

Telcordia **Solution Delivery** **Education & Training Services**

Telcordia Education Services group delivers the highest quality training and education programs across our next-generation OSS portfolio. We combine a wealth of training experience with extensive telecom knowledge to provide online and on-site programs that help to enable the highest return on your education investment.

► The most advanced and intuitive information technology cannot deliver as expected if users are unprepared. New technology always has a ripple effect, influencing everything from business processes to staff skills and even corporate culture. That's why every technology investment requires an investment in people. One of the most cost-effective and productive investments you can make is in targeted training that gives users the expertise and confidence to embrace the solutions you are deploying.

TURN TO THE EXPERTS

Telcordia understands that education and training are integral to your return on investment. Our Education Services group has designed a portfolio of best-practice offerings — Training Needs Analysis, OSS Accreditation Program, Public Certification Courses, and Train the Trainer Programs — that prepare our clients and systems integration partners to install, configure, use, maintain, and administer Telcordia software solutions based on the same high expectations that we set for ourselves.

Training Needs Analysis

Each Telcordia partner and end-user organization is unique. Their company cultures, customers, core values, and technologies are all key factors in driving their businesses. But, above all else, they are defined by the people they employ. Telcordia training addresses each company's needs with a core set of standard courses and appropriate customized training.

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Boost employee buy-in for new solutions

002

Get the benefits you expect from your new systems

003

Enhance staff expertise and productivity

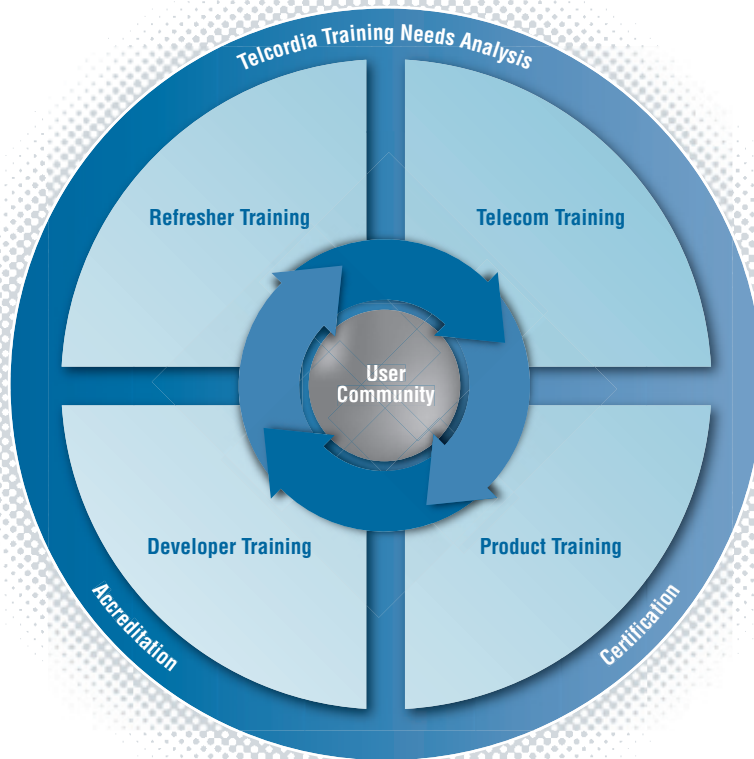
We determine those needs through the Training Needs Analysis by identifying skills gaps and their impacts on the project, and designing a training program that is focused on an organization's activities. We also establish performance benchmarks for all levels and teams, conduct an education ROI analysis, and develop cost justification models, all aimed at maximizing return on training investment and avoiding downtime on unnecessary training. Then by integrating training with in-house business processes, we expedite go-live readiness and user acceptance.

OSS Accreditation Program

Telcordia offers a world-class OSS Accreditation Program across all Telcordia product sets. The program allows any persons or companies working on a Telcordia implementation to meet the same exacting standards that we set for our own staff. The accredited organization benefits from specially designed training, materials, lectures, testing mechanisms, and quality assurance processes that comply with ANSI and ETSI standards.

- AT A GLANCE**
- Telcordia Education & Training Services promote efficiency and return on investment by:
 - Adapting to your needs and schedules
 - Delivering appropriate training, refreshers, and mentoring throughout your relationship with Telcordia
 - Facilitating information technology implementations
 - Helping you derive all the benefits built into your Telcordia solution.

Education and Training Lifecycle



As a result, we can certify participants in a full range of competencies from data migration skills to principal architect expertise. We also enable clients and partner organizations to create “competency centers” that can fully support the activities of any Telcordia project.

Public Certification Courses

Our expert instructors also run a series of public courses at locations around the globe for efficient, “fast-track” learning using real-world exercise sets and instructional aids. Courses on major systems, such as Telcordia® Granite Inventory and Telcordia® Network Engineer, cover operations along with the latest features and capabilities.

Also, individual course certification is available to delegates whose organizations do not actively participate in the OSS Accreditation Program.

Train the Trainer Programs

Given the importance of ongoing, well-designed training solutions, we transfer our training skills and knowledge to our partners and clients through our Train the Trainer and Certified Partner Training Programs.

Train the Trainer gives clients the “scalability” to quickly and expertly address training requirements within their organizations whenever the need arises. Our Certified Partner Training allows our partners to expedite system deployments by incorporating high quality training directly into the implementation process. All of these programs deliver the peace of mind that the training being delivered is up-to-date and up to Telcordia standards.

LEARN MORE

Find out more about how our experienced instructors, flexible schedules, practical materials, and customized approaches combine to help you unleash the next-generation functionality and operational excellence that are engineered into all Telcordia solutions.

GET IT RIGHT

- With the expertise to solve the
- world's most complex
- communications challenges,
- Telcordia is known for helping its
- customers get it right so they can
- reap the greatest business benefits.
- Our Solution Delivery services
- are part of our broad offering of
- products and services designed to
- help you operate more efficiently,
- drive revenues, and deploy
- innovative new services.



For more information about Telcordia Technologies, contact your local account executive, or you can reach us at:

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