



Ericsson Content Delivery System (ECDS) 3.0 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.

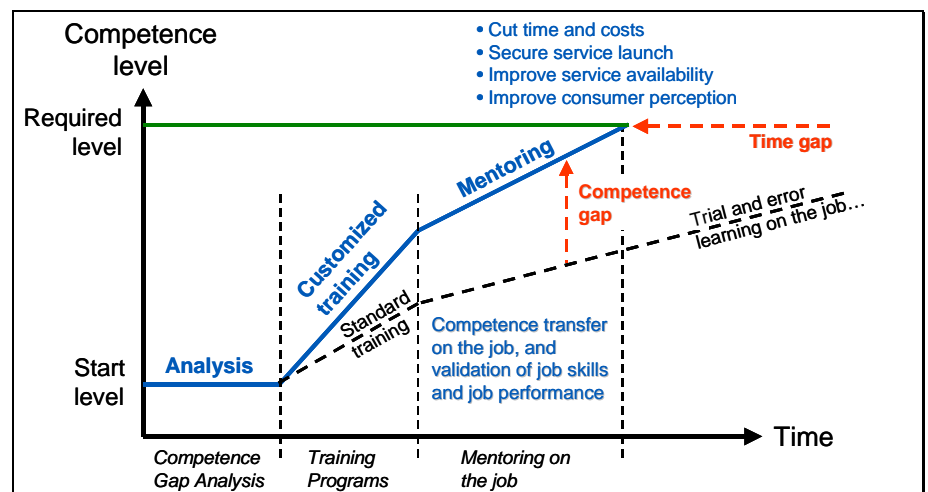


Figure 1. Analysis (CGA), Customization and Mentoring – How to add value relating to your business.

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.

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.

1.1.2 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 Ericsson Content Delivery System (ECDS) 3.0 Package?

Ericsson Content Delivery System (ECDS) offers a complete and network-independent solution for multimedia streaming and download, supporting a wide range of services, such as news, entertainment, sports and music.

With ECDS, the wireless market now has an end-to-end standardized channel for the provision of multimedia content to customers. This channel encompasses content creation, content delivery, content transport and content consumption.

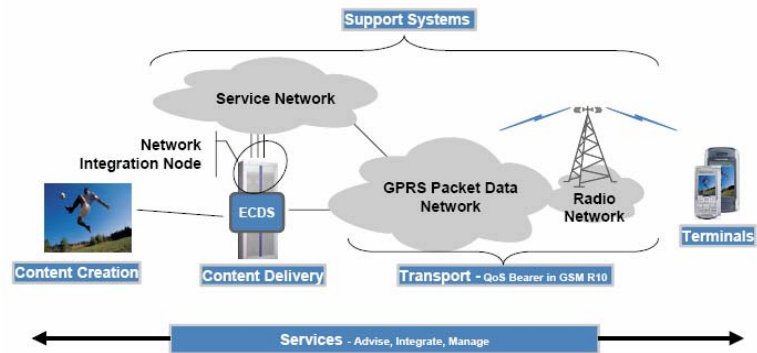


Figure 1: Ericsson Content Delivery System in an end-to-end perspective

The ECDS Training Package offers the following:

- No Interruption to Service**
 Participants attending this course flow will be able to cost-effectively and efficiently configure the ECDS server. They are trained to start, stop, restart and troubleshoot ECDS to ensure that there is no interruption to service. In addition, they will be able to access performance logs to enable the operator to monitor land and resource usage.
- Efficient Rating of Services**
 Participants attending this course flow will be able to manage the Content Information Database. They will be able to input the content-related charging information needed to provide rating of services in an efficient and flexible way.
- Operators Enabled to Offer Attractive Services**
 Participants attending this course flow will be able to make use of logs to monitor subscriber usage patterns and, in this way, to assist the operator in providing attractive and targeted services to the market.



3 **What's in the Ericsson Content Delivery System (ECDS) 3.0 Package?**

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

- ECDS 3.0 System Administrator
- ECDS 3.0 System Engineer
- ECDS 3.0 Service Engineer

4 **ECDS 3.0 System Administrator**

4.1.1 **What is achieved by attending the Flow**

Participants will acquire the skills and knowledge required to administer and maintain the ECDS node.

4.1.2 **Rationale for Flow design**

This training is designed to accelerate learning and deliver the required competencies to the System Administrators 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.

4.1.3 **Prerequisites**

IP Networking (LZU 102 397)

Unix Fundamentals (LZU BB108 170)

GSM Network Fundamentals (FAB 102 1465)

Service Layer Overview Technical (LZU 108 6610)

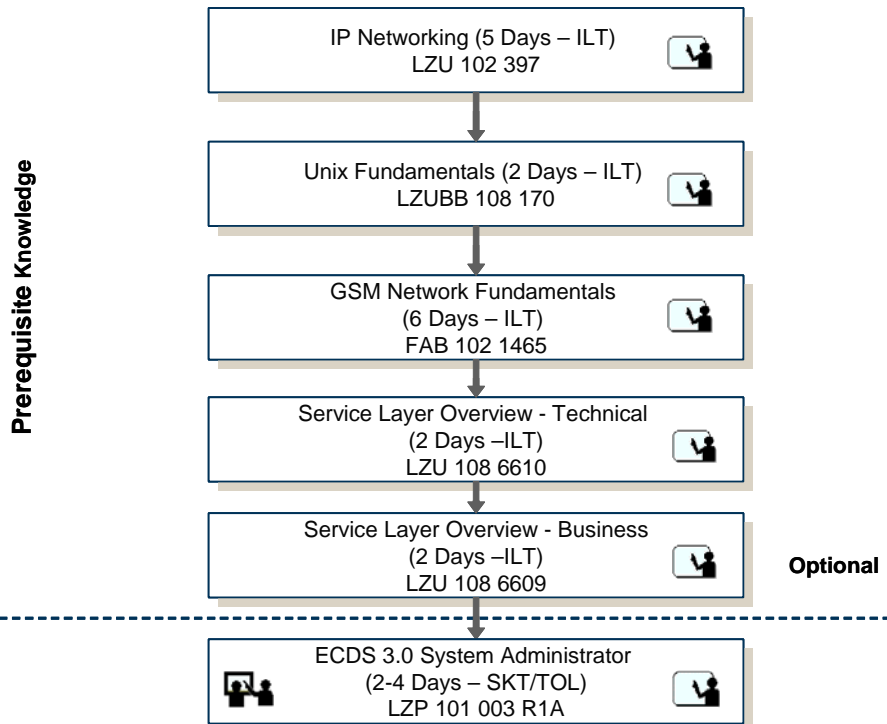
and, optionally,

Service Layer Overview - Business (LZU 108 6609).



The participants should be familiar with Mobile Internet and have a general understanding of telecommunication and datacom

4.1.4 Training Flow



5 ECDS 3.0 System Engineer

5.1.1 What is achieved by attending the Flow

Participants will gain a good understanding of the issues involved in operating and maintaining the ECDS system.

5.1.2 Rationale for Flow 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.

5.1.3 Prerequisites

IP Networking (LZU 102 397)

Unix Fundamentals (LZU BB108 170)

GSM Network Fundamentals (FAB 102 1465)

Service Layer Overview Technical (LZU 108 6610)

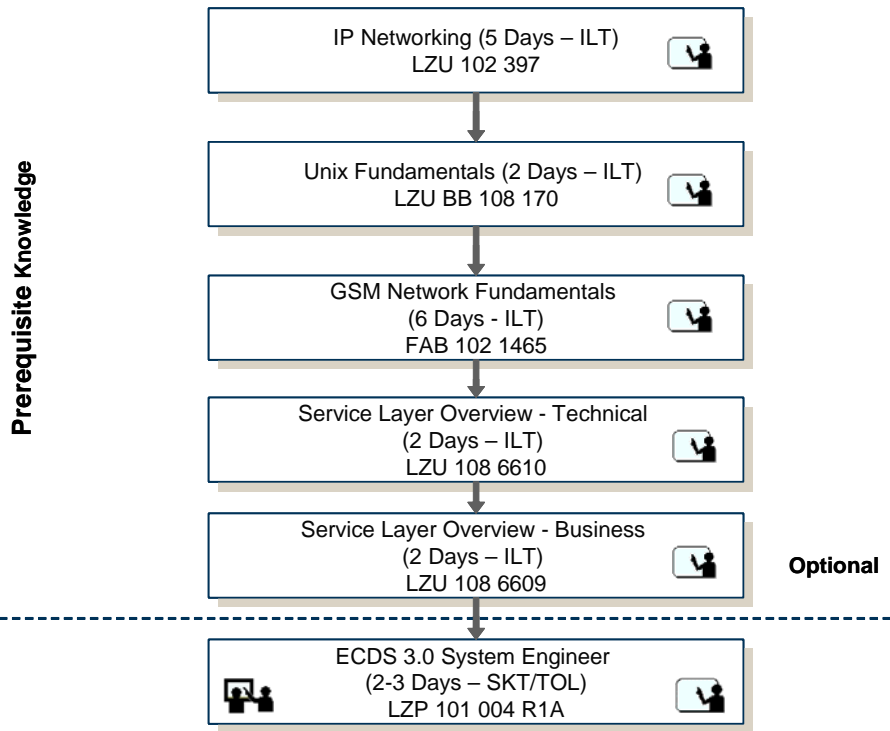
and, optionally,

Service Layer Overview - Business (LZU 108 6609).

The participants should be familiar with Mobile Internet and have a general understanding of telecommunication and datacom



5.1.4 Training Flow



6 ECDS 3.0 Service Engineer

6.1.1 What is achieved by attending the Flow

Participants will gain experience in administering and performing regular maintenance tasks on the ECDS system.

6.1.2 Rationale for Flow design

This training is designed to accelerate learning and deliver the required competencies to the Service 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.

6.1.3 Prerequisites

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Unix Fundamentals (LZU BB108 170)

GSM Network Fundamentals (FAB 102 1465)

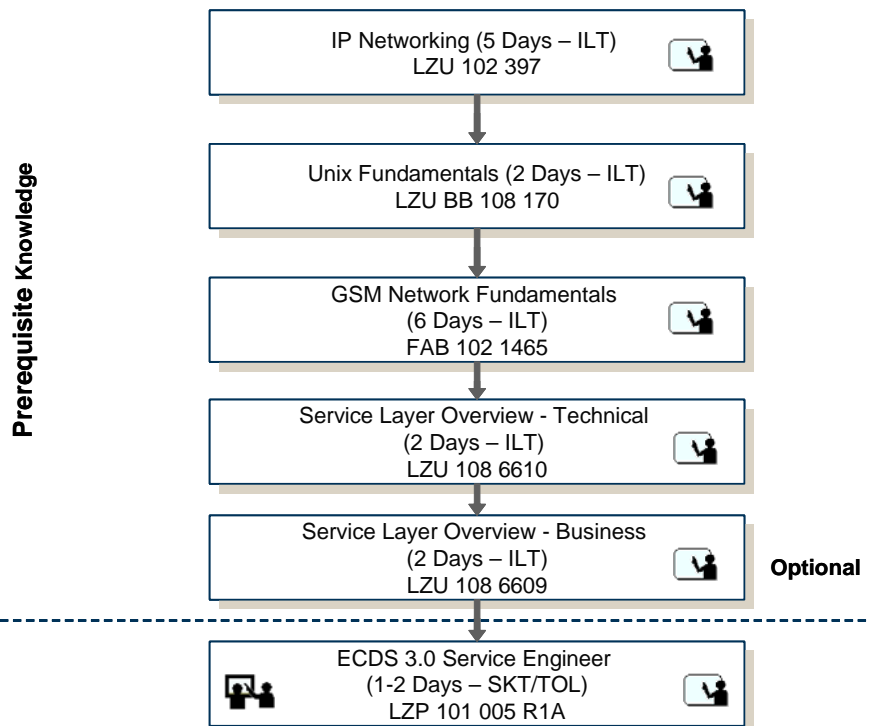
Service Layer Overview Technical (LZU 108 6610)

and, optionally,

Service Layer Overview - Business (LZU 108 6609).

The participants should be familiar with Mobile Internet and have a general understanding of telecommunication and datacom

6.1.4 Training Flow





7 Third Party Related Training References

Sun Microsystems

<http://www.sun.com/training>

F5

http://www.f5.com/training_services/training/description.html
http://www.f5.com/training_services/training/description.html

Veritas

<http://www.veritas.com/services/education/index.html>

Real

<http://www.realnetworks.com/products/training/index.html>

SafeNet

<http://www.safenet-inc.com/partners/relatedLinks/training.asp>

8 Related training packages

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