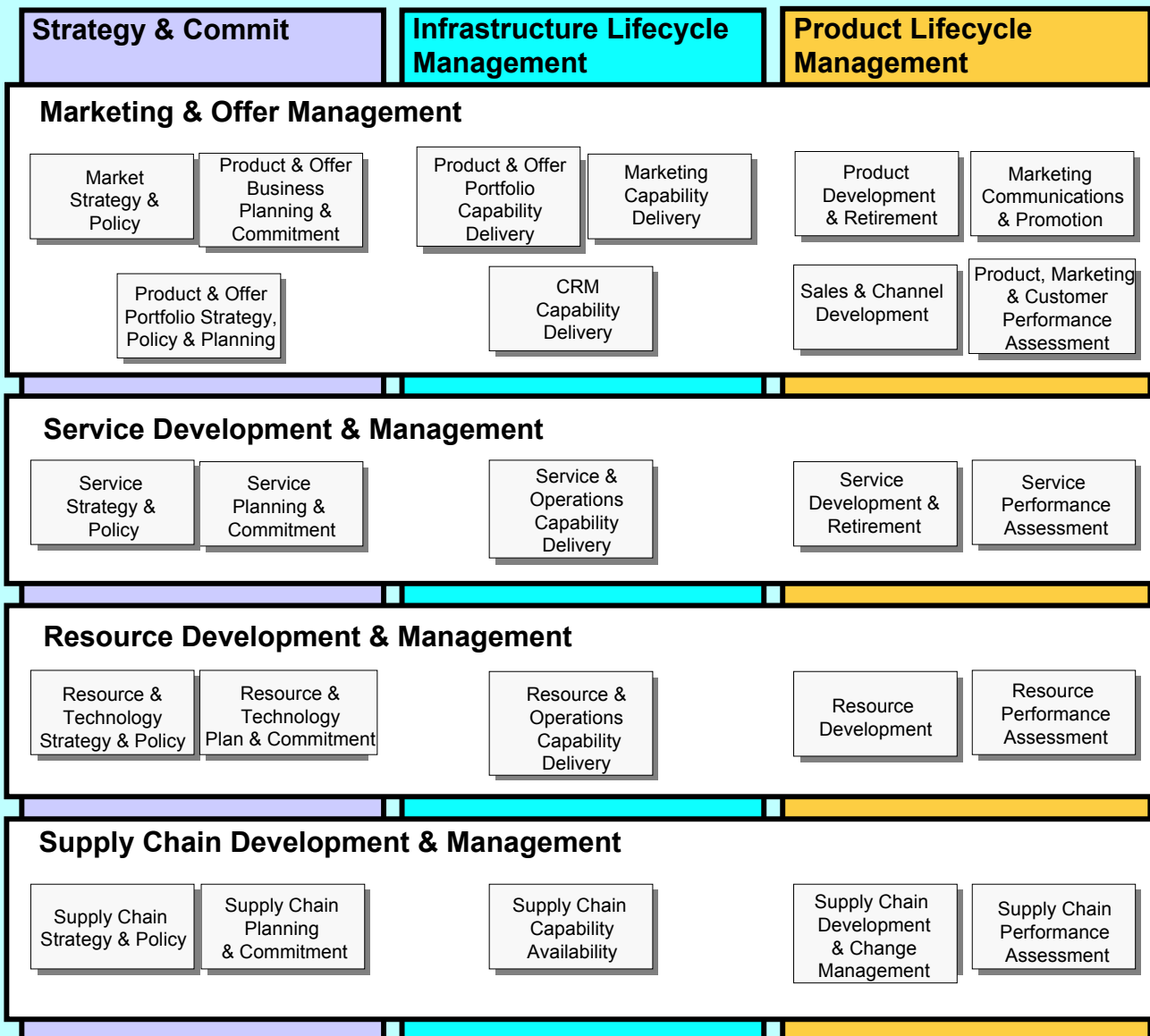
- “SIP” also has functional groupings, aligned with those in “OPS”



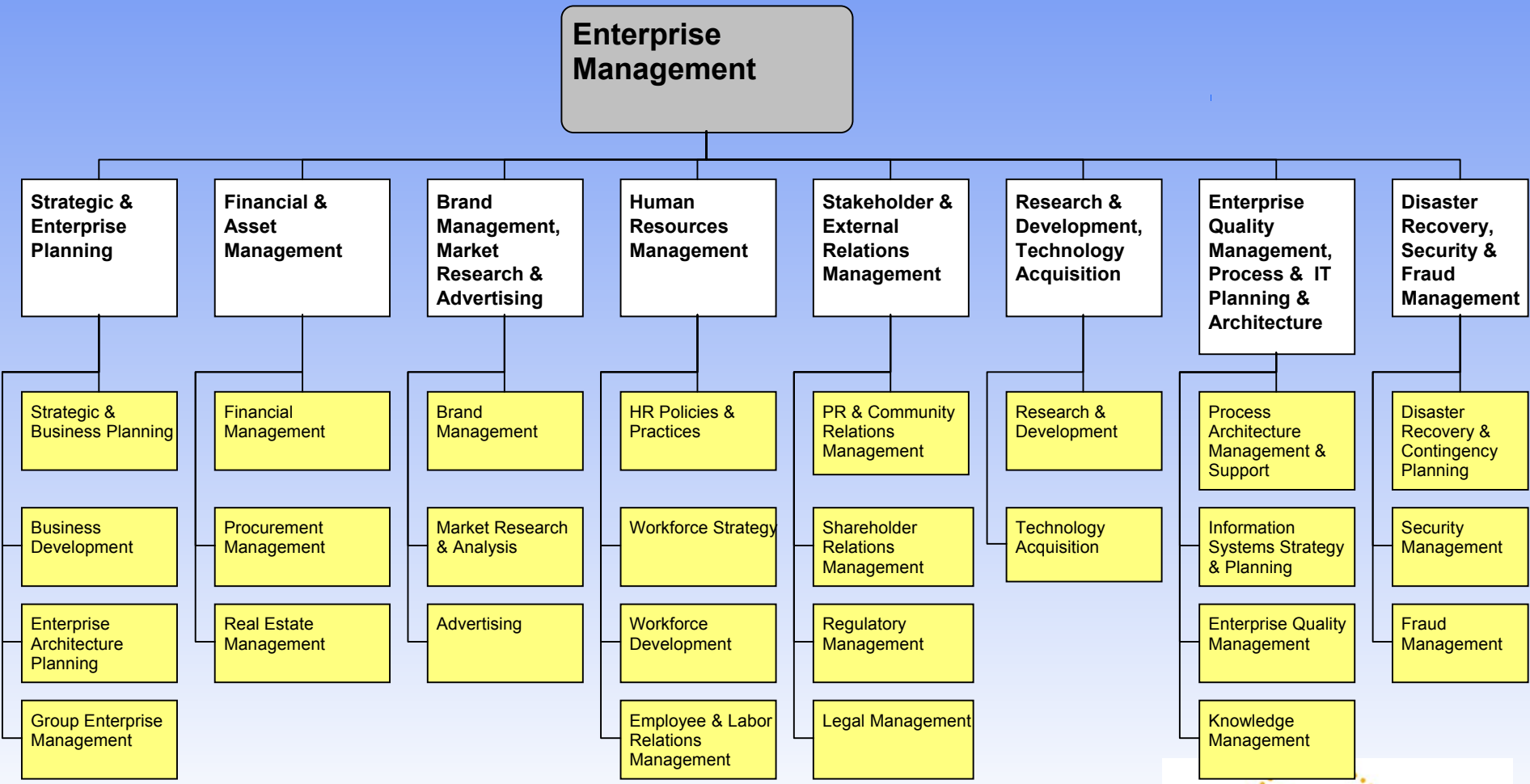
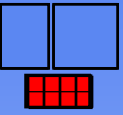
The SIP area



Strategy, Infrastructure & Product



The Enterprise Management Hierarchy



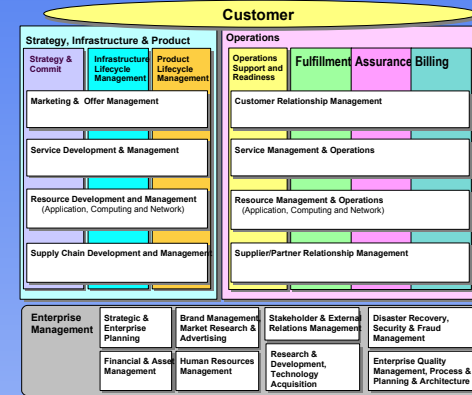
eTOM: Who Contributes?

Some of the companies who have participated in the ongoing eTOM development:

- Acterna, Amdocs, AT&T, British Telecom (BT), Casewise, Cisco Systems, Clarity International, Deutsche Telekom, France Telecom, Fraunhofer Fokus, Fujitsu, Intelliden, KPN, Lucent Technologies, MetaSolv, Motorola, Nortel Networks, NTT Comware, Orange, Popkin, Qinetiq, Qwest, Siebel, Sonera, Swisscom, Telcordia Technologies, Telecom Italia, Telefonica Moviles, Telia, Telstra, Tivoli Systems, Sprint, Worldcom

eTOM Releases

- eTOM GB921 v3.0 (TMF Approved) June 02
 - ❖ stable for use
- eTOM GB921a v0.8 (Member Draft) July 02
 - ❖ “snapshot” of selected draft process decompositions and flows
 - ❖ extends eTOM GB921 to further detail
 - ❖ subject to update and change within eTOM work
- eTOM end-year Report (Members only) Dec 02
 - ❖ summarizes work in progress and areas for comment
 - ❖ contains additional new draft decompositions, etc.
 - ❖ subject to update and change within eTOM work
- eTOM GB921 v3.5 May/June 03 (projected)
 - ❖ new stable eTOM release

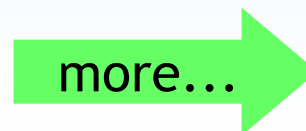


Ongoing work in TM Forum

- eTOM is prioritising business scenarios to guide the ongoing work
- Lower-level process decompositions are under development for the selected process areas
- Process flows to map the processes into the business scenarios are being defined
- eTOM is driving the Business View in NGOSS and linking with other activities, e.g. SID

Potential eTOM Applications

- The list below shows many (although not all) the ways in which eTOM can be applied by SPs, vendors, integrators, etc.
- ***Guiding the design of new Processes, Mapping existing processes***, Identifying and analyzing costs of business processes, Enterprise-level analysis of new business initiatives, Communicating Team and Individual accountabilities for projects, Analyzing and comparing project proposals for potential overlap, Framing tactical IT Architectures, Identifying gaps in existing Function Libraries, Assessing Workgroup preparedness for Solution Design, Rationalizing Workgroup roles, Evaluating proposed processes for completeness (checklist), Identifying other processes in an Enterprise, associated with a particular process (context), As an outline for documenting problem scope and requirements, Develop a consolidated view of end-to-end processes, Modeling the structure of Workgroups and Channels, Document Requirements so that they will be accurately understood by Vendors and Partners, A structure for Activity Based Costing elements, OSS development (e.g. in areas like Products, Services and Resources), OSS marketing and sales to identify areas of functionality, OSS partnership, to identify respective areas of functionality
- Many companies have already provided input on their own use of eTOM both internally and externally with Customers. Suppliers and Partners



Some eTOM Users...

	Communicating Team and Individual accountabilities for projects	Analyzing and comparing project proposals for potential overlap	Assessing Workgroup preparedness for existing Function Libraries	Identifying gaps in existing IT Architectures	Framing tactical IT Architectures	Identifying proposed processes for completeness	Evaluating proposed processes for Solution Design	Rationalising Workgroup roles	Developing a consolidated view of end-to-end processes	Modelling the structure of Workgroups and Channels	Structure for Activity Based Costing elements	Structure for Suppliers and Partners	Structure for Activity Based Costing elements	Structure for Suppliers and Partners	Structure for Activity Based Costing elements	Structure for Suppliers and Partners	Structure for Activity Based Costing elements	Structure for Suppliers and Partners	Structure for Activity Based Costing elements	Structure for Suppliers and Partners	Structure for Activity Based Costing elements	Structure for Suppliers and Partners
Accenture	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
Deutsche Telekom	X	X							X		X	X	X									
Ericsson	X	X						X	X				X									X
Infosys Technologies		X					X	X		X				X			X	X				X
IONA																					X	
Logica		X																				
MetaSolv																				X	X	X
NTT Commware	X	X		X																X	X	
Omega-Reason			X	X	X	X			X	X												
Oracle	X	X		X	X		X	X		X	X		X	X						X	X	X
Qinetiq	X	X		X	X	X	X	X		X	X											
Sonera							X	X					X									
Spacotel Syria																						
Telecom Italia Mobile	X			X						X	X		X									
TeleDanmark							X						X		X				X	X	X	
Telefonica Moviles		X		X				X		X	X		X									
Telecom Indonesia	X	X																				
Telekom South Africa	X	X		X			X			X	X									X		
Telstra	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
US Sprint	X	X	X	X	X					X			X									
Verdonck, Klooster & Assocs.				X							X											



Using eTOM: Examples

- Major US Service Provider using eTOM to clarify process implications for new projects under assessment - cost reduction from \$4m to \$160K achieved
- Major European Service Provider using eTOM as a “neutral” process framework to arbitrate process disputes between internal Business Units
- Major Australian Service Provider using eTOM as an “industry-standard” process framework to evolve its own business, and also drive system solutions and vendors to meet its needs

Conclusions

- eTOM provides an industry-accepted Business Process Framework supporting:
 - ❖ a process-oriented business model for use by Service Providers, Vendors, Integrators, etc.
 - ❖ A common understanding of business processes and their linkages applicable across the industry
 - ❖ a basis for customising and extending this common base to meet detailed, specific business needs
- eTOM includes definition and detail for:
 - ❖ process structure (hierarchy)
 - ❖ process decompositions (levels)
 - ❖ process flows (linkages)
 - ❖ process dynamics (behavior)
- eTOM is a major component in the NGOSS program aimed at fast, flexible integration of OSSs & BSSs
 - ❖ eTOM provides the map for the NGOSS Business View
 - ❖ NGOSS also addresses the rest of the development cycle

Thank You for Listening

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“Q&A”

