

## STRATEGY, INFRASTRUCTURE & PRODUCT

### STRATEGY & COMMIT

Market Strategy & Policy  
Product Offer Portfolio Planning

### INFRASTRUCTURE LIFECYCLE MANAGEMENT

- NetCracker Framework
- Customer Order Management
- Customer Billing Management
- Product Information Management
- Service Order Management
- Service Inventory
- Service Problem Management
- Service Quality Management
- Service Information Management
- Service Activation
- Discovery & Reconciliation
- Network Planning & Design
- Workforce Management
- Resource Inventory

Service Capability Delivery

### INFRASTRUCTURE LIFECYCLE MANAGEMENT

P&O Development Retirement  
Sales Development  
Product Marketing Communication & Promotion

Service Development & Retirement

Resource Capability Delivery

Resource Development & Retirement

- NetCracker Framework
- Service Order Management
- Service Inventory
- Service Information Management
- Service Activation
- Workforce Management
- Resource Inventory

Supply Chain Development & Change Management

Supply Chain Strategy & Planning

## OPERATIONS

### OPERATIONS SUPPORT & READINESS

CRM Support & Readiness

SM&O Support & Readiness

RM&O Support & Readiness

Manage Workforce

S/PRM Support & Readiness

### FULFILLMENT

Marketing Fulfillment Response

Selling

Order Handling

Service Configuration & Activation

Resource Provisioning

S/P Requisition Management

### ASSURANCE

Customer Interface Management

Problem Handling

Customer On/Off/SLA Management

Retention & Loyalty

Service Problem Management

Service Quality Management

S/P Interface Management

S/P Performance Management

S/P Interface Management

### BILLING & REVENUE MANAGEMENT

Bill Invoice Management

Bill Payments & Receivable Management

Bill Inquiry Handling

Manage Billing Events

Service Guiding & Mediation

Mediation & Reporting

S/P Settlement & Payments Management

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- Workforce Management

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## ENTERPRISE MANAGEMENT

Strategic & Enterprise Planning

Enterprise Risk Management

Enterprise Effectiveness Management

Knowledge and Research Management

Financial and Asset Management

Stakeholder & External Relations Management

Human Resource Management