

Mariner xVu User Training (SupportVu)	
Course Name	Mariner SupportVu User Training
Course Content/Topics/Schedule	<p>In a hands-on classroom environment, this course provides a detailed overview of the functionality, navigation and troubleshooting techniques within the xVu User Interfaces. Topics include:</p> <ul style="list-style-type: none"> • Basic overview of an IPTV ecosystem • SupportVu dashboard description and navigation • Troubleshooting with SupportVu <ul style="list-style-type: none"> ○ Identify neighborhood issues ○ Identify channel issues ○ Identify in-home issues (single STB versus broadband issues) <p>Note: whenever possible, the Telefonica environment will be used to simulate use case scenarios as listed above. Otherwise, xVu dashboard screenshots from other deployments will be presented to illustrate relevant xVu use case scenarios.</p>
Course Objective/Aim	The objective of this course is to provide the student with the knowledge required to troubleshoot live issues, or view historic data for issues in the IPTV network.
Number of trainees per session	Maximum 10 students
Training Facilities and course material	Facilities: Classroom setting, white board, LCD projector, access to configured customer Mariner xVu solution for instructor and students.
	Course Materials: Electronic course material to be provided prior to the training
Target Group/Pre-requisite	Anyone interested in using SupportVu, Help Desk Tier2s and Tier1s, Install&Repair Technicians, Networks Operations, Video Network Operations, or Advanced Technology Services.
Method of instruction	Instructor led, hands-on.