

LIST OF TRAINING COURSES

Neotelis offers a wide range of training courses in the key areas of the telecommunications sector.

NEW Neotelis training courses for 2012 in bold

Strategy & Management

- MGT-100E Mini MBA in Telecommunications – 10 days (7.5 NLU)
- MGT-101E Strategic Thinking and Planning in Telecommunications – 5 days (3.5 NLU)
- MGT-102E Project Management in Telecommunications – 5 days (3.0 NLU)
- MGT-103E Essentials for Mobile Operators – 10 days (6.0 NLU)
- MGT-104E Business Intelligence in Telecommunications – 5 days (3.0 NLU)
- MGT-105E Leadership: a Potential to Develop – 5 days (3.0 NLU)
- MGT-106E Effective Management Skills – 5 days (3.0 NLU)
- MGT-107E Corporate Communications & Public Relations – 10 days (6.0 NLU)
- MGT-108E Effective Corporate Communications Writing – 10 days (6.0 NLU)
- MGT-109E Planning & Alignment of IT with Business Strategy – 5 days (3.0 NLU)
- MGT-110E IT Resource Management – 5 days (3.0 NLU)
- MGT-111E Organizational Knowledge Management – 5 days (3.0 NLU)
- MGT-112E International Telecommunications Fundamentals – 5 days (3.0 NLU)
- MGT-113E Challenges & Strategies for Incumbent Operators – 5 days (3.0 NLU)
- MGT-114E External Corporate Communications & Public Relations – 5 days (3.0 NLU)
- MGT-115E Effective Internal Communications – 5 days (3.0 NLU)
- MGT-116E Analytical Skills & Logical Thinking – 2 days (1.2 NLU)
- MGT-117E Mastering Creative Thinking & Innovation for Business Success – 2 days (1.2 NLU)
- MGT-118E Exercising Influence – 2 days (1.2 NLU)
- MGT-119E Business Case Preparation & Development – 2 days (1.2 NLU)
- MGT-120E The ABCs of Telecom – 5 days (3.0 NLU)
- **eMGT-120E The ABCs of Telecom (e-Learning Training)**
- MGT-121E Diploma in Telecommunications Management – 6 weeks (15.0 NLU)

Marketing & Sales

- MKG-100E Marketing Management in Telecommunications I – 10 days (6.0 NLU)
- MKG-101E Product Development & Management – 5 days (3.0 NLU)
- MKG-102E Call Centers & Customer Service in Call Centers – 10 days (6.0 NLU)
- MKG-103E Marketing Research & Forecasting – 10 days (6.0 NLU)
- MKG-104E Managing the Business of Interconnection: Issues & Opportunities – 5 days (3.0 NLU)
- **vMKG-104E Managing the Business of Interconnection: Issues & Opportunities (Virtual Classroom Training)**
- MKG-105E Interconnection Agreements Negotiation & Management – 10 days (6.0 NLU)
- MKG-106E Business Challenges of Migration to IP – 5 days (3.0 NLU)
- MKG-107E International Settlements & Traffic Management – 5 days (3.0 NLU)
- MKG-108E IP Interconnection & Commercial Arrangements – 5 days (3.0 NLU)
- MKG-109E Marketing & Sales of Mobile Data Services – 5 days (3.0 NLU)
- MKG-110E Marketing Strategies for New Services & Applications – 5 days (3.0 NLU)
- MKG-111E Strategic Sales in Telecommunications – 5 days (3.0 NLU)
- MKG-112E Call Centers & Customer Service in Call Centers for Senior Managers – 10 days (6.0 NLU)
- MKG-113E Marketing Management in Telecommunications II – 10 days (6.0 NLU)
- MKG-114E Pricing in Telecommunications – 5 days (3.0 NLU)
- MKG-115E Marketing Communications – 5 days (3.0 NLU)
- MKG-116E Customer Intelligence & Data Mining – 5 days (3.0 NLU)
- MKG-117E Value-Based Marketing – 5 days (3.0 NLU)
- MKG-118E Optimizing Call Center Performance – 5 days (3.0 NLU)
- MKG-119E Distribution Channel Strategy & Management – 5 days (3.0 NLU)
- MKG-120E Advanced Interconnection Principles – 5 days (3.0 NLU)
- **MKG-121E Building a Customer Focus – Contact Center Strategies & Management – 5 days (3.0 NLU)**
- **MKG-122E CRM in Telecommunications – 5 days (3.0 NLU)**

NLU =
Neotelis Learning Unit
see website for more details

Neotelis can develop or customize training courses for delivery at the location of your choice.

LIST OF TRAINING COURSES

Our training courses are a balanced mix of theory and practice: presentations, case studies, hands-on workshops and live discussions on participants' business realities.

NEW Neotelis training courses for 2012 in bold

Policies & Regulations

- **REG-100E** Telecom Regulation Essentials – 10 days (6.0 NLU)
- **REG-101E** Management of Regulatory Affairs – 5 days (3.0 NLU)
- **REG-102E** Spectrum Management – 5 days (3.0 NLU)
- **REG-103E** Regulation of New Telecom Services & Applications – 5 days (3.0 NLU)
- **REG-104E** Telecom Law Essentials – 5 days (3.0 NLU)
- **REG-105E** Regulatory Impact of Technological Innovations – 5 days (3.0 NLU)
- **REG-106E** Competition Issues in Telecommunications – 5 days (3.0 NLU)

Finance

- **FIN-100E** Financial Management in Telecommunications – 10 days (7.0 NLU)
- **FIN-101E** Telecom Billing Fundamentals – 5 days (3.0 NLU)
- **FIN-102E** IP & Mobile Data Service Billing – 5 days (3.0 NLU)
- **FIN-103E** Telecom Billing Mediation I – 5 days (3.0 NLU)
- **FIN-104E** Revenue Leakage in Telecommunications – 5 days (3.0 NLU)
- **FIN-105E** Financial Modeling in Telecommunications – 5 days (3.0 NLU)
- **FIN-106E** Revenue Assurance in Telecommunications I – 5 days (3.0 NLU)
- **FIN-107E** Revenue Assurance in Telecommunications II – 5 days (3.0 NLU)
- **FIN-108E** Fraud Management in Telecommunications I – 5 days (3.0 NLU)
- **FIN-109E** Fraud Management in Telecommunications II – 5 days (3.0 NLU)
- **FIN-110E** Telecom Billing Mediation II – 5 days (3.0 NLU)
- **FIN-111E** Financial Strategies & Management for Telecom Executives – 5 days (4.0 NLU)
- **FIN-112E** Cost Modeling in Telecommunications – 5 days (3.0 NLU)
- **FIN-113E** IAS/IFRS in Telecommunications – 5 days (3.0 NLU)
- **FIN-114E** Supply Chain Management in Telecommunications – 5 days (3.0 NLU)
- **FIN-115E** Financial Management of Telecommunication Products – 5 days (3.0 NLU)
- **FIN-116E** LRIC in Telecommunications – 5 days (3.0 NLU)
- **FIN-117E** Finance for Non-Financial Managers in Telecommunications – 5 days (3.0 NLU)
- **FIN-118E** Management Accounting in Telecommunications – 5 days (3.0 NLU)
- **FIN-119E** **Budgeting in Telecommunications – 3 days (1.8 NLU)**
- **FIN-120E** **End to End Process for Collection in Telecommunications – 3 days (1.8 NLU)**

Human Resources

- **HRM-100E** Human Resources Management in Telecommunications – 10 days (6.0 NLU)
- **HRM-101E** Corporate Culture Change Management – 10 days (6.0 NLU)
- **HRM-102E** Effective Change Management – 5 days (3.0 NLU)
- **HRM-103E** Training Management & Course Development – 10 days (6.0 NLU)
- **HRM-104E** Effective Instructional Techniques – 10 days (6.0 NLU)

International IP Interconnection

- **III-100E** Transitioning International Voice Interconnections to IP – 2 days (1.2 NLU)
- **III-200E** International IP Interconnection – Business Aspects – 3 days (1.8 NLU)
- **III-300E** VoIP Primer – 2 days (1.2 NLU)
- **III-301E** International IP Interconnection – Technical Aspects – 3 days (1.8 NLU)
- **III-400E** International IP Interconnection – Operational Aspects – 2 days (1.2 NLU)

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Since 1997, Neotelis has trained thousands of telecommunications professionals working for operators, regulators, policy-makers and governments in over 100 countries around the world.

LIST OF TRAINING COURSES

Neotelis regularly organizes public sessions of its training courses in selected cities around the world: Amsterdam, Cape Town, Casablanca, London, Miami, Montreal, Paris and others.

NEW Neotelis training courses for 2012 in bold

Engineering, Networks & Technologies

General/Management

- **ENG-100E** Overview of Telecom Technologies & Services – 5 days (3.0 NLU)
- **ENG-101E** Network Planning & Management – 10 days (6.0 NLU)
- **ENG-102E** Telecom Traffic Engineering – 5 days (3.0 NLU)
- **ENG-103E** QoS in Telecommunication Networks – 5 days (3.0 NLU)
- **ENG-104E** Data Center Infrastructure Design & Management – 2 days (1.2 NLU)
- **ENG-105E** Primer on Telecom Technologies & Services – 1 day (0.6 NLU)

Switching

- **ENG-200E** ISDN Theory & Practice Fundamentals – 5 days (3.0 NLU)
- **ENG-201E** Common Channel Signalling No.7 – 10 days (6.0 NLU)
- **ENG-202E** Packet Switching Concepts – 10 days (6.0 NLU)
- **ENG-203E** Frame Relay Technology – 5 days (3.0 NLU)
- **ENG-204E** ATM Switching Technology – 5 days (3.0 NLU)
- **ENG-205E** Advanced Intelligent Networks – 5 days (3.0 NLU)
- **ENG-206E** Softswitch Systems – 5 days (3.0 NLU)
- **ENG-207E** Next Generation Networks (NGN) – 5 days (3.0 NLU)

Transmission

- **ENG-301E** PDH & SDH Digital Transmission – 5 days (3.0 NLU)
- **ENG-302E** Digital Networks: Tx, DSx and xDSL – 3 days (1.8 NLU)
- **ENG-303E** Local Loop Unbundling Fundamental Principles – 5 days (3.0 NLU)
- **ENG-304E** RF/Microwave Systems – 10 days (6.0 NLU)
- **ENG-305E** VSAT: Planning, Design & Deployment – 5 days (3.0 NLU)

IP

- **ENG-400E** Introduction to Data Networks & TCP/IP for Non-technical Staff – 1 day (0.6 NLU)
- **ENG-401E** Introduction to Data Networks & TCP/IP – 3 days (1.8 NLU)
- **ENG-402E** IP Network Planning & Management – 10 days (6.0 NLU)
- **ENG-403E** TCP/IP Applications & Services – 2 days (1.2 NLU)
- **ENG-404E** TCP/IP Networks: Switching – 3 days (1.8 NLU)
- **ENG-405E** TCP/IP Networks: Routing – 3 days (1.8 NLU)
- **ENG-406E** IP Network Security – 3 days (1.8 NLU)
- **ENG-407E** IPv6 Fundamentals – 3 days (1.8 NLU)
- **ENG-408E** VoIP Fundamentals – 2 days (1.2 NLU)
- **ENG-409E** VoIP: Planning, Design & Deployment – 5 days (3.0 NLU)
- **ENG-410E** Overview of MPLS Technology – 1 day (0.6 NLU)
- **ENG-411E** IPv6 – advanced – 2 days (1.2 NLU)
- **ENG-412E** TCP/IP Network Fundamentals – 10 days (6.0 NLU)

Wireless/Mobile

- **ENG-500E** Overview of Wireless Networking Technologies – 1 day (0.6 NLU)
- **ENG-501E** Cellular, GSM, CDMA & Global Mobile PCS – 5 days (3.0 NLU)
- **ENG-502E** GSM Network Technology – 10 days (6.0 NLU)
- **ENG-503E** CDMA Network Technology – 10 days (6.0 NLU)
- **ENG-504E** 3G Radio Access Protocols & Procedures – 5 days (3.0 NLU)
- **ENG-505E** Introduction to Wireless Local Area Network (WLAN) – 1 day (0.6 NLU)
- **ENG-506E** Wi-Fi/WiMAX: Planning, Design & Deployment – 5 days (3.0 NLU)
- **ENG-507E** Fixed & Mobile WiMAX: Planning, Design & Deployment – 5 days (3.0 NLU)
- **ENG-508E** Wireless Local Area Network (WLAN) – advanced – 2 days (1.2 NLU)
- **ENG-509E** 3G Mobile Networks – 3 days (1.8 NLU)
- **ENG-510E** 4G Mobile Networks – 3 days (1.8 NLU)
- **ENG-511E** 3G & 4G Network Technologies & Strategies – 5 days (3.0 NLU)
- **ENG-512E** The Essentials of LTE – 5 days (3.0 NLU)

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For more information on our training services, please contact us at training@neotelis.com