

Charging System 3.0.1 Data Warehouse System 4.0 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 Why invest in Charging System 3.0.1 Data Warehouse System 4.0 Package?

At Ericsson, we've worked with hundreds of operators and Service Providers worldwide, and we are in a strong position to help. As a leader in developing industry standards for technology and products, we have structured our training packages around your needs, from basics to more advanced operations. Ericsson can identify your training needs and then select the right training package to provide the competencies required for a successful and profitable future.

Benefits

- **Faster time to revenue**

Task oriented and targeted training to ensure staff are operational in less time

- **Cost efficiency**

Lower operational costs provided by task oriented training

- **Increased performance/less churn**

Efficient processes achieved by skilled and competent staff

- **Minimal risk**

Ericsson's vast industry knowledge and experience is available through appropriate training

- **Organizational effectiveness**



Clear and continuous training strategies to motivate staff and provide opportunities for long term business success

3 **What's in the Charging System 3.0.1 Data Warehouse System 4.0 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.

Customer Management

Customer Care Administrator

IS/IT Support

- System Administrator

4 IS/IT Support

4.1 Platform Support System Administration

4.1.1 Data Warehouse System (DWS) System Administrator 4.0 FAB 102 1828

Data Warehouse System Administration flow refers to the staff handling the maintenance and configuration of the Data Warehouse System (DWS).

4.1.1.1 What is achieved by attending the Flow

By attending the flow will the students be able to handle the DWS 4.0 System, in a more efficient way by being able to:

- Handle and execute System administration tasks
- Manage day-to-day maintenance of the DWS.

4.1.1.2 Rationale for Flow design

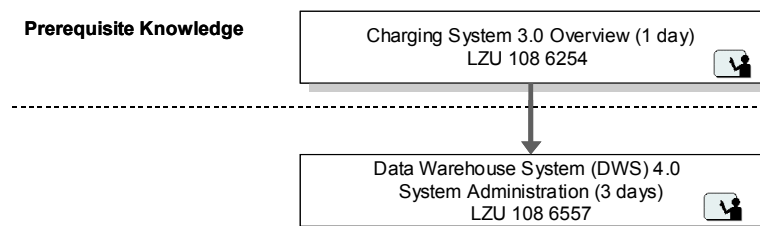
This flow exist because it fulfills an important competence gap for those who will work with the DWS in a system administrative way.

4.1.1.3 Prerequisites

The DWS administrator should have knowledge of Unix, Oracle, the billing gateway and the administrator should attend the charging System 3.0 Overview course (LZU 108 6254) prior to attending the DWS system administration course.

4.1.1.4 Training Flow

Prerequisite Knowledge



5 Customer Care

5.1 Customer Care Administrator

5.1.1 Data Warehouse System (DWS) Customer Care 4.0 FAB 102 1829

The flow targets the needs of business management in their use of the Data Warehouse System (DWS). Other participants who might benefit from this training are IT staff and prepaid network support staff

5.1.1.1 What is achieved by attending the Flow

By attending the flow will the students be able to handle the DWS 4.0 System, from a business management point of view, in a more efficient way by being able to:

- Handle and track subscriber call history
- Manage day-to-day activities such as troubleshoot Customer's queries about call history

5.1.1.2 Rationale for Flow design

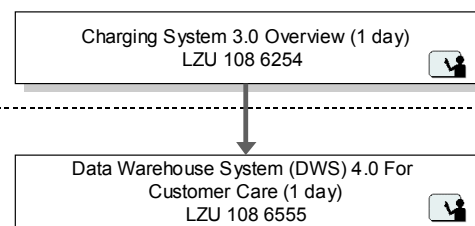
This flow fulfills competence to cover customer care tasks in an efficient way for the DWS

5.1.1.3 Prerequisites

Participants should attend the charging System 3.0 Overview course (LZU 108 6254) prior to attending this. Participants also need to know how to use Netscape and Internet Explorer Web browsers.

5.1.1.4 Training Flow

Prerequisite Knowledge



5.2 Charging Intelligence

5.2.1 Data Warehouse System (DWS) Charging Intelligence FAB 102 1830

This flow targets the practical needs of Audit, Financial, Marketing and Business Analysts in their daily use of the DWS. It will assist information analysts in understanding the



purpose and usage of the various reports available to them from DWS

5.2.1.1 What is achieved by attending the Flow

By attending the flow will the students be able to handle the DWS 4.0 System, from a charging intelligence point of view, in a more efficient way by being able to:

- Understand and manipulate data content from the DWS reports
- Use the Financial Reports User Guide for the DWS system to perform daily tasks

5.2.1.2 Rationale for Flow design

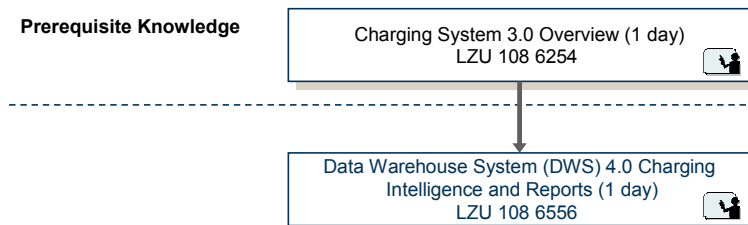
This flow fulfills competence to charging intelligence tasks in an efficient way for the DWS

5.2.1.3 Prerequisites

Participants should attend the charging System 3.0 Overview course (LZU 108 6254) prior to attending this. Participants should be familiar with Business Objects. Participants also need to know how to use Netscape and Internet Explorer Web browsers.

5.2.1.4 Training Flow

Prerequisite Knowledge



6 Related training packages

[Charging System 3.0](#)

[MultiMediation 4.0](#)