







IVERSITEIT GENT

























































UNIVERSITEIT	eTOM OPS: level 0, 1, 2 processes							
Customer								
Scope	Operations Operations Support & Readiness	Fulfilment	Assurance	Billing				
Subdivide problem Costs/ revenues	Customer Relationship Management CRM Support & Readiness	Selling Marketing Fulfilment Response Handling	Customer Interface Management Problem Handling Customer QoS/SLA Management Retention & Loyalty	Billing & Collections Management				
	Service Management & Operation SM&O Support & Readiness	IS Configuration & Activation	Service Problem Management Management	Service & Specific Instance Rating				
	Resource Management & Operatio RM&O Support & Readiness	Resource Provisioning	Resource Trouble Management Resource Data Collect	tion & Processing]			
	Supplier/Partner Relationship Mai S/PRM Support & Readiness	nagement S/P Requisition Management S	S/P Problem Reporting & Management Management Management	S/P Settlements & Billing Management				
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UNIVERSITEIT GENT		fro	om Comj	olete BPMN	Events Elements
Model		Start	Intermediate	End	
		\bigcirc	\bigcirc	0	
Processes			Event Types		
	Message			\bigcirc	
	Timer	٢	0	_	
	Error		R	\bigotimes	
	Cancel		\bigotimes	\otimes	
	Compensatio	n		€	
	Rule		۲	-	
	Link		\bigcirc	igodot	
	Terminate			$oldsymbol{O}$	
	Multiple	۲		۲	1
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UNIVERSITEIT	from Comp	Connections plete BPMN Elements
Model Processes		
	Sequence Flow Message Flow	Association
	Name, Condition. Code, or Message — Marse or Message	
	<>Name, Condition, or Code ►	·····>
	Name or Default	
		1
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	NPV compared to IRR									
	 Two mutually exclusive projects 									
Evaluate		CF0	CF1	NPV (r=0)	IRR					
Investment analysis	Small budget	-1 euro	1.5 euro	0.5 euro	50%					
	Large budget	-10 euro	11 euro	1 euro	10%					
	 NPV ≠ IRR Explanation: incremental IRR small budget project is beneficial beneficial to invest additionally? 									
		CF0	CF1	NPV (r=0)	IRR					
	Large budget instead of small budget	-10 – (-1) = -9 euro	11-1.5 = 9.5 euro	0.5 euro	0.5/9 = 5.55%					
p. 97	➔ follow NP	V			te	Ĩ				

























































Refine		Stock option	Real option		
Real options Type of option (75)	X	exercise price of the option	investments required to carry out the project		
	S	value of the underlying stock	NPV of the cash flows generated by the investment project		
	σ	volatility of the stock	risk grade of the project		
	r	the risk-free interest rate	risk-free interest rate		
	t	life time of the option	time period where company has the opportunity to invest in the project		

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		7S framework		
Refine	Real Option Category	Real Option Type	Description	Telco examples
Real options	Invest/ grow	Scale up	Cost-effective sequential investments as market grows	Expand area of wireless coverage from cities to semi- urban areas
Type of option (7S)		Switch up	Switch products given a shift in underlying price/demand	Start offering dedicated wavelengths using DWDM in case of equipment price drops
		Scope up	Enter another industry cost- effectively	Start offering IPTV next to Internet connectivity
	Defer/ learn	Study/start	Delay investment until more info/skill is acquired	Wait till competitor strategy is more clear
	Disinvest/ shrink	Scale down	Shrink or shut down project as new info changes expected payoffs	Abandon one region if competitor drops prices there
		Switch down	Switch to more cost-effective and flexible assets as new info is obtained	Lease wavelengths instead of dark fiber in some regions of lower demand
p. 127		Scope down	Abandon operations in related industry if there is no further potential	Stop offering hot spot services if market does not take off






















































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VERSITEIT GENT	Tools for process modeling			
Toolkit	BPMN	XPDL	license	
CaseWise	As an extension	As an extension	Commercial, Free for TMForum members	
Mega: MegaProcess	yes	yes	Commercial	
IDS Scheer: ARIS	yes	yes	Commercial	
MS Visio	yes	no	Commercial	
Tibco business studio	yes	yes	Free	
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ToolkitGraphical modelingOpen SourceLicenseGPSSNoNoFree limited ed. CommercialVenSim (including M-Wave model)YesNoFree limited ed. CommercialSimJavaNoYesFreePtolemy IIYesYesFree	GLINI			
GPSSNoNoFree limited ed. CommercialVenSim (including M-Wave model)YesNoFree limited ed. CommercialSimJavaNoYesFreePtolemy IIYesYesFree	Toolkit	Graphical modeling	Open Source	License
VenSim (including M-Wave model) Yes No Free limited ed. Commercial SimJava No Yes Free Ptolemy II Yes Yes Free p. 158 158 State State	GPSS	No	No	Free limited ed. Commercial
SimJava No Yes Free Ptolemy II Yes Yes Free	VenSim (including M-Wave model)	Yes	No	Free limited ed. Commercial
Ptolemy II Yes Yes Free	SimJava	No	Yes	Free
p. 158	Ptolemy II	Yes	Yes	Free

	Tools used within refinement			
Toolkit	Туре	Open Source	License	
Gambit	Game theory	Yes	Free	
Jannealer	Optimization by means of Simulated annealing	Yes	Free	
Linear programming tools (e.g. solver, mathlab, etc.)	Integer Linear Programming	Typically not	Commercial	
Crystal Ball	Sensitivity analysis and RO by simulation	No	Commercial	
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