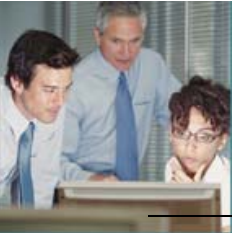




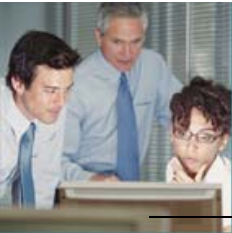
# Packet Backbone Network Training Programs

## Package Description



# Table of Contents

- 1 Introduction .....3
- 2 Why invest in Packet Backbone Network Training? .....3
- 3 What's in the Packet Backbone Network Training Package? .....4
- 4 Packet Backbone Network - Fundamentals .....5
- 5 Packet Backbone Network - Field Maintenance.....12
- 6 Packet Backbone Network - Network Operation and Configuration .....15
- 7 Packet Backbone Network - Business Management .....21
- 8 How Do We Deliver? .....24
- 9 Prerequisites.....25
- 10 Related Services .....25



## 1 Introduction

This revision of the document emphasises training available with the Packet Backbone Network Solution.

Ericsson has developed an extensive competence development learning portfolio to satisfy the competence needs of our customers in all situations and at all times – from exploring business opportunities, to expertise required for operating a network. The training has been developed to offer clearly defined, yet flexible training paths to target specific technical and business areas within your organization using blended learning – from traditional classroom teaching, to learning off the web for efficient, cost effective and highly successful results.

The Packet Backbone Network Training Package is a group of training courses, to build up competence when moving into this new technology – Packet Backbone Network.

## 2 Why invest in Packet Backbone Network Training?

At Ericsson, we've worked with hundreds of operators and Service Providers worldwide, and we are in a strong position to help. As a leader in developing industry standards for technology and products, we have structured our training packages around your needs, from basics to more advanced operations. Ericsson can identify your training needs and then select the right training package to provide the competencies required for a successful and profitable future.

### Benefits

- **Faster time to revenue**

Task orientated, targeted and blended training to ensure staffs is operational in less time

- **Cost efficiency**

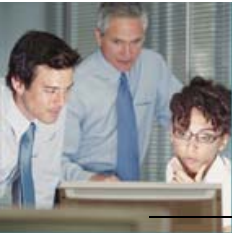
Blended learning for both time and cost efficiency. Lower operational costs provided by task oriented training

- **Increased performance/less churn**

Efficient processes achieved by skilled and competent staff

- **Minimal risk**

Ericsson's vast industry knowledge and experience is available through appropriate training



- **Organizational effectiveness**

Clear and continuous training strategies to motivate staff and provide opportunities for long term business success

### **3 What's in the Packet Backbone Network Training Package?**

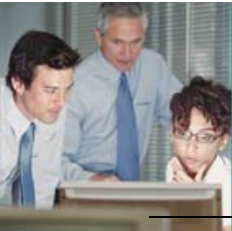
The Packet Backbone Network training offers a number of training courses ranging from how to explore the business opportunities to how to run the network, and focusing on target groups within different work areas of an operator's organization. For each work area we present standard training flows that match the currently defined job tasks. Continuous development of learning products within the Packet Backbone area is happening. Therefore the content and length of the learning products can be changed.

The course flows are focusing on following work areas:

- Network Operation
- Field Maintenance
- IS/IT Support
- Network Development
- Customer Care
- Business Management

To ease the use of this document, the courses contained in the course flows are abbreviated, reflecting the type of course and/or methodology. The meaning of each abbreviation is given below:

- Instructor-Led Training (ILT)
- Web Based Learning (WBL)
- Multimedia Based Learning (MBL)
- Streaming Video (SV)
- Virtual Classroom Training (VCT)



## **4 Packet Backbone Network - Fundamentals**

### **4.1 Introduction to IP Networks, WBL (FAB 102 1313)**

This is a complete Web Based Learning flow that provides a comprehensive introduction to the underlying principles of data communications. The flow is integrated into the IP Fundamentals flow FAB 102 1314 and contains information on how a PC communicates with other devices and networks, modern LAN and WAN technologies and concepts, the TCP/IP protocol suite, mobile network technologies, network architecture and applications and the management of data networks.

This flow also serves to introduce topics that will be covered in more detail in further Ericsson courses.

#### **4.1.1 Main Learning Objectives**

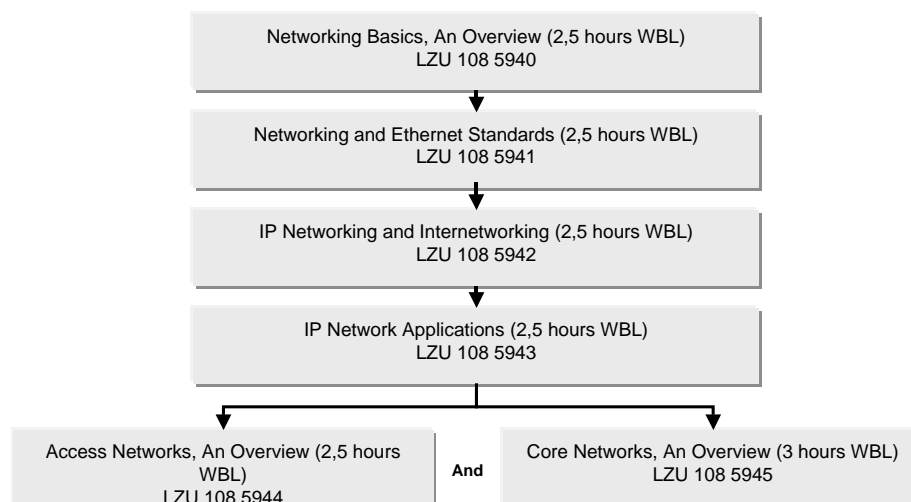
1. Describe how to connect a PC to a datacom network
2. Explain the basics of networking, Local Area Networks (LAN) and the Ethernet Standard
3. Describe Wireless Local Area Networks (WLAN)
4. Describe the basic concepts of IP networking
5. Describe the basic concepts of IP internetworking
6. Describe how to use the network and describe IP network applications
7. Explain the TCP/IP data communications architecture
8. Understand fixed network connections: access networks
9. Understand the basic concepts of mobile access
10. Describe the technologies in the core network
11. Define core network architectures
12. Understand network operation and maintenance

#### **4.1.2 Prerequisites**

There are no prerequisites to this course flow. General telecommunication knowledge might be of advantage, though.

### 4.1.3 Training Flow

#### Introduction to IP Networks, WBL (FAB 102 1313)

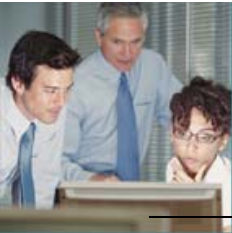


## 4.2 IP Fundamentals

The IP Fundamentals training flow targets all technical personnel requiring knowledge on the TCP/IP protocol suite describing IP addressing principles and the purpose and operation of different protocols such as IP, TCP, UDP, ICMP, ARP. The flow gives a short historical introduction to the technology but the focus is mainly of the different protocol structures and transfer mechanisms. Practical networking exercises are included to prepare participants for real life challenges. Throughout the course flow, hands-on labs are used to pinpoint important aspects of theory sessions.

### 4.2.1 Main Learning Objectives

1. Describe IPv4 and IPv6 protocol, addressing and subnetting / aggregation
2. Describe the purpose and operation of different protocols such as TCP, UDP, ICMP, SMTP, POP3, IMAP, ARP, DNS and DHCP
3. Describe the purpose and operation of different network devices and routing protocols used in IP networking
4. Describe the threats and security issues in the IP networks
5. Describe the devices and services in building a secure network
6. Describe Encryption technologies, security services and certificates
7. Describe Encryption technologies, security services and certificates

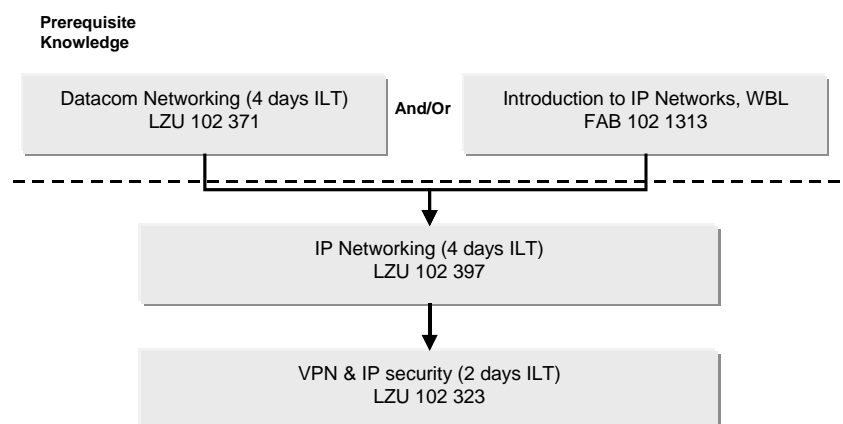


#### 4.2.2 Prerequisites

The participants of this course flow should have attended the course Datacom Networking and should have worked through the courses of the flow Introduction to IP Networks, WBL (FAB 102 1313), or have equivalent knowledge in the area of IP Networks and Protocols and datacommunication technologies.

#### 4.2.3 Training Flow

##### IP Fundamentals (FAB 102 1314)

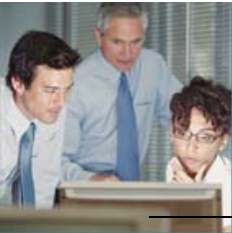


#### 4.3 IPv6 Fundamentals (FAB 102 1383)

IPv6 is coming into IP Networks now and brings the need of adapting the competence to this new protocol. This course flow provides the competence to understand the transition to IPv6 networks and co-existence of IPv4 and IPv6 networks.

The course IPv6 and Transition from IPv4 to IPv6 gives a profound technical presentation of the Internet protocol IPv6. The course will also discuss different IPv4-IPv6 transition mechanisms. After this course it will be clear how IPv6 will function in a network and how IPv6 can co-exist with IPv4.

The course IPv6 and Transition from IPv4 to IPv6, Hands-on deals in addition with different challenges, problems and solutions concerning the transition from IPv4 to IPv6 networks. The transition mechanisms will be configured practically in a network in this course.



Participants just wanting to get to know about the principles may attend the first course, while participants needing practical experience in configuring an IPv6 network are recommended to attend the hands-on course, which also covers the theory part of the theoretical course.

### 4.3.1 Main Learning Objectives

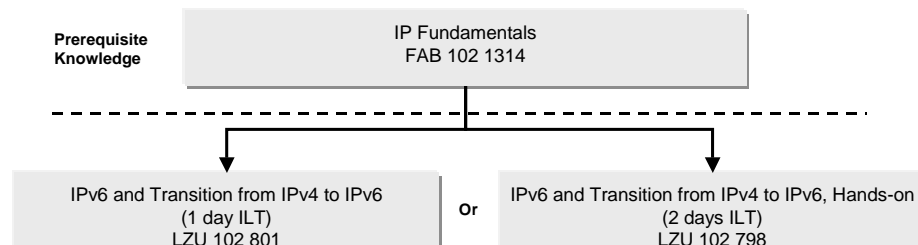
1. Describe the protocol IPv6 on an advanced level.
2. Describe some of the important Transition Mechanisms between IPv4 and IPv6.
3. Get an overview of how the Transition Mechanisms work when setting up an IPv6 network.
4. Set up an IPv6 network configuring routers and hosts.

### 4.3.2 Prerequisites

Participants of this flow shall have attended the course flow IP Fundamentals (FAB 102 1314).

### 4.3.3 Training Flow

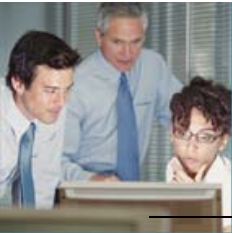
#### IPv6 Fundamentals (FAB 102 1383)



### 4.4 IPv6 Routing Configuration (FAB 102 1384)

This course flow consists of a profound technical presentation of the routing protocols RIPng, OSPFv3, ISIS and BGP4+. The protocols and their different functions in the Internet are discussed.

The flow is meant for personnel working with operation, configuration and planning of IPv6 networks.



#### 4.4.1 Main Learning Objectives

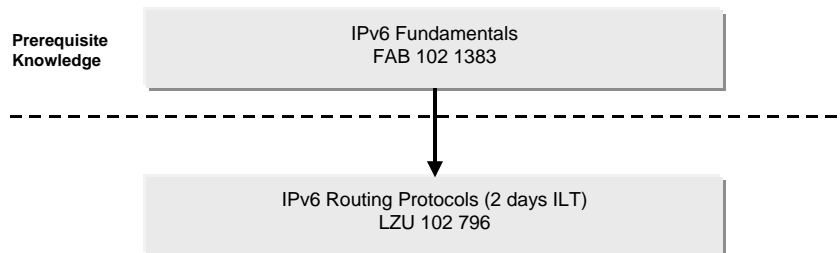
1. Know how the Routing Protocols are used in IPv6
2. Know how they are working on a router and the hosts of an IPv6 network

#### 4.4.2 Prerequisites

Participants of this course flow should have attended the course flow for IPv6 Fundamentals (FAB 102 1383).

#### 4.4.3 Training Flow

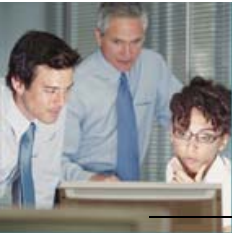
**IPv6 Routing Configuration (FAB 102 1384)**



#### 4.5 IPv6 Advanced Network Configuration (FAB 102 1385)

This course flow is a profound technical presentation of the Internet protocol IPv6, Transitions Mechanisms from IPv4 to IPv6 and of the advanced features related to IPv6: QoS (DiffServ, RSVP / IntServ) and IPSec. IPv6 and these features are essential in a 3G/UMTS cellular network. These subjects will be discussed and related to examples in real life.

The participants will learn how to configure the advanced features on an IPv6 router. Examples of how to configure a host in an IPv6 network will be presented.



### 4.5.1 Main Learning Objectives

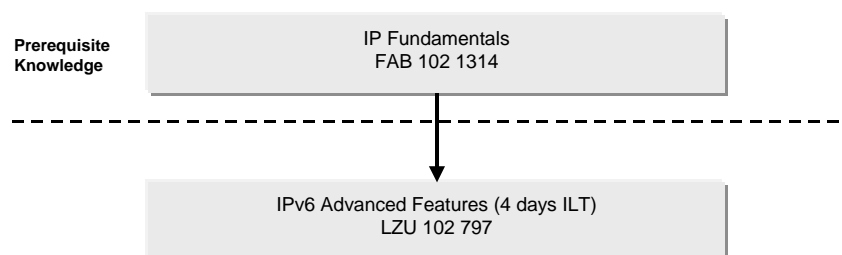
1. Describe the protocol IPv6 on an advanced level.
2. Describe and configure the Transition Mechanisms between IPv4 and IPv6.
3. Understand how QoS (DiffServ, RSVP / IntServ) and IPSec are working.
4. Configure these mechanisms and features on a router.
5. Configure a host in an IPv6 network.

### 4.5.2 Prerequisites

Participants of this course flow should have attended the course flow for IPv6 Fundamentals (FAB 102 1383).

### 4.5.3 Training Flow

#### IPv6 Advanced Network Configuration (FAB 102 1385)

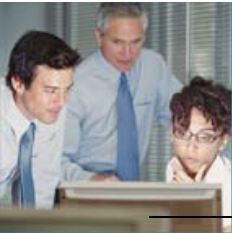


### 4.6 ISP Network Surveillance (FAB 102 1368)

This training flow gives the student general understanding of Network Management. It discusses the challenges faced by ISPs in converging network technologies. Hands-on network labs using SNMP-based management tools help participants further develop their practical skills. This training flow is considered prerequisite training to all other Network Maintenance flows.

#### 4.6.1 Main Learning Objectives

1. Understand basic Network Management concepts.
2. Understand the impact of converging technologies.
3. Understand the functionality of SNMP, MIB, CMIP, CIM and COPS.
4. Have knowledge of Next Generation Network Management.

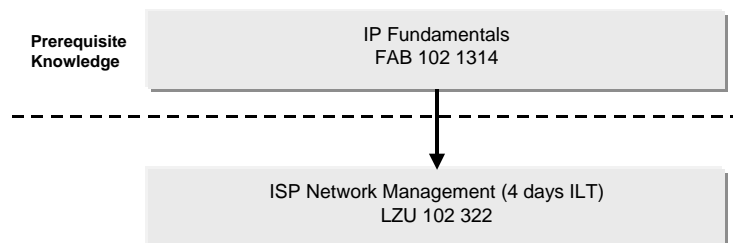


## 4.6.2 Prerequisites

Participants of this flow should have completed the training flow IP Fundamentals (FAB 102 1314).

## 4.6.3 Training Flow

### ISP Network Surveillance (FAB 102 1368)



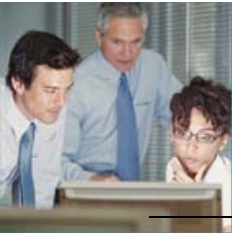
## 4.7 Packet Backbone Network Introduction (FAB 102 1373)

This flow provides an introduction to the Ericsson solution for Packet Backbone Networks. The solution is based on Ericsson's vision on a horizontal network model with different Network layers for Access & Backbone networking as well as Server layers for control & Service Management.

The course Packet Backbone Network Architecture is intended to be a solid foundation for further product specific training relating to the PBN solution.

### 4.7.1 Main Learning Objectives

1. Briefly describe the Ericsson PBN solution
2. Identify the components of the PBN 2.3 solution
3. Describe the management tools implemented within the PBN solution.
4. Describe the implementation and future of Packet Backbone Networks

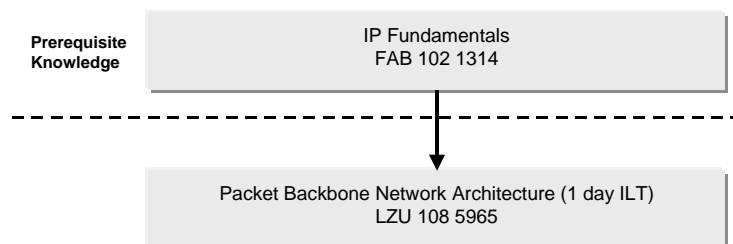


#### 4.7.2 Prerequisites

Participants of this flow should have attended the training flow IP Fundamentals (FAB 102 1314).

#### 4.7.3 Training Flow

##### Packet Backbone Network Introduction (FAB 102 1373)

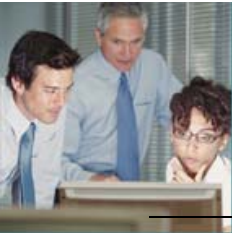


## 5 Packet Backbone Network - Field Maintenance

### 5.1 PBN M&T Series Router Installation (FAB 102 1369)

This flow will provide the participants with the knowledge necessary to install M and T-series hardware and create an initial software configuration for the various routers in the M and T-series. The course PBN M&T-Series Router Installation and Maintenance focuses upon the basic hardware architecture of the series and installation requirements. Basic CLI techniques and interface configuration is also covered. Hands-on exercises make up the biggest part of this course.

This flow is intended for installation and field maintenance personnel, while for personnel working in operation and configuration management should take the flow AXI 520/580 Network Configuration (FAB 102 1354) instead.



### 5.1.1 Main Learning Objectives

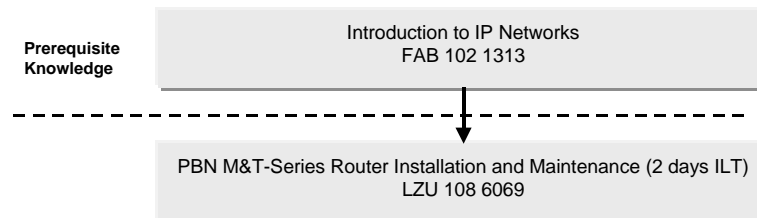
1. Describe the Hardware Architecture of the various routers within the M and T-series routers
2. List installation requirements for the M and T-series routers
3. Install the M and T-series router
4. Describe the JUNOS software architecture
5. Configure and troubleshoot interfaces
6. Monitor and maintain the M&T-series routers
7. Upgrade JUNOS software
8. Recover lost passwords on the M and T-series router

### 5.1.2 Prerequisites

Participants of this training flow should have attended the training flow Introduction to IP Networks (FAB 102 1313).

### 5.1.3 Training Flow

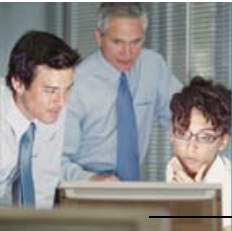
#### PBN M&T-Series Router Installation (FAB 102 1369)



### 5.2 Axerra AXN Installation (FAB 102 1370)

This flow provides the ability for installation and field maintenance personnel to be able to install, commission and fault diagnose the equipment and features supported in release 1.6.

This is achieved through hands-on training, which makes the student familiar with the hardware, the base configuration required to bring the node(s) online and identifying problems internal or external to the system. An understanding of events and alarms, their significance, effects and the steps required to deal with them is covered in the course.



This course is meant for field maintenance and installation or commissioning personnel. Personnel working with operation or configuration management should visit the flow Axerra AXN Network Configuration (FAB 102 1372) instead.

### 5.2.1 Main Learning Objectives

1. Perform the Installation of a new node
2. Perform the Commissioning of a new node
3. Bring a node Online
4. Identify any hardware problems
5. Identify and process problems, failures and their causes using the nodal Alarms, Statistics and Performance
6. Monitoring features.

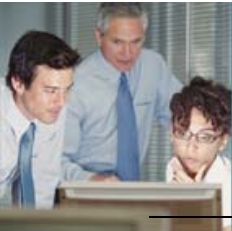
### 5.2.2 Prerequisites

There are no prerequisites for this course. Knowledge in IP networks is an advantage, though.

### 5.2.3 Training Flow

**Axerra AXN Installation (FAB 102 1370)**

Axerra AXN Installation and Maintenance (1 day ILT)  
LZU 108 6075



## 6 Packet Backbone Network - Network Operation and Configuration

### 6.1 PBN IP Management Suite, Network Surveillance (FAB 102 1371)

This training flow covers training for technical personnel working with Network Management and Surveillance of IP backbone networks. It includes training on the following Network Management applications;

NRM – Network Resource Manager  
SLM – Service Level Manager  
PDM – Policy Deployment Manager

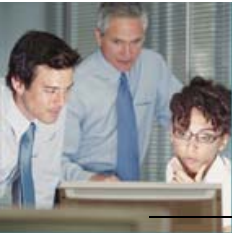
It deals with alarm and event monitoring and solving by using the management applications supported by the backbone network nodes AXI 520/580. The flow also covers configuring of QoS policies and VPNs as well as creating and importing jobs.

The courses cover theory sessions as well as practical hands-on exercises in order to be able to operate all the management applications supported in the PBN IP Management Suite.

Note: The courses for NRM, SLM and PDM can be taken in any order. The given order is not mandatory.

#### 6.1.1 Main Learning Objectives

1. Describe the structure of the NRM, SLM and PDM Management applications.
2. Understand how to work with Configuration Management, create and imports jobs.
3. View current and planned Network Topologies
4. Export and validate configurations by using the CLI configuration commands.
5. Understand how to use Security Administration.
6. Understand how to create VPNs, Customer Edge Routers (CER) and Provider Edge Routers (PER).
7. Define QoS parameters, validate and activate policies.
8. Understand how to view and handle events and alarms.

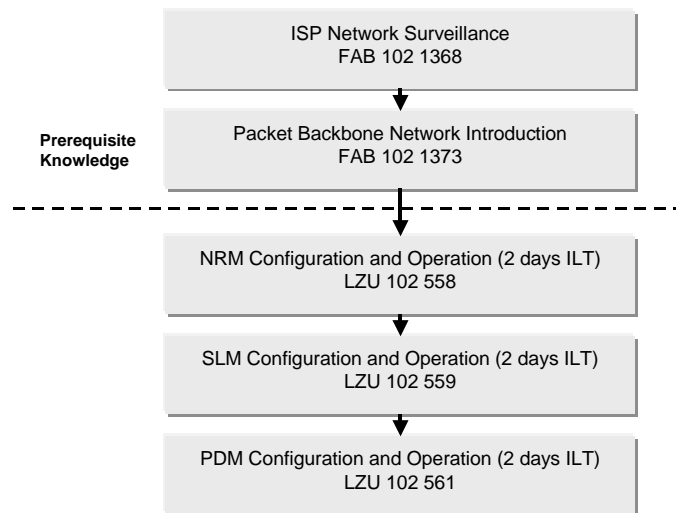


### 6.1.2 Prerequisites

Participants of this flow should have completed the two training flows ISP Network Surveillance (FAB 102 1368) and Packet Backbone Network Introduction (FAB 102 1373).

### 6.1.3 Training Flow

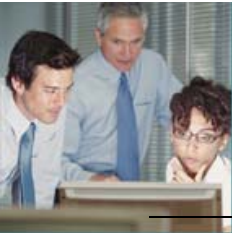
#### PBN IP Management Suite, Network Surveillance (FAB 102 1371)



### 6.2 AXI 520/580 Network Configuration (FAB 102 1354)

This flow covers knowledge on how to operate the IP core network nodes AXI 520/580.

The course Ericsson AXI 520/580 Internet Engineer is an in depth study of the AXI 520/580 router product family and how these routers communicate via several protocols supported. It includes topics covering the configuration of routing protocols (RIP, OSPF, IS-IS, BGP), Routing Policy, Firewall Filters, and Class of Service. This course also includes a great deal of background theory pertinent to the technologies covered and hands-on exercises on these features to give the students the knowledge and competence required to operate the AXI 520/580 routers.



### 6.2.1 Main Learning Objectives

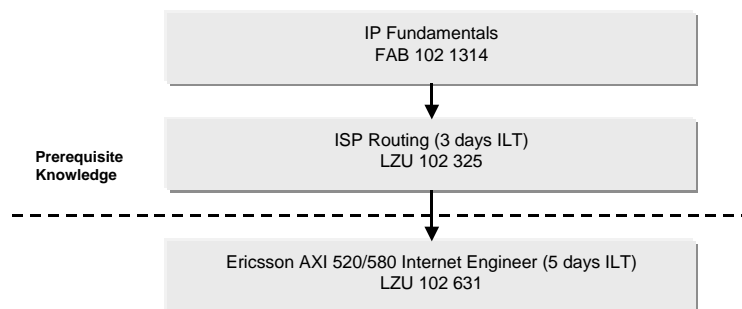
1. Describe the hardware architecture and installation requirements of the AXI 520/580-series routers
2. Describe the JUNOS software architecture and upgrade process
3. Describe the JUNOS Command Line Interface and basic configuration
4. Configure Interior Gateway Protocols (RIP, OSPF, IS-IS)
5. Configure Border Gateway Protocol
6. Configure JUNOS Routing Policy
7. Configure Multi-protocol Label Switching and RSVP signaling protocol
8. Configure JUNOS firewall filters
9. Configure JUNOS supported multicast protocols

### 6.2.2 Prerequisites

Participants of this flow should have completed the training flow IP Fundamentals (FAB 102 1314) as well as the course ISP Routing (LZU 102 325).

### 6.2.3 Training Flow

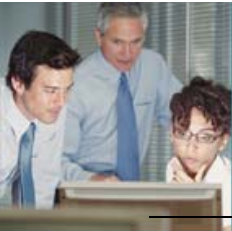
**AXI 520/580 Network Configuration (FAB 102 1354)**



### 6.3 Axerra AXN Network Configuration (FAB 102 1372)

This flow provides a thorough understanding of the AXN product range and features as supported in release 1.6.

A comprehensive hands-on lab will enable the student to fully configure and operate AXN nodes, and offer AXN services as would be required in a live deployment. The various exercises cover all the major features supported.



### 6.3.1 Main Learning Objectives

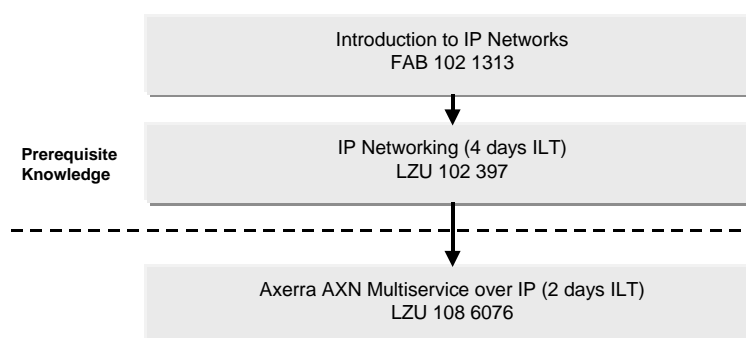
1. List the AXN products and their features, the models within the product range and their capacities
2. Perform the Installation and Commissioning on a new node
3. Bring a node Online
4. Create Services on AXN nodes
5. Identify and process problems, failures and their causes using the nodal Alarms, Statistics and Performance Monitoring features.
6. Decide on the required type of resiliency, configure it using the CLI and check that the resiliency will perform as expected when initiated.
7. Handle software and file management

### 6.3.2 Prerequisites

Participants of this flow should have completed the training flow Introduction to IP Networks (FAB 102 1313) and the course IP Networking (LZU 102 397).

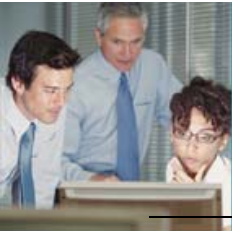
### 6.3.3 Training Flow

#### Axerra AXN Network Configuration (FAB 102 1372)



### 6.4 ERX Configuration (FAB 102 1405)

This flow will consist of a workshop consisting of three days of hands-on configuration scenarios to familiarize the participants with deploying Juniper E-series (ERX) routers. The students will perform configuration exercises on ERX 1400 and 1440 routers positioned as edge devices on an active Juniper core network. After attending this course participants will be able to configure ERX routers as edge aggregation devices in a production network.



### 6.4.1 Main Learning Objectives

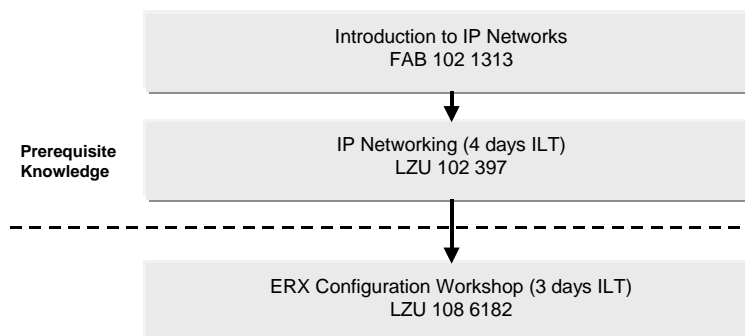
1. Build a baseline configuration for an ERX router
2. Configure Interfaces for communication with other network nodes
3. Enable Routing Protocols
4. Configure Virtual Routers for separation of customer traffic
5. Configure BRAS Functionality
6. Configure Other Services for customer traffic security

### 6.4.2 Prerequisites

Participants of this flow should have completed the training flow Introduction to IP Networks (FAB 102 1313) and the course IP Networking (LZU 102 397).

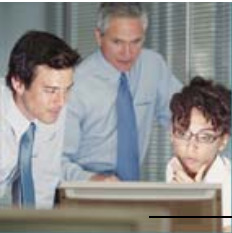
### 6.4.3 Training Flow

#### ERX Configuration (FAB 102 1405)



### 6.5 Packet Backbone Network Advanced VPNs (FAB 102 1374)

This flow provides in depth understanding of Virtual Private Networks (VPN) in use with the Packet Backbone Network AXI520/580/590-series routers. Abilities to configure the nodes using JUNOS software for Layer 2 and Layer 3 VPNs are provided by completing this flow.



### 6.5.1 Main Learning Objectives

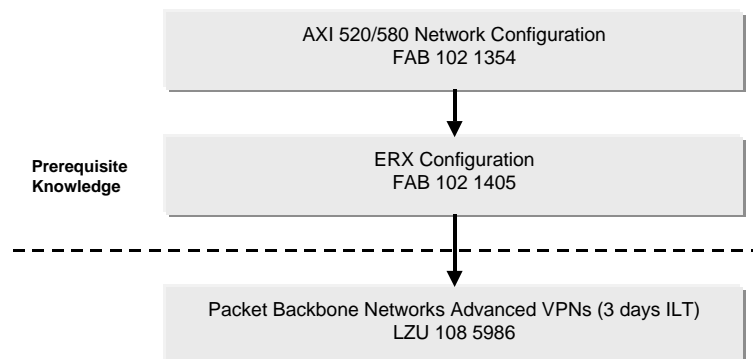
1. Describe the various VPN technologies within the PBN supported by JUNOS software
2. Describe Tunneled VPNs, to include IP-IP, GRE, and IPsec, supported by JUNOS Software
3. Configure Layer 2 VPNs supported by JUNOS software
4. Configure RFC 2547bis MPLS/BGP Layer 3 VPNs
5. Configure Inter-Provider RFC 2547bis MPLS/BGP Layer 3
6. Describe and configure Carrier of Carrier RFC 2547bis MPLS/BGP Layer 3

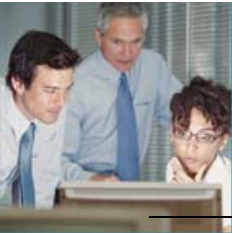
### 6.5.2 Prerequisites

Participants of this flow should have completed the two training flows AXI 520/580 Network Configuration (FAB 102 1374) and ERX Configuration (FAB 102 1405).

### 6.5.3 Training Flow

#### Packet Backbone Network Advanced VPNs (FAB 102 1374)





## 7 Packet Backbone Network - Business Management

### 7.1 Datacom Fundamentals Business Management

IP is the main technologies used within the Packet Backbone Network Solution. Besides ATM, IP is used more and more as backbone network technology in fixed and mobile network solutions such as WCDMA, ENGINE, GSM and GPRS. The following training flows will give non-technical staff the fundamental knowledge of how the underlying technology of IP is used within fixed and mobile solutions work as well as knowledge on the advantages with using the technology. The ATM course introduces knowledge useful in following the development towards IP for currently ATM based networks.

#### 7.1.1 Main Learning Objectives

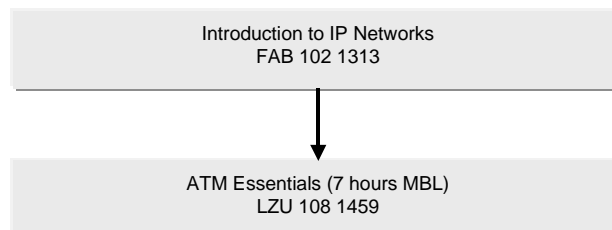
1. Understand the basics of Datacom Networking and Network Standards
2. Understand LAN and WAN concepts
3. Have knowledge on what transmission technologies that are used
4. Have knowledge on the Internet Protocol Suite
5. Have basic knowledge on Internetworking
6. Understand the basics of IP

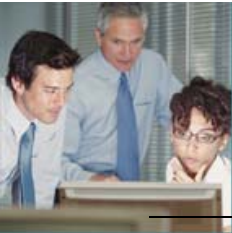
#### 7.1.2 Prerequisites

There are no prerequisites for this training flow.

#### 7.1.3 Training Flow

**Datacom Fundamentals Business Management (FAB 102 1375)**





## 7.2 PBN Architectures – Business Management (FAB 102 1376)

This training flow gives non-technical staff the fundamental knowledge of General Packet Backbone Network Architectures. Furthermore the features and Management principles of the Ericsson solution for Packet Backbone Networks is introduced as well as a view on the future implementation and usage of Packet Backbone Networks.

### 7.2.1 Main Learning Objectives

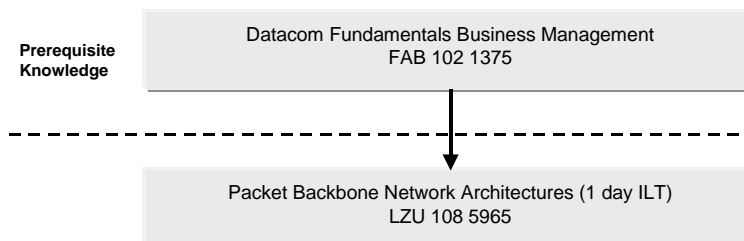
1. Briefly describe the Ericsson PBN solution
2. Describe common features of Packet Backbone Networks
3. Identify the enhancements the Ericsson PBN 2.3 Solution provides to the standard features.
4. Identify the components of the PBN 2.3 solution
5. Identify the primary features of the components
6. Explain the logical placement of the components
7. Describe the management tools implemented within the PBN solution.
8. Explain the purpose of NRM, SLM and PDM
9. Describe the implementation and future of PBN

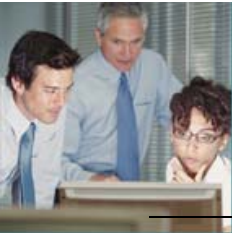
### 7.2.2 Prerequisites

Participants of this flow should have attended the training flow Datacom Fundamentals Business Management (FAB 102 1375).

### 7.2.3 Training Flow

#### PBN Architectures - Business Management (FAB 102 1376)





### 7.3 **Courses for Agents, Tele Sales and Help Desk personnel, and Team Leaders**

This training course is targeted towards Agents, receptionists, telesales staff and helpdesk staff. Any position that involves direct contact with the customer, either by phone or e-mail inbound and outbound roles in contact/call centers.

It gives knowledge on how to answer any direct customer inquiry in a correct and professional manner. This course deals with how to handle customer calls, listening to customer inquiries, transferring calls, dealing with billing issues and listening to customer complaints and acting thereafter.

The Customer Care Professionalism is a training package built on a portfolio of various training modules. Modules are chosen depending of the profile of the target Customer Care organization. The Customer Care Professionalism will enhance the operation of your Customer Care organization through training of personnel on relevant tasks of operation.

#### 7.3.1 **Main Learning Objectives**

This training package will help a call-center employee to answer direct customer inquiries in a technically correct and professional manner. It will also help you to fulfill your goal regarding "number of inquiries from customers solved at first contact".

#### 7.3.2 **Prerequisites**

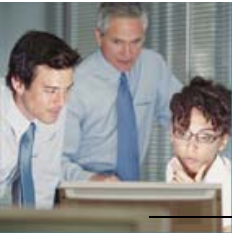
General PC knowledge is required to participate in this flow.

#### 7.3.3 **Training Flow**

##### **Courses for Agents, Tele Sales and Help Desk personnel, and Team Leaders**

Customer Care Professionalism (2 days ILT)  
LZU 108 3214

The Complete Team Leader Course (2 days ILT)  
LZU 108 2049



## **8 How Do We Deliver?**

### **8.1 Process**

All customer orders are placed with the Ericsson CUSTOMER account team. The local Ericsson team is in turn supported by a training co-ordinator team and competence consultant at the nearest Regional Training Centre.

The co-ordinator team has close relations with all training units within Ericsson. When an order is signed, the co-ordinators handle all preliminary course bookings and negotiate the cost for the complete offer. Once the training schedule is agreed upon, the co-ordinator does the final bookings and produces a complete scheme for all training. When the courses start, the co-ordinator monitors the implementation and corrects and adapts changes that might be needed.

### **8.2 Delivery Methods**

The content of our training package is delivered via web-based learning product or an instructor-led learning product, or a complete training flow consisting of several learning products, web-based and/or instructor-led.

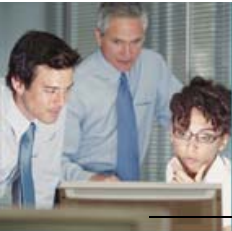
The instructor-led courses can be delivered at one of Ericsson's local or regional training centers, or at your premises.

Web-based learning products are delivered over the Internet, and can be linked into the customer's extranet. In addition, Ericsson offers connected services like access statistics, short articles and many more.

### **8.3 Delivery Requirements**

The training flows contain courses with practical exercises using Ericsson equipment. When these practical courses are delivered at the customer's premises, the customer must provide suitable training equipment for the course.

Using equipment in an operational network is generally not recommended, as Ericsson can take no liability for courses using live equipment.



## 8.4 Responsibilities

### *Training at Ericsson Training Centers:*

The Ericsson Training Center is responsible for booking of classrooms and training equipment, course invitations, course certificates, etc.

### *Training at your premises:*

The organising Ericsson training center shall explicitly define the requirements of classrooms, equipment, etc. to the customer.

Your training organization is responsible for course invitations, booking of classrooms, equipment, etc. according to the instructor's requirements.

## 9 Prerequisites

As the requirements on prerequisite knowledge varies from individual courses, please have a look at the course descriptions for more specific information.

## 10 Related Services

**Knowledge Step** is a campaign to increase knowledge for a large number of people in an effective way, in a short time period, with high quality. It is a managed customised solution that can be used to increase knowledge in different areas. The service targets entire organizations and is scalable from 500 to 10 000 participants. It is easily tailored to the needs of different customers and target groups. The service objective is to increase the knowledge in a specific area for an entire organization or part of an organization in a limited time frame.

**Competence Consulting** is a service that evaluates the customer's competence and performance improvement needs, linking them to the customer's business goals. Using proven methods, Consultants assist executives, managers, and employees in the customer organization to achieve their full potential. The outcomes of this service include recommendations on complete and efficient solutions for competence development which are in alignment with business goals. The service can also provide the customer with job procedure definitions. The results of the service lead to higher performance levels and a more effective operational network and can also be used in such areas as career planning, recruitment and incentives planning.