

## Tertio 7.1 Software

**Course Title:** Network Operations

**Overview:** Provides a business context for the Service Activation application and an overview of each component and its function. Gives an understanding of the general day-to-day usage of the Service Activation provisioning system..

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

- ◆ Use the Service Activation System on a day-to-day basis
- ◆ are IT Operations staff, Application Support personnel or IT Operations staff

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

- ◆ familiarity with using a Windows environment
- ◆ a good general knowledge of voice networking technology

**Course Duration:** 1 day

**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 (*introduction omitted if attendees have participated in the Installation and IT Operations course*)
- ◆ **Service Order Processing**
  - ⇒ A detailed discussion of service order processing
  - ⇒ The difference between single-phase and two-phase EPTs
  - ⇒ 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 an external source or delivery to a network element
  - ⇒ How to use the queues to delay delivery of EPTs to network elements
- ◆ **Monitoring Service Order Processing**
  - ⇒ How to use the service order database to track the progress of service orders through your Service Activation system
  - ⇒ How to perform simple and advanced searches
- ◆ **Performance Monitoring**
  - ⇒ How to use the statistics facility from the GUI
  - ⇒ A discussion of the available reports and how to run them
- ◆ **Workshops**
  - ⇒ Each section of the course is supported by a number of task oriented workshops.
  - ⇒ Each delegate will be using his or her own Service Activation system to enable them to have hands experience of this application