

Revenue Assurance FAST Diagram

HOW?

WHY?

“Design Criteria”

Maintain Sustainability Metrics

Expand
CEM (Customer
Experience Management)

Manage
Churn

Basic Function

Assure
Revenues

Dependent Critical Function

Recover
Revenues

Embed
Process/Automated
Controls

Quantify/Prioritize
Risks

Identify
Revenue Risks

Gather
Data

Prevent
Proactively
Risks

Dependent Supporting Function

Automated
(Retro-active)

Process
(Proactive/Forward-looking)

Leverage
Existing
Software

Software
Control

Internal
Hardware
Control

External
Hardware
Control

External
Managed
Service

Restructure
BPM

Manage
Faults/
Performance

Manage
Changes

WHEN?

Scope of RA under study