

Dynamic STK Service Management Platform Administration

Objectives:

At the end of this course you will:

- ✦ **Manage the SIM-based services of your subscribers over time**
- ✦ **Provision the platform with services, portal (e.g. prepaid, corporate etc...)**
- ✦ **Run and monitor campaigns**
- ✦ **Administrate & maintain a fully functional service management platform**
- ✦ **Manage the different platform user types**

Key Topics:

- ✦ Service Structure definition
- ✦ OTA Service Management
- ✦ Platform Supervision & Maintenance

Who should attend:

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



Increasing the revenue generated by SIM based service usage is a major concern. In that regard, Service Manager is a state-of-the-art platform using Over The Air technology, which enables telecom operators to accurately manage SIM-based services throughout the life of their SIM cards, while providing operators detailed information on user profiles, user service content and usage tracking. This course ideally covers both platform usage and administration tasks.

Each training session consists of:

- ✦ A complete course manual
- ✦ Practical exercises

Pre-requisites:

- ✦ This course requires participants to have a working knowledge of the following technologies:
 - OTA platform
 - GSM standards
 - Wireless services
 - Service development with STKML
- ✦ 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 site or client's site



Course Schedule:

Day 1	Practice
<p>Introduction/Overview</p> <ul style="list-style-type: none"> + SIM-based services (SMS, transactional etc...) + Gemalto solution and use cases + Multi-user profile management + Fundamentals of service design for OTA administration + What is OTA & Dynamic <p>Service Manager Core Concepts & Vocabulary</p> <ul style="list-style-type: none"> + Understand the concept of Service Package, Service Portal, Service Structure, Service Profile and Service Content + Service Provisioning process <p>Service Management Administration</p> <ul style="list-style-type: none"> + Service content management commands & check + Service management by customer care + Tree view /Switch portal /Sending binary files <p>Over The Air Service Management Flow</p> <ul style="list-style-type: none"> + One-shot request & transaction + Service Manager monitoring <p>Service Management for Customer Care Exercises</p>	<p>✓</p> <p>✓</p> <p>✓</p>
Day 2	Practice
<p>Service Manager Provisioning</p> <ul style="list-style-type: none"> + Overview + Repository Management + Provisioning Exercises <p>Service Manager Solution Components</p> <ul style="list-style-type: none"> + Architecture Overview + Framework + GCSM components + Campaign Manager <p>Campaign Management</p> <ul style="list-style-type: none"> + Campaign concept + Campaign execution + Campaign monitoring + Exercises 	<p>✓</p> <p>✓</p>
Day 3	Practice
<p>Platform supervision & administration</p> <p>System Monitoring (Trails & Logs)</p> <p>Important Files (Maintenance) & example of errors</p> <p>Platform User Profiles & Accounts</p>	<p>✓</p> <p>✓</p>

Related Courses:

DSTK Service Management Platform

OTA Platform usage

OTA Platform Administration

Dynamic STK Services Development