1. Course Details:

Course Code : FBAQ-003
Course Title : Business Process Framework Fundamentals
Course Duration : 5 Days

2. Course Overview

- Expand your Frameworks foundation: Learn a common, business-led approach to rationalize the processes that run your business.TM Forum's Business Process Framework Fundamentals course gives you a deep dive on one of the most well-known and widely adopted standards in our industry to do just that!
- You'll learn how to reduce risk, cost and time-to-market by establishing repeatable process flows that are created from standardized process elements – eliminating double work and positively affecting your bottom line.

3. Learning Outcomes:

- Equip you to use the Framework to improve business efficiency
- 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 (optional)

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?

- Quality managers,business managers, enterprise solution architects, process practitioners
- Solution architects working for enterprise application
- Anyone interested in ensuring that a service provider business operates
- Anyone interested in gaining a better understanding of the relationship between the goals of the business and the supporting IT infrastructure