

eTOM- ITIL mapping

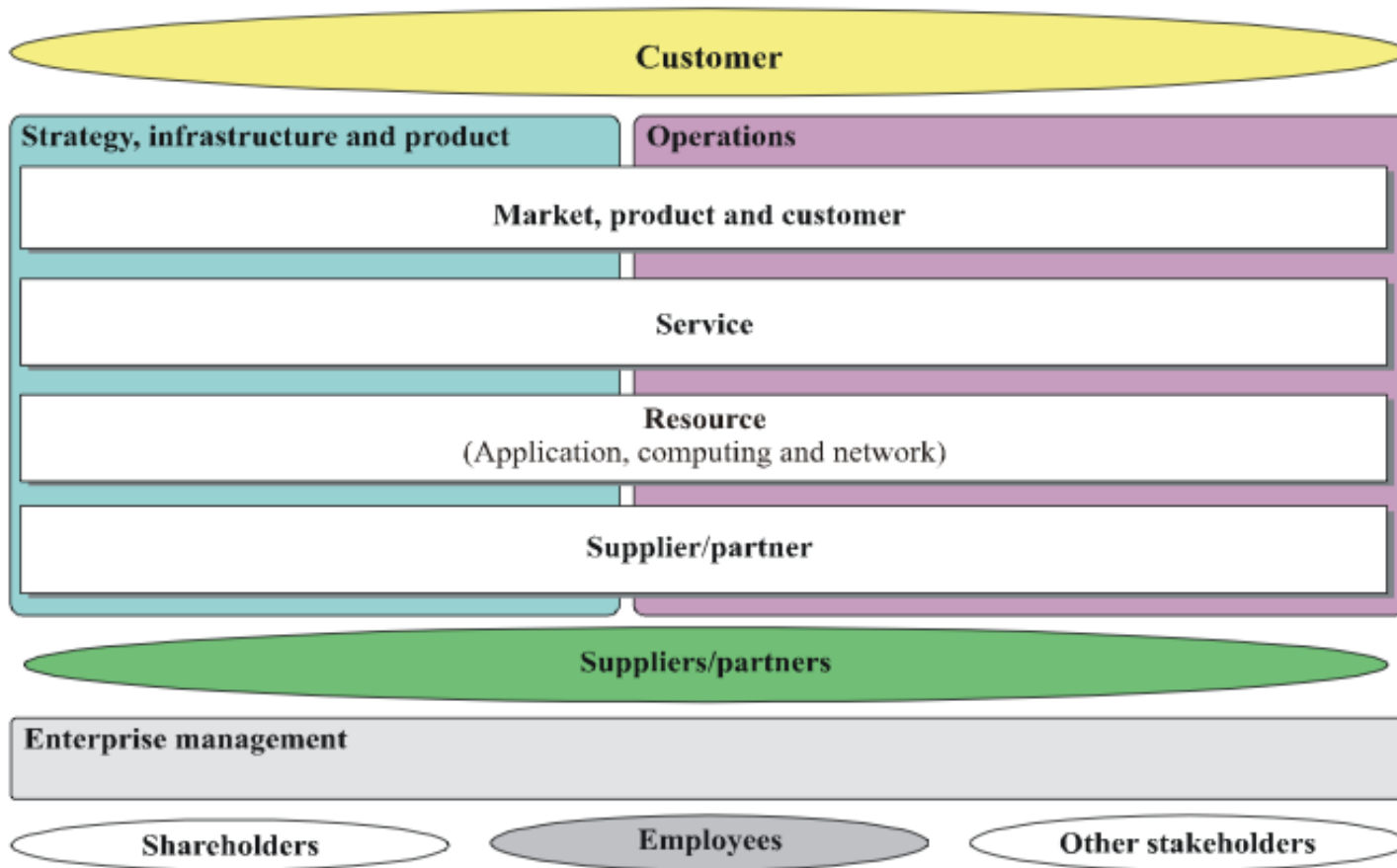
3rd TF-NOC meeting, June 28th Zurich

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NORDUnet

- Overview
 - eTOM overview and drilldown
 - eTOM and ITIL comparison
 - eTOM and ITIL together

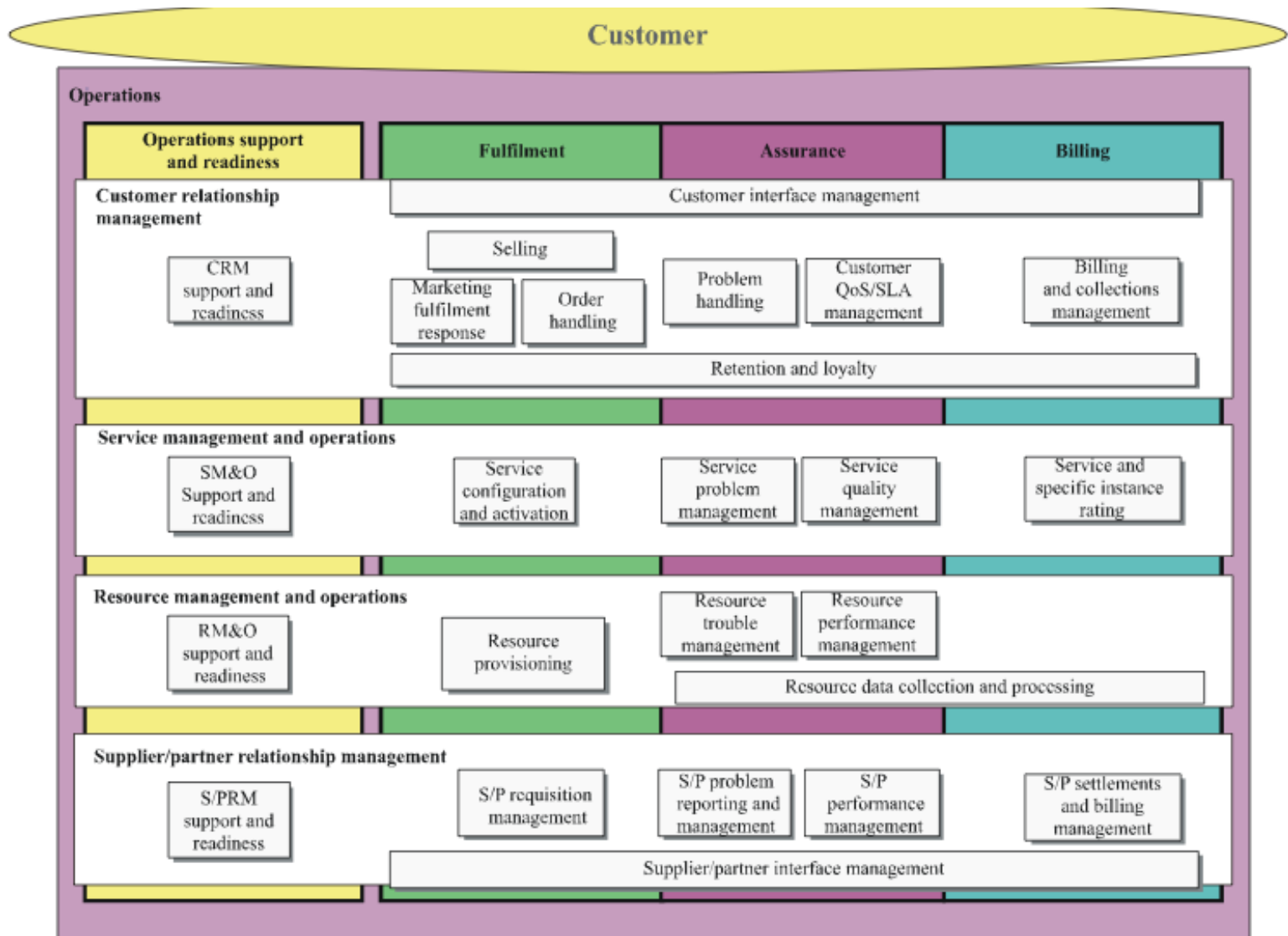


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Figure 1 – eTOM business process framework – Level 0 processes

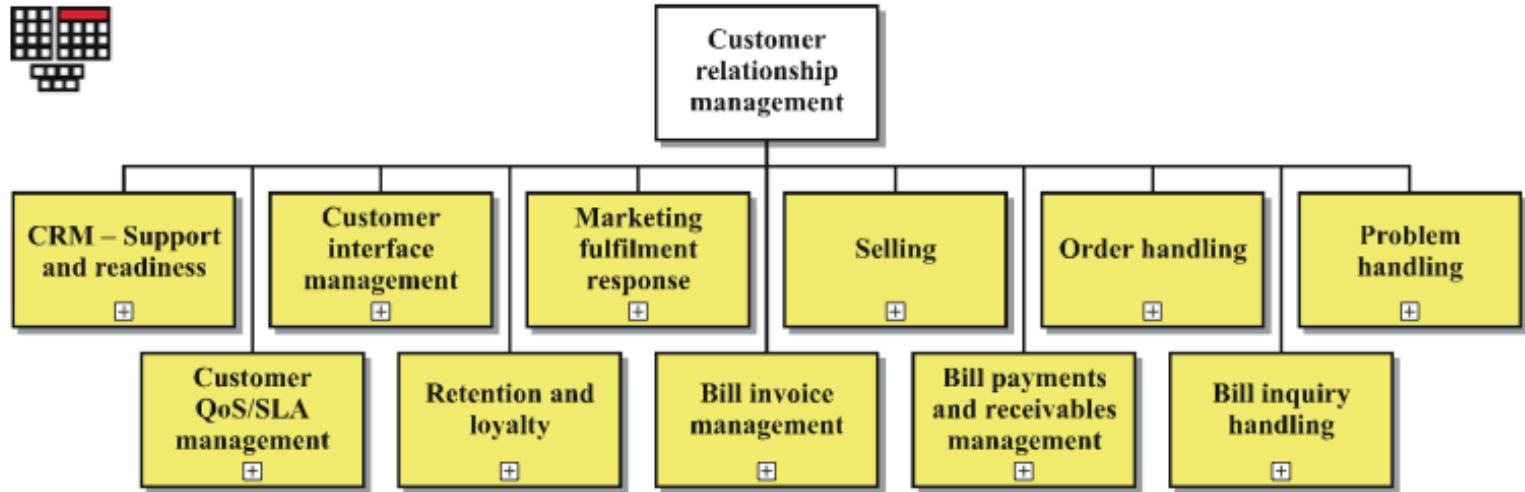


- The eTOM business process framework represents the whole of a service provider's enterprise environment. At the overall conceptual level, the eTOM framework can be viewed as having three major process areas.
 - Strategy, infrastructure and product – Covering planning and lifecycle management (associated with development and delivery).
 - Operations – Covering the core of operational management.
 - Enterprise management – Covering corporate or business support management.



- The operations process area is the traditional heart of the SP enterprise, and of the eTOM framework. It includes all operations processes that support the customer (and network) operations and management, as well as those that enable direct customer operations with the customer. These processes include both day-to-day and operations support and readiness processes.

- Shows four end-to-end vertical process groupings, which are the end-to-end processes that are required to support customers and to manage the business.
- The focal point of the eTOM framework is on the core customer operations processes of fulfilment, assurance and billing (FAB).
- Operations support and readiness (OSR) is differentiated from FAB real-time processes to highlight the focus on enabling support and automation in FAB, i.e., online and immediate support of customers, with OSR ensuring that the operational environment is in place to let the FAB processes do their job.

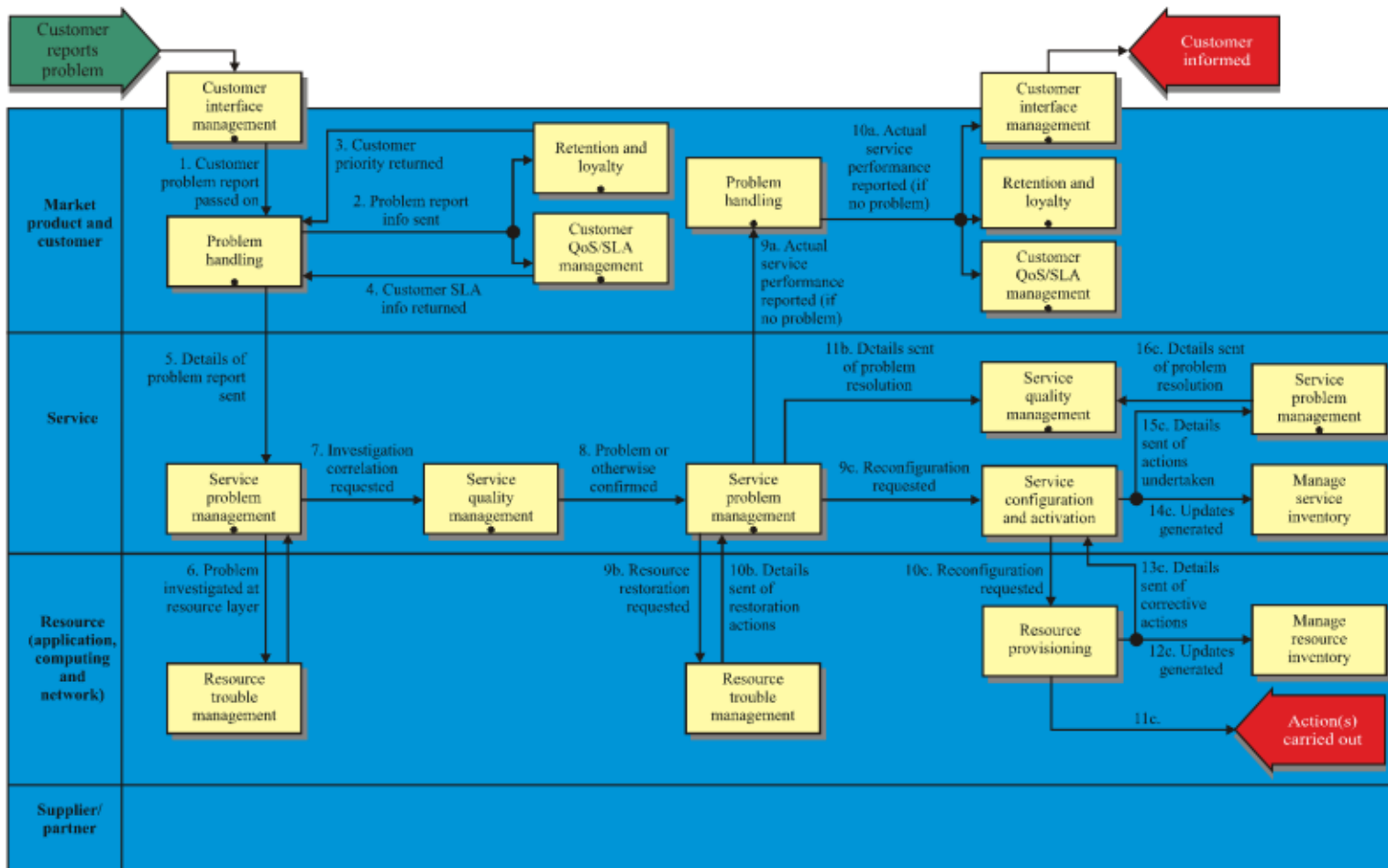


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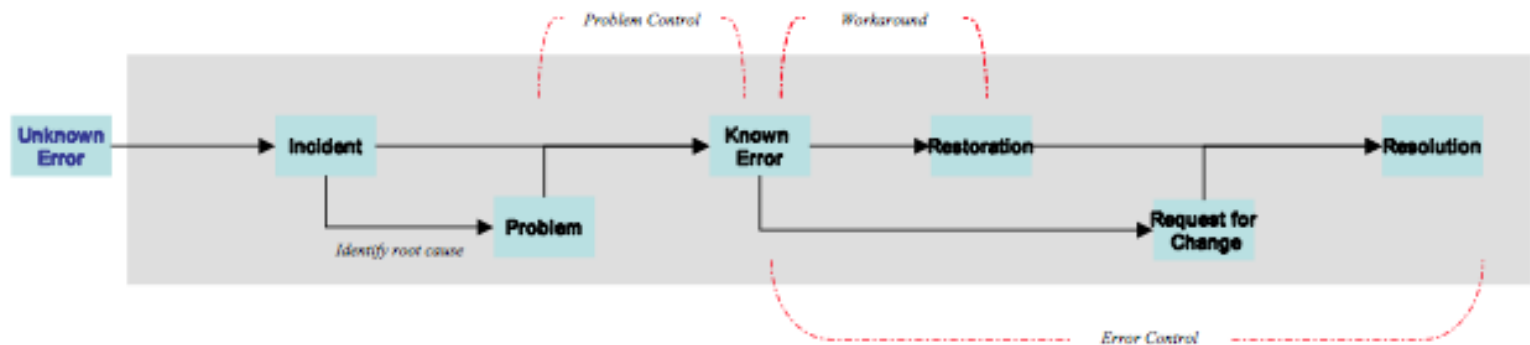
- The customer relationship management functional process grouping considers the fundamental knowledge of customers' needs and includes all functionalities necessary for the acquisition, enhancement and retention of a relationship with a customer.

- **Problem handling**

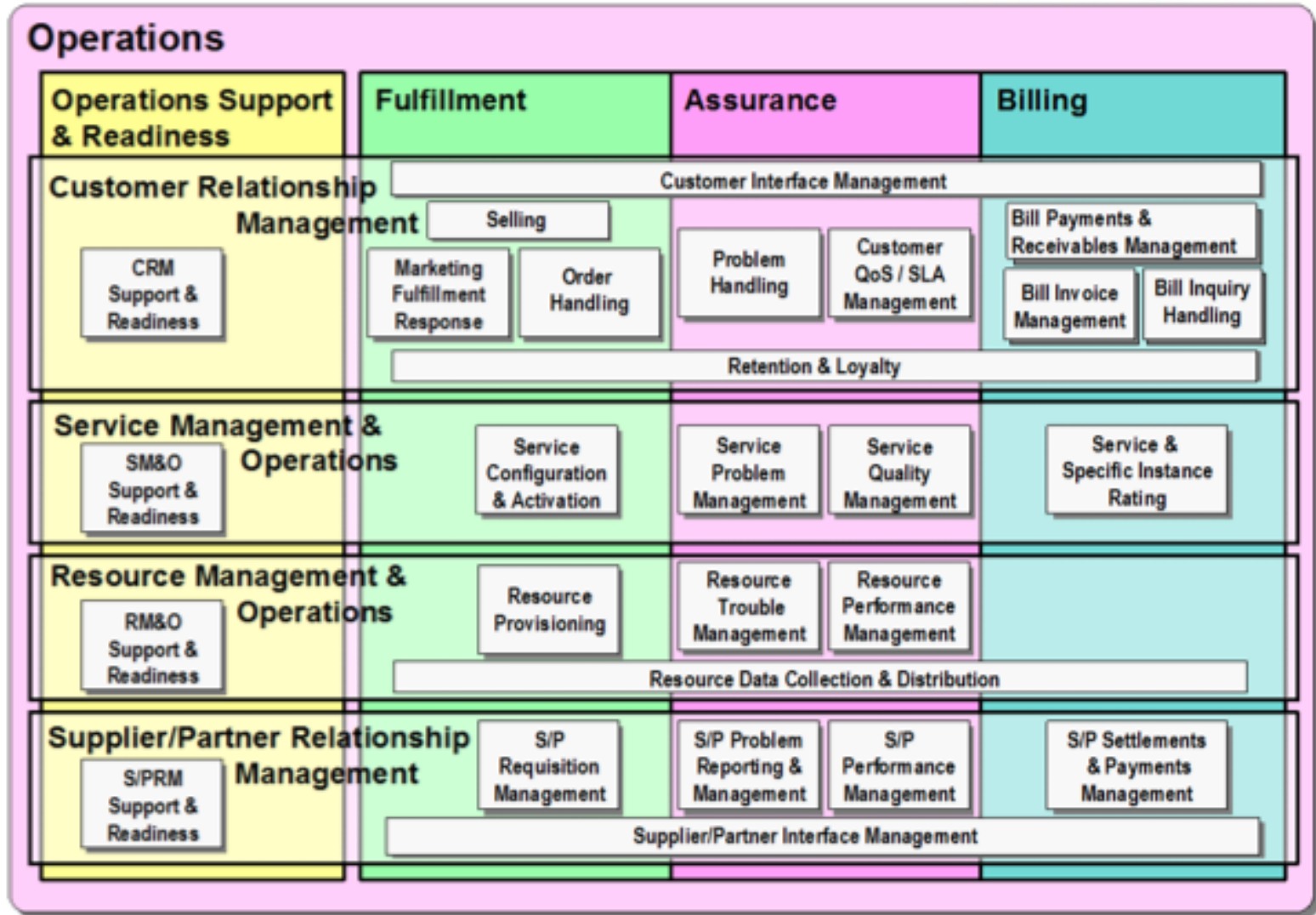
- Responsible for receiving trouble reports from customers, resolving them to the customer's satisfaction and providing meaningful status on repair and/or restoration activity to the customer.
- Responsibilities of the problem handling processes include, but are not limited to:
 - capturing, analysing, managing and reporting on customer-reported problems associated with purchased product offerings;
 - initiating and managing customer problem reports;
 - correcting customer problems;
 - reporting progress on customer problem reports to customer and other processes;
 - assigning and tracking customer problem recovery activities;
 - managing customer problem jeopardy conditions.

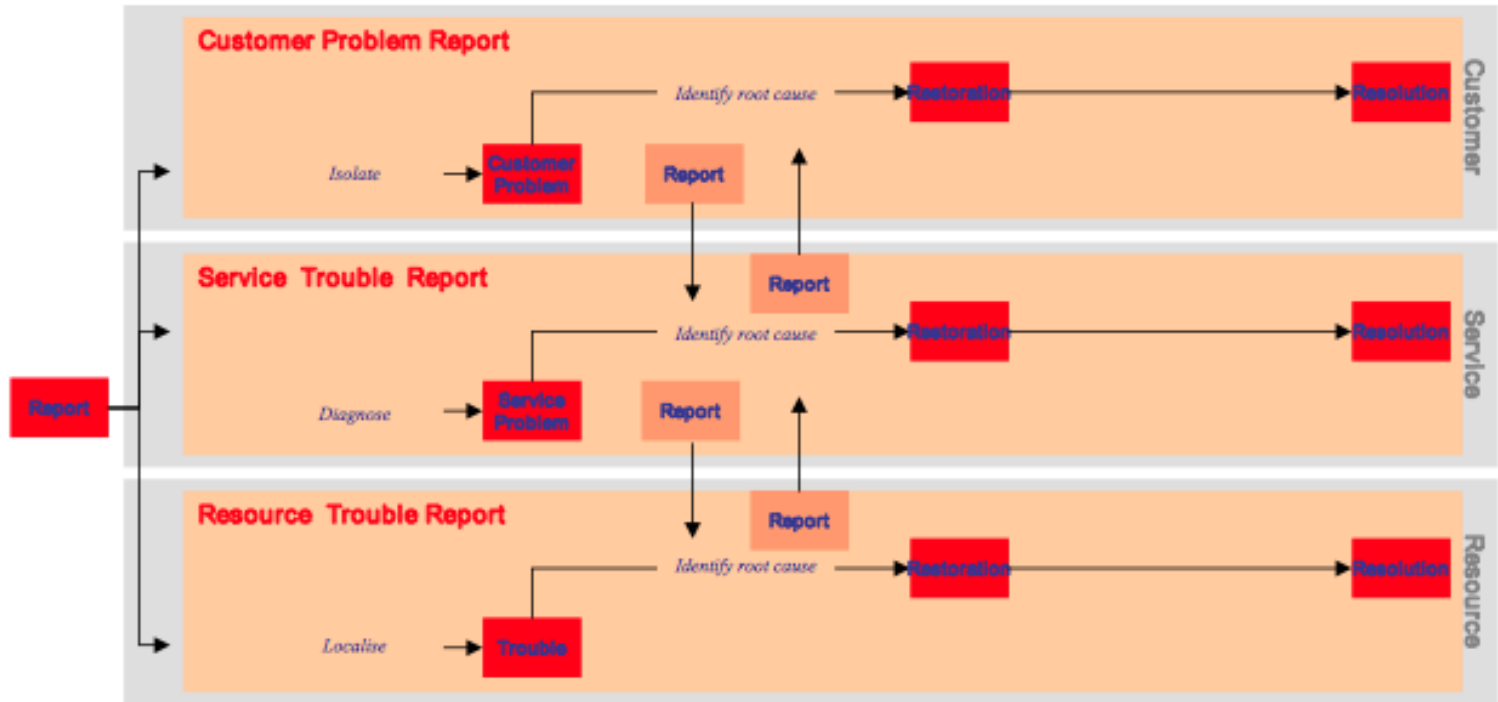


	eTOM	ITIL
Context	eTOM is a prescriptive catalogue of Process Element categories and a total Enterprise process framework for the ICT industry.	ITIL is a set of non-prescriptive guidelines for IT/ICT Service Management.
Objectives	Provides a business process blueprint for service providers to streamline their end-to-end processes.	Aligns IT services with the current and future needs of the business and its customers Improves the quality of the IT services delivered
Scope	eTOM focuses on service delivery to external customers.	ITIL is primarily focusing on serving internal IT customers.

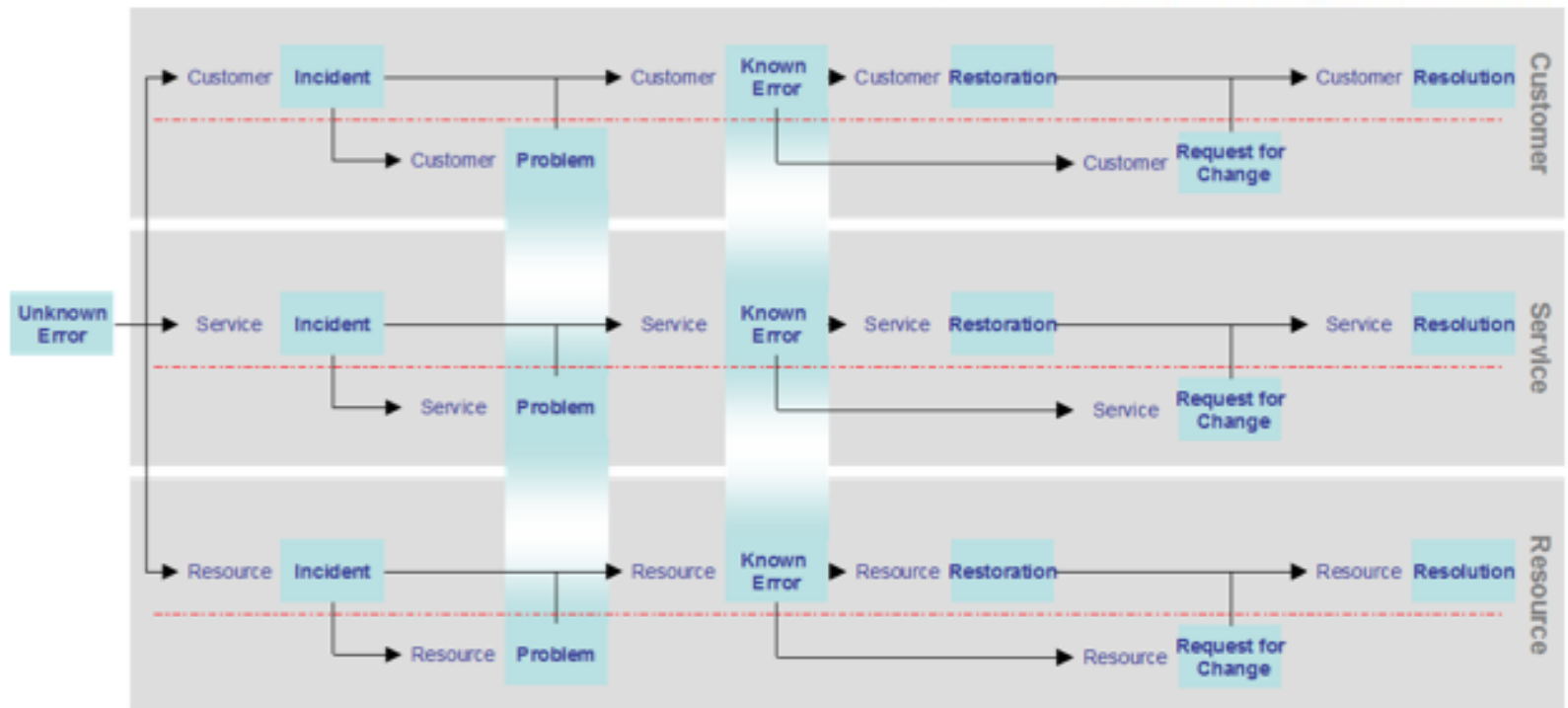


ITIL Incident and Problem Management interaction

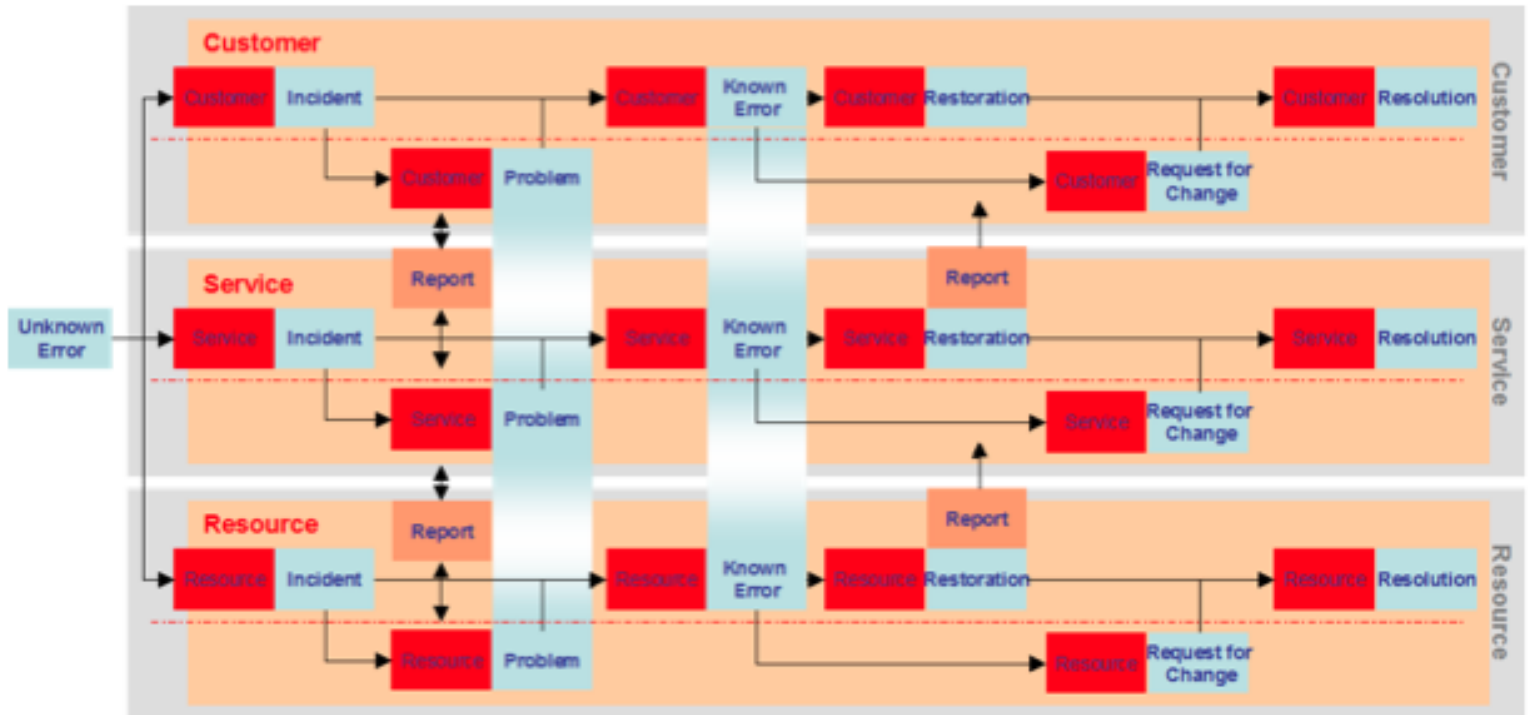




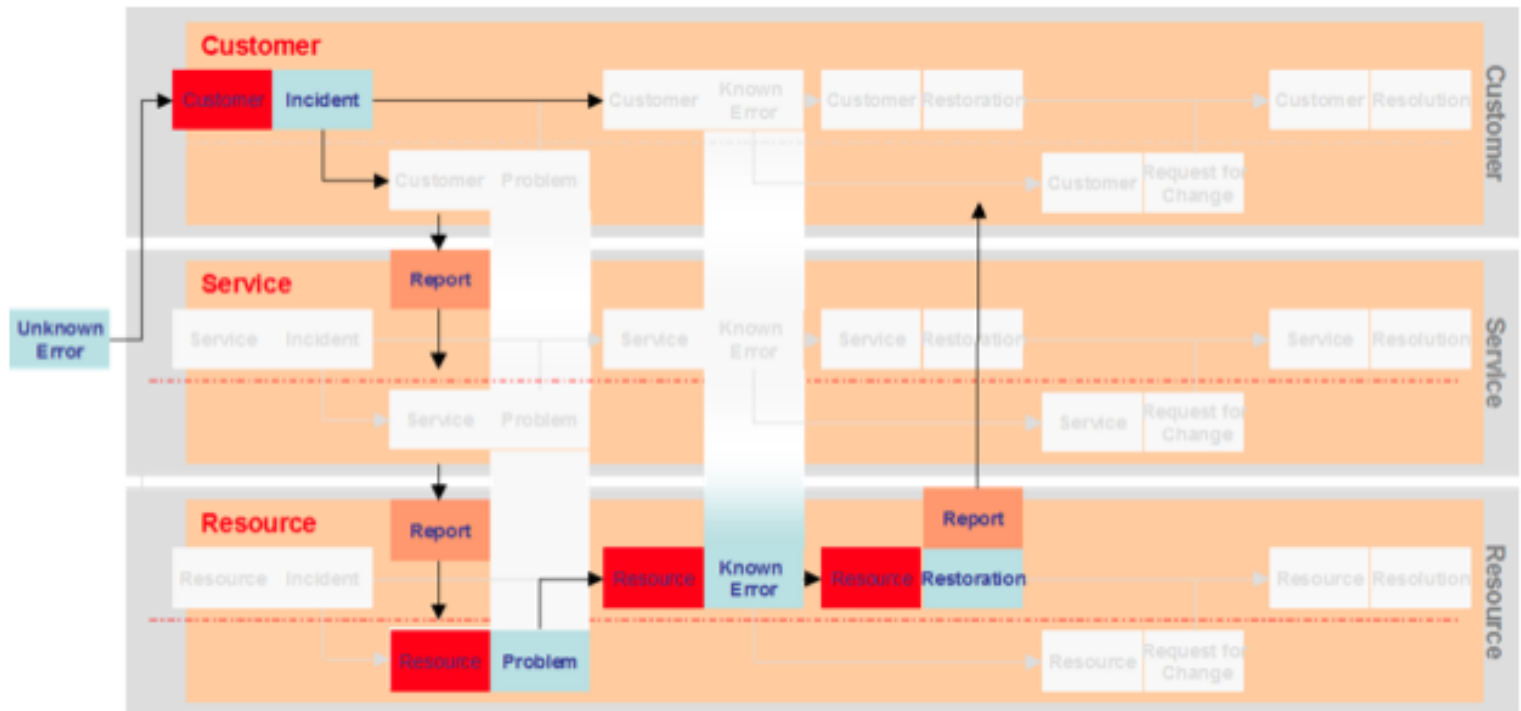
Reporting, showing use of eTOM layering



Incident and Problem Management, showing use of eTOM layering



Layering with objects from both eTOM and ITIL



An example that shows layering as a tool to assist focus within the business

- References
 - ITU-T recommendations (M.3050)
<http://www.itu.int/itu-t/recommendations/index.aspx?ser=M>
 - **eTOM and ITIL**
 - <http://www.bptrends.com/publicationfiles/01-05%20eTOM%20and%20ITIL%20-%20Huang.pdf>
 - **Building Bridges: ITIL and eTOM**
 - <http://www.itu.int/itu-t/recommendations/index.aspx?ser=M>

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