training
datasheets

training
datasheets

tmforum
training +
accreditation

AI fundamentals

(Course code - ODF-2304)

Expand your AI foundation: Learn a common, business-led approach to introducing AI to manage the surge in data usages and the introduction of 5G services.

The deployment of new technologies is critical to deliver and manage new services in the age of unprecedented data usage. Artificial intelligence (AI) is required to really take advantage of these technologies, to deliver the next generation of connected "5G" services, and to handle and process the vast amounts of consumer and network data.

Service providers and vendors need to embrace artificial intelligence and start planning how to manage their AI projects and AI product designs and introductions. TM Forum's AI Fundamentals course starts the journey to give you a deep dive on the challenges, models and governance of AI projects.

In this course, you will learn about the typical use-cases driving AI adoption and the challenges of introducing AI. It will explain TM Forum's AI models and lifecycle aimed at meeting these challenges.

course objectives

Service Providers:

- Equip you to use the AI Models and standards as a crucial aspect for the adoption and roll out of 5G.
- Enable you to understand the challenges around training data and its impacts on the business.
- Provide a solid foundation for scoping AI projects, planning the future and assessing the impact of change.
- Outline the criteria and steps along the journey to becoming a fully AI-driven CSP.
- Allow you to interact with your suppliers and partners using standard terminology and models.

Suppliers:

- Give you an understanding of how your product can use the AI models to enable easier integration into networks.
- Show how change projects can be better planned and executed through a deeper understanding of service provider processes.
- Allow you to interact with your customers and partners using standard terminology.

Format: Onsite | online | virtual

Level: Foundation

Duration: 1 day

Prerequisites: AI in Telecoms Overview ODF-1305 is recommended

who should attend?

This course is suitable for:

- Business managers, enterprise solution architects and AI practitioners.
- Data Scientists working for enterprise application providers or integrators.
- Anyone working at the practical level of data research and analytics and its impacts on the 5G roll outs.
- Engineers and Architects working on learning how to manage large amounts of data generated and distributed in the new networks.
- Anyone working in or beginning to investigate the field of AI and its challenges and practicalities in its rollout.

course syllabus

MODULE 1
Overview of AI in telecoms

MODULE 2
AI user stories

MODULE 3
Management standards for AI

MODULE 4
Creating an AI Data training repository

MODULE 5
AI maturity model & metrics

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material.

what to take next?

See how we can boost your performance using our coaching program www.tmforum.org/coaching/

AI in telecoms
overview

(Course code - ODF-1305)

Establish a foundation in Artificial Intelligence within the telecoms industry-the future for managing 5G networks, improving business agility and time-to-market.

TM Forum's AI in Telecoms Overview course is an essential first step in establishing your understanding of how Artificial Intelligence (AI) is changing the telecoms industry. The course takes you through the basic terminology and features of AI, including the key application areas within telecoms, aspects and challenges of managing an AI project at scale and some associated tools and models defined by TM Forum to help manage the road to successful AI rollouts.

This course provides the grounding you will need to go deeper into studying further AI training topics and provides you with an overview to help manage and understand AI projects. The course explains what AI is, what it can do in various areas of a telecoms business and, through case-studies, demonstrates the value that organizations have realized by using AI.

what will you learn?

Upon completion of this course you will be able to:

- Identify the various types and usages of AI.
- Understand the key areas of the telecoms industry where AI is being used and rolled out.
- Understand the impacts of AI in customer experience and the operations and maintenance of the network.
- Identify the key challenges and considerations for managing AI implementations at scale.
- Highlight the needs and basic concepts of the AI data model and how TM Forum are defining this model.
- Identify important areas which may affect the successful implementation of an AI strategy.
- Understand how an AI maturity model can help drive successful AI implementation.

Format: Online | onsite | virtual
Level: Awareness
Duration: 1 day
Pre-requisites: None

who should attend?

- Anyone involved in selecting, supporting or managing an AI Project.
- Anyone tasked with ensuring AI projects within telecoms deliver value to the business.
- Technical staff - as a foundation course before taking further TM Forum AI training.
- Sales and marketing staff - to understand the benefits that AI can bring to your products and services.
- Managers who want to understand AI principles to incorporate into transformation projects.
- Staff involved in procurement requests or responses - to learn and understand the benefits of applying AI principles to these documents.

course **objectives**

Service Providers:

- Introduce aspects of AI and how they can be used to provide business benefits to the service provider.
- Provide the same base knowledge and language across your organization.
- Provide you with an understanding of how to roll out AI projects effectively and efficiently.
- Equip your project teams with a consistent approach to managing and developing AI in your business.
- Enable you to create a more focused and less ambiguous RFx.
- Manage AI projects effectively and using the same terminology as your suppliers and partners to solve common pain points.
- Help you start on the route to skill certification for AI.

Suppliers:

- Allow consistency and clarity when understanding customer AI requirements.
- Equip you to be better prepared to respond to RFx.
- Help your sales and marketing teams speak the same language as your customers and present your products in the same terms.
- Give you an understanding of how your product can better fit your customers' AI requirements.
- Help you start on the route to skill certification for AI.

tmforum
training + accreditation

course **syllabus**

MODULE 1
What is AI? Definitions and background

MODULE 2
Why AI in telecoms? The big picture

MODULE 3
Managing AI at scale

MODULE 4
TM Forum's AI Data Model introduction

MODULE 5
Developing an AI strategy

MODULE 6
AI maturity model

MODULE 7
How is TM Forum helping to address the challenges?

course **certification:**

A course attendance certificate is issued on satisfactory completion of the course.

what to take **next?**

- AI Fundamentals ODF-2304

TAM application framework **fundamentals**

(Course code - ODF-2302)

Grouping functionality into recognizable applications to automate processes.

This course guides you through the concepts and principles, structure and many uses of the Application Framework.

The course explains how a standardized application map and decomposition can help to re-plan and streamline an application portfolio.

This engaging course provides practical experience of the use of the framework that can be applied in day to day work and includes exercises to test your learning as you go along.

Format: Onsite | online | virtual

Level: Foundation

Duration: 1 day

Prerequisites (recommended):
Open Digital Framework (ODF) Overview ODF-1001
Business Process Framework (eTOM) Fundamentals ODF-2201
Information Framework (SID) Fundamentals ODF-2301

course **objectives**

This course provides a detailed description of the Applications Framework, and how it may be used in practice by service providers and suppliers alike.

Participants will gain a detailed understanding of the structure and content of the framework, and will see several different uses for it, including some real-life examples of how the framework has been used and the benefits gained.

who should **attend?**

- Enterprise and Solution Architects
- Anyone involved in system selection or application portfolio rationalization
- Software vendors wishing to understand how service providers would use the framework

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with TM Forum. Find out more here.

skills path:

This course is on the following skill path:

- ODA System skill path

Find out more here.

course syllabus

MODULE 1

Framework introduction

MODULE 2

Framework key concepts and structure

MODULE 3

Extending the Framework

MODULE 4

Using the Framework

MODULE 5

Implementation case studies

what to take next?

- Business Process Framework (eTOM) Fundamentals ODF-2201
- Information Framework (SID) Fundamentals ODF-2301
- TM Forum Open API Fundamentals ODF-2401

eTOM

business process framework **fundamentals**

(Course code - ODF-2201)

Learn a common, business-led approach to rationalize the processes that run your business.

We all know that making the best use of all the assets you have is a best practice for any business. TM Forum's Business Process Framework Fundamentals course gives you everything you need to get started with one of the most well-known and widely-adopted standards in our industry to do just that!

Let us show you how TM Forum's Business Process Framework can be used to support a range of business objectives – developing process flows; defining project scope; planning, designing, testing and deploying applications, transforming business processes, supporting procurement requests, and many more.

With this class you will learn the common language of Business Process that many thousands of others around the world are speaking. You will add a new skill to your professional resume while helping your company to systematically improve the way it does business.

course **certification:**

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with TM Forum. Find out more here.

Format: Onsite | online | virtual

Level: Foundation

Duration: 1 day

Prerequisites: Open Digital Framework (ODF) Overview (ODF-1001) is recommended

who should **attend?**

This course is suitable for:

• Business managers, enterprise solution architects, process practitioners and quality managers

• Solution architects working for enterprise application providers or integrators

• Anyone interested in ensuring that a service provider business operates as efficiently as possible

• Anyone interested in gaining a better understanding of the relationship between the goals of the business and the supporting IT infrastructure

course objectives

Service Providers:

- Equip you to use the Business Process Framework to improve business efficiency across your organization.

- Enable you to systematically collect and re-use the knowledge that exists in your business to benefit from the knowledge you have while building a flexible and agile future approach.

- Provide a solid foundation for scoping projects, planning the future and assessing the impact of change.

- Impart a common understanding of the tasks involved in running your business and a common language to describe them.

- Allow you to interact with your suppliers and partners using standard terminology to eliminate miscommunications, missed opportunities and rework.

Suppliers:

- Teach you to speak the language of 90+% of the global service providers – interact with you customers and partners using standard terminology.

- Give you an understanding of how your product can better fit your customers' business process requirements so that you can meet their needs better and faster.

- Show how change projects can be better planned and executed through a deeper understanding of service provider processes.

what to take next?

- Business Process Framework (eTOM) Practitioners' Course
  ODF-3202

- Information Framework (SID) Fundamentals
  ODF-2301

- Application Framework (TAM) Fundamentals
  ODF-2302

- Customer Centricity Fundamentals
  ODF-2703

- Revenue Assurance Fundamentals
  ODF-2701

course syllabus

Course introduction & icebreaker

MODULE 1

Introduction to the Business Process Framework & its history

MODULE 2

Business Process Framework structure & navigation

MODULE 3

Business Process Framework in the ODF

MODULE 4

Examples of how to use the Business Process Framework

MODULE 5

Business Process Framework documentation

MODULE 6

Summary and next steps

skills path:

This course is on the following skill paths:

- Business process skill path
- ODA system skill path

Find out more here.

eTOM

business process framework practitioners' course

(Course code - ODF-3202)

How to use the Business Process Framework for an agile digital business.

This course provides advanced guidance for implementing the Business Process Framework within your organization, particularly as part of a business process transformation project. Its purpose is to provide you with advanced skills to enable you to use the Business Process Framework to maximize business efficiency and customer experience and propel your enterprise towards becoming a thriving agile digital business.

You will get comprehensive practical instruction on using, implementing and extending the Business Process Framework, with a particular focus on process decomposition, simplification and rationalization, which are essential for an agile digital business.

This is a hands-on style course where you will learn, practice and test your knowledge. Our expert instructor will guide you through examples, explain the key principles, give you the chance to work through carefully structured exercises and then explore suggested answers to the exercises.

Format: Onsite | online | virtual

Level: Practitioner

Duration: 2 days

Prerequisites:
Open Digital Framework (ODF) Overview ODF-1001 is recommended
Business Process Framework (eTOM) Fundamentals ODF-2201 is required

who should attend?

This course is suitable for anyone who:

- Wishes to extend their understanding and/or start implementing the framework
- Is or will be involved in a business process transformation project
- Needs to streamline processes
- Wants to reduce the cost of operations

what will you learn?

- How to implement the best practices and have a solid approach to implementing the framework
- When and how it can be used
- An essential new approach to processes which is vital for enabling an agile business. This includes learning practical methods for decomposing complex process into reusable process elements and reassembling the component parts into process flows guided by policy and dependency rules.

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with TM Forum. Find out more here.

course objectives

Service Providers:

- To provide practical, hands-on instruction for using and implementing the Business Process Framework to enable transformation and agility of your business.
- To develop the ability of your team to identify day-to-day improvements in business operations.
- To enable you to reap the benefits of the transition to network virtualization.

Suppliers:

- To assist you with deploying your products into an enterprise whose process model is based on the Business Process Framework.
- To understand how your customers process models are evolving so your products can keep pace.

SIs and Professional Services:

- To assist you with the integration and deployment of products into an enterprise whose process model is based on the Business Process Framework.
- To provide practical, hands-on instruction on implementing the Business Process Framework for your clients.
- To develop the ability to identify gaps and potential improvements in client business operations.

course syllabus

MODULE 1

Introduction

MODULE 2

The eTOM & business transformation

MODULE 3

Mapping the current state to the eTOM

MODULE 4

Process flows

MODULE 5

Bringing Business Process together – practical exercises

MODULE 6

Summary & wrap-up

what to take next?

- Information Framework (SID) Fundamentals ODF-2301
- Application Framework (TAM) Fundamentals ODF-2302

Or see how we can boost your performance using our coaching program www.tmforum.org/coaching/

skill path:

This course is on the following skill path:

- Business process skill path

Find out more here.

customer centricity
fundamentals

(Course code - ODF-2703)

The importance of understanding your customer as a means of increasing revenue and the interaction within the Open Digital Framework.

This course provides TM Forum's perspective on how to achieve Customer Centricity by leveraging the best practices developed by TM Forum members and the Open Digital Framework. Our best practices answer some of the most often posed questions to find pragmatic solutions to common challenges faced by organizations striving to transform their culture and processes for optimum customer experience excellence.

This course introduces a range of tools and approaches available to organizations who wish to adopt a more customer centric focus. It shows how to gain a clearer knowledge of your customers' behavior and intentions using data analytics; how to respond to customers through the channels that they choose (omnichannel), and how to use metrics to measure what matters to the customer as a yardstick of operational performance.

The course presents practical advice on how to plan and execute programs that will help acquire and retain customers and increase profitability through improved customer satisfaction.

what will you learn?

Exclusive to TM Forum training, you will learn about ways to measure customer experience including our industry-developed best practices:

- Customer Experience Management Maturity Model

- Customer Experience Management Business Metrics

And how to:

- Understand the key concepts & business drivers of customer centricity

- Apply TM Forum's Customer Lifecycle Model to better understand how a customer interacts with a Business throughout their "journey".

- Identify customer journeys and the touchpoints between you and your customers

Format: Onsite | online | virtual

Level: Foundation

Duration: 1 day

Prerequisites: Open Digital Framework (ODF) Overview ODF-1001 is recommended

who should attend?

- All staff who are both directly and indirectly customer facing, including product development, marketing, sales, billing, CSR, retail, support, IT systems and web designers etc., to understand the need to see your organization as customers see it.

- Managers and senior personnel who want to implement a customer centric based management approach across their organization.

- Anyone involved in a CEM implementation project who is unsure of where to start or what to do next

what will you
learn?

- Move from a technology-based approach to one based on the customers' perspective
- Create and apply use-cases to better manage a CC project
- Use data analytics and the Big Data Analytics Reference Model to drive personalized customer experiences
- Deal with customer journeys on the customer's terms and provide an 'omnichannel' experience
- And finally, how to measure success

course
certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with the TM Forum Customer Experience skill path. Find out more here.

what to take
next?

Customer Experience Management Practitioners' Course ODF-3704

course
syllabus

MODULE 1

What is a customer & what is customer experience?

MODULE 2

A customer-centric business

MODULE 3

The ODF & customer centricity

MODULE 4

Data analytics & maturity models

MODULE 5

Customer journeys

MODULE 6

Course review & wrap-up

skills
path:

The course is on the following skill path:

- Customer experience skill path

Find out more here.

customer centricity
practitioners' course

(Course code - ODF-3704)

The practical issues involved in implementing CEM and how to address them

Following on from the Customer Centricity Fundamentals course, the Practitioners' course develops the concepts introduced by considering how to use the Open Digital Framework and Maturity Models. In a workshop-style format the instructor shows how to plot Customer Journeys against the Customer Lifecycle Model and the value of using the use-case template to capture the interaction between the various actors and the business.

In addition, the course goes on to consider the implementation phase and how to best use TM Forum artifacts to help deliver success.

Format: Onsite

Level: Practitioner

Duration: 2 days

Recommended: Open Digital Framework and/or Business Process Framework (eTOM) Fundamentals ODF-2201

Required: Customer Centricity Fundamentals ODF-2703.

who should attend?

- Anyone who has taken the Customer Centricity Fundamentals course and now wants some practical guidance on how to make it happen

what will you learn?

This course brings you from the "What" to the "How". In the Customer Centricity Fundamentals course, you learned the basic concepts of CEM and demonstrated how TM Forum Open Digital Framework (ODF) can help an organization to implement a more Customer Centric approach. This workshop-style course focuses on how this can be achieved.

Participants will see how TM Forum artifacts and best practices can be used to

- Scope the initial customer experience improvement project
- Identify the actors involved
- Utilize the power of Big Data and Analytics to better understand your customers
- Establish the "As-Is" by applying the Maturity Model to establish the starting point
- Identify what you are good and bad at
- Create the project and set success factors
- Implement the project

course objectives

Service Providers:

- Learn how to actively manage your customers to benefit your business
- Measure the contribution customer experience improvements make to your bottom line
- Learn about the key considerations when implementing a customer experience improvement project

Service Providers:

- Service Providers are your customers. Learn what is important to them and how to apply the apply the Customer Centric approach as their supplier so that you are consequently supporting the needs of their customers.

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is no knowledge certification exam associated with this course, however progress through the course content as part of the workshop is monitored and assessed. Passing this assessment in the course, counts toward Skill certification with the TM Forum Customer Experience skill path. Find out more here.

course syllabus

MODULE 1

Introduction & review of the Fundamentals course

MODULE 2

How do we understand our customers?

MODULE 3

How do we begin to manage our customers?

MODULE 4

The implementation project

MODULE 5

Course review & wrap-up

The course is augmented by workshop class discussions and exercises led by the instructor

skill path:

This course is on the following skill path:

- Customer experience skill path

Find out more here.

what to take next?

See how we can boost your performance using our coaching program www.tmforum.org/coaching/

Assess the relative maturity of your organization's Customer Experience Management with a Maturity Assessment: www.tmforum.org/assessments/

digital business ecosystems fundamentals

(Course code - ODF-2203)

Understand how TM Forum's best practices are used to enable IoT services and create digital business ecosystems

The way we do business and offer services is transforming, with the delivery of IoT services often involving complex groupings of partners and suppliers. With the complexity of multiple partners, business models and stakeholders it gets complicated very quickly!

Using industry best practices and the ecosystem modeling framework, this training course will enable you to understand how ecosystems are changing the fundamentals of the business world and introduces a common language, a way of thinking and a methodology to help you address the challenges and opportunities in this space.

A variety of industry use cases will be reviewed to see how the concepts covered are put into practice.

what will you learn?

- Key concepts and elements of a business ecosystem
- Understand the relationship between business ecosystems and business models
- TM Forum's B2B2X Business scenario blueprint for digital business ecosystem projects
- Use the Business Model Canvas to develop business models, and how other business canvases can be used for platform business models.
- Understand how TM Forum's Partnering guide is used to define the financial, operational and contractual relationships between ecosystem stakeholders.
- Learn why the Platform business model is so important for many digital business ecosystems
- How TM Forum's business ecosystem modelling tool is being used by CSPs, vendors and system integrators to develop new business models and ecosystems.

Format: Onsite | online | virtual

Level: Foundation

Duration: 1 day

Pre-requisites (recommended): Open Digital Framework (ODF) Overview ODF-1001
An interest in delivery of IoT services and business ecosystems

who should attend?

This course is suitable for:

Anyone who wants to learn about ecosystems, business or technical. This course is appropriate for most levels of experience.

what will you learn?

Exclusive to TM Forum training, you will learn about ways to apply TM Forum's best practices to accelerate your ecosystem projects:

- TM Forum B2B2X Business Scenario Methodology
- TM Forum Partnering Guide
- TM Forum Business Ecosystem Modelling Tool, CurateFx

what to take next?

Digital Business Ecosystems Practitioners' Course ODF- 3201

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts towards the Digital ecosystem skill path. Find out more here.

course syllabus

MODULE 1
What is a business ecosystem?

MODULE 2
What are the key components of a business ecosystem?

MODULE 3
Platforms and ecosystems in action

MODULE 4
TM Forum B2B2X business scenario blueprint - ecosystem modeling framework

MODULE 5
Key TMF assets to support the ecosystem modeling framework

MODULE 6
TM Forum partnering guide defining the relationships between ecosystem stakeholders

MODULE 7
How the TM Forum tool, CurateFx, is being used to develop new business models and ecosystems?

MODULE 8
Wrap up and review

skill path:

This course is on the following skill path:

- Digital ecosystem skill path

Find out more here.

digital business ecosystems
practitioners' course

(Course code - ODF-3201)

Using TM Forum's best practices to define, design, model and scope digital business ecosystems

Digital ecosystems can involve huge complexity, with multiple partners, business models and stakeholders to be managed. This training course will arm you with a practical, hands-on methodology to define and design business models and business ecosystems and to scope the key elements required to deliver IoT, platform or ecosystem-based services.

This interactive and practical training course introduces how TM Forum's best practices models, the new ecosystems framework, guidelines and blueprints can be used to design and define business ecosystems based on key inputs, impacts, drivers and business models that should be considered for IoT or digital products or services projects.

Attendees will build up knowledge throughout the day-long course, using case studies and examples, ecosystem stakeholder role-play and sharing learnings through a collaborative and iterative approach to gain practical experience of modelling a detailed business ecosystem.

Format: Onsite

Level: Practitioner

Duration: 1 day

Pre-requisites: Digital Business Ecosystems Fundamentals ODF-2203 is required

who should attend?

- Anyone involved in a digital transformation implementation project who is involved in designing, defining or managing business ecosystems.

- Anyone who needs to understand the key components of a business ecosystem and how to use best practices to model business ecosystems.

- An organization's digital transformation team and department heads accountable for delivering the necessary change or for defining the business ecosystem strategy

- Consultancy or System Integrator (SI) teams working on a client's transformation project that involve strategic and tactical impacts on business ecosystems.

- Business and technical people who are working on digital transformation projects and need to model or update business ecosystems required for new digital services.

what will you learn?

- How to use a collaborative and iterative approach to design, define and model a business ecosystem.

- TM Forum best practices for the modelling of business ecosystems using the B2B2X business ecosystem framework methodology.

- How to capture key business drivers, stakeholder problem statements and overall value statements which are key inputs to modelling a successful business ecosystem.

what will you learn?

- Define business scenarios and ecosystems, products / services by using the Osterwalder Business Canvas to create different perspectives of the business model.

- Explore different methods of using a Business Model Canvas and learn why to consider using other canvases.

- Create a visual representation of the ecosystem and partner relationships in an ecosystem diagram using the TM Forum Partnering Guide and Open APIs.

- Use different methods to organize the stakeholders in an ecosystem diagram to provide greater context and clarity.

- Scope the project using the common language of TM Forum Open Digital Framework (ODF) by tagging elements and assigning stakeholders.

- Identify gaps or inconsistencies within the ecosystem and across the entire business scenario.

- Understand the importance of collaboration and the methods available to share data from the business ecosystem across your organization.

Exclusive to TM Forum training, you will learn about ways to apply TM Forum's best practices to accelerate your ecosystem projects:

- TM Forum B2B2X Business Scenario Methodology
- TM Forum Partnering Guide
- TM Forum Business Ecosystem Modelling Tool, CurateFx

course syllabus

MODULE 1
Review of business ecosystem definitions, components and examples?

MODULE 2
Catalyst walk-through

MODULE 3
Practical exercise - Iteration approach overview

MODULE 4
Practical exercise Iteration 1 -definitions and Level 1 ecosystem modelling?

MODULE 5
Practical exercise Iteration 2 - review and add 2nd level ecosystem stakeholders and create business models for primary stakeholders.

MODULE 6
Practical exercise Iteration 3 - business capabilities mapping, ODF mapping and remaining scoping elements

MODULE 7
Review & wrap up

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts towards the TM Forum Digital Ecosystem skill path. Find out more here.

skill path:

This course is on the following skill path:
- Digital Ecosystem skill certification
Find out more here.

next steps?

See how we can boost the impact of this training using our coaching program:

https://www.tmforum.org/coaching/

DMM digital maturity model practitioners' course

(Course code - ODF-3201)

The importance of having the right transformation team and approach to driving your digital transformation.

This interactive training course provides TM Forum's perspective on how to more effectively approach digital transformation by leveraging the TM Forum Digital Maturity Model (DMM) . The objective is to prepare transformation facilitators who are involved in the implementation of digital transformation programs.

TM Forum's DMM assessment tool helps answer the most frequently posed questions on the common challenges of improving and transforming organizations digitally for optimal business success. It also provides guidance to find pragmatic solutions to those challenges where answers and direction aren't clear.

This training course introduces a range of tools and approaches for helping practitioners drive transformation from the perspective of customer centricity and business results. It shows how to gain a clearer understanding of your organization's current digital capabilities (e.g. its "As Is" state), the importance of those capabilities to your organization and how to define a roadmap of realistic targets for attaining the desired "To Be" digital transformation state.

Our expert trainer will present practical advice on how to plan and execute programs that will help drive your transformation, with a focus on achieving improved customer satisfaction, increased revenues and reduced costs.

Format: Online | onsite

Level: Practitioner

Duration: 1 day

Prerequisites: Digital Maturity & Transformation Fundamentals ODF-2101 is recommended

what will you learn?

Exclusive to TM Forum training, you will learn about ways to measure digital maturity and transformation team preferences using our industry-developed and partner network best practices:

- TM Forum Digital Maturity Model

And how to:

- Navigate the TM Forum DMM and understand its structure and content

who should attend?

This practitioner level course is suitable for:

- An organization's digital transformation team and department heads accountable for delivering the necessary change

- People who understand the customers of the organization and their needs including customer facing staff, product managers, marketing, sales, CSR, billing, retail, IT, web designers, procurement and commercial contracts people.

- Managers and other senior personnel who want to measure their digital maturity and implement a digital transformation program across their organization to achieve improved customer satisfaction and profitability.

- Consultancy or SI teams working on a client's transformation project.

what will you
learn?

- Navigate the TM Forum DMM and understand its structure and content
- Structure your digital maturity & transformation project within your organization
- Identify owners and participants for the survey effort
- Implement the process for undertaking a TM Forum DMM Assessment within your own or client organization
- Apply the TM Forum's DMM in your own or client organizations to baseline their current digital capabilities in each of the 6 key dimensions
- Determine the importance of these capabilities in underpinning the business success of the organization
- Understand the results, analyze and implement the survey output data
- Engage with your stakeholders and position your digital transformation program
- Set an agreed "To Be" future state target for each of the digital capabilities
- Move from a siloed transformation approach to one which is more holistic
- Ensure you are setting up for transformation and business success through understanding how individually and collectively you can make a game-changing impact to your digital journey
- Create and maintain the digital transformation momentum
- And finally, how to measure the success of your digital transformation program effort

what to take
next?

See how we can boost your performance using our coaching program www.tmforum.org/coaching/

www.tmforum.org/training

course
syllabus

MODULE 1

What is Digital transformation and why is it needed?

MODULE 2

TM Forum's Digital Maturity Model (DMM)

MODULE 3

The Digital Maturity Model and digital Transformation project

MODULE 4

Reviewing the outputs of the DMM assessment

MODULE 5

Summary and wrap up

The course is augmented by instructor-led class discussion

skill
path:

This course is on the following skill path:

- Digital transformation skill path

Find out more here.

course
certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts towards the Digital transformation skill path.

digital maturity & transformation
fundamentals

(Course code - ODF-2101)

An introductory course describing digital transformation and maturity, its importance and key drivers.

Get an introduction to TM Forum's perspective on digital maturity and transformation why it is important and how to get the organization's digital transformation started and / or accelerate its progress.

Use industry best practices and TM Forum models, guidelines and blueprints, learn the concepts of being digital, digital maturity and transformation, understand the background on what is driving these changes and get practical guidance on how to plan and execute programs that will help drive your organization's digital transformation.

While senior management often initiates and drives digital maturity and transformation within an organization, the responsibility for implementation often lies with every employee. The success of the transformation relies on their ability to understand, internalize and apply these ideas while clearly understanding what digital maturity and transformation means to their job, their company and their industry. The course explains how to introduce, approach and manage digital transformation by leveraging TM Forum's digital transformation toolbox including the Open Digital Framework and the Digital Maturity Model (DMM).

Format: Onsite | online | virtual
Level: Foundation
Duration: 1 day
Prerequisites: None

who should attend?

- All staff directly or indirectly involved in delivering a digital transformation effort.
- Anyone involved in a digital transformation implementation project who is unsure of where to start or what to do next.
- An organization's senior executives and its Board of Directors.
- An organization's digital transformation team and department heads accountable for delivering the necessary change.
- Managers and other senior personnel who want to measure their digital maturity and implement a digital transformation program across their organization to achieve improved customer satisfaction and profitability.
- Consultancy or System Integrator (SI) teams working on a client's transformation project.

skills path:

This course is on the following skill path:

- Digital transformation skill path

Find out more here.

what will you learn?

- Understand how the TM Forum Digital Maturity Model relates to the digital transformation journey
- Understand Digital Maturity assessment tooling and how it relates to Open Digital Framework (ODF)
- Learn the Digital Maturity Model dimensions & structure
- Understand the DMM assessment calculation mechanism and deliverables
- Understand the TM Forum Digital Maturity assessment project scoping and approach
- Understand the TM Forum Digital Maturity assessment project transition steps toward the digital transformation journey

what to take next?

Digital Maturity Model (DMM) Practitioner Course
ODF-3201

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts towards the TM Forum Digital Transformation skill path. Find out more here.

course syllabus

MODULE 1

Digital transformation journey context, drivers & tools

MODULE 2

TM Forum's Digital Maturity Model (DMM) introduction

MODULE 3

TM Forum's Digital Maturity Model (DMM) structure

MODULE 4

Project options for running a DMM assessment

MODULE 5

DMM key metrics

MODULE 6

The Digital Maturity Model and digital transformation project

MODULE 7

Reviewing the outputs of the DMM assessment

The course is augmented by instructor-led class discussion

SID

information framework fundamentals

(Course code - ODF-2301)

Learn to implement TM Forum's common information model to improve your company's agility, flexibility and accuracy.

Speaking the same language, understanding the meaning of the words used and having access to information is of vital importance to the success of any business. A common information model provides the definitions that you need to bring your common language to life in your business.

TM Forum's Information Framework Fundamentals training course helps you get started and then reach implementation stage quickly by taking the guess work out of creating a common information model. We'll show you how to take the thousands of words and concepts related to managing a business and create a common and simple way to define and communicate them, all based on the TM Forum Information Framework which is widely used by thousands of service providers and suppliers around the world.

Learn to avoid common misunderstandings by using a standardized format to identify and define entities, their attributes and their relationships with each other, saving you hundreds of hours of project work.

With this class you will also add a new skill to your professional resume while helping your company systematically improve the way it does business.

Format: Onsite | online | virtual

Level: Foundation

Duration: 1 day

Prerequisites (recommended):
Open Digital Framework (ODF) Overview ODF-1001
Business Process Framework (eTOM) Fundamentals ODF-2201

who should attend?

- Software designers
- Systems integrators
- Data modelers
- Solutions Architects
- Anyone creating or responding to a procurement request, such as a Request for Proposal
- Anyone involved in managing or developing a support architecture

www.tmforum.org/training

course objectives

To acquire knowledge to model any aspect of corporate information and produce software solutions that are easier to develop and integrate, easier to sell; designed for flexibility.

To better understand the role of information/ data in providing the overall solution, highlighting:

- The importance of consistent terminology in streamlining and accelerating projects.
- The ability to more easily bring offerings to market due to flexibility built into solutions that are based on common information models.
- The ability to source the right solutions to satisfy the information requirements that enable you to run your business more effectively.

what to take next?

- Information Framework (SID) Practitioners' Course ODF-3302
- Open API Fundamentals ODF-2401
- Business Process Framework (eTOM) Fundamentals ODF-2201
- Application Framework (TAM) Fundamentals ODF-2302

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with TM Forum. Find out more here.

what will you learn?

MODULE 1

Introducing the Information Framework

MODULE 2

Overview of the Information Frameworks role within the Open Digital Architecture

MODULE 3

Information Framework - What is it?

MODULE 4

Practical uses of the Information Framework for the wider community

MODULE 5

Common Information entities

MODULE 5

Summary & Wrap-up

skills path:

This course is in the following skill paths:

- Information Framework skill path
- Open API skill path
- ODA Component skill path
- ODA System skill path

Find out more here

SID

information framework
practitioners' course

(Course code - ODF-3302)

Practical guidance in applying, extending and using the Information Framework

The Information Framework practitioners' course offers theory and practice on the use of the Information Framework, including how to extend and implement it by applying modeling patterns and extension guidelines. For example, learn how to add support for new offerings to the market without changing the model or learn how to add your own extensions to the model.

Walk through examples of how TM Forum members are putting the Information Framework to use in their organizations and learn practical guidelines to transform the information model to the data model.

Through instructor-facilitated exercises in which attendees practice newly gained skills, this workshop enables attendees to effectively put the Information Framework to use within their own organizations.

what will you learn?

- How the Information Framework can be introduced into an enterprise
- The Information Framework modelling patterns and how they can be used
- How to employ the guidelines when extending/implementing the Information Framework
- Transform the Information Framework information model to the Information Framework data model
- Identify opportunities for using the Information Framework
- Quantitatively justify the use of the Information Framework

Format: Onsite

Level: Practitioner

Duration: 2 days

Prerequisites:
Open Digital Framework (ODF) Overview ODF-1001 is recommended
Information Framework (SID) Fundamentals ODF-2301 is required.

who should attend?

- Anyone who has attended the Information Framework Fundamentals course and who wishes to have a greater understanding of the modeling techniques identified in that course.
- Anyone wishing to develop their knowledge of how the Information Framework can be implemented, developed and used, day to day.

course
certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with TM Forum. Find out more here.

what to take
next?

- Business Process Framework (eTOM) Fundamentals ODF-2201
- Application Framework (TAM) Fundamentals ODF-2302
- Or see how we can boost your performance using our coaching program www.tmforum.org/coaching/

skill
path:

This course is on the following skill path:

- Information Framework skill path

Find out more here.

course
syllabus

Case studies of practical uses of the Information Framework throughout the workshop. Instructor facilitated exercises.

MODULE 1
Introduction

MODULE 2
In depth understanding of the structure of the Information Framework (SID)

MODULE 3
In depth understanding of the structure of the Information Framework (SID)

MODULE 4
Practical uses of the Information Framework

MODULE 5
Linkage to other TM Forum activities

MODULE 6
Summary & wrap-up

ODA components
fundamentals

(Course code - ODF-2403)

A technical overview of the building blocks of TM Forum's Open Digital Architecture (ODA).

Open Digital Architecture (ODA) is a blueprint for modular, cloud-based, open digital platforms that can be orchestrated using AI.

ODA-compliant components are interoperable software building blocks that run service provider businesses, enabling the industry to invest in IT for new and differentiated services instead of maintaining customized legacy code and interfaces.

This multi-module training course is designed to provide attendees with all the basic concepts of ODA components and why TM Forum is developing them.

course
objectives

- To provide an awareness of why the industry is moving to a microservices based architecture, what this means, and why TM Forum members think it's important. After attending this course, students will be able to understand the concept, the jargon, the business drivers, and the overall objectives of introducing and using ODA Components.

Format: Virtual | online

Level: Foundation

Duration: 1 day

Prerequisites (required):

Information Framework (SID) Fundamentals ODF-2301
Open API Fundamentals ODF-2401

who should
attend?

This course is suitable for:

- API Designers, Enterprise Architects, API Developers, SOA Architects, Solutions Architects

- Managers, Project Managers, Business Analysts

- Anyone involved in managing or developing a support architecture.

- Those that are not directly involved in ODA component development or are starting to learn more details with the aim of developing the ODA components

what will you learn?

Through the series of modules, the student will be exposed to the following aspects of ODA and ODA Components:

- The business challenge and introducing the Open Digital Framework and the TM Forum's approach to meeting these challenges.

- What microservices are and why they are an attractive alternative to traditional software applications and their use in ODA.

- Some of the terminology used within ODA and the use of components.

- The differences between regular microservices and the use of TM Forum's ODA Components.

- The ODA Reference Implementation and Canvas is helping to standardize components.

- The structure of an ODA Component in more detail

- The relationship between an ODA Component and other TM Forum artefacts – Business process and Information Frameworks etc.

- How the developed Components are being mapped to the ODA Functional Architecture

- Current component development process, the guiding principles and architecture "golden rules".

- The challenges businesses could face when implementing a Components-based architecture

course syllabus

MODULE 1

Introduction to ODF and ODA Components

MODULE 2

The move to microservices & the ODA

MODULE 3

The structure of ODA Components

MODULE 4

ODA Components – models & interactions

MODULE 5

Development & implementation challenges

MODULE 6

Summary & next steps

skills path:

This course is on the following skill paths:

- ODA Component skill path

Find out more here.

what to take next?

- ODA Components Practitioners (coming soon) ODF-3406

- Business Process Framework (eTOM) Fundamentals ODF-2201

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward Skill certification with TM Forum. Find out more here.

open API
fundamentals
(Course code - ODF-2401)

Introducing the key concepts of TM Forum Open APIs as part of the Open Digital Architecture (ODA) and how they enable business agility and interoperability

TM Forum's suite of Open APIs was developed collaboratively to dramatically improve business and IT agility and interoperability and now form the cornerstone of the Open Digital Architecture (ODA) project. They unlock a range of growth opportunities for communications services providers (CSP) and their ecosystem partners and suppliers by enable partnering, driving innovation by enabling the exposure and monetization of new products and services, while reducing the complexity and cost of operations and reducing the time to market.

This course introduces TM Forum's Open APIs to explain the key concepts and provide real-life examples to show why they are unique, how they are structured and how they relate to TM Forum's Open Digital Architecture (ODA) so that you can begin deploying them in your business.

what will you learn?

- Understand TM Forum's Open APIs and the related technologies like REST.
- Learn how the TM Forum's Open APIs are structured and how to access them in the API Portal.
- Learn about the available APIs in the Portal and some ways they can be used. Get a view to new APIs in development.
- Understand how the TM Forum Open APIs are related to the Forum Information Framework and the Open Digital Architecture (ODA)
- Understand the design patterns of the REST APIs and how all TM Forum's Open APIs are based on these patterns.
- Understand how the TM Forum Open APIs REST Resource Model is related to the TM Forum Information Framework.
- Understand tooling and TM Forum Open API Conformance.

Format: Onsite | online | virtual

Level: Foundation

Duration: 1 day

Prerequisites:
Open Digital Framework (ODF) Overview ODF-1001 is recommended
Information Framework (SID) Fundamentals ODF-2301 required

who should attend?

- API Designers, Enterprise Architects, API Developers, SOA Architects
- Managers, Project Managers, Business Analysts

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts towards the TM Forum Open API skill certification track. Find out more here.

course objectives

Service Providers and Ecosystem Partners:

- Understand how to use TM Forum Open APIs across your ecosystems to achieve agility, interoperability, and the consistent deployment of new products and services.

Suppliers:

- Respond to and meet the needs of service providers
- Understand why your products and services should align with and conform to the standardized Open API requirements of service providers and ecosystem partners.

skill path:

This course is on the following skill paths:

- Open API skill path
- ODA Component skill path
- ODA System skill path

Find out more here.

what to take next?

- TM Forum Open API Practitioners' Course ODF-3402

course syllabus

MODULE 1

Introduction to REST APIs

MODULE 2

Open API introduction and basic API structure

MODULE 3

Open API design patterns

MODULE 4

Open APIs and ODA (Open Digital Architecture)

MODULE 5

Open APIs relationship to the Information Framework and the Data Model

MODULE 6

Tooling, sandbox and conformance

MODULE 7

Course review and wrap-up

open API
practitioners' course

(Course code - ODF-3402)

In-depth knowledge and practical skills for using, extending, designing and implementing TM Forum Open APIs in line with the new Open Digital Architecture (ODA)

TM Forum Open API Practitioners' Course gives you the opportunity to practice using and extending the widely-adopted family of TM Forum Open APIs as well as techniques used when implementing the APIs. It is designed as a follow-on course after completion of the introductory TM Forum Open API Fundamentals course, when you wish to develop your practical knowledge of how the Open APIs can be used. This course enables you to effectively implement the Open APIs within your organization.

This is a two-day course, offered in person to ensure a balance of classroom style education and interactive, hands-on exercises to maximize your learning. It will take you through detailed lab-based exercises to ensure a significant depth of knowledge and practical skills are attained over the course of the program.

what will you learn?

During this course you will:

- Review the many uses of the TM Forum Open APIs, and complete exercises to gauge your level of understanding
- Learn how to use the TM Forum Open APIs for scoping projects and implementing end to end scenarios
- Understand how to model the TM Forum Open API operations and notification payloads in JSON
- Learn when and how to extend existing TM Forum Open APIs to implement specific requirements
- Understand when and how to create new TMF Open APIs with a focus on the specification process and Swagger
- Understand how to implement TM Forum Open APIs by looking at examples of existing implementation strategies
- Understand TM Forum Open API design and testing tools

Format: Onsite

Level: Practitioner

Duration: 2 days

Prerequisites (required):
TM Forum Information Framework (SID) Fundamentals ODF-2301
TM Forum Open API Fundamentals ODF-2401

who should attend?

- API Designers, Enterprise Architects, API Developers, SOA Architects
- Managers, Project Managers, Business Analysts

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts towards the TM Forum Open API skill certification track. Find out more here.

course
objectives

The overall aim is to enable you to to become an expert at using TM Forum Open APIs in your projects.

Service Providers and ecosystem partners:
- Respond to and meet the needs of service providers
- Understand how to align your products and services so that they conform to the standardized Open API requirements of service providers and ecosystem partners.

Suppliers:
- Respond to and meet the needs of service providers
- Understand how to align your products and services so that they conform to the standardized Open API requirements of service providers and ecosystem partners.

skill
path:

This course is on the following skill path:
- Open API skill path

Find out more here.

what to take
next?

- TM Forum Information Framework (SID) Practitioners' Course ODF-3302
- Or see how we can boost your performance using our coaching program www.tmforum.org/coaching/

tmforum
training + accreditation

course
syllabus

MODULE 1

Pre-course exercise and Open APIs overview

MODULE 2

Using the TM Forum Open APIs

MODULE 3

TM Forum Open APIs modeling

MODULE 4

Extending TM Forum Open APIs

MODULE 5

Designing new TM Forum Open APIs

MODULE 6

Implementing TM Forum Open APIs

MODULE 7

Using TM Forum Open API design and testing tools

MODULE 8

API Certification

MODULE 9

Open Digital Architecture and Open APIs

MODULE 10

Open API migration strategy and the strangler pattern

MODULE 11

TM Forum Open APIs and microservices

ODF open digital framework awareness

A high-level introduction to the future of architecture for telecommunications, why it is needed and its basic principles and building blocks.

The Open Digital Framework (ODF) comprises tools, code, knowledge and standards that have been developed by TM Forum member organizations. The aim is to transform business agility, enable simpler IT solutions that are easier and cheaper to deploy, integrate and upgrade, and to establish a standardized software model and market which benefits all parties.

Building on TM Forum's rich history in leading IT and operational transformation, this Open Digital Framework Awareness course introduces this new architecture and the set of best practices to achieve digital transformation.

Format: Online
Level: Awareness
Duration: 2hrs (Self-paced)

who should attend?

This course is suitable for:

- Anyone involved in managing or developing a support architecture or wanting a quick review of this new architecture without the need for deep technical knowledge.

what will you learn?

- Introduction to architecture and design
- Basic principles and concepts of an Open Digital Architecture
- When and how an Open Digital Architecture can be used and implemented

ODF

open digital framework
overview

(Course code - ODF-1001)

A high-level overview of the next-generation management architecture for telecom service providers.

In this course you will learn how TM Forum's Open Digital Framework (ODF) library supports project delivery lifecycles, why TM Forum's Open Digital Architecture (ODA) is needed and understand its principles and building blocks.

Take this overview to understand how to transition legacy architecture and systems to the Open Digital Architecture (ODA) standard using the assets from the ODF. ODA is a modern digital architecture that delivers flexible, configurable IT capabilities based on the principles of loose coupling. It simplifies the transformation, management and operation of an IT estate using modern data and rule-driven software engineering techniques. It is a target business architecture that addresses more than just technology and comprises several areas of interest.

The training course is delivered by our expert trainers over several modules, covering each part of ODF to give you insights and awareness.

course
certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts towards all TM Forum Skill paths. Find out more here.

Format: Virtual | online
Level: Foundation
Duration: 2 days
Prerequisites: None

who should
attend?

This course is suitable for:

- API Designers, Enterprise Architects, API Developers, SOA Architects, Solutions Architects

- Managers, Project Managers, Business Analysts

- Anyone creating or responding to a procurement request, such as a Request for Proposal (RFP)

- Anyone involved in managing or developing a support architecture.

course objectives

- To provide a high-level, introductory overview of how ODF supports transformation projects and to provide insights into the ODA. Each module covers a specific part of ODF and its interactions with the overall architecture.

what will you learn?

- Basic principles and concepts of ODA and ODF assets.
- Building blocks of the ODA vision and the functional architecture.
- When and how ODA can be used and implemented?
- Migration strategies from legacy Implementations using ODF assets.
- Introduction to architecture and design.
- Best practices and examples of where and how to implement ODA.
- What a component and why ODA is component driven?
- Importance of governing ODA with the right processes.

what to take next?

- Business Process Framework (eTOM) Fundamentals
  ODF 2201
- Information Framework (SID) Fundamentals
  ODF-2301
- Application Framework (TAM) Fundamentals
  ODF-2302
- Customer Centricity Fundamentals
  ODF-2703
- Revenue Assurance Fundamentals
  ODF-2701

course syllabus

MODULE 1

ODF introduction

MODULE 2

Business environment

MODULE 3

Development of ODF

MODULE 4

ODF vision and benefits

MODULE 5

ODA elements

MODULE 6

Migration challenge

MODULE 7

Summary and next steps

skills path:

This course is required for all skill paths
Find out more here.

revenue assurance
fundamentals
(Course code - ODF-2701)

A foundation course exploring the core principles of detecting, investigating, correcting and preventing revenue and cost leakage

Revenue assurance is the discipline that can protect your business from the combined risks of revenue leakage and inflated costs; both directly impact the bottom line of your business. The ability to detect, investigate, correct and prevent such issues is an essential capability of any revenue assurance program. You will learn the key techniques involved in performing revenue assurance activities.

This one-day introductory course provides an overview of Revenue Assurance for personnel new to the Revenue Assurance domain and who will have an operational role within their Revenue Assurance program. It is also relevant to non-Revenue Assurance personnel seeking a more in-depth understanding of the subject to better support their corporate Revenue Assurance program.

what will you learn?

- What revenue assurance is and the role it plays.
- Typical problem areas.
- Identify the business benefits that revenue assurance delivers.
- The revenue assurance life-cycle.
- The four primary domains of revenue assurance.
- The importance of revenue assurance maturity.
- The role of TM Forum's Revenue Assurance Maturity Model.
- The key techniques of combating revenue assurance risks.
- How to distinguish between preventative and corrective actions.

Format: Online | onsite | virtual

Level: Foundation

Duration: 1 day

Prerequisites (recommended):
Open Digital Framework (ODF) Overview ODF-1001
Business Process Framework (eTOM) Fundamentals ODF-2201

who should attend?

- Personnel new to the Revenue Assurance function who wish to understand why RA is important, where leakage can occur and how it can be detected, investigated, corrected and prevented
- Managers who have responsibility for ensuring that the Support Architecture operates as effectively as possible to maximize its revenue potential and who want to understand Revenue Assurance principles to incorporate into their projects

course objectives

Service Providers:

- Protect your revenue streams.
- Take a holistic approach to Revenue Assurance.
- Identify 100+ revenue leakage points systematically.
- Improve customer satisfaction with accurate billing and charging.
- Help your business managers understand how to improve revenue assurance practices within your organization.

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with the TM Forum Revenue Assurance skill path. Find out more here.

skill path:

This course is on the following skill path:
- Revenue assurance skill path

Find out more here.

what to take next?

- Revenue Assurance Practitioner's Course – ODF3702

course syllabus

MODULE 1

Introduction to Revenue Assurance

MODULE 2

Revenue leakage framework and examples

MODULE 3

Domains of Revenue Assurance

MODULE 4

The Revenue Assurance lifecycle

MODULE 5

Usage assurance

MODULE 6

Subscription assurance

MODULE 7

Cost assurance

MODULE 8

Correction

MODULE 9

Maturity considerations

MODULE 10

Prevention

revenue assurance
practitioners' course

(Course code - ODF-3702)

Applying RA techniques to minimize revenue and costs risk and thereby maximize the bottom line of your business.

This two-day, intermediate course provides a practical, hands-on introduction to the recommended tools and techniques for combating revenue assurance risks at each stage of the revenue assurance lifecycle. It is specifically designed to help you improve the operational efficiency and effectiveness of your revenue assurance program.

It is aimed at personnel with a direct responsibility for implementing and operating a revenue assurance program for the purposes of reducing revenue loss and cost leakage.

This course includes on-line exercises to practice and reinforce the techniques learned during the course.

what will you learn?

Upon completion, you will be able to:

- Detect, investigate and correct Revenue Assurance issues
- Identify control points
- Prepare data for analysis
- Understand the role and importance of business rules
- Perform end-to-end revenue assurance reconciliations
- Apply techniques for tariff, rating, charging and billing assurance

Format: Onsite | virtual

Level: Practitioner

Duration: 2 days

Prerequisites:
Open Digital Framework (ODF) Overview ODF-1001 is recommended
Business Process Framework (eTOM) Fundamentals ODF-2201 is recommended
Revenue Assurance Fundamentals ODF-2701 is required.

who should attend?

- Anyone who has attended the Foundation level course and who wishes to supplement that knowledge with some hands-on experience.
- Revenue assurance practitioners with the day-to-day responsibility of undertaking revenue assurance operations.

course certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward skill certification with the TM Forum Revenue Assurance skill path. Find out more here.

course objectives

Service Providers:

- Improve the maturity of your Revenue Assurance organization
- Save money and improve your business performance
- Prevent revenue leakage

skill path:

This course is on the following skill path:
- Revenue assurance skill path

Find out more here.

what to take next?

- See how we can boost your performance using our coaching program:
https://www.tmforum.org/coaching/
- Assess the relative maturity of your organization's Revenue Assurance with a Maturity Assessment:
https://www.tmforum.org/assessments/

course syllabus

MODULE 1

Introduction to Revenue Assurance

MODULE 2

Introduction to the RA Practitioners' Course

MODULE 3

Control point identification

MODULE 4

Data analysis techniques

MODULE 5

Identification of business rules

MODULE 6

Usage example

MODULE 7

SQL primer

MODULE 8

Usage assurance exercises

MODULE 9

Subscription assurance exercises

MODULE 10

Post-paid rating and billing assurance

MODULE 11

Pre-paid charging assurance

MODULE 12

Tariff assurance

MODULE 13

KPI design and visualization

MODULE 14

RA surveys and benchmarking

MODULE 15

Course review & wrap up