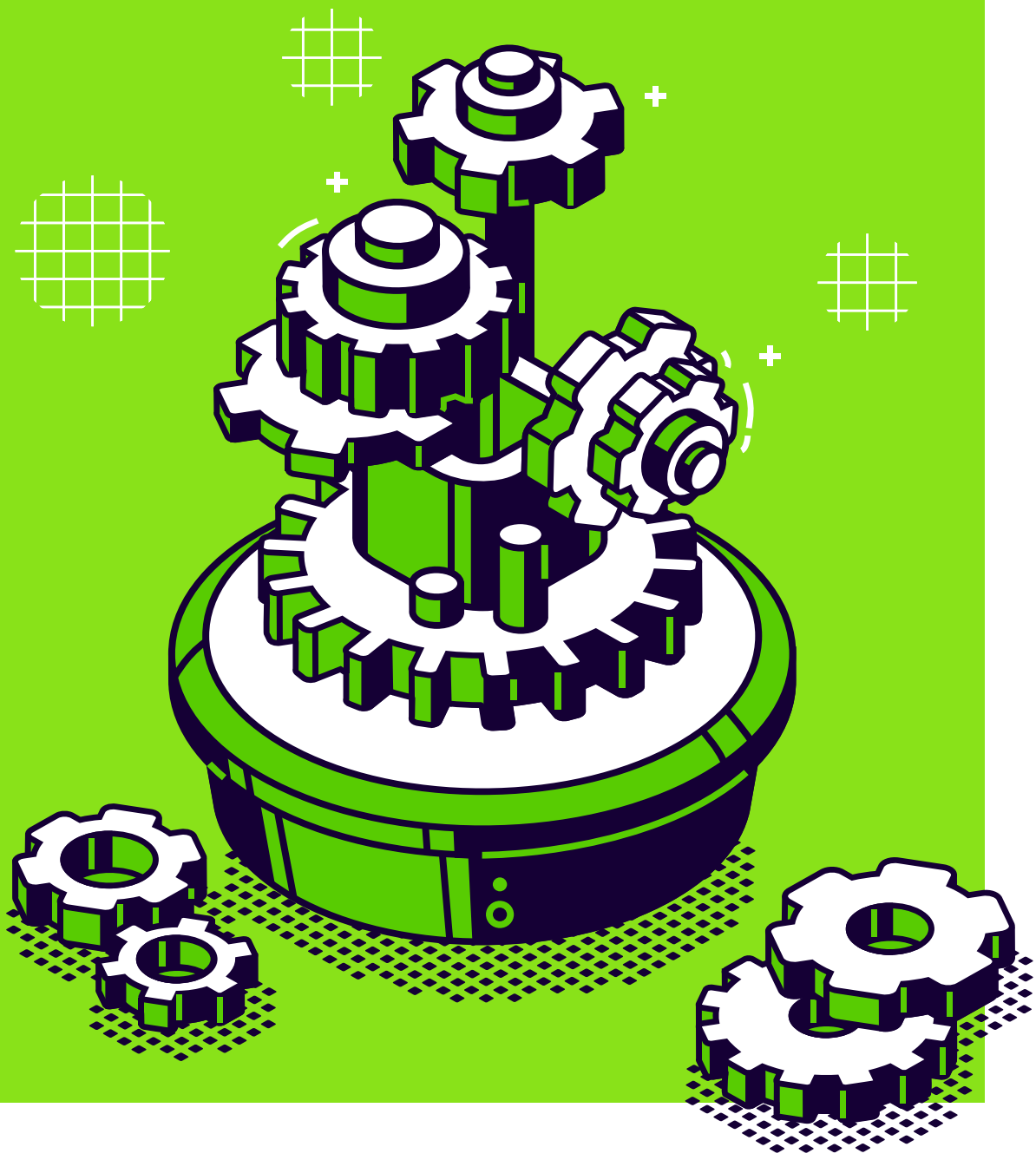
AOTMP

Efficiency First® Framework Guidebook

SECOND EDITION



Publication Date

Second edition: August 2024

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 certificiations.

For more information visit www.aotmp.com.

Copyright © 2024 by AOTMP®. All rights reserved.

ISBN: 978-1-7354371-2-5

Use Permissions

The purchase of the AOTMP® Efficiency First® Framework Guidebook, individually or as part of a training or certification package or program, grants non-exclusive, non-transferable access rights to purchaser for internal instructional, educational, and administrative purposes only. This book and its content are protected by copyright laws, trademark laws, patent laws, and design rights. Any unauthorized use, reproduction, or distribution of the book or its contents will be considered a violation of intellectual property rights held by AOTMP®.

TABLE OF CONTENTS

INTRODUCTION 1

About the Efficiency First® Framework 3

About the Efficiency First® Framework Guidebook 3

Audience & How to Use the Guidebook 4

FRAMEWORK ELEMENTS & KEY CONCEPTS 5

Guiding Principles 6

Portfolio Areas 7

Focus Areas 8

Practice Areas 9

Core Management Technologies 13

Stakeholder Groups 16

Performance Areas 17

Continuous Improvement Approach 29

CORE PRACTICE AREA KEY CONCEPTS 30

Core Practice Area Key Concepts Overview 31

Asset Management 33

Auditing 36

Budgeting & Forecasting 39

Business Analysis 42

Change Control 45

Contract Management 50

Data Privacy 53

Disaster Recovery 56
Endpoint Management 59
Exception Management 62
Framework Alignment 65
Governance 68
Help Desk 71
Invoice Processing 74
License Management 77
Network Design 80
Order Management 83
Performance Management 86
Policy 90
Portfolio Delivery 93
Project Management 96
Quality Control & Assurance 99
Regulatory Compliance 102
Reporting & Analytics 105
Risk Management 109
Security 112
Service Management 115
Sourcing & Procurement 118
Strategy 121
Vendor Management 124

BUSINESS & PUBLIC SECTOR ORGANIZATION ADOPTION ROADMAP.....127

Maturity Stages 128

Accountability Matrix 129

SERVICE PROVIDER ALIGNMENT ROADMAP 132

Principle Alignment 134

Alignment Opportunities 135

APPENDIX – EFFICIENCY FIRST® FRAMEWORK ADOPTION / ALIGNMENT RESOURCES 136

Appendix A: Accountability Team Roster 137

Appendix B: Core Management Technologies Worksheet 138

Appendix C: Process Development Guidance 139

Appendix D: Continuous Improvement Actions Checklists 213

Appendix E: Service Provider Alignment Worksheet 243

Appendix F: Engagement RASCI Template 244

INTRODUCTION

Efficiency First® Framework Elements

4 Guiding Principles	**3** Portfolio Areas	**15** Focus Areas	**30** Practice Areas
10 Management Technologies	**8** Stakeholder Groups	**7** Performance Measurements	

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