

TRAINING PROGRAMS LIST

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

NEW Neotelis Training Programs 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)
- **e-MGT-120E** **The ABCs of Telecom (in e-Learning)**
- **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** Fundamental Interconnection Principles – 5 days (3.0 NLU)
- **e-MKG-104E** **Fundamental Interconnection Principles (in e-Learning)**
- **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 in Telecommunications – 5 days (3.0 NLU)**
- **MKG-122E** **CRM in Telecommunications – 5 days (3.0 NLU)**

NLU = Neotelis Learning Unit
see website for more details

Since 1997, 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

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

NEW Neotelis Training Programs 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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Neotelis can develop or customize Training Programs for delivery at the location of your choice.

TRAINING PROGRAMS LIST

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

NEW Neotelis Training Programs 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