

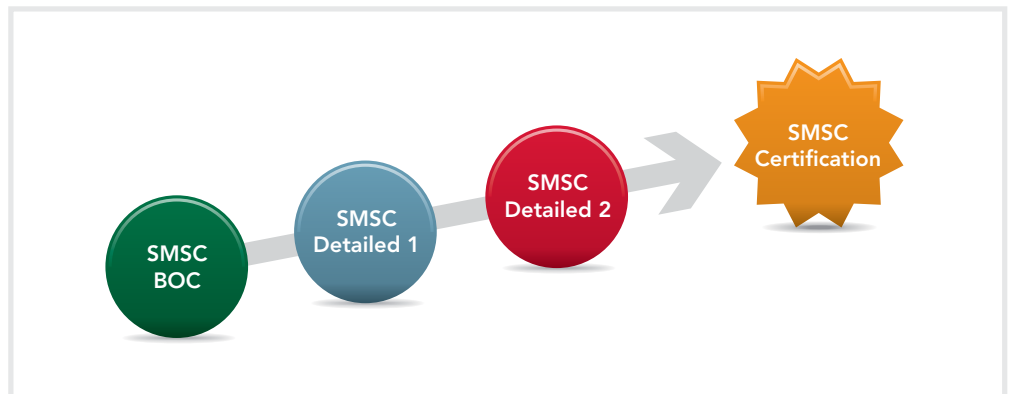


Acision SMSC Certification

The certification pathway structure and content enables Acision Customers to be confident their staff are suitably skilled to maximize platform availability and revenue generation whilst being more capable to handle changes as they arise. From basic to advanced level the certification pathway defines the prerequisites, components and measurements for each course that constitute a certified level of expertise. With certified engineers, Acision customers with in depth skills will be able to have improved dialogue with Acision engineers thus reducing problem resolution time frames.

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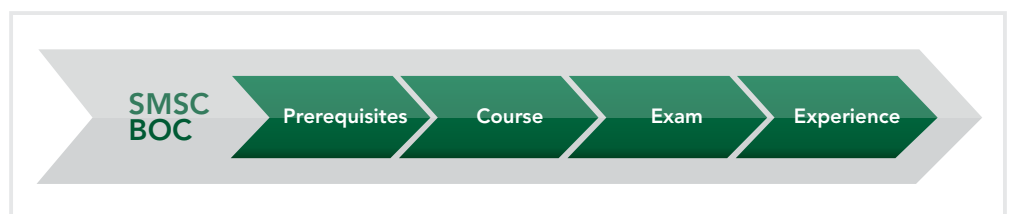
Pathway

Each stage of the pathway is a particular course delivering increasing SMSC engineering knowledge whilst building on the previously acquired understanding of the service. Each step in the pathway focuses on a different aspect and deepens the familiarity with the product.

As described later in this brochure it is not necessary to complete all stages in the pathway, it has been designed to allow for candidates who already have a varying level of SMSC knowledge to be assessed and enter the pathway at an appropriate point and complete certification.

Components

Each course in the certification pathway has a standard set of components as detailed in the diagram below.

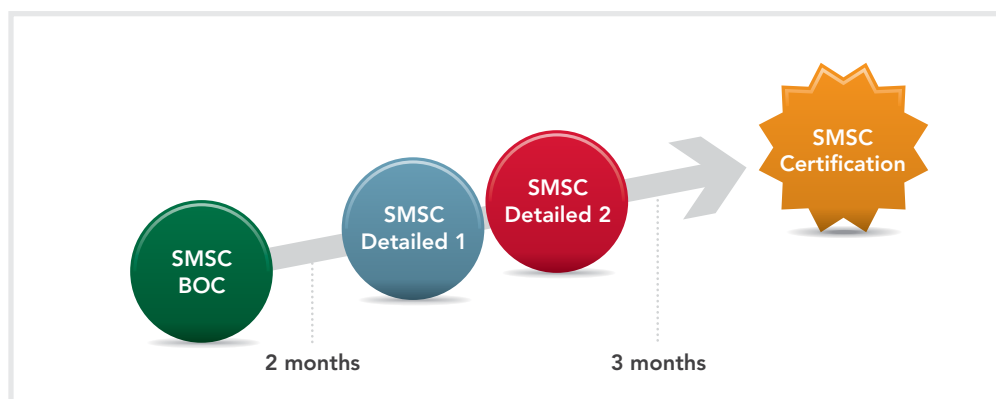


The prerequisites define what knowledge is required to attend the specific course in the pathway. This knowledge can vary from basic network operation to knowledge of specific Acision SMSC elements depending on the course.

The course itself delivers the knowledge of the service and environment, typically including theoretical aspects of service engineering as well as many hands-on exercises covering various configurations.

The course examination verifies the acquired knowledge and also provides detailed information on participant's knowledge gaps and areas for improvement. The exam serves as a checkpoint in the pathway and gives important feedback to the attendee helping to highlight the weak points in their understanding of the complex service.

The post course experience element in the pathway defines the recommended minimum timeframe in which practical service operation experience must be gained. This varies depending on the position within the pathway as detailed below.



Certification Pathway Courses

SMSC Basic Operator Course

The SMSC Basic Operator Course is a practical training course which familiarizes participants with the operation and management of the SMSC. Simultaneously the course provides an overview of the SMSC capabilities and functional behaviour. Participants learn how to make basic configuration changes and how to check whether the SMSC is working properly, identifying problems and performing basic troubleshooting.

Prerequisites: OpenVMS user knowledge, TCP/IP network knowledge, GSM basics knowledge

SMSC Detailed 1

The SMSC Detailed 1 Course is an intensive course that forms a logical continuation on the SMSC Basic Operator Course. Where the Basic Operator Course focuses on understanding the basic SMSC functionality, Detailed 1 provides participants with knowledge on how to technically realize commercial SMS solutions. From the first day the course builds a deeper understanding of OpenVMS and SMSC features and goes in-depth into the SMPP and UCP message application protocols. Participants learn to configure, connect and troubleshoot Large Account applications and interfaces. On the last day participants learn how to set up and configure SNMP manageability on the SMSC.

Prerequisites: SMSC BOC course or adequate knowledge, at least two months of regular work on the SMSC

SMSC Detailed 2

There are 3 variants for the SMSC Detailed 2 course allowing the candidate to focus on the technology specific to their installation. All of the following variants follow on from the SMSC Detailed 1 course.

Option 1 – Cisco ITP

This variant goes in-depth into the SS7 and SS7-over-IP protocols and interfaces, focusing on using Cisco ITP's in combination with a SMSC and SS7 network. Participants learn about advanced configuration and how to analyze and solve common problems.

Prerequisites: SMSC BOC course or adequate knowledge, CISCO devices configuration basics

Option 2 - M3UA

This variant goes in-depth into the SS7 protocols and interfaces with participants learning about advanced configurations and how to analyze and solve common problems related to SS7-over-IP running M3UA.

Prerequisites: SMSC BOC course or adequate knowledge

Option 3 – HP Signalling Gateway

This variant goes in-depth into the SS7 protocols and interfaces with participants learning about advanced configurations and how to analyze and solve common problems related to HP Signalling Gateway installations.

Prerequisites: SMSC BOC course or adequate knowledge, LINUX user knowledge

Certification

Once all the courses have been passed successfully, candidates can then sit the final certification day which includes written and hands on examinations.

The written examination is multiple choice and based on the content from all the certification courses.

The hands-on examination consists of configuration and troubleshooting scenarios. The configuration scenario covers the set-up and configuration of the system in a predefined manner. The troubleshooting scenario requires candidates to detect problems, observe the behaviour of the system, identify the cause, determine and implement the fix and test the correct behaviour.

For candidates with an existing level of SMS knowledge, they can undertake the pre-assessment questionnaire to determine the exact level of knowledge and hence at which point they should join the pathway and which areas of knowledge need development.

Prerequisites: SMSC D1 course or adequate knowledge and SMSC D2 course or adequate knowledge.



Re-certification



As customers with certified engineers upgrade their SMSC network, there will be a need to recertify on the new release. Recertification is simply achieved by undertaking the SMSC Delta course for the new release which will cover the theoretical and practical aspects of the new features and changes between the releases.

More questions?

For further information please contact your Acision Account Manager or the Acision Global Training Department on email address training@acision.com.

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