

Device Management Platform Administration

All you need to keep your Device Management solution operational



Device Management solution plays an important role on MNO business. Configuring subscribers' handsets to ensure **service availability** is key to ease service adoption and **optimize customer care center costs**.

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 administration tasks needed to fully operate your Device Management Solution.



At the end of the training you will

- > Understand Device Management 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

- > System Administrators
- > O&M Teams

Pre-requisites:

- > Device Management Introduction & Usage training (T1008A)

This course is held in English

Key topics

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| <ul style="list-style-type: none"> > Solution Architecture > Setting sets > Notification Messages > Troubleshooting | <ul style="list-style-type: none"> > Business Rules > Audit Trail > Log Files configuration > Platform Supervision & Maintenance |
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Course Schedule



Day 1	Practice
<p>Device Manager Solution Components</p> <ul style="list-style-type: none"> > Architecture Overview > Framework > DM components > Campaign Manager <p>Device Manager Provisioning Scheme</p> <ul style="list-style-type: none"> > Device > Device Set > Notification Messages > Setting Sets > Subscriber <p>Business Rules</p> <ul style="list-style-type: none"> > Business Rules for Automatic Device Detection > Business Rules for Wireless Self Care <p>System User Management</p> <ul style="list-style-type: none"> > Platform User Profiles & Accounts 	<p>Solution Elements identification</p> <p>Performing Provisioning of new Device, Device Set, Notification Messages, Setting Sets, Subscribers</p> <p>Changing business rules</p> <p>Creating new system user Profiles & Accounts</p>

Day 2	Practice
<p>System Monitoring & Troubleshooting</p> <ul style="list-style-type: none"> > File Locations Commands & Key Scripts > Audit Trails > SNMP Traps And Counters > Log File Management and Analysis > CDR generation > Solution Interface (SMSC connections) 	<p>Audit Trail configuration and analysis</p> <p>SNMP configuration</p> <p>Log files configuration and Analysis</p> <p>CDR configuration</p> <p>SMSC connections configuration</p>

