

OTA and Service Manager Training Package

All you need to master your OTA and Service Manager Solution

Objectives:

At the end of this courses you will:

- ✦ **Understand the fully potential of your OTA and Service Manager solutions**
- ✦ **Be able to launch and monitor your Service Manager and OTA campaigns.**
- ✦ **Be able to provision new services, portals, card profiles and applets.**
- ✦ **Troubleshoot and know best practices to maintain your OTA and Service Manager solutions.**

Key Topics:

- ✦ Service Content Management
- ✦ Promotional Push
- ✦ Campaign Management
- ✦ Services Provisioning
- ✦ Portals Provisioning
- ✦ Product Management
- ✦ Platform Administration

Who should attend:

- ✦ Project Managers
- ✦ IT Managers
- ✦ System Implementers
- ✦ Operation Engineers
- ✦ Support Engineers



With this training package, you will get all the info you need to master your OTA and Service Manager Solutions. Understand all platform use cases; update your DSTK menus and run OTA and Service Manager campaigns. Administrate and troubleshoot your platform by knowing the best practices implemented in the field. OTA and Service Manager Training package cover the 5 main administration trainings available for your OTA and Service Manager solution.

Each training session consists of:

- ✦ A Complete course manual
- ✦ Practical Exercises

Pre-requisites:

- ✦ This course requires participants to have a basic knowledge of the GSM networks, as well as an electronic or computer background
- ✦ This course is held in English

Duration: 5 Days

Course fee:

Please refer to regional schedules on www.gemalto.com/training or contact us: <http://www.gemalto.com/training/contact.html>

Location:

Gemalto Training Centers
For on-site training, please contact us.

Course Schedule:

Day 1

OTA Platform Introduction & Usage Training
Please see [brochure](#) for detailed agenda.

Day 2

OTA Platform Card and Applet Provisioning Training
Please see [brochure](#) for detailed agenda.

Day 3

Service Manager Introduction & Usage Training
Please see [brochure](#) for detailed agenda.

Day 4

Service Manager Provisioning Training
Please see [brochure](#) for detailed agenda.

Day 5

OTA and Service Manager Administration Training
Please see [brochure](#) for detailed agenda.