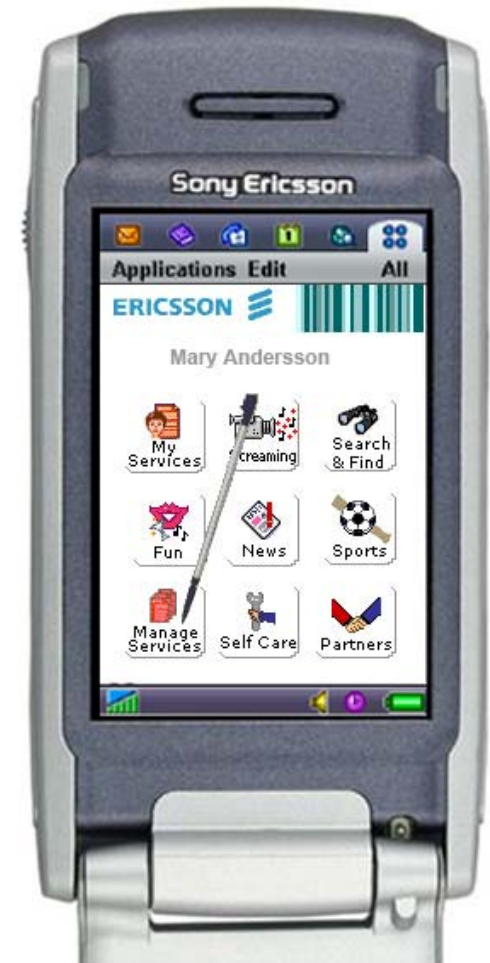


# Personalized Greeting Service (PGS) 1.0 Training Programs

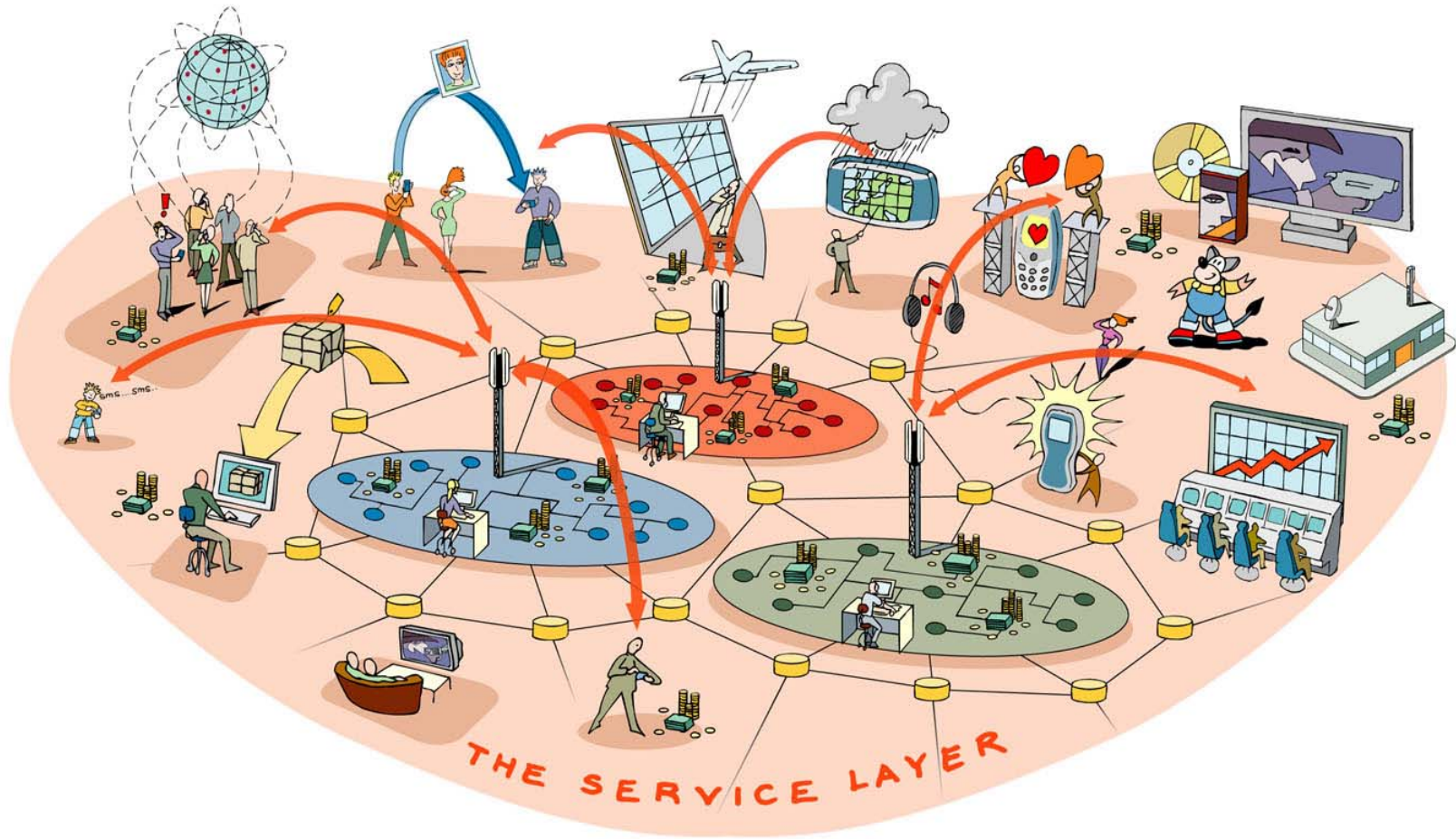
Package Presentation

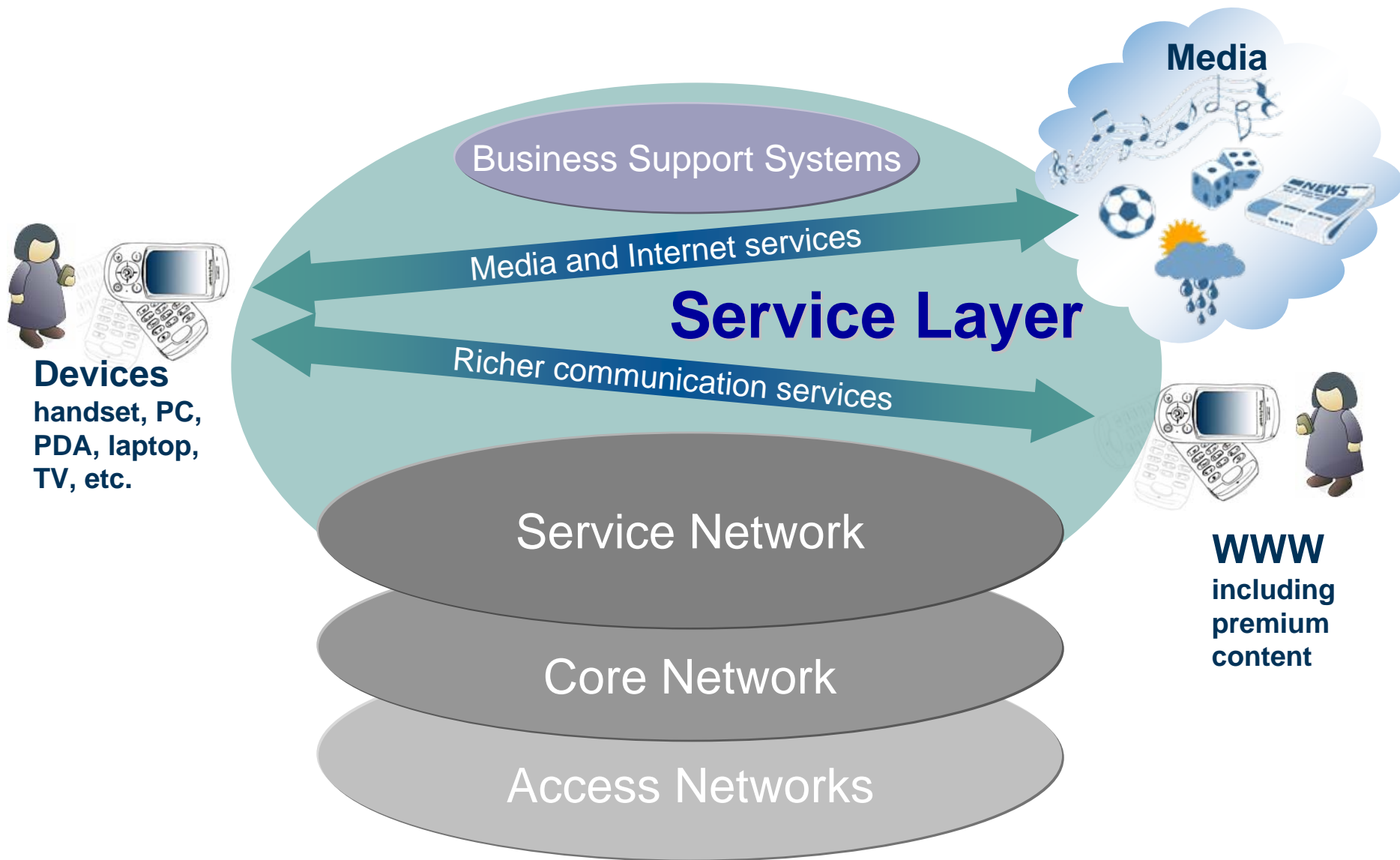


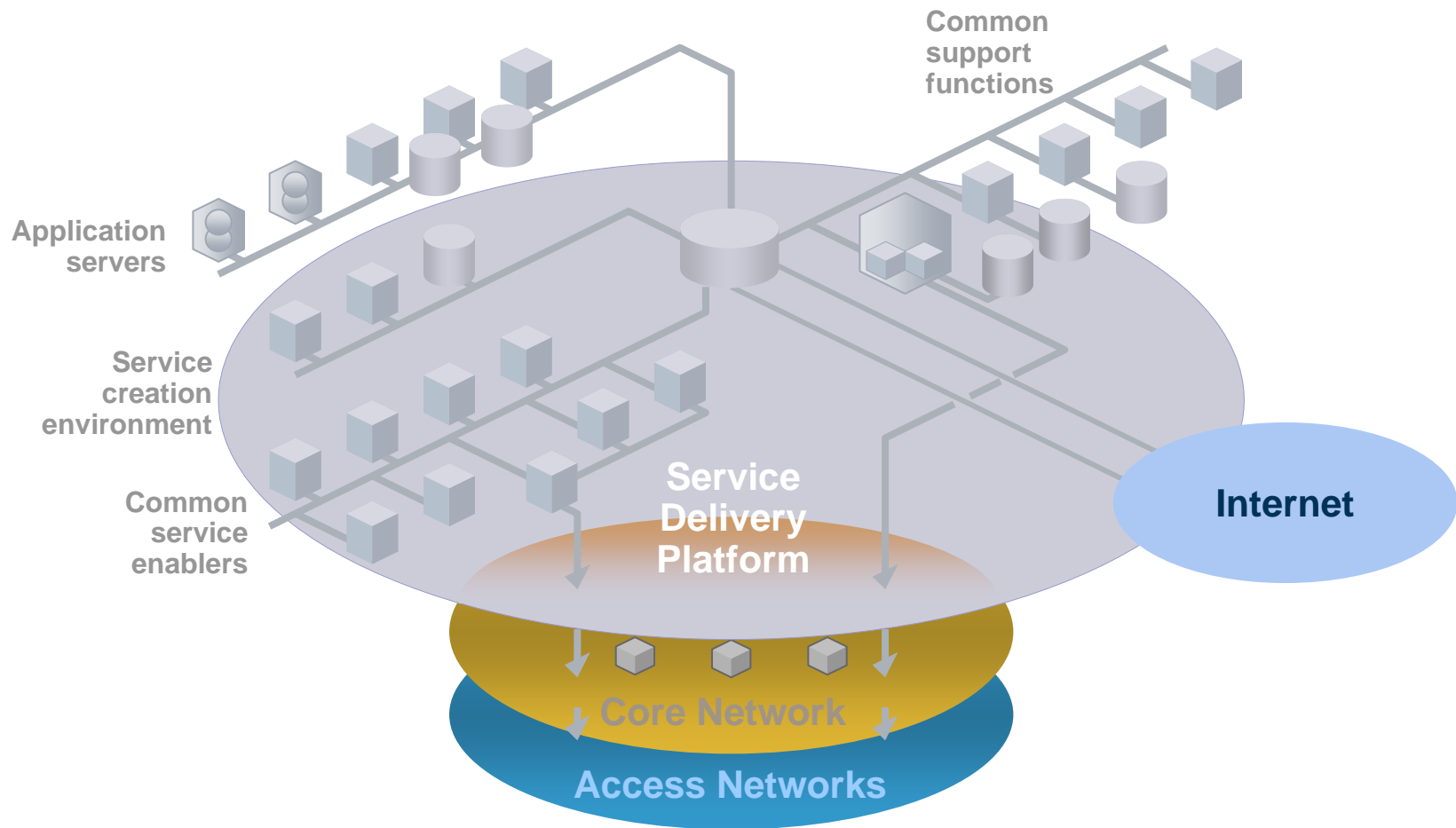
# Competence need ?



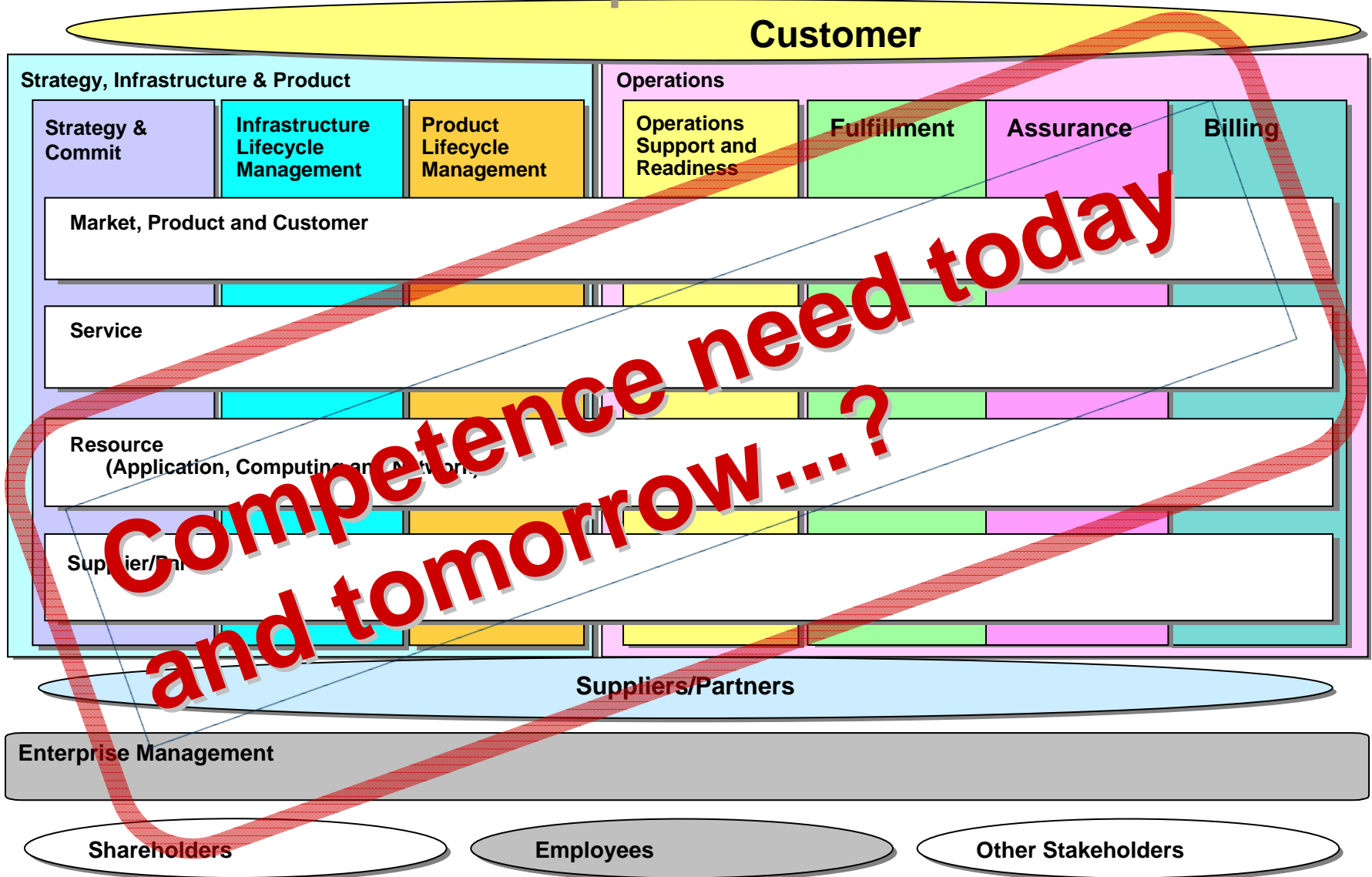
# What value does competence bring to your business?



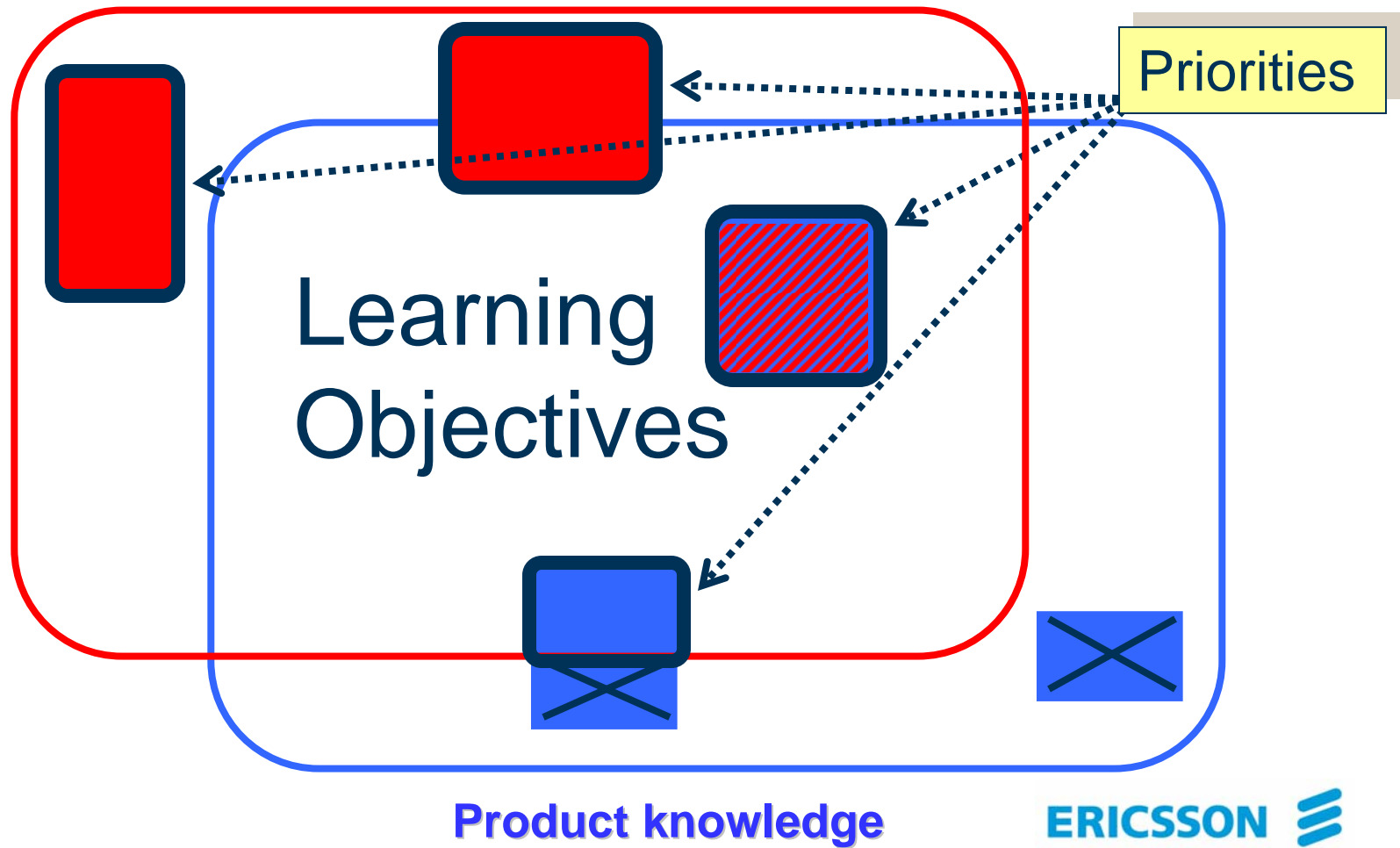




# eTOM business process framework



# *Customer's* Business Process and Performance knowledge



Product knowledge

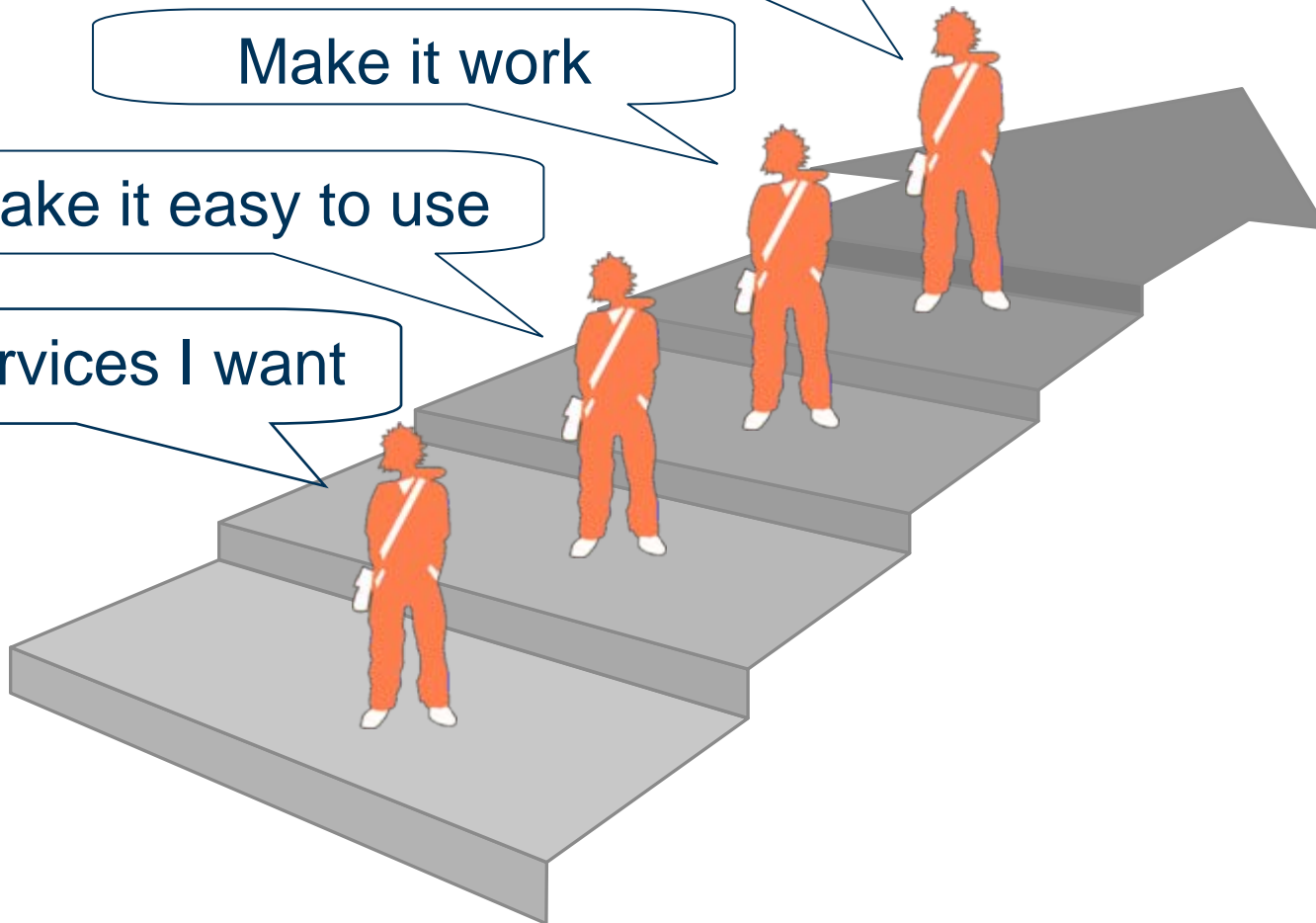
ERICSSON 

Make it easy to pay

Make it work

Make it easy to use

Give me services I want



# Standard or customized competence solution?



# Service Layer – Standard vs Customized training

A competence transfer program is usually delivered as a combination consisting of a high proportion of standard Training Programs together with a smaller proportion of customized programs adapted to your specific business situation.

With the integration of 3<sup>rd</sup> generation networks and data services (referred to as Service Layer), every customer network and business situation is unique to a large extent.

With this in mind, we propose that, in the Service Layer, the proportion of standard off-the-shelf Training Programs should be lower and the proportion of customized programs should be higher.

In order to achieve this, we highly recommend that your unique business solution and competence situation should be analyzed before delivery. The outcome of the analysis will guide you to how to close the the overall competence gaps.

The following pages shows the recommended services. They also show the difference between standard off-the-shelf training and the customized approach, and how these two approaches are aligned.

# Service Layer – Standard vs Customized training

## Standard training

- System Overview
- Operation & Maintenance
- Configuration
- System administration
- User & Service Administration
- Trouble shooting / Fault handling
- ...

The above listed training areas relate mainly and traditionally to standard (off-the-shelf) and stand alone system platforms and service enablers.

## Customized training

- Customer's business solution, business processes, integrated service network, ...
- Performance improvement, correct job tasks, mentoring on the job, ...
- End to end, multi vendor, 3rd party products, legacy infrastructure, terminals, ...
- Voice, data, internet, service layer, IMS, core network and access network.
- Network operation, IS/IT support, business management, customer care, sales channels/retailers, consumers/end users, ...

# Recommended Services

**Recommended starting point**

Competence Gap Analysis

**Standard (or customized) training**

Personalized Greeting Service (PGS)  
Training Programs



**Validation of job skills and job performance**

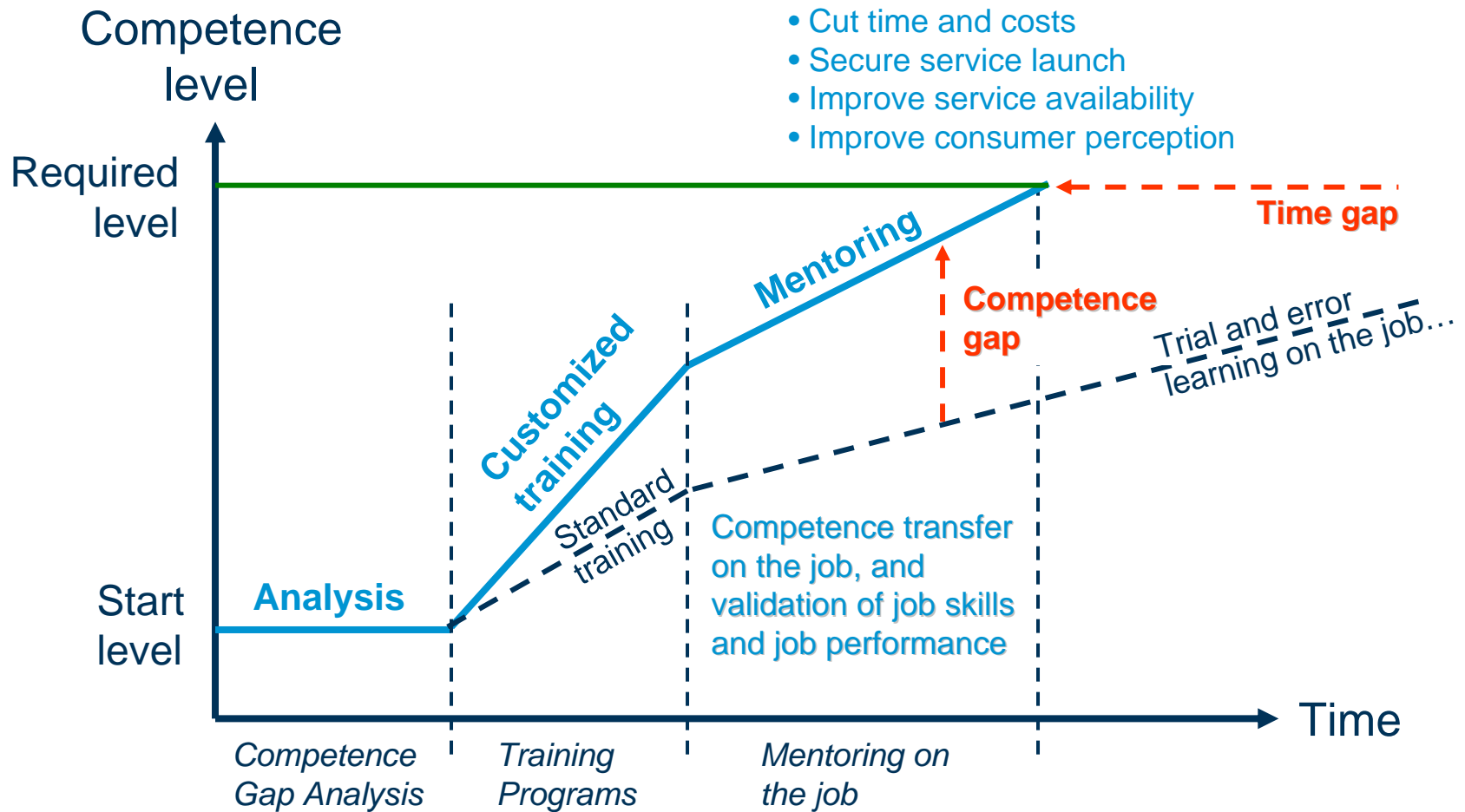
Mentoring competence transfer on the Job



A competence transfer program can be delivered as either an off-the-shelf Training Program or a customized program adapted to your specific business situation.

With the integration of 3<sup>rd</sup> generation networks and data services, it is recommended that all three steps, as illustrated above, be performed, since your network and business situation are unique to a large extent.

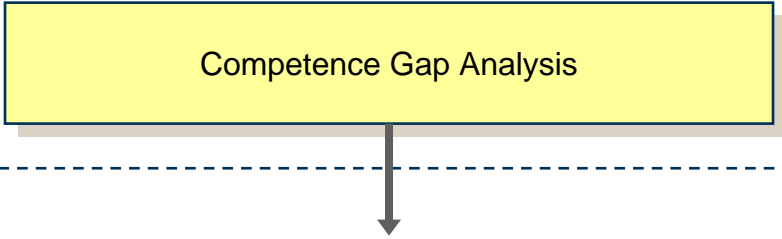
# Analysis → Training → Mentoring



# Competence Gap Analysis

Competence Gap Analysis (CGA) is a flexible, customizable service that aims to align competence and job performance to your business and operational goals.

**Recommended  
starting point**



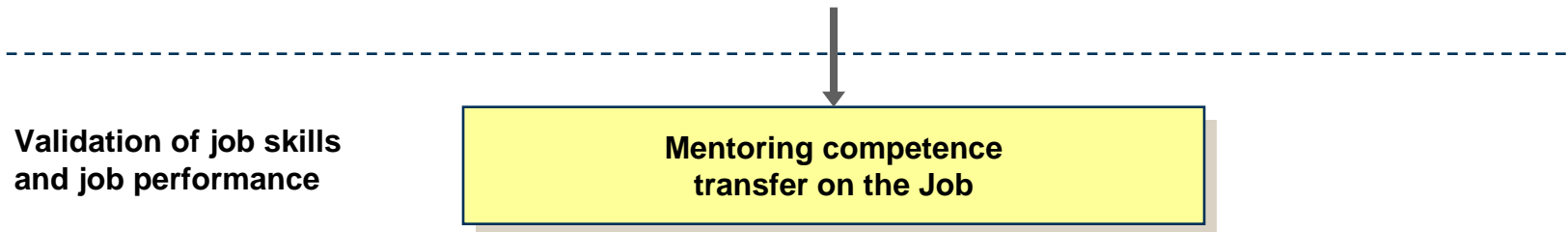
Competence Gap Analysis

The results of the CGA will guide you to an optimal, customized and cost efficient training solution that meets your specific needs.

In order to get the most out of the training program it is highly recommended that the CGA be performed initially, since your business situation is highly unique.

# Mentoring competence transfer on the Job

Mentoring competence transfer on the Job (Mentoring) provides a process to build customer employee competence and skills by using Ericsson **mentors** to discuss and demonstrate the tasks. The employee then performs and practices before the mentor confirms successful employee performance (on the job).



Mentoring is used in conjunction with product training (standard courses). It enables employees to learn on-site and perform their job functions quickly and accurately, eliminating “cockpit errors” that impact network and service availability.

The Mentoring program is created in conjunction with you to ensure that the correct objectives and job tasks for the mentoring program are identified.

# Why invest in PGS 1.0 Package

- **Targeted and Customized Service that Differentiates the Operator**
  - Participants that complete the course flow will be able to customize the service to suit the customer. This will serve to differentiate the operator from the competition and will help to retain customers.
- **Potential of TSP as an Application Platform Exploited**
  - Participants that complete the course flow will be able to provision subscribers quickly and cost efficiently. As a result, operators will quickly generate ROI and will see the potential of TSP as an application platform, and be encouraged to offer other TSP-based applications. Because of the similarity of the provisioning tools and interfaces across the TSP platform, staff will be able to operate across a range of such applications. Subscriber, in turn, will seek these applications, on the basis of their experience with PGS.

# What's in the PGS 1.0 Package?









## Target Audience & Competence Levels

### **Operation & Maintenance**

O&M Personnel

Administration

# Supported Service Delivery Methods


<b>Icon</b>	<b>Delivery Method</b>
	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)


# PGS 1.0 Operation

FAB 102 1714

## Prerequisite Knowledge

Service Layer Overview (3 days – ILT)  
LZU 108 6298 


Telecom Server Platform (TSP) Overview  
(1day – ILT) LZU 102 660 


Telecom Server Platform (TSP) Node Management  
(4 days – ILT) LZU 102 665 

Intelligent Network Server (INS) 2.2 Operation  
(3 days – ILT) LZU 108 6368 

<http://www.nmscommunications.com/>

## NMS MyCaller Courses

MyCaller Product Overview (0.5 days – ILT)   
MyCaller Installation (1 day – ILT)  
MyCaller Software Configuration (1 day – ILT)  
MyCaller System Administration (1.5 days- ILT)  
MyCaller Maintenance and Troubleshooting (1 day – ILT)

Personalized Greeting Service (PGS) 1.0 Operation  
(1 day – ILT)  
LZU 108 6373 

**ERICSSON** 

**TAKING YOU FORWARD**