



Certified Performance Management Executive

AOTMP®

Does your enterprise have an accurate assessment of Telecom Service Providers performance? Are you able to effectively measure provider performance against enterprise needs? Effective management requires measuring Telecom Service Provider performance against pre-established key performance criteria.

The **AOTMP Certified Performance Management Executive (CPME)** Boot Camp shares a step-by-step methodology that enables enterprise telecom and IT management to gain control over Telecom Service Provider performance. The CPME Boot Camp is designed to help telecom and IT management professionals learn:

- Performance plan development processes
- Performance communications
- Out-of-scope correction processes

Certification Program

Individuals must complete 24 hours (three days) of Boot Camp training, successfully complete skills-based projects, and pass a certification exam to earn Certified Performance Management Executive (CPME) credentials. The projects and exam are completed during the three-day Boot Camp.

The CPME Boot Camp identifies key components of successful Telecom Service Provider performance management and focuses on three areas:

- Telecom Service Provider performance management
- TEM program performance benchmarks
- Performance scorecard creation & management



What you will learn:

- Performance criteria establishment
- Performance evaluation techniques
- Performance measurement and reporting strategies
- Performance scoring and evaluation systems
- Performance incentive considerations

Application of the principles learned in this Boot Camp will enable you to affect the operational efficiency and total cost of telecom ownership (TCTO) in your organization.

Who Should Attend?

CIOs, CTOs, Telecom Directors, IT/IS Directors, Telecom/IT Department Managers, Vendor Management, and other staff who need accountability from service providers will benefit from this Boot Camp. You should attend if you wish to certify your skills in telecom performance management and are responsible for any of the following telecom elements:

- Performing Telecom Service Provider needs assessments
- Contracting with Telecom Service Providers
- Managing Telecom Service Provider relationships

Certification Boot Camp registration fees include enrollment, and all project and testing fees required to complete the certification. (Retesting fees may apply.)



The **AOTMP University** Certified Professional program recognizes top industry professionals in enterprise telecom and IT, and serves as an outward symbol of understanding, commitment, and practice of industry best practices and management processes. This program provides the opportunity to achieve recognition in four proficiency levels:

- **AOTMP Master Certified Telecom Professional**
Awarded upon successful completion of 168 AOTMP University credit hours and passing certification exam
- **AOTMP Platinum Certified Telecom Professional**
Awarded upon successful completion of 128 AOTMP University credit hours and passing certification exam
- **AOTMP Gold Certified Telecom Professional**
Awarded upon successful completion of 96 AOTMP University credit hours and passing certification exam
- **AOTMP Silver Certified Telecom Professional**
Awarded upon successful completion of 64 AOTMP University credit hours and passing certification exam



AOTMP University credit hours can be earned in three different formats: eLearning, Specialty Certifications and Certification Boot Camps. Choose from live and on-demand online training programs and classroom-style Boot Camps to meet your needs — take courses online, in-person, or both!

Credit hour packages may be purchased to cover individual participation in a single course or several courses, and may also be purchased to cover an entire department taking various courses over time. Please inquire about special pricing on credit hour packages of 64 hours or more.

Review course listings at www.aotmpuniversity.com and get started on your path to success today! For more information about **AOTMP University**, or to speak with a Program Manager about a Recommended Education Plan for your team, please call us at 1.800.460.9568 or email university@aotmp.com.