TeleManagement Forum
The voice of the OSS/BSS industry
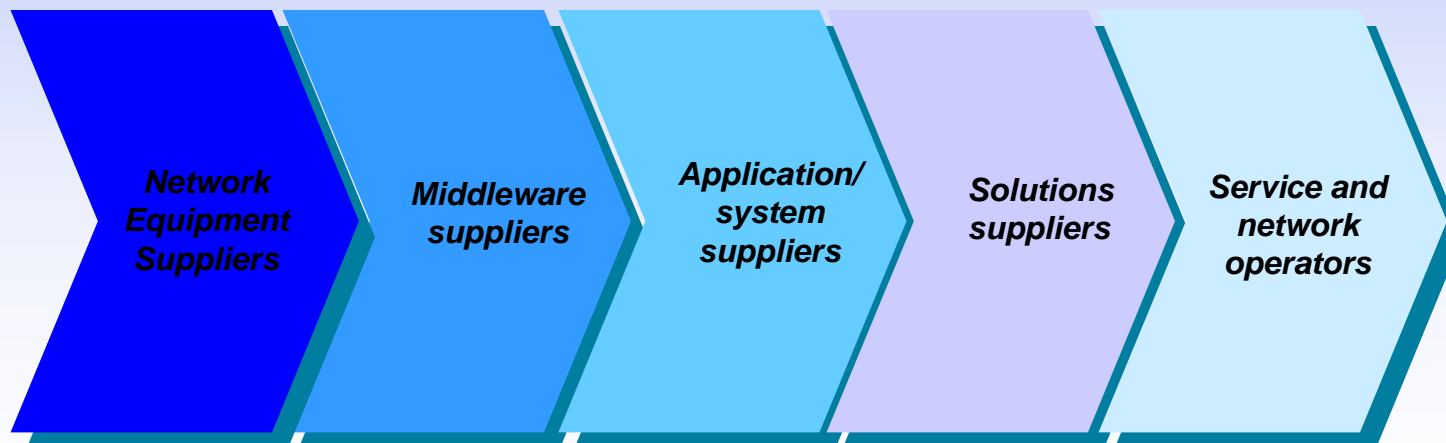
TeleManagement **FORUM** ™

What Is the TM Forum?

- Non-profit global consortium focused on Operations Support Systems (OSS) and Business Support System (BSS) issues and solutions
  - 350 members in 40 countries
- We provide strategic leadership by giving the industry a common direction and approach to solving problems
- Our members represent the full telecom value / supply chain

| Network Equipment Suppliers | Middleware suppliers | Application/ system suppliers | Solutions suppliers | Service and network operators |

TeleManagement**FORUM**™

Our Scope
Serving all players in the value chain

Collaborative R&D

· Technical "standards"
· Implementation guidance
· Best Practices

Access to Markets and Knowledge

·TMW Conference & Expo
·Industry website
·Regional seminars
·Business networking

Executive Insight

·Becoming a Lean Operator
·Meet with peers
·Influence industry

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What Benefits Do We Provide?

- We provide senior business executives with guidance to help them understand issues and strategies relating to OSS/BSS

- We provide a collaborative R&D environment where companies can address their critical technical issues
  - We get the industry's best minds working together to solve a problem
  - We base these solutions on commercially available software and industry standards whenever possible
  - We share those solutions with the industry to foster momentum, eliminate fragmentation and reduce everyone's costs

- We provide marketing, educational and business networking opportunities
  - TeleManagement World Conference & Expo
  - Regional seminars
  - tmforum.org - Online information and education

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How Does TM Forum Work?

- Member resourced teams collaborate and develop common solutions for critical industry issues
  - Prove viability of concepts through live demonstrations with off-the-self and custom products
  - Document findings and share with other industry members
  - Liaise with international standards bodies

- Approach varies depending on the issue:
  - Known areas – Objective is to select and endorse from among existing alternatives
  - Emerging areas – Objective is to test and evaluate potential approaches to see which works best
  - New areas – Objective is to identify and explore new, challenging approaches where no work has been done before

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Addressing Service Provider Needs

➢ TM Forum enables service providers to become "lean operators" by:

 ❖ Helping them create an agile business environment based on end-to-end automation of most back-office tasks that lowers opex

 ❖ Increasing their level of customer service by providing key information and capabilities in a "self-service" model

 ❖ Increasing revenue from new markets and services by improving business flexibility

 ❖ Providing best practice guidance on improving key business processes

 ❖ Driving reductions in development and integration costs by standardizing a minimum set of common points

  ➢ Allows for creativity, customization and differentiation in critical, customer-facing areas

 ❖ Lowering cost of change by supporting off the shelf solutions that integrate with legacy and other technologies

 ❖ Keeping current on cutting edge trends, issues and information

 ❖ Influencing direction of industry and new product development

 ❖ Gaining leverage over suppliers

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Addressing Supplier Needs

- ➢ TM Forum enables suppliers to succeed by:
  - ❖ Helping them demonstrate leadership in the OSS/BSS space
  - ❖ Providing a means to collaborate with the best minds in the industry on the latest technologies
  - ❖ Networking with industry leaders and potential business partners
  - ❖ Helping them gain competitive advantage by influencing/driving "standards" and understanding service provider needs
  - ❖ Keeping current on cutting edge trends, issues and information
  - ❖ Influencing direction of industry and new product development
  - ❖ Driving reductions in development costs and time to market by standardizing a set of common points
    - ➢ Allows for creativity, customization and differentiation in more valuable, customer-facing areas

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What Areas Does TM Forum Address?

➢ New Generation Operations Systems and Software (NGOSS)

➢ Service Creation, Provisioning & Delivery

➢ Web-Based Customer Care (E-Care) and Customer Relationship Management (CRM)

➢ Service Level Management & Quality of Service

➢ Managing Next Generation Network Technologies (Broadband, Mobile, etc.)

➢ Systems Integration and Implementation
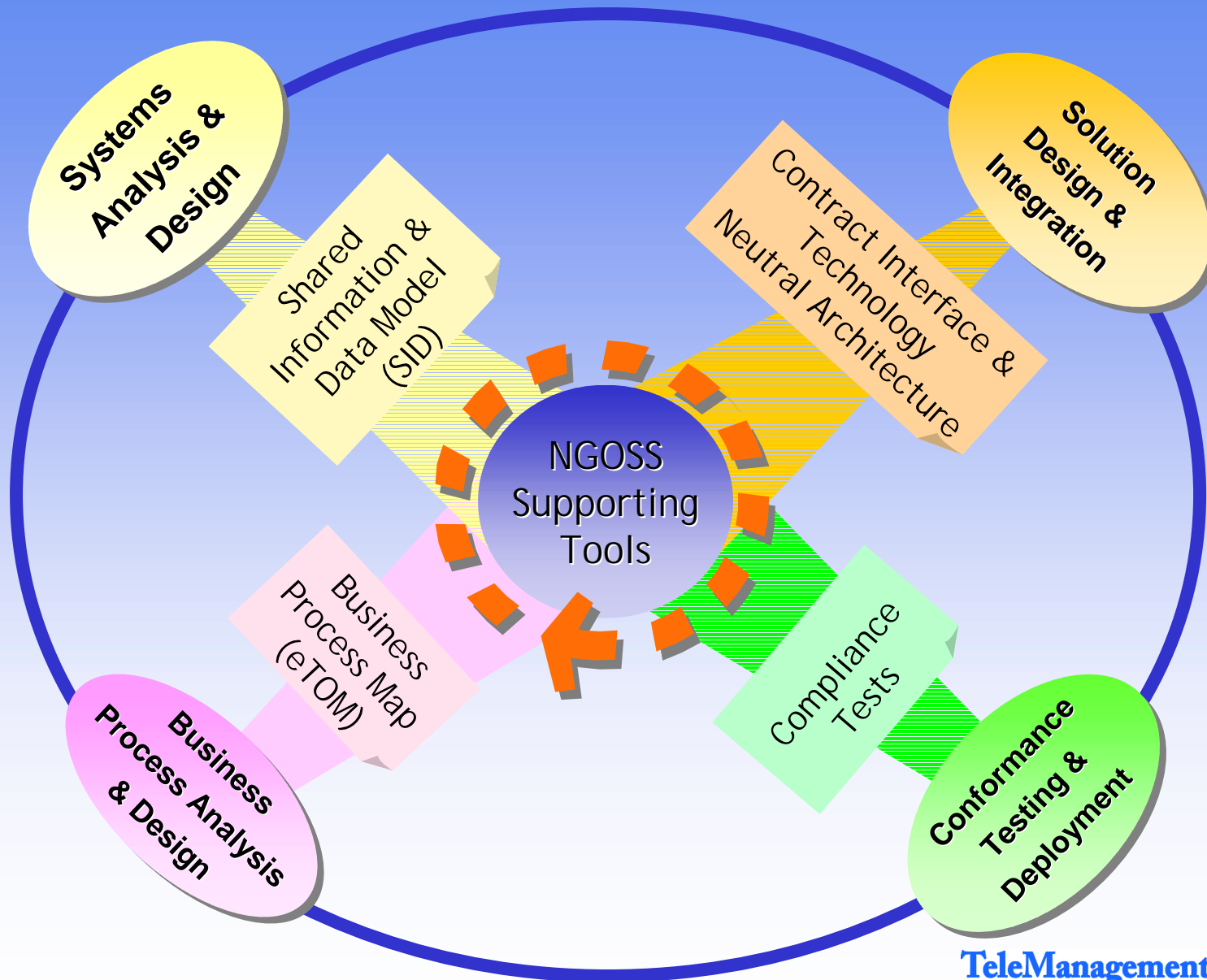
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What Is NGOSS?
New Generation Operations Systems & Software

- An industry-agreed framework driven and managed by the TM Forum for:
    - Business process modeling and automation
    - Systems architecture definition
    - Information & data models
    - Integration interfaces

- Goal - facilitate the development, procurement, deployment and operation of flexible, low cost OSS/BSS
    - Defines methodologies for evolving OSS and BSS infrastructure into a lean operations approach
    - Specifies the key characteristics of OSS/BSS that allow high degrees of process integration and automation

- Developed by major operators and suppliers worldwide

- Implemented as a set of programs, guidelines, specifications and maps

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TM Forum's NGOSS Program - Key Elements

➢ Definition of business processes and process models

➢ Definition of framework upon which these business solutions will be built

➢ Practical implementations and multi-vendor demonstrations via a series of collaborative "Catalyst" projects

➢ A knowledge base of documentation to support developers, integrators and users in implementing NGOSS

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NGOSS – New Generation OSS

Systems Analysis & Design

Solution Design & Integration

Business Process Analysis & Design

Conformance Testing & Deployment

Shared Information & Data Model (SID)

Contract Interface & Technology Neutral Architecture

Business Process Map (eTOM)

NGOSS Supporting Tools

Compliance Tests

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NGOSS Toolkit

- **NGOSS Business Process Map**
  - Next-generation business processes definitions and models for the information and communication services industry
  - Delivered in eTOM
- **NGOSS Systems Analysis & Design**
  - Business and systems object definitions and models for improved communication of business need and solution specification
  - Delivered in Shared Information and Data Model (SID)
- **NGOSS Solution Design & Integration Guidelines**
  - Design rules to guide the creation of flexible interfaces between OSS systems using standard contracts
  - Architectural principles for building distributed, interoperable and secure OSS components
  - Delivered in Technology Neutral Architecture (TNA)
- **NGOSS Solution Testing**
  - Testing principles and strategies, test cases and XML schema
  - Delivered in Compliance Tests

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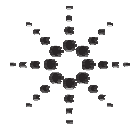
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