Telecoms & Tech Academy

COURSE DESCRIPTION

TELECOMS FOUNDATION - TECHNOLOGY & BUSINESS

Format:
Classroom or Live on web

Duration:
2 days or 4 x 3 Hour Modules

KNect365 Learning
an *informa* business

COURSE SUMMARY

HIGHLIGHTS

- **Ideal for those who want to expand their view, or those new to the Industry - rapidly increasing knowledge and the confidence to contribute effectively within the organisation**

- **Gives a good appreciation of the role of the Communications Services Provider (CSP, as well as current Industry Direction**

- **Excellent overview of existing and emerging technologies**

- **Engaging, interactive delivery style**

- **Latest trends and Industry direction from Informa and Ovum Research**

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"Very useful and much related to my job!

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COURSE SUMMARY

This programme provides an excellent grounding in Modern Communications and has been designed for those who want to expand their knowledge of both the technologies and the wider business, or those new to the industry. It covers the current state of the industry (including trends, forecasts, and adoption of digital services), existing and emerging technologies, and the overall business environment.

The main aim of the training is to allow staff and professionals to engage more effectively within their departments and with other individuals - increasing their capacity to build value for the organisation. Greater confidence and a much wider knowledge base will provide a solid foundation on which participants can build their competences.

Key industry themes such as digital services, convergence unified communications, partnerships and strategy are all discussed alongside the key business enablers of technology, services and the evolving customer requirements.

The programme is PACE enabled to ensure participants and the organisation maximise learning.

OUTCOMES & COMPETENCY DEVELOPMENT

At the end of the course, you will be able to:

- Discuss with confidence the changing role of [tele] communications in the 21st Century
- Chart the likely evolution of ICT / communications and the global trends in digital services and applications
- Explain the main concepts behind current and future network technologies in support of connectivity and the newer service portfolios
- Understand the changing role of modern Fixed, Mobile and Converged Networks - including the way different technologies are driving change
- More fully assess the impact of new and existing technologies within the business environment
- Identify key drivers of fixed & mobile broadband (including LTE) and its likely impact
- Describe the major support systems used in telecommunication networks – OSS (Operational Support System), BSS (Business Support System), including Billing systems
- Explain the fundamental role of IP and Data Communications in the telecoms operator network and its overall impact
- Understand the relevance of the Internet to telcos
- Describe the basic features of technologies such as WiFi and WiMAX, and show how they can be seen as both competing and/or complimentary technologies

COURSE CONTENTS

DAY 1

SESSION 1 - TELECOMS BUSINESS ENVIRONMENT

- Stakeholder value requirements
- Business goals
- The CSP / Telco business:
  - Spectrum & Licensing
  - Infrastructure,
  - Services
- Customer requirements
- The Changing service Mix
- Competitive Environment
- Segmentation
- Key Segments and Focus

SESSION 2 - TECHNOLOGY PART 1

- Network building blocks
  - Services & Applications
  - Transmission
  - - Copper, Radio, Fibre Optic
  - Switching & Signalling
  - Supporting Systems
- Fixed Network Principles
- Fixed Broadband networks
  - DSL / copper
  - Fibre Access
- Mobile Networks
  - Cellular Principles
  - Cellular Systems & GSM-Based Networks
- Network Operation
  - OSS / BSS
  - Billing

DAY 2

SESSION 3 - TECHNOLOGY PART 2

- Mobile broadband networks
  - HSPA & HSPA+
  - LTE & LTE Advanced
- Radio Network Planning & Optimisation Issues
- Core Networks
- Service and Content Delivery
- Role of IP
- The IP Multimedia Subsystem
- Policy Control
- Convergence
- The Role of WiFi and WiMAX

SESSION 4 - TELECOMS INDUSTRY OUTLOOK

Many challenges and opportunities face the ever-changing communications industry over the next few years, and this module provides an analysis of the current situation, as well as predicting future trends, growth markets and technologies. The information is drawn from Informa's vast market intelligence.

- Trends and forecasts
- Fixed, mobile and converged markets
- The Changing user experience
- Operator Strategies
- Mobile Broadband
- Role of the Communications Service Provider (CSP) and ICT
- Unified Communications
- Cloud Techniques
- Maximising the Digital Services Opportunity
- Supporting Industry Verticals
- Network Function Virtualisation
- Move to 5G
- Implications for vendors and customers

OUR TRAINING SERVICES

TELECOMS & TECH ACADEMY STRUCTURE

Our training programmes are delivered worldwide as part of the training and development plans of many operators, vendors, and service providers. The programmes cover a wide range of competency development requirements.

To ensure we meet the training needs of the industry as effectively as possible, we operate three schools:

School of Telecoms Management
Business training tailored to the telecoms industry, ranging from the intensive 5-day Telecoms Mini MBA to specialist leadership and marketing training.

School of Advanced Communication Technologies
Covering a multitude of technologies, these courses range from overviews aimed at nontechnical staff to in-depth engineering training.

Distance Leaning
Our comprehensive suite of Distance Learning programmes provide an excellent opportunity to expand knowledge and build confidence.

OUR TRAINERS

We only use trainers and programme directors that satisfy the following three criteria:

- Experts in their field
- High level of Industry Experience
- Expert facilitators and training professionals.

All our trainers have undergone a rigorous election process and are subject to continuous monitoring and evaluation. Each trainer is accredited for specific courses or topic areas. Whether engineers or business experts, all our trainers are required to continue their own development within their specialist areas, and to broaden their Industry view of trends, best practice and technology.

This is achieved by our on-going work with many tier 1 operators and vendors, and by full exposure to Ovum research and KNect 365 TMT worldwide events.

UNIVERSITY ACCREDITATION

Some of our programmes have been accredited by the University of Derby Corporate; a UK-based university highly acclaimed in the area of employer engagement. They are at the forefront of the drive to integrate highly focused industry -led training with the academic rigor and quality control of university-based education. Our comprehensive Advanced Telecoms Management Series have been accredited Post-Graduate Level, with our extensive suite of Distance Learning at Undergraduate Level)

We would be happy to discuss extending accreditation to tailored ATMS or programmes based on our Distance Learning modules. Although accreditation is specific to these programmes, the work we do with the University of Derby enable us to develop and apply best practice across our portfolio.

CUSTOMISED IN-HOUSE TRAINING

Telecoms & Tech Academy has worked with countless companies to deliver customised training programmes. We take time to understand your requirements, you'll work with our specialist training team to ensure that we deliver your perfect training programme for your business.

A customised training programme from Telecoms & Tech Academy ensures you get a course that precisely matches your organisation's needs, presented by a first-rate training organisation, with access to all the latest industry research and analysis.

WHY CHOOSE IN-HOUSE TRAINING FROM TELECOMS & TECH ACADEMY?

- Content can be customised to focus on the issues you want – work with us to develop the training course to match the exact needs.
- Unique industry research – from Ovum's team of industry leading analysts
- Expert trainers – our team of versatile trainers have the knowledge and experience to deliver a highly effective learning experience
- The most efficient way to train your staff – at the time and location to minimise disruption
- Flexible delivery options – with a range of instructor led, distance learning and virtual classroom formats available you can build a blended solution to maximise training effectiveness over the long term
- Pre and post course assessment – can be included in programmes to measure competencies and check on the required progress.

Contact us to discuss how we can build your perfect programme.

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