IMS Common System (ICS) 5.0

Training Portfolio Presentation

The information in this document is subject to change without notice.
What’s in the ICS 5.0 Training Package? – Target Groups

**Fundamentals**
- Fundamentals

**Operations Centre**
- Front Office
  - System Technician
  - Service Technician
- Back Office
  - System Engineer
  - Service Engineer

**IS/IT Support**
- System Administrator

**Application Development**
- Application Develop.
- Business Developer

**Business Management**
- Business Developer
Supported Service Delivery Methods

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<th>Icon</th>
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<td>Instructor Led Training (ILT)</td>
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<td>Structured Knowledge Transfer (SKT)</td>
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Training Needs Analysis and Training Planning for IMT

ICS 5.0 Training can be delivered as Standard or Customized Training.

MU/Regional Sales Support need to check what type of IMS project Ericsson is implementing to the customer and then judge if Standard or Customized training is the most applicable for the customer.

In case of customizations, the Learning Solutions principle shall be followed, as described below:

- Competence Gap Analysis (CGA) done by Ericsson Education;
- Build phase*;
- Delivery Phase: Customized Courses and/or Structured Knowledge Transfer (SKT)
- Project Management is needed in all steps;

*Training material can be customized/adapted to be aligned with the customer's specific job roles and competence needs/gaps, providing to the customer:
  - Reduction in time to competence
  - Increasing time to efficiency
  - Focus on the employee’s performance aligned with the customer operational goals
IMS Training Flow - 4 Steps

Project Management is required in all steps!

Step 1: Competence Gap Analysis (CGA) & Design Training Plans

Step 2: Introduction Training
Content:
IMS Overview
IMS Signalling
Others as per CGA

Step 3: System/Service Technicians and Engineers
Content:
Relevant ‘Platform’ Training

Step 4: System/Service Technicians
Content:
‘Surveillance’ level training as per CGA

Step 4: System/Service Engineers
Content:
Selected ‘Operation & Configuration’ level Courses

Note:
- Competence Gap Analysis is recommended even if only standard courses are required.
- General Pre-requisites are not shown. (IP, TCP/IP, UNIX, General Telecoms etc.)

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Learning Solutions Principle

Customizations

![Graph showing competence level over time with milestones for analysis, customized training, standard training, mentoring, and time gap.

- Competence level
- Required level
- Start level
- Time

- Analysis
- Customized training
- Standard training
- Mentoring

- Competence gap
- Time gap

- Cut time and costs
- Secure service launch
- Improve service availability
- Improve consumer perception

- Competence transfer on the job, and validation of job skills and job performance

- Trial and error learning on the job...
Step 1:
Competence Gap Analysis (CGA)

IMS is a network evolution and requires competence evolution towards the New Multimedia and IP networks.

Ericsson Education can help the operators to further optimize the competence evolution, by designing of a tailor-made training solution that supports effective learning and performance of the employees within the organization.

The CGA assesses the technical competence of the employees in the relevant departments and aligns the training plan to the customer specific job roles and operational needs throughout the network evolution.

Activities:
- Assessment of current competence level for the different job roles;
- Identification of the gaps by Mapping current and required competence levels;
- Identification of the customer specific competence needs/skills to be addressed in the training delivery, based on the customer operations, job roles and IMS technical implementation;
Step 2: Training per Target Group

Project Management is required in all steps!

Step 1: Competence Gap Analysis (CGA) & Design Training Plans

Step 2: Introduction Training
Content:
- IMS Overview
- IMS Signalling
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Step 4: System/Service Technicians
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- ‘Surveillance’ level training as per CGA

Note:
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Step 4: System/Service Engineers
Content:
- Selected ‘Operation & Configuration’ level Courses
Target Group Fundamentals
These WBL courses provide high level basic introduction to the IMS, RCS and BCS. The IMS WBL course is not suitable as a prerequisite for other IMS technical training courses. Prerequisite for the IMS technical training is ILT based IMS Overview training LZU 108 7721
Step 2: IMS Technical Overview Training

IMS Overview
LZU 108 7721
1 day

IMS Signaling
LZU 108 7193
3 days
Target Group Business Management

Business Management
- Business Developer
Step 2: IMS Business Overview Training

IMS from a Business Perspective
LZU 108 2077
1 day
Step 3: Training per Target Group

Project Management is required in all steps!

**Step 1:** Competence Gap Analysis (CGA) & Design Training Plans

**Step 2:** Introduction Training
Content:
- IMS Overview
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- Others as per CGA

**Step 3:** System/Service Technicians and Engineers
Content:
- Relevant ‘Platform’ Training

**Step 4:** System/Service Technicians
Content:
- ‘Surveillance’ level training as per CGA

**Step 4:** System/Service Engineers
Content:
- Selected ‘Operation & Configuration’ level Courses

**Note:**
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Target Group O&M – Front & Back Office

Operations Centre

Front Office
- System Technician
- Service Technician

Back Office
- System Engineer
- Service Engineer

See prerequisite and related training at the end of the presentation
Target Group System Administrator

IS/IT Support
- System Administrator

See prerequisite and related training at the end of the presentation
Step 4: Training per Target Group

Project Management is required in all steps!

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Target Group O&M – Back Office

Operations Centre
Back Office
(2nd Line Support)
- System Engineer
- Service Engineer
Step 4: Training on the IMS Node Level
IMS Core Nodes Training

The participants should have successfully finished training recommended in Step2 and Step3

CSCF 5.0 & HSS 5.01/SLF 5.0
Operation and Configuration
LZU 108 7709
5 days

Or

CSCF 5.0 & HSS 5.01/SLF 5.0
Delta
LZU 108 7741
1 day
Step 4: Training on the IMS Node Level

IMS Core Nodes Training

- IPworks 6.0 Overview
  - LZU 108 7697
  - 1 days

- IPworks 5.0 Operation and Configuration
  - LZU 108 7699
  - 2 days
Step 4: Training on the IMS Node Level
ICS Application Servers and Enablers

PGM 4.1 Operation and Configuration
LZU 108 7204
2 days
Step 4: Training on the IMS Node Level

IMS Inter-working Nodes

These courses can be attended in any order/sequence

- **SBG 3.0 Operation and Configuration for IMS**
  - LZU 108 7201
  - 3 days

- **IS MGC 5.1 Operation and Configuration**
  - LZU 108 7705
  - 2 days

- **IS MGW 1.2 Operation and Configuration for IMS**
  - LZU 108 7704
  - 2 days

- **ICS5.0 IS PSTN Gateway Operation and Configuration**
  - LZU 108 7706
  - 4 days

This course can be attended instead of IS MGW and IS MGC
Step 4: Training on the IMS System Level

Prerequisite Knowledge

- IMS Overview
  - IMS Signaling
    - TSP Operation and Maintenance
      - CSCF & HSS / SLF
        - Operation and Configuration
          - IMS Operation and Maintenance Advanced
            - LZU1087209
              - 3 days
Target Group Application Development

Application Development
- Application Develop.
- Business Developer
Step 4: IMS Application Development

The trainees should be familiar with Java, J2EE (mainly servlets), J2ME, IP networking protocols and 3GPP concepts. They need also to be familiar with at least one Java IDE tool, preferably Eclipse.

IMS Service Development Studio (SDS) 4.1 Application Development
LZU 108 7545
5 days
Target Group O&M – Front Office

Operations Centre

Front Office
(1st Line Support)
- System Technician
- Service Technician
Structured Knowledge Transfer (SKT)

This is **structured on-the-job mentoring program** based on an Ericsson mentor’s guidance and demonstrations together with a participant’s performance of hands-on duties, tasks and skills. The SKT usually takes place at the **customer site using the customer’s network**. The mentor leads each student through **tasks that are defined for that employee’s job function**. Since the SKT is based on the employee daily tasks and customer network, it helps to strengthen the employee’s **confidence** to conduct the tasks on the new network/technology.

Tasks and skills are identified during the Competence Gap Analysis (CGA) phase, based on the customer specific job roles and operations.
Step 4: Training on the Solution Level
ICS 5.0 Network Surveillance (SKT)

Prerequisite Knowledge

IMS Overview Training Flow, IP Fundamentals Training Flow and Ericsson IMS Platform Training Flows

ICS 5.0 Network Surveillance Structured Knowledge Transfer (SKT)
(Nodes that can be covered in the training: HSS, CSCF, IPWorks, PGM, MRF, SBG, IS PSTN GW, IS MGC, IS MGW, and Broadworks)
General Prerequisites

- IP Networking LZU 102 397
- IP Advanced LZU 108 6748
- TSP6 Overview LZU1087339
- TSP6 Operation and Maintenance LZU1087341
- IS 2.0 Overview LZU1087085
- IS 2.0 Operation and Configuration LZU1087086
- OMP 1.1 Training Package - WORK IN PROGRESS
Related training packages

- EMA 5.0 Training Package
- OSS-RC 7 Training Package
- MM 6.0 Training Package
- Multimedia Telephony (MMTEL) 5.0
- Business Communication Suite (BCS) 2.0

The above Training Packages can be found in Product Catalog, under:
  - Global Services, Learning Services, Training Programs