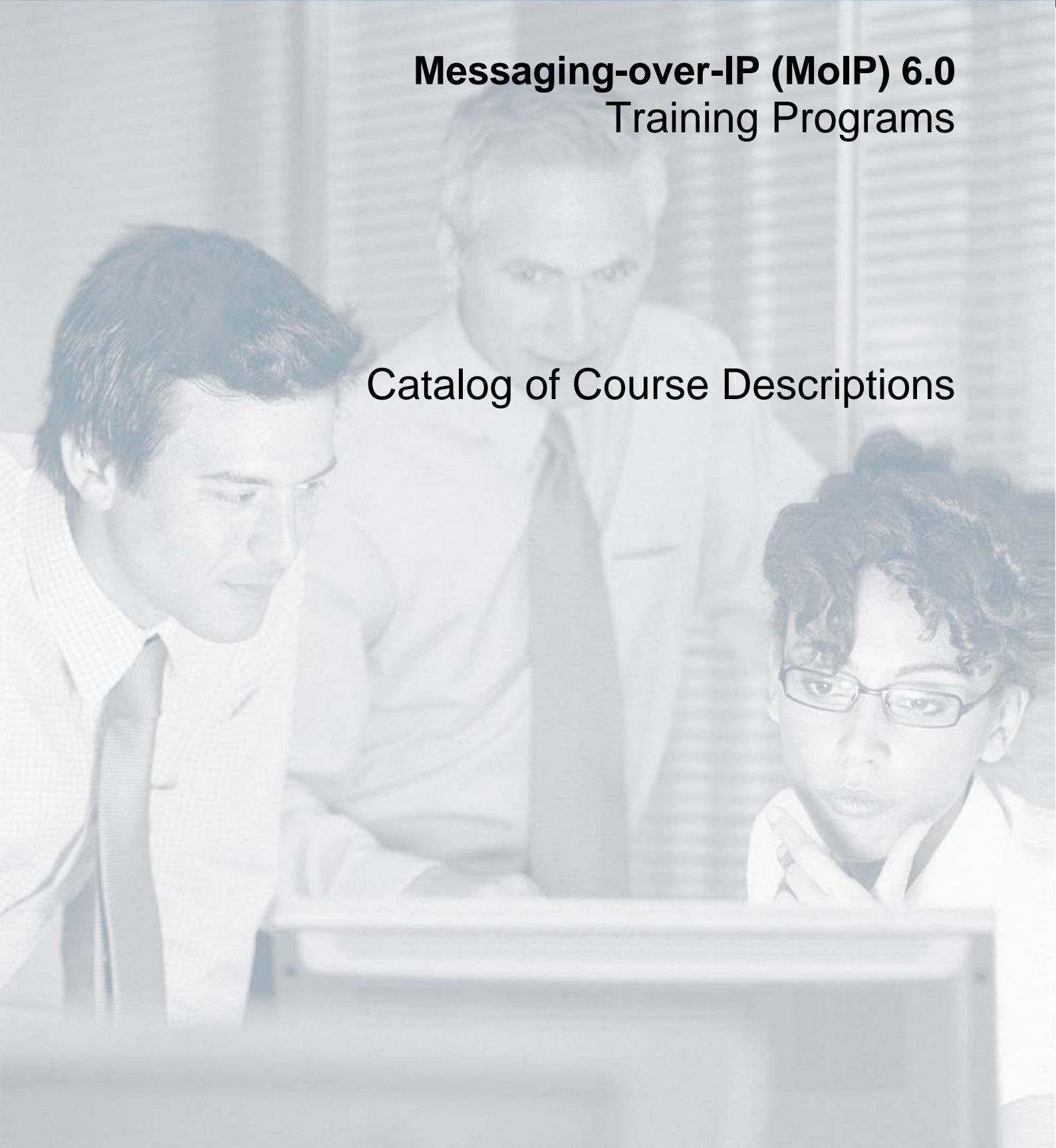




Messaging-over-IP (MoIP) 6.0 Training Programs

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

Messaging over IP (MoIP) 6.0 System Introduction



LZU 108 7066 R2A

Description

Ericsson's Messaging-over-IP (MoIP) is a feature rich product that provides a unified way of handling all incoming messages at any time and from any device. A good understanding of this technology, its associated concepts, and terminology is essential for all personnel involved with MoIP, either in a technical or business capacity.

This course provides a comprehensive overview of MoIP: key benefits, features and functions; components, interfaces and protocols; traffic scenarios; high level deployment; key operation and maintenance functions.

Participants will develop a broad understanding of Ericsson's MoIP solution enabling them to take advantage of MoIP's many features and functions.

Learning objectives

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

- 1 Explain the MoIP concept and benefits
 - 1.1 Outline the MoIP concept and purpose
 - 1.2 Identify the end-user and operator benefits.
- 2 Describe the MoIP functions and features
 - 2.1 Define the concepts Community and Class-of-Service
 - 2.2 Provide an overview of the main voice mail and video features
 - 2.3 Briefly explain the key notification features.
- 3 Provide an overview of the system architecture
 - 3.1 Briefly describe the MoIP architecture principles and system view
 - 3.2 List the system hardware
 - 3.3 Identify the system components, interfaces and protocols.
- 4 Briefly describe the customer adaptations
 - 4.1 Outline the Perfector and Simulator tools for authoring and simulating call flows
 - 4.2 State the purpose of the Customer Analytics tool
 - 4.3 Identify the Web and Telephony User interfaces.
- 5 Outline the main traffic scenarios for message deposit, notification and retrieval.
- 6 Describe each system component in terms of its purpose and interfaces.

- 7 Outline the high-level deployment scenarios
 - 7.1 Outline a typical network architecture for a MoIP solution
 - 7.2 Describe the functions and mechanisms for providing availability, redundancy, scalability and distribution.

- 8 Briefly describe the main operation and maintenance functions
 - 8.1 List the operator features and functions
 - 8.2 Identify the components used for billing and statistics
 - 8.3 Describe how alarms are detected and reported.

Target audience

The target audience for this course is: System Technicians, Service Technicians, System Engineers, Service Engineers, System Administrators, Business Developers, and Customer Care Administrators.

Prerequisites

The participants should be familiar with the mobile Internet and have a general understanding of telecommunications.

Successful completion of the following courses:

- Telecom Operator 2.0 Technical Realization of Multimedia Services (LZU 108 6936)

and optionally,

- Telecom Operator 2.0 Multimedia Business Challenges and Opportunities (LZU 108 6935).

Duration and class size

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

Learning situation

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



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	<ul style="list-style-type: none">• MoIP Concept and Benefits• Functions and Features• Architecture Overview• Customer Adaptations• Traffic Scenarios• Components, Protocols and Gateways• High-level Deployment Scenarios• O&M Functions	<p>0.5 hours</p> <p>1.5 hours</p> <p>0.5 hours</p> <p>0.5 hours</p> <p>1.5 hours</p> <p>0.5 hours</p> <p>0.5 hours</p> <p>0.5 hours</p>

Messaging over IP (MoIP) 6.0 Service and User Provisioning



LZU 108 7065 R2A

Description

Ericsson's Messaging-over-IP (MoIP) is a feature-rich product that provides a unified way of handling all incoming messages at any time and from any device. A key factor in the success of your MoIP solution is the correct and efficient management of your subscribers and services.

This course covers all aspects of service and user administration including: system tools for provisioning, service and subscriber data, administrator settings, system settings, and end-user interfaces.

After completing this training the participants will be able to correctly and efficiently manage all service and user related data. In addition, they will be able to resolve typical subscriber queries and problems in order to provide an excellent end-user experience of your MoIP solution.

Learning objectives

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

- 1 Define key service and user provisioning concepts
 - 1.1 Distinguish between Super, Community and User administrator levels
 - 1.2 Define the concepts Communities of Interest and Class of Service.

- 2 Use system tools to provision subscribers and services
 - 2.1 Describe the system tools for individual and bulk provisioning
 - 2.2 Provision communities, administrators, classes of service, enablers and broadcast lists
 - 2.3 Configure the TUI (Telephony User Interface) using Class of Service
 - 2.4 Use the Customer Administration Interface (CAI) to provision subscribers
 - 2.5 Create User administrators
 - 2.6 Provision subscriber templates and subscribers using the MUP GUI.

- 3 Configure and use the end-user Web interface to manage messages
 - 3.1 Deposit and retrieve messages
 - 3.2 Manage the mailbox and folders
 - 3.3 Configure mailbox features and settings.

- 4 Resolve typical subscriber problems as received at the call center
 - 4.1 Perform administrator tasks to solve subscriber problems
 - 4.2 Assist subscribers with Web and Telephony User interfaces.



Target audience

The target audience for this course is: Customer Care Administrators, System Technicians, Service Technicians, System Engineers, Service Engineers, and System Administrators.

Prerequisites

Successful completion of the following courses:

- Telecom Operator 2.0 Technical Realization of Multimedia Services (LZU 108 6936)
- Messaging over IP (MoIP) 6.0 System Introduction (LZU 108 7066)

and optionally,

- Telecom Operator 2.0 Multimedia Business Challenges and Opportunities (LZU 108 6935).

Duration and class size

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

Learning situation

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

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	<ul style="list-style-type: none">• Service and User Provisioning Concepts	1.5 hours
	<ul style="list-style-type: none">• Subscriber and Service Provisioning	2.5 hours
	<ul style="list-style-type: none">• End-user Interface	1 hour
	<ul style="list-style-type: none">• Resolve Subscriber Problems	1 hour

Messaging over IP (MoIP) 6.0 Basic System Operation



LZU 108 7063 R2A

Description

Ericsson's Messaging-over-IP (MoIP) is a feature-rich product that provides a unified way of handling all incoming messages at any time and from any device. Providing a reliable platform for end-user services requires efficient operation and maintenance of your system.

This course provides the necessary background knowledge and skills to perform essential operation and maintenance (preventative and corrective) activities, such as subscriber and service bulk operations, component monitoring, start and stop, backup, performance management, basic configuration, and troubleshooting.

After completing this training the participants will have the essential background knowledge and skills to administer the system in order to provide a highly-available and efficient platform for MoIP services.

Learning objectives

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

- 1 Outline the key O&M tasks and Customer Product Information (CPI) documents
 - 1.1 List the O&M tasks for supporting the system
 - 1.2 Access CPI documents.
- 2 Use system tools to administer subscribers and services
 - 2.1 Configure and implement tools to bulk manage subscribers
 - 2.2 Execute scripts to supervise and change mail quotas, change subscriber attributes, and move subscribers
 - 2.3 Search for subscribers using the LDAPsearch tool.
- 3 Perform preventative and corrective maintenance tasks
 - 3.1 Manage alarms and system events
 - 3.2 Check the status of system components; start, stop and restart components
 - 3.3 Gather information and generate reports for events, message store data, and system
 - 3.4 Implement utilities for backup, self diagnosis, inactive subscriber removal, and disk space management
 - 3.5 Monitor messaging traffic using the MIB view and internal tools
 - 3.6 Set log levels and examine component log files
 - 3.7 Provide relevant information to support organizations.
- 4 Perform basic configuration changes and monitor the system
 - 4.1 Configure the SMS notification string
 - 4.2 Configure number analysis rules in the MVAS and MAS components

- 4.3 Describe the purpose and delivery of patches and customer adaptations
- 4.4 List the daily, weekly and monthly hardware and software checks.

Target audience

The target audience for this course is: System Technicians, System Engineers, and System Administrators.

Prerequisites

Participants require a basic knowledge of IP networking and successful completion of the following courses:

- Telecom Operator 2.0 Technical Realization of Multimedia Services (LZU 108 6936)
- Messaging over IP (MoIP) 6.0 System Introduction (LZU 108 7066)
- Messaging over IP (MoIP) 6.0 Service and User Provisioning (LZU 108 7065)
- Unix Fundamentals (LZUBB 108 170) or equivalent Unix knowledge

and optionally,

- Telecom Operator 2.0 Multimedia Business Challenges and Opportunities (LZU 108 6935).

Duration and class size

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

Learning situation

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



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	<ul style="list-style-type: none">• Introduction	1 hour
	<ul style="list-style-type: none">• User and Service Administration	2.5 hours
	<ul style="list-style-type: none">• Preventative Maintenance Tasks	2.5 hours
2	<ul style="list-style-type: none">• Preventative Maintenance Tasks (cont.)	1 hour
	<ul style="list-style-type: none">• Corrective Maintenance Tasks	3.5 hours
	<ul style="list-style-type: none">• Basic Configuration and Monitoring Tasks	1.5 hours

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
 - 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.
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- 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.

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	• Business and technology drivers	2 hours
	• Consumers and terminals	3 hours
	• Service launch and uptake	2 hours
2	• Service launch and uptake – continued	2 hours
	• Business models and supply chain	3 hours
	• Integrating the business	2 hours

Telecom Operator 2.0 Technical Realization of Multimedia Services



LZU 108 6936 R1A

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 an effective service delivery environment. Various service enablers, integrated with business support systems and enhanced by gateways are presented to show the end-to-end service delivery.

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
 - 2.1 List the common enablers used in the Service Layer for browsing, messaging, video services, content delivery, location-based services and Mobile TV
 - 2.2 Provide a brief overview of each enabler in terms of function, protocols and traffic, including:
 - WAP Gateway
 - Short Message Service Centre (SMS-C)



- Multimedia Messaging Service Centre (MMS-C)
 - Unified Messaging
 - Content Delivery System
 - Video Gateway
 - Location-based Services/Positioning
- 2.3 Identify the sample products that implement the functions of the enablers listed above
- 2.4 Describe support functions needed for secure and efficient usage of terminals for multimedia services including device configuration & management, security and synchronization
- 2.5 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
- 3.1 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
- 3.2 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 Provide an overview of IMS (IP Multimedia Systems)
- 5.1 Compare IMS and existing multimedia solutions
- 5.2 List and describe the various subscriber services available including push-to-talk, we-share, messaging and presence
- 5.3 Describe the structure of IMS including the core, mobile and wireline implementation
- 5.4 List the main protocols and briefly describe their function including SIP and Diameter.

Target audience

The target audience for this course is: 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, for example, all technical and marketing/sales staff new to the multimedia services and delivery.

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.

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 hour
	• Provide an overview of service enablers and terminal support systems	5 hours
2	• List the business support systems needed to provide end-to-end services and describe their functionality	3 hours
	• Analyze the need for a service delivery platform & describe its structure and function	2 hours
	• Provide an overview of IP Multimedia Subsystems (IMS)	1 hour

UNIX Fundamentals



LZUBB 108 170 R1A

Description

This course provides an overview of the fundamentals of the UNIX operating system. It provides an introduction to the structure and operation of UNIX using the wide range of fundamental commands and utility programs. Tutorials on the 3 shells (Bourne, Korn and C) are given, allowing the students to experiment with useful shell scripts. Students are encouraged to use the fundamental commands and utility programs throughout the duration of the course.

Learning objectives

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

- 1 Describe the history of UNIX
- 2 Describe the UNIX operating system
- 3 Describe the UNIX file system
- 4 Use fundamental UNIX commands
- 5 Give an overview of the vi editor
- 6 Work within a shell environment
- 7 Use network utility programs
- 8 Write basic shell scripts
- 9 Use the on-line documentation
- 10 Set up file permissions
- 11 Describe the role of the System Administrator
- 12 Describe the role of a UNIX System Administrator.

Target audience

The target audience for this course is primarily personnel who will work with UNIX and who need to become familiar with UNIX commands and shell scripting.

Prerequisites

None

Duration and class size

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

Learning situation

This course includes theoretical and practical instructor-led lessons given in both a classroom and a technical environment using equipment and tools.