

Tertio 7.1 Software

Course Title: Developing Agents for Provisioning

Overview: A course covering all aspects of designing and developing a Tertio Service Activation provisioning agent.

Audience: This course is valuable for individuals who:

- ◆ design and develop Tertio Service Activation provisioning agents

Pre-requisites: Participants should have:

- ◆ attendance on the Tertio Service Activation Installation and IT Operations course
- ◆ a very good working knowledge of:
 - ⇒ UNIX, including creation of groups and users, using vi, ftp file transfer, installing software
 - ⇒ the Tcl programming language
- ◆ some Oracle knowledge would be advantageous
- ◆ familiarity with using a Windows environment
- ◆ a good general knowledge of voice networking technology

Course Duration: 4 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



Course Outline:

- ◆ **Introduction**
 - ⇒ Understanding the Service Activation architecture
 - ⇒ An overview of Service Activation agents
- ◆ **Design Principles**
 - ⇒ The structure of a provisioning agent
 - ⇒ The role of the Service Activation Developers Toolkit
 - ⇒ Guidelines on writing provisioning agent technical specifications
- ◆ **Link Activation/Deactivation**
 - ⇒ The SDK API used for link activation and deactivation
 - ⇒ Discussion of successful link activation and deactivation scenarios
- ◆ **Trace and Error Logging**
 - ⇒ A discussion of the facilities provided by the SDK for logging trace and error messages for provisioning agents
- ◆ **Configuration Management**
 - ⇒ The SDK API for managing the provisioning agent configuration
- ◆ **The Interface to the Network Element**
 - ⇒ The issues to consider when implementing the interface between the provisioning agent and the network element.
 - ⇒ Emphasis on the use of callbacks and the Telnet Tcl package which is used in the workshops
- ◆ **EPT Definition and Processing**
 - ⇒ How to define EPTs
 - ⇒ The feature set approach
 - ⇒ Supported EPT types (single-phase and two-phase)
 - ⇒ The SDK API for EPT processing
 - ⇒ Issues around EPT validation
- ◆ **Two-phase EPT Implementation**
 - ⇒ A detailed discussion of two-phase EPTs and how they differ from single-phase EPTs
- ◆ **Additional Features**
 - ⇒ How a provisioning agent handles housekeeping events and updates the EPT log table
 - ⇒ How to define new EPT result codes
- ◆ **Exception Handling**
 - ⇒ How a provisioning agent handles exceptions such as timeouts, loss of communication to the Network Element and failed configuration re-read attempts
- ◆ **Alternative Implementation Approaches**
 - ⇒ A brief discussion of provisioning agent implementations using C++ and Java
 - ⇒ How the C++ and Java SDK API differs from the Tcl one
- ◆ **Workshops**
 - ⇒ Each section of the course is supported by a number of task oriented workshops.
 - ⇒ By the end of the course you will have developed your own provisioning agent in Tcl