

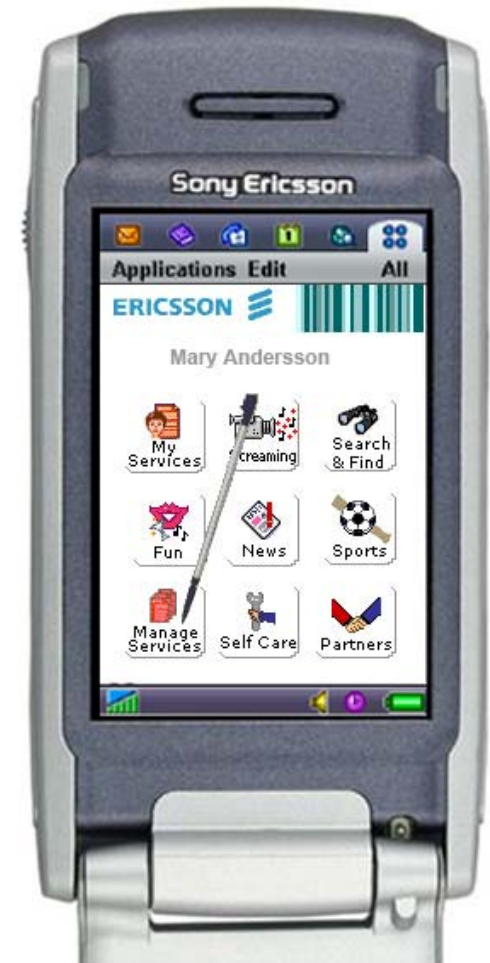
# Virtual Private Network

(VPN) 2.2

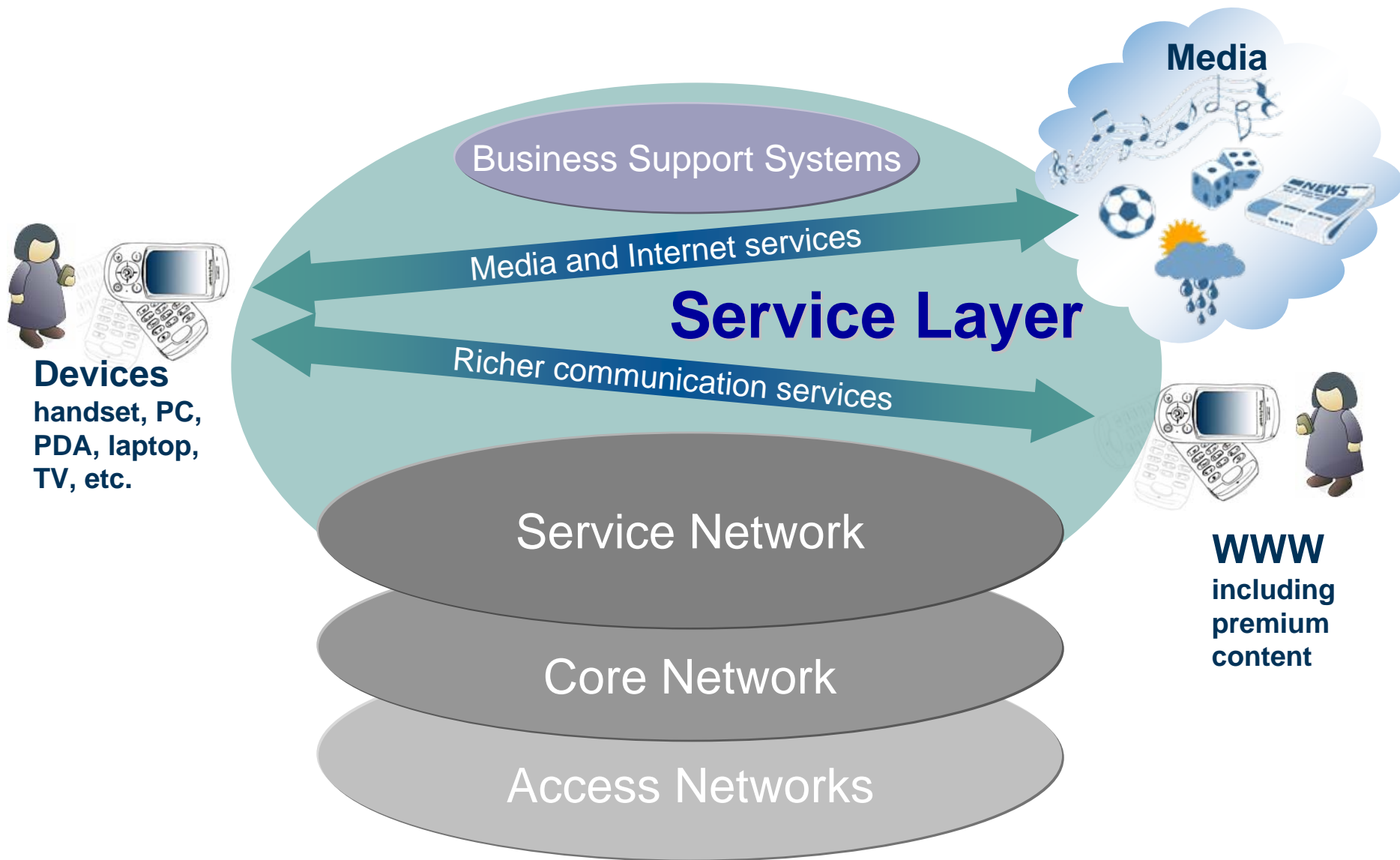
Training Programs

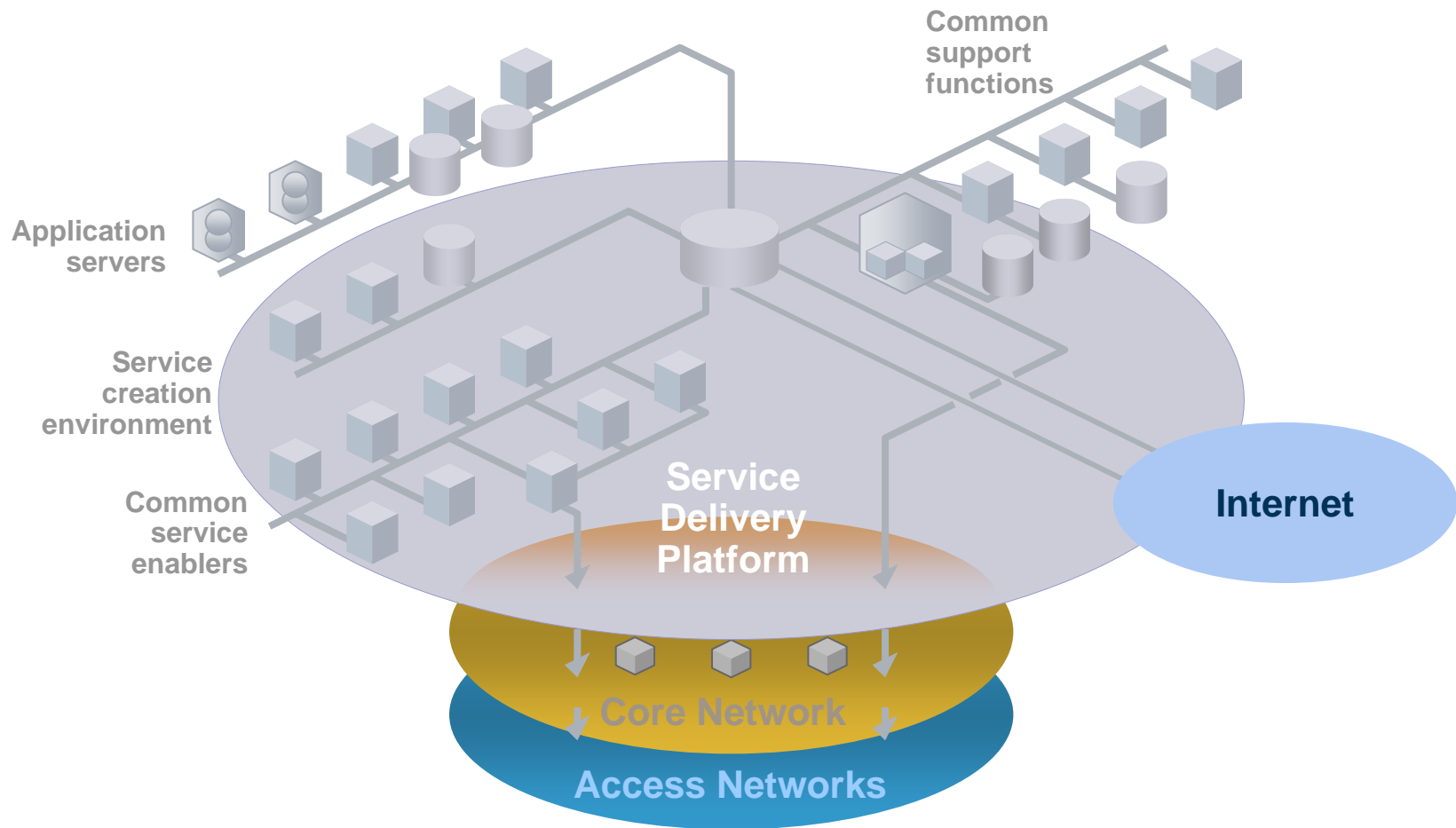


# Competence need ?

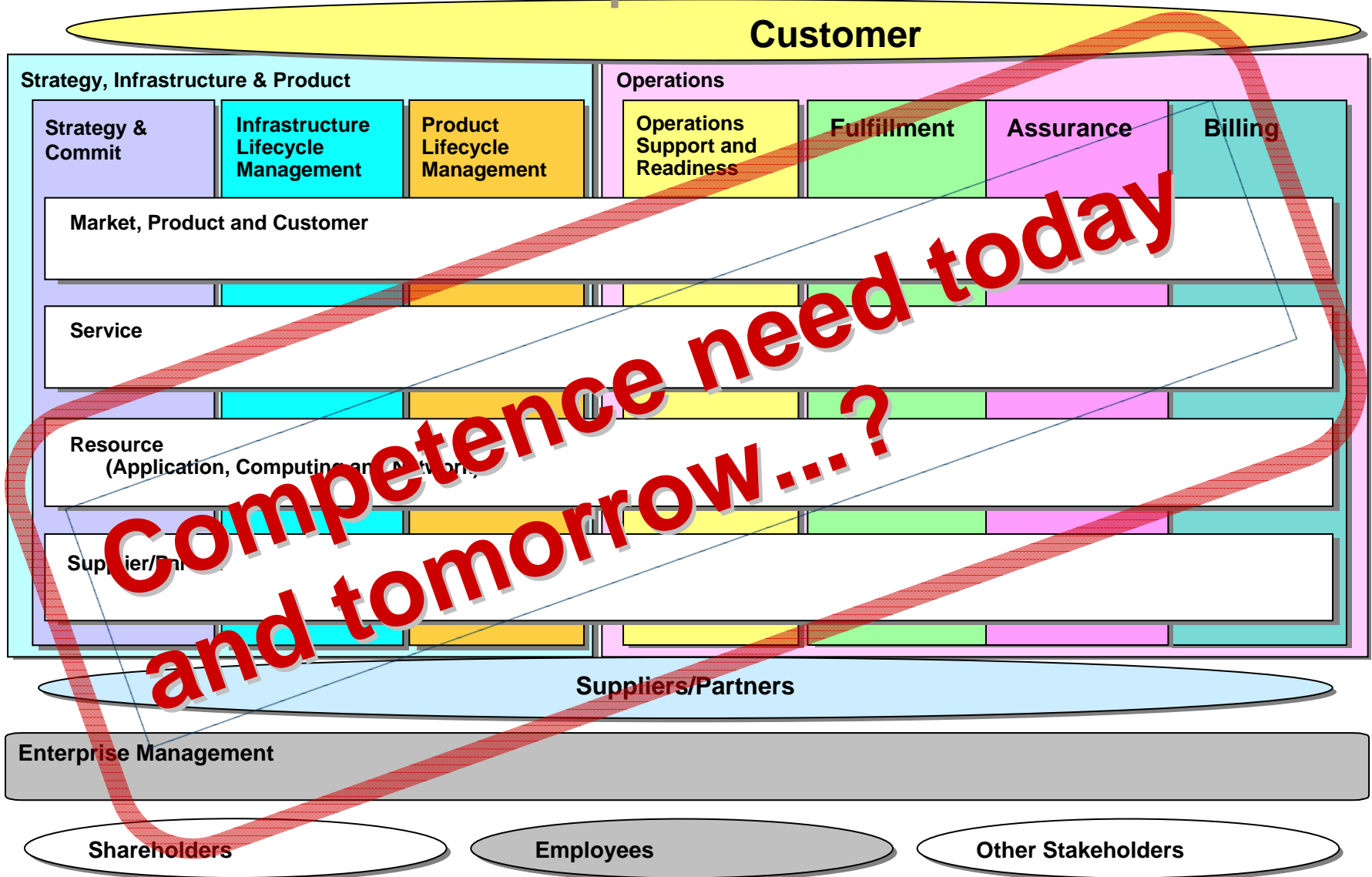




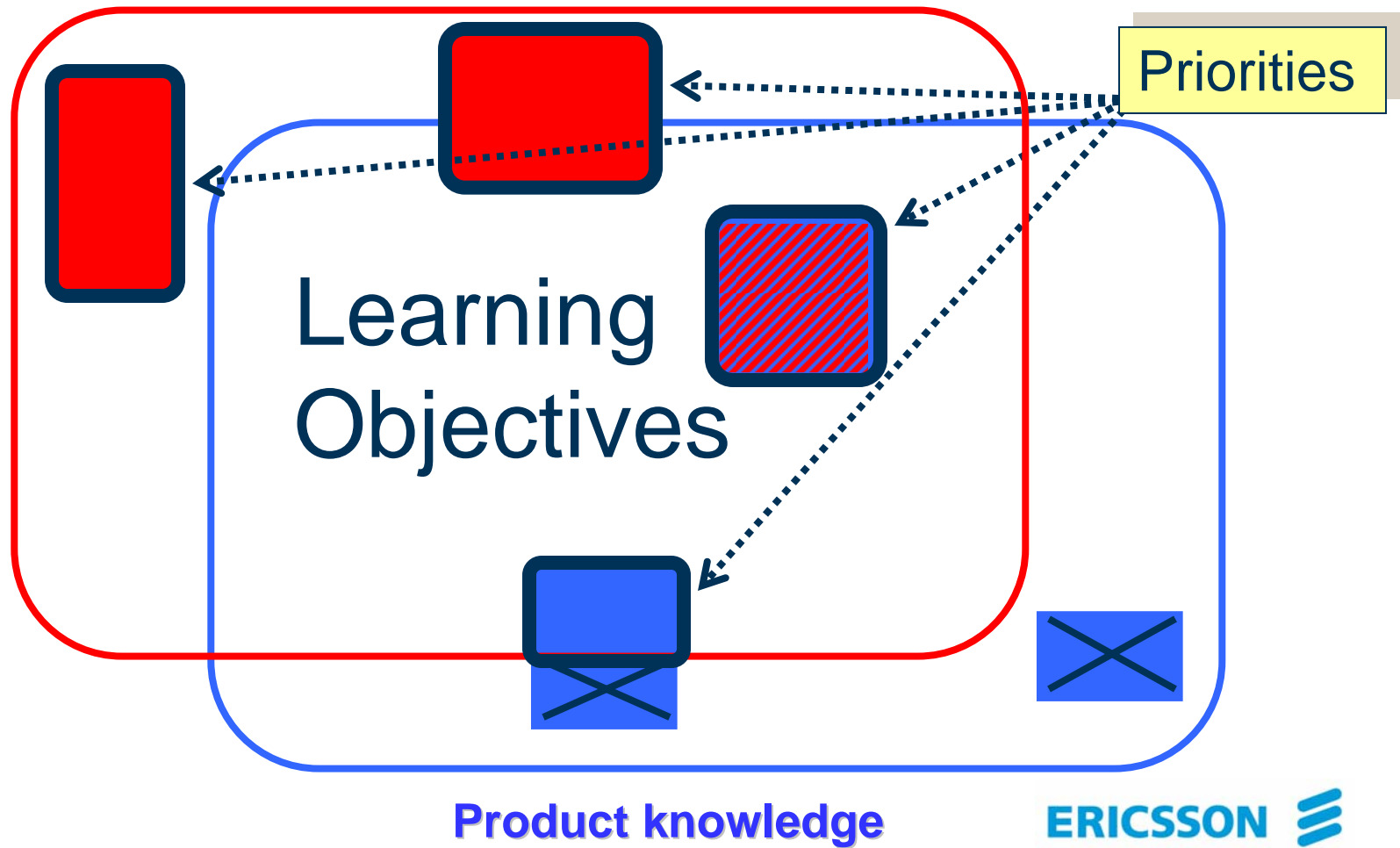




# eTOM business process framework



# *Customer's* Business Process and Performance knowledge

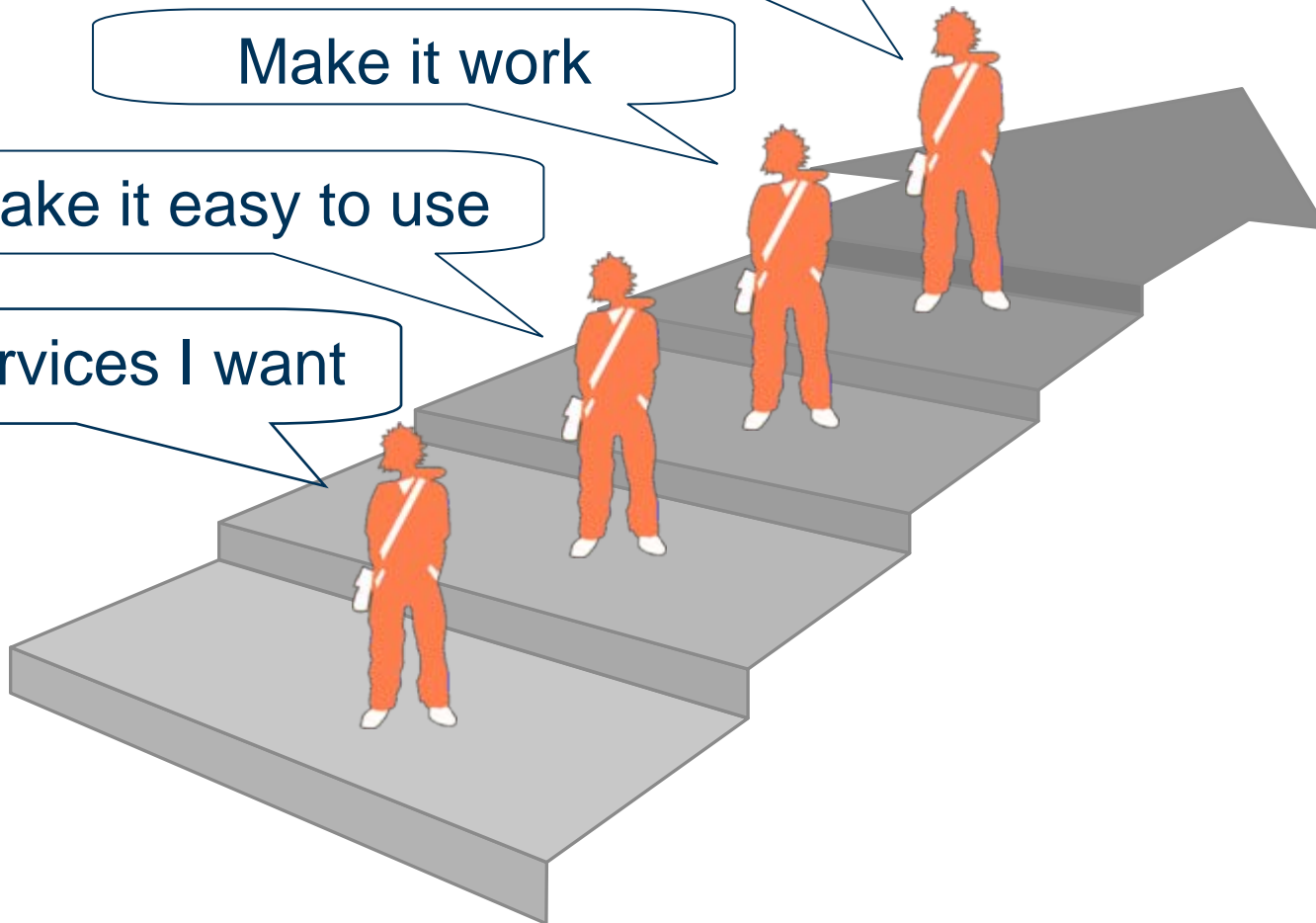


Make it easy to pay

Make it work

Make it easy to use

Give me services I want



# Standard or customized competence solution?

## Training courses or Competence Project?

### Product sales

Standard products with no or very limited adaptations to specific customer requirements

**100%  
standard**

### System sales

Standard products, Ericsson and partner, with some adaptation integrated into solution

**~80%  
standard**

### Project sales

Some standard products integrated into a specific customer environment with on-site development

**~50%  
standard**

# 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**

Virtual Private Network (VPN)  
Training Programs



**Validation of job skills and job performance**

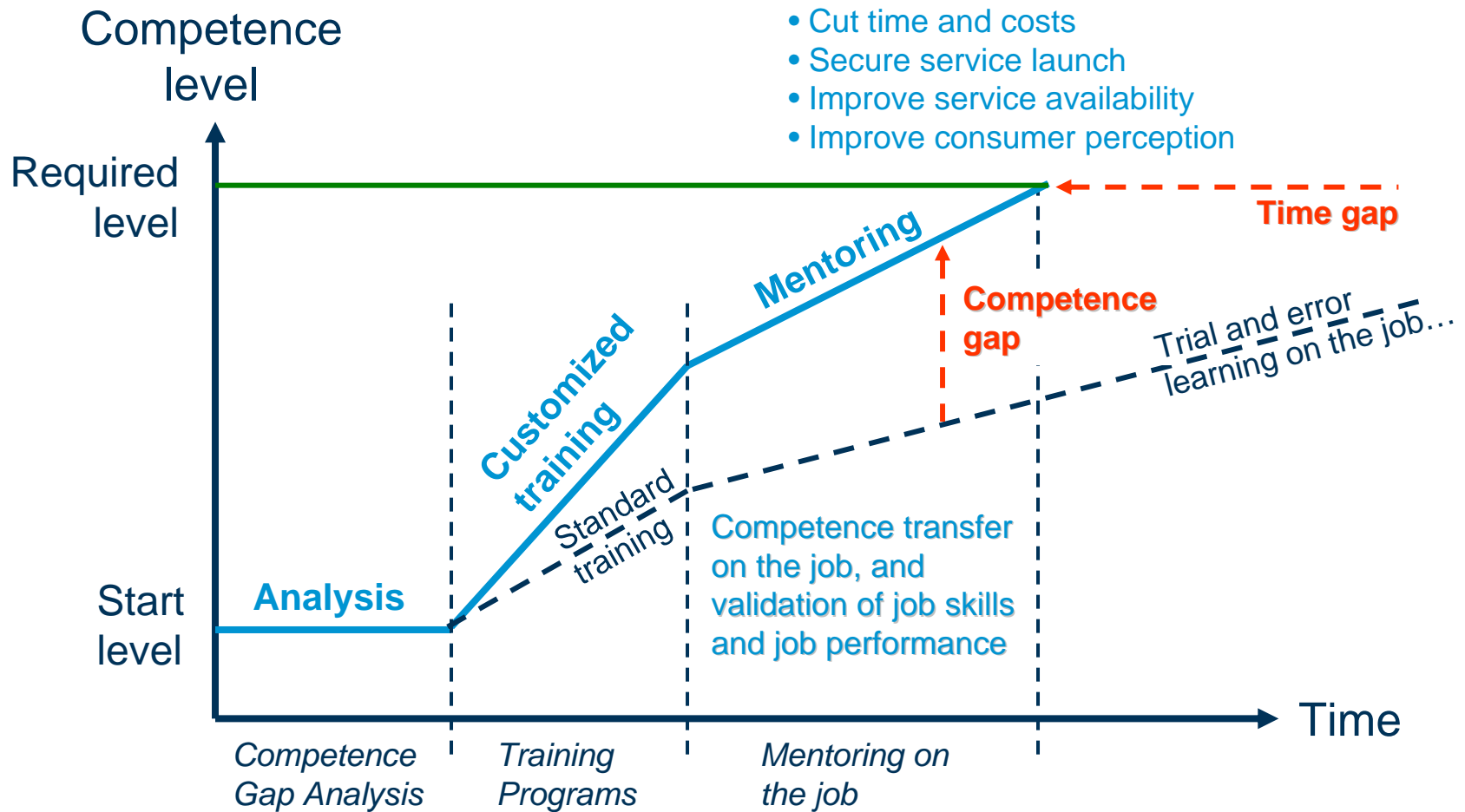
Mentoring competence transfer on the Job



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.

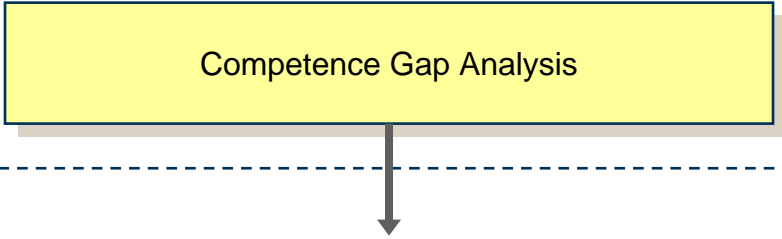
# Analysis → Training → Mentoring



# 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**



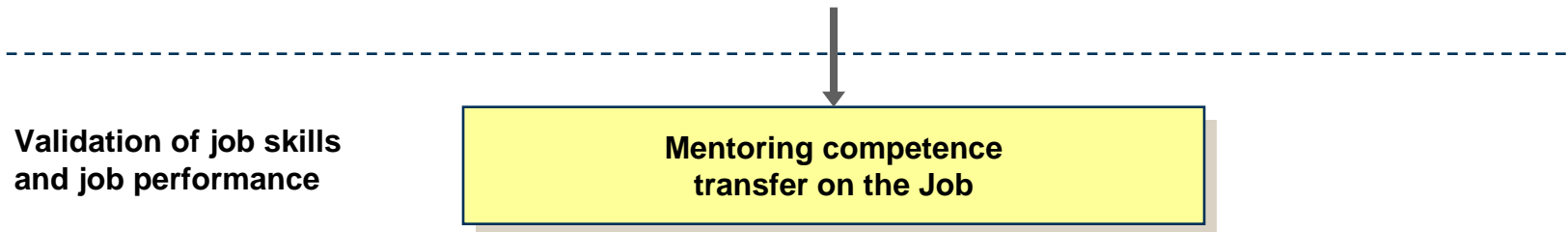
Competence Gap Analysis

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 VPN 2.2 Training Package

- **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 enterprise segments**
  - 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.

# Why invest in VPN 2.2 Training Package

- **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.

# What's in the VPN 2.2 Training Package?









Target Audience & Competence Levels

## **Operation**

O&M Personnel

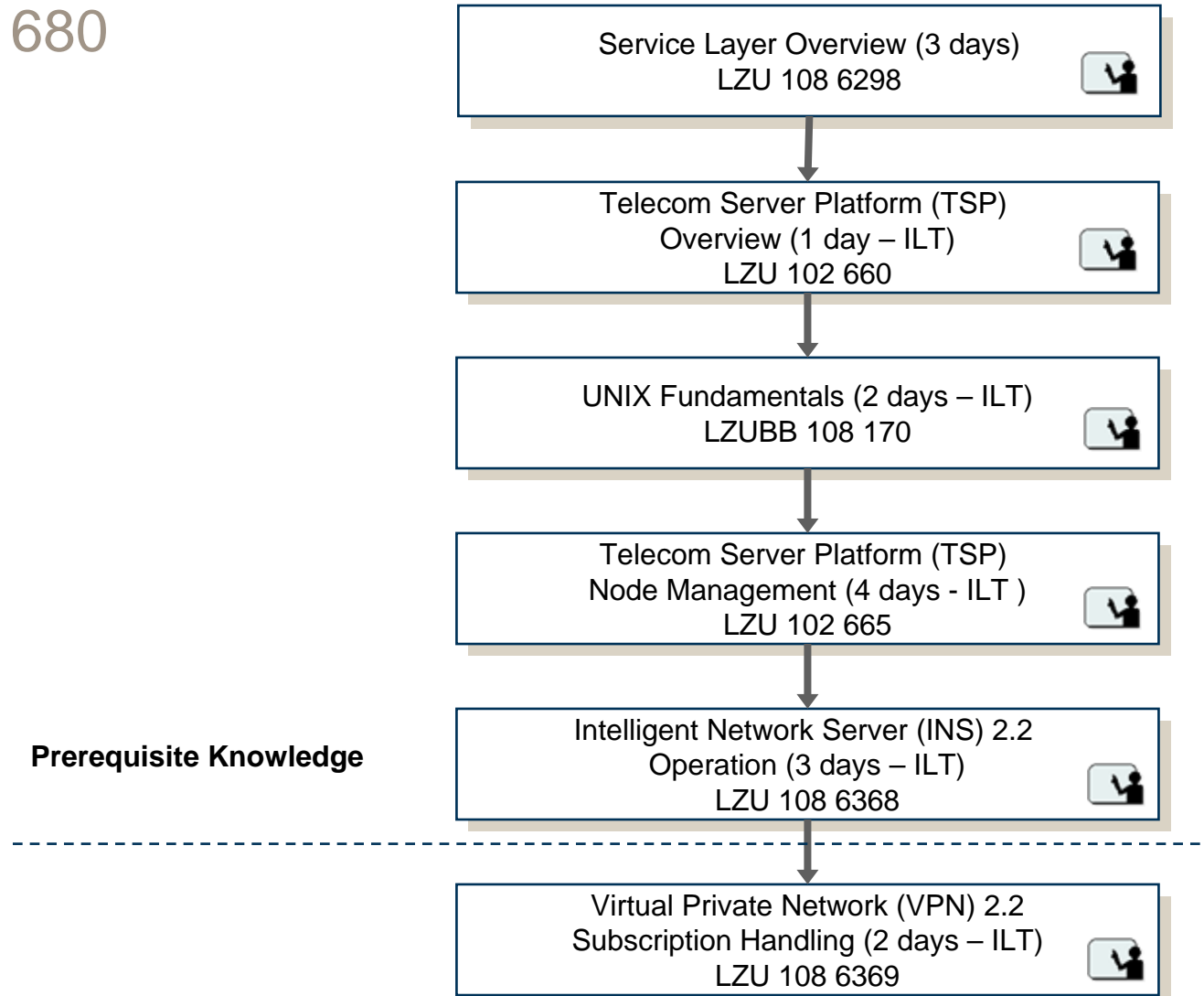
Administration

# 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)

# VPN Operation

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**TAKING YOU FORWARD**