

Process Modeling in the telco industry

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Abstract: Over the last years the telecommunications industry has shifted from technology driven and incumbent operators to business driven service providers. There is a need for mature, consistent and complete business process models that are able to describe the strategic, planning and operational processes areas of an operator. This need is addressed by the NGOSS program of the TM Forum, which has emerged as the de facto industry standard. This article addresses some lessons learned for successful realization of the NGOSS concepts in IT implementation projects.