

## Using Task Manager for DSA

**Course Title:** Using Task Manager for Dynamic SIM Allocation

**Overview:** This course includes an overview of the business use for Dynamic SIM Allocation. It covers all aspects of configuring the Task Management core; installing simulator agents, maintaining the installed environment and monitoring Service Order progress.

**Audience:** This course is valuable for individuals who:

- ◆ Maintain the Dynamic SIM Allocation System
- ◆ Are IT Operations staff or Application Support personnel
- ◆ Use the Dynamic SIM Allocation on a day-to-day basis

**Pre-requisites:** Participants should have:

- ◆ a basic working knowledge of:
  - ⇒ UNIX, for example change directory, ftp from server to pc
- ◆ familiarity with using a Windows environment
- ◆ a good general knowledge of voice networking technology

**Course Duration:** 3 days

**Training Location:** London office, England. Training can be arranged onsite by arrangement. Unfortunately our London office is not accessible to wheelchair users. We are of course very happy to arrange training at our office in Bath, where access to wheelchair users is available. We are always available on the telephone or via e mail to arrange this alternative.

**Course Hours:** 9:30 AM – 4:30 PM

**Maximum Class Size:** 8 Participants

**Contact:** Mandy Davidson  
Evolving Systems Limited  
One Angel Square  
Torrens St  
London  
EC1V 1PL  
UK

Tel: +44 (0) 207 843 4214  
Fax: +44 (0) 207 843 4001  
E-mail: [mandy.davidson@evolving.com](mailto:mandy.davidson@evolving.com)



## Course Outline:

- ◆ **Introduction**
  - ⇒ Provides a business context for the Dynamic SIM Allocation application
  - ⇒ Overview of the First Use Response component and its function
- ◆ **Configuring the Menu Server**
  - ⇒ Discussion of the role of the Menu Server
- ◆ **Controlling and Accessing Task Management**
  - ⇒ Using the Graphical User Interface
  - ⇒ Controlling Task Management using the GUI and the Command Line Interface
- ◆ **Configuration Generations**
  - ⇒ How to configure Task Management using the Graphical User Interface.
  - ⇒ Creating and editing a working generation, and making those changes live on the Task Management system.
- ◆ **Installing New Agents**
  - ⇒ Installing new agents into a working generation, configuring them using the Graphical User Interface, and incorporating your new agents and changes into your live system.
- ◆ **Using Testbench**
  - ⇒ Installing agent simulators onto the client PC enabling you to submit Service Orders into your Task Management system.
- ◆ **Service Order and EPT Queues**
  - ⇒ Adjusting queue configuration parameters to control the throughput of your service orders.
- ◆ **Error Logging**
  - ⇒ How errors are logged by Task Management. Using the logs to determine data error.
  - ⇒ How to configure SNMP traps.
- ◆ **System Maintenance**
  - ⇒ A discussion of the tasks necessary for the maintenance of the Task Management environment
- ◆ **Service Orders and EPTs**
  - ⇒ A detailed discussion of service order processing
  - ⇒ The relationship between service orders and service logic
  - ⇒ Scheduling of service orders
- ◆ **Understanding Links and Queues**
  - ⇒ A detailed discussion of supported Links to external systems
  - ⇒ How to bring a link in service and take it out of service allowing you to temporarily suspend service order receipt from the FUR source or delivery to your provisioning system
  - ⇒ How to use the queues to delay delivery of EPTs to your provisioning system
- ◆ **Monitoring Service Order Progress**
  - ⇒ How to use the service order database to track the progress of service orders through your Task Management system
  - ⇒ How to perform simple and advanced searches
- ◆ **Workshops**
  - ⇒ Most sections of the course are supported by a number of task oriented workshops.