



Ericsson Order Care and Catalog Manager Training Programs

Catalog of Course Descriptions





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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.

The delivery of the Learning Products is realized by various Services:

| Icon | Service |
|---|-------------------------------------|
|  | Instructor Led Training (ILT) |
|  | Virtual Classroom Training (VCT) |
|  | eLearning (WBL) |
|  | Workshop (WS) |
|  | Short Article (SA) |
|  | Structured Knowledge Transfer (SKT) |
|  | mLearning |
|  | Job duty analysis (JDA) |
|  | Competence GAP Analysis (CGA) |

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EOC/ECM System Configuration and Administration



LZU1082510 R1A

Description

Do you know what Ericsson Order Care (EOC) and Ericsson Catalog Manager (ECM) is all about? Are you interested to know the major components involved in Ericsson Catalog Manager and Ericsson Order Care and how they interact with each other? Are you aware of the key features provided by Catalog Manager and Order Care?

This course will not only explain the above but will also guide you through hands-on activities on the configurations needed to check the day-to-day usage of the Order Care and Catalog Manager. It will also give you a thorough concept of what the support teams are going to ask you to troubleshoot any issues that you may be facing. This practical course will guide you to perform basic health checking of the running applications hosted in Order care and Catalog Manager.

Learning objectives

On completion of this course the participants will be able to:

- 1 Explain Ericsson Order Care (EOC)
 - 1.1 Introduction to EOC
 - 1.2 Explain EOC architecture
- 2 Explain Ericsson Catalog Manager (ECM)
 - 2.1 Introduction to ECM
 - 2.2 Explain benefits of ECM
- 3 Import and Export System Configurations
 - 3.1 Explain the different system configurations in EOC/ECM environments
 - 3.2 Export/import EOC/ECM configurations
- 4 Explain EOC/ECM System Administration Activities
 - 4.1 Know the AVM (Application Virtual Machine)
 - 4.2 Explain Process Manager
 - 4.3 Demonstrate how to check Global Processes
 - 4.4 Demonstrate how to check message logs
 - 4.5 Demonstrate how to check system event logs
 - 4.6 Analyze generated log files in server
- 5 Modify EOC/ECM System Configurations
 - 5.1 Explain database connection configurations

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- 5.2 Identify Physical and Logical connections
- 6 Manage User Profiles
 - 6.1 Explain users/groups/privileges
 - 6.2 Create, Modify and Delete Users
 - 6.3 Create, Modify and Delete Groups
 - 6.4 Create, Modify and Delete Privileges
 - 6.5 Add and Removing Users to Groups
 - 6.6 Add and Remove Privileges to Groups
- 7 Manage the worklists
 - 7.1 Explain the concept of a worklist
 - 7.2 Manage different worklists
 - 7.3 Accept and Reject tasks in worklist
- 8 Explain different Catalog Concepts
 - 8.1 Explain ECM Hierarchy
 - 8.2 Explain various ECM configurations
 - 8.3 Navigate overall ECM GUI
 - 8.4 Explain Basic Product Offer, Optional PO, Add-On PO, Product Specifications, CFSS, RFSS.
 - 8.5 Explain Items and Associations
 - 8.6 Explain Code Tables, Info Tables, Price, Tax and Discount
 - 8.7 Export and Import Catalog
 - 8.8 Demonstrate how to model PO in ECM

Target audience

The target audience for this course is:

End-Users of EOC/ECM, Customer side team responsible for day to day monitoring of the application. Team responsible for talking to L1 and L2 support.

Prerequisites

Successful completion of the following courses:

No Prerequisites needed, however, concepts of Order Management and Telecom Fundamentals will be beneficial.

Duration and class size

The length of the course is 4 days and the maximum number of participants is 8.

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Learning situation

This course is based on theoretical and practical instructor-led lessons given in both classroom and in a technical environment using equipment and tools.

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

| Day | Topics in the course | Estimated Time (hours) |
|-----|--|------------------------|
| 1 | Chapter 1:-Explain Ericsson Order Care(EOC) | 2 |
| | Chapter 2:-Explain Ericsson Catalog Manager (ECM) | 2 |
| | Chapter 3:-Importing and exporting system configurations | 2 |
| | Exercise | 0.50 |
| 2 | Chapter 4:-Explain EOC/ECM System Administration | 4 |
| | Chapter 5:-Explain the System Configurations | 2 |
| | Exercise | 0.50 |
| 3 | Chapter 6:-Workshop on managing User Profiles | 4 |
| | Chapter 7:-Managing Worklists | 2 |
| | Exercise | 0.50 |
| 4 | Chapter 8:-Explain different Catalog Concepts | 6 |
| | Exercise | 0.50 |

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CBiO 17 Catalog Manager and Order Care



LZU1082492 R1A

Description

Do you know what CBiO 17 Catalog Manager and Order Care is all about? Which are the major components involved in CBiO 17 Catalog Manager and Order Care solution and how they interact with each other? Are you aware of the key features provided by CBiO 17 Catalog Manager and Order Care solution? If no, then this is the right course which describes the Ericsson Catalog and Order Care architecture and is intended to get you immediately started on the Ericsson Order Care Product Catalog template and development tools.

Learning objectives

On completion of this course the participants will be able to:

- 1 Catalog Manager Introduction
 - 1.1 Describe the Ericsson Catalog Manager Architecture
- 2 Operate the Ericsson Catalog Manager Administration and Catalog Designer GUIs
 - 2.1 Describe the Catalog Manager Configuration
 - 2.2 Work with Catalog Designer
 - 2.3 Work with Projects, Code Tables, Attribute Types, Offerings, Specifications, Component Groups, Charge Types, Contexts and Catalog Hierarchies in the Catalog Designer GUI
 - 2.4 Identify Code Tables and Attribute Types
 - 2.5 Identify Components and Associations
 - 2.6 Describe and Practice with Catalog Hierarchy
 - 2.7 Describe and Practice with Pricing
 - 2.8 Describe and Practice with Context Attributes and Rules
 - 2.9 Recognize Conditional Chargers
- 3 Ericsson Order Care Introduction
 - 3.1 Describe the Ericsson Order Care® architecture
 - 3.2 The Service Delivery Environment
- 4 Operate the Ericsson Order Care® development tools
 - 4.1 Create a New Application
 - 4.2 Create Data Types
 - 4.3 Create Documents
 - 4.4 Define User Interface Menus
 - 4.5 Use Finders

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- 4.6 Use Orders
- 4.7 Identify more functions About the UI
- 4.8 Work with Script Finders and Interacting with the Catalog
- 4.9 Define Interfaces and Participants
- 4.10 Work with Business Process Workflows
- 4.11 Change Permissions
- 4.12 Interact with External Services
- 4.13 Invoke External Services in Workflow
- 4.14 Perform Metadata Customization
- 4.15 Complete an end to end use case
- 4.16 Test the end to end use case
- 4.17 Debug the application

Target audience

The target audience for this course is:
Service Engineer, System Technician

Prerequisites

Successful completion of the following courses:
Understanding of Catalog Management concepts and basic knowledge of JavaScript and OOP concepts.
CBiO 17 Overview – LZU1082496

Duration and class size

The length of the course is 5 days and the maximum number of participants is 8.

Learning situation

This course is based on theoretical and practical instructor-led lessons given in both classroom and in a technical environment using equipment and tools, which are accessed remotely.



Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

| Day | Topics in the course | Estimated Time (hours) |
|-----|--|------------------------|
| 1 | Ericsson Catalog Manager Introduction | 0.5 |
| | Describe the Ericsson Catalog Manager Architecture | 0.5 |
| | Catalog Manager Configuration | 0.5 |
| | Catalog Designer | 0.5 |
| | Code Tables and Attribute Types | 0.5 |
| | Components and Associations | 0.5 |
| | Catalog Hierarchy | 0.5 |
| | Pricing | 0.5 |
| | Context Attributes and Rules | 0.5 |
| | Conditional Chargers | 0.5 |
| 2 | Ericsson Order Care Introduction | 1.0 |
| | Describe the Ericsson Order Care architecture | 0.5 |
| | The Service Delivery Environment | 1.5 |
| | Creating a New Application | 1.5 |
| | Data Types | 1.5 |
| 3 | Documents | 1.5 |
| | User Interface Menus | 1.5 |
| | Finders | 1.5 |
| | Orders | 1.5 |
| 4 | More About the UI | 1.5 |
| | Script Finders and Interacting with the Catalog | 1.5 |
| | Interfaces and Participants | 1.5 |

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|---|--|-----|
| | Business Process Workflows | 1.5 |
| 5 | Permissions | 0.5 |
| | Interacting with External Services | 1.5 |
| | Invoking External Services in Workflow | 1.5 |
| | Debugging the Application | 1.5 |
| | Metadata Customization | 1.0 |

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