OVERVIEW

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

The application contains three sections:

1. Primary Point of Contact Information
2. Team Information
3. Efficiency First® Framework Practice Areas Supported & Assessment Assignments

SECTION #1: Primary Point of Contact Information

Name	
Title	
Email address	
Phone number	

SECTION #2: Team Information

Describe the scope of your team's responsibilities (500 words or less)

TEAM ROSTER	
Name	
Title	
Email address	
Phone number	

Name	
Title	
Email address	
Phone number	

Name	
Title	
Email address	
Phone number	

Name	
Title	
Email address	
Phone number	

Name	
Title	
Email address	
Phone number	

Name	
Title	
Email address	
Phone number	

TEAM ROSTER	
Name	
Title	
Email address	
Phone number	
Name	
Title	
Email address	
Phone number	
Name	
Title	
Email address	
Phone number	
Name	
Title	
Email address	
Phone number	
Name	
Title	
Email address	
Phone number	
Name	
Title	
Email address	
Phone number	

SECTION #3: Efficiency First® Framework Practice Areas Supported & Assessment Assignments

In this section, you will identify all technology management practices your team supports and the technology types in scope for each practice area. Practice areas encompass people, processes, and technology involved in performing defined activities. Select all that apply.

Then, 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 procedures for each practice area. 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	DEFINITION
ASSET MANAGEMENT	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.
ASSESSMENT ASSIGNMENTS	
Telecom ➔ Name(s):_____	
Mobile ➔ Name(s):_____	
IT ➔ Name(s):_____	
AUDITING	The practice of validating financial, logical, and physical accuracy of the telecom, mobile, and cloud / IT environment and resolving exceptions.
ASSESSMENT ASSIGNMENTS	
Telecom ➔ Name(s):_____	
Mobile ➔ Name(s):_____	
Cloud ➔ Name(s):_____	
IT ➔ Name(s):_____	

PRACTICE AREA	DEFINITION
BUDGETING & FORECASTING	The practice of financial planning, budget justification, and budget performance monitoring representing the total cost of ownership.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
BUSINESS ANALYSIS	The practice of analyzing and interpreting network and business data for root cause analysis and business intelligence investigation.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
CHANGE CONTROL	The practice of controlling technical, financial, and operational business change.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
CONTRACT MANAGEMENT	The practice of tracking and managing the lifecycle of all telecom, mobile, and cloud / IT contracts.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
DATA PRIVACY	The practice of collecting, using, and storing personally identifiable information.

ASSESSMENT ASSIGNMENTS

Telecom ➜ Name(s):_____

Mobile ➜ Name(s):_____

Cloud ➜ Name(s):_____

IT ➜ Name(s):_____

PRACTICE AREA	DEFINITION
DISASTER RECOVERY	The practice of establishing and maintaining business plans and procedures for recovering network environment operations in the event normal operations are disrupted.

ASSESSMENT ASSIGNMENTS

Telecom ➜ Name(s):_____

Mobile ➜ Name(s):_____

Cloud ➜ Name(s):_____

IT ➜ Name(s):_____

PRACTICE AREA	DEFINITION
ENDPOINT MANAGEMENT	The practice of managing telecom, mobile, and IT endpoint devices such as mobile devices, desktop PCs, laptops, printers, IoT devices, and wearables.

ASSESSMENT ASSIGNMENTS

Telecom ➜ Name(s):_____

Mobile ➜ Name(s):_____

IT ➜ Name(s):_____

PRACTICE AREA	DEFINITION
EXCEPTION MANAGEMENT	The practice of defining and resolving technical, financial, and operational exceptions and restoring exceptions to the desired and optimal performance state.

ASSESSMENT ASSIGNMENTS

Telecom ➜ Name(s):_____

Mobile ➜ Name(s):_____

Cloud ➜ Name(s):_____

IT ➜ Name(s):_____

PRACTICE AREA	DEFINITION
GOVERNANCE	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.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
HELP DESK	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.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
INVOICE PROCESSING	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.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
LICENSE MANAGEMENT	The practice of tracking and maintaining telecom, mobile, and cloud / IT licenses.

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
NETWORK DESIGN	The practice of documenting technology design plans for the telecom, mobile, and cloud / IT networks.
ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____
ORDER MANAGEMENT	The practice of placing and completing service orders with vendors.
ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____
PERFORMANCE MANAGEMENT	The practice of measuring, comparing, and diagnosing telecom, mobile, and cloud / IT management performance and maturity using a comprehensive set of strategic performance measures.
ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____

PRACTICE AREA	DEFINITION
POLICY	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.
ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____
PORTFOLIO DELIVERY	The practice of deploying telecom, mobile, and cloud / IT services, systems, applications, and endpoint devices to business users.
ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____
PROJECT MANAGEMENT	The practice of establishing telecom, mobile, and cloud / IT project objectives, plans, teams, timelines, and controls and owning results.
ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____

PRACTICE AREA	DEFINITION
QUALITY CONTROL & ASSURANCE	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).

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
REGULATORY COMPLIANCE	The practice of monitoring compliance of laws and regulations associated with communications and data in the telecom, mobile, and cloud / IT environment.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
REPORTING & ANALYTICS	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.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
RISK MANAGEMENT	The practice of identifying and reducing technical, financial, and operational risk across the telecom, mobile, and cloud / IT environment and the business.

ASSESSMENT ASSIGNMENTS

Telecom ➔ Name(s):_____

Mobile ➔ Name(s):_____

Cloud ➔ Name(s):_____

IT ➔ Name(s):_____

PRACTICE AREA	DEFINITION
SECURITY	The practice of establishing and monitoring protocols and procedures to support business objectives.

ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____

PRACTICE AREA	DEFINITION
SERVICE MANAGEMENT	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.

ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____

PRACTICE AREA	DEFINITION
SOURCING & PROCUREMENT	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.

ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____

PRACTICE AREA	DEFINITION
STRATEGY	The practice of developing and implementing a strategy for positioning the telecom, mobile, and cloud / IT environment as a strategic business driver.

ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____

PRACTICE AREA	DEFINITION
VENDOR MANAGEMENT	The practice of evaluating, measuring, and guiding vendor performance.
ASSESSMENT ASSIGNMENTS	
Telecom ➔	Name(s):_____
Mobile ➔	Name(s):_____
Cloud ➔	Name(s):_____
IT ➔	Name(s):_____