

# Dynamic STK

## Service Management Administration

### Objectives:

At the end of this course you will:

- ✦ **Manage the SIM-based services of your subscribers over time**
- ✦ **Provision the platform with services, portal (e.g. prepaid, corporate etc...)**
- ✦ **Run and monitor campaigns**
- ✦ **Administrate & maintain a fully functional service management platform**
- ✦ **Manage the different platform user types**

### Key Topics:

- ✦ Service Structure definition
- ✦ OTA Service Management
- ✦ Platform Supervision & Maintenance

### Who should attend:

- ✦ Telecom Operators
- ✦ Customer Service Representatives
- ✦ System Administrators



Increasing the revenue generated by SIM based service usage is a major concern. In that regard, Service Manager is a state-of-the-art platform using Over The Air technology, which enables telecom operators to accurately manage SIM-based services throughout the life of their SIM cards, while providing operators with detailed information on user profiles, user service contents and usage tracking. With this in mind, this course ideally covers both platform usage and administration tasks.

### Each training session consists of:

- ✦ A complete course manual
- ✦ Practical exercises

### Pre-requisites:

- ✦ This course requires participants to have a working knowledge of the following technologies:
  - OTA platform
  - GSM standards
  - Wireless services
  - Service development with STKML
- ✦ This course is held in English

**Duration:** 3 Days

### Course fee:

Please refer to regional schedules on [www.gemalto.com/training](http://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
Introduction/Overview + SIM-based services (SMS, transactional etc...) + Gemalto solution + Multi-user profile management + Fundamentals of service design for OTA administration	✓
Menus of SM + Service Package, Portal, Service structure, Service profile, Batchload, Service content	✓
Service Management + SIM card for customer care + Service content management commands & check + OTA One-shot request + Tree view /Switch portal /Sending binary files	✓
Monitoring	
Campaign Management	✓

Day 2	Practice
Service Manager Provisioning + Overview + Repository Management:	✓
Service Manager Solution Components + Architecture Overview + Framework + GCSM components + Campaign Manager	✓
Over The Air Service Management Flow + One-shot & transaction + Service Manager monitoring	✓
23.048 message header default parameters	✓

Day 3	Practice
File Locations Commands & Key Scripts	✓
Platform supervision	✓
System Monitoring (Trails, SNMP & Logs)	✓
Important Files (Maintenance) & example of errors	✓
Platform User Profiles & Accounts	✓

**Related Courses:**

<b>DSTK Service Management Platform</b>	<b>OTA Platform usage</b>	<b>OTA Platform Administration</b>	<b>Dynamic STK Services Development</b>
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