

## Tertio 7.1 Software

**Course Title:** Installation and IT Operations

**Overview:** A course covering all aspects of installing the Service Activation core; configuring the system; installing simulator agents and maintaining the installed environment.

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

- ◆ Maintain the Service Activation System
- ◆ Are IT Operations staff or Application Support personnel

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

- ◆ a good working knowledge of:
  - ⇒ UNIX, including using the vi editor
- ◆ some Oracle knowledge would be advantageous
- ◆ familiarity with using a Windows environment
- ◆ a good general knowledge of voice networking technology

**Course Duration:** 2 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:** 9:00 AM – 5.00 PM

**Maximum Class Size:** 8 Participants

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## Course Outline:

- ◆ **Introduction**
  - ⇒ Provides a business context for the Service Activation application
  - ⇒ Overview of each component and its function
- ◆ **Installation**
  - ⇒ The tasks and checks involved in installing the Service Activation Core
  - ⇒ Workshop includes installing your own system
  - ⇒ Installing the Graphical User Interface on the Client PC
- ◆ **Controlling and Accessing Service Activation**
  - ⇒ Using the Graphical User Interface
  - ⇒ Controlling the system using the GUI and the Command Line Interface
- ◆ **Configuration Generations**
  - ⇒ How to configure your system using the Graphical User Interface.
  - ⇒ Creating and editing a working generation, and making those changes live on the Tertio 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.
- ◆ **Building a Tertio Service Activation System**
  - ⇒ Adding new processes to increase throughput
  - ⇒ Installing the Testbench tool which acts as an external source simulator and a network element simulator
- ◆ **Sequencing and Queues**
  - ⇒ How to generate service order requests to be processed in the correct order. Controlling throughput of your service orders and responses.
- ◆ **Editing Core Files**
  - ⇒ Details of core files and what can be achieved by altering them.
- ◆ **Error Logging**
  - ⇒ How errors are logged by Tertio. 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 Service Activation environment
- ◆ **Configuring Regions**
  - ⇒ How data can be partitioned by defining Regions. External Systems, Network Elements and incoming Service Orders can then be associated with a particular region.
- ◆ **Workshops**
  - ⇒ Each section of the course is supported by a number of task oriented workshops.
  - ⇒ Each delegate will install his or her own Tertio system and will build this, over the two day course, into a fully functional provisioning system with an external source and network element simulators