



AOTMP[®]
UNIVERSITY
PRACTICAL KNOWLEDGE FOR PROFESSIONALS

COURSE CATALOG
2019

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ABOUT AOTMP UNIVERSITY

AOTMP University educates telecom, IT, and business unit professionals on best practices and proven methodologies for driving efficiency and productivity in fixed and mobile telecom environments.

Management strategies and tactics addressing technical, financial, and operational aspects of telecom management are available for study through AOTMP University.



PROFESSIONAL CERTIFICATIONS

AOTMP University professional certifications recognize top industry professionals and serve as an outward symbol of understanding, commitment to excellence and the use of industry standards and best practices. All Professional Certifications are valid for 2 years from the date of achievement.

SILVER Certification increases your knowledge in a specific area focused on your role, increase your standard nomenclature, and become an expert in your focal area. To earn Silver Certification, you must complete 75 credit hours of your choosing (including the Pre-Requisite courses).

GOLD Certification allows you to begin building your knowledge across multiple areas to not only grow vertically in your focus area, but also horizontally to start understanding the broader view of telecom management. To earn Gold Certification, you must complete 100 credit hours of your choosing (including the Pre-Requisite courses).

PLATINUM Certification allows you to become a true specialist in your focus area while providing you broad expertise and fundamental understanding of telecom management. To earn Platinum Certification, you must complete 125 credit hours of your choosing (including the Pre-Requisite courses).

MASTER indicates that you are an expert across the entire telecom management spectrum. You must complete 150 credit hours of your choosing (including the Pre-Requisite courses).



SPECIALTY CERTIFICATIONS

encourage alignment of best practices across the organization, and allow learners to hone skills and knowledge in their functional area through a set curriculum. They act as the building blocks for Professional Certifications.

CENTER OF EXCELLENCE PRINCIPLES & TRANSFORMATION

A Center of Excellence, also known as CoE, is a group or team that collaborates and utilizes best practices around a specific focus area or business practice to drive business results. This curriculum details concepts, roles, and responsibilities that you can use to create a Center of Excellence in your environment.

CONTRACTS MANAGEMENT

The Contracts Management Specialty Certification focuses on the activities associated with managing the lifecycle of terms, conditions, and service level agreement performance for vendor contracts.

EFFICIENCY FIRST FRAMEWORK FUNDAMENTALS & ADVANCED

The Efficiency First® Framework is our patented approach that organizes data into usable data sets and consists of 4 core components:

- > 30 Core Telecom, Mobility and Technology Management Activities
- > 7 Stakeholder Groups
- > 7 Performance Measurements
- > 10 Focus Areas

By adopting the Framework, organizations maximize the strategic value of their telecom, mobile and IT assets to drive business results.

INVENTORY

The Inventory Specialty Certification focuses on the activities associated with identifying and tracking fixed and mobile assets; including endpoint devices and infrastructure, and associating assets with assigned users, cost elements, and configuration attributes.

INVOICE AUDITING FUNDAMENTALS & ADVANCED

A Center of Excellence, also known as CoE, is a group or team that collaborates and utilizes best practices around a specific focus area or business practice to drive business results. This curriculum details concepts, roles, and responsibilities that you can use to create a Center of Excellence in your environment.

MOBILITY FUNDAMENTALS & ADVANCED

The Mobility Specialty Certification focuses on the activities associated with all aspects of the wireless telecom environment; including Mobile Applications Management, Mobile Content Management, and Mobile Device Management.

OPTIMIZATION

The Optimization Specialty Certification focuses on the activities associated with improving service to cost performance and right-sizing service capacity based on dynamic business needs.

SOURCING & PROCUREMENT

The Sourcing and Procurement Specialty Certification focuses on the activities associated with identifying vendors based on business requirements, service type, availability, pricing, quality, and reliability.

TECHNOLOGY PROJECT MANAGEMENT

The Technology Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing technologies used within the enterprise telecom environment.

TELECOM MANAGEMENT FUNDAMENTALS

The Telecom Management Fundamentals Specialty Certification focuses on foundational concepts, practices, terms, and resources recommended to ground individuals who don't have a telecom background.

TELECOM MANAGEMENT STRATEGY

The Telecom Management Specialty Certification focuses on developing business and implementation strategies. Learners will also concentrate on identifying and reducing operational risk across the telecom management environment and the business.

TELECOM SECURITY MANAGEMENT

The Telecom Security Management Specialty Certification focuses on the activities associated with securing telecom information, telecom environments, telecom systems, mobile devices, cloud environments, and includes the lifecycle of telecom security plans.

TEM PROJECT MANAGEMENT

The TEM Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing a TEM solution.

VENDOR MANAGEMENT

The Vendor Management Specialty Certification focuses on vendor selection and subsequent evaluation activities. This includes services, carrier/operator, software, equipment/device, and systems integrator/VAR vendors.

CENTER OF EXCELLENCE PRINCIPLES

The solution to overcoming technology challenges and leveraging the telecom/IT/mobility environment to drive technical, operational and financial excellence while promoting business growth and opportunity lies with implementing Efficiency First® Framework Principles and building a Telecom Management Center of Excellence.

AOTMP has designed a holistic set of enterprise services that will take you on this journey, including Performance Scoring and Evaluation, AOTMP University Classes, informational toolkits, Research and Advisory packages tailored to the business need, and more.

Certification is earned upon completion of the **11 courses** listed below.

To earn this certification, you can expect to spend approximately **10 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (CRE) Center of Excellence: Roles & Responsibilities – Executive Owner
6. (CRT) Center of Excellence: Roles & Responsibilities – Technical Practice Owner
7. (CRF) Center of Excellence: Roles & Responsibilities – Financial Practice Owner
8. (CRO) Center of Excellence: Roles & Responsibilities – Operational Practice Owner
9. (CRB) Center of Excellence: Roles & Responsibilities – Business Practice Owner
10. (CSF) Center of Excellence: Service Delivery Financial Models
11. (CSB) Center of Excellence: Strategy & Business Alignment



CENTER OF EXCELLENCE TRANSFORMATION

Transformation is the final stage in learning to fully leveraging the telecom/IT/mobility environment to drive technical, operational and financial excellence while promoting business growth and opportunity lies with implementing Efficiency First® Framework Principles and building a Telecom Management Center of Excellence.

Certification is earned upon completion of the **4 courses** listed below.

To earn this certification, you can expect to spend approximately **10 hours**.

PREREQUISITES

1. Center of Excellence Principles

COURSES

2. (CEA) Center of Excellence: Assessing Current State Status
3. (CET) Center of Excellence: Techniques for Accelerating CoE Status
4. (CMC) Center of Excellence: Measuring CoE Status Progress
5. (CER) Center of Excellence: Reporting Value / Business Results to the Business

CONTRACTS MANAGEMENT

The Contracts Management Specialty Certification focuses on the activities associated with managing the lifecycle of terms, conditions, and service level agreement performance for vendor contracts.

Certification is earned upon completion of the **15 courses** listed below.


To earn this certification, you can expect to spend approximately **10 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (ITT) International Telecom Terms
6. (PIE) Passport to International Telecom – Europe Region
7. (TSG) Demystifying Service Provider Tariffs and Service/Price Guides
8. (SOP 240) Understanding Service Level Agreements
9. (TCM) Telecom Inventory: Collateral Materials
10. (PPC) Project Plan: Implementing a New Service Contract
11. (DMG) Dispute Management
12. (NEG) Contract Negotiations
13. (CMT) Contract Management Tips
14. (TIP) Achieving Your Telecom Management Objectives
15. (MSA) Mobile Service Analysis



EFFICIENCY FIRST FRAMEWORK FUNDAMENTALS

This certification is the first step in learning the Efficiency First® Framework, our patented approach consisting of four core components that organize data into usable data sets.

Certification is earned upon completion of the **11 courses** listed below.

To earn this certification, you can expect to spend approximately **6 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (EEA) Efficiency First® Framework: Enterprise Adoption
6. (EEF) Efficiency First® Framework: Enterprise Focus Areas
7. (EVF) Efficiency First® Framework: Vendor Focus Areas
8. (EFB) Efficiency First® Framework: Business Focus Areas
9. (EER) Efficiency First® Framework: Efficiency Ratings
10. (EFP) Efficiency First® Framework: How to Interpret Performance
11. (EAM) Efficiency First® Framework: Adoption Management Core Activity

EFFICIENCY FIRST FRAMEWORK ADVANCED

This certification is the second step in learning the Efficiency First® Framework, our patented approach consisting of four core components that organize data into usable data sets.

Certification is earned upon completion of the *Efficiency First® Framework–Fundamentals Certification* and the **26 courses** listed below.

To earn this certification, you can expect to spend approximately **13 hours**.

PREREQUISITES

1. Efficiency First® Framework Fundamentals

COURSES*

2. (EAS) Asset Inventory Management and Service Inventory Management
3. (EAC) Auditing
4. (EBF) Budgeting & Forecasting
5. (EBA) Business Analysis
6. (EFC) Change Control
7. (ECM) Contract Management
8. (EDR) Disaster Recovery
9. (EEM) Exception Management
- 10.(EGC) Governance
- 11.(EIP) Invoice Processing
- 12.(EHD) Help Desk
- 13.(EKP) KPI Measurement and Performance Scoring
- 14.(EMD) Mobile Application, Content & Device Management
- 15.(END) Network Design
- 16.(EOC) Optimization
- 17.(EPC) Policy
- 18.(EPM) Project Management
- 19.(ERC) Regulatory Compliance
- 20.(EFR) Reporting
- 21.(ERM) Risk Management
- 22.(EFS) Security
- 23.(ESD) Service Delivery
- 24.(ESO) Service Ordering
- 25.(ESP) Sourcing & Procurement
- 26.(ESC) Strategy

**These courses all cover one of 30 Core Telecom Management Activities and are aligned to the Efficiency First® Framework.*

INVENTORY

The Inventory Specialty Certification focuses on the activities associated with identifying and tracking fixed and mobile assets; including endpoint devices and infrastructure, and associating assets with assigned users, cost elements, and configuration attributes.

Certification is earned upon completion of the **17 courses** listed below.

To earn this certification, you can expect to spend approximately **17 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (ITT) International Telecom Terms
6. (ITF) Telecom Inventory Fundamentals
7. (ICS) How-to Series: Developing a Telecom Service Inventory
8. (TRR) Telecom Records: Housekeeping 101 for Your Critical Documents
9. (SIM) Stages of Inventory Management
10. (TCM) Telecom Inventory: Collateral Materials
11. (IDA) Invoice Inventory Best Practices for Data Accuracy
12. (CMP) Change Management: Preparation
13. (CPP) Change Management: Project Planning
14. (CEM) Change Management: Executing and Monitoring Change
15. (MMC) Managing the MACD Process
16. (MAC) Move, Add, Change, and Disconnect Best Practices
17. (WMS) Wireless Management Strategies

TELECOM INVOICE AUDITING FUNDAMENTALS

The Invoice Auditing Fundamentals Specialty Certification focuses on the activities performed when processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, gathering payment files, remitting payment funds, reconciling payment records, invoice-to-contract compliance validation and resolving exceptions.

Certification is earned upon completion of the **18 courses** listed below.

To earn this certification, you can expect to spend approximately **25 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (ITA) Introduction to Auditing
6. (ITE) Invoices and Telecom Expense Management 101
7. (TOT) Tools of the Trade
8. (TSG) Demystifying Service Provider Tariffs and Service/Price Guides
9. (CSR) Customer Service Record Interpretation Practices
10. (ALT) Auditing Lifecycle and Tools
11. (AMN) Auditing Materials: The Necessities
12. (AFI) Auditing Fixed Telecom Invoices
13. (APS) Auditing Packet Switched Circuits and Services
14. (CIE) Correcting Invoice Errors and Obtaining Credits
15. (DMG) Dispute Management
16. (INF) International Telecom Fundamentals
17. (GIA) Global Telecom Invoice Auditing
18. (CAP) Cost Containment and Cost Avoidance Practices

TELECOM INVOICE AUDITING ADVANCED

The Invoice Auditing Advanced Specialty Certification focuses on the activities performed when processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, gathering payment files, remitting payment funds, reconciling payment records, invoice-to-contract compliance validation and resolving exceptions.

Certification is earned upon completion of the **18 courses** listed below.

To earn this certification, you can expect to spend approximately **25 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (VBE) Invoice Auditing: Identifying VoIP and SIP Billing Errors
6. (TFE) Invoice Auditing: Identifying Toll Free Billing Errors
7. (MBE) Invoice Auditing: Identifying MPLS Billing Errors
8. (VPS) Validating Services: Physical/Site Audit
9. (MIM) Auditing Best Practices: M2M/IoT Mobility Services
10. (BCA) Building a Business Case for Auditing
11. (ATA) After the Audit
12. (RRE) Reducing, Recovering, and Eliminating Fees
13. (POM) Post-Migration Validation
14. (PST) PSTN Transitioning
15. (DTS) Directing Traffic Studies: Optimizing Wireline Voice and Data Services
16. (MSA) Mobile Service Analysis
17. (PIE) Passport to International Telecom – Europe Region
18. (HAI) How to Audit an EMEA Invoice

TELECOM MOBILITY MANAGEMENT FUNDAMENTALS

The Telecom Mobility Management Fundamentals Specialty Certification focuses on the activities associated with all aspects of the wireless telecom environment; including mobile applications management, mobile content management, and mobile device management.

Certification is earned upon completion of the **17 courses** listed below.

To earn this certification, you can expect to spend approximately **20 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (MSS) Mobile Service Components
6. (BYB) Bring Your Own Device (BYOD) 101
7. (MDM 100) Mobile Device Management Best Practices
8. (MDM 200) Mobile Device Management Business Practices
9. (WDS) Wireless Device Security
10. (WAO) Wireless Service Audit and Optimization
11. (EMM 101) Enterprise Mobility Management 101: The Basics
12. (MSA) Mobile Service Analysis
13. (WMS) Wireless Management Strategies
14. (MPF) Mobile Policy: Fundamentals
15. (MMF) Mobile Asset Management Fundamentals
16. (CMM) Contract Management: Mobility
17. (TCP) The Cloud: A Primer

TELECOM MOBILITY MANAGEMENT ADVANCED

The Telecom Mobility Management Fundamentals Specialty Certification focuses on the activities associated with all aspects of the wireless telecom environment; including mobile applications management, mobile content management, and mobile device management.

Certification is earned upon completion of the **18 courses** listed below.

To earn this certification, you can expect to spend approximately **22 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (TUP) Telecom Usage Policies: Defining Policies for Your Organization
6. (IBP) Implementing a BYOD Program
7. (MBP) Maintaining a BYOD Program
8. (MDM 300) Mobile Device Management Business Strategy
9. (MSM) Mobile Security Management
10. (CWS) Calculating Wireless Cost Savings
11. (PIE) Passport to International Telecom – Europe Region
12. (MID) Managing IoT Devices in your Telecom Environment
13. (UCM) Unified Communications for Mobility
14. (RBM) Remote Telecom: Beyond Mobility
15. (MMP) Mobile Asset Provision and Tracking
16. (MCC) Mobile Asset Change Control
17. (MME) Mobile Asset End of Life Management
18. (IMS) IP Multimedia Subsystems

OPTIMIZATION

The Optimization Specialty Certification focuses on the activities associated with improving service to cost performance and right-sizing service capacity based on dynamic business needs.

Certification is earned upon completion of the **17 courses** listed below.

To earn this certification, you can expect to spend approximately **17 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (BCT) Developing a Business Case for a Telecom Expense Management Programs
6. (TIP) Achieving Your Telecom Management Objectives
7. (TEM) Developing a Telecom Expense Management (TEM) Plan
8. (TMC) Telecom Management Check-Up
9. (KPI) KPIs: Definitions and Reporting
10. (ROK) AOTMP Recommended Organizational KPIs
11. (ALT) The Audit: Lifecycle and Tools
12. (CMT) Contract Management Tips
13. (NEG) Contract Negotiations
14. (MSA) Mobile Service Analysis
15. (WMS) Wireless Management Strategies
16. (WAO) Wireless Service Audit and Optimization
17. (CWS) Calculating Wireless Cost Savings

SOURCING & PROCUREMENT

The Sourcing and Procurement Specialty Certification focuses on the activities associated with identifying vendors based on business requirements, service type, availability, pricing, quality, and reliability.

Certification is earned upon completion of the **18 courses** listed below.

To earn this certification, you can expect to spend approximately **18 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (SOP 110) Introduction to Sourcing and Procurement
6. (SOP 215) Gathering Business Requirements for Telecom Sourcing
7. (SOP 220) Building a Business Case for Sourcing a Technology Solution
8. (SOP 240) Understanding Service Level Agreements
9. (SOP 250) Developing and Managing a Request for Proposal
10. (SOP 310) In-sourcing and Outsourcing Decisions
11. (TPP) Technology Planning and Selection Process
12. (RRR) RFI, RFQ, RFP Process
13. (STP 02) Using an RFP to Select a TEM Vendor
14. (IRV) Identifying the Right Telecom Vendor
15. (ETV) Evaluating Telecom Vendors
16. (NEG) Contract Negotiations

TECHNOLOGY PROJECT MANAGEMENT

The Technology Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing technologies used within the enterprise telecom environment.

Certification is earned upon completion of the **24 courses** listed below.

To earn this certification, you can expect to spend approximately **25 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (TPP) Technology Planning and Selection Process
6. (PIE) Passport to International Telecom – Europe Region
7. (TIA) Telecom in Asia-Pacific
8. (DRP1) Building a Disaster Recovery and Business Continuity Plan, Part I
9. (DRP2) Building a Disaster Recovery and Business Continuity Plan, Part II
10. (TDS) Telecom Trends: Data Services
11. (TCP) The Cloud: A Primer
12. (TEC 100) VoIP: A Primer
13. (HVW) VoIP Considerations Before Implementation
14. (BVB) Building a VoIP Business Case
15. (SIP 100) SIP Trunking: A Primer
16. (ECC) E911 Checklist Compliance
17. (MDM 100) Mobile Device Management Best Practices
18. (MDM 200) Mobile Device Management Business Practices
19. (MDM 300) Mobile Device Management Business Strategy
20. (CMP) Change Management: Preparation
21. (CPP) Change Management: Project Planning
22. (CEM) Change Management: Executing and Monitoring Change
23. (PSW) Creating the Perfect Statement of Work for Telecom Projects
24. (NPM) The ROI of Network Performance Management

TELECOM MANAGEMENT FUNDAMENTALS

The Telecom Management Fundamentals Specialty Certification focuses on foundational concepts, practices, terms, and resources recommended to ground individuals who don't have a telecom background.

Certification is earned upon completion of the **25 courses** listed below.

To earn this certification, you can expect to spend approximately **26 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (ITA) Introduction to Auditing
6. (CSR) Customer Service Record Interpretation Practices
7. (TOT) Tools of the Trade
8. (ITE) Invoices and Telecom Expense Management 101
9. (TSG) Demystifying Service Provider Tariffs and Service/Price Guides
10. (CMF) Contract Management: Fundamentals
11. (ITF) Telecom Inventory Fundamentals
12. (ICS) How-To Series: Developing a Telecom Service Inventory
13. (MAC) Move, Add, Change, and Disconnect Best Practices
14. (NCP) Navigating Service Provider Communication Protocols
15. (MVP) Managing Vendor Performance and Accountability
16. (SOP 110) Introduction to Sourcing and Procurement
17. (MMF) Mobile Asset Management: Fundamentals
18. (MSS) Mobile Service Components
19. (BYB) BYOD 101: The Basics
20. (MPF) Mobile Policy: Fundamentals
21. (ROK) AOTMP Recommended Organization KPIs
22. (TCP) The Cloud: A Primer
23. (TSO) Telecom Security: An Overview
24. (CSM) Cloud Security Considerations and Mitigations
25. (UCO) UC Tech Overview

TELECOM MANAGEMENT STRATEGY

The Telecom Management Specialty Certification focuses on developing business and implementation strategies. Learners will also concentrate on identifying and reducing operational risk across the telecom management environment and the business.

Certification is earned upon completion of the **30 courses** listed below.

To earn this certification, you can expect to spend approximately **31 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (PPP) Telecom Pain Points and Perspectives
6. (TIP) Achieving Your Telecom Management Objectives
7. (TPP) Technology Planning and Selection Process
8. (TCO) The Total Cost of Telecom Ownership
9. (TBS) Telecom Budgeting Strategies
10. (DRP1) Building a Disaster Recovery and Business Continuity Plan Part I
11. (DRP2) Building a Disaster Recovery and Business Continuity Plan Part II
12. (PAN) Pandemic Preparedness
13. (MDM 100) Mobile Device Management Best Practices
14. (MDM 200) Mobile Device Management Business Practices
15. (MDM 300) Mobile Device Management Business Strategy
16. (BYB) Bring Your Own Device 101: The Basics
17. (TDS) Telecom Trends: Data Services
18. (BVB) Building a VoIP Business Case
19. (TIA) Telecom in Asia-Pac
20. (PIE) Passport to International Telecom – Europe Region
21. (CMP) Change Management: Preparation
22. (CPP) Change Management: Project Planning
23. (CEM) Change Management: Executing and Monitoring Change
24. (BCA) Building a Business Case for Auditing
25. (SOP 220) Building a Business Case for Sourcing a Technology Solution
26. (SOP 310) In-sourcing and Outsourcing Solutions
27. (MCS) Telecom Expense Management: More than Cost Savings
28. (BCT) Developing a Business Case for Telecom Expense Management Programs
29. (TEM) Developing a Telecom Expense Management Plan
30. (TRI) Thinking Constructively about TEM ROI

TELECOM SECURITY MANAGEMENT

The Telecom Security Management Specialty Certification focuses on the activities associated with securing telecom information, telecom environments, telecom systems, mobile devices, cloud environments, and includes the lifecycle of telecom security plans

Certification is earned upon completion of the **24 courses** listed below.

To earn this certification, you can expect to spend approximately **25 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (ITT) International Telecom Terms
6. (ECC) E911 Checklist Compliance
7. (PAN) Pandemic Preparedness
8. (CPP) Change Management: Project Planning
9. (CEM) Change Management: Executing and Monitoring Change
10. (CMP) Change Management: Preparation
11. (BYB) BYOD 101: The Basics
12. (MBP) Maintaining a Bring Your Own Device (BYOD) Program
13. (IBP) Implementing a BYOD Program
14. (UPR) Understanding the Enterprise Telecom Security Plan Requirements
15. (MSP) Managing an Enterprise Telecom Security Plan
16. (ASP) Auditing an Enterprise Telecom Security Plan
17. (TSO) Telecom Security: An Overview
18. (TSI) Telecom Security: Information Security
19. (TSE) Telecom Security: Environmental/Physical Security
20. (TSS) Telecom Security: Systems Security
21. (TSC) Telecom Security: Cloud Security
22. (IMC) iOS Mobility Security Considerations
23. (WDS) How-to Series: Wireless Device Security
24. (MSM) Mobile Security Management

TEM PROJECT MANAGEMENT

The TEM Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing a TEM solution.

Certification is earned upon completion of the **26 courses** listed below.

To earn this certification, you can expect to spend approximately **28 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (TPM) Telecom Project Management
6. (NPM) The ROI of Network Performance Management
7. (MCS) Telecom Expense Management: More than Cost Savings
8. (BCT) Developing a Business Case for Telecom Expense Management Programs
9. (TMC) Telecom Management Check-up: The 10 Point Review
10. (TEM) Developing a Telecom Expense Management Plan
11. (TRI) Thinking Constructively About TEM ROI
12. (ITT) International Telecom Terms
13. (TIA) Telecom in Asia-Pac
14. (PIE) Passport to International Telecom – Europe Region
15. (INF) International Telecom Fundamentals
16. (MDM 100) Mobile Device Management Best Practices
17. (MDM 200) Mobile Device Management Business Practices
18. (MDM 300) Mobile Device Management Business Strategy
19. (WDS) Wireless Device Security
20. (BVB) Developing a VoIP Business Case
21. (STP 02) Using an RFP to Select a TEM Vendor
22. (PPC) Project Plan: Implementing a New Service Contract
23. (CMP) Change Management Preparation
24. (CPP) Change Management: Project Planning
25. (CEM) Change Management: Executing and Monitoring Change
26. (MTR) Managing TEM Supplier Relationships

VENDOR MANAGEMENT

The Vendor Management Specialty Certification focuses on vendor selection and subsequent evaluation activities. This includes services, carrier/operator, software, equipment/device, and systems integrator/VAR vendors.

Certification is earned upon completion of the **17 courses** listed below.

To earn this certification, you can expect to spend approximately **18 hours**.

PREREQUISITES

1. (TT) Telecom Terms: Mastering the Fundamentals
2. (EFO) Efficiency First® Framework Overview
3. (ETD) Efficiency First® Framework Terms and Definitions
4. (COE) Center of Excellence: Overview

COURSES

5. (NCP) Navigating Service Provider Communication Protocols
6. (PPP) Telecom Pain Points and Perspectives
7. (PSW) Creating the Perfect Statement of Work for Telecom Projects
8. (SOP 240) Understanding Service Level Agreements
9. (PPC) Project Plan: Implementing a New Service Contract
10. (DRP1) Building a Disaster Recovery and Business Continuity Plan Part One
11. (DRP2) Building a Disaster Recovery and Business Continuity Plan Part Two
12. (CMT) Contract Management Tips
13. (CMP) Change Management: Preparation
14. (CPP) Change Management: Project Planning
15. (CEM) Change Management: Executing and Monitoring Change
16. (CWS) Calculating Wireless Cost Savings
17. (MTR) Managing TEM Supplier Relationships

COURSE DESCRIPTIONS

A

(AFI) Auditing Fixed Telecom Invoices

1 credit hour

Auditing fixed telecom invoices may uncover billing errors that negatively impact the telecom expense management plan. This course demonstrates how to audit invoices for fixed voice and data telecom services.

(ALT) Auditing Lifecycle and Tools

1 credit hour

Organizations can gain significant benefits from an auditing program. In this course, explore examples of process improvement and cost savings, and review AOTMP's recommendations for components of a successful auditing program based on the Efficiency First® Framework.

(AMI) Auditing Mobile Telecom Invoices

1 credit hour

Auditing mobile telecom invoices may uncover billing errors that negatively impact the enterprise mobility management plan. This course demonstrates how to audit invoices for mobile voice and data telecom services.

(AMN) Auditing Materials

1 credit hour

To be well-prepared for an invoice-to-contract or invoice-to-tariff audit, it is important to build a catalog of supporting materials to validate billing and service accuracy. You also need to understand how to effectively read and use the supporting materials during the audit process. This course identifies the necessities required to properly conduct an invoice-to-contract or invoice-to-tariff audit in alignment with Efficiency First® best practices.

(APS) Auditing Packet Switched Circuits and Services

1 credit hour

Packet-switched services such as frame relay and MPLS have taken the place of their circuit-switched brethren in many telecom environments. The biggest pros include flexibility and scalability in the network, while the biggest con is often the intricacy of the invoice. This course examines packet-switched invoices to demonstrate error identification and cost reduction opportunities.

(ASP) Auditing an Enterprise Telecom Security Plan

2 credit hours

This course will help an auditor understand the requirements of a security audit comprising a telecom security plan, policies and procedures.

(ATA) After the Audit

1 credit hour

Explore ways to use the results of a telecom audit to improve performance in your environment. This course explains how to use the results of the audit to illustrate how an efficient telecom environment adds value to the organization.

COURSE DESCRIPTIONS



(BCA) Building a Business Case for Auditing

1 credit hour

In order to gain management approval for an ongoing audit program, you will need to prepare an effective business case document. This course helps participants understand what such a business case should contain. Participants will be required to prepare a mock written business case using examples, information and data from their own telecom environment.

(BCT) Developing a Business Case for Telecom Expense Management Programs

1 credit hour

Almost one-third of enterprises indicate that one of their top challenges in establishing a TEM program is creating a business justification. This course provides a framework to benchmark business case development. Understand which elements to consider and develop a TEM program approach for your organization.

(BVB) Building a VoIP Business Case

1 credit hour

Selecting Voice over IP (VoIP) technology for your organization requires a sound business case. Cost savings, improved functionality, and current technology obsolescence are all motivators for considering VoIP.

(BYB) BYOD 101: The Basics

1 credit hour

Many enterprises are considering implementing a BYOD mobile policy. This course defines BYOD, identifies the pros and cons and discusses the components necessary to create a BYOD policy.

(CAP) Cost Containment and Cost Avoidance Practices

1 credit hour

As corporate telecom requirements continue to grow, so does the need to contain and avoid unnecessary expenses. Shifts in technology and technology applications are driving the demand for more efficient ways to manage the cost of new technologies. Business needs are also dictating increased attention on wireless services. This course provides a foundation for making positive financial impacts within your organization.

(CCC) Contract Catalogs and Compliance Validation

2 credit hours

Contracts are the foundation of your organization's business relationship with vendors. Comprehensive contract management activities should be part of every fixed and mobile telecom environment. This course examines the benefits and documents within a contract catalog as well as contract compliance adherence. Before taking this course, you should be familiar with the following courses: *(CMT) Contract Management Tips*, *(DMG) Dispute Management*, *(SOP 240) Understanding and Managing SLAs*, and *(TCM) Telecom Inventory Collateral Materials*.

(CEM) Change Management: Executing and Monitoring Change

1 credit hour

This course focuses on the next step of change management: the execution and monitoring of the change. You will be introduced to a process lifecycle, which is always in need of updating and refining, as well as five business principles to monitor while executing the change within your telecom environment.

COURSE DESCRIPTIONS

C

(CIE) Correcting Invoice Errors and Obtaining Credits *1 credit hour*

Identifying billing errors on telecom invoices is a vital management task. Correcting errors and obtaining credits for overcharges completes the process.

(CMF) Contract Management: Fundamentals *1 credit hour*

This course focuses on how to manage telecom contracts in a general sense. It is geared toward someone who needs to manage telecom contracts or understand telecom contract management in general.

(CMM) Contract Management: Mobility *2 credit hours*

This course focuses on how to manage mobile contracts specifically. It is part of the *Mobile Asset Management Fundamentals* lifecycle in MMF under the management portion of the lifecycle. This is geared toward someone who needs to manage mobile contracts or understand the management of mobile devices in general.

(CMP) Change Management: Preparation *1 credit hour*

The first, and arguably the most important phase of change management is preparation. In this course, you will be introduced to what change management is, the underlying principle, and what should be taken into consideration when contemplating change. Learn catalysts for change in an organization and who/what can be affected.

(CMT) Contract Management Tips *1 credit hour*

Standard telecom service provider contracts are designed to favor the service provider and they do not address the individual needs of an organization. The secret to managing a contract effectively is to garner a detailed understanding of terms and conditions and subsequently create an environment supportive of contract management activities. This course details helpful tips for managing telecom service provider contracts.

(COE) Center of Excellence: An Overview *1 credit hour*

A Telecom Management Center of Excellence is supported by principles, philosophies and a formal organizational design. Understanding three areas is essential to establishing and executing a CoE transformation: what a Telecom Management CoE is; what the value proposition is for the CoE; and the benefits a CoE delivers to an organization.

(CPP) Change Management: Project Planning *1 credit hour*

The second of four courses on change management, this course provides you with an in-depth look into the project planning process. You will become familiar with the process for creating a robust, holistic project plan draft, as well as the other components that make up the project planning process.

COURSE DESCRIPTIONS

C

(CEA) Center of Excellence: Assessing Current State Status *1 credit hour*

Understanding the current (as-is) state of the CoE enables evaluation and identification of gaps to close that will yield the ideal (to-be) state. This course will guide you in how to establish a CoE organizational model baseline, perform a CoE organizational model gap analysis, and establish an action plan to close gaps.

(CRB) Center of Excellence: Roles & Responsibilities – Business Practice Owner *1 credit hour*

The CoE Business Practice Owner leads CoE integration with the business served by the Telecom Management Center of Excellence. This course defines the role and responsibilities of a CoE Business Practice Owner, and identifies the skills and knowledge required to lead the business practice.

(CRE) Center of Excellence: Roles & Responsibilities – Executive Owner *1 credit hour*

The CoE Executive Owner plays a critical role in the creation and success of a Telecom Management Center of Excellence. This course defines the role and responsibilities of a CoE Executive Owner and identifies the skills and knowledge required to lead a CoE.

(CRF) Center of Excellence: Roles & Responsibilities – Financial Practice Owner *1 credit hour*

The CoE Financial Practice Owner leads CoE financial teams in a Telecom Management Center of Excellence. This course defines the role and responsibilities of a CoE Financial Practice Owner, and identifies the skills and knowledge required to lead the teams.

(CRO) Center of Excellence: Roles & Responsibilities – Operational Practice Owner *1 credit hour*

The CoE Operational Practice Owner leads CoE operations in a Telecom Management Center of Excellence. This course defines the role and responsibilities of a CoE Operational Practice Owner and identifies the skills and knowledge required to lead operations.

(CSB) Center of Excellence: Strategy & Business Alignment *1 credit hour*

It is important for the CoE to have a strategy that is evaluated annually and communicated with the organization. Strategic plans address technical, operational, and financial goals; continuous education across the business; user adoption; and business value recognition methods.

(CSF) Center of Excellence: Service Delivery Financial Models *1 credit hour*

Determining the financial model for telecom management service delivery is important and impacts the business in many ways. Selecting the right model based on your business requirements will empower the CoE to operate efficiently.

(CSM) Cloud Security: Mitigation Considerations *2 credit hours*

This two-credit course follows the *(TSC) Telecom Security: Cloud Security* course. It provides a more advanced look at security concerns within cloud environments, and offers AOTMP's recommendations for mitigating each one.

COURSE DESCRIPTIONS



(CSR) Customer Service Record Interpretation Practices 1 credit hour

CSRs provide valuable configuration details regarding local exchange carrier services. The information contained on a CSR assists telecom/IT professionals as they build service inventories, audit monthly recurring charges, and validate service configuration accuracy. While CSRs support various initiatives, these documents are riddled with complex order codes and carrier-centric nomenclature. This course explores CSR interpretation and offers guidance for deciphering their mysterious code.

(CSX) Cloud Services: XaaS 1 credit hour
This course follows (UCA). This course provides details about the many “as a service” cloud solutions. It will provide the challenges of, and mitigations for, each type of service, and give considerations for choosing the right fit.

(CWS) Calculating Wireless Cost Savings 1 credit hour

Wireless devices are continuing to grow in popularity. As a result, wireless device spend is increasing in many enterprises. This course addresses the successes and challenges of managing wireless devices and their expenses.

(DIP) Disaster Recovery: Implementation and Post-Incident Management 1 credit hour

This course will provide common steps to implement and manage a disaster recovery based on a disaster recovery plan. This will help managers implement a comprehensive plan to help manage a disaster and follow up post-incident when a disaster occurs. *This course follows DRP1 and DRP2.*

(DMG) Dispute Management 1 credit hour

This course explores the challenges relating to vendor dispute management and suggests a standard process to follow for all types of disputes. Additionally, you will learn the types of questions you should ask yourself in each of those steps, and the best practices for managing the dispute process.

(DRP1) Building a Disaster Recovery and Business Continuity Plan Part One 1 credit hour

Understanding how to plan for and implement a disaster recovery and business continuity plan is key to successfully regaining voice and data services after network downtime; whether caused by a natural disaster, a hacker, or human error. In this course, we explore the first three steps of the strategic planning process; while part two will explore the remaining seven.

(DRP2) Building a Disaster Recovery and Business Continuity Plan Part Two 1 credit hour

The second in a two-part series, this course augments your knowledge on AOTMP's 10 step process for disaster recovery and business continuity planning. First, you will review the first three steps discussed in part one of this course. Then, you will learn the remaining seven steps and recognize how the entire process fits together.

(DTS) Directing Traffic Studies: Optimizing Wireline Voice and Data Services 1 credit hour

Traffic studies are useful tools to provide information when performing optimization, network design, auditing, and other activities. This course discusses traffic study benefits and sources for gathering traffic study information.

COURSE DESCRIPTIONS

E

(EAM) Efficiency First® Framework: Adoption Management Core Activity *1 credit hour*

Adoption management is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for adopting Efficiency First® Framework principles.

(ECC) E911 Checklist Compliance *1 credit hour*

E911 legislation has been passed by many states throughout the U.S. Organizations are faced with the implementation of a reliable solution that conforms to the enacted legislation. Failure to protect employees can result in civil and criminal litigation, as well as regulatory fines. This course explores the legal ramifications and requirements of E911 from an organizational perspective.

(EAC) Efficiency First® Framework: Auditing Core Activity *1 credit hour*

Auditing is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for auditing, aligned with Efficiency First® Framework principles.

(EAS) Efficiency First® Framework: Asset Inventory Management and Service Inventory Management Core Activities *1 credit hour*

Asset inventory management and service inventory management are two of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for asset and service inventory management, aligned with Efficiency First® Framework principles.

(EBA) Efficiency First® Framework: Business Analysis Core Activity *1 credit hour*

Business analysis is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for business analysis, aligned with Efficiency First® Framework principles.

(EBF) Efficiency First® Framework: Budgeting & Forecasting Core Activity *1 credit hour*

Budgeting and forecasting is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for budgeting and forecasting, aligned with Efficiency First® Framework principles.

(ECM) Efficiency First® Framework: Contract Management Core Activity *1 credit hour*

Contract management is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for contract management, aligned with Efficiency First® Framework principles.

(EDR) Efficiency First® Framework: Disaster Recovery Core Activity *1 credit hour*

Disaster recovery is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for disaster recovery, aligned with Efficiency First® Framework principles.

(EEM) Efficiency First® Framework: Exception Management Core Activity *1 credit hour*

Exception management is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for exception management, aligned with Efficiency First® Framework

COURSE DESCRIPTIONS

(EER) Efficiency First® Framework: Efficiency Ratings *1 credit hour*

Efficiency ratings contribute scores that comprise the performance index rating. Each of the efficiency rating sections define performance of core Efficiency First® Framework principles.

(EFB) Efficiency First® Framework: Business Focus Areas *1 credit hour*

The telecom management ecosystem contains business focus areas, which are essential elements that define the nature of the relationship between the fixed and mobile telecom environment and the business. Vendors influence performance in the telecom environment and, in turn, the telecom environment influences business results. Enterprises achieve technical, financial and operational excellence in the fixed and mobile telecom environment by adopting Efficiency First® Framework principles. Then, enterprises can use the environment as a strategic business asset to drive business results. Framework adopters aim to align communications systems in the telecom environment to support and influence business-objective results.

(EFC) Efficiency First® Framework: Change Control Core Activity *1 credit hour*

Change control is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for change control, aligned with Efficiency First® Framework principles.

(EFO) Efficiency First® Framework Overview *1 credit hour*

This course describes the essentials of the Efficiency First® Framework v3.0. You will learn about the Framework itself, the inefficiencies that currently exist in the telecom management industry, and how their organization's performance can be measured.

(EFP) Efficiency First® Framework: How to Interpret Performance *2 credit hours*

Performance measurements establish the foundation for diagnosing, illustrating and trending performance efficiency in a telecom environment. This course shares best practices for establishing a formal performance measurement practice required to adopt Efficiency First® Framework principles.

(EFR) Efficiency First® Framework: Reporting Core Activity *1 credit hour*

Reporting is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for reporting, aligned with Efficiency First® Framework principles.

(EFS) Efficiency First® Framework: Security Core Activity *1 credit hour*

Security is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for security, aligned with Efficiency First® Framework principles.

COURSE DESCRIPTIONS

E

(EGC) Efficiency First® Framework:

Governance Core Activity 1 credit hour

Governance is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for governance, aligned with Efficiency First® Framework principles.

(EHD) Efficiency First® Framework: Help Desk Core Activity 1 credit hour

Help desk is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for help desk, aligned with Efficiency First® Framework principles.

(EIP) Efficiency First® Framework: Invoice Processing Core Activity 1 credit hour

Invoice processing is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for invoice processing, aligned with Efficiency First® Framework principles.

(EKP) Efficiency First® Framework: KPI Measurement and Performance Scoring Core Activities 1 credit hour

KPI measurement and performance scoring are two of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for KPIs, aligned with Efficiency First® Framework principles.

(EMD) Efficiency First® Framework: Mobile Management Core Activities 1 credit hour

Mobile application, content & device management core activities are three of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for mobile management, aligned with Efficiency First® Framework principles.

(ERM) Efficiency First® Framework: Risk Management Core Activity 1 credit hour

Risk management is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for risk management, aligned with Efficiency First® Framework principles. It includes details on the scope of the risk management core activity and the scope of risk management sub-activities.

(EMM 101) Enterprise Mobility Management: The Basics 1 credit hour

This course targets professionals seeking to learn about enterprise mobility management (EMM). As the volume of enterprise mobile users grows, knowing EMM's scope and benefits helps organizations enable services and establish technical, financial, and operational controls.

(END) Efficiency First® Framework: Network Design Core Activity 1 credit hour

Network design is one of thirty Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices aligned with Efficiency First® Framework principles.

(EOC) Efficiency First® Framework: Optimization Core Activity 1 credit hour

Optimization is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for optimization, aligned with Efficiency First® Framework principles.

COURSE DESCRIPTIONS

E

(EPC) Efficiency First® Framework: Policy Core Activity 1 credit hour

Invoice processing is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for invoice processing, aligned with Efficiency First® Framework principles.

(EPM) Efficiency First® Framework: Project Management Core Activity 1 credit hour

Project management is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for project management, aligned with Efficiency First® Framework principles.

(ERC) Efficiency First® Framework: Regulatory Compliance Core Activity 1 credit hour

Regulatory compliance is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for regulatory compliance, aligned with Efficiency First® Framework principles.

(ESC) Efficiency First® Framework: Strategy Core Activity 1 credit hour

Strategy is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for strategy, aligned with Efficiency First® Framework principles.

(ESD) Efficiency First® Framework: Service Delivery Core Activity 1 credit hour

Service delivery is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for service delivery, aligned with Efficiency First® Framework principles.

(ESO) Efficiency First® Framework: Service Ordering Core Activity 1 credit hour

Service ordering is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for service ordering, aligned with Efficiency First® Framework principles.

(ESP) Efficiency First® Framework: Sourcing & Procurement Core Activity 1 credit hour

Sourcing & procurement is one of 30 Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices for sourcing & procurement, aligned with Efficiency First® Framework principles.

(ETD) Efficiency First® Framework Terms and Definitions 1 credit hour

This course introduces you to the terminology and definitions of the Efficiency First® Framework v3.0. These will aid you in successful adoption of the Framework, which drives technical, operational, and financial efficiency.

(ETV) Evaluating Telecom Vendors 1 credit hour

This course reviews what should be included in an RFP, and why vendor responses to these criteria are crucial to the vendor evaluation process. View sample vendor scorecards, discuss how to transfer your criteria to the scorecard, and review the process for completing it. *Pre-requisites: (IRV) Identifying the Right Telecom Vendor, (RRR) RFI, RFQ, and RFP Process*

COURSE DESCRIPTIONS



(GDP) Introduction to GDPR

1 credit hour

The General Data Protection Regulation, or GDPR, is a set of rules designed to give European Union (EU) citizens more control over their personal data. Compliance with the GDPR is not restricted to organizations with physical locations in the EU; any organization that collects or processes EU citizens' personal data is subject to the same requirements and penalties as EU-based companies. This course reviews key privacy and data regulation requirements of the GDPR, provides four tests that organizations can use to determine if they must comply, and discusses penalties and fines that may follow noncompliance.

(GIA) Global Telecom Invoice Auditing

1 credit hour

Auditing your global telecom invoices should be considered a business requirement necessary to protect your telecom budget. Having a regular global invoice audit schedule in place allows you to identify and correct billing and usage errors and modify your international telecom environment as needed, potentially creating significant savings for your enterprise. This course provides the necessary details, beginning with a brief introduction to the telecom environment in the US, EMEA and Asia Pacific regions and an overview of common billing and usage errors. Learn how to audit a global telecom invoice from a service provider in the US, EMEA, and Asia Pacific regions.

(HAI) How to Audit an EMEA Invoice

1 credit hour

This course helps you distinguish between steps to take when performing an invoice audit in EMEA from the steps to take when performing an invoice audit in the U.S. You will also gain knowledge about different aspects of the EMEA telecom structure, as well as an overview of the support materials needed to perform a complete, effective invoice audit.

(HDF) Help Desk Fundamentals

1 credit hour

This course will provide common considerations to manage a help desk, implement best practices, identify common challenges, and provide considerations to mitigate those challenges for level 1, 2 and 3 support.

(HVW) VoIP: Considerations Before Implementation

1 credit hour

VoIP is an emerging technology on the minds of today's telecom professionals. Despite VoIP's growth in the marketplace, questions about how the technology works as well as primary network design questions are still common. This course provides answers to common questions related to VoIP implementation.

(HWS) Hybrid WAN and SD-WAN: Determining Your Network Solution

1 credit hour

As enterprises try to keep pace with demands of increasing network traffic, they are searching for cost-effective options to provide secure and reliable connections across the organization. Enterprises with multiple branches are finding that a hybrid approach to networking is an attractive solution since available services can vary widely across a large geographic footprint. This course will help organizations determine the hybrid WAN solution that best suits their environment.

COURSE DESCRIPTIONS

(IBP) Implementing a BYOD Program

1 credit hour

The continued growth and popularity of the BYOD trend in enterprise mobile environments has raised questions about how to implement a successful program. This course details several recommended approaches for just that.

(ICS) Developing a Telecom Service Inventory

1 credit hour

Inventory development is the foundational concept of telecom environment management. The biggest challenge is knowing how and where to begin. This course shares the steps required to successfully create a telecom services inventory in your organization. Learn Efficiency First® best practices in inventory development and gain an in-depth understanding of the telecom inventory development process.

(IDA) Invoice Inventory Best Practices for Data Accuracy

1 credit hour

The cornerstone of any TEM or WMM program is the presence of an accurate and valid service and invoice inventory. You cannot contain within your telecom environment if you do not know what you have, where you have it, and how much it costs. Data integrity is the foundation for telecom service and invoice inventory management success. This course reveals why having the right data available at the right time can help you optimize your telecom environment.

(IMC) iOS Mobility Security Considerations

1 credit hour

This course provides an overview of iOS mobility security benefits; MDM security; the benefits of standardizing devices; iOS mobility policies; and best practices.

*This is the first in a series of 3 courses (2nd course – RRR; 3rd course – ETV).

(IMS) IP Multimedia Subsystem: The Next Generation Network

1 credit hour

IMS is a generic architecture for offering VoIP and multimedia applications. What does IMS mean for you and your enterprise? This course outlines what you need to know about this exciting evolution in network architecture.

(INF) International Telecom Fundamentals

1 credit hour

International business is a complicated topic when you consider diversity in languages, currencies, cultures, market structure, geography, political climates, development, regulations and standards, along with the organizations and governments involved. It is important to prepare for these differences when conducting international business.

(IOT) IoT Deployment for Enterprise Verticals

1 credit hour

This course will provide enterprises with an understanding of IoT and how it can benefit enterprises by increasing business opportunities and productivity, along with gathering massive amounts of data for better customer insight. Included in this course are examples of how IoT can be used in many industries – logistics, healthcare, manufacturing, energy, agribusiness, and retail – along with considerations for each.

(IRV) Identifying the Right Telecom Vendor*

1 credit hour

The process of identifying, selecting, and evaluating the right telecom vendor for your organization is a daunting and difficult task. This course examines the first step of the process: identifying potential vendors. Learn how to examine your internal organizational needs, identify how and where to begin researching vendors, and how to document the process.

COURSE DESCRIPTIONS

(ISC) International Security Considerations

1 credit hour

This course will provide an understanding of security for international telecommunications, and show the differences in regulations and governance across countries. It will also explore the risks, and provide ways to mitigate them.

(ISW) Implementing SD-WAN for your Enterprise

1 credit hour

Many enterprises are choosing to implement SD-WAN to reduce costs, increase bandwidth, and improve security. This course provides a plan for implementation, including pre- and post-implementation tasks and activities, that will assist the enterprise with network migration.

(ITA) Introduction to Auditing

1 credit hour

This introduction reviews fixed and mobile terminology, and introduces you to common invoice errors and sample invoices. By the end of this course, you will be able to identify common billing errors, and know where to look for them on invoices.

(ITE) Invoices and Telecom Expense Management 101

1 credit hour

In this course, you will gain an understanding of what telecom invoices are, which products and services are considered billable, and who they will be receiving invoices from. This will help you to fully understand your organization's telecom environments. You will become knowledgeable about Telecom Expense Management (TEM), and its focus areas, as well as ways to reduce overuse.

(ITF) Telecom Inventory Fundamentals

1 credit hour

A complete and accurate inventory is the cornerstone of any successful telecom management practice. Telecom inventories provide essential information about your telecom environment and drive decision making. This course provides a basic understanding of a telecom inventory and key areas to consider when creating an inventory of telecom assets and services.

(ITT) International Telecom Terms

1 credit hour

Ever feel like you need a telecom dictionary? The telecom industry is full of acronyms as well as technology, billing, contract, and regulatory terms. Understanding industry terminology directly influences your ability to communicate with telecom service providers, equipment vendors, and users. This course outlines the evolution of telecom terms, when they were created, their meaning, and how they relate to the international spectrum.

COURSE DESCRIPTIONS



(KPI) KPIs: Definitions and Reporting

1 credit hour

KPIs are an essential part of the Efficiency First® Framework. In this course, you will be introduced to instructions on how to create an effective KPI, how KPIs relate to the telecom environment, and how they fit into the Efficiency First® Framework. Stakeholder groups, as well as various types of KPIs that affect each group, are also discussed. At the end of this course, you will be introduced to the KPI lifecycle, which will be reviewed more in depth in a subsequent e-learning.

(MAC) Move, Add, Change, and Disconnect Best Practices

1 credit hour

Service MACDs are common telecom activities. Change associated with services affects technical infrastructure, service inventory, and financial management. Defined MACD processes generate technical and financial integrity for all telecom services. This course shares detailed processes for executing successful MACD service orders and focuses on reconciling technical, service inventory, and financial accuracy.

(MBE) Invoice Auditing: MPLS Billing Errors

2 credit hours

Auditing telecom invoices may uncover billing errors that negatively impact the enterprise telecom management plan. This course demonstrates how to audit invoices for MPLS services and calculate the cost of invoice errors.

(MBP) Maintaining a Bring Your Own Device Program

1 credit hour

This course identifies the Efficiency First® best practices for maintaining a BYOD program. It discusses how you can monitor your BYOD program to ensure it is running at optimal efficiency. This course also defines both the data gathering and recommended evaluation necessary to determine whether the program is aligned with your business goals. It is through identifying business goals aligned to requirements that program optimization is attained.

(MCC) Mobile Asset Management: Change Control

2 credit hours

This course will discuss change control of mobile assets such as smartphones, laptops and tablets, and provide the information and overall process for managing them. The (MMF) Mobile Asset Management: Fundamentals course will follow as part of the series that includes (MMP) *Mobile Asset Management: Provisioning and Tracking*; (MME) *Mobile Asset Management: End of Life*; *Mobile Contract Management*; and *Mobile Policy: Fundamentals*.

(MCS) Telecom Expense Management: More than Cost Savings

1 credit hour

This course covers inventory validation, change control, and other telecom expense management activities. TEM is frequently discussed in terms of hard and soft dollar savings. However, TEM activities should be incorporated into the broad practice of telecom environment management. Explore the benefits outside of hard and soft dollar savings that can be derived by implementing a holistic telecom environment management approach.

COURSE DESCRIPTIONS

(MDM 100) Mobile Device Management Best Practices *1 credit hour*

We live in a world that allows us to be constantly connected. Mobile device management (MDM) recognizes that telecom managers must learn to balance the benefits of mobility with the challenges of keeping sensitive corporate data secure. This course explores questions that need to be asked, stakeholders that need to be involved, and best practices to consider when implementing an MDM strategy.

(MDM 200) Mobile Device Management Business Practices *1 credit hour*

This interactive course on mobile device management (MDM) business practices explores organizational concerns, required infrastructures, internal policies, your organization's MDM success, and key stakeholders for implementing a mobile device management program.

(MDM 300) Mobile Device Management Best Practices *1 credit hour*

This interactive course on mobile device management (MDM) business strategies will help you develop a business strategy for mobile device management and learn the best practices for implementing these strategies.

(MIM) Auditing Best Practices: M2M/IoT Mobility Services *2 credit hours*

M2M and IoT are proliferating in interesting and unique ways. Because much of this technology is new, enterprises need to be aware of unique techniques that may apply to both physical and mobile inventory.

(MMC) Managing the MACD Process *1 credit hour*

Is your department challenged to keep up with ongoing moves, adds, changes, and disconnects (MACDs)? For many organizations, the constant activity around service changes encompasses a variety of technical, financial, and operational elements. This course offers a checklist to gauge the overall health of your MACD management practice. Learn activities designed to support all MACD management initiatives and strategies for improving the process.

(MME) Mobile Asset Management: End of Life *1 credit hour*

This course will provide the fundamentals of mobile asset management—end of life. This includes cell phones, laptops, tablets, iPads, etc. Learn foundational information for this final phase in the process to managing mobile devices.

(MID) Managing IoT Devices in your Telecom Environment *2 credit hours*

As enterprises begin to leverage technology more fully into their telecom and IT departments, IoT devices are being integrated. The unique characteristics of these devices requires vigilance. It is important to ensure that these devices are secure, inventory is accurate and validated, and that services are billed correctly. This course will explain specific steps to manage IoT devices, describe risks, and provide best practices to mitigate gaps in standards of IoT devices.

COURSE DESCRIPTIONS

(MMA) Machine-to-Machine Solution Technology for Enterprise Adoption

2 credit hours

The use of Machine-to-Machine M2M solutions continues to grow with the advancements in connectivity technology, mobile device capability and cloud computing. Before deciding if M2M is the best way to support your enterprise needs, it is necessary to understand the various components that comprise a complete M2M solution. After clearly defining the different areas necessary for a M2M deployment, this course provides use case examples for how these solutions can benefit different enterprise verticals. This course also provides insight into considerations for how to choose vendor partners for your deployment and what considerations should go into managing those vendor relationships. This course finishes with suggested best practices for implementation and evaluating the overall success of an M2M solution in the field.

(MMF) Mobile Asset Management: Fundamentals

1 credit hour

This course will provide the fundamentals of mobile asset management. This includes mobile phones, laptops, tablets, iPads, etc. This course will provide the information and the overall process to managing them. Additional courses follow to complete the process: *(MMF) Mobile Asset Management: Fundamentals*, *(MMP) Mobile Asset Management: Provisioning and Tracking*, *(MCC) Mobile Asset Management: Change Control*, *(MME) Mobile Asset Management: End of Life*, *Mobile Contract Management*, *Mobile Policy: Fundamentals*.

(MMP) Mobile Asset Management: Provisioning and Tracking

2 credit hours

This course will provide information for provisioning and tracking of mobile assets. This includes mobile phones, laptops, tablets, iPads, etc. This course will provide the information and the overall process to managing them. An additional course follows: *(MMF) Mobile Asset Management: Fundamentals*. Both courses are included in a series with: *(MCC) Mobile Asset Management: Change Control*, *(MME) Mobile Asset Management: End of Life*, *Mobile Contract Management*, *Mobile Policy: Fundamentals*.

(MPF) Mobile Policy: Fundamentals

1 credit hour

This course follows the MMF course and shows how to create, manage, and audit a mobile policy. It explains common components of the mobile policy, how to create a mobile policy, and what is important to manage during the mobile policy lifecycle.

(MSA) Mobile Service Analysis

1 credit hour

The use of mobile devices for everyday business is increasing. This means that organizations need to take a new look at their data security policies, specifically those that allow the use of mobile devices to access corporate networks. Regardless of whether employees use their own devices or corporate issued devices, security will continue to be a challenge.

COURSE DESCRIPTIONS

(MSS) Mobile Service Components *1 credit hour*

Mobile devices are extremely important to your telecom environment. Whether your company implements a BYOD program or not, chances are most, if not all, employees in your organization own or use a mobile device. This brief, introductory course breaks down the components of voice and data in relationship to your mobile environment.

(MSP) Managing an Enterprise Telecom Security Plan *1 credit hour*

This course is an overview of managing a telecom security plan implementation. It walks the project manager through how to manage a project plan and what the phases are for implementing a telecom security plan. It provides details for common tasks and regulations to keep in mind and identify what other challenges come with managing a security plan.

(MSM) Mobile Security Management Specialty Course *1 credit hour*

The use of mobile devices for everyday business is increasing. This means that organizations need to take a new look at their data security policies; specifically, those that allow the use of mobile devices to access corporate networks. Regardless of whether employees use their own devices or corporate-issued devices, security will continue to be a challenge. This course discusses several different types of threats inherent to mobile work environments and offers strategies to help prevent sensitive corporate data from being accessed should your mobile environment become compromised.

(MVP) Managing Vendor Performance and Accountability *1 credit hour*

There are four stages of vendor relationship management: pre-contract, new service, mid-term, and separation. During this course, you will be able to develop a plan; consider all facets of your organization's relationship with vendors; and learn how to manage vendors utilizing performance metrics and adherence to SLAs and other documentation. You will further dive into the topic of vendor performance management through metrics and tracking by examining and creating powerful vendor scorecards that drive results.

COURSE DESCRIPTIONS



(NCP) Navigating Service Provider

Communication Protocols *1 credit hour*

Customer Proprietary Network Information (CPNI) is the data collected by telecom service providers about a subscriber's account. It can include information on services installed, call transaction records, and other details that appear on the subscriber's telecom invoice. Strict regulations govern how telecom service providers can communicate with subscribers. Do these measures help or hinder you as a customer? Learn the parameters surrounding CPNI.

(NEG) Contract Negotiations *1 credit hour*

Contract negotiations are one of the most important telecom management activities an organization will ever perform. Contracts are the basis for a financial commitment, and they establish the foundation for the business relationship with providers. Negotiating contracts is most effective when a well-devised plan is established. This course defines the best practices that lead an organization to contract negotiations success.

(NPM) The ROI of Network Performance Management *1 credit hour*

Managing network performance is an important function within any IT department. Previously, network performance management consisted of verifying that devices were up and running and monitoring packet loss. Today, due to an increase in the number of business applications and services that are relied on for day-to-day operations, it has become critical to identify issues before they happen and to ensure on-going performance of the network.

This course explores the importance of managing network performance and, by doing so, uncovering additional benefits and returns.

(OME) Optimizing Mobile Environments

1 credit hour

This course explores mobile environment components including equipment, coverage, and applications, as well as different types of plans that can be implemented within your mobile environment. Optimal cost per minute is also discussed.

(PAN) Pandemic Preparedness *1 credit hour*

An influenza pandemic may be underway. Are you and your enterprise ready? This course addresses influenza and pandemic definitions as well as steps that should be taken by telecom/IT to prepare for an influenza pandemic.

(PIA) Passport to International Telecom – Asia-Pacific Region *1 credit hour*

In this course, you will learn about: the countries in the Asia-Pacific region and the fundamental characteristics that affect telecommunications markets, their regulatory structures, consumer protections, and international cooperation between countries in the area. You will also understand the status of telecommunications in major markets in the Asia-Pacific Region

COURSE DESCRIPTIONS

(PIE) Passport to International Telecom – Europe Region *1 credit hour*

In this course, you will learn about the characteristics of countries in the Europe region that affect telecommunications. The first section covers the region's fundamentals, followed by specifics in the EU, including regulatory structures, national regulatory authorities, and GDPR. Examine the European Commission's role in telecommunications in the EU through the Digital Single Market strategy, European Electronic Communications Code, net neutrality, and more. Before finishing up with the countries of the former Soviet Union, you'll learn about telecom environments in Switzerland and the UK, including the top telecom providers in each.

(POM) Post-Migration Validation *1 credit hour*

Moving to any new technology, services and systems requires careful project planning before, during and after the change. Successful projects require both technical and financial validation. In this new course, learn how to apply best practices to minimize technical and financial risk in enterprise migration projects.

(PPC) Project Plan: Implementing a New Service Contract *1 credit hour*

Implementing a new telecom service contract – even when performed with the same provider – can be burdensome and challenging. You need to give special consideration to the many telecom management activities to be performed before, during and after implementation. This course focuses on creating a project plan for developing an invoice payment process, establishing account hierarchy, validating and administering financial aspects, and managing duplicate network service.

(PPP) Telecom Pain Points and Perspectives *1 credit hour*

For many enterprise telecom professionals, the thought of dealing with telecom service providers, TEM suppliers, and hardware/software vendors can impose some level of pain. This course raises questions and considerations for uncovering pain points associated with technical, customer service, financial, and time-related issues. Gain an understanding of enterprise expectations when working with vendors, providers, and suppliers.

(PSTN) PSTN Transitioning *1 credit hour*

This course will provide an overview of what PSTN transitioning is, what enterprises need to know and how they should prepare for it. The FCC has accelerated the timeline on transitioning the legacy technology in the public switched telephone network to IP-based services. This transition will affect all POTS and TDM-based voice services and organizations must establish a strategy to migrate PSTN to IP services as the underlying technology of the public telephone network changes.

(PSW) Creating the Perfect Statement of Work (SOW) for Telecom Projects *1 credit hour*

This course shares a proven process for creating an effective SOW for enterprise telecom projects. Gain an in-depth understanding of what the SOW should represent as well as the important components required for correctly completing a project the first time.

COURSE DESCRIPTIONS



(PVM) Project Managing a VoIP Migration

2 credit hours

Organizations that migrate to VoIP often rely on vendors to manage all aspects of the migration; however, developing an internal project plan provides visibility into dependencies and risks. This course explains how to prepare for a VoIP migration and gives guidance on appropriate milestone markers to ensure success.

(PUC) How to Plan a Unified Communications Migration

1 credit hour

This course is an overview of how to plan a unified communications (UC) migration. As UC adoptions increase, the IT/telecom teams within enterprises need a detailed guide for migrating from traditional business telecom platforms to UC. There is a large increase in UC adoption, and the interest in UC has gained visibility.

(RRE) Reducing, Recovering, and Eliminating Fees

1 credit hour

Taxes, surcharges and fees are a normal part of operating as a business and can account for 10% or more of an average telecom invoice. In this course, you will learn how to identify, reduce, eliminate, or recover surcharges and fees.

(ROK) AOTMP Recommended Organization KPIs

1 credit hour

Historically, fixed and mobile services have been managed as utilities. This course presents learners with five, high-level KPIs they can begin implementing within their organizations immediately, changing the perception of telecom as a utility into a strategic business asset. Learners will be provided with the ability to use the discussed KPIs to glean an overall picture of their telecom environment.

(RRR) RFI, RFQ, and RFP Process for Selecting a Telecom Vendor

1 credit hour

Have you ever wondered what the difference is between a RFI, RFQ, and RFP? In this course, you will learn what these acronyms stand for, how they are different, and why each document is crucial to a successful vendor selection process. You will review suggested components of each document, as well as what to do before and after the release of each document to your potential vendors.

COURSE DESCRIPTIONS

S

(SDW) Key Considerations for SD-WAN Migrations *1 credit hour*

As cloud use increases, having a greater understanding of options beyond MPLS-based connectivity is imperative to making sure your enterprise optimizes the telecom environment. There are multiple reasons why a company might choose to use SD-WAN to connect teams across geographic areas, from cost-effectiveness to optimizing performance for better security. This course details some considerations for SD-WAN migration and discusses how to create a clear plan to support a migration.

(SIM) Stages of Inventory Management *1 credit hour*

In this course, you will learn the four main stages of inventory management, as well as their substeps. The importance of, and differences between, each stage of management are also discussed.

(SIP 100) SIP Trunking: A Primer *1 credit hour*

Unlike traditional telephony, where bundles of physical wires are delivered from telecom service providers to enterprises, SIP trunks allow organizations to replace fixed PSTN lines with PSTN connectivity via IP. SIP trunks may offer significant cost savings for enterprises, eliminating the need for local PSTN gateways, costly ISDN BRIs and PRIs. This session addresses the basics of SIP trunking.

(SOP 110) Introduction to Sourcing and Procurement *1 credit hour*

Sourcing and procurement is the process of identifying carriers or vendors, evaluating their capabilities, and selecting the appropriate carrier or vendor based upon their ability to meet operational, technical and financial needs. This course provides a brief introduction to the purpose of the sourcing and procurement process, the steps involved, and why effective sourcing and procurement is important in a managed telecom environment.

(SOP 215) Gathering Business Requirements for Telecom Sourcing *1 credit hour*

Selecting the right telecom solution can be challenging. Technology is changing constantly, and telecom management professionals must be aware of the changes and be willing to update the environment in order to remain competitive. Learn how to identify and evaluate business requirements for a telecom sourcing or procurement project.

(SOP 220) Building a Business Case for Sourcing a Technology Solution *1 credit hour*

Once you have determined the business requirements for a telecom sourcing project, defined project objectives and scope, and identified the resource requirements, the next step is to build the business case for the project. This course covers the basic process of selecting a solution based upon business requirements and crafting the business case needed to gain stakeholder support.

COURSE DESCRIPTIONS

(SOP 240) Understanding Service Level Agreements *1 credit hour*

SLAs help improve relationships between service providers and customers by helping to protect enterprise network integrity and financial interests. Understanding SLAs and how to monitor them is necessary for effective contract negotiation. This course helps participants understand the types of SLAs they may encounter and the language they are likely to see in an SLA. It also explains the importance of carefully evaluating SLA provisions in relation to enterprise performance needs.

(SOP 250) Developing and Managing a Request for Proposal *1 credit hour*

A request for proposal (RFP) is a document that helps enterprise telecom managers evaluate service providers and select services and features appropriate to the environment. RFPs are customized to your organization and to the specific project you are undertaking. This interactive course explores the processes of developing and managing an RFP.

(SOP 310) In-sourcing and Outsourcing Decisions *1 credit hour*

As organizations undertake projects within the telecom environment, the debate to in-source or outsource all or part of the necessary functions may arise. With so many options, the decision to outsource, in-source, or out-task can be confusing. This course explores in-sourcing, outsourcing and out-tasking in relation to sourcing and procurement. Review the tools and industry best practices that will help you to make the right decisions for your business needs.

(STP 01) Preparing to Use an RFP to Select a TEM Vendor *1 credit hour*

The course includes a brief description of a RFP and the five phases of the TEM vendor selection process: preparing for a TEM vendor/solution; RFP preparation; RFP scope; evaluating TEM vendor proposals; and selecting a TEM vendor. Course 1 covers the RFP description and the first three RFP process phases.

(STP 02) Using an RFP to Select a TEM Vendor *1 credit hour*

TEM technology and professional services providers can deliver expertise to enhance telecom environment management. The technology systems and professional services available are broad and meet a variety of needs. As the TEM provider market evolves and options expand, careful evaluation and selection of the best provider for your organization's needs is paramount to telecom management success. This course shares an intuitive process for using RFPs to select the right TEM provider that can meet your organizational objectives and help you achieve telecom management success.

COURSE DESCRIPTIONS

T

(TBS) Telecom Budgeting Strategies v2.0

1 credit hour

Budgeting is an integral part of telecom management. Understanding current and future financial telecom requirements enables professionals to meet the service needs and financial objectives of the organization. This course shares proven practices, strategies, and tools to support telecom professionals in budget planning, budget development, and budget management activities.

(TCM) Telecom Inventory: Collateral Materials

1 credit hour

In order to have a completely thorough and up-to-date inventory for your organization, it is necessary to include several types of collateral materials. This course covers these different types of materials, as well as important components within each. At the end of the course, you will recognize the importance of a telecom inventory and be able to distinguish between and recognize types of collateral materials.

(TCO) The Total Cost of Telecom Ownership

1 credit hour

TCTO is comprised of the service cost and the service administration cost. Service reliability and administrative accuracy influence the TCTO. This course addresses the benefits and challenges of creating TCTO models in enterprise environments.

(TCP) The Cloud: A Primer *1 credit hour*

The cloud is becoming increasingly important in telecom strategy. This course identifies the characteristics of the cloud, introduces the three types of cloud infrastructures, and reviews the benefits of implementing cloud services.

(TDS) Telecom Trends: Data Services

1 credit hour

Data services have reached a tipping point as more travel across the service providers' networks. The ability of an organization to adapt to the ever-changing telecom industry is critical to technical, financial, and operational efficiency. Learn what an organization needs to know to leverage today's data technologies and effectively migrate to those of tomorrow.

(TEC 100) VoIP: A Primer *1 credit hour*

This course provides a high-level overview of voice over internet protocol (VoIP), including a brief history of telephone systems; an introduction to terms and technologies used to implement a VoIP system; and the advantages and disadvantages of VoIP.

(TEC 101) SIP Technology Overview

1 credit hour

This course provides a high-level overview of Session Initiation Protocol (SIP). This overview includes a brief history, benefits, applications, features, appropriate KPIs, and how SIP relates to the Efficiency First® Framework.

COURSE DESCRIPTIONS

T

(TEC 102) IoT The Internet of Things Overview

1 credit hour

This course provides a high-level overview of The Internet of Things (IoT). This overview includes definitions, technology trends, and the key components of IoT.

(TEM) Developing a Telecom Expense

Management Plan *1 credit hour*

The TEM market space is occupied by a myriad of service and software providers as well as consultants all proposing solutions to the customer's desire to control and optimize telecom cost. With many offerings available, what should customers consider when developing and implementing a TEM plan? This course provides a definition to the practice of TEM and shares seven tips for implementing the appropriate TEM plan for your organization.

(TFE) Invoice Auditing: Toll Free Billing Errors

2 credit hours

Auditing telecom invoices may uncover billing errors that negatively impact the telecom expense management plan. This course describes Toll-Free service components and features that may cause billing errors. Learn how to identify billing errors and calculate the cost of them.

(TIP) Achieving Your Telecom Management Objectives: 20 Tips You Need to Know

1 credit hour

Telecom management is an ever-evolving discipline; therefore, creating a consistent, positive impact requires the evaluation of current practices and techniques. Honing these practices and techniques with new perspective and expanded knowledge enables you to achieve established management goals. Learn 20 must-have tips to increase telecom value. This includes tips for accurately tracking services and service costs, reducing vendor relationship struggles, optimizing telecom service-to-cost performance, and improving negotiated contract language.

(TMC) Telecom Management Check-Up: The 10 Point Review *1 credit hour*

Telecom management encompasses a variety of technical, financial, and operational activities. This course delivers a 10-point checklist to gauge the overall health of your telecom management practice. Activities supporting telecom management objectives are explained.

(TOT) Tools of the Trade *1 credit hour*

Technology support staff roles can be varied. Having knowledge of the right tools for any job can make the difference between working smarter and working harder. This course identifies common tools used daily by enterprises and telecom service providers. Gain an in-depth understanding of the resources to take advantage of in order to optimize technology support staff roles.

COURSE DESCRIPTIONS

T

(TPM) Telecom Project Management

1 credit hour

The management of telecom projects can be complex. Although there are many different types of telecom projects, the methodology remains the same. This course defines a standardized project management process for technical, administrative, and financial projects.

(TPP) Technology Planning and Selection Process v2.0

1 credit hour

In many organizations, technology planning and selection occurs as the result of a top-down approach. This can result in an organization moving to a new technology that does not fully support its business application needs. This course defines a process for creating the optimal technology planning and selection environment.

(TRI) Thinking Constructively About TEM ROI v2.0

1 credit hour

In an enterprise, most functions are categorized as either cost centers or profit centers. TEM produces a more tangible ROI than many other technology projects, yet 66% of executives view TEM programs as cost centers. This course explores and supports the viewpoint that TEM programs should be viewed as profit centers.

(TRR) Telecom Records: Housekeeping 101 for Your Critical Documents

1 credit hour

How long should you maintain telecom invoice records? Do you need to keep call transaction records? How long should you keep service order records? These questions are top of the list for many telecom and IT professionals. This course offers guidance to answering FAQs regarding records retention policies for your organization.

(TSC) Telecom Security: Cloud Security

1 credit hour

Cloud computing represents one of the largest and fastest-growing technologies in telecom. More and more enterprises are moving to a cloud model to save money, improve efficiency and gain access to improved AI or neural networks. However, there are increased risks to the security of the data stored and moving through the cloud. These risks need to be evaluated and mitigated to make a cloud solution the right fit for an enterprise.

(TSE) Telecom Security: Environmental/Physical Security

2 credit hours

This course is an overview of environmental and physical security. Environmental security covers environmental threats to telecom equipment. Physical security covers the protection of telecom personnel and equipment. This course provides best practices, standards and mitigation procedures to reduce risk; these explain the measures to consider to secure enterprise-wide equipment across the telecom network.

(TSI) Telecom Security: Information Security

1 credit hour

While telecom data is not specifically named in all regulations, it is advisable to treat the data in the same regard as other data required to be secured and kept confidential. This course will show the important considerations for telecom information security. It will provide best practices and standards and show mitigation procedures for common security risks.

COURSE DESCRIPTIONS

T

(TSO) Telecom Security: An Overview

1 credit hour

This course is an overview of telecom security. There are three main parts to telecom security: information, environmental/physical, and systems. This course will provide security considerations for non-security personnel as well as telecom professionals. We will provide a heightened level of security and describe how it relates to telecom.

(TSS) Telecom Security: Systems Security

2 credit hours

Systems security covers any threat that usually results in data leakage or data forgery that allows for unauthorized access, DoS and DDoS attacks, malicious or abnormal traffic transfer to unauthorized systems, eavesdropping, interruption, system jamming, hijacking, and data gathering. Equipment software, firmware and hardware implementations need to be evaluated for vulnerabilities and weaknesses. It is very important to research all the telecom systems to look for vulnerabilities to take a proactive approach to mitigating those risks.

(TSG) Demystifying Service Provider Tariffs and Service/Price Guides

1 credit hour

Valuable, detailed information about service provider pricing and services is available to organizations– the key is knowing where to look. This course demonstrates how to find provider documentation that supports business applications.

(TT) Telecom Terms: Mastering the Fundamentals

1 credit hour

Ever feel like you need a telecom dictionary? The telecom industry is full of acronyms and technology, billing, contract and regulatory terms. Understanding industry terminology directly influences your ability to communicate with telecom service providers, equipment vendors and users.

(TUP) Telecom Usage Policies: Defining Policies for Your Organization

1 credit hour

Controlling cost, preventing fraud, and eliminating service abuse are prevailing objectives for telecom professionals. Sound usage policies assist in achieving these objectives. This course shares a host of strategies, considerations, tools, and templates to support the creation of telecom usage policies to meet your departmental and organizational goals.

COURSE DESCRIPTIONS



(UCM) Unified Communications for Mobility

1 credit hour

This course enables a telecom manager or planner to understand the specific needs of mobility in Unified Communications (UC), as well as the best practices for implementing and managing the two technologies together. As more businesses adopt UC, telecom managers need to know how it can impact the mobile technology within the enterprise. IT and C-suite decision makers must understand the increase in user demand for mobility, and how its functionality can improve via UC.

(UCO) Unified Communications Technology Overview

1 credit hour

This course provides a high-level overview of Unified Communications, including a brief history of the communication solution. The course touches on the benefits, applications, and features of Unified Communications as well as how it relates to the Efficiency First® Framework.

(UCP) Creating and Implementing a UC Management Policy

1 credit hour

All enterprises that migrate to UC should have a clear policy for managing its functions. There are multiple ways in which the lack of clear policy can lead to low user adoption and potential misuse of the UC features. It is necessary to communicate expectations for the adoption and use of UC, as specified by the corporation, so there is no confusion for users. The implementation of good change control mechanisms will allow the UC to scale with the enterprise as needed and to make maximum use of the functionality available from the UC platform.

(UPR) Understanding Enterprise Telecom Security Plan Requirements

1 credit hour

This course provides an overview of enterprise telecom security plan requirements and helps a telecom or program manager understand those requirements. It walks the project manager through the aspects of planning a telecom security roadmap and goes over regulations to consider, as well as other challenges associated with a security plan.

(VBE) Invoice Auditing: Identifying VoIP / SIP Billing Errors

2 credit hours

Auditing telecom invoices may uncover billing errors that negatively impact the telecom expense management plan. This course explains some of the nuisances of auditing VoIP/SIP invoices. This is an advanced course. Before you take this course, you should have completed the *Invoice Auditing Specialty Certification* or the following courses: *(ALT) The Audit: Lifecycle and Tools*, *(AMN) Auditing Materials: The Necessities*, *(CIE) Correcting Invoice Errors and Obtaining Credits*, *(CSR) Customer Service Record Interpretation Practices*, *(DMG) Dispute Management*, *(ITA) Introduction to Auditing*, *(ITE) Invoices and Telecom Expense Management 101*, *(SIP 100) SIP Trunking: A Primer*, and *(TEC 100) VoIP: A Primer*.

COURSE DESCRIPTIONS



(VPS) Validating Services: Physical/Site Audit

2 credit hours

An accurate inventory is essential to have full visibility into the telecom environment. The second step in the inventory auditing process is Analyze and Catalog. One important technique in this step is conducting a physical/site audit. The information gleaned from this audit can provide valuable information and influence decision making. In this course, you will learn the element, benefit, and common issues of a physical/site audit, as well as AOTMP best practices.

(WAO) Wireless Service Audit and Optimization

1 credit hour

Wireless service was once projected to be a niche market; however, in today's business environment, nothing could be further from reality. With the advent of text messaging, downloads, internet access, and camera phone capabilities, the audit and optimization challenges that come with wireless service are often more complex than traditional wireline service. This course explores wireless service invoices and offers guidance for identifying errors and streamlining costs.

(WDS) How-to Series: Wireless Device Security

1 credit hour

There are 276.6 million wireless subscribers in the US, representing an 89% wireless penetration rate and 135.2 billion text messages sent per month. Associated with this overall rise in wireless usage is the increase in wireless security challenges within an enterprise. How is company-confidential, sensitive and valuable business data at risk? What measures and policies can be put in place to protect and secure this business information? This course provides an overview of wireless device security and offers five leading wireless device security recommendations for enterprises of any size.

(WMS) Wireless Management Strategies

1 credit hour

Wireless usage can vary dramatically from month to month across an organization, and wireless services that are not managed can lead to budget waste. This course focuses on two key strategies to effectively manage wireless services.