Service Design and Management Training Package

Design, Test, Deploy and promote your DSTK services

Objectives:

At the end of this courses you will:

- **Design your new services with a user friendly and fast interface**
- **Test your services in your infrastructure**
- **Deploy and Promote your services massively by running Campaigns**
- **Troubleshoot and know best practices to maintain your Service Manager solutions.**

Key Topics:

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

Who should attend:

- VAS Managers
- IT Managers
- System Implementers
- Operation Engineers
- Support Engineers
- Service Developers

With this training package, you will get all the info you need to increase ARPU via keeping attractive your service offer for your subscribers.
Understand how to Design, Test, Deploy and Promote your new services in the fastest way by mastering your Service Manager Solution and Service Designer Tool.
Administrate and troubleshoot your platform by knowing the best practices implemented in the field.
Service Design and Management Training package cover the 4 main trainings you need to get the most from your Service Management 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
Service Studio Training – Day 1 Please see brochure for detailed agenda.

Day 2
Service Studio Training – Day 2 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
Service Manager Administration Training Please see brochure for detailed agenda.