



Mobile Positioning System (MPS) 8.0

Learning Solutions

Package Description



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1 Introduction

Ericsson has developed a comprehensive competence development service to satisfy our customers' need for expertise. They require fast access to a range of expertise varying from the skills and knowledge required to operate a network to the expertise required to develop new end-user services.

1.1 Learning Solutions

Ericsson's *Learning Architects* can help operators to analyze their competence needs from a business perspective, using *Competence Gap Analysis (CGA)*, and then assist them to deliver a flexible competence development program suited to their needs. The experts can also assist with the evaluation of the training effectiveness against *Key Performance Indicators (KPIs)*, conducting pre-tests before the program begins and post-tests to evaluate progress made during the program.

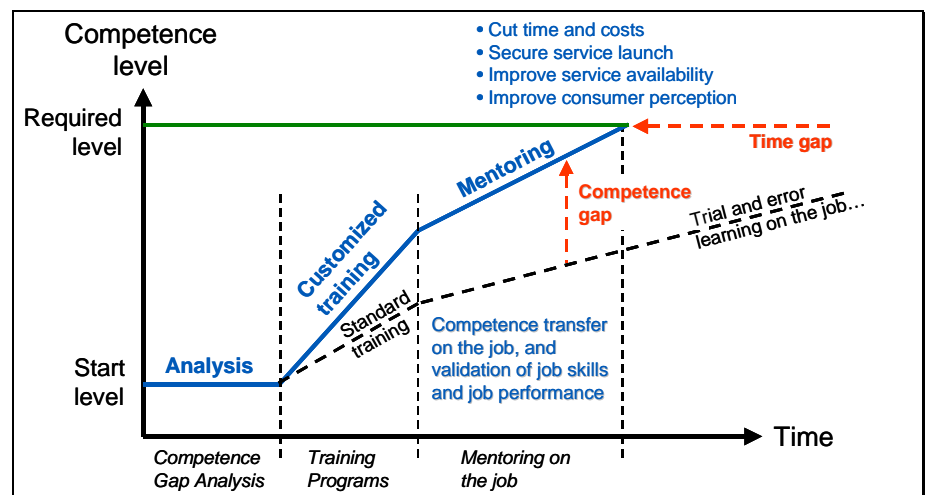


Figure 1. Analysis (CGA), Customization and Mentoring – How to add value relating to your business.

The result is a flexible program which is not only aligned with the business and operational requirements but is also customised to suit the requirements of the group or individuals to which it is directed. Flexibility is ensured; those with expertise spend less time achieving the required standard for task completion, while those at a more basic level get the help and time they need to reach it.



1.1.1 Training based on Competence Gap Analysis

Ericsson consultants can help operators to analyze their competence needs from a business perspective, using *Competence Gap Analysis*, and then assist them to deliver a flexible competence development program suited to their needs. The experts can also assist with the evaluation of the training effectiveness against Key Performance Indicators (KPIs), conducting pre-tests before the program begins and post-tests to evaluate progress made during the program.

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1.1.2 Structured Knowledge Transfer or Task Oriented Learning

In the programs described in this document, Ericsson offers the operator a choice of route to achieving this optimized training – *Structured Knowledge Training or Task Oriented Learning*.

Of these two forms of training, the more intensive is Structured Knowledge Transfer (SKT). With SKT a mentor works with a small group (max. 4) on the live equipment in the customer's work environment, ensuring that the participants master the content of a job task list drawn up for each identified job role and duty or responsibility, and approved by the customer. The result is accelerated learning tailor-made to the customer's needs and objectives.

As there is no room for error when working on live equipment, the participants have to have completed the prerequisite training courses and lab training before undertaking the SKT. The mentor demonstrates the tasks involved in the job, working with the participants until they successfully perform each duty and task. In effect, while the participants are doing their job, they are learning in their own working environment.

Like SKT, TOL is also tailor-made to customers' needs. Staff become productive shortly after undergoing training. They learn how to solve problems and carry out practical job tasks based on the responsibilities, work processes and procedures of the specific job role. Frequently, in traditional training, practical exercises that are *part* of a work process are used, but in TOL participants deal in a practical way with the *complete* work process. The instructor/expert acts as a



facilitator in enabling the participants to work proactively with the tools and resources to solve problems or handle particular situations.

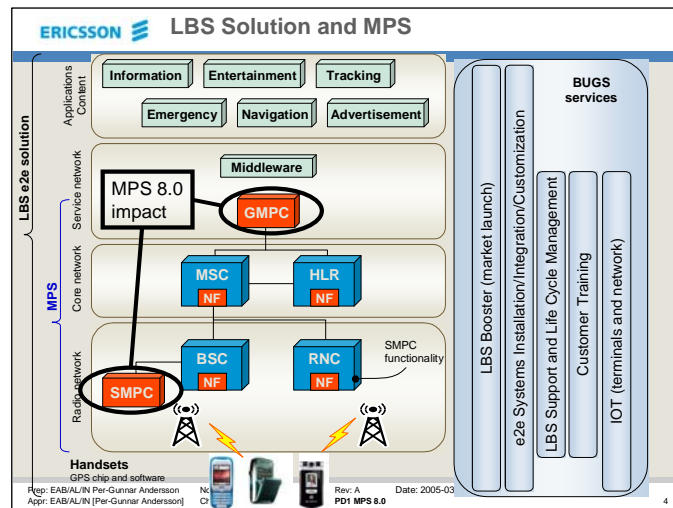
In summary, therefore, the following is the suite of Learning Solutions components which Ericsson offers operators:

- Competence Gap Analysis and Report
- Pre-tests / assessments
- Pre-requisite training
- Task Oriented Learning (TOL) or Structured Knowledge Transfer (SKT), including check lists which provide a step-by-step guide for the tasks and responsibilities of each identified job role.
- Post-tests / assessments

In making a choice between TOL and SKT the operator has to consider the circumstances of the business, the costs involved and the following differences between the two forms of training:

- Up to 8 students can participate in TOL compared to a maximum of 4 for SKT.
- TOL is more flexible in terms of the use of equipment. Participants use test equipment in a technical environment, rather than live equipment at the customer site, as in the case of SKT.
- With SKT, participants are productive faster on the job. Post-test scores and assessments indicate dramatic improvements in job performance.

2 Why invest in Mobile Positioning System (MPS) 8.0 Package?



The Mobile Positioning System (MPS) is the solution for operators who want to offer advanced Location Based Services now. It determines the geographical position of a mobile phone and delivers the position coordinates to the application requesting this information.

In this way, MPS gives operators a flexible and powerful way of providing their customers with new revenue-generating services which take location into account, for example, information services, games, friend finder, fleet/resource management. In particular, it enables operators to fulfill their legal requirements on locating emergency calls.

- **Staff are more productive faster - MPS works more efficiently faster**

Structured Knowledge Transfer (SKT) is an accelerated learning programme that raises competence levels in a short amount of time, facilitating a high return on investment in competence development. The MPS operates with greater availability and efficiency, and is freer of faults.

- **Capacity and usage problems are avoided**

Personnel are trained to monitor in-service performance and the load on the network, disks and CPU. The operator can thus optimize capacity purchase and avoid capacity, billing and usage problems.

- **Security and integrity are maintained**

Personnel are trained to administer LoCation Service (LCS) client profiles so as to prevent illegal use, unauthorized positioning and to support privacy. The training provided not only enables staff to carry out these administrative tasks, but also helps them understand the importance of Core Network security and the positioning request process. The training also demonstrates what QOS entails in terms of time and accuracy.

3 What's in the Mobile Positioning System (MPS) 8.0 Package?

The following sections describe the training in detail. Each description provides the prerequisite knowledge. The training focuses on the following job categories:

System Engineer
System Technician

4 MPS 8.0 System Technician

4.1 What is achieved by taking this training

Participants taking this training will be able to provide first-line support, analyzing and reporting faults. They will monitor the GMPC, using the web tool. They will also be able to handle customer care tasks.

4.2 Rationale for training design

This training is designed to accelerate learning and deliver the required competencies to the System Technicians in a short amount of time. The training is aligned to business and operational objectives or needs. Ericsson experts, working in conjunction with the customer, identify the job roles, responsibilities and job tasks that need to be covered, as well as the learning objectives and job performance criteria to be attained.

4.3 Prerequisites

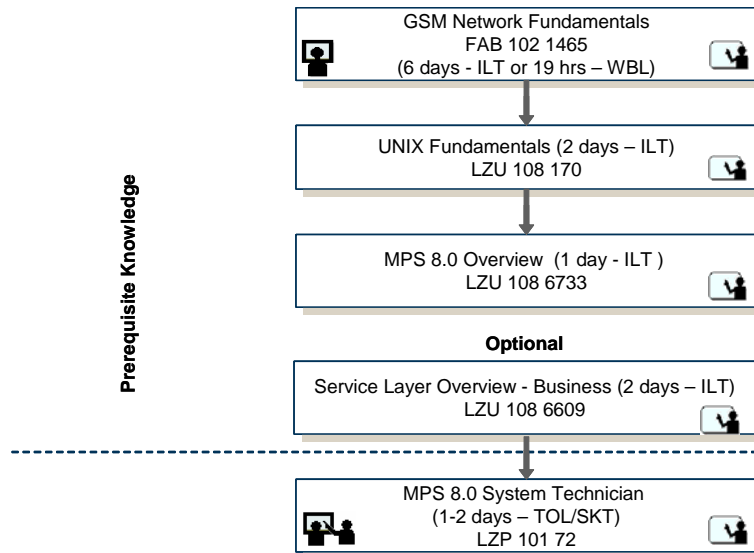
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MPS 8.0 System Overview LZU 108 6733



4.4 Training Flow



5 MPS 8.0 System Engineer

5.1 What is achieved by taking this training

Participants taking this training will be able to check faults in the system, correcting where appropriate. They will be able to perform tracking on the positioning request flow and some limited configuration tasks.

5.1.1 Rationale for training design

This training is designed to accelerate learning and deliver the required competencies to the System Engineers in a short amount of time. The training is aligned to business and operational objectives or needs. Ericsson experts, working in conjunction with the customer, identify the job roles, responsibilities and job tasks that need to be covered, as well as the learning objectives and job performance criteria to be attained.

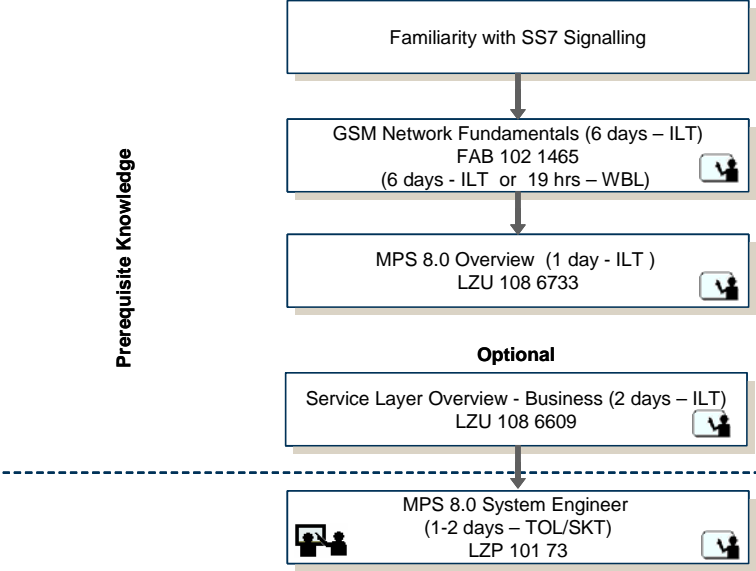
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5.3 Training Flow





6 Related training packages

<http://www.ericsson.com/solutions/learning/>