

Unified Personal Data Management Platform Administration

Objectives:

At the end of this course you will:

- ✦ **Administrate & maintain a fully functional platform**
- ✦ **Configure and manage the applet on the users SIM card**

Key Topics:

- ✦ Architecture
- ✦ Platform configuration
- ✦ Applet configuration
- ✦ OTA interaction

Who should attend:

- ✦ System Administrators
- ✦ SIM Managers
- ✦ Telecom Operators
- ✦ Customer Service Managers

Each training session consists of:

- ✦ A complete course manual
- ✦ Practical exercises



Phonebooks are the most popular "data" application used by subscribers. When a subscriber changes their subscription or loses their Mobile phone, this is where the highest risk of churn can be expected. The Unified Personal Data Management platform, through your OTA platform, is your new solution to prevent subscriber churn and the loss of potential business. Personal data such as calendars, tasks, pictures, videos, SMSs, and MMSs can also be saved on the server. This course delivers the administration principles and gives hands on practical advice.

Pre-requisites:

- ✦ This course requires participants to have a basic knowledge of the following technologies:
 - OTA
 - GSM SIM Card Structure
 - ETSI & GSM Standards
 - 03.40 & 03.48 Header Structures
 - It is strongly recommended that you follow the "UPDM Platform Introduction & Usage" course before attending this course
- ✦ This course is held in English

Duration: 1 Day

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	Practice
<p>Platform Administration & Management</p> <ul style="list-style-type: none">Managing user profiles and accounts<ul style="list-style-type: none">+ Creating an administrator profile+ Creating a customer care agent profile+ Creating a subscriber profile+ User Account management <p>Statistics</p> <p>Files, locations and commands</p> <p>Platform information</p> <ul style="list-style-type: none">+ SNMP & JMX configuration+ Billing, logging and audit trail configuration+ Log files	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>