

## Tertio Service Verification 2.0 Software

**Course Title:** Tertio Service Verification Installation, Administration and Operations

**Overview:** A course covering all aspects of installing the Service Verification core; configuring system settings; installing external systems; scheduling reports and corrective actions; integrating with Tertio Service Activation; maintaining the installed environment and the general day-to-day usage of the Service Verification system

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

- ◆ Maintain the Service Verification System
- ◆ Are IT Operations staff or Application Support personnel
- ◆ Use the Service Verification on a day-to-day basis

**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 Verification application
- ⇒ Overview of concepts

### Installation

- ⇒ The tasks and checks involved in installing the Service Verification Core
- ⇒ Workshop includes installing your own system
- ⇒ Installing the Graphical User Interface on the Client PC

### Configuring Agents and Tasks

- ⇒ Using the Graphical User Interface
- ⇒ How to installing systems and creating collection tasks

### Configuring System Settings

- ⇒ The definition of a subscriber
- ⇒ How to filter subscribers, adding subscriber keys at system level, defining nested feature set keys

### Configuring External Systems

- ⇒ About External Systems
- ⇒ How to define subscriber keys at external system level
- ⇒ How to add feature name filters, define uncorrectable features, and create collection schedules

### Viewing Comparison Results

- ⇒ About comparison results
- ⇒ Viewing subscriber results and feature details
- ⇒ Viewing batch records and audit logs

### Reports and Corrections

- ⇒ How to create feature filters on which to schedule reports or corrective actions
- ⇒ Setting authorizations and priorities
- ⇒ About the correction queue and task schedules

### Integrating with Tertio Service Activation

- ⇒ How to integrate your Service Verification system with your Service Activation
- ⇒ How to configure a "Hot Compare" task to detect in-progress Service Orders

### Monitoring the System

- ⇒ Viewing the User Activity log
- ⇒ About error and trace logs and formats

### Configuring Users

- ⇒ How to configure new users and roles

### Maintaining the System

- ⇒ About default Housekeeping tasks and how to create your own

### Workshops

- ⇒ Each section of the course is supported by a number of task oriented workshops.
- ⇒ Each delegate will install his or her own Service Verification system, configure it, and integrate it with an existing development Service Activation system. They will create corrective actions and schedule reports simulating a real world scenarios