ABOUT PROFESSIONAL CERTIFICATION EXAMS

Professional Certifications are two-year credentials for practitioners who have a desire to validate their performance, receive recognition for competency, and enrich their reputation amongst peers. The exam validates best practice knowledge of the Efficiency First® Framework and operational application of Framework principles to a specific technology portfolio area. The Efficiency First® Framework Guidebook is the primary study guide to prepare for the certification exam.

THE CERTIFIED TELECOM MANAGEMENT PROFESSIONAL EXAM

- ☑ 60 questions (multiple choice, true/false, and matching question types)
- ☑ 75-minute time limit (running clock)
- ☑ Single, continuous session (no stop and resume later)
- ☑ 80% or greater to pass (2 pass attempts; exam retakes are available for an additional fee)

EXAM PREPARATION

The recommended three-step approach to learning the key concepts of the Efficiency First® Framework in preparation for the exam is as follows:

1. **Read and study the Guidebook.** Start from the beginning (Guiding Principles) and continue sequentially through each section covered by the exam. Then, review sections as required until the concepts are familiar and can be recited with confidence.

2. **Enforce Efficiency First® Framework principles.** Use concepts outlined in the Guidebook and complete the provided templates from Alignment Resources (Appendix A, B & F) to document a familiar telecom management practice. Review process development guidance and continuous improvement actions outlined in Alignment Resources (Appendix C & D) to challenge your knowledge of Efficiency First® Framework principles applied to telecom management. Revisit sections of the Guidebook as required to complete the exercise and enforce retention of key concepts.

3. **Review areas of exam focus.** Study the exam outline. Revisit sections of the Guidebook as required until the concepts are familiar and can be recited with confidence.

EFFICIENCY FIRST® FRAMEWORK GUIDEBOOK

These sections of the Guidebook contain content and principles that will help you prepare for the exam.

- ☑ Guiding Principles
- ☑ Portfolio Areas
- ☑ Optimization Focus Area
- ☑ Stakeholder Groups
- ☑ Efficiency Ratings (Practice Areas)
- ☑ Focus Area Ratings
- ☑ Optimization Potential
- ☑ Continuous Improvement Approach
- ☑ Purpose and Scope
- ☑ Activity Scope
- ☑ Core Management Technologies
- ☑ Other Data Sources and Systems
- ☑ Master System
- ☑ Practitioner Skills
- ☑ Key Performance Indicators
- ☑ Accountability Matrix
- ☑ Process Development Guidance (Practice Areas)
- ☑ Continuous Improvement Approach Checklists (Practice Areas)
- ☑ Engagement RASCI Templates (Practice Areas)

EXAM OUTLINE

To pass the exam, you will need to demonstrate knowledge and understand key concepts of the Efficiency First® Framework and apply learnings to specific telecom management operational scenarios and situations. Areas of exam focus include:.

- ☑ Identifying the **Guiding Principles of the Efficiency First® Framework** and interpreting them in specific operational situations.
- ☑ Identifying characteristics of the **Telecom Portfolio Area**.
- ☑ Identifying **Optimization Focus Area** components and interpreting them in specific operational situations.
- ☑ Identifying and interpreting the role of each **Stakeholder Group**.
- ☑ Recognizing the **Efficiency Rating** measurement and recalling its components.
- ☑ Recognizing the **Focus Area Rating** measurement and recalling its components.
- ☑ Recognizing the **Optimization Potential** measurement and recalling its components.
- ☑ Identifying **Continuous Improvement Approach** concepts and applying them to specific operational situations.
- ☑ Identifying relevant **Practice Areas** and interpreting workflow relationships.
- ☑ Identifying the **Core Management Technologies** and interpreting utilization in specific operational situations.
- ☑ Identifying **Other Data Sources and Systems** and interpreting utilization in specific operational situations.
- ☑ Recognizing characteristics of a **Master System** of record.
- ☑ Identifying **Practitioner Skills** requirements for specific Practice Areas.
- ☑ Identifying recommended practice area **Key Performance Indicators** (KPIs) and interpreting metric results.
- ☑ Identifying relevant **Practice Areas** within the **Accountability Matrix Discipline Pillars**.
- ☑ Identifying key considerations for **Process Development** and applying them in specific operational situations.
- ☑ Identifying **RASCI** concepts as they apply to telecom management.

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