

Tmforum The Etom - A Business Process Framework Implementer's Guide

The adoption of the TM Forum's Business Process Framework, also known as the Etom, continues to increase within the information, communications, and entertainment industry. As a result, there is a need to provide guidance on how the framework can be extended and/or modified for use by TM Forum member and in the practical use of the framework.

This guide contains four chapters that provide;

- A short review of the business Process Framework
- A typical implementation approach
- A set of guidelines for extending the framework
- A set series of case studies for uses of the framework

