

Business Process Framework (eTOM)

For The Information and Communications Services Industry

Addendum K:

Application Note: Construction Guidelines for Process Flows

GB921 Addendum K

Version 12.2



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Table of Contents

Notice	2
Table of Contents	3
List of Figures	4
List of Tables	5
Executive Summary	6
1. Overview	7
2. Business Process Flow Construction Drivers	8
3. Administrative Appendix	11
3.1. About this document	11
3.2. Document History	11
3.2.1. Version History	11
3.2.2. Release History.....	11
3.3. Acknowledgments.....	12



List of Figures

Insert if applicable



List of Tables

Insert if applicable

Executive Summary

The objective of this document is to provide key drivers to support the creation of business process flows based on Business Process Framework – eTOM.

The drivers indicated in this document do not cover all Framework processes but those are more common in the Fulfillment and Assurance verticals and involve key rules to be met during the construction of business process flows, to avoid conflict with the requirements embedded in the process model design.

This document is an Application Note, aiming to document an approach based on industry experience that can be used by a company in order to develop its own end-to-end process flows, which are adapted to its business needs.

Note that, as an Application Note, this material should not be read as normative – i.e. a single standardised approach – but rather as a representative mechanism that provides a useful base for others to build on. Other approaches are also possible. It is the goal of work like this to assist convergence for the industry, but not to impose a single approach, where there are other variations and alternatives that make sense.

1. Overview

The objective of this document is to provide key drivers to support the creation of business process flows based on Business Process Framework – eTOM.

The business process flows are a key factor in the development life cycle methodology once they provide the interactions and information exchange among the processes which take part of flows. Additionally these business process flows are a key tool to identify the contracts to implement the integration between the application components which implement those business processes.

Taking into account this context, it is important to assure the business process flows reflect the Framework rules and best practices and at the end of the day the integration solutions designed from the flows incorporate those best practices as well.

The drivers indicated in this document do not cover all Framework processes but those are more common in the Fulfillment and Assurance verticals and involve key rules to be met during the construction of business process flows, to avoid conflict with the requirements embedded in the process model design.

This document is an Application Note, aiming to document an approach based on industry experience that can be used by a company in order to develop its own end-to-end process flows, which are adapted to its business needs.

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2. Business Process Flow Construction Drivers

These drivers are focused on construction of business process flows in the Operations area.

- 1.1. Issue Order processes:** these processes are invoked by the Selling processes in the specific CRM layer due to a product selling or cancellation of a previous initiated order as well as by Track & Manage provisioning processes of the same layer due to a change to a previously issued order, or cancellation of a previously initiated order or upon completion of specific feasibility assessment previously undertaken; by Track & Manage problem or trouble in the same layer due to problem or trouble restoration activities; by Track & Manage performance resolution processes due to alleviate performance issues. The result issued order is sent to Track & Manage processes at the same layer to orchestrate and track the activities necessary to progress the order.
- 1.2. Close Order processes:** Once the Track & Manage fulfillment processes track the order life cycle, this means all changes of order status are monitored by these processes. Therefore, when all activities of a particular order were concluded, these processes change the order status to completed and the Close Order processes recognize this status and change the order status to close. Therefore Close Order processes are invoked by Track & Manage fulfillment processes.
- 1.3. Track & Manage fulfillment processes:** these processes receive information from others fulfillment processes at the same layer, except Report fulfillment and Close Order processes. The Track & Manage fulfillment processes invoke and/or provide information to Report fulfillment and Close Order processes and to Complete Customer Order specifically in the CRM layer. These processes invoke the Issue Order of the lower layers when there is (are) service(s), or resource(s) or S/P requisition(s). Additionally these processes can invoke the Track & Manage fulfillment processes in the lower layers asking for status. In similar way, these processes send status updates of fulfillment to the Track & Manage fulfillment processes of the upper layers. In particular, the Track & Manage Customer Order Handling processes invoke the Design Solution processes when a feasibility assessment is necessary. Note that Track & Manage fulfillment processes are involved when orders have been created.
- 1.4. Determine Customer Order Feasibility:** these processes are invoked by Develop Sales Proposal processes for checking feasibility of non-standard sales proposal. These processes invoke the Design Solution processes in SM&O layer for development of unique solution design to compose the proposal.
- 1.5. Design Solution:** these processes are invoked by Track & Manage Service Provisioning processes when it is demanded a feasibility assessment related to special and/or unusual requirements. Additionally these processes can be invoked by Determine Customer Order Feasibility processes.
- 1.6. Create Problem or Trouble Report processes:** these processes can be invoked by Manage Request processes indicating a problem with the purchased product communicated



by customer. Additionally these processes are invoked by Track & Manage Problem or Trouble at the same layer or from lower layers as a result of undertaken analysis.

- 1.7. Close Problem or Trouble Report processes:** Once the Track & Manage Problem or Trouble processes track the problem or trouble life cycle, this means all changes of problem or trouble status is monitored by these processes. Therefore, when all activities of a particular problem or trouble were concluded, these processes change the problem or trouble status to completed and the Close Problem or Trouble processes recognize this status and change the problem or trouble status to close. Therefore Close Problem or Trouble processes are invoked by Track & Manage Problem or Trouble processes.
- 1.8. Track & Manage Problem or Trouble processes:** these processes receive information from others problem and trouble management processes at the same layer, except Report problem and trouble, and Close Problem or Trouble processes. The Track & Manage Problem or Trouble processes invoke and/or provide information to Report problem or trouble and Close Problem or Trouble processes. These processes invoke the Create Problem or Trouble Report of the lower layers when there is (are) service(s), or resource(s) or S/P problem(s) and/or trouble(s). Additionally these processes can invoke the Track & Manage Problem or Trouble processes in the lower layers asking for status. In similar way, these processes send status updates of to the Track & Manage Problem or Trouble processes of the upper layers. These processes can invoke Issue Order processes in the same layer due to problem or trouble restoration activities.
- 1.9. Create Performance Degradation Report processes:** these processes can be invoked by Manage Request processes indicating a QoS performance degradation communicated by customer. Additionally these processes are invoked by Track & Manage Performance Resolution processes at the same layer or from lower layers as a result of undertaken performance analysis.
- 1.10. Close Performance Degradation Report processes:** Once the Track & Manage Performance Resolution processes track the performance degradation report life cycle, this means all changes of performance degradation report status is monitored by these processes. Therefore, when all activities of a particular performance degradation report were concluded, these processes change the performance degradation report status to completed and the Close Performance Degradation Report processes recognize this status and change the performance degradation report status to close. Therefore Close Performance Degradation Report processes are invoked by Track & Manage Performance Resolution processes.
- 1.11. Track & Manage Performance Resolution processes:** these processes receive information from others performance degradation management processes at the same layer, except Report performance and Close Performance Degradation Report processes. The Track & Manage Performance Resolution processes invoke and/or provide information to Report performance and Close Performance Degradation Report processes. These processes invoke the Create Performance Degradation Report of the lower layers when there is (are) service(s), or resource(s) or S/P performance degradation(s). Additionally these processes can invoke the Track & Manage Performance Resolution processes in the lower layers asking for status. In similar way, these processes send status updates of performance degradation to the Track & Manage Performance Resolution processes of the



upper layers. These processes can invoke Issue Order processes in the same layer due to performance degradation alleviation activities.

3. 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.

3.1. About this document

This document is an Application Note, aiming to document an approach based on industry experience that can be used by a company and adapted to its business needs.

3.2. Document History

3.2.1. Version History

Version Number	Date Modified	Modified by:	Description of changes
12.1	Feb 2012	Mike Kelly	Document launch - formatted as Application Note
12.2	Apr 2012	Alicja Kawecki	Minor formatting, cosmetic corrections prior to posting for Member Evaluation

3.2.2. Release History

Release Number	Date Modified	Modified by:	Description of changes
12.0	Feb 2012	Mike Kelly	Document launch - formatted as Application Note

3.3. Acknowledgments

This document was prepared by the members of the TM Forum Business Process Framework (eTOM) team.

However, special thanks to Jose Ricardo Bueno, at Telefonica, who provided the source material. His work in codifying the guidelines is much appreciated.