

**WHAT**

The BYOB Program consists of five 90-minute live, instructor-led sessions scheduled at mutually agreed upon days and times. Sessions are conducted using MS Teams for up to 10 named participants from a single company. Attendees receive copies of all session presentation materials.

**WHO**

This program benefits:

- **Telecom, Mobility & Cloud / IT Management Leaders** accountable for strategy and performance.
- **IT Finance Leaders and Professionals** accountable and responsible for financial control.
- **Sourcing & Procurement Leaders and Professionals** accountable and responsible vendor and supplier lifecycle management.
- **Telecom, Mobility & Cloud / IT Operations Professionals** responsible for technology management operations.

Invite members of your team responsible and accountable for these technology management practices:

- **Auditing** – The practice of validating financial, logical, and physical accuracy of the telecom, mobility, and IT environment and resolving exceptions.
- **Budgeting & Forecasting** – The practice of financial planning, budget justification, and budget performance monitoring representing the total cost of ownership.
- **Business Analysis** – The practice of analyzing and interpreting network and business data for root cause analysis and business intelligence investigation.
- **Contract Management** – The practice of tracking and managing the lifecycle of all telecom, mobility, and IT contracts.
- **Exception Management** – The practice of defining and resolving technical, financial, and operational exceptions and restoring exceptions to the desired and optimal performance state.
- **Invoice Processing** – The practice of processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, generating payment files, remitting payment funds, and reconciling payment records.
- **Cost Optimization** – Improving total cost of ownership including assets, licenses, services, and delivery.
- **Reporting & Analytics** – The practice of creating and delivering technical, financial, and operational information to telecom, mobility, and IT management stakeholders and creating and delivering performance information to business stakeholders illustrating the business value of performance efficiency, opportunity identification, and strategic business enablement.
- **Vendor Management** – The practice of evaluating, measuring, and guiding vendor performance.

**SESSION AGENDAS****SESSION #1**

- Telecom & Mobility Terms: Mastering the Basics
  - Define terms and acronyms.
  - Use terminology and acronyms to better understand invoices issued by voice, data, and mobile service providers.
  - Understand terminology and acronyms found in contracts.
  - Understand technology terminology and acronyms used in daily work activity.
- Customer Service Record Interpretation Practices
  - Define CSR.
  - Identify best practices for utilizing a CSR.
  - Understand how to use and read a CSR.

**SESSION #2**

- Contract Catalog Creation and Compliance Validation
  - Assess contract compliance adherence.
  - Describe the importance of contract compliance.
  - Explain the benefits of a contract catalog.
  - Interpret documents in a contract catalog.
- Introduction to Auditing
  - Define common terms related to invoice auditing.
  - Identify areas of an invoice where incorrect or unauthorized charges are common.

**SESSION #3**

- Auditing Fixed / Wireline Invoices
  - Define the auditing process for both voice services and data services.
  - Identify materials required for voice and data audits.
  - Understand common billing errors for voice and data.
- Auditing Packet Switched Circuits and Services
  - Identify components of packet switched circuits within your organization.
  - Use invoices and contracts to confirm accuracy in billing
  - Identify cost reduction opportunities.

**SESSION #4**

- Mobile/Wireless Service Analysis
  - Conduct an effective invoice to contract analysis.
  - Develop strategies to recover overpayments made due to mobile service provider billing errors.
  - Identify the different components in a mobile environment.
  - Recommend ways to optimize your mobile environment.
- Mobile/Wireless Service Audit and Optimization
  - Interpret invoices and contracts.
  - Optimize contract and price performance.
  - Perform invoice-to-contract analysis.

**SESSION #5**

- Correcting Invoice Errors and Obtaining Credits for Overcharges
  - Calculate credits due.
  - Confirm invoice errors.
  - Correct invoice errors.
  - Understand how to communicate errors to your service provider.
- Invoice Inventory Best Practices for Data Accuracy
  - Define the data types used in your environment.
  - Establish an exception identification and reporting plan.
  - Evaluate your workflow procedures and understand why poor workflow processes pollute your data.