



Device Management Center Administration

Ensure handsets are always well configured to better serve your customers

Addressing your **customers' needs** regarding hassle-free and **reliable mobile phone configuration** is a major concern. Device Management is a state-of-the-art platform, which quickly and effectively manages device configuration settings **Over The Air (OTA)**, so that end-users can use straight away your value-added data services without worrying about how to configure their mobile phone.

As a Device Management Administrator you must be able to **troubleshoot, configure and guarantee system is running in an optimized way.**

This training covers all the usage & administration tasks needed to fully operate your Device Management Solution.

At the end of the training you will:

- > Understand DMC solution architecture
- > Understand Provisioning scheme of your Device Management Solution
- > Configure & monitor the platform
- > Manage the different platform user types
- > Troubleshoot solution performance and interfaces

Who should attend?

- > VAS Managers
- > System Administrators
- > Handset Validation Team
- > O&M Team

Pre-requisites:

- > (U)SIM Basic knowledge

This course is held in English



PROGRAM

Device Manager Solution Components

- > Architecture Overview
- > Framework
- > DM components
- > Campaign Manager
- > Interworking with external applications
- > Call Flows
- > Practicals:
 - Solution Elements identification
 - Campaign, Marketing analysis, Automatic Device Detection & Configuration, EIR, SMS-c, WTIR

Device Manager Provisioning Scheme

- > Device
- > Notification Messages
- > Setting Sets
- > Subscriber
- > Bulk Subscriber provisioning
- > SMS-Center
- > Practicals:
 - Performing Provisioning of new Device, Device Set, Notification Messages, Setting Sets, Subscribers

Business Rules

- > Business Rules for Automatic Device Detection
- > Practicals:
 - Changing business rules

System User Management

- > Platform User Profiles & Accounts Scenarios, Targets
- > Practicals:
 - Creating new system user Profiles & Accounts

Advanced management

- > System configuration
- > Marketing Analysis tool
- > Equipment identify register
- > Handset capabilities Retrieval
- > Fraud detection
- > Billing
- > Practicals:

System Monitoring & Troubleshooting

- > File Locations Commands & Key Scripts
- > Audit Trails
- > SNMP Traps
- > Log File Management and Analysis
- > CDR generation
- > Solution Interface (SMSC connections) or integrated SMSC management
- > Alarm management and reaction procedures
- > Real time statistics
- > Troubleshooting and Tracing
- > Maintenance Tasks
- > FAQ
- > Practicals:
 - Audit Trail configuration and analysis
 - SNMP configuration
 - Log files configuration and Analysis
 - CDR configuration
 - SMSC connections configuration

