eTOM Out of the Box:
Avoiding Barriers to Adoption

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eTOM 'Out-of-the-Box': Avoiding Barriers to Adoption

The TM Forum Business Process Framework (eTOM) is recognized as providing significant benefits to organizations that can successfully align to the standard. These are important and tangible benefits: clear, efficient and optimized processes that provide a platform for innovative service delivery, decreased time to market and reduced operational and procurement costs. The challenges that organizations face when deploying eTOM are the same for the adoption of many other standards: Investment in time, investment in money, and ultimately, buy-in from the wider business.

Using a tool that allows you to get started quickly with little user resistance will always help to 'narrow the odds' in the battle to keep the investment of time and cost down in any project. Similarly, if the tool can align itself closely with eTOM from the start, project teams will be rewarded with quicker deployment and will be more likely to succeed in adhering to the framework

A Modeling Environment for Visio and Office Users

iServer, the collaborative modeling tool from Orbus Software, leverages the familiar interfaces of Microsoft Visio and Office and provides a repository for storing, accessing and managing process content created in these applications. A seamless integration with Visio and Office is an important differentiator given the barriers previously discussed:

Firstly, the familiar, intuitive MS Visio interface mean the tool is easy to use (the majority of eTOM practitioners are already using Visio for process modeling), so project teams can be up and running in hours, with minimal training.

Secondly, the repository acts as a single central storage point for all existing Office documents, allowing you to easily import and continue to work with all of the process documentation that currently exists within the organization. There is no need for any time-consuming conversion to a proprietary format and no associated 'lost in translation' risk.

Thirdly, is a question of investment - by leveraging current investment in MS Visio and the Office Suite, iServer can be delivered at a highly competitive price point, especially when tasking into account the additional saving on training and consultancy.

An 'Out of the Box' Solution for eTOM

One of the main barriers to eTOM adoption is the investment in time needed to (a) populate the eTOM processes and attributes in a clearly structured way within your modeling tool and (b) to then align your content with the eTOM Framework.

The new iServer eTOM Solution has been developed specifically to tackle the issues above and to provide a fast start for project teams. Firstly, the solution comes in the form of a pre-configured repository, fully aligned to eTOM and populated with the full catalogue of process decompositions, along with attributes

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(such as process identifier and description) in MS Visio Format. The largest task facing modelling tool administrators when implementing eTOM is the need to configure the repository structure to introduce a meta-model that supports eTOM (a method of classifying diagrams by level of decomposition). With the iServer solution all of this is provided out-of-the box.

In addition to this the official documented process flows have been converted to BPMN 2.0 to enable modelers to view practical examples of eTOM use, further supporting a fast and effective adoption of eTOM. Finally, all the eTOM supporting documentation is provided alongside the processes in the repository, in MS Word format.

This solution provides the starting point from which teams can define, analyze and improve their organizational process against the eTOM framework, in a familiar, collaborative environment.

Reaching the Stakeholders with Web Publisher or Portal

As mentioned earlier, ensuring that stakeholders are kept updated and informed is a key challenge of any initiative and it is no different when organizations adopt eTOM. To mitigate this, iServer has two optional extensions which allow repository information to be shared with the wider business.

With iServer Publisher,your eTOM processes models can be posted as web pages wherever they are required. Publication becomes quick and easy, with a simple wizard generating a comprehensive website that is essentially a 'snapshot' of the repository processes, and their attributes and relationships, which can then be published online or integrated with an intranet site. Stakeholders can navigate the models and provide feedback to process authors for continual improvement.

In addition to the 'static' Publisher product, live repository access can be granted through the Portalproduct where changes are reflected immediately. Again a feedback mechanism enables non-repository users to submit requests for content updates. With either Publisher or Portal the eTOM folder structure can be seen to appear enabling clear content navigation. Furthermore, many companies like to use the eTOM Reference Model to act as a homepage, ensuring users drill down through an organization's eTOM processes quickly and effectively.

More information on iServer and the eTOM solution and a FREE eTOM Starter Pack (including Visio Stencils, Templates and Poster) is available here.