

tmforum adoption services program fast facts



TM Forum's adoption services are designed to support our members in the adoption of Framework, the best practices, and outputs of the strategic projects as a way to cut the cost, risk, and timescales of transformation programs, and improve outcomes.

Program Profile

- 17 training courses available online or on-site
- 6500+ people from 560+ companies trained in since 2012
- 4800+ people have achieved knowledge and career certification since 2012
- 85+ products, solutions and implementations from 35+ service providers and suppliers certified as conformant with Framework



Program Portfolio

Objective	Audience	Typical Content	Availability	Product
Begin adoption with overview / introductory knowledge with some practical application. Certify the knowledge gained.	Service Provider and vendor / SI staff that need Framework and best practices intro only, or are intending to continue learning.	The 'what' and 'why' with entry level 'how to' using slides, exercises, quizzes, and certification exams.	Delivered online on demand, or to on-site groups of ten or more people by arrangement. Certification exams online by arrangement.	Framework Overview and Fundamentals courses.
Deepen adoption by delivering more practical skills with specific context for member. Certify the knowledge gained.	Service Provider / Enterprises and vendor / SI staff that work on business and technical transformation projects or other strategic initiatives.	Strong focus on 'why' and 'how to' using slides, exercises, quizzes, and certification exams.	Delivered to on-site groups of ten or more people by arrangement. Certification exams online by arrangement.	Practitioner's courses.
Support planning and delivery of member's programs with hard-to-find specialist Framework skills and knowledge.	Service Provider and vendor / SI staff that work on transformation projects or other strategic initiatives.	Validating the work using Framework, mentoring individuals or teams, coaching to fill in gaps in knowledge and skills.	Delivered by arrangement. Can be on-site or remote.	Coaching
Measure adoption maturity and plan to address gaps (RA and CEM only).	Service providers needing to understand opportunities to improve or measure progress of improvement.	Execution of a fixed-price plan of work with a report.	Delivered by arrangement.	Maturity Assessment



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Program Portfolio (continued)

Objective	Audience	Typical Content	Availability	Product
<p>Measure Framework adoption & get a 3rd party verification of the level of Framework adoption for COTS Products & Solutions. Use for marketing, RFP responses, ease of integration, etc.</p>	<p>Vendors that develop their products or solutions based on industry standards to reduce risk & ease integration of such products for their customers.</p>	<p>Measurement of the level of conformance across a specific scope of Framework through a detailed artefact based self-assessment, resulting in TM Forum verification & Framework Product/Solution Certification with detailed Certification Report.</p>	<p>Delivered by arrangement.</p>	<p>Framework Product/Solution Conformance Certification</p>
<p>Measure Framework adoption and gain a better understanding of how the Framework standards and best practices have been adopted inside your organization and plan to address gaps. Use for project preparation, RFP preparation, marketing, etc.</p>	<p>Service providers that are looking to adopt Framework in their environment. Service providers needing to understand their scope and depth of Framework conformance.</p>	<p>Measurement of the level of conformance across a scope of Framework through a detailed artefact based self-assessment, resulting in TM Forum verification of levels of Framework conformance and any associated gaps. Framework Implementation Certification awarded with detailed Certification Report.</p>	<p>Delivered by arrangement.</p>	<p>Framework Implementation Conformance Certification</p>

Further Information

Training - www.tmforum.org/training-certification/

Coaching - www.tmforum.org/coaching/

Conformance Certification - www.tmforum.org/conformance-certification/

Knowledge Certification - www.tmforum.org/training-certification/career-certification/

Maturity Assessments - www.tmforum.org/assessments/

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