Business Process Framework (eTOM[™])

Strategy, Infrastructure & Product					<u>Operations</u>				
	Strategy & Commit	infrastructure Lifecycle Mgmt	Product Lifecycle Mgmt		Operations Support & Readiness	Fulfillment	Assurance	Billing & Revenue Mgmt	
Marketing & Offer Mgmt	Product & Offer Portfolio Planning Market Strategy & Policy	Product & Offer Capability Delivery Marketing Capability Delivery	Product & Offer Development & Retirement Product Marketing Communications & Promotion	Customer Relationship Mgmt	CRM Support & Readiness Sales Channel Support & Readiness	Market Fulfillment Response Selling Order Handling	istomer Interface Mg Problem Handling Customer QoS & SLA Mgmt omer Retention & Lo	Bill Invoice Mgmt Bill Payments & Receivables Mgmt Charging	
Service Development & Mgmt	Service Strategy & Planning	Service Capability Delivery	Service Development & Retirement	Service Mgmt & Operations	SM&O Support & Readiness	Service Configuration & Activation	Service Problem Mgmt Service Quality Mgmt Data Collection & Dis	Service Mediation & Reporting tribution	
Resource Development & Mgmt	Resource Strategy & Planning	Resource Capability Delivery	Resource Development & Retirement	Resource Mgmt & Operations	RM&O Support & Readiness	Resource Provisioning	Resource Problem Mgmt Resource Quality Mgmt Data Collection & Di	Resource Mediation and Reporting	
Supply Chain Development & Mgmt	Supply Chain Strategy & Planning	Supply Chain Capability Delivery	Supply Chain Development & Change Management	Supplier/Partner Relationship Mgmt	S/PRM Support & Readiness	S/P Requisition Mgmt	S/P Problem Reporting & Mgmt S/P Performance Mgmt S/P Interface Mgmt	S/P Settlements & Payments Mgmt	
Enterprise Management									
	Strategic & Enterprise Planning		Enterprise Risk Mgmt		-	Effectiveness Igmt	Knowledge & Research Mgmt		
	Financial & Asset M		Mgmt	Stakeholder & External Relations Mgmt		Human Resources Mgmt			