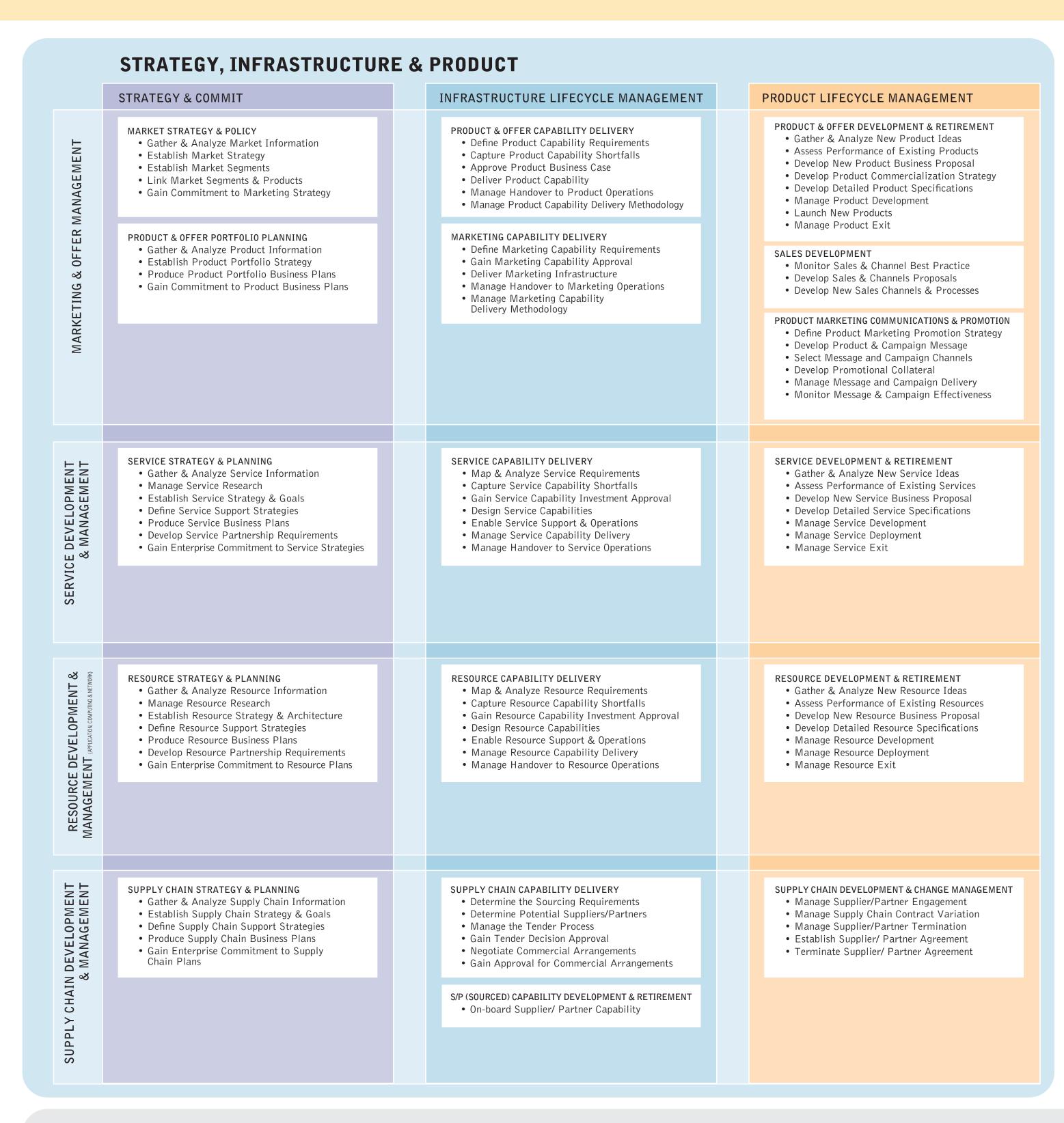
Frameworx Release 14.0

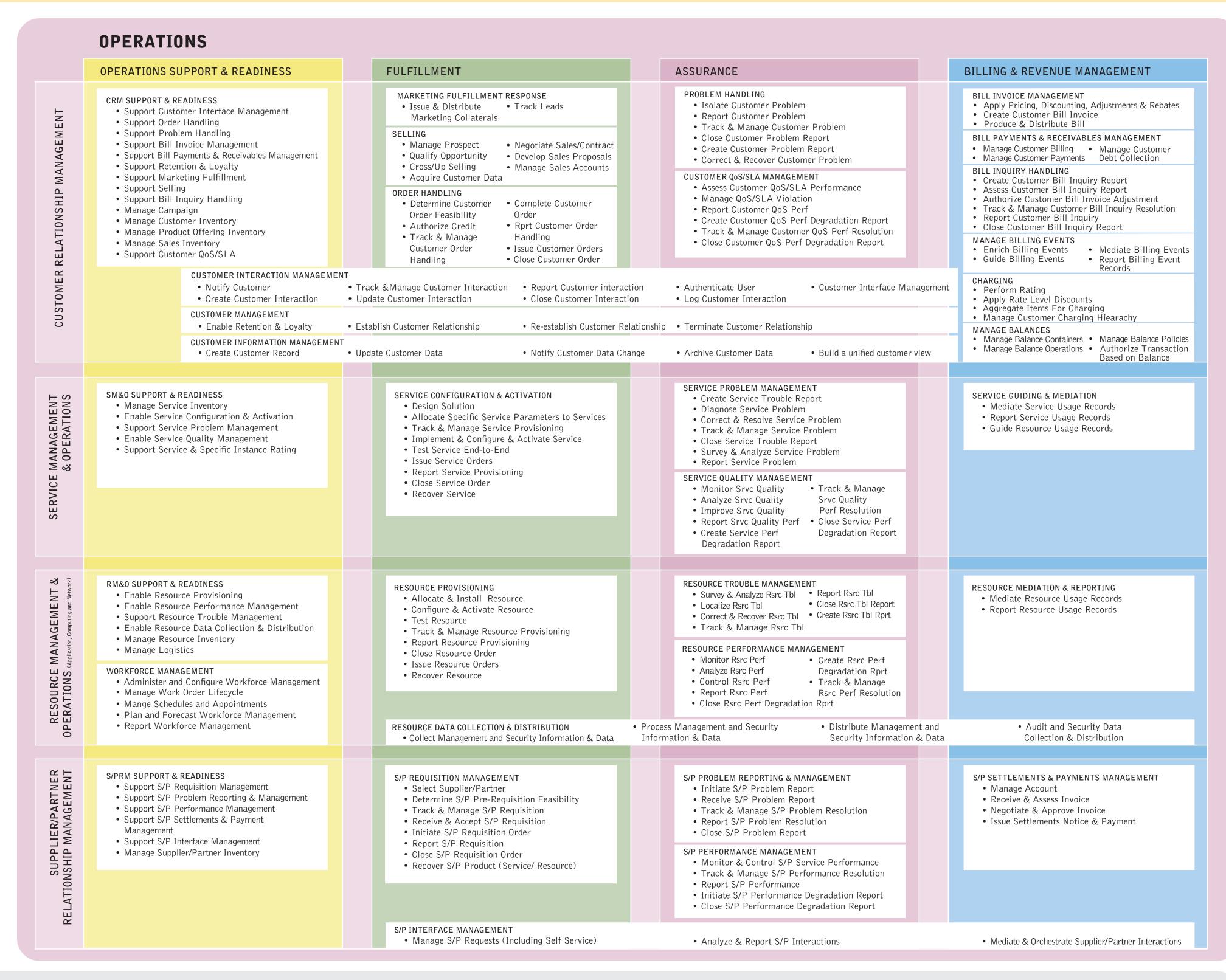
tmforum Business Process Framework (eTOM)



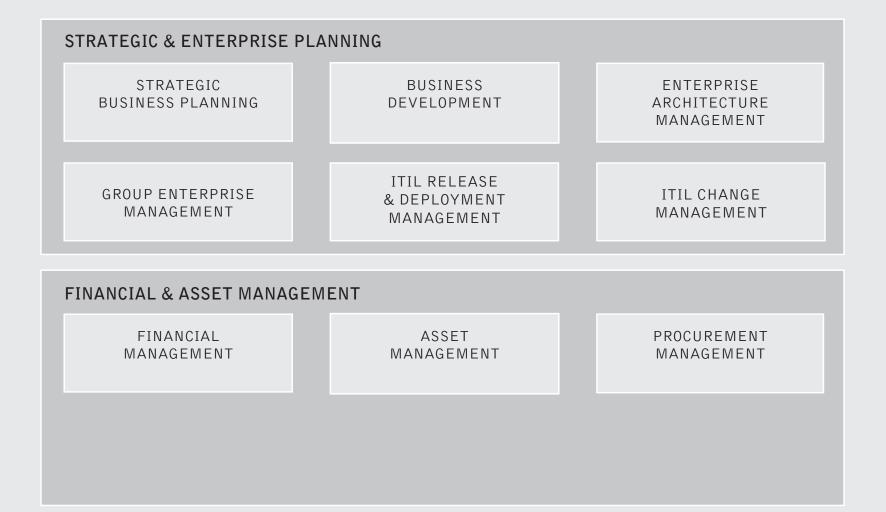
amdocs

embrace challenge experience success





ENTERPRISE MANAGEMENT



BUSINESS CONTINUITY MANAGEMENT	SECURITY MANAGEMENT	FRAUD MANAGEMENT
AUDIT MANAGEMENT	INSURANCE MANAGEMENT	REVENUE ASSURANCE MANAGEMENT • Manage Revenue Assurance Policy Framewor • Manage Revenue Assurance Operations • Support Revenue Assurance Operations
ITIL IT SERVICE CONTINUITY MANAGEMENT	ITIL PROBLEM MANAGEMENT	ITIL INFO SECURITY MANAGEMENT
STAKEHOLDER & EXTERNAL	RELATIONS MANAGEMENT	
CORPORATE	LEGAL	REGULATORY
		REGULATORY MANAGEMENT
CORPORATE COMMUNICATIONS &	LEGAL	

PROCESS MANAGEMENT AND SUPPORT	ENTERPRISE QUALITY MANAGEMENT	PROGRAM & PROJECT MANAGEMENT
ENTERPRISE PERFORMANCE ASSESSMENT	FACILITIES MANAGEMENT & SUPPORT	ITIL SERVICE CATALOG MANAGEMENT
ITIL EVENT MANAGEMENT	ITIL SERVICE LEVEL MANAGEMENT	ITIL INCIDENT MANAGEMENT
ITIL CAPACITY MANAGEMENT	ITIL REQUEST FULFILLMENT	ITIL AVAILABILITY MANAGEMENT
ITIL SERVICE ASSET AND CONFIGURATION MANAGEMENT	ITIL CONTINUAL SERVICE IMPROVEMENT	

KNOWLEDGE & RESEARCH MANAGEMENT				
KNOWLEDGE MANAGEMENT	RESEARCH MANAGEMENT	TECHNOLOGY SCANNING		
HUMAN RESOURCES MANAGEN	/FNT			
HR POLICIES & PRACTICES	ORGANIZATION DEVELOPMENT	WORKFORCE STRATEGY		
PRACTICES	DEVELOPIMENT			
WORKFORCE DEVELOPMENT	EMPLOYEE & LABOR RELATIONS MANAGEMENT			