



Ericsson Order Care (EOC)

18

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.

Service delivery is supported using various delivery methods including:

Delivery Method

Instructor Led Training (ILT)

Web-based Learning (WBL)





Ericsson Order Care (EOC) 18.1 Foundation

LZU1082787 R1A

Description:

This instructor-led course with hands-on training teaches participants about the EOC product, its architecture, licensing and modules within the Ericsson Order Care Suite

Learning objectives:

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

- 1 Understand the architecture of EOC and benefits and features of the different EOC suite modules
- 2 Understand how to navigate and use EOC modules: Order Manager (OM), Order Negotiator (ON), Service Registry (SR), Customer Registry (CR), Orchestration Framework (OF), Integrated Workstation (IWS) and Project manager (PM).
- 3 Gain a high-level understanding of the Application Virtual Machine (AVM) platform, Administrative Applications, and of the Integrated Development Environment (IDE)
- 4 Become familiar with licensing, best practices and performance topics

Target audience:

The target audience for this course is Sales, Customer Project Managers, Testers, Technical SMEs, and Managers.

Prerequisites:

Successful completion of the following courses:

Knowledge of general telecom

Familiarity with OSS/BSS domain



Duration and class size:

The length of the course is 2 days and the maximum number of participants is 8

Learning situation:

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



Ericsson Order Care (EOC) 18.1 Administration Tools

LZU1082786 R1A

Description:

This instructor-led course focuses on software install/upgrade, application install/upgrade, template install/upgrade, server startup-shutdown procedures, the Runtime Administration Application, end-user management, System Configuration, and System Performance.

Learning objectives:

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

- 1 Install the product
- 2 Administer user profiles
- 3 Configure the product
- 4 Perform system administration
- 5 Troubleshoot and define root cause analysis
- 6 Deploy/upgrade the application

Target audience:

System Administrators

Environment and Deployment Engineers

Technical SMEs, Managers

Prerequisites:

Successful completion of the following courses:

Experience administering OSS/BSS systems, security, LDAP, Oracle 11g, Application Servers, Unix/Linux-based OS, environment management, and application deployment



Duration and class size:

The length of the course is 2 days and the maximum number of participants is 8

Learning situation:

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