

Virtual Private Network (VPN)

2.2

Training Programs

Package Description



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1 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.

2 Competence Gap Analysis, Training Programs and 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 3rd generation networks and data services, it is recommended that all three steps, as illustrated in Figure 1 below, be performed, since your network and business situation are unique to a large extent.

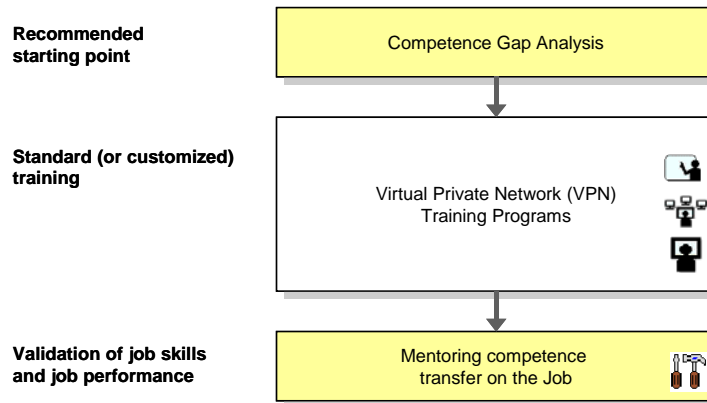


Figure 1. Relationship between CGA, Training Programs and Mentoring.

2.1 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.



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. On the basis of the CGA results, the standard training program can be customized, and complemented, to meet your specific needs and achieve an optimal training solution.

Additional performance and competence needs might also be identified during this analysis, thus leading to a recommendation of additional or optional training addressing these needs.

2.2 Training Programs

The standard (off-the-shelf) training courses and flows are described in more detail from section 4 below.

2.3 Mentoring competence transfer on the Job

Mentoring and 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, and end-user customer dissatisfaction that contributes to customer churn.

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

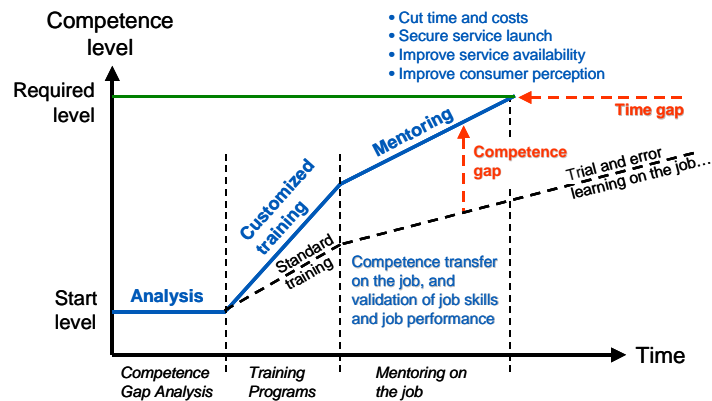


Figure 2. CGA and Mentoring – How to add value relating to your business.

3 Why invest in Virtual Private Network (VPN) 2.2 Package?

Ericsson VPN is the IN-based application for network operators who are particularly focused on enterprise customers in a competitive environment. A VPN offering enables the network operator to capture a large part of an enterprise's telephony traffic within his network. At the same time it stimulates the use of mobile phones at an attractive margin.

It enables the network operator to offer enterprise customers easy communication and accessibility while maintaining a firm grip on costs.

The Ericsson VPN Training Package offers the network operator the following:

- **Rapid service deployment to customers**
Participants who attend this flow will be able to quickly create new VPN subscribers using the VPN Manager and define the data for individual subscribers. This will enable the operator to offer rapid service to customers.
- **Service differentiation and increased deployment within the enterprise segment**
Participants who attend this flow will be able to set up and configure the VPN service to take advantage of the variety of features available. Many of the enterprise workforce are active in small and medium-size enterprise segments with differing needs. The knowledge gained on this flow will enable the network operator to deploy attractive and complete communication services to all enterprise segments to meet these needs. In this way the operator can extend the customer base.
- **Improved user support and marketing of enterprise offerings**
Participants who attend this flow will be able to provide an improved flow of business information to the Customer Care, Provisioning and Marketing departments. Using the VPN Reporter for database queries on subscription data, staff can at all times provide the necessary timely and accurate information. This ensures that the operator's offerings are always based on solid information and that Customer Care, and Operation and Maintenance can always provide optimal support for users.

4 What's in the Virtual Private Network (VPN) 2.2 Package?

The following section describes each of the flows in details. Each flow states the prerequisite knowledge. The course flows are focusing on the following job categories.

Operation

O&M Personnel
Administration

5 VPN Operation

5.1 What is achieved by attending the flow

The participants taking this flow will learn how to perform common tasks on the VPN node. It provides hands-on training of tasks related to the areas of system management and service provisioning. System Management deals with tasks such as entering new users with different authority and upgrading service software. Service provisioning handles subscribers, feature subscriptions and their associated statistics.

5.2 Rationale for Flow design

This flow consists of both theory-based and practical-based components. The flow starts with an Overview of the Telecom Server Platform (TSP), which gives a general introduction to TSP for all job categories. The Unix Fundamentals course 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. The TSP Node Management course will provide the participants with the skills and knowledge to operate and manage the TSP Platform. All aspects of node management are covered including fault, configuration and performance management. Participants will complete practical configuration and management exercises using on-line documentation and the TSP Node Management (NM) Toolbox GUIs.



These courses will provide the participants with the necessary knowledge to take the VPN Subscription Handling course. They will learn how to provision subscribers and set them up to use the VPN service.

5.3 Prerequisites

The following are prerequisites for this course:

TSP Overview (LZU 102 660)

Unix Fundamentals (LZU BB 108 170)

TSP Node Management (LZU 102 665)

Intelligent Network Server (INS) 2.2 Operation (LZU 102 6368)

5.4 Training Flow

