OVERVIEW

Please review and assemble the following information before completing the application.

The application contains five sections:

1. Primary Point of Contact Information
2. Team Information
3. Efficiency First® Framework Practice Areas Supported
4. Best Practice Alignment Assessment
5. Program Agreement

SECTION #1: Contact Information

➔ Primary Point of Contact Info
   o Name
   o Title
   o Email address
   o Phone number

SECTION #2: Team Information

➔ Describe the scope of your team's responsibilities (500 words or less)
➔ Team Roster (identify team members and contact information)
   o Name
   o Title
   o Email address
   o Phone number

SECTION #3: Efficiency First® Framework Practice Areas Supported

In this section you will identify all technology management practices your team supports along with the technology types supported for each practice area. Practice areas encompass people, processes, and technology involved in performing defined activities. Your selections in this section determine the best practice alignment assessment your team will receive in section #4 of this application. Select all that apply.

	PRACTICE AREA	TECHNOLOGY TYPE	DEFINITION
☐	**ASSET MANAGEMENT**	☐ Telecom ☐ Mobile ☐ IT	The practice of identifying and tracking telecom, mobile, and IT assets including endpoint devices and infrastructure related to a communications network environment and associating assets with assigned users and cost elements.
☐	**AUDITING**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of validating financial, logical, and physical accuracy of the telecom, mobile, and cloud / IT environment and resolving exceptions.

PRACTICE AREA	TECHNOLOGY TYPE	DEFINITION
☐ **BUDGETING & FORECASTING**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of financial planning, budget justification, and budget performance monitoring representing the total cost of ownership.
☐ **BUSINESS ANALYSIS**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of analyzing and interpreting network and business data for root cause analysis and business intelligence investigation.
☐ **CHANGE CONTROL**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of controlling technical, financial, and operational business change.
☐ **CONTRACT MANAGEMENT**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of tracking and managing the lifecycle of all telecom, mobile, and cloud / IT contracts.
☐ **DATA PRIVACY**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of collecting, using, and storing personally identifiable information.
☐ **DISASTER RECOVERY**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of establishing and maintaining business plans and procedures for recovering network environment operations in the event normal operations are disrupted.
☐ **ENDPOINT MANAGEMENT**	☐ Telecom ☐ Mobile ☐ IT	The practice of managing telecom, mobile, and IT endpoint devices such as mobile devices, desktop PCs, laptops, printers, IoT devices, and wearables.
☐ **EXCEPTION MANAGEMENT**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of defining and resolving technical, financial, and operational exceptions and restoring exceptions to the desired and optimal performance state.
☐ **GOVERNANCE**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of establishing and managing processes and interactions for projects and programs across all stakeholders and participants that enables decision-making, risk mitigation, and enforcement of objectives.
☐ **HELP DESK**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of managing and resolving break-fix trouble tickets and technical queries on behalf of users and resolving technical issues with vendor-provided assets and services.

PRACTICE AREA	TECHNOLOGY TYPE	DEFINITION
☐ **INVOICE PROCESSING**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, generating payment files, remitting payment funds, and reconciling payment records.
☐ **LICENSE MANAGEMENT**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of tracking and maintaining telecom, mobile, and cloud / IT licenses.
☐ **NETWORK DESIGN**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of documenting technology design plans for the telecom, mobile, and cloud / IT networks.
☐ **ORDER MANAGEMENT**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of placing and completing service orders with vendors.
☐ **PERFORMANCE MANAGEMENT**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of measuring, comparing, and diagnosing telecom, mobile, and cloud / IT management performance and maturity using a comprehensive set of strategic performance measures.
☐ **POLICY**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of documenting and advising on business rules guiding technology systems policy for the enterprise including intended use, policy acceptance and policy updates or revisions, compliance monitoring and reporting, and supporting resolution of out-of-scope occurrences.
☐ **PORTFOLIO DELIVERY**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of deploying telecom, mobile, and cloud / IT services, systems, applications, and endpoint devices to business users.
☐ **PROJECT MANAGEMENT**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of establishing telecom, mobile, and cloud / IT project objectives, plans, teams, timelines, and controls and owning results.
☐ **QUALITY CONTROL & ASSURANCE**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of identifying and correcting telecom, mobile, and cloud / IT management process errors (Quality Control) and identifying and eliminating telecom, mobile, and cloud / IT management process inefficiencies (Quality Assurance).
☐ **REGULATORY COMPLIANCE**	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of monitoring compliance of laws and regulations associated with communications and data in the telecom, mobile, and cloud / IT environment.

PRACTICE AREA	TECHNOLOGY TYPE	DEFINITION
☐ REPORTING & ANALYTICS	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of creating and delivering technical, financial, and operational information to telecom, mobile, and cloud / IT management stakeholders and creating and delivering performance information to business stakeholders illustrating the business value of performance efficiency, opportunity identification, and strategic business enablement.
☐ RISK MANAGEMENT	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of establishing and monitoring protocols and procedures to support business objectives.
☐ SECURITY	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of identifying and tracking telecom, mobile, and cloud / IT services including pricing, features, configurations, and costs and associating service inventory with assigned users, cost elements, physical locations, business units, and cost centers.
☐ SERVICE MANAGEMENT	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of identifying and selecting vendors based upon technical, financial, and operational requirements using request for information (RFI), request for quotation (RFQ), and request for proposal (RFP) sourcing instruments.
☐ SOURCING & PROCUREMENT	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of developing and implementing a strategy for positioning the telecom, mobile, and cloud / IT environment as a strategic business driver.
☐ STRATEGY	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of establishing and monitoring protocols and procedures to support business objectives.
☐ VENDOR MANAGEMENT	☐ Telecom ☐ Mobile ☐ Cloud ☐ IT	The practice of evaluating, measuring, and guiding vendor performance.

SECTION #4: Best Practice Alignment Assessment

Using the team roster, identify the individuals you wish to receive the best practice assessment for each practice area. These assessments are to be completed by subject matter experts with functional knowledge of standard operating procedure for each practice area. Note that only the practice areas selected in section #3 will be available for assignment. Each practice area assessment contains approximately 15 questions about processes, technology, and performance metrics involved in performing defined activities. Each practice area assessment can be completed in 30 minutes or less.

PRACTICE AREA	TECHNOLOGY TYPE	TEAM MEMBER
☐ **ASSET MANAGEMENT**	☐ Telecom ➔ ☐ Mobile ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____
☐ **AUDITING**	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ **BUDGETING & FORECASTING**	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ **BUSINESS ANALYSIS**	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ **CHANGE CONTROL**	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ **CONTRACT MANAGEMENT**	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ **DATA PRIVACY**	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ **DISASTER RECOVERY**	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____

PRACTICE AREA	TECHNOLOGY TYPE	TEAM MEMBER
☐ ENDPOINT MANAGEMENT	☐ Telecom ➔ ☐ Mobile ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____
☐ EXCEPTION MANAGEMENT	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ GOVERNANCE	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ HELP DESK	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ INVOICE PROCESSING	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ LICENSE MANAGEMENT	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ NETWORK DESIGN	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ ORDER MANAGEMENT	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ PERFORMANCE MANAGEMENT	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____
☐ POLICY	☐ Telecom ➔ ☐ Mobile ➔ ☐ Cloud ➔ ☐ IT ➔	Name:_____ Name:_____ Name:_____ Name:_____

PRACTICE AREA	TECHNOLOGY TYPE	TEAM MEMBER
☐ **PORTFOLIO DELIVERY**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **PROJECT MANAGEMENT**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **QUALITY CONTROL & ASSURANCE**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **REGULATORY COMPLIANCE**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **REPORTING & ANALYTICS**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **RISK MANAGEMENT**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **SECURITY**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **SERVICE MANAGEMENT**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **SOURCING & PROCUREMENT**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____
☐ **STRATEGY**	☐ Telecom ➜ ☐ Mobile ➜ ☐ Cloud ➜ ☐ IT ➜	Name:_____ Name:_____ Name:_____ Name:_____

PRACTICE AREA	TECHNOLOGY TYPE	TEAM MEMBER
☐ **VENDOR MANAGEMENT**	☐ Telecom ➔ Name:_____ ☐ Mobile ➔ Name:_____ ☐ Cloud ➔ Name:_____ ☐ IT ➔ Name:_____	

SECTION #5: Program Agreement

➔ Agree that all information provided is true and accurate