

# IMS Common System (ICS) 4.1

Training Portfolio Presentation



# What's in the ICS 4.1 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

## Icon      Delivery Method



Instructor Led Training (ILT)



Structured Knowledge Transfer (SKT)



Web Based Learning (WBL)

# Training Needs Analysis and Training Planning for IMT

## **ICS 4.1 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:**

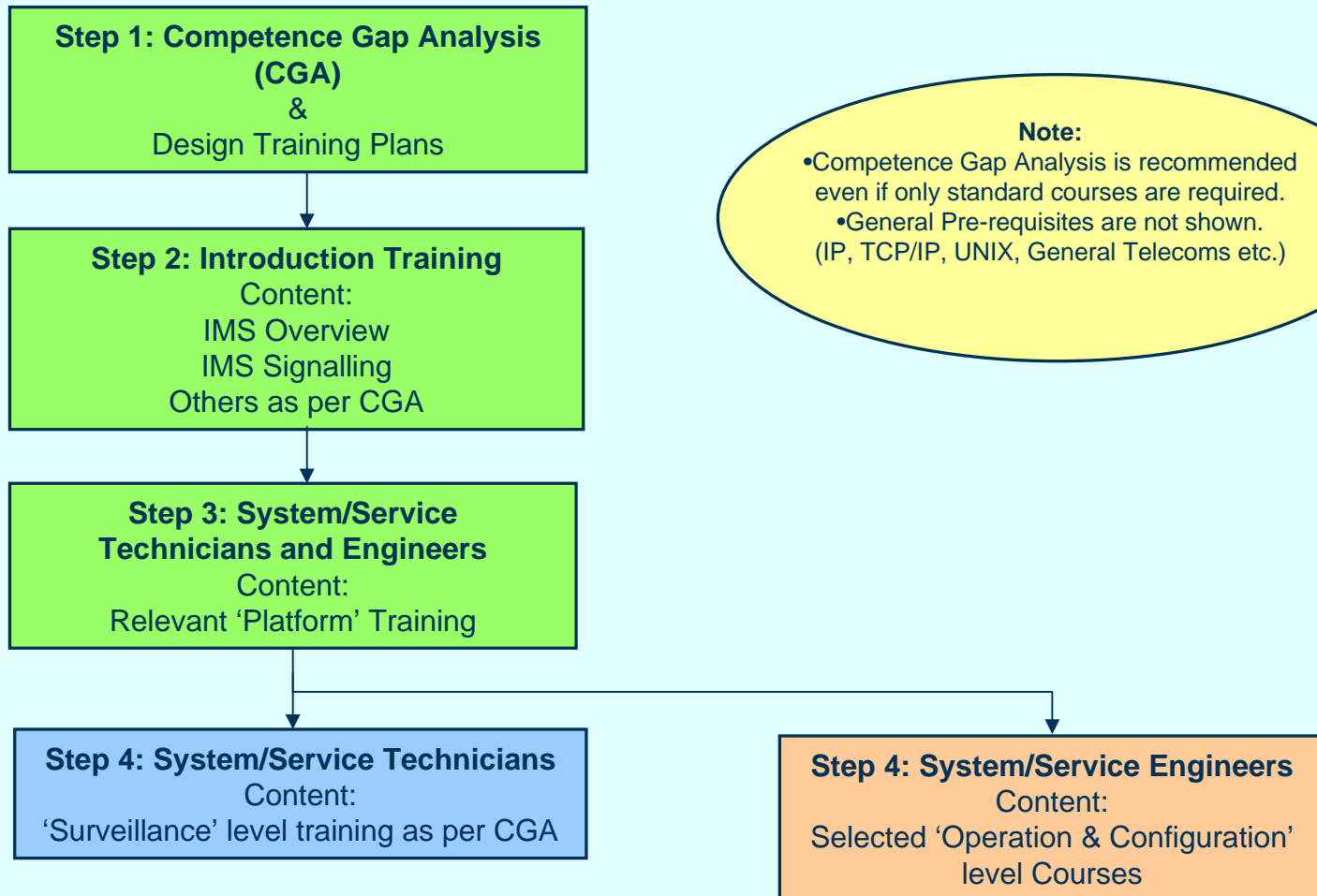
- Competence Gap Analysis (CGA) done by Ericsson Education;
- Build phase\*;
- Delivery Phase: Customized Courses and/or Structured Knowledge Transfer (SKT)
- Project Management is needed in all steps;

\*Training material can be customized/adapted to be aligned with the customer's specific job roles and competence needs/gaps, providing to the customer:

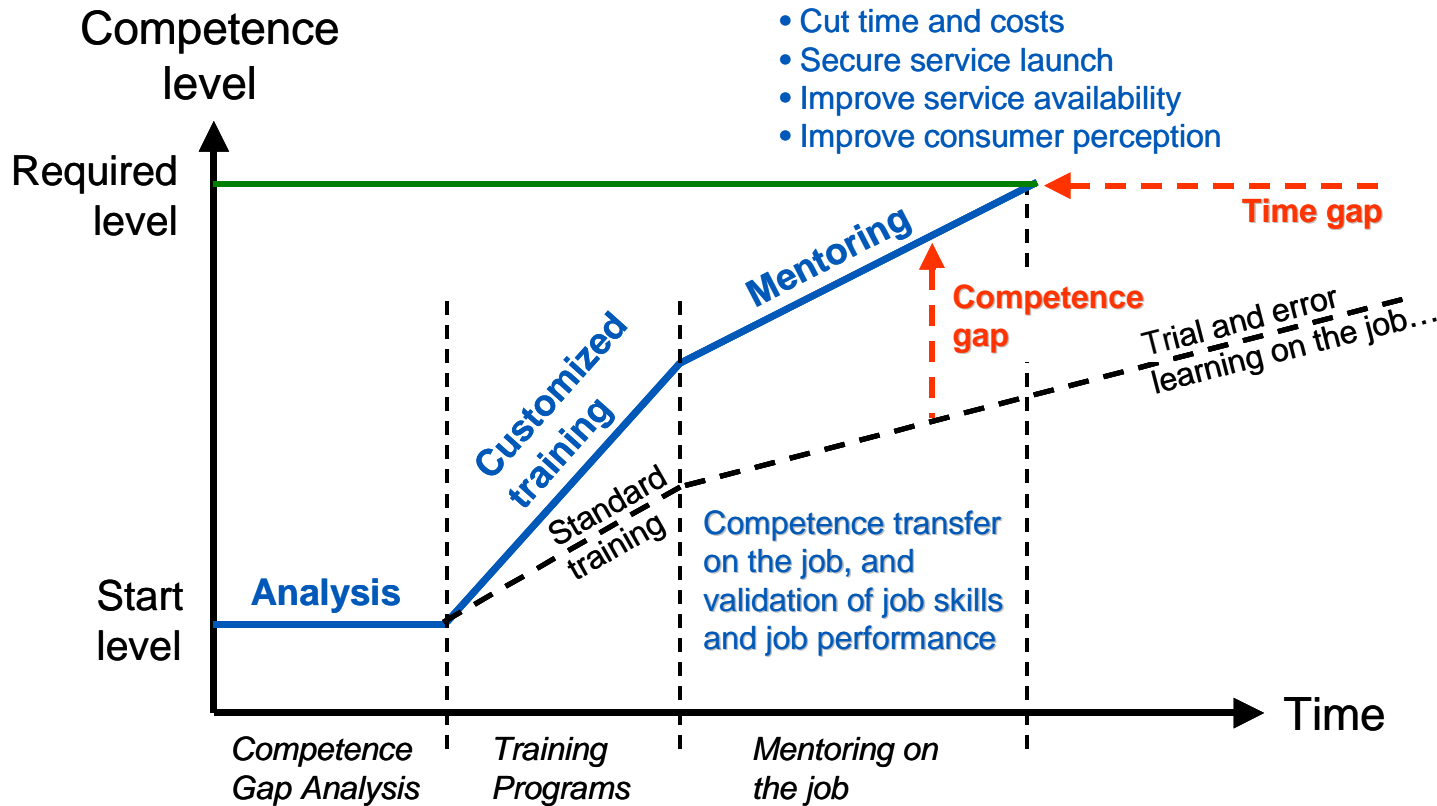
- Reduction in time to competence
- Increasing time to efficiency
- Focus on the employee's performance aligned with the customer operational goals

# IMS Training Flow - 4 Steps

**Project Management is required in all steps!**



# 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

**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.)

# Target Group Fundamentals

**Fundamentals**  
- Fundamentals

# IMS Basic Introduction Training

IMS Overview  
LZU 108 6488



RCS 1.0 Overview  
LZU 108 7517



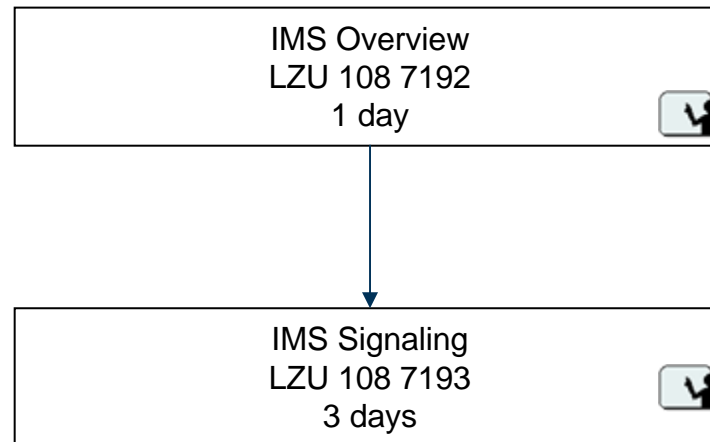
BCS 1.0 Overview  
LZU 108 7656



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 7192

# Step 2:

## IMS Technical Overview Training



# 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  
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:**

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

# Target Group O&M – Front & Back Office

## **Operations Centre**

### **Front Office**

- System Technician
- Service Technician

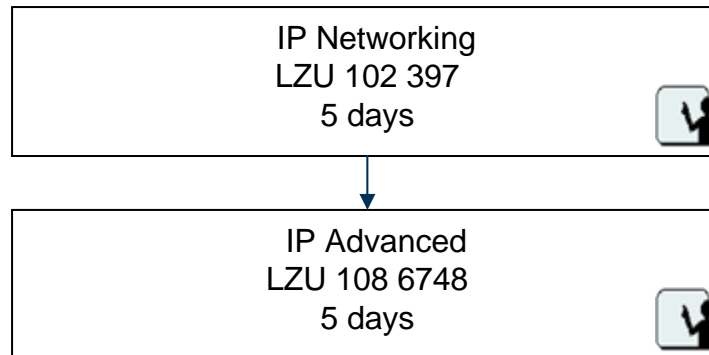
### **Back Office**

- System Engineer
- Service Engineer

# General Pre-requisites

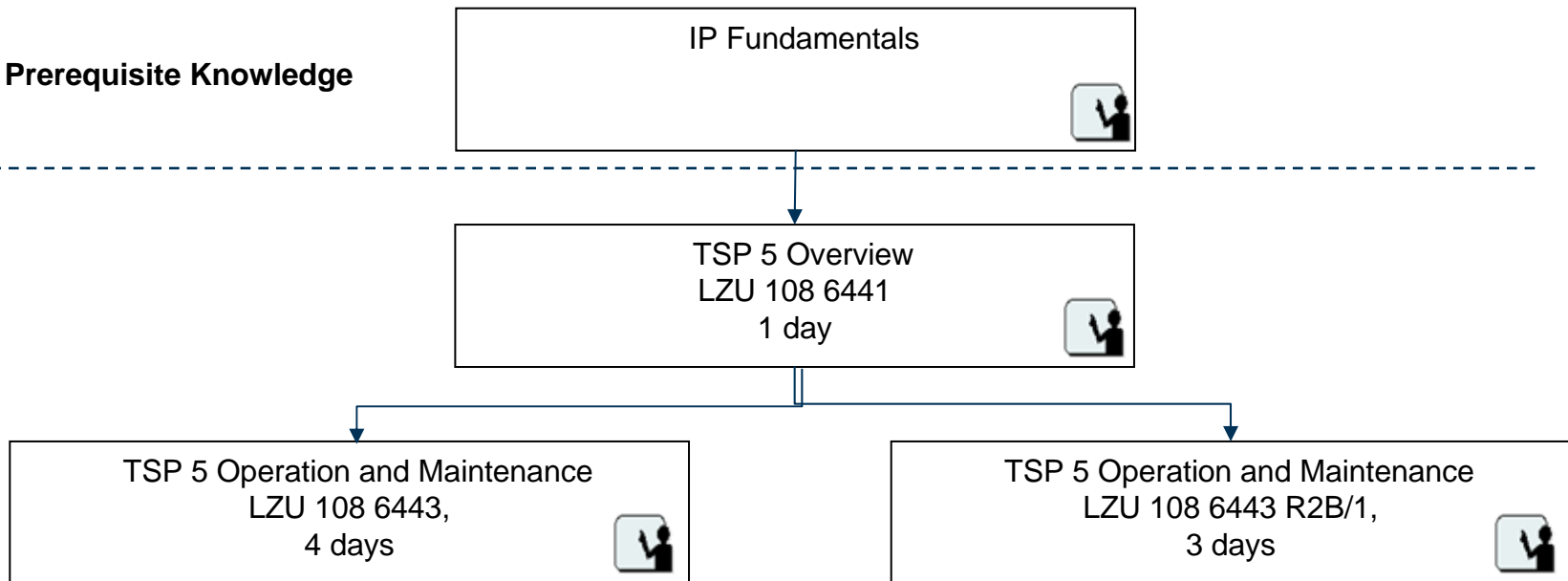
## IP Fundamentals Training

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



# Step 3: Ericsson IMS Platform Training TSP

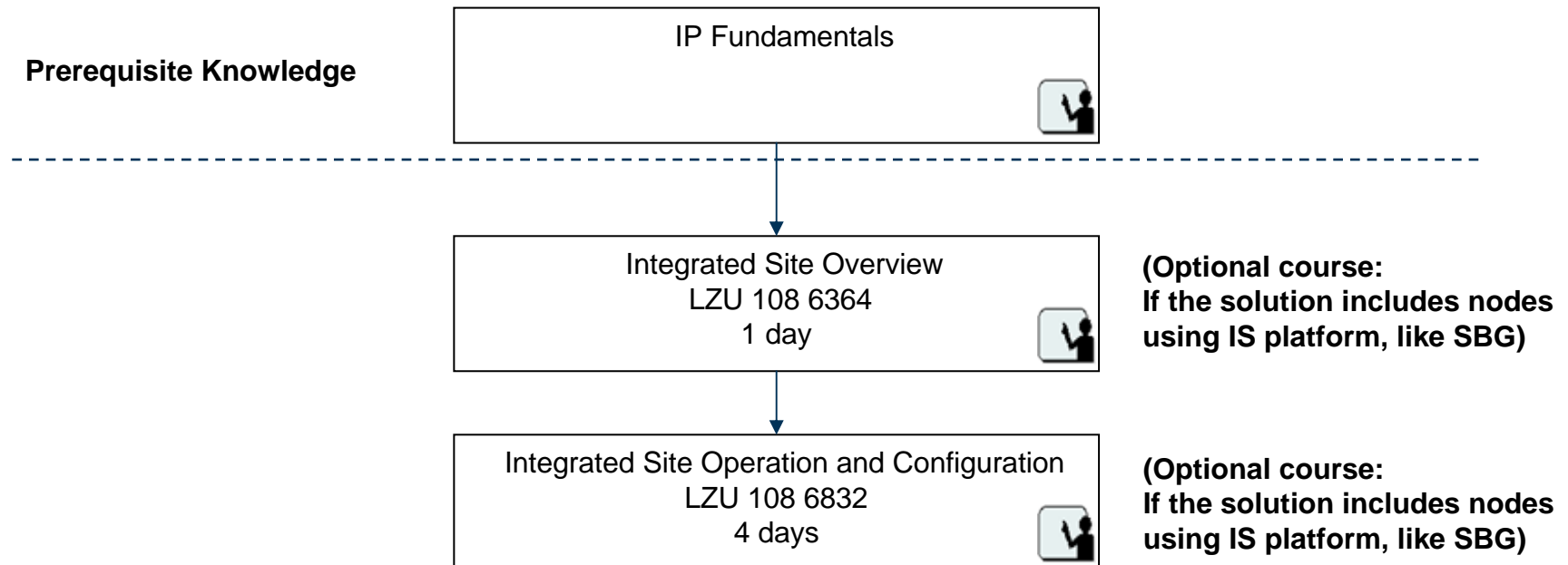
Prerequisite Knowledge



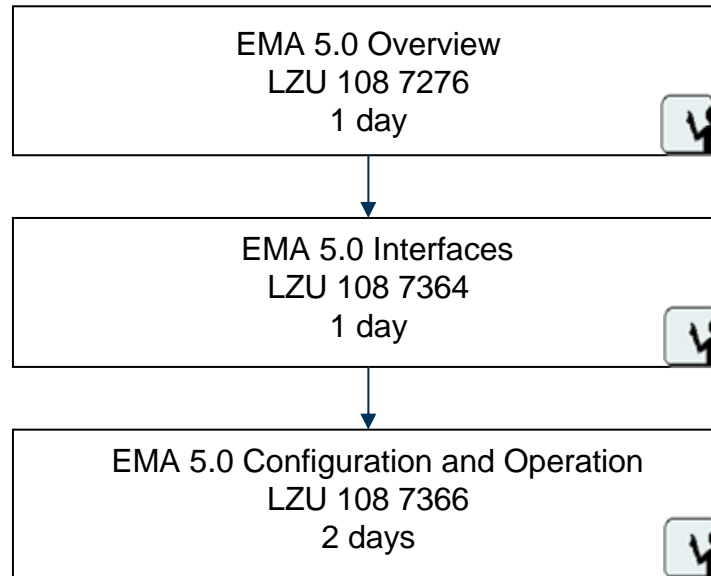
**(This is the standard course. It is applicable for HSS with optional SS7 and NetRed features)**

**(This is the /1 version of the standard course. Duration is reduced to 3 days since some contents like SS7 are not applicable for IMS customers except for HSS with optional SS7 and NetRed features)**

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



# Step 3: EMA 5.0 Introduction



# Step 3: Ericsson Multi-Mediation Introduction Training

(Optional Flow in case the solution includes Ericsson MultiMediation)

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

Multi Mediation 6.0 File and Event Surveillance  
LZU 108 7357  
1 day



Multi Mediation 6.0 Online Surveillance  
LZU 108 7360  
1 day



# Target Group System Administrator

**IS/IT Support**  
- System  
Administrator

# Ericsson IMS Platform Training MN-OSS

(Optional Flow in case the solution includes Ericsson OSS)

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



# Step 4: 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:  
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Others as per CGA

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Content:  
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**Step 4: System/Service Engineers**  
Content:  
Selected 'Operation & Configuration' level Courses

**Note:**

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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

These courses can be attended  
In any order/sequence

HSS 4.1/SLF 1.1  
Operation and Configuration for IMS  
LZU 108 7196  
3 days



CSCF 4.1 Operation and Configuration  
LZU 108 7197  
3 days



or

CSCF 4.1 & HSS 4.1/SLF 1.1  
Operation and Configuration  
LZU 108 7198  
5 days

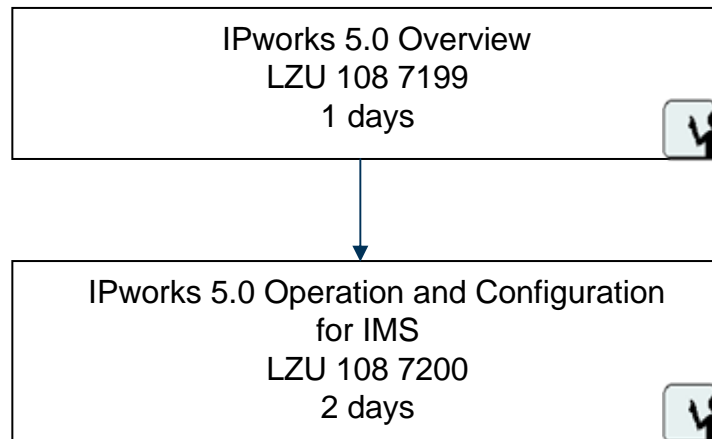


MRF 4.2 Operation and Configuration  
LZU 108 7205  
2 days



# Step 4: Training on the IMS Node Level

## IMS Core Nodes Training



# Step 4: Training on the IMS Node Level ICS Application Servers and Enablers

These courses can be attended  
In any order/sequence

PTT 4.1 Server  
LZU 108 7516  
2 days



IMS Messaging 2.0 Overview  
LZU 108 7210  
1 days



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



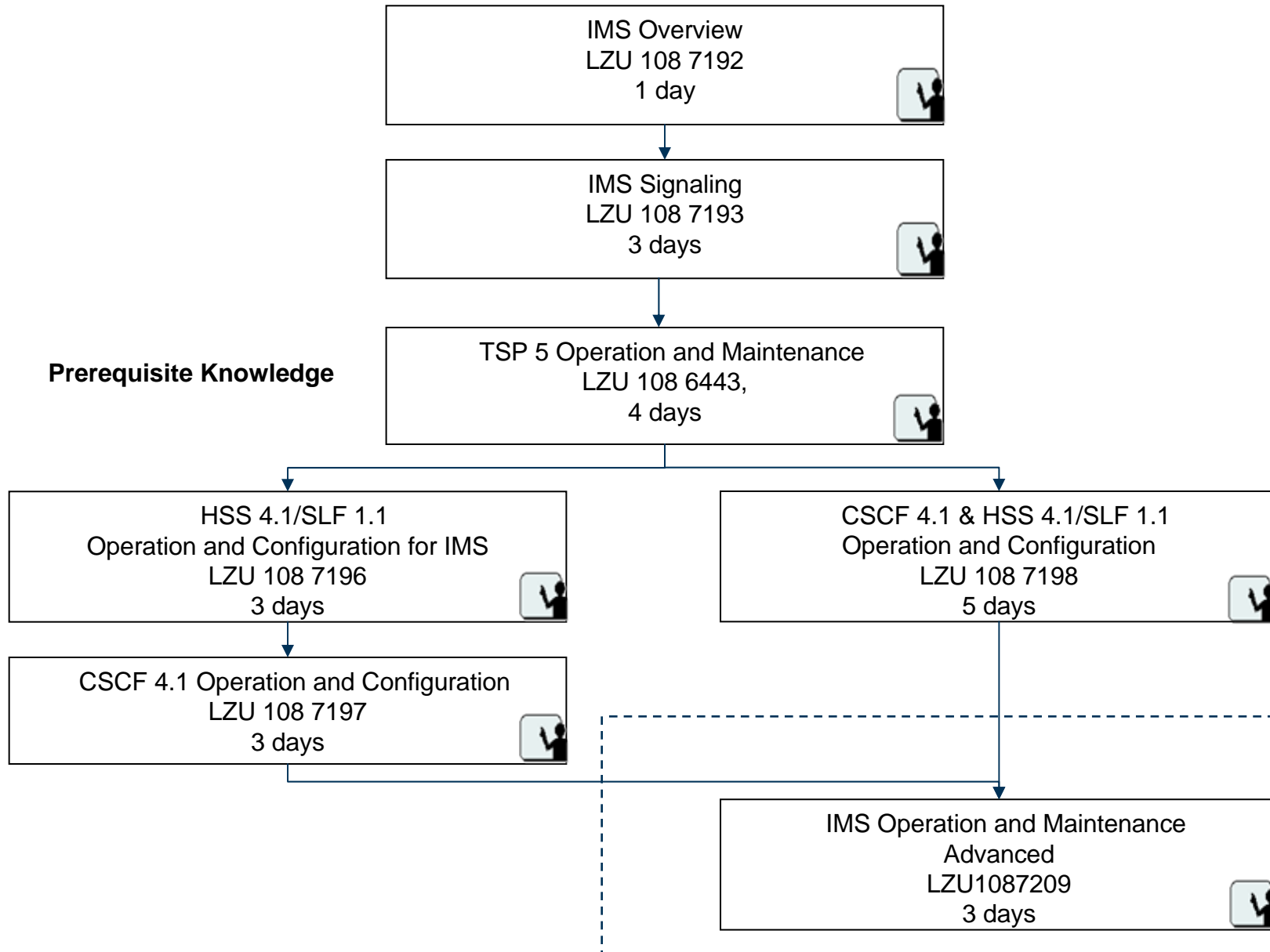
IS MGC 5.1 Operation and Configuration  
LZU 108 7207  
2 days



IS MGW 1.2  
Operation and Configuration for IMS  
LZU 108 7265  
2 days



# Step 4: Training on the IMS System Level



# Target Group Application Development

## **Application Development**

- Application Develop.
- Business Developer

# Step 4: IMS Application Development

## Prerequisite Knowledge

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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

# 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.**

# Step 4: Training on the Solution Level

## ICS 4.1 Network Surveillance (SKT)

**Prerequisite Knowledge**

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



ICS 4.1 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)



# Related training packages

- IMS Multimedia Telephony (IMT) 4.0 Training
  - The above Training Packages can be found in Product Catalog, under:
    - Global Services, Learning Services, Training Programs
- <http://prodcat.ericsson.se/default.asp?ArticleId=57526C5C-5D77-47CA-8243-B0FE20609A50&N=80452>

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