

# User Session and Identity Server

(USIS) 2.0

Training Programs

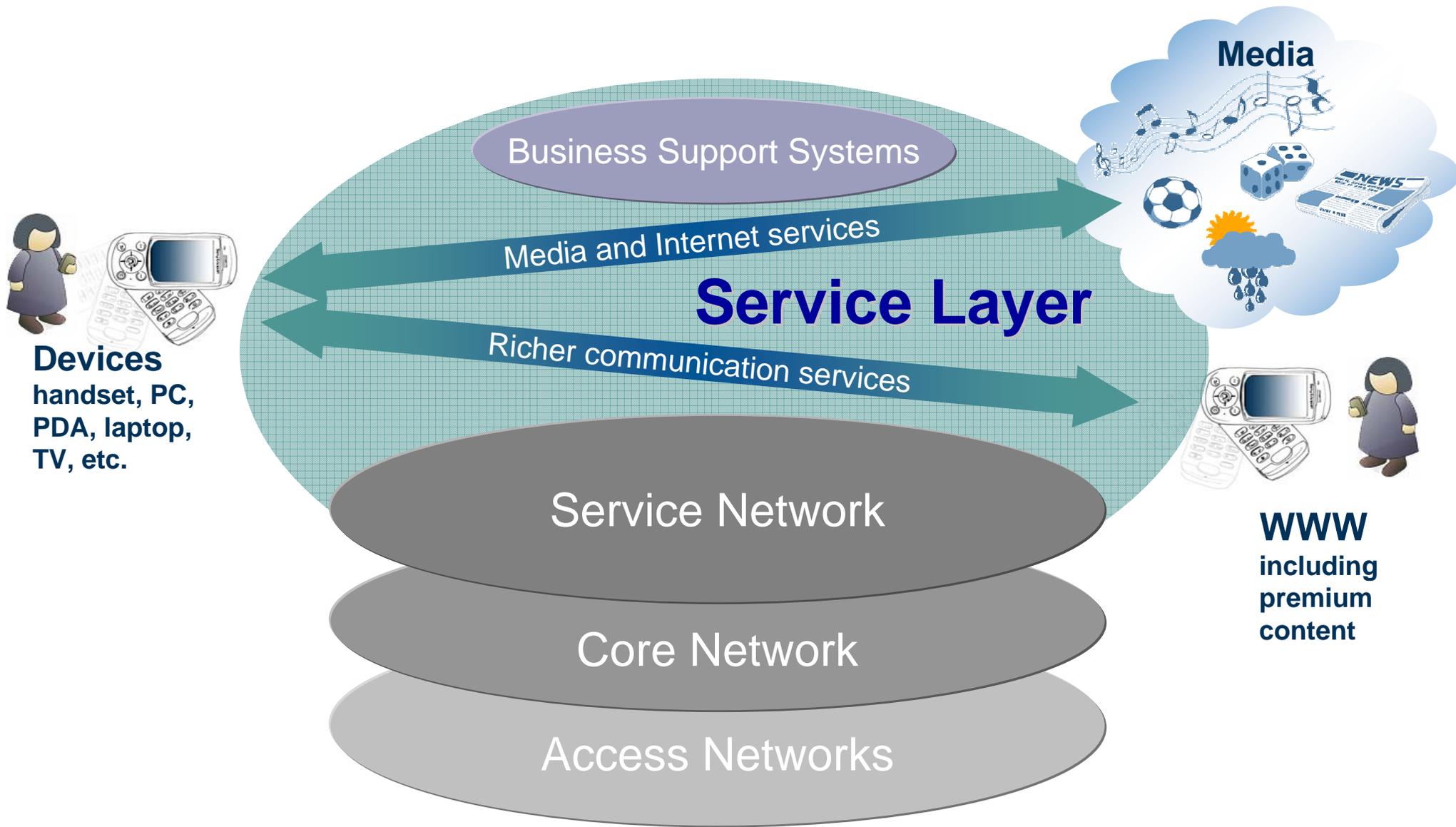
Package Presentation

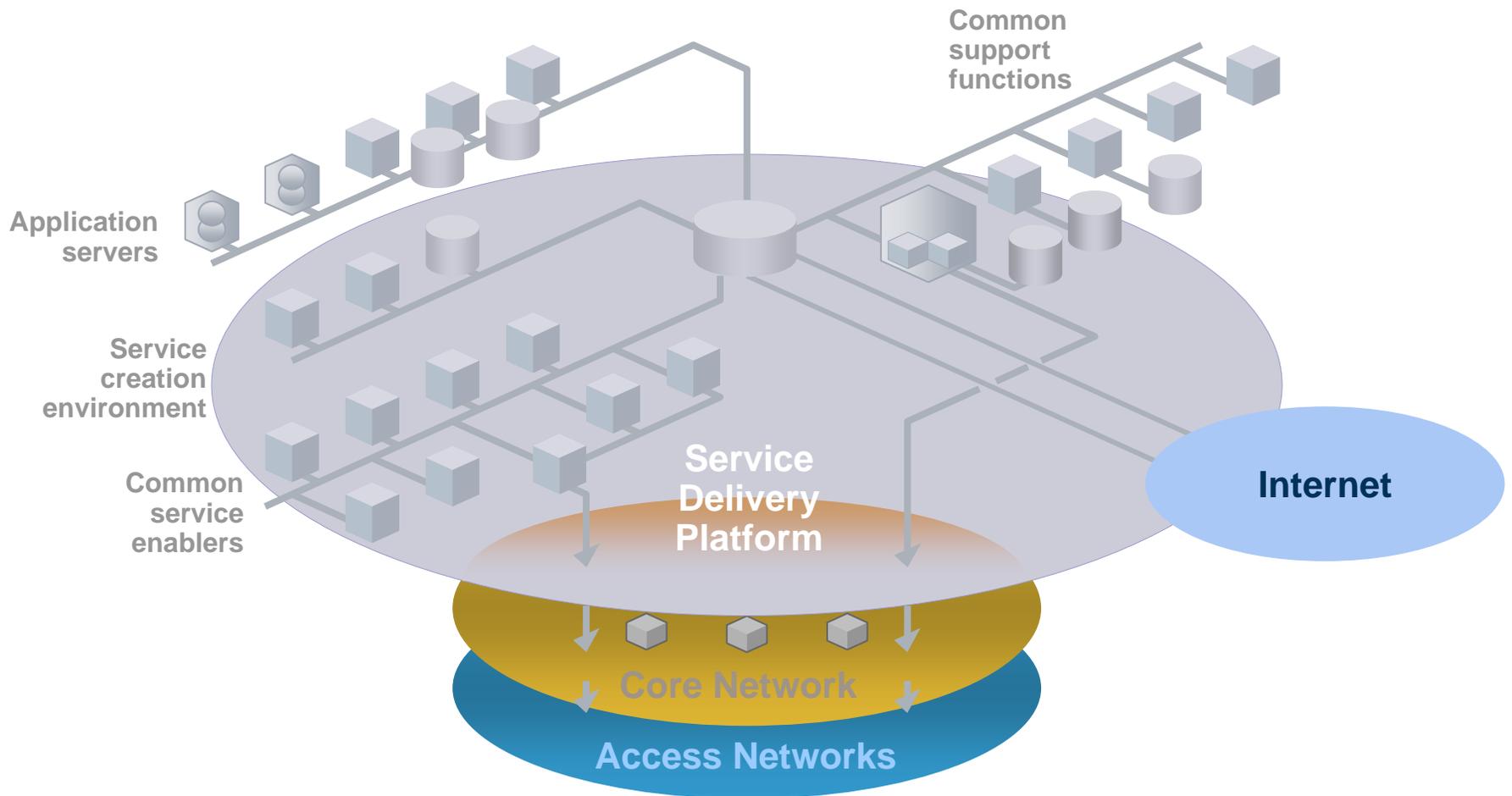


# Competence need ?

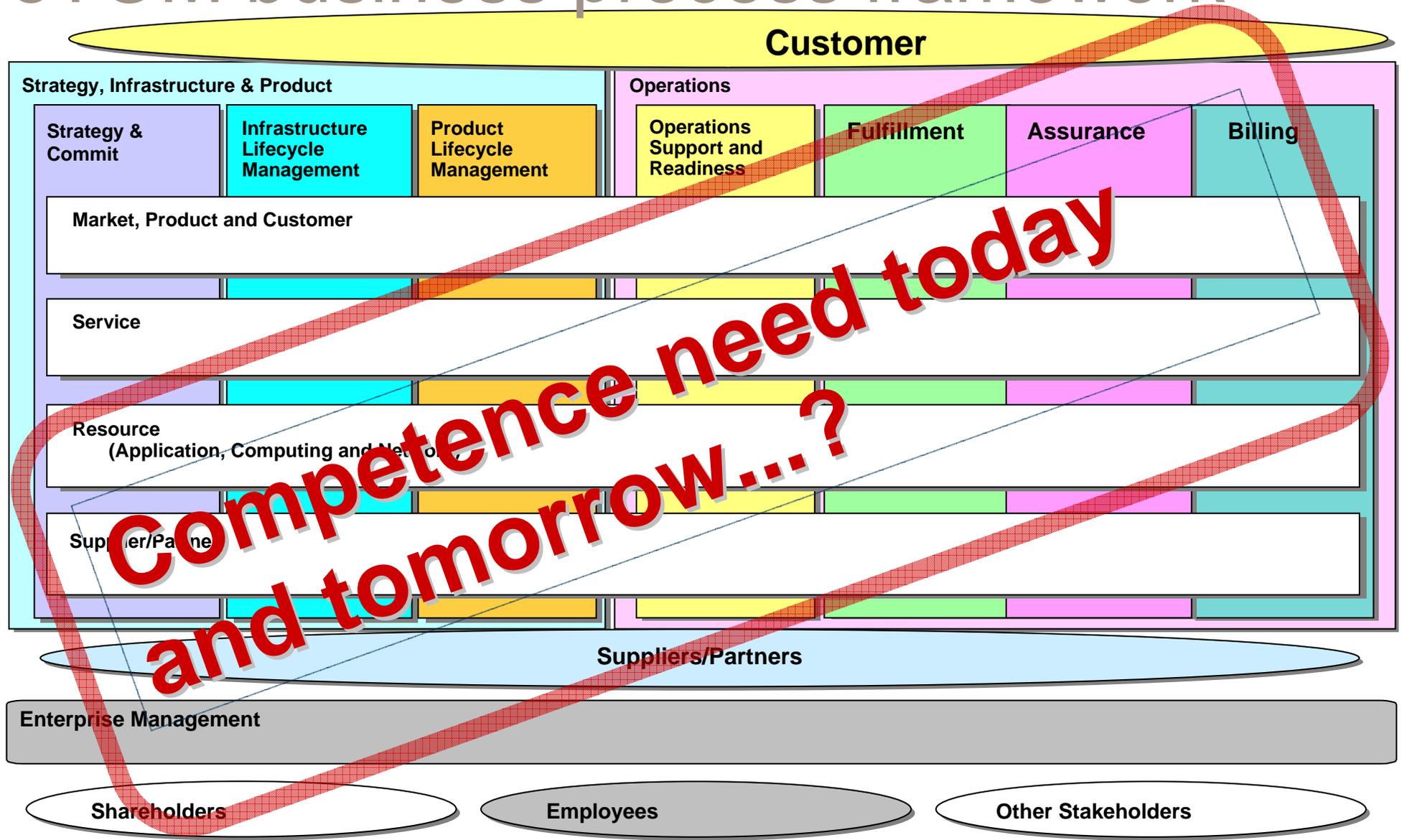




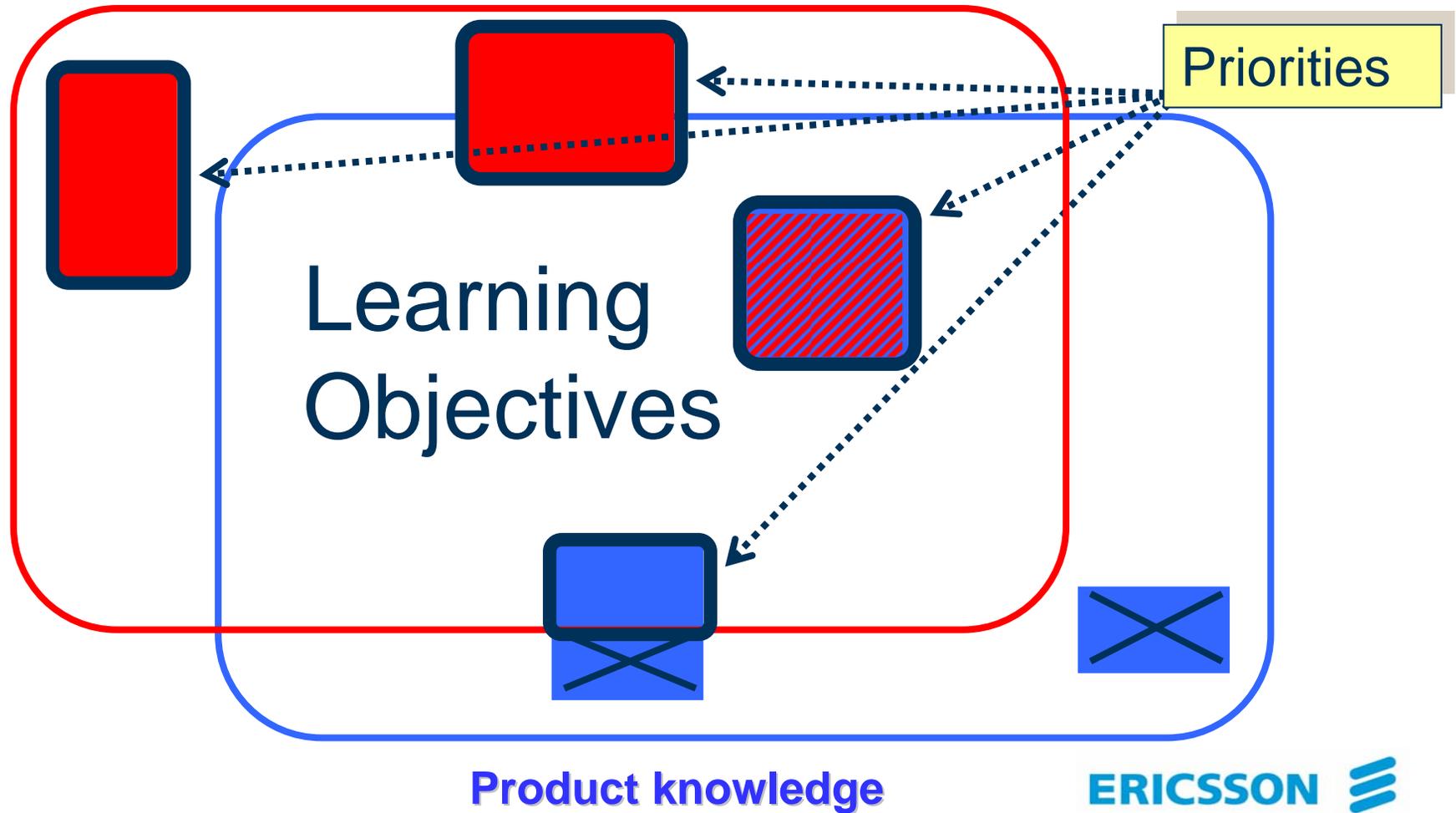




# eTOM business process framework



# *Customer's* Business Process and Performance knowledge

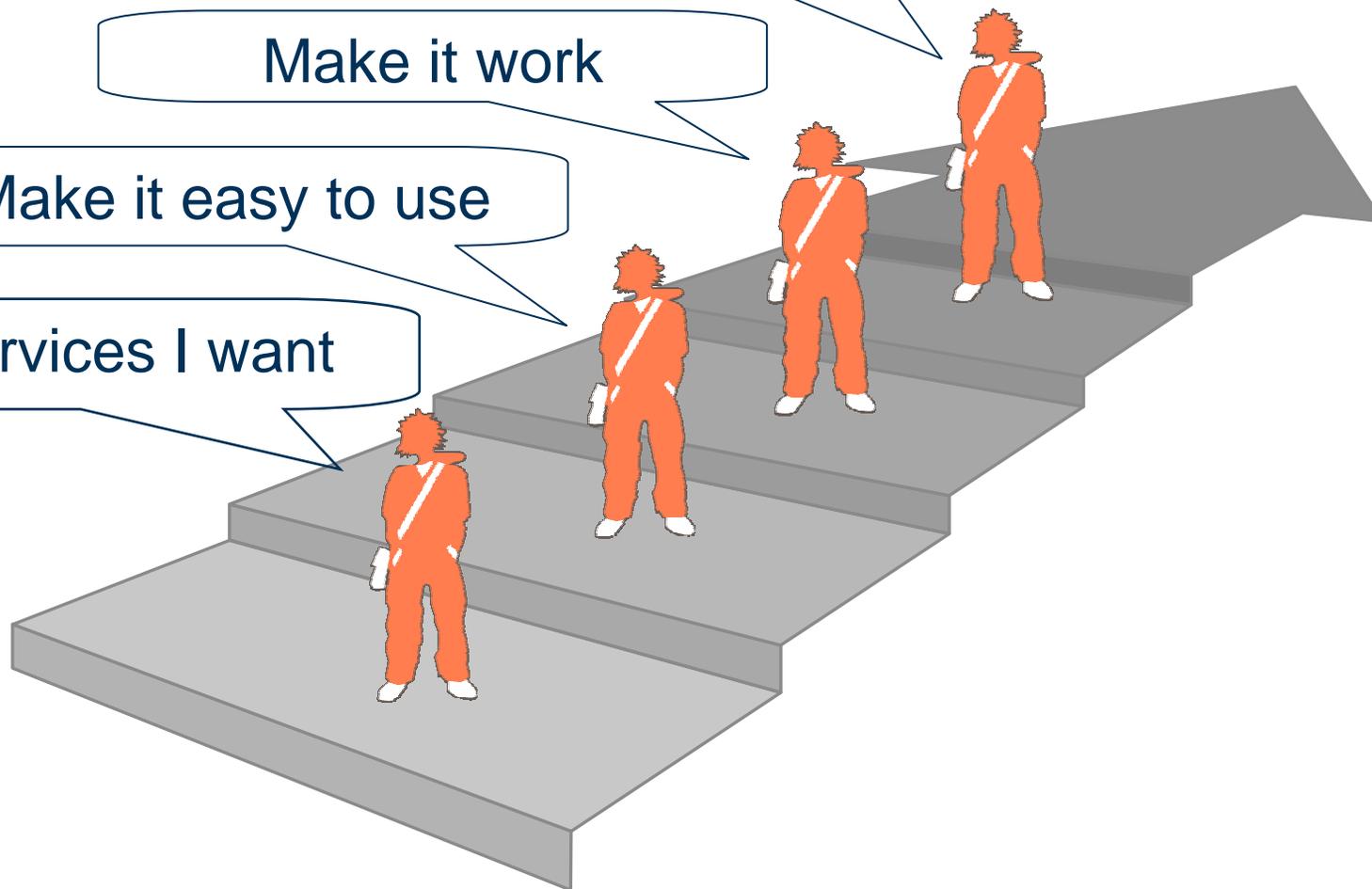


Give me services I want

Make it easy to use

Make it work

Make it easy to pay



# Standard or customized competence solution?

## Training courses or Competence Project?

### Product sales

Standard products with no or very limited adaptations to specific customer requirements

**100%  
standard**

### System sales

Standard products, Ericsson and partner, with some adaptation integrated into solution

**~80%  
standard**

### Project sales

Some standard products integrated into a specific customer environment with on-site development

**~50%  
standard**

# Service Layer – Standard vs Customized training

A competence transfer program is usually delivered as a combination consisting of a high proportion of standard Training Programs together with a smaller proportion of customized programs adapted to your specific business situation.

With the integration of 3<sup>rd</sup> generation networks and data services (referred to as Service Layer), every customer network and business situation is unique to a large extent.

With this in mind, we propose that, in the Service Layer, the proportion of standard off-the-shelf Training Programs should be lower and the proportion of customized programs should be higher.

In order to achieve this, we highly recommend that your unique business solution and competence situation should be analyzed before delivery. The outcome of the analysis will guide you to how to close the the overall competence gaps.

The following pages shows the recommended services. They also show the difference between standard off-the-shelf training and the customized approach, and how these two approaches are aligned.

# Service Layer – Standard vs Customized training

## Standard training

- System Overview
- Operation & Maintenance
- Configuration
- System administration
- User & Service Administration
- Trouble shooting / Fault handling
- ...

The above listed training areas relate mainly and traditionally to standard (off-the-shelf) and stand alone system platforms and service enablers.

## Customized training

- Customer's business solution, business processes, integrated service network, ...
- Performance improvement, correct job tasks, mentoring on the job, ...
- End to end, multi vendor, 3rd party products, legacy infrastructure, terminals, ...
- Voice, data, internet, service layer, IMS, core network and access network.
- Network operation, IS/IT support, business management, customer care, sales channels/retailers, consumers/end users, ...

# Recommended Services

**Recommended starting point**

Competence Gap Analysis

**Standard (or customized) training**

User Session & Identity Server (USIS)  
Training Programs



**Validation of job skills and job performance**

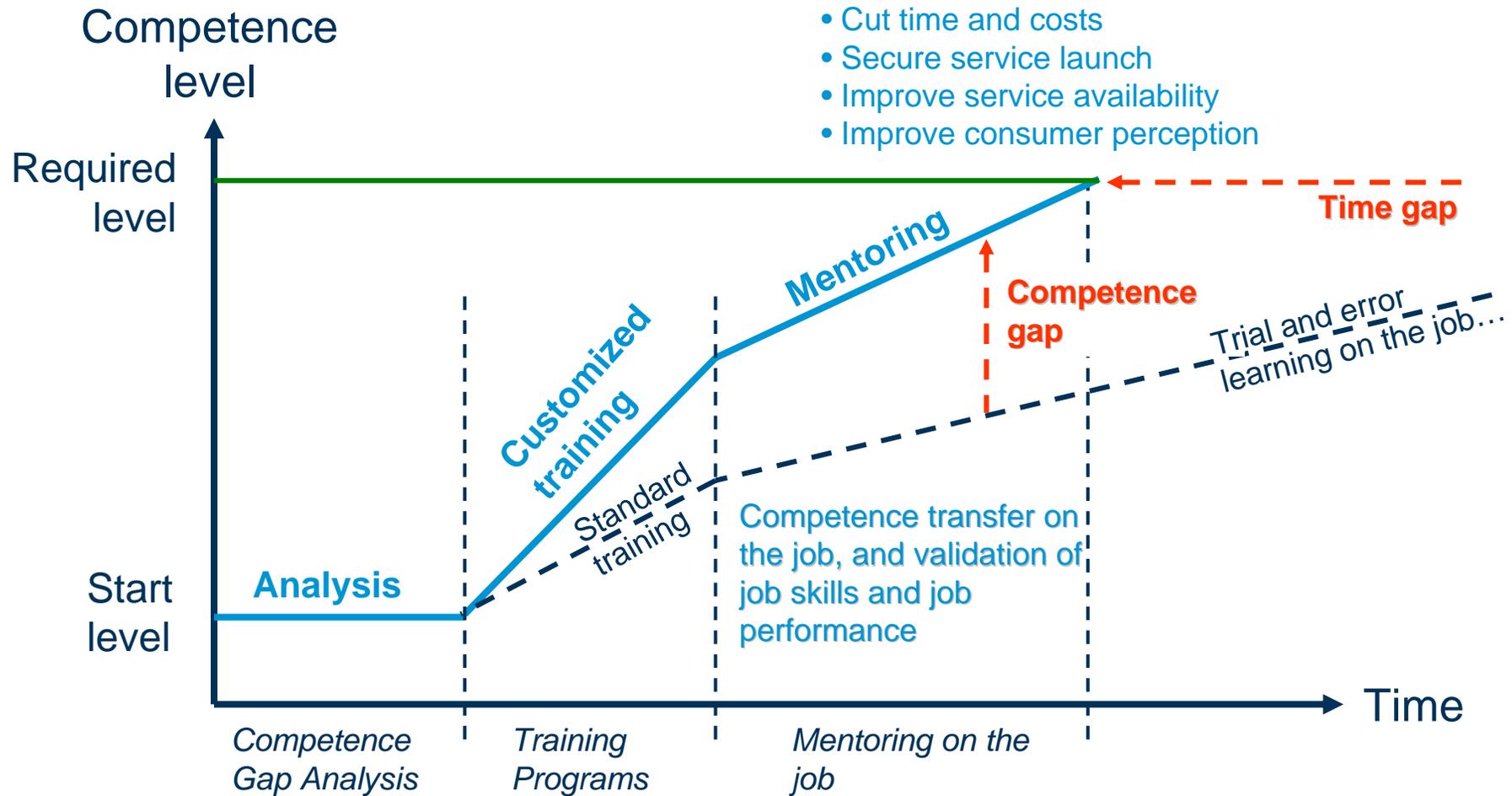
Mentoring competence transfer on the Job



A competence transfer program can be delivered as either an off-the-shelf Training Program or a customized program adapted to your specific business situation.

With the integration of 3<sup>rd</sup> generation networks and data services, it is recommended that all three steps, as illustrated above, be performed, since your network and business situation are unique to a large extent.

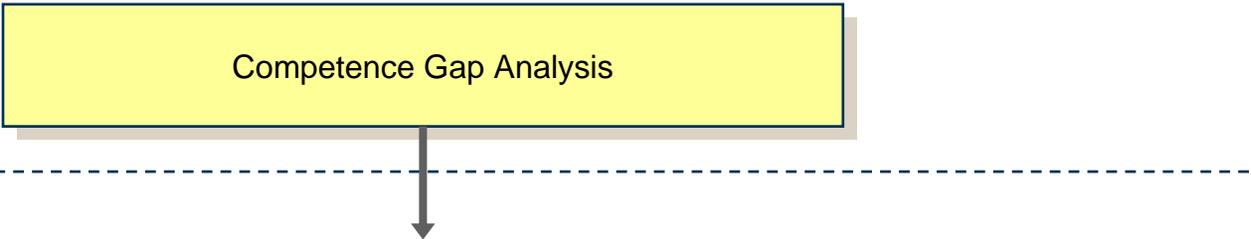
# Analysis → Training → Mentoring



# Competence Gap Analysis

Competence Gap Analysis (CGA) is a flexible, customizable service that aims to align competence and job performance to your business and operational goals.

**Recommended  
starting point**



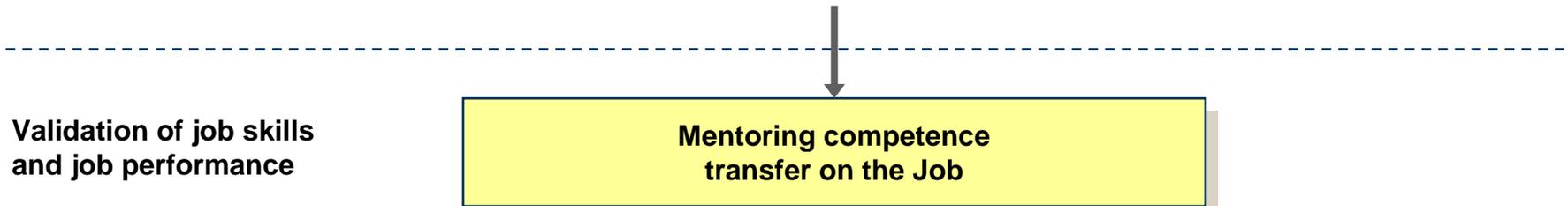
Competence Gap Analysis

The results of the CGA will guide you to an optimal, customized and cost efficient training solution that meets your specific needs.

In order to get the most out of the training program it is highly recommended that the CGA be performed initially, since your business situation is highly unique.

# Mentoring competence transfer on the Job

Mentoring competence transfer on the Job (Mentoring) provides a process to build customer employee competence and skills by using Ericsson **mentors** to discuss and demonstrate the tasks. The employee then performs and practices before the mentor confirms successful employee performance (on the job).



Mentoring is used in conjunction with product training (standard courses). It enables employees to learn on-site and perform their job functions quickly and accurately, eliminating “cockpit errors” that impact network and service availability.

The Mentoring program is created in conjunction with you to ensure that the correct objectives and job tasks for the mentoring program are identified.

# Why invest in USIS 2.0 Package

- **Reduced OPEX**

- Participants who complete the course flow will be able to carry out centralized subscriber/service management and provisioning in a methodical fashion so that operational expenses are reduced. Provisioning will be done in such a manner that the USIS is properly and efficiently integrated into the network. Moreover, it will be done in an optimal way, for example, using scripts for massive subscriptions.

# Why invest in USIS 2.0 Package

- **Optimized Network Potential**

- Participants who complete the course flow will be able to ensure that the potential of the USIS in the network is rapidly achieved. They will configure and manage core USIS features, ensuring in particular that the security features are properly configured.

- **Targeted and Customized Services**

- Participants who complete the course flow will be able to set up profiles so that services can be specifically targeted at the operator's customer groups. This will result in improved service offerings and increased revenue streams for the operator.

# What's in the USIS 2.0 Package?

## Target Audience & Competence Levels

### **Operation & Maintenance**

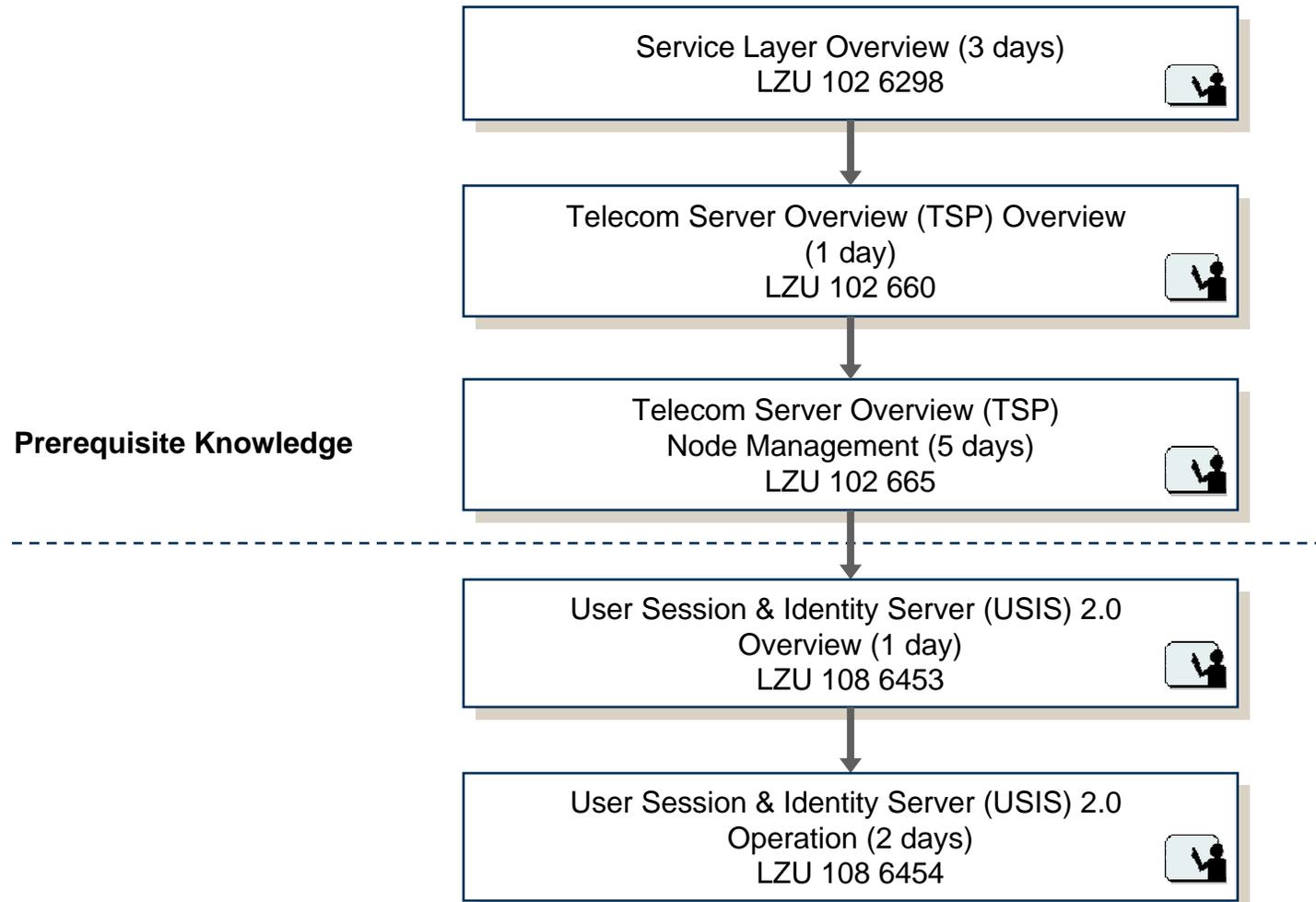
O&M Personnel  
Administration

# Supported Service Delivery Methods

<b>Icon</b>	<b>Delivery Method</b>
	Instructor Led Training (ILT)
	Seminar (SEM)
	Workshop (WS)
	Virtual Classroom Training (VCT)
	Web Based Learning (WBL)
	Short Article (SA)
	Streaming Video (SV)
	CD-ROM (CD)

# USIS 2.0 Operation

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**TAKING YOU FORWARD**