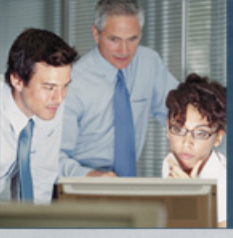

Global Services

Mobile Centrex (MCX) 1.0
Training Programs

Catalog of Course Descriptions

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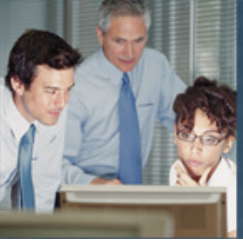

Catalog of Course Descriptions

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Introduction

Ericsson has developed a comprehensive Training Programs service to satisfy the competence needs of our customers, from exploring new business opportunities to expertise required for operating a network. The Training Programs service is delineated into packages that have been developed to offer clearly defined, yet flexible training to target system and technology areas. Each package is divided into flows, to target specific functional areas within your organization for optimal benefits.

Service delivery is supported using various delivery methods including:

Icon	Delivery Method
	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)
	Delivery Enablers
	Remote Training Lab (RTL)
	Web Portal (WP)
	Ericsson Education E-Learning
	EEOnline @ http://learning.ericsson.net/eeonline/

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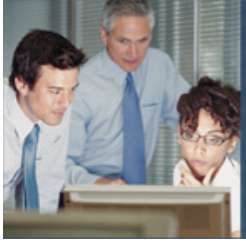

Telecom Server Platform (TSP) Node Management

LZU 102 665 R2B

Description

This course is designed to provide participants with the skills and knowledge to operate and manage the TSP Platform. The course covers all aspects of node management including fault, configuration and performance management activities on the TSP Platform, the operation & maintenance procedures and the node management user interfaces on the TSP Platform. Participants will complete practical configuration and management exercises using on-line documentation and the TSP Node Management (NM) Toolbox GUIs.

Learning objectives

On completion of this course the participants will be able to

1 Describe the architecture of the TSP Platform
1.1 Describe the TSP Platform hardware and software architecture
1.2 Explain the concepts of processes, database objects and the distributed software execution environment

2 Explain TSP Operations and Maintenance functions
2.1 Describe the TSP Operation and Maintenance architecture
2.2 Outline the Operational and Maintenance functional areas
2.3 Navigate the embedded Element Managers – *TSP Node Management Toolbox*
2.4 Use the on-line documentation

3 Perform TSP Fault Management.
3.1 Use the user interface for receiving alarms and notifications
3.2 Find the relevant alarm information in the on-line documentation

4 Perform TSP Configuration Management
4.1 Describe Configuration Management on the TSP Platform
4.2 Detail and perform System Backup, Restore and System Upgrade
4.3 Configure and manage the TSP Platform Network Redundancy and Disk Log features
4.4 Expand, repair and replace a faulty processor on the TSP Platform

5 Manage the SS7 function on the TSP Platform.
5.1 Describe the protocols available for SS7 communication on the TSP Platform
5.2 Detail the component structure of the SS7 stack on the TSP Platform

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5.3 Manage the SS7 function via the SS7 management GUIs on the TSP Platform

6 Explain Virtual IP (VIP)
6.1 Describe the VIP function on the TSP platform
6.2 Explain the distributed IP stack on the TSP platform
6.3 Perform VIP management functions on the TSP platform via the Node Management interface

7 Explain the function of Performance Management on the TSP Platform
7.1 Explain the Performance Management Framework (PMF)
7.2 Manage the TSP Platform measurements
7.3 Import and analyze Performance Management data via the Alarm Interfaces, LDAP Browser and the Performance Management Dashboard (PMD)

Target audience

The target audience for this course is Ericsson and operator personnel responsible for management of the TSP Platform.

Prerequisites

Successful completion of the following courses:

- TSP System Overview (LZU 102 660)
- UNIX Basics (LZU 108 206)
- UNIX Fundamentals (LZUBB 108 170)
- Signaling in the Core Network GSM (LZU 108 897/2)

Duration and class size

The length of the course is 5 days and the maximum number of participants is 8.

Learning situation

The course is based on instructor-led lessons and practical exercises on the TSP simulated environment, VEGA, and the TSP 4.0/NSP 4.0, 4.1 Platform.

Remote access to this equipment is available to both the Ericsson and the operator's organizations.

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Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

Day	Short description of the topics in the course	Estimated time
1	Describe the architecture of the TSP Platform	2.5 hours
	• Build the TSP site	
	Explain TSP Operation and Maintenance functions	1 hour
	• Run the O&M GUIs	
	Perform TSP Fault Management	1 hour
	• Analyze & interpret Platform alarms and notifications	
	Perform TSP Configuration Management	1.5 hours
2	Perform TSP Configuration Management	
	• Perform a system backup and restore	1.5 hour
	• Perform a system upgrade	2 hours
	• Configure and test network redundancy between two TSP nodes	2.5 hours
3	Perform TSP Configuration Management	
	• Continue network redundancy practical exercise	3 hours
	• Expand and replace a processor	1 hour
	• Configure the disk log function	2 hours

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4	Manage the SS7 function on the TSP Platform • Connect to the SS7 management GUI and identify the configured SS7 network	2 hours
	Explain Virtual IP (VIP) • Perform VIP management functions on the TSP platform via the Node Management interface	2 hours
	Explain the function of Performance Management on the TSP Platform • Import and analyze Performance Management data via the Alarm Interfaces, LDAP Browser and the Performance Management Dashboard (PMD)	2 hours

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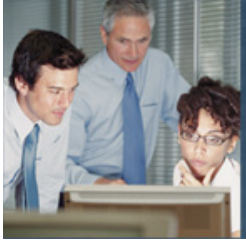

Telecom Server Platform (TSP) Overview

LZU 102 660 R2B

Description

This course serves as a general introduction to Ericsson Telecom Server Platform (TSP) and its applications.

Learning objectives

On completion of this course the participants will be able to:

1 Understand when TSP is a good platform choice and why
2 Be familiar with the applications available on TSP
3 Understand the main characteristics of TSP and how they are achieved.
4 Be familiar with the software and hardware architecture of TSP
5 Understand on an overview level how TSP executes jobs
6 Explain what signaling interfaces are supported by TSP
7 Understand how the Database works
8 Understand how high availability is achieved
9 Understand on a basic level how Node Management is performed
10 Describe the design tolls implemented on TSP

Target audience

The target audience for this course is anyone working with TSP.

Prerequisites

The participants should be familiar with basic knowledge about telecommunications and data communications.

Duration and class size

The length of the course is 1 day and the maximum number of participants is 16.

Learning situation

Instructor Led Training

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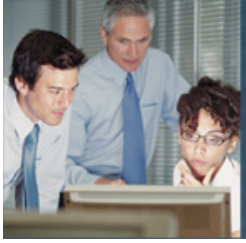

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as an estimate.

Day	Short description of the topics in the course	Estimated time
1	• Introduction	0.5 hours
	• Applications on TSP	1.0 hour
	• Software Architecture	1.0 hour
	• TSP Hardware	1.0 hour
	• Software execution and the database	1.0 hour
	• Communication	0.5 hour
	• High availability	0.5 hour
	• Node Management	0.5 hour
	• Development Environment	0.5 hour

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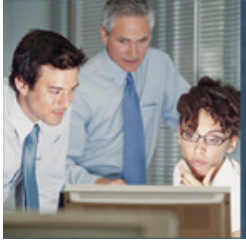

Telecom Operator 2.0

Multimedia Business Challenges and Opportunities

LZU 108 6935 R1A

Description

This course provides an overview of the Service Layer from a business perspective.

The focus is to describe the Service Layer business seen from an operator point of view. The course is generic and does not contain any product information.

The instructor led element of the course examines the telecoms marketplace, how the Service Layer business is structured, who the key players in the Service Layer are and what their needs are. It discusses business models, business roles and revenue flow. The issues related to charging, pricing and common functions are also outlined. Much focus is also on showing real life examples of successful services from different operators globally and trends in general for the telecom business.

The workshop part of the course explores more fully the problems faced by operators and service providers. Through case studies and success stories, participants learn about the solutions and tools that have been applied in response to these problems, and the components of successful service delivery launches.

Learning objectives

On completion of this course the participants will be able to:

1 List the main drivers behind the changing telecom industry
1.1 Describe how the market evolution affects operators, and what they expect from the service layer.
1.2 Briefly state the role of the Service Layer and Service Network in providing end-user services
1.3 List the main business challenges for an operator in providing a service layer solution

2 Describe the operator challenge of understanding end-users and their needs
2.1 Recognize the importance of identifying and segmenting end-users
2.2 Briefly describe an example segmentation model
2.3 State how business end-users differentiate from consumers

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2.4 Describe the general classification and characteristics of mobile terminals and how this impacts end-user services
2.5 Briefly describe how mobile terminal technologies impact of the business

3 Explain how to launch and encourage the uptake of services
3.1 Describe how and why the service environment is changing
3.2 Give examples of service categories and new innovative services within each category (verified with real life example services)
3.3 Briefly describe what are the drivers for end-user service uptake
3.4 Understand how to maximize service uptake through e.g. different branding-, packaging-, and pricing options
3.5 Describe the service life cycle
3.6 Describe the main steps at service launch
3.7 Discuss service evolution and likely future applications

4 Describe the operator challenge of managing the supply chain and establishing win-win business models
4.1 Identify the different stakeholder roles in the Service Layer and their key needs and challenges
4.2 Describe the operator needs and possible roles
4.3 Describe various operator business models in the Service Layer including Mobile Virtual Network Operators (MVNOs) and hosting services
4.4 Describe the revenue flow between stakeholders
4.5 Briefly describe the process for application development and the business issues related to that

5 Describe the business challenge of integrating the Service Layer with the rest of the telecom business
5.1 List the major benefits of taking a horizontal service layer approach
5.2 Describe the main operator actions needed in order to implement a future-proof service network
5.3 List the main functionality required from a service delivery platform and the benefits of implementing one
5.4 Understand how the evolution to IMS and All-IP will affect the service layer

Target audience

The target audience for this course is anyone working in the telecom industry and who needs a better understanding of how…

- increased competition,
- new services,
- end-user segmentation,
- technology evolution, and
- flexible business models

…will impact the future telecom business.

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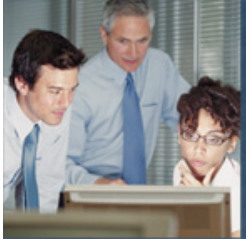

Example of roles: C-level (executive) Management, Business Management, Product Development, Product Marketing, Sales, Business Strategy, Product Management and Project Management.

Prerequisites

There are no prerequisites for this course.

This course is a prerequisite for other Service Layer training, such as product and application development training.

Duration and class size

The length of the course is 2 days and the maximum number of participants is 16.

Learning situation

The course is a combination of theoretical instructor-led lessons given in a classroom environment and exercises based on interactive training sessions in a classroom environment. These sessions are interleaved during the two days.

Course Material

The course material for each participant will include copies of teaching material and the book *Mobile Media and Applications – From Concept to Cash; Successful Service Creation and Launch* by Christoffer Andersson et al.

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

Day	Topics in the course	Estimated time
1	[1] Business and technology drivers	2 hours
	[2] Consumers and terminals	3 hours
	[3] Service launch and uptake	2 hours
2	• Service launch and uptake – continued	2 hours
	[4] Business models and supply chain	3 hours
	[5] Integrating the business	2 hours

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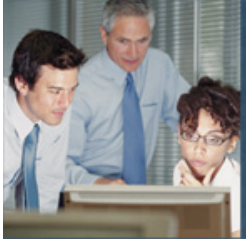

Telecom Operator 2.0

Technical Realization of Multimedia Services

LZU 108 6936

Description

This course addresses the evolving multimedia business and the technologies available for efficient delivery of multimedia services. The multimedia services are now part of every operator's portfolio, with ever-increasing earnings from non-voice services. In order to best make use of these opportunities, this course provides a technical overview of multimedia service delivery.

This course goes through how the telecom operator can use the new technologies, frameworks and innovations to provide a layered architecture where enablers, integrated with business support systems and enhanced by gateways and frameworks, provide an effective service delivery environment.

The technical aspects of the solutions are discussed during the course. Examples are used throughout the course to illustrate the use of concepts, technologies and applications. Students are expected to complete short group exercises whereby the various technologies, standards and products are selected and put together in a simple (conceptual) end-to-end solution.

Learning objectives

On completion of this course the participants will be able to:

1 Describe the fundamental frameworks and standards which enable a move from vertical to horizontal layered architecture
1.1 Describe the importance of standards & frameworks in the Service Layer
1.2 Describe the important standardization bodies and list their standards/protocols, such as ITU, 3GPP, IETF, OMA
1.3 Provide an overview of the basic IP protocols used in multimedia services (IP, TCP, UDP, HTTP)
1.4 Outline the layered architecture and its benefits.
1.5 Define Service Layer & Service Layer network
1.6 List major enablers and business support systems

2 **Provide an overview of service enablers and terminal support systems**
List the common enablers used in the Service Layer for browsing, messaging, video services, content delivery, location-based services and Mobile TV
Provide a brief overview of each enabler in terms of function, protocols and traffic, including:

- WAP Gateway
- Short Message Service Centre (SMS-C)

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- Multimedia Messaging Service Centre (MMS-C)
- Unified Messaging
- Content Delivery System
- Video Gateway
- Location-based Services/Positioning

Identify the sample products that implement the functions of the enablers listed above
Describe support functions needed for secure and efficient usage of terminals for multimedia services including device configuration & management, security and synchronization
Select relevant enablers to implement an example end-user service

3 **List the business support systems needed to provide end-to-end services and describe their functionality**
Provide a brief overview of business support systems in terms of function, protocols and traffic, including:

- Provisioning & service activation
- Authorization/Single Sign On (SSO)
- Rating, Charging & Billing
- Operation and Maintenance
- Application Integration

3.1 Describe the common functions that need to be implemented to solve typical business and technical problems in a simplified service network

4 **Analyze the need for a service delivery platform & describe its structure**
4.1 Explain the main domains of a service delivery platform including subscriber domain, service provider domain and operator domain
4.2 Identify and explain the functions within each domain
4.3 Discuss the use cases for each domain
4.4 Provide an overview of solutions available
4.5 Map the solution to the service delivery structure
4.6 Explain the need and the role of system integration in deployment of a service delivery platform

5 **Analyze the need for a service delivery platform & describe its structure**
Explain the main domains of a service delivery platform including subscriber domain, service provider domain and operator domain
Identify and explain the functions within each domain
Discuss the use cases for each domain
Provide an overview of solutions available
Map the solution to the service delivery structure
Explain the need and the role of system integration in deployment of a service delivery platform

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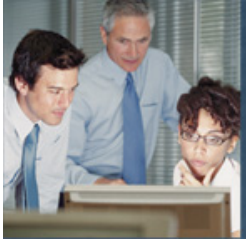

6 Provide an overview of IMS (IP Multimedia Systems)
Compare IMS and existing multimedia solutions
List and describe the various subscriber services available including push-to-talk, we-share, messaging and presence
Describe the structure of IMS including the core, mobile and wireline implementation
List the main protocols and briefly describe their function including SIP and Diameter

Target audience

The target audience for this course is: All technical and marketing/sales staff new to the multimedia services and delivery, Service Design Engineers, Service Deployment Engineers, System Technicians, System Engineers, System Administrators, Application Developers, Business Management, Customer Care.

This audience will be anyone requiring an introduction to the technical aspects of multimedia services.

Prerequisites

The participants should be familiar with basic mobile telecommunications and/or Internet.

This course is a prerequisite for other Service Layer training, such as product and application development training.

Duration and class size

The length of the course is 2 days and the maximum number of participants is 16.

Learning situation

This course is based on theoretical instructor-led lessons given in a classroom environment.

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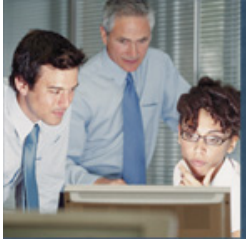

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

Day	Topics in the course	Estimated time (hours)
1	Describe the fundamental frameworks and standards which enable a move from vertical to horizontal layered architecture	1
	Provide an overview of service enablers and terminal support systems	5
2	List the business support systems needed to provide end-to-end services and describe their functionality	3
	Analyze the need for a service delivery platform & describe its structure and function	2
	Provide an overview of IP Multimedia Subsystems (IMS)	1

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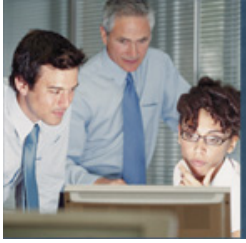

Mobile Centrex (MCX) 1.0 Customer Care Administration

LZU 108 6528 R2A

Description

This course will provide students with the skills and knowledge to provision and manage subscribers in a Mobile Centrex (MCX) system through the MCX customer care interface. An understanding of MCX at an overview level will be achieved. Students will also gain an understanding of the applications used within MCX and how these applications are administered.

Learning objectives

On completion of this course the participants will be able to:

1 Outline the main functions and features of MCX
1.1 Outline the business rationale for Mobile Centrex (MCX)
1.2 Give an overview of the features of MCX and new features introduced in MCX 1.0 FD1.
1.3 Outline how provisioning is carried out in MCX

2 Log in to and manage MCX
Differentiate between the different MCX users and roles
Contrast the functionality available to the end user by adopting different user roles
Login to MCX using different users and roles
Use the different GUI types to interact with MCX
Perform enterprise level administration
Perform end user account administration

3 Manage MCX as an Attendant
Perform administration tasks as a switchboard attendant
Contrast the use of the thin and thick clients to execute attendant tasks
Based on different call and configuration conditions, make and manage calls in MCX

Target audience

The target audience for this course is: Customer Care Administrators. This audience is responsible for management of user data in the MCX system.

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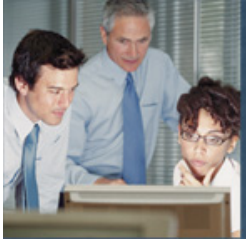

Prerequisites

Successful completion of the following courses:

- Service Layer Overview (LZU 108 6298)
- Telecom Server Platform (TSP) Overview (LZU 102 660)

Duration and class size

The length of the course is 1 day and the maximum number of participants is 8.

Learning situation

The course is based on theoretical and practical instructor-led lessons given in both the classroom and in technical environment using equipment and tools.

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

Day	Topics in the course	Estimated time
1	• Introduction	2 h
	• User Roles and GUIs	2.5 h
	• Managing Calls in MCX	3.0 h

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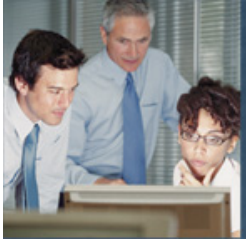

Mobile Centrex (MCX) 1.0 Operation

LZU 108 6523 R2A

Description

Operating Mobile Centrex (MCX) requires the operator support engineers to have a deep understanding of the MCX system architecture and how the various nodes which make up the system interact. This course will provide the student with a general understanding of the Ericsson MCX product and features of it. The student will learn the functionality, interfaces and architecture of the product as well as how to perform MCX operational tasks.

This course offers an in depth operation-level understanding of the MCX system, building on participants' existing platform knowledge of TSP, Sun Fire server and BEA WebLogic server nodes.

Learning objectives

On completion of this course the participants will be able to:

1 Evaluate the advantages, functions and features of MCX
1.1 Outline the business rationale for MCX
1.2 Provide an overview of the main features of MCX 1.0 and the new features associated with MCX 1.0 FD1

2 Illustrate the type and function of all nodes operating within and interfacing with MCX
Distinguish between all the nodes within the MCX system, determining their hardware and software components
Assemble a summary of the functionality offered by each node in the system
Analyze how provisioning is implemented in MCX
Produce a detailed analysis of the different roles a user can adopt in MCX and the GUIs used for each role
Login to MCX as a user with different roles and interact with the system

3 Illustrate the various internal and external interfaces and protocols in use in MCX
Identify the various internal and external interfaces and protocols in use in MCX
Distinguish between the Provisioning, TSP, Telephony and Application interfaces

4 Identify MCX traffic flows in different network configurations
Given a network access scenario, trace a call through the MCX architecture, based on a given MCX configuration
Reconstruct an instance of how the various nodes in MCX interact to provide end user functionality

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Trace the use of Call Completion for an on-net MCX call.
Distinguish between the different triggers in use in MCX

5 Execute operation and maintenance tasks on the MCX system
Navigate the application server web console
Trace the logging of calls made through MCX
Navigate the database server web interface and shell interface.
Examine fault types, their origin, where these faults can be retrieved and how to resolve the source of the fault
Identify how statistics are captured in MCX and how these statistics can be retrieved
Describe backup procedures for MCX data and nodes

Target audience

The target audience for this course is: System Technicians, Service Technicians, System Engineers, Service Engineers. The audience is responsible for operation handling of the MCX.

Prerequisites

Successful completion of the following courses:

- Service Layer Overview (LZU 108 6298)
- Telecom Server Platform (TSP) Overview (LZU 102 660)
- Telecom Server Platform (TSP) Node Management (LZU 102 665)
- The following 3PP courses should also be followed by participants prior to attending MCX 1.0 Operation:
  - Sun OS Administration and Sun Fire Workgroup for either or both of the following products: V20Z Application Server and V240 SPARC Application Server
  - BEA WebLogic Server 8.1 System Administrator (WLS-A11-81) and BEA Weblogic Server 8.1 Advanced System Administrator (WLS-A21-81)
  - Oracle training (exact course is dependent on the version of Oracle installed)

Duration and class size

The length of the course is 2 days and the maximum number of participants is 8.

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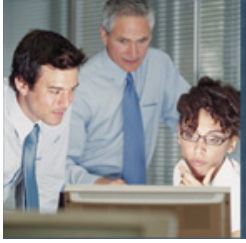

Learning situation

The course is based on theoretical and practical instructor-led lessons given in both the classroom and in a technical environment using equipment and tools.

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

Day	Topics in the course	Estimated time
1	• Introduction	2 h
	• MCX Architecture	2.5 h
	• MCX Interfaces and Protocols	1.5 h
2	• MCX Traffic Flows	1.5 h
	• MCX Operation and Maintenance	4.5 h

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