

# INCREASE YOUR KNOWLEDGE

*people – processes - products*

**eftia**  
**UNIVERSITY**



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# Eftia University

Eftia OSS Solutions Inc. is a leader in the design, development and management of OSS solutions for next-generation networks and service providers in the global communications marketplace. Eftia was founded in 1997. It is headquartered in Ottawa, Canada, with sales and project offices across North America, in Europe and in India. Eftia's consistent vision, versatile products and unrivalled industry expertise have made it a world leader in OSS solutions.

Eftia University is a knowledge transfer program targeted at customers, system integrators, alliance partners, industry professionals and students. In essence, it is the organization's "**Training and Certification**" department that imparts product and process knowledge to its audiences through interactive classroom sessions conducted by leading subject matter experts.

Eftia University aims to create awareness on a micro and a macro level around the fundamentals and business processes that underpin the Operational and Business Support Systems across various industries. It also offers in-depth insights and skills training into Eftia products (Master.Scribe and Ai<sup>2</sup> Application Development Framework) beyond the scope of module familiarity and the applications' operability.

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*For further course details, schedule and fee information, please email [university@eftia.com](mailto:university@eftia.com)*

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# Course Outline

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- **OSS Graduate**
- **OSS Executive**
- **Master.Scribe Professional**
- **Ai<sup>2</sup> Professional**

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**Provides a vital head start for engineers and fresh graduates entering the OSS space. Gives valuable insight into industry best practices and uses cases studies by experienced Telco professionals**

### **Course contents**

The role of OSS - BSS in enterprises  
Functional descriptions of OSS / BSS  
OSS architecture and internal workflow  
OSS products and vendors  
OSS / BSS integration strategies  
Overview of Industry Standards  
Marketing OSS

### **Duration**

1 day

### **Course Type**

Instructor led  
Classroom

### **Availability**

Call for details

## **OSS Graduate**

The OSS graduate is a 1-day workshop for students prior to placements or those in the process of acquiring professional education. The course highlights both the technical and business aspects of OSS and will help you to understand the elements and functionalities that make up these modern systems. It also explains the factors and features that differentiate business applications from operational applications, and introduces the value of migrating from traditional business support systems (BSS) to workflow oriented OSS components.

***\* Also offered for middle management executives, management trainees and support engineers.***

### **Pre-requisites:**

#### **Students:**

Bachelor's degree in Engineering (Electronics or Telecom)  
Post graduate diploma in Telecom / Systems management

#### **Professionals:**

Minimum two years work experience in telecommunications or systems

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**Powerful program for chief executives and senior engineers aiming at maximizing operational efficiency. Workshop designed and conducted by executives for executives**

### **Course contents**

- Definitions and descriptions OSS/ BSS
- Role of OSS /BSS in organizations
- The revenue model (Capex & Opex)
- OSS architecture and internal workflow
  - OSS components (in detail)
  - OSS – BSS relationship
  - OSS / BSS integration strategies
  - SLA management
- OSS best practices (Roll out, maintenance, security and augmentation)
- Overview of Industry Standards
- Marketing OSS (Asia pacific market scenario)
- Optimizing end to end BSS / OSS strategies

### **Duration**

4 days

### **Course type**

Instructor led  
Workshop

### **Availability**

Call for details

## **OSS Executive**

OSS executive is a 4-day intensive Executive Development Program aimed at enterprise managers who wish to know more about OSS from the perspective of revenue generation. This course exposes the technology and business perspective of OSS to companies that are initiating strategies, have plan to replace or are keenly interested in implementing an OSS. It unveils deeper perspectives into the various aspects of OSS, right from its architecture to the ROI projected through an OSS implementation.

The course caters to two levels of participants namely top-level company executives and senior engineers in charge of operations.

Part of the program will be discussed from the structural perspective, which details aspects of standards, interfaces, processes and application compatibilities required for implementation, augmentation and integration of an OSS. The second part gives an insight into subjects like revenue opportunities through BSS/OSS implementations, marketability, upcoming technologies and trends in the market.

### **Pre-requisites**

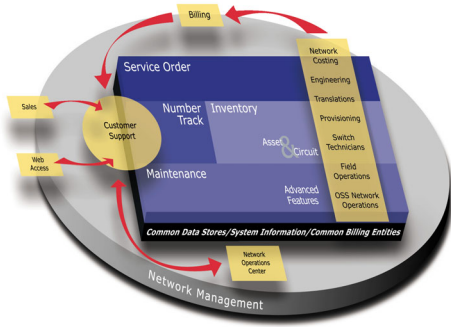
#### **Executives**

3-5 years of experience at senior management level in telecommunications or systems

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**High-performance OSS. Reduces operational and capital costs and increases revenues by helping telecom providers deploy more competitive products achieve better quality of service there by increasing market share and customer satisfaction.**

## Course contents

### Learn.Scribe

Understanding and marketing Master.Scribe  
Functional design and solution architecting

### Implement.Scribe

Installing, implementing and maintaining  
Master.Scribe

### Integrate.Scribe

Integration & augmentation

### Duration

30 days

### Course Type

Instructor led  
Classroom

### Availability

Call for details

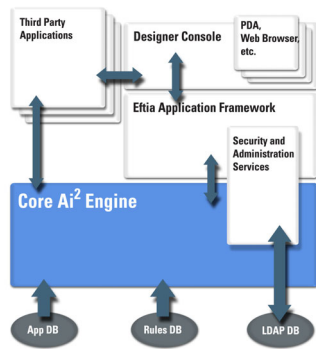
# Master.Scribe Professional

Master.Scribe is a comprehensive OSS solution that automates service providers' critical business and network processes. Master.Scribe is a full solution suite for order provisioning and fulfillment, trouble management; telecom circuit and asset inventory management; and Internet protocol (IP) address and telephone number management

This course is aimed at system integrators, partners and professionals who wish to be certified on the Master.Scribe suite. The course covers various aspects of the product ranging from marketing, implementing and integrating different modules of Master.Scribe. The certification is valid globally and entitles you to engage in professional services and technical consulting on the Master.Scribe suite.

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**Application development framework encompassing reusable business components, configurable catalogs and work flow engines that enables you to focus on the business model more than the implementation.**

## Course contents

### **Ai² Prime**

Understanding and marketing Ai²

### **Ai² Developer**

Modeling, implementing and maintaining applications built on the Ai² application development framework.

### **Duration**

14 days

### **Course Type**

Instructor led  
Classroom

### **Availability**

Call for details

## Ai² Professional

Ai², which stands for Adaptable, Intelligent, Integrable, is a next generation, state of the art, application framework and engine to provide enterprise automation solutions for any industry. It enables the rapid, cost-effective creation of custom resource management related applications to meet specific business needs, offering a level of adaptability not seen in other products.

This course is aimed at system integrators, partners and professionals who wish to be certified on Ai². The course covers various aspects of the product ranging from marketing, implementing and developing applications on Ai². The certification is valid globally and entitles you to engage in professional services and technical consulting on the Ai².

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