

Business Architecture, Engineering & Transformation

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# Telecommunications Business Process – eTOM Flows





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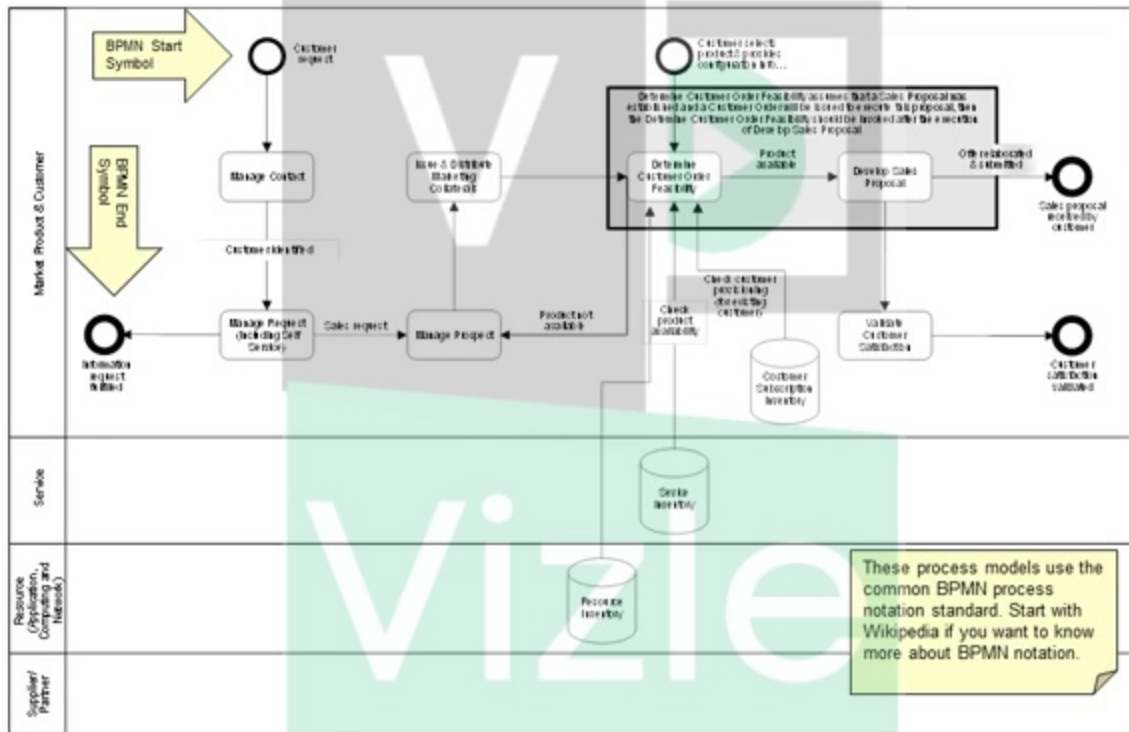
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## Understanding Process Flows: Processing eTOM Documentation

- While TMForum and eTOM documentation is not at all necessary to go through this presentation, if you are a TMForum member, then you will have access to the source documents.
- The latest eTOM materials can be found here:
  - Primary archive – PDF: <https://www.tmforum.org/resources/suite/gb921-business-process-framework-r14-5-1-pdf/>
  - Alternate archive – Word: <https://www.tmforum.org/resources/suite/gb921-business-process-framework-r14-5-1-word/>
  - Handy Poster: <https://www.tmforum.org/resources/standard/business-process-framework-etom-poster-framework-r14-5-etom/>
- Note that the TMForum update cycle is 6-months, so these links may change, in which case you will need to search on the TMForum site for the latest archive of refreshed eTOM documents.
- Much of the content and images for this PowerPoint walk-through come from:
  - “GB921E End to End Process Flows R13.5.0.docx”
- Keep in mind that there is no one “correct” process flow. The examples which follow are illustrative, and suppress detail when it is repetitive or cluttered.
- We’re now ready to begin with the first process flow ...

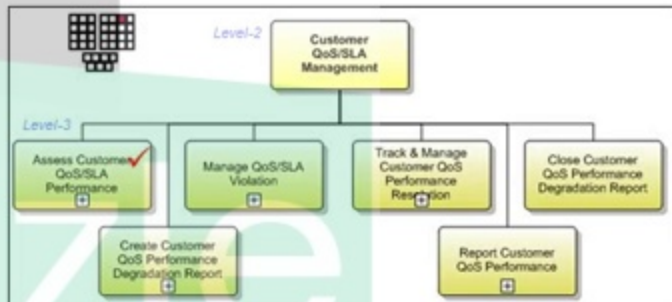
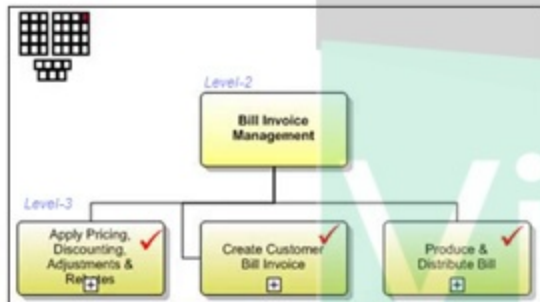
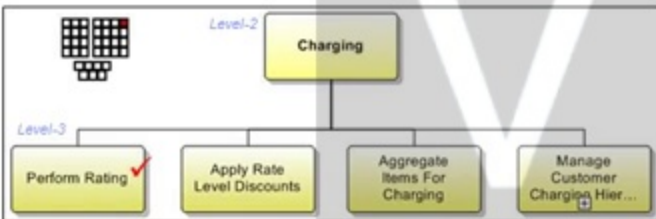


## Vizier eTOM Level-2 Decompositions, Part 2



Note: For Level-3 block details, consult TMForum GB921 Addendum D

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