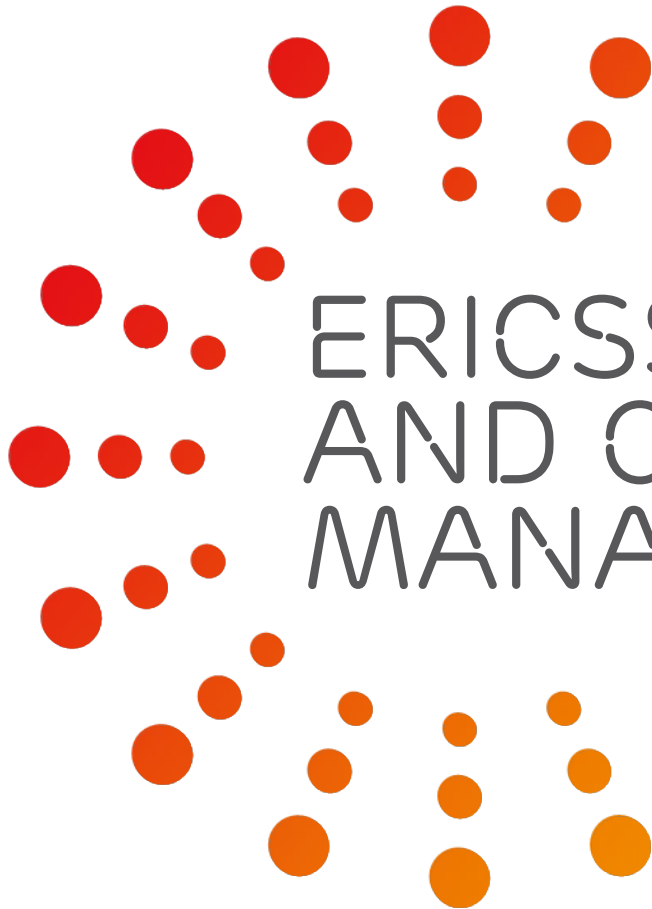




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ERICSSON ORDER CARE AND CATALOG MANAGER

SUPPORTED SERVICE DELIVERY METHODS



ICON DELIVERY METHOD



INSTRUCTOR LED TRAINING (ILT)



WORKSHOP (WS)



VIRTUAL CLASSROOM TRAINING (VCT)



ELEARNING (WBL)



SHORT ARTICLE (SA)



STRUCTURED KNOWLEDGE TRANSFER (SKT)



MLEARNING



JOB DUTY ANALYSIS



COMPETENCE GAP ANALYSIS

WHAT'S IN EOC AND ECM TRAINING PROGRAM?



CONFIGURATION AND ADMINISTRATION

EOC/ECM System Configuration and Administration



New Introduction in
portfolio

CBIO SOLUTION TRAINING

CBIO 17 Catalog Manager and Order Care

WHAT DOES EOC ECM TRAINING PROVIDE?



- › It allows us to build and maintain competence in the Ericsson Order Care (EOC) and Ericsson Catalog Manager (ECM) products offered in BSS Portfolio
- › It provides a range of products for customers at various stages of competence maturity
- › It offers a comprehensive basis for foundation, configuration and system administration training as well has opportunity to offer trainings on EOC and ECM for CBIO Solution Customers.



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EOC AND ECM

SYSTEM CONFIGURATION AND ADMINISTRATION



**Prerequisite
Knowledge**

Basic knowledge in Catalog Handling and Order Management System in BSS is beneficial



EOC/ECM System Configuration and Administration
LZU 1082510 (4 days)





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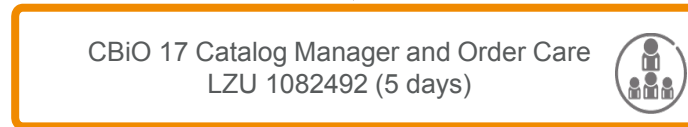
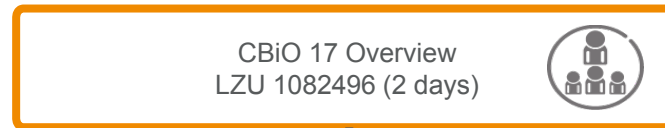


CBIO 17 AND EOC/ECM

CBIO KNOWLEDGE ON EOC AND ECM



**Prerequisite
Knowledge**





COURSE LISTING

CBIO 17 TRAINING LIST



Course Name	Number	Length	Method
EOC/ECM System Configuration and Administration	LZU 1082510	2-4 days	ILT
CBiO 17 Catalog Manager and Order Care	LZU 1082492	5 days	ILT



Supported service delivery methods

- Instructor-led training (ILT)



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