

Training Programs

Service Description



Do you have the right skills to use your network in an optimal way?

Are your employees empowered to support your business needs?

In an industry driven by technological development, competence is always a critical issue. In today's telecom industry, with 3G being implemented across the globe, it is absolutely vital to have the right staff with the right skill level on board.

Moreover, in the world of next generation networks and mobile Internet, with a serious shortage of people with the required expertise, it is vital to win the battle of next generation networks by having the right skills on board. The battle to stay ahead has never been more intense.

Operational success is dependent on your staff's competence, from design to implementation, administration or operation & maintenance. Changes, be they technical or organizational, and the competence development requirements that support these changes are never ending. As the largest competence provider of technical training in the telecom industry, Ericsson's comprehensive portfolio enhances improves the competence of your staff for efficient operations.

Ericsson has educated more than 800,000 students since the year 2000. Our competence development services help communication companies worldwide develop the right skills, knowledge and expertise.

Training Programs a full range of pre-defined training services supported by flexible delivery to support operational efficiency and provide cost and time efficient competence development.

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*Ericsson is your competence partner.
Our comprehensive and flexible portfolio will give you the power to succeed.
Our solutions combine global strength with local expertise.
– Increase your performance anytime, anywhere.*

The service

Ericsson has developed a comprehensive Training Programs service to support the competence needs of our customers, from supporting new service opportunities to expertise required for operating a network.

Comprehensive portfolio - More than 500 courses are included in the course catalog, and more than 400 flows support several releases of system hardware and software. In a world characterized by fast changing technology, our portfolio supports these shifts.

Task-oriented training - A task-oriented approach to training encourages participants to learn how to do their daily jobs, and to solve problems that might arise. The Training Programs service makes use of cases, practical exercises on the latest equipment and active student learning in real or simulated environments.

Flexible delivery - Experience has shown that blended training is an effective and cost-efficient means of transferring skills to your organization, as opposed to single-medium learning. Blended training involves a multifaceted approach that balances knowledge and skills requirements, appropriate training methodologies and cost-efficient delivery enablers such as Remote Training Lab and web portals.

Quality assurance - Every Ericsson instructor is certified to ensure a high standard of pedagogy. Moreover, Ericsson uses a proven project model when developing Training Programs service components. Finally, Ericsson uses its extensive experience with its existing customer base to develop streamlined portfolios that hit each target group with the right competence at the right time.

Customization - Ericsson can work with your organization to adapt existing training or to develop new training to meet your specific needs. In key areas, flows are jointly developed with customers based on real-life situations. Ericsson's objective is to give the courses in your language and at a location that is as close to you as possible. However, our official language is English, and all course documentation is developed in English.

Global strength & local expertise - A global network of education centers and resources supports your needs concerning both delivery location and methods. Training can be delivered at an Ericsson Education Center, at customer- specified locations, including many hands-on training courses using our Remote Training Lab concept or e-learning delivery via web portals.

Customer benefits

Efficiency...

Cost-efficient operations – Task oriented and blended training from the experts to ensure that your staff is operational according to your time-critical requirements. “You can secure a rapid competence build, enabling an early service launch”.

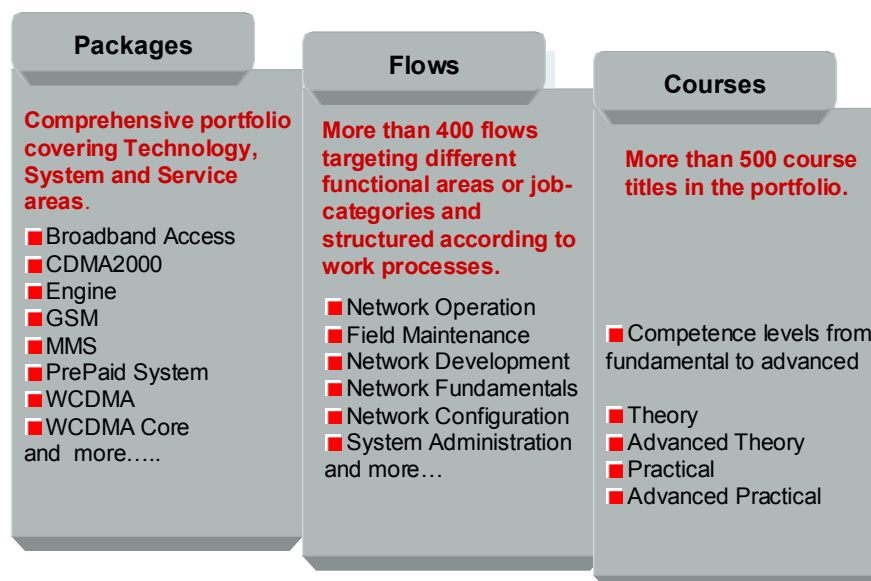
Enhanced performance – Task oriented training that increases the practical competence of your staff by taking a practical hands-on ‘learning-by-doing’ approach to training. “With competent and skilled staff, you will secure a high quality of service, leading to higher end-user satisfaction, which results in less churn and increased revenue streams”.

Investment Value – Blended training provides an optimum return on your training investment by using the right delivery vehicle at the right time. “Your training investments and resource utilization can be optimized while still meeting your staff’s competence requirements”.

Empowerment – Using the latest equipment and training methods gives your staff the chance to learn first-hand, from the experts. “Your staff will be empowered and less prone to turnover because they will have gained the competence and skills needed to complete their tasks, and thereby support your business needs”.

Service deliverables

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 job categories / functional areas within your organization for optimal benefits.



The job categories / functional areas covered by the service include:

Network Operation - provides training on how to operate a network, system and the technology for centralized network surveillance with expert support. Included in the program are the components required to implement changes in the network configuration, to configure new network elements in the support systems and to change network parameters in accordance with change-request specifications.

Field Maintenance - provides training on how to perform corrective and preventive maintenance for network equipment. Emphasis is placed on the repair of faulty equipment in the shortest possible time without causing damage to other equipment.

System Administration - covers the competence required to administer support systems and applications in the most efficient way possible. The competence covered includes support system administration on Ericsson nodes, service software administration, and platform administration on UNIX and PC-NT systems.

Network Development - covers the competence required to derive the most (in terms of coverage, capacity and quality) from your equipment and network solution.

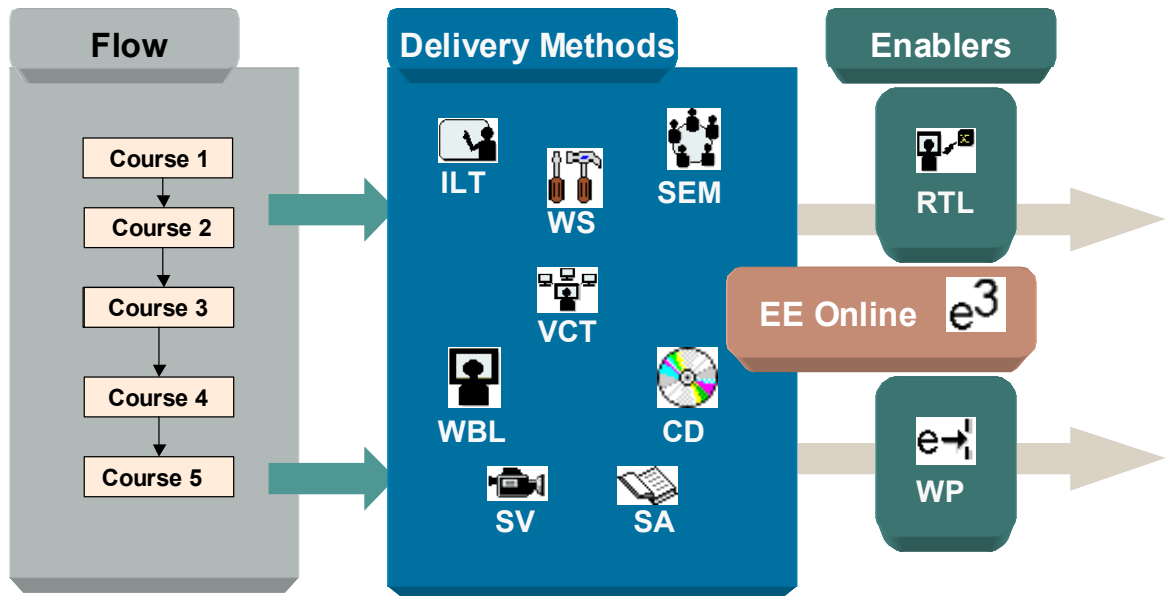
Application Development – covers application developers who analyze and design new applications, including application programming and testing. Also addresses business developers who analyze the market and value chains, evaluate different business models for the mobile Internet and support the development of business plans.

Business Management – provides training on how to increase revenue from 3G and the service layer. Business management training is always customized to meet the specific business needs of your organization.

Project Management - provides training on project management methodology, how to apply the appropriate project methods, and how to make use of resources to fulfill the assignment on time and on budget. The PROPS model developed by Ericsson and used also by several other companies worldwide is used.

Delivery Process

The Training Programs service delivery is supported using various delivery methods.



Delivery methods include traditional Instructor Led Training (ILT), Seminars (SEM), Workshops (WS), Virtual Classroom Training (VCT), Web Based Learning (WBL), Streaming Video (SV), Short Article (SA) and CDROM (CD).

Delivery is further enhanced by two delivery enablers:

Remote Training Lab (RTL) - supports the delivery of hands-on practical training at customer specific sites via the web.

Web Portals (WP) - portals customized to your needs or customized content integrated with your intranet portals. Additional customized online services can be offered through customized portals / extranets including: testing, course booking, schedules, training records, etc.

Additionally, it is possible to access) – our [Online portal](#) for single seat events.

Prerequisites and responsibilities

All customer orders are placed with the Ericsson account team. A training coordination team then works with the Ericsson account team and your organization to establish a schedule and to support the delivery of the training program.

When you have approved the training schedule, the coordination team confirms the bookings and produces a complete schedule. Once the courses begin, the coordinator monitors implementation and corrects or adapts the schedule, etc., as needed.

Many training flows contain courses with practical exercises requiring Ericsson equipment. If the practical courses are delivered at your premises, then you must provide suitable training equipment or provide the necessary infrastructure required for using Ericsson equipment via our Remote Training Lab method.

With the exception of performance measurement exercises, which are preferably done in a live network environment, Ericsson does not recommend using equipment in an operational network, since this can disturb traffic and cause loss of revenue.

Additionally, when training is conducted at your site, your local coordinator should work with the Ericsson coordinator to ensure that the classroom and other requirements for the service delivery are provided and supported.

Related services

Learning Solutions

Learning Solutions service provides you with an end-to-end and step-by-step solution to your competence development needs, with clear links to your business and operational requirements. We have state-of-the-art tools to help you *analyze* your competence needs from a business perspective, *build* and *deliver* an optimal competence development solution and *evaluate* the solution along the way against meaningful KPI's to ensure that you are on target. We create a clear line of sight from your business objectives to the learning activities and visualize the return on investment (ROI) of the training

Throughout the process we maintain a tight control of the project and coordinate all activities in close cooperation with you. Learning Solution assignments are undertaken with a true spirit of partnership and a “win-win” approach. We are keen on ensuring your active involvement and control every step of the way.

Structured Knowledge Transfer

Structured Knowledge Transfer (SKT) is a well-proven on-the-job mentoring program designed to help your operational staff become proficient (to intermediate competence level) with new technology in a very short time frame. Critical duties and tasks are identified and supported with foundation training. Participants will be trained on your own live network by experienced mentors, and will be required to show proficiency with each task before completing the program. Pre- and post-tests are administered to show that competence has been achieved, and to indicate where retraining efforts may be required.

SKT can be an ideal component of a Learning Solution when the time leading to operational efficiency is of the essence.

Competence Consulting

The Competence Consulting service option evaluates your needs in terms of competence and performance, and recommends solutions optimized to fulfill these needs with clear links to your business objectives. This service option corresponds to the Analyze part of the Learning Solutions service.

Glossary

eTOM - Business process framework for information and communication services industry

KPI – Key Performance Indicator

ROI – Return On Investment

SKT – Structured Knowledge Transfer