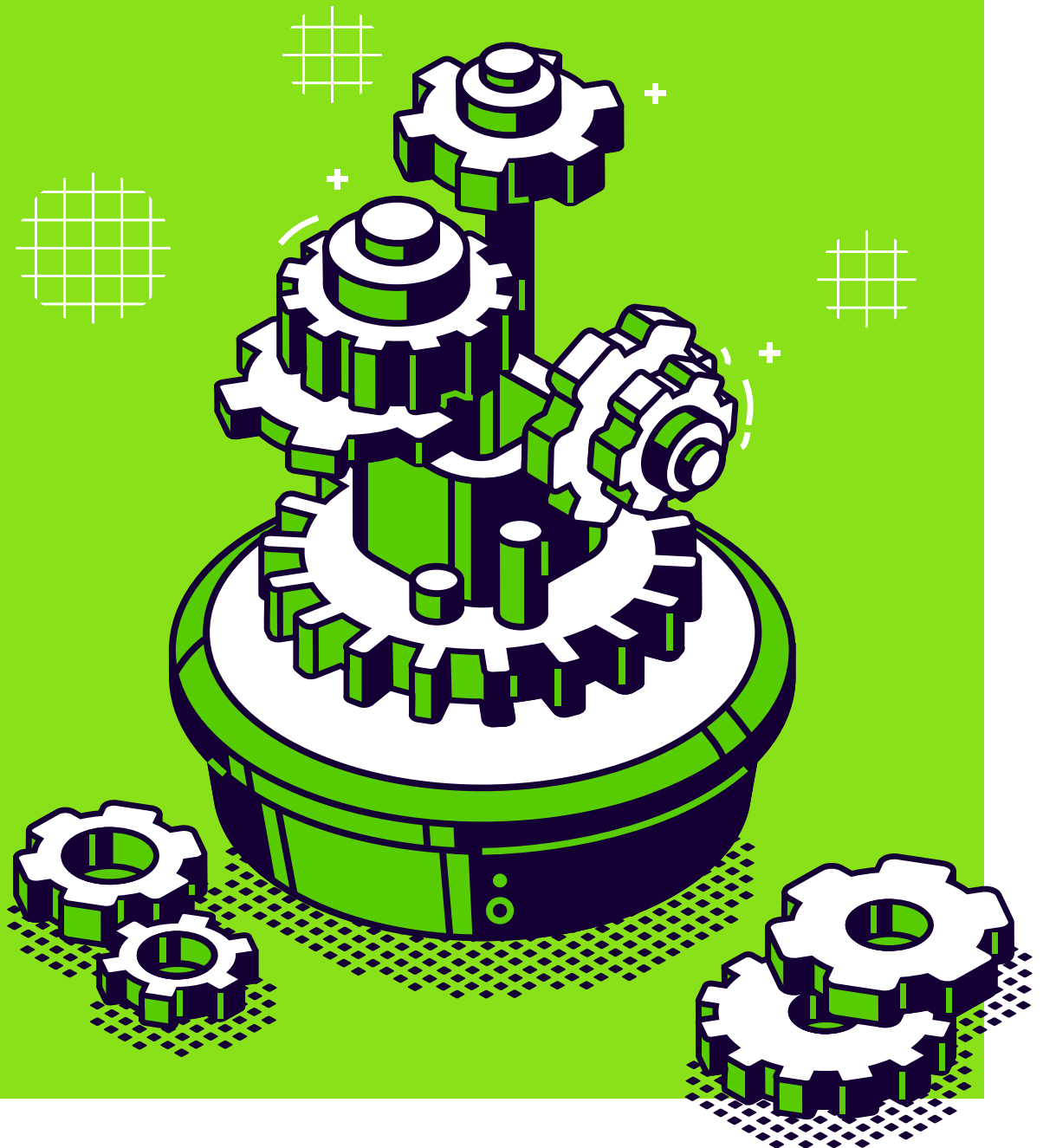


Efficiency First[®] Framework Guidebook

SECOND EDITION



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About AOTMP®

AOTMP® is a training and certification organization delivering best practices and industry education that empower telecom, mobile, and cloud / IT management professionals to deliver positive and sustainable business results. The Efficiency First® Framework is a set of practices and principles for managing telecom, mobile, and cloud / IT technology, and is the foundation of AOTMP® training and certifications.

For more information visit www.aotmp.com.

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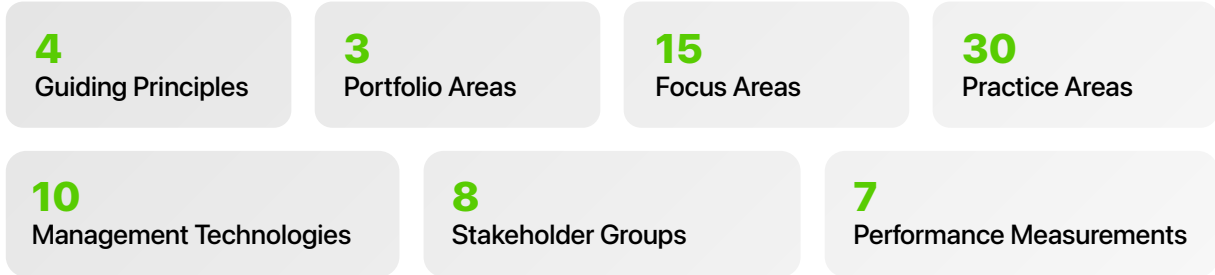
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INTRODUCTION

Efficiency First® Framework Elements



1,000+
Digital transformation and optimization performance diagnostic points.

ABOUT THE EFFICIENCY FIRST® FRAMEWORK

The Efficiency First® Framework is the foundation for a Center of Excellence designed to deliver maximum business value.

- Business and Public Sector organizations adopt Efficiency First® Framework principles to drive Center of Excellence performance results.
- Service providers align products, services, and solutions with Efficiency First® Framework principles to support customers' performance goals.

ABOUT THE EFFICIENCY FIRST® FRAMEWORK GUIDEBOOK

The Efficiency First® Framework Guidebook is for business and public sector organizations adopting Framework principles and service providers aligning products, services, and solutions with Framework principles. This Guidebook defines and outlines key principles and practices that help drive performance and efficiency which can be applied to existing practices and processes. In addition, the principles of the Efficiency First® Framework complement other business practices such as ITIL, Six Sigma, Lean Sigma, and TBM.

This guidebook includes:

- [Framework Principles](#) descriptions, definitions, and evaluation criteria
- [Portfolio Areas](#) descriptions, definitions, and management considerations
- [Focus Areas](#) descriptions, definitions, and evaluation guidelines
- [Practice Areas](#) descriptions, definitions, and process development guidance
- [Core Management Technologies](#) descriptions, definitions, and use cases
- [Stakeholder Groups](#) descriptions, definitions, and role / responsibility profiles
- [Performance Areas](#) descriptions, definitions, and measurement criteria
- [Continuous Improvement Approach](#) descriptions, definitions, and adoption best practices

AUDIENCE & HOW TO USE THE GUIDEBOOK

Utilization of the Efficiency First® Framework Guidebook will vary based upon stakeholder group. Examples of key stakeholder groups and how they might use the Guidebook include:

KEY STAKEHOLDER GROUPS	DESCRIPTION
Executives & Business Leaders	Understanding how telecom, mobile, cloud / IT can drive business results.
Finance Professionals	Determining factors that influence total cost of ownership and drive optimal financial performance.
Procurement Professionals	Determining factors that influence vendor performance products and services.
Telecom / Mobile / Cloud / IT Management Professionals	Providing structure and drive performance accountability.
Telecom / Mobile / Cloud / IT Operations Professionals	Determining actions that support best practice performance.

**EFFICIENCY FIRST® FRAMEWORK
GUIDEBOOK**