



Ericsson Order Care (EOC)

19

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) 19.1 Foundation

LZU1082831 R1A

Description:

Are you required to gain the foundation knowledge on Ericsson Order Care product to be able to use it for various BSS Use Cases? This course is an excellent starter course which has hands-on experience on the EOC product, its architecture, licensing and how to handle various modules within the Ericsson Order Care suite. It is also a prerequisite to other hands-on technical courses in the Learning Portfolio in Order Care to enable you to configure and administer it.

Learning situation:

This is an Instructor-Led Training.

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

Learning objectives:

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

- 1 Explain the architecture of EOC and solution benefits and features of the different EOC suite modules
- 2 Obtain a high-level understanding of the Application Virtual Machine (AVM) platform, Administrative Applications, and of the Integrated Development Environment (IDE)
- 3 Explain how to navigate and use the various EOC modules



Target audience:

This course is suitable for anyone who is required to be familiar with Ericsson Order Care(EOC)

Prerequisites:

Successful completion of the following courses:

None

Duration and class size:

The length of the course is 3 days and the maximum number of participants is 8



Ericsson Order Care (EOC) 19.1 Administration Tool

LZU1082828 R1A

Description:

This instructor-led course focuses on software installation, database schema creation, running DDL scripts, creating and configuring projects, application deployment, and performance monitoring. This course also covers the runtime Administration Application, User Profile Management, System Configuration, and Worklist Management applications.

Learning situation:

This course is an instructor-led or Virtual instructor-led course. This course is based on theoretical and practical instructor-led lessons given using EOC VM technical environment.

Learning objectives:

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

- 1 Install and configure the product
- 2 Learn how to Deploy Application
- 3 Learn how to Use Testing Tools
- 4 Create users, groups, privileges and calendars
- 5 Perform system configuration
- 6 Troubleshoot and define root cause analysis
- 7 Perform Worklist and Task Management

**Target audience:**

This course is suitable for anyone who is required be able to administer Ericsson Order Care (EOC)

Prerequisites:

Successful completion of the following courses:

Ericsson Order Care (EOC) 19.1 Foundation-LZU1082831

Ericsson Order Care (EOC) 19.1 Basic Developer-LZU1082830

Duration and class size:

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



Ericsson Order Care (EOC) Delta v14-19.1

LZU1082827 R1A

Description:

This course is intended to teach participants about the key differences between v14.x and 19.x. This includes the development environment, configuration, and ECM and other modules.

Learning situation:

This is an Instructor-Led Training.

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

Learning objectives:

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

- 1 Learn how to do Installation and Migration
- 2 Learn how to Configure
- 3 Explain Order Manager
- 4 Explain Order Negotiator
- 5 Determine IWS/CPQ
- 6 Understand Project Manager
- 7 Explain Service Registry
- 8 Explain Offer Manager
- 9 Explain Catalog Manager



Target audience:

This course is suitable for anyone who is required to use Ericsson Order Care(EOC)

Prerequisites:

Successful completion of the following courses:

Ericsson Order Care (EOC) 19.1 Foundation - LZU1082831

Duration and class size:

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



Ericsson Order Care 19.1 Basic Developer

LZU1082830 R1A

Description:

This course is intended to teach participants about Velocity Designer as a development environment and how to use it to create various metadata objects. The participants go through a comprehensive use case that showcase the different building blocks of Metadata such as datatypes, documents, finders, orders, workflows, participants, and menus. The course also covers synchronous and asynchronous communication with other services.

Learning situation:

This is an Instructor-Led Training.

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

Learning objectives:

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

- 1 Explain the Product Overview/ Release Enhancements
- 2 Explain the Service Delivery Environment
- 3 Define Overview of Project/MetaData/Namespaces
- 4 Explain the Data Types
- 5 Explain the Documents
- 6 Explain the Menus
- 7 Explain Finders
- 8 Explain Orders
- 9 Obtain more exposure on the user interface
- 10 Explain Script finders and interacting with the Catalog
- 11 Explain Manual Interfaces and participants
- 12 Define Business processes (Workflows)
- 13 Define what is meant by Permissions
- 14 Explain how interactivity is established with external services synchronously
- 15 Invoking external services in Workflow



- 16 Interact with external services asynchronously
- 17 Describe invoking asynchronous external services in Workflow
- 18 Debug the application, Errors, Event Logs
- 19 Perform Metadata Customization

Target audience:

This course is suitable for anyone who is required to have detailed knowledge of Ericsson order Care(EOC).

Prerequisites:

Successful completion of the following courses:

Ericsson Order Care (EOC) 19.1 Foundation- LZU1082826

Duration and class size:

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