

Device Management Platform Administration

Objectives:

At the end of this course you will:

- ✦ **Manage the handset configuration of your subscribers**
- ✦ **Provision the platform**
- ✦ **Configure & monitor the platform**
- ✦ **Manage the different platform user types**

Key Topics:

- ✦ Configuration of Mobile Data Services
- ✦ Over the Air (OTA) Configuration
- ✦ Automatic Device Detection & Configuration
- ✦ Platform Supervision & Maintenance

Who should attend:

- ✦ Telecom Operators
- ✦ Customers Service Representatives
- ✦ System Administrators



Addressing your customers' needs regarding hassle-free and reliable mobile phone configuration is a major concern. Device Management is a state-of-the-art platform, which quickly and effectively manages device configuration settings Over The Air (OTA), so that end-users can use straight away your value-added data services without worrying about how to configure their mobile phone. With all this in mind, this course covers both platform usage and administration and is ideally suited for Customer Service Representatives and System Administrators.

Each training session consists of:

- ✦ A complete course manual
- ✦ Practical exercises

Pre-requisites:

- ✦ This course requires participants to have a basic knowledge of the following technologies:
 - OTA platform
 - GSM standards
 - Wireless services
- ✦ This course is held in English

Duration: 3 Days

Course fee:

Please refer to regional schedules on www.gemalto.com/training or contact us: <http://www.gemalto.com/training/contact.html>

Location:

Gemalto Training Centers. For on-site training, please contact us.



Course Schedule:

Day 1	Practice
Introduction/Overview + Wireless service offer + Device Management Overview & use cases	✓
Menus of GCDM + Device Set, Setting Set, Notification, Subscriber	✓
Over The Air Configuration (Transaction) Management + One-shot /Automatic device detection /Monitoring	✓
Campaign Management + Scenarios, Targets + Creation and Scheduling + Monitoring	✓

Day 2	Practice
Device Manager Provisioning + Repository Management:	✓
Account /Device /Device Set /Notification /Setting Set /Subscriber + Repository Management: GUI and file batchloading (XML files)	✓
Device Manager Solution Components + Architecture Overview + Framework + GCDM components + Campaign Manager	✓
Over The Air Configuration (Transaction) Flow	✓

Day 3	Practice
File Locations Commands & Key Scripts	✓
Platform supervision	✓
System Monitoring (Trails, SNMP & Logs)	✓
Platform User Profiles & Accounts	✓

Related Courses:

Device Management Platform Administration	OTA Platform Usage	OTA Platform Administration
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