

# TRAINING PROGRAMS LIST

Neotelis offers a wide range of Training Programs in the key areas of the telecommunications sector.

## Strategy & Management

- MGT-100E Mini MBA in Telecommunications – 10 days
- MGT-101E Strategic Thinking and Planning in Telecommunications – 5 days
- MGT-102E Project Management in Telecommunications – 5 days
- MGT-103E Essentials for Mobile Operators – 10 days
- MGT-104E Business Intelligence in Telecommunications – 5 days
- MGT-105E Leadership: a Potential to Develop – 5 days
- MGT-106E Effective Management Skills – 5 days
- MGT-107E Corporate Communications & Public Relations – 10 days
- MGT-108E Effective Corporate Communications Writing – 10 days
- MGT-109E Planning & Alignment of IT with Business Strategy – 5 days
- MGT-110E IT Resource Management – 5 days
- MGT-111E Organizational Knowledge Management – 5 days
- MGT-112E International Telecommunications Fundamentals – 5 days
- MGT-113E Challenges & Strategies for Incumbent Operators – 5 days
- MGT-114E External Corporate Communications & Public Relations – 5 days
- MGT-115E Effective Internal Communications – 5 days
- MGT-116E Analytical Skills & Logical Thinking – 2 days
- MGT-117E Mastering Creative Thinking & Innovation for Business Success – 2 days
- MGT-118E Exercising Influence – 2 days
- MGT-119E Business Case Preparation & Development – 2 days

## Marketing & Sales

- MKG-100E Marketing Management in Telecommunications I – 10 days
- MKG-101E Product Development & Management – 5 days
- MKG-102E Customer Service & Call Centers – 10 days
- MKG-103E Marketing Research & Forecasting – 10 days
- MKG-104E Fundamental Interconnection Principles – 5 days
- MKG-105E Interconnection Agreements Negotiation & Management – 10 days
- MKG-106E Business Challenges of Migration to IP – 5 days
- MKG-107E International Settlements & Traffic Management – 5 days
- MKG-108E IP Interconnection & Commercial Arrangements – 5 days
- MKG-109E Marketing & Sales of Mobile Data Services – 5 days
- MKG-110E Marketing Strategies for New Services & Applications – 5 days
- MKG-111E Strategic Sales in Telecommunications – 5 days
- MKG-112E Customer Service & Call Centers for Senior Managers – 10 days
- MKG-113E Marketing Management in Telecommunications II – 10 days
- MKG-114E Pricing in Telecommunications – 5 days
- MKG-115E Marketing Communications – 5 days
- MKG-116E Customer Intelligence & Data Mining – 5 days
- MKG-117E Value-Based Marketing – 5 days
- MKG-118E Optimizing Call Center Performance – 5 days

Over the last decade, Neotelis has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

# TRAINING PROGRAMS LIST

Neotelis regularly organizes public sessions of its Training Programs in selected cities around the world: Cape Town, Dubai, Kingston, London, Montreal, Paris, Port of Spain and others.

## Engineering, Networks & Technologies

### General/Management

- **ENG-100E** Overview of Telecom Technologies & Services – 5 days
- **ENG-101E** Network Planning & Management – 10 days
- **ENG-102E** Telecom Traffic Engineering – 5 days
- **ENG-103E** QoS in Telecommunication Networks – 5 days
- **ENG-104E** Data Center Infrastructure Design & Management – 2 days

### Switching

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

### Transmission

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

### IP

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

### Wireless/Mobile

- **ENG-500E** Overview of Wireless Networking Technologies – 1 day
- **ENG-501E** Cellular, GSM, CDMA & Global Mobile PCS – 5 days
- **ENG-502E** GSM Network Technology – 10 days
- **ENG-503E** CDMA Network Technology – 10 days
- **ENG-504E** 3G Radio Access Protocols & Procedures – 5 days
- **ENG-505E** Introduction to Wireless Local Area Network (WLAN) – 1 day
- **ENG-506E** Wi-Fi/WiMAX: Planning, Design & Deployment – 5 days
- **ENG-507E** Fixed & Mobile WiMAX: Planning, Design & Deployment – 5 days
- **ENG-508E** Wireless Local Area Network (WLAN) – advanced – 2 jours

Neotelis can also provide Training Programs adapted to the specific needs of your organization at the location of your choice and can develop new Training Programs adapted to your requirements.

# TRAINING PROGRAMS LIST

Our Training Programs are a balanced mix of theory and practice: formal presentations on the main concepts, hands-on workshops, live discussions on participants' business realities and issues and hands-on exercises with equipment.

## Finance

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

## Human Resources

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

## Policies & Regulations

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

For more information on our training services, please contact us at [training@neotelis.com](mailto:training@neotelis.com)