

IMS Common System (ICS) 4.0

Learning Solutions



What's in the ICS 4.0 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

Business Management

- Business Developer

Supported Service Delivery Methods

Icon Delivery Method



Instructor Led Training (ILT)



Structured Knowledge Transfer (SKT)



Web Based Learning (WBL)

General Comments

- Implementation of IMS networks **can involve customizations of the product/solution.**
- The ICS 4.0 Training Portfolio has been designed to be flexible and to meet the different customer/project needs. **ICS 4.0 Training can be delivered as Standard or Customized Training.** It is necessary that the MU/Regional Sales Support **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.**

General Comments

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

-The Pre-defined ICS 4.0 Learning Solutions Package (project) is composed by the following phases:

- Competence Gap Analysis (CGA);
- Build phase (see * below);
- Delivery Phase: (Customized Courses and Structured Knowledge Transfer (SKT))
- Project Management;

•**Build phase:** Implementation of IMS networks can involve customizations of the product/solution. If required, 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 during all the steps – Complete Project

Step 1: Competence Gap Analysis (CGA)

Note: CGA and Project Management are not necessary if only standard training is chosen.

Step 2:
“Theoretical Training on the Solution Level”

Content:
- Overview and
- Signaling

General Pre-requisites for the IMS Training:

-IP (Internet Protocol) knowledge
-GPRS knowledge (in case of Mobile IMS)

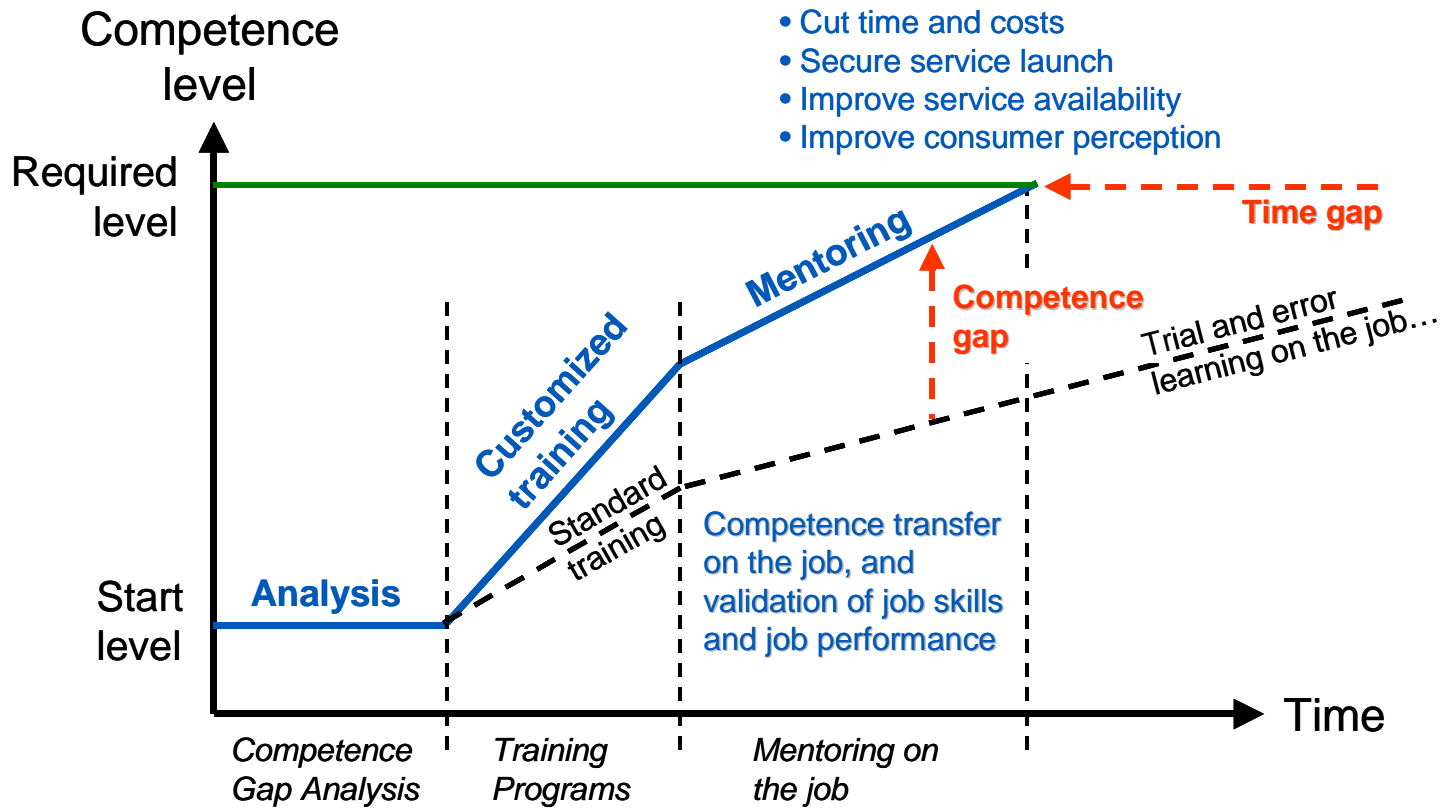
Step 3:
“Practical Training on the Platform Level”

Content:
-Telecom Server Platform (TSP)
-Integrated Site (IS)
-Ericsson Multi Activation (EMA)
-Multi Mediation (MM)
-Operations Support System (OSS)

Step 4:
“Practical Training on the IMS Solution and Node Level”

Content:
-Network Surveillance
-Operation and Configuration

Learning Solutions Principle Customizations



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

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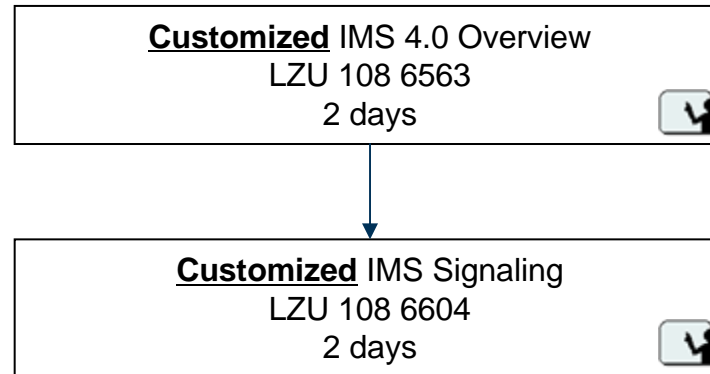
Target Group Fundamentals

Fundamentals
- Fundamentals

Step 2: IMS/ICS Technical Overview Training

FAB 102 1991

**These courses require customization in order to reflect the customer implementation
Each ICS project is likely to be a unique customer solution !**



Step 2: IMS Technical Overview Web-Based Learning

FAB 102 2102

IMS Overview Web Based Learning
LZU 108 6488
Duration: 2 hours



Target Group Business Management

Business Management

- Business Developer

Step 2:

IMS Business Overview Training

FAB 102 2103

IMS from a Business Perspective

LZU 108 2077

1 day



Step 3: Training per Target Group

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Target Group O&M – Back Office

Operations Centre

Back Office

(2nd Line Support)

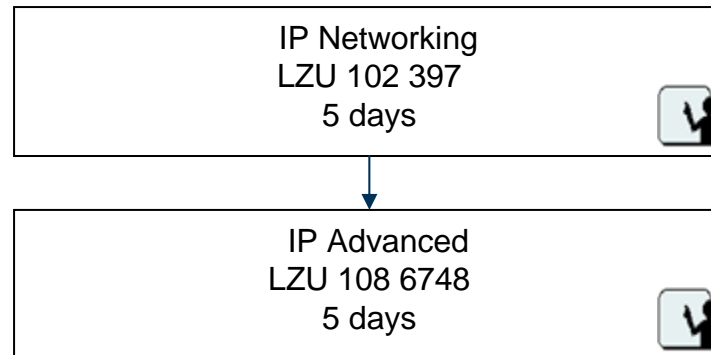
- System Engineer
- Service Engineer

General Pre-requisites

IP Fundamentals Training

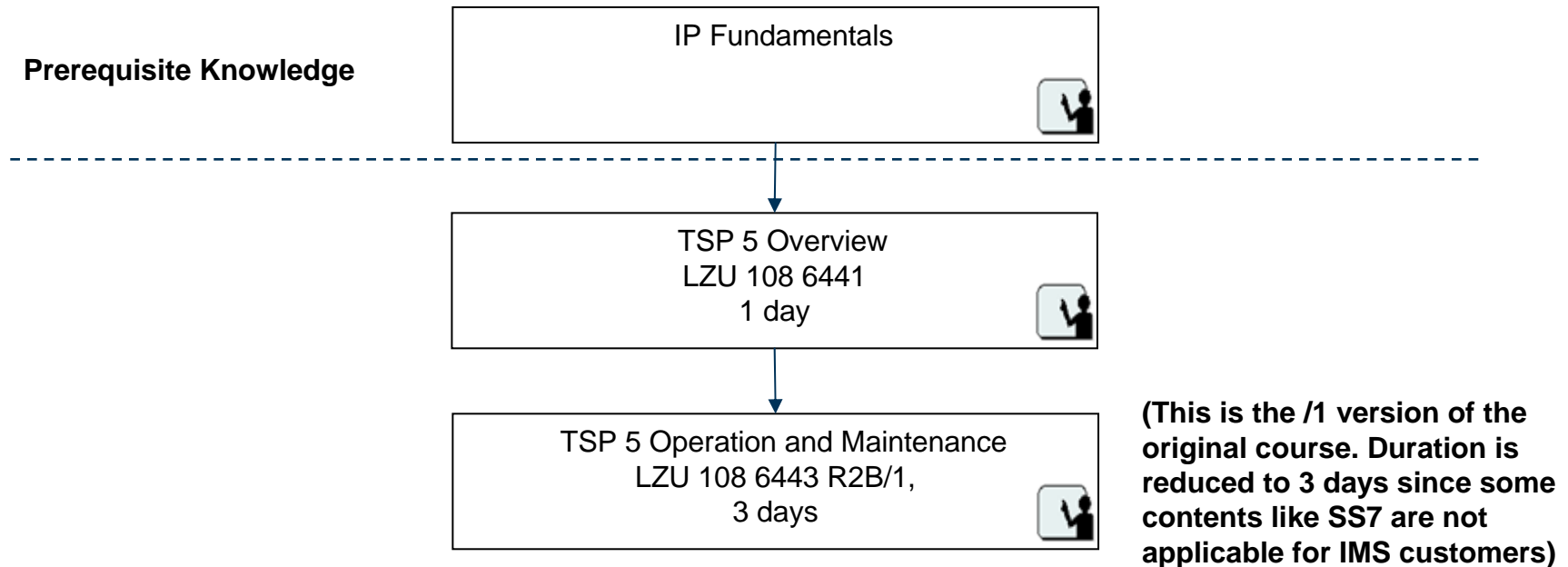
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(Optional Flow in case the customer needs IP Training – pre-requisite for IMS)



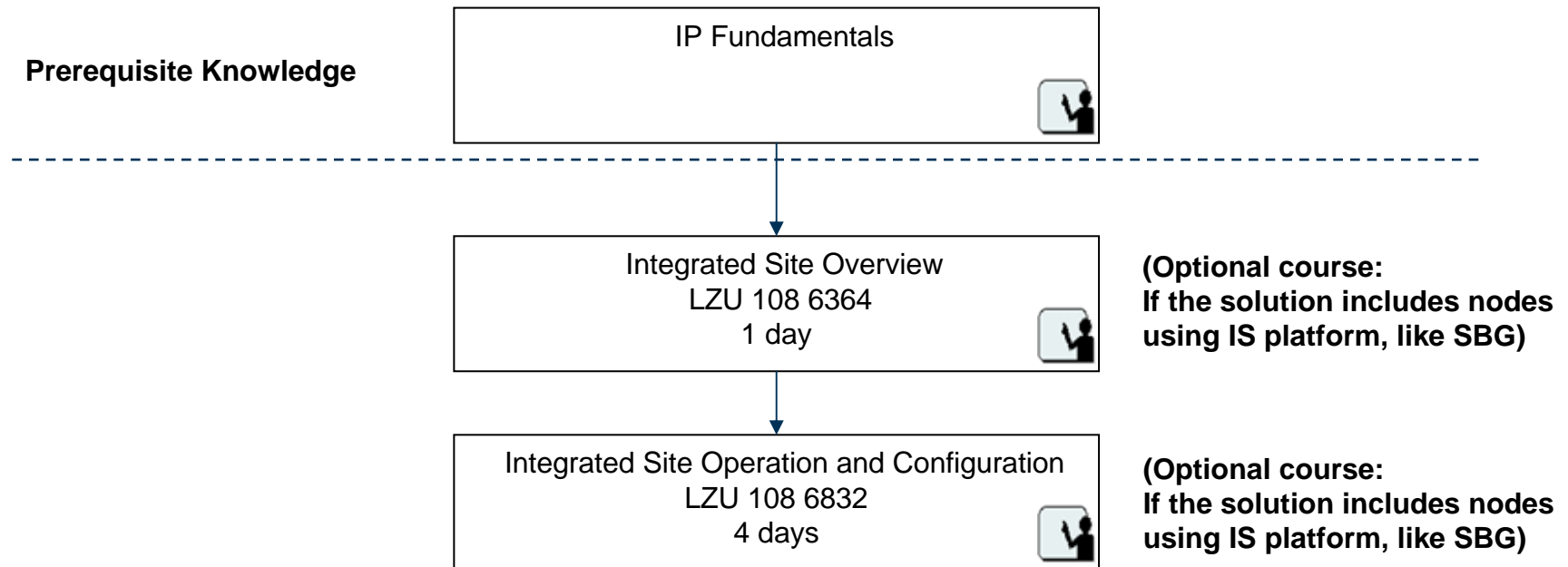
Step 3: Ericsson IMS Platform Training TSP

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Step 3: Ericsson IMS Platform Training Integrated Site (IS)

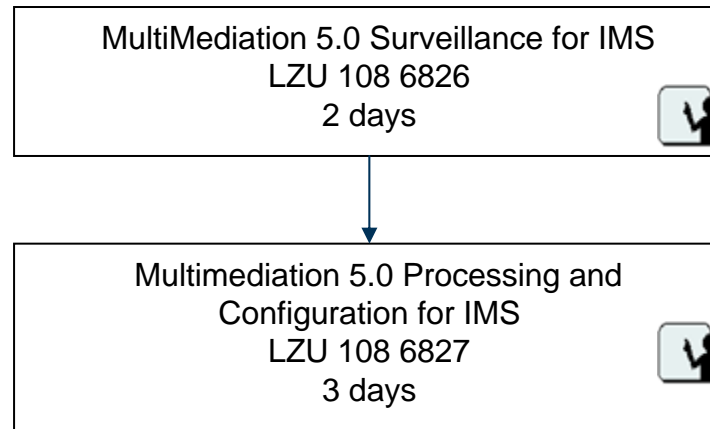
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Step 3: Ericsson IMS Platform Training Multi-Mediation

FAB 102 1993

(Optional Flow in case the solution includes Ericsson MultiMediation)



Target Group System Administrator

IS/IT Support
- System
Administrator

Step 3: Ericsson IMS Platform Training OSS

FAB 102 1992

(Optional Flow in case the solution includes Ericsson OSS)

MN-OSS 7.0 System Admin for IMS
LZU 108 6829
5 days



Or

OSS RC 3.1 System Admin for IMS
LZU 108 6828
5 days



(Need to choose the correct OSS type according to the customer IMS implementation)

Step 4: Training per Target Group

Project Management during all the steps – Complete Project

Step 1: Competence Gap Analysis (CGA)

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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 Operation and Configuration

FAB 102 2108

**These courses can be attended
In any order/sequence**

HSS 4.0 Operation and Configuration for IMS
LZU 108 2082
3 days



CSCF 4.0 Operation and Configuration
LZU 108 2083
3 days



IPworks 4.2 Operation and Configuration
for IMS
LZU 108 2084
2 days



OSS Fault Management Tools for IMS
LZU 108 2081
1 day



Step 4: Training on the IMS Node Level IMS Inter-working Operation and Configuration

FAB 102 2109

**These courses can be attended
in any order/sequence**

SBG 1.2 Operation and Configuration for IMS
LZU 108 2085
3 days



IMT 3.0 PSTN GW Configuration
(MGC 4.2, MGW 7.1 (AXD301))
LZU 108 2046
3 days



Target Group O&M – Front Office

Operations Centre

Front Office

(1st Line Support)

- System Technician
- Service Technician

Step 4

Training on the Solution Level

ICS 4.0 Network Surveillance Structured Knowledge Transfer (SKT)

FAB 102 1986

Prerequisite Knowledge

IMS Overview Training Flow,
IP Fundamentals Training Flow and
Ericsson IMS Platform Training Flows
GPRS knowledge (in case of Mobile IMS)



ICS 4.0 Network Surveillance Structured Knowledge Transfer (SKT)

LZP 101 032, Approximately 5 days



Adjustments to the duration can be done according to the findings from CGA

(Nodes covered in the training: HSS, CSCF, SBG, DNS/ENUM (IPworks), EMA, MM, OSS, MGC and MGW)

(Part of the SKT methodology: Competence Gap Analysis (CGA), Build and Project Management)

SKT Methodology

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.

Related training packages

- IMS Multimedia Telephony (IMT) 3.0 Training
 - IMS Push-to-Talk (PTT) 4.0.1 Training

 - The above Training Packages can be found in Product Catalog, under:
 - Global Services, Learning Services, Learning Solutions
- <http://prodcat.ericsson.se/Default.asp?ArticleId=7244AB1D-27E9-4FD9-BCAD-9052E210A53C&ArticleType=ProductHP&LNav=DocumentList&viewdoclist=1&N=57365>

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