1. Course Details:

Course Code : FBAQ-001
Course Title : eTOM - Business Process Framework
Course Duration : 5 Days

2. Course Overview

- This course will take you through three different areas of Understands the role of Frameworks within the business and knows how to implement, use and extend the Business Process Framework; firstly. The course takes you on a high-level 360-degree tour of Frameworks, including the Business Process, Information, Application, and Integration Frameworks and the Best Practices and Metrics. This course will start you on your path to understanding Frameworks and how it can be used for transformation and success in the digital economy.

3. Learning Outcomes:

- Enable you to collect and re-use the knowledge that exists in your business
- Provide a solid foundation for scoping projects, planning the future and assessing the impact of change
- Create 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

4. Course Contents:

- Module 1: Why is the Business Process Framework important?
- Module 2: What can the Business Process Framework do for me?
- Module 3: Where do I start?
- Module 4: Conformance
- Module 5: The Business Process Framework and ITIL

5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.
- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- Business managers, enterprise solution architects
- Process practitioners and quality managers
- 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