FIXED AND MOBILE TELECOM MANAGEMENT

Online Training Courses
Role-Based Certification
Professional Certification

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Telecom Management Best Practices and Industry Standards for Enterprises and Vendors
Make an Immediate Impact

Training and Certifications

AOTMP University educates telecom, IT, and business unit professionals on best practices and proven methodologies for driving efficiency and productivity in fixed and mobile telecom environments.

Management strategies and tactics addressing technical, financial, and operational aspects of telecom management are available for study through AOTMP University.

Benefits

• Baseline knowledge, standardization of best practices and consistency across the organization:
  • Alignment of workflow
  • Increased efficiencies throughout the organization
  • Foundation for a Center of Excellence (COE)

• Professional development and life-long learning

• Ability to leverage knowledge and understanding of the latest technologies to drive business results

• Right people receive the right knowledge at the right time
Specialty Certifications

Specialty Certifications encourage alignment of best practices across the organization, and allow learners to hone skills and knowledge in their particular functional area through a set curriculum. They act as the building blocks for Professional Certification.

Contracts Management

The Contracts Management Specialty Certification focuses on the activities associated with managing the lifecycle of terms, conditions, and service level agreement performance for vendor contracts.

Efficiency First® Framework Practitioner

The Efficiency First® Framework Practitioner Specialty Certification focuses on adoption of the Efficiency First® Framework, which is a continuous process improvement structure that defines efficient telecom management practices; driving technical, operational, and financial efficiencies.

Intro to Telecom Management

The Intro to Telecom Management Specialty Certification focuses on foundational concepts, practices, terms, and resources recommended to ground individuals who don't have a telecom background.

Inventory

The Inventory Specialty Certification focuses on the activities associated with identifying and tracking fixed and mobile assets; including endpoint devices and infrastructure, and associating assets with assigned users, cost elements, and configuration attributes.

Invoice Auditing

The Invoice Auditing Specialty Certification focuses on the activities performed when processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, gathering payment files, remitting payment funds, reconciling payment records, invoice-to-contract compliance validation, and resolving exceptions.

Mobility

The Mobility Specialty Certification focuses on the activities associated with all aspects of the wireless telecom environment; including Mobile Applications Management, Mobile Content Management, and Mobile Device Management.

Optimization

The Optimization Specialty Certification focuses on the activities associated with improving service to cost performance and right-sizing service capacity based on dynamic business needs.
Sourcing and Procurement

The Sourcing and Procurement Specialty Certification focuses on the activities associated with identifying vendors based on business requirements, service type, availability, pricing, quality, and reliability.

Technology Project Management

The Technology Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing technologies used within the enterprise telecom environment.

Telecom Management Strategy

The Telecom Management Specialty Certification focuses on developing business and implementation strategies. Learners will also concentrate on identifying and reducing operational risk across the telecom management environment and the business.

Telecom Security Management

The Telecom Security Management Specialty Certification focuses on the activities associated with securing telecom information, telecom environments, telecom systems, mobile devices, cloud environments, and includes the lifecycle of telecom security plans.

TEM Project Management

The TEM Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing a TEM solution.

Vendor Management

The Vendor Management Specialty Certification focuses on vendor selection and subsequent evaluation activities. This includes services, carrier/operator, software, equipment/device, and systems integrator/VAR vendors.
Professional Certifications

AOTMP University Professional certifications recognize top industry professionals and serve as an outward symbol of understanding, commitment to excellence and the use of industry standards and best practices. All Professional Certifications are valid for 2 years from the date of achievement.

Silver Certification increases your knowledge in a specific area focused on your role, increase your standard nomenclature, and become an expert in your focal area. To earn your Silver Certification, you must complete 50 credit hours of your choosing and the Efficiency First® Framework Practitioner Certification.

Gold Certification allows you to begin building your knowledge across multiple areas to not only grow vertically in your focus area, but also horizontally to start understanding the broader view of telecom management. To earn your Gold Certification, you must complete Silver Certification plus 25 additional credit hours of your choosing.
Platinum Certification allows you to become a true specialist in your focus area while providing you broad expertise and fundamental understanding of telecom management. To earn your Platinum Certification, you must complete Gold Certification plus 25 additional credit hours of your choosing.

Master Certification indicates that you are an expert across the entire telecom management spectrum. You must complete Platinum Certification plus 25 additional credit hours of your choosing.
The Contracts Management Specialty Certification focuses on the activities associated with managing the lifecycle of terms, conditions, and service level agreement performance for vendor contracts. Certification is earned upon completion of the 12 courses listed below.

To earn this certification, you can expect to spend approximately 15 total hours.

- (TT) Telecom Terms: Mastering the Fundamentals
- (ITT) International Telecom Terms
- (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
- (TSG) Demystifying Service Provider Tariffs and Service/Price Guides
- (SOP 240) Understanding Service Level Agreements
- (TCM) Telecom Inventory: Collateral Materials
- (PPC) Project Plan: Implementing a New Service Contract
- (DMG) Dispute Management
- (NEG) Contract Negotiations
- (CMT) Contract Management Tips
- (TIP) Achieving Your Telecom Management Objectives
- (MSASC) Mobile Service Analysis Specialty Course
The Efficiency First® Framework Practitioner Specialty Certification focuses on adoption of the Efficiency First® Framework, which is a continuous process improvement structure that defines efficient telecom management practices; driving technical, operational, and financial efficiencies. Certification is earned upon completion of the 2 courses listed below.

To earn this certification, you can expect to spend approximately 2 total hours.

- (EFO) Efficiency First® Framework Overview
- (ETD) Efficiency First® Framework Terms and Definitions
- (COE) Center of Excellence: Overview
The Intro to Telecom Management Specialty Certification focuses on foundational concepts, practices, terms, and resources recommended to ground individuals who don't have a telecom background. Certification is earned upon completion of the 12 courses listed below.

To earn this certification, you can expect to spend approximately 15 total hours.

- (EFO) Efficiency First® Framework Overview
- (ETD) Efficiency First® Framework Terms and Definitions
- (TT) Telecom Terms: Mastering the Fundamentals
- (CSR) Customer Service Record (CSR) Interpretation Practices
- (TOT) Tools of the Trade
- (TSG) Demystifying Service Provider Tariffs and Service/Price Guides
- (ITE) Invoices and Telecom Expense Management 101
- (MAC) Move, Add, Change, and Disconnect Best Practices
- (NCP) Navigating Service Provider Communication Protocols
- (ITA) Introduction to Auditing
- (MSS) Mobile Service Components
- (ITF) Telecom Inventory Fundamentals
The Inventory Specialty Certification focuses on the activities associated with identifying and tracking fixed and mobile assets; including endpoint devices and infrastructure, and associating assets with assigned users, cost elements, and configuration attributes. Certification is earned upon completion of the 14 courses listed below.

To earn this certification, you can expect to spend approximately 20 total hours.

- (TT) Telecom Terms: Mastering the Fundamentals
- (ITT) International Telecom Terms
- (ITI) Introduction to Telecom Inventory
- (ICS) How-to Series: Developing a Telecom Service Inventory
- (TRR) Telecom Records: Housekeeping 101 for Your Critical Documents
- (SIM) Stages of Inventory Management
- (TCM) Telecom Inventory: Collateral Materials
- (IDA) Invoice Inventory Best Practices for Data Accuracy
- (CMP) Change Management: Preparation
- (CPP) Change Management: Project Planning
- (CEM) Change Management: Executing and Monitoring Change
- (MMC) Managing the MACD Process
- (MAC) Move, Add, Change, and Disconnect Best Practices
- (WMS) Wireless Management Strategies
The Invoice Auditing Specialty Certification focuses on the activities performed when processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, gathering payment files, remitting payment funds, reconciling payment records, invoice-to-contract compliance validation and resolving exceptions. Certification is earned upon completion of the 24 courses listed below.

To earn this certification, you can expect to spend approximately 40 total hours.

- (TT) Telecom Terms: Mastering the Fundamentals
- (TSG) Demystifying Service Provider Tariffs and Service/Price Guides
- (CSR) Customer Service Record Interpretation Practices
- (ITE) Invoices and Telecom Expense Management 101
- (ITA) Introduction to Auditing
- (ALT) The Audit: Lifecycle and Tools
- (AMN) Auditing Materials: The Necessities
- (AFI) Auditing Fixed Telecom Invoices: Voice and Data
- (MBE) Invoice Auditing - Identifying MPLS Billing Errors
- (TFE) Invoice Auditing Toll Free
- (MSASC) Mobile Service Analysis Specialty Course
- (WAO) Wireless Service Audit and Optimization
- (CIE) Correcting Invoice Errors and Obtaining Credits
- (DMG) Dispute Management
- (ITT) International Telecom Terms

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<td>Global Telecom Invoice Auditing</td>
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<td>(TIP)</td>
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The Mobility Specialty Certification focuses on the activities associated with all aspects of the wireless telecom environment; including Mobile Applications Management, Mobile Content Management, and Mobile Device Management. Certification is earned upon completion of the 19 courses listed below.

To earn this certification, you can expect to spend approximately 26 total hours.

- **(TT)** Telecom Terms: Mastering the Fundamentals
- **(TUP)** Telecom Usage Policies: Defining Policies for Your Organization
- **(MSS)** Mobile Service Components
- **(WMS)** Wireless Management Strategies
- **(BYB)** Bring Your Own Device (BYOD) 101
- **(IBP)** Implementing a BYOD Program
- **(MBP)** Maintaining a BYOD Program
- **(MDM 100)** Mobile Device Management Best Practices
- **(MDM 300)** Mobile Device Management Business Strategy
- **(WDS)** Wireless Device Security
- **(MSMSC)** Mobile Security Management Specialty Course
- **(AMI)** Auditing Mobile Invoices
- **(CWS)** Calculating Wireless Cost Savings
- **(OME)** Optimizing Mobile Environments

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<td>(OET)</td>
<td>Overview of EMEA, Governing Bodies, and Carrier/Operators</td>
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The Optimization Specialty Certification focuses on the activities associated with improving service to cost performance and right-sizing service capacity based on dynamic business needs. Certification is earned upon completion of the 13 courses listed below.

To earn this certification, you can expect to spend approximately 15 total hours.

- (BCT) Developing a Business Case for a Telecom Expense Management Programs
- (TIP) Achieving Your Telecom Management Objectives
- (TEM) Developing a Telecom Expense Management (TEM) Plan
- (TMC) Telecom Management Check-Up
- (KPI) KPIs: Definitions and Reporting
- (ROK) AOTMP Recommended Organizational KPIs
- (ALT) The Audit: Lifecycle and Tools
- (CMT) Contract Management Tips
- (NEG) Contract Negotiations
- (MSASC) Mobile Service Analysis Specialty Course
- (WMS) Wireless Management Strategies
- (WAO) Wireless Service Audit and Optimization
- (CWS) Calculating Wireless Cost Savings
The Sourcing and Procurement Specialty Certification focuses on the activities associated with identifying vendors based on business requirements, service type, availability, pricing, quality, and reliability. Certification is earned upon completion of the 15 courses listed below.

To earn this certification, you can expect to spend approximately 18 total hours.

- **(TT)** Telecom Terms: Mastering the Fundamentals
- **(SOP 110)** Introduction to Sourcing and Procurement
- **(SOP 215)** Gathering Business Requirements for Telecom Sourcing
- **(SOP 220)** Building a Business Case for Sourcing a Technology Solution
- **(SOP 240)** Understanding Service Level Agreements
- **(SOP 250)** Developing and Managing a Request for Proposal
- **(SOP 310)** In-sourcing and Outsourcing Decisions
- **(TPP)** Technology Planning and Selection Process
- **(RRR)** RFI, RFQ, RFP Process
- **(STP)** Using an RFP to Select a TEM Vendor
- **(IRV)** Identifying the Right Telecom Vendor
- **(ETV)** Evaluating Telecom Vendors
- **(NEG)** Contract Negotiations
- **(CMT)** Contract Management Tips
- **(DMG)** Dispute Management
The Technology Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing technologies used within the enterprise telecom environment. Certification is earned upon completion of the 23 courses listed below.

To earn this certification, you can expect to spend approximately 26 total hours.

- **(TT)** Telecom Terms: Mastering the Fundamentals
- **(TPP)** Technology Planning and Selection Process
- **(OET)** Overview of EMEA, Governing Bodies, and Carrier/Operators
- **(TIA)** Telecom in Asia-Pac
- **(DRP1)** Building a Disaster Recovery and Business Continuity Plan Part One
- **(DRP2)** Building a Disaster Recovery and Business Continuity Plan Part Two
- **(TDS)** Telecom Trends: Data Services
- **(TCP)** The Cloud: A Primer
- **(IMS)** IP Multimedia Subsystem: The Next Network
- **(TEC 100)** VoIP: A Primer
- **(HVW)** VoIP: Considerations Before Implementation
- **(BVB)** Building a VoIP Business Case
- **(SIP 100)** SIP Trunking: A Primer
- **(ECC)** Enhanced E-911 Checklist
- **(MDM 100)** Mobile Device Management Best Practices

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 (MDM 200) Mobile Device Management Business Practices
 (MDM 300) Mobile Device Management Business Strategy
 (CMP) Change Management: Preparation
 (CPP) Change Management: Project Planning
 (CEM) Change Management: Executing and Monitoring Change
 (PSW) Creating the Perfect Statement of Work for Telecom Projects
 (NPM) The ROI of Network Performance Management
The Telecom Management Specialty Certification focuses on developing business and implementation strategies. Learners will also concentrate on identifying and reducing operational risk across the telecom management environment and the business. Certification is earned upon completion of the 27 courses listed below.

To earn this certification, you can expect to spend approximately 31 total hours.

- (PPP) Telecom Pain Points and Perspectives
- (TIP) Achieving Your Telecom Management Objectives
- (TPP) Technology Planning and Selection Process
- (TCO) The Total Cost of Telecom Ownership
- (TBS) Telecom Budgeting Strategies
- (DRP1) Building a Disaster Recovery and Business Continuity Plan Part One
- (DRP2) Building a Disaster Recovery and Business Continuity Plan Part Two
- (PAN) Pandemic Preparedness
- (MDM 100) Mobile Device Management Best Practices
- (MDM 200) Mobile Device Management Business Practices
- (MDM 300) Mobile Device Management Business Strategy
- (BYB) Bring Your Own Device 101: The Basics
- (TDS) Telecom Trends: Data Services
- (BVB) Building a VoIP Business Case
- (TIA) Telecom in Asia-Pac

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☐ (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
☐ (CMP) Change Management: Preparation
☐ (CPP) Change Management: Project Planning
☐ (CEM) Change Management: Executing and Monitoring Change
☐ (BCA) Building a Business Case for an Auditing Program
☐ (SOP 220) Building a Business Case for Sourcing a Technology Solution
☐ (SOP 310) In-sourcing and Outsourcing Solutions
☐ (MCS) Telecom Expense Management: More than Cost Savings
☐ (BCT) Developing a Business Case for Telecom Expense Management Programs
☐ (TEM) Developing a Telecom Expense Management Plan
☐ (TRI) Thinking Constructively about TEM ROI
Telecom Security Management Specialty

The Telecom Security Management Specialty Certification focuses on the activities associated with securing telecom information, telecom environments, telecom systems, mobile devices, cloud environments, and includes the lifecycle of telecom security plans. Certification is earned upon completion of the 21 courses listed below.

To earn this certification, you can expect to spend approximately 25 total hours.

☐ (TT) Telecom Terms: Mastering the Fundamentals
☐ (ITT) International Telecom Terms
☐ (ECC) Enhanced 911 Checklist: Is Your Organization Compliant?
☐ (PAN) Pandemic Preparedness
☐ (CPP) Change Management: Project Planning
☐ (CEM) Change Management: Executing and Monitoring Change
☐ (CMP) Change Management: Preparation
☐ (BYB) Bring Your Own Device (BYOD) 101
☐ (MBP) Maintaining a Bring Your Own Device (BYOD) Program
☐ (IBP) Implementing a BYOD Program
☐ (UPR) Understanding the Enterprise Telecom Security Plan Requirements
☐ (MSP) Managing an Enterprise Telecom Security Plan
☐ (ASP) Auditing an Enterprise Telecom Security Plan
☐ (TSO) Telecom Security: An Overview
☐ (TSI) Telecom Security: Information Security
☐ (TSE) Telecom Security: Environmental/Physical Security
☐ (TSS) Telecom Security: Systems Security
☐ (TSC) Telecom Security: Cloud Security
☐ (IMC) iOS Mobility Security Considerations
☐ (WDS) How-to Series: Wireless Device Security
☐ (MSMSC) Mobile Security Management Specialty Course
The TEM Project Management Specialty Certification focuses on the activities associated with establishing project objectives, plans, budgets, teams, timelines, and controls with respect to selecting, implementing, and managing a TEM solution. Certification is earned upon completion of the 23 courses listed below.

To earn this certification, you can expect to spend approximately 26 total hours.

- (TPM) Telecom Project Management
- (NPM) The ROI of Network Performance Management
- (MCS) Telecom Expense Management: More than Cost Savings
- (BCT) Developing a Business Case for Telecom Expense Management Programs
- (TMC) Telecom Management Check-up: The 10 Point Review
- (TEM) Developing a Telecom Expense Management Plan
- (TRI) Thinking Constructively About TEM ROI
- (ITT) International Telecom Terms
- (TIA) Telecom in Asia-Pac
- (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
- (ITM) Checklist for International Telecom Management
- (MDM 100) Mobile Device Management Best Practices
- (MDM 200) Mobile Device Management Business Practices
- (MDM 300) Mobile Device Management Business Strategy
- (WDS) Wireless Device Security
- (BVB) Developing a VoIP Business Case
- (PSW) Creating the Perfect Statement of Work for Telecom Projects

Continued on the following page
• (STP)  Using an RFP to Select a TEM Vendor
• (PPC)  Project Plan: Implementing a New Service Contract
• (CMP)  Change Management: Preparation
• (CPP)  Change Management: Project Planning
• (CEM)  Change Management: Executing and Monitoring Change
• (MTR)  Managing TEM Supplier Relationships
The Vendor Management Specialty Certification focuses on vendor selection and subsequent evaluation activities. This includes services, carrier/operator, software, equipment/device, and systems integrator/VAR vendors. Certification is earned upon completion of the 14 courses listed below.

To earn this certification, you can expect to spend approximately 16 total hours.

- (NCP) Navigating Service Provider Communication Protocols
- (PPP) Telecom Pain Points and Perspectives
- (PSW) Creating the Perfect Statement of Work for Telecom Projects
- (SOP 240) Understanding Service Level Agreements
- (PPC) Project Plan: Implementing a New Service Contract
- (DRP1) Building a Disaster Recovery and Business Continuity Plan Part One
- (DRP2) Building a Disaster Recovery and Business Continuity Plan Part Two
- (CMT) Contract Management Tips
- (CMP) Change Management: Preparation
- (CPP) Change Management: Project Planning
- (CEM) Change Management: Executing and Monitoring Change
- (CWS) Calculating Wireless Cost Savings
- (MSMSC) Mobile Security Management Specialty Course
- (MTR) Managing TEM Supplier Relationships
Course Descriptions

(AFI) Auditing Fixed Telecom Invoices: Voice and Data (1 credit hour)
Auditing fixed telecom invoices may uncover billing errors that negatively impact the telecom expense management plan. This course demonstrates how to audit invoices for fixed voice and data telecom services.

(ALT) The Audit: Lifecycle and Tools (1 credit hour)
Organizations can realize significant benefits from an auditing program; explore examples of process improvement and cost savings, and review AOTMP’s recommendations for components of a successful auditing program based on the Efficiency First® Framework.

(AMI) Auditing Mobile Telecom Invoices (1 credit hour)
Auditing mobile telecom invoices may uncover billing errors that negatively impact the enterprise mobility management plan. This course demonstrates how to audit invoices for mobile voice and data telecom services.

(AMN) Auditing Materials: The Necessities (1 credit hour)
To be well-prepared for an invoice-to-contract or invoice-to-tariff audit, it is important to build a catalog of supporting materials to validate billing and service accuracy. You also need to understand how to effectively read and use the supporting materials during the audit process. This course identifies the necessities required to properly conduct an invoice-to-contract or invoice-to-tariff audit in alignment with Efficiency First® best practices.

(APS) Auditing Packet Switched Circuits and Services (1 credit hour)
Packet switched services like frame relay and MPLS have taken the place of their circuit switched brethren in many telecom environments. The biggest pros include flexibility and scalability in the network, while the biggest con is often the intricacy of the invoice. This course examines packet switched invoices to demonstrate error identification and cost reduction opportunities.

(ASP) Auditing an Enterprise Telecom Security Plan (2 credit hours)
This course will help an auditor understand the requirements of a security audit comprising a telecom security plan, policies and procedures.

(ATA) After the Audit (1 credit hour)
Explore ways to use the results of a telecom audit to improve performance in your environment. This course explains how to use the results of the audit to illustrate how an efficient telecom environment adds value to the organization.
(BCA) Building a Business Case for an Auditing Program (1 credit hour)

In order to gain management approval for an ongoing audit program, you will need to prepare an effective business case document. This course helps participants understand what such a business case should contain. Participants will be required to prepare a mock written business case using examples, information and data from their own telecom environment.

(BCT) Developing a Business Case for Telecom Expense Management Programs (1 credit hour)

Almost one-third of enterprises indicate that one of their top challenges in establishing a TEM program is creating a business justification. This course provides a framework to benchmark business case development. Understand which elements to consider and develop a TEM program approach for your organization.

(BVB) Building a VoIP Business Case (1 credit hour)

Selecting Voice over IP (VoIP) technology for your organization requires a sound business case. Cost savings, improved functionality, and current technology obsolescence are all motivators for considering VoIP.

(BYB) Bring Your Own Device (BYOD) 101: The Basics (1 credit hour)

Many enterprises are considering implementing a BYOD mobile policy. This course defines BYOD, identifies the pros and cons and discusses the components necessary to create a BYOD policy.

(CAP) Cost Containment and Cost Avoidance Practices (1 credit hour)

As corporate telecom requirements continue to grow, so does the need to contain and avoid unnecessary expense. Shifts in technology and technology applications are driving the demand for more efficient ways to manage the cost of new technologies. Business needs are also dictating increased attention on wireless services. This course provides a foundation for making positive financial impacts within your organization.

(CCC) Contract Catalogs and Compliance Validation (2 credit hours)

Contracts are the foundation of the organization’s business relationship with vendors. Comprehensive contract management activities should be part of every fixed and mobile telecom environment. This course examines the benefits and documents within a contract catalog as well as contract compliance adherence. Before taking this course, you should be familiar with the following courses: (CMT) Contract Management Tips, (DMG) Dispute Management, (SOP 240) Understanding and Managing SLAs, and (TCM) Telecom Inventory Collateral Materials.

(CEM) Change Management: Executing and Monitoring Change (1 credit hour)

This course focuses on the next step of Change Management—the execution and monitoring of the change. Learners will be introduced to a process lifecycle, which is always in need of updating and refining, as well as five business principles to monitor while executing the change within your telecom environment.
Identifying billing errors on telecom invoices is a vital management task. Correcting errors and obtaining credits for overcharges completes the process.

**Contract Management Tips (1 credit hour)**

Standard telecom service provider contracts are designed to favor the service provider; they do not address the individual needs of an organization. The secret to managing a contract effectively is to garner a detailed understanding of terms and conditions and then to create an environment supportive of contract management activities. This course details helpful tips for managing telecom service provider contracts.

**Telecom Center of Excellence: An Overview (1 credit hour)**

A Telecom Management Center of Excellence is supported by principles, philosophies and a formal organizational design. Understanding three areas – what a Telecom Management CoE is, what the value proposition is for the CoE and the benefits a CoE delivers to an organization – is essential to establishing and executing a CoE transformation.

**Change Management: Project Planning (1 credit hour)**

The second of four courses on change management, this e-learning provides users with an in-depth look into the project planning process. Learners will become familiar with the process for creating a robust, holistic project plan draft, as well as the other components that make up the project planning process.

**Center of Excellence: Roles & Responsibilities – Executive Owner (1 credit hour)**

The CoE Executive Owner plays a critical role in the creation and success of a Telecom Management Center of Excellence. This course defines the role and responsibilities of a CoE Executive Owner and identifies the skills and knowledge required to lead a CoE.

**Customer Service Record (CSR) Interpretation Practices (1 credit hour)**

CSRs provide valuable configuration details regarding local exchange carrier services. The information contained on a CSR assists telecom/IT professionals as they build service inventories, audit monthly recurring charges and validate service configuration accuracy. While CSRs support various initiatives, these documents are riddled with complex order codes and carrier-centric nomenclature. This course explores CSR interpretation and offers guidance for deciphering their mysterious code.

**Cloud Security: Mitigation Considerations (2 credit hours)**

This two-credit course follows the (TSC) Telecom Security: Cloud Security course. It provides a more advanced look at security concerns within cloud environments, and offers AOTMP’s recommendations for mitigating each one.

**Cloud Services: XaaS (1 credit hours)**

This course follows (UCA). It provides details about the many “as a service” cloud solutions. It will provide the challenges of, and mitigations for, each type of service, and give considerations for choosing the right fit.
(CWS) Calculating Wireless Cost Savings (1 credit hour)

Wireless devices are continuing to grow in popularity. As a result, wireless device spend is increasing in many enterprises. This course addresses the successes and challenges of managing wireless devices and their associated costs.

(DMG) Dispute Management (1 credit hour)

This course explores the challenges relating to vendor dispute management, suggests a standard process to follow for all types of disputes; as well as the types of questions you should ask yourself in each of those steps, and outlines best practices for managing the dispute process.

(DRP1) Building a Disaster Recovery and Business Continuity Plan Part One (1 credit hour)

Understanding how to plan for and implement a disaster recovery and business continuity plan is key to organizations successfully regaining voice and data services after network downtime; whether that is caused by a natural disaster, a hacker, or human error. In this course, we explore the first three steps of the strategic planning process; while Part Two will explore the remaining seven.

(DRP2) Building a Disaster Recovery and Business Continuity Plan Part Two (1 credit hour)

The second in a two-part series, this course augments learners' knowledge on AOTMP's 10 step process for disaster recovery and business continuity planning. First, users will review the first three steps discussed in Part One of this course. Then, students will learn the remaining seven steps and recognize how the entire process fits together.

(DTS) Directing Traffic Studies: Optimizing Wireline Voice and Data Services (1 credit hour)

Traffic studies are useful tools to provide information when performing auditing, optimization, network design, and other activities. This course will discuss traffic study benefits as well as sources for gathering traffic study information.

(ECC) Enhanced 911 Checklist: Is Your Organization Compliant? (1 credit hour)

E911 legislation has been passed by many states throughout the U.S. Organizations are faced with the implementation of a reliable solution that conforms to the enacted legislation. Failure to protect employees can result in civil and criminal litigation, as well as regulatory fines. This course explores the legal ramifications and requirements of E911 from an organizational perspective.

(EAC) Efficiency First® Framework: Auditing Core Activity (1 credit hour)

Auditing is one of thirty Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices aligned with Efficiency First® Framework principles.

(EAS) Efficiency First® Framework: Asset Inventory Management and Service Inventory Management Core Activities (1 credit hour)

Asset Inventory Management and Service Inventory Management are two of thirty Core Telecom Management Activities defined in the Efficiency First® Framework. This course shares best practices aligned with Efficiency First® Framework principles.
(EER) Efficiency First® Framework: Efficiency Ratings (1 credit hour)

Efficiency Ratings contribute scores that comprise the Performance Index Rating. Each of the Efficiency Rating sections define performance of core Efficiency First® Framework principles.

(EBF) Efficiency First® Framework: Business Focus Areas (1 credit hour)

The Telecom Management Ecosystem contains Business Focus Areas, essential elements that define the nature of the relationship between the fixed and mobile telecom environment and the business. Vendors influence performance in the telecom environment and, in turn, the telecom environment influences business results. Enterprises achieve technical, financial and operational excellence in the fixed and mobile telecom environment by adopting Efficiency First® Framework principles. Then, they can use the environment as a strategic business asset to drive business results. Framework adopters aim to align communications systems in the telecom environment to support and influence business-objective results.

(EFO) Efficiency First® Framework Overview (1 credit hour)

This course describes the essentials of the Efficiency First® Framework v3.0. Students will learn about the Framework itself, the inefficiencies that currently exist in the telecom management industry, and how their organization’s performance can be measured.

(EMM 101) Enterprise Mobility Management: The Basics (1 credit hour)

This course targets professionals seeking to learn about enterprise mobility management (EMM). As the volume of enterprise mobile users grows, knowing EMM’s scope and benefits helps organizations enable services and establish technical, financial, and operational controls.

(ETD) Efficiency First® Framework Terms and Definitions (1 credit hour)

This course introduces you to the terminology and associated definitions of the AOTMP Efficiency First® Framework v3.0. These terms and definitions will aid you in successful adoption of the Framework, which drives technical, operational, and financial efficiency within an organization.

(ETV) Evaluating Telecom Vendors (1 credit hour)

This course reviews criteria that should be included in an RFP, and why the vendor responses to these criteria are crucial to the vendor evaluation process. Also view sample vendor scorecards and discuss how to transfer an organization’s criteria to the scorecard, as well as review the overall process for completing the evaluation scorecard. This is the last course of a 3 part series. Pre-requisites: (IRV) Identifying the Right Telecom Vendor/ (RRR) RFI, RFQ, and RFP Process prior to taking this course.

(GIA) Global Telecom Invoice Auditing (1 credit hour)

Auditing your global telecom invoices should be considered a business requirement necessary to protect your telecom budget. Having a regular global invoice audit schedule in place allows you to identify and correct billing and usage errors and modify your international telecom environment as needed, potentially creating significant savings for your enterprise. This course provides the necessary details, beginning with a brief introduction to the telecom environment in the US, EMEA and Asia Pacific regions and an overview of common billing and usage errors. Learn how to audit a global telecom invoice from a service provider in the US, EMEA, and Asia Pacific regions.
**HAI) How to Audit an EMEA Invoice (1 credit hour)**

This course helps learners distinguish between steps to be taken when performing an invoice audit in EMEA from the steps to take when performing an invoice audit from in the U.S. Learners will also gain knowledge about different aspects of the EMEA telecom structure, as well as an overview of the support materials needed to perform a complete, effective invoice audit.

**HVW) VoIP: Considerations Before Implementation (1 credit hour)**

VoIP is an emerging technology on the minds of today’s telecom professionals. Despite VoIP’s growth in the marketplace, questions about how the technology works as well as primary network design questions are still common. This course provides answers to common questions related to VoIP implementation.

**IBP) Implementing a BYOD Program (1 credit hour)**

The continued growth and popularity of the BYOD trend in enterprise mobile environments has raised many questions about how to implement a successful program. This course details several recommended approaches for implementing a BYOD program.

**ICS) How-to Series: Developing a Telecom Service Inventory (1 credit hour)**

The development of an inventory is the foundational concept of telecom environment management. The biggest challenge is knowing how and where to begin. This course shares the steps required to successfully create a telecom services inventory in your organization. Learn Efficiency First® best practices in inventory development and gain an in-depth understanding of the telecom inventory development process.

**IDA) Invoice Inventory Best Practices for Data Accuracy (1 credit hour)**

The cornerstone of any TEM or WMM program is the presence of an accurate and valid service and invoice inventory. You cannot contain costs within your telecom environment if you do not know what you have, where you have it, and how much it costs. Data integrity is the foundation for telecom service and invoice inventory management success. This course reveals why having the right data available at the right time can help you optimize your telecom environment.

**IMC) iOS Mobility Security Considerations (1 credit hour)**

This course provides an overview of iOS mobility security benefits; MDM security; the benefits of standardizing devices; iOS mobility policies; and best practices.

**IMS) IP Multimedia Subsystem: The Next Network (1 credit hour)**

IMS is a generic architecture for offering VoIP and multimedia applications. What does IMS mean for you and your enterprise? This course outlines what you need to know about this exciting evolution in network architecture.
(IRV) Identifying the Right Telecom Vendor (1 credit hour)

The process of identifying, selecting, and evaluating the right telecom vendor for your organization is a daunting and difficult task. This course examines the first step of the process; identifying potential telecom vendors for your organization. In this course, you’ll learn how to examine your internal organizational needs, identify how and where to begin researching vendors, and how to document the process. This is the first in a series of 3 courses (2nd course — RRR; 3rd course — ETV).

(ISC) International Security Considerations (1 credit hour)

This course will provide an understanding of security for international telecommunications, and show the differences in regulations and governance across countries. It will also explore the risks, and provide ways to mitigate those risks.

(ITA) Introduction to Auditing (1 credit hour)

This introduction reviews fixed voice, fixed data, and mobile terminology, as well as introduces learners to common invoice errors and sample invoices. By the end of this course, learners will also be able to identify common billing errors, and where to look for them on their invoices.

(ITE) Invoices and Telecom Expense Management 101 (1 credit hour)

In this course, learners will gain an understanding of what telecom invoices are, which products and services are considered billable, and who they will be receiving invoices from. This will help learners to fully understand their organization’s telecom environments. In addition, learners will become knowledgeable about Telecom Expense Management, or TEM, and its focus areas, as well as ways to reduce over usage.

(ITI) Introduction to Telecom Inventory (1 credit hour)

A complete and accurate inventory is the cornerstone of any successful telecom management practice. Telecom inventories provide essential information about your telecom environment and drive decision making. This course provides a basic understanding of a telecom inventory and key areas to consider when creating an inventory of telecom assets and services.

(ITM) Checklist for International Telecom Management (1 credit hour)

Global telecom and IT management programs present unique challenges beyond language barriers, cultural obstacles, regulatory considerations, and differences in currency. This course explores how to structure international telecom management teams, identify technological standards, implement international telecom policies and establish invoice payment and processing procedures.

(ITT) International Telecom Terms (1 credit hour)

Ever feel like you need a telecom dictionary? The telecom industry is full of acronyms as well as technology, billing, contract, and regulatory terms. Understanding industry terminology directly influences your ability to communicate with telecom service providers, equipment vendors, and users. This course outlines the evolution of telecom terms, when they were created, their meaning, and how they relate to the international spectrum.
(KPI) KPIs: Definitions and Reporting (1 credit hour)

KPIs are an essential part of AOTMP’s Efficiency First Framework®. In this course, students will be introduced to instructions on how to create an effective KPI, how KPIs relate to the telecom environment, and how they fit into the Efficiency First® Framework. Stakeholder groups, as well as various types of KPIs that affect each group, are also discussed. At the end of this course, learners will be introduced to the KPI Lifecycle, which will be reviewed more in depth in a subsequent e-learning.

(MAC) Move, Add, Change, and Disconnect Best Practices (1 credit hour)

Service MACDs are common telecom activities. Change associated with services affects technical infrastructure, service inventory, and financial management. Defined MACD processes generate technical and financial integrity for all telecom services. This course shares detailed processes for executing successful MACD service orders and focuses on reconciling technical, service inventory, and financial accuracy.

(MBE) Invoice Auditing: MPLS Billing Errors (2 credit hours)

Auditing telecom invoices may uncover billing errors that negatively impact the enterprise telecom management plan. This course demonstrates how to audit invoices for MPLS services and calculate the cost of invoice errors.

(MBP) Maintaining a Bring Your Own Device (BYOD) Program (1 credit hour)

This course identifies the Efficiency First® best practices for maintaining a BYOD program. It discusses how you can monitor your BYOD program to ensure it is running at optimal efficiency. The course also defines both the data gathering and recommended evaluation necessary to determine whether the program is aligned with your business goals. It is through identifying business goals aligned to requirements that program optimization is attained.

(MCS) Telecom Expense Management: More than Cost Savings (1 credit hour)

This course covers inventory validation, change control, and other telecom expense management activities. TEM is frequently discussed in terms of hard and soft dollar savings. However, TEM activities should be incorporated into the broader practice of telecom environment management. Explore the benefits outside of hard and soft dollar savings that can be derived by implementing a holistic telecom environment management approach.

(MDM 100) Mobile Device Management Best Practices (1 credit hour)

We live in a world that allows us to be constantly connected. Mobile device management (MDM) recognizes that telecom managers must learn to balance the benefits of mobility with the challenges of keeping sensitive corporate data secure. This course explores the questions that need to be asked, the stakeholders that need to be involved, and some best practices to consider when implementing an MDM strategy.

(MDM 200) Mobile Device Management Business Practices (1 credit hour)

This interactive course on Mobile Device Management (MDM) Business Practices explores organizational concerns, the required infrastructures, internal policies, the organization’s MDM success, and key stakeholders for implementing a Mobile Device Management program.
(MDM 300) Mobile Device Management Best Practices (1 credit hour)

This interactive course on Mobile Device Management (MDM) Business Strategies will help you develop a business strategy for mobile device management and best practices for implementing these strategies.

(MIM) Auditing Best Practices: M2M/IoT Mobility Services (2 credit hours)

M2M and IoT are proliferating in interesting and unique ways. Because much of this technology is new, enterprises need to be aware of unique techniques that may apply to both physical inventory as well as mobile inventory.

(MMC) How-to Series: Managing the MACD Process (1 credit hour)

Is your department challenged to keep up with ongoing moves, adds, changes, and disconnects (MACDs)? For many organizations, the constant activity around service changes encompasses a variety of technical, financial, and operational elements. This course offers a checklist to gauge the overall health of your MACD management practice. Learn activities designed to support all MACD management initiatives and strategies for improving the process.

(MID) Managing IoT Devices in your Telecom Environment (2 credit hours)

As enterprises begin to leverage technology more fully into their telecom and IT departments, IoT devices are being integrated into the enterprise. The unique characteristics of these devices requires vigilance. It is important to ensure that these devices are secure, inventory is accurate, validated, and that services are billed correctly. This course will explain specific steps to manage IoT devices, describe risks and provide best practices to mitigate gaps in standards of IoT devices.

(MMF) Mobile Asset Management: Fundamentals (1 credit hour)

This course will provide the fundamentals of Mobile Asset Management. This could include mobile phones, laptops, tablets, iPads, etc. this course will provide the information and the overall process to managing them. Courses will follow to complete the process: (MMF) Mobile Asset Management: Fundamentals, (MMP) Mobile Asset Management: Provisioning and Tracking, (MCC) Mobile Asset Management: Change Control, (MME) Mobile Asset Management: End of Life, Mobile Contract Management, Mobile Policy: Fundamentals.

(MMP) Mobile Asset Management: Provisioning and Tracking (2 credit hours)

This course will provide information for provisioning and tracking of Mobile Assets. This could include mobile phones, laptops, tablets, iPads, etc. This course will provide the information and the overall process to managing them. Courses will follow (MMF) Mobile Asset Management: Fundamentals and be included in the series that includes: (MCC) Mobile Asset Management: Change Control, (MME) Mobile Asset Management: End of Life, Mobile Contract Management, Mobile Policy: Fundamentals.

(MSS) Mobile Service Components (1 credit hour)

Mobile devices are extremely important to your telecom environment. Whether your company implements a BYOD program or not, chances are most, if not all, employees in your organization own or use a mobile device. This brief, introductory course breaks down the components of voice and data in relationship to your mobile environment.
(MSP) Managing an Enterprise Telecom Security Plan (1 credit hour)

This course is an overview of managing a telecom security plan implementation. It walks the project manager through how to manage a project plan and what the phases are for implementing a Telecom security plan. It provides details for common tasks and regulations to keep in mind and identify what other challenges come with managing a security plan.

(MSMSC) Mobile Security Management Specialty Course (1 credit hour)

The use of mobile devices for everyday business is increasing. This means that organizations need to take a new look at their data security policies; specifically, those that allow the use of mobile devices to access corporate networks. Regardless of whether employees use their own devices or corporate issued devices, security will continue to be a challenge. This course discusses several different types of threats inherent to mobile work environments and offers strategies to help prevent sensitive corporate data from being accessed should your mobile environment become compromised.

(MTR) Managing TEM Supplier Relationships (1 credit hour)

Successful relationships with TEM vendors require a proactive management plan. Outsourced TEM program activities can be complex in implementation, cost, and scope, requiring a strong approach to building and maintaining an efficacious relationship with the TEM supplier. The information shared will enable you to improve the value of your business rapport, even before they commence. Performing a vendor relationship needs assessment, gaining maximum benefit from TEM supplier relationships, reducing contentious relationship events, and evaluating relationship performance are discussed.

(MVP) Managing Vendor Performance and Accountability (1 credit hour)

There are four stages of vendor relationship management: pre-contract, new service, mid-term and separation. During this course, learners will be able to develop a plan; consider all facets of the organization’s relationship with the vendor; and learn how to manage the vendor using performance metrics and adherence to SLAs and other documentation. Learners further will dive into the topic of vendor performance management through metrics and tracking by examining and creating powerful vendor scorecards that drive results.

(NCP) Navigating Service Provider Communication Protocols (1 credit hour)

Customer Proprietary Network Information (CPNI) is the data collected by telecom service providers about a subscriber’s account. It can include information on services installed, call transaction records, and other details that appear on the subscriber’s telecom invoice. Strict regulations govern how telecom service providers can communicate with subscribers. Do these measures help or hinder you as a customer? Learn the parameters surrounding CPNI.

(NEG) Contract Negotiations (1 credit hour)

Contract negotiations are one of the most important telecom management activities an organization will ever perform. Contracts are the basis for a financial commitment, and they establish the foundation for the business relationship with providers. Negotiating contracts is most effective when a well-devised plan is established. This course defines the best practices that lead an organization to contract negotiations success.
**The ROI of Network Performance Management (1 credit hour)**

Managing network performance is an important function within any IT department. Previously, network performance management consisted of verifying that devices were up and running and monitoring packet loss. Today, due to an increase in the number of business applications and services that are relied on for day-to-day operations, it has become critical to identify issues before they happen and to ensure on-going performance of the network. This course explores the importance of managing network performance and, by doing so, uncovering additional benefits and returns.

**Overview of EMEA Governing Bodies, and Carrier/Operators (1 credit hour)**

This course provides learners an overview of the EMEA region. It also explores the governing bodies in EMEA, to ensure learners can successfully conduct business in the region. Major carrier/operators in the region are also discussed.

**Optimizing Mobile Environments (1 credit hour)**

This course explores mobile environment components including equipment, coverage, and applications, as well as different types of plans that can be implemented within your mobile environment. Optimal cost per minute is also discussed.

**Pandemic Preparedness (1 credit hour)**

An influenza pandemic may be underway. Are you and your enterprise ready? This course addresses influenza and pandemic definitions as well as steps that should be taken by telecom/IT to prepare for an influenza pandemic.

**Post-Migration Validation (1 credit hour)**

Moving to any new technology, services and systems requires careful project planning before, during and after the change. Successful projects require both technical and financial validation. In this new course, learn how to apply best practices to minimize technical and financial risk in enterprise migration projects.

**Project Plan: Implementing a New Service Contract (1 credit hour)**

Implementing a new telecom service contract — even when performed with the same provider — can be burdensome and challenging. You need to give special consideration to the many telecom management activities to be performed before, during and after implementation. This course focuses on creating a project plan for developing an invoice payment process, establishing account hierarchy, validating and administering financial aspects and managing duplicate network service.

**Telecom Pain Points and Perspectives (1 credit hour)**

For many enterprise telecom professionals, the thought of dealing with telecom service providers, TEM suppliers, and hardware/software vendors can impose some level of pain. This course raises questions and considerations for uncovering pain points associated with technical, customer service, financial, and time-related issues. Gain an understanding of enterprise expectations when working with vendors, providers, and suppliers.
**PSTN) PSTN Transitioning (1 credit hour)**

This course will provide an overview of what PSTN transitioning is, what enterprises need to know and how they should prepare for it. The FCC has accelerated the timeline on transitioning the legacy technology in the public switched telephone network to IP-based services. This transition will affect all POTS and TDM-based voice services and organizations must establish a strategy to migrate PSTN to IP services as the underlying technology of the public telephone network changes.

**PSW) Creating the Perfect Statement of Work (SOW) for Telecom Projects (1 credit hour)**

This course shares a proven process for creating an effective SOW for enterprise telecom projects. Gain an in-depth understanding of what the SOW should represent as well as the important components required for correctly completing a project the first time.

**PVM) Project Managing a VoIP Migration (2 credit hours)**

Organizations that migrate to VoIP often rely on vendors to manage all aspects of the migration; however, developing an internal project plan provides visibility into dependencies and risks. This course explains how to prepare for a VoIP migration and gives guidance on appropriate milestone markers to ensure a successful VoIP migration.

**PUC) How to Plan a Unified Communications Migration (1 credit hour)**

This course is an overview of how to plan a unified communications (UC) migration. As UC adoptions increase, the IT/telecom teams within enterprises needed a detailed guide for migrating from traditional business telecom platforms to UC. There is a large increase in UC adoption, and the interest in UC has gained visibility.

**RRE) Reducing, Recovering, and Eliminating Fees (1 credit hour)**

Taxes, surcharges, and fees are a normal part of operating as a business and can account for 10% or more of an average telecom invoice. In this course, you will learn how to identify, reduce, eliminate, or recover surcharges and fees.

**ROK) AOTMP Recommended Organizational KPIs (1 credit hour)**

Historically, fixed and mobile services have been managed as utilities. This course presents learners with five, high-level KPIs they can begin implementing within their organizations immediately, changing the perception of telecom as a utility into a strategic business asset. Learners will also be provided with the ability to use the discussed KPIs to glean an overall picture of their telecom environment.

**RRR) RFI, RFQ, and RFP Process for Selecting a Telecom Vendor (1 credit hour)**

Have you ever wondered what the difference is between a RFI, RFQ, and RFP? In this course, you’ll learn what these acronyms stand for, how they are different, and why each document is crucial to a successful vendor selection process. We’ll also review suggested components of each document, as well as what to do before and after the release of each document to your potential vendors.
(SIM) Stages of Inventory Management (1 credit hour)

In this course, students will learn the four main stages of inventory management, as well as their sub-steps. The importance of, and differences between, each stage of management are also discussed.

(SIP 100) SIP Trunking: A Primer (1 credit hour)

Unlike traditional telephony, where bundles of physical wires are delivered from telecom service providers to enterprises, SIP trunks allow organizations to replace fixed PSTN lines with PSTN connectivity via IP. SIP trunks may offer significant cost savings for enterprises, eliminating the need for local PSTN gateways, costly ISDN BRIs and PRIs. This session addresses the basics of SIP trunking.

(SOP 110) Introduction to Sourcing and Procurement (1 credit hour)

Sourcing and procurement is the process of identifying carriers or vendors, evaluating their capabilities, and selecting the appropriate carrier or vendor based upon their ability to meet operational, technical and financial needs. This course provides a brief introduction to the purpose of the sourcing and procurement process, sourcing and procurement process steps, and why effective sourcing and procurement is important in an effectively managed telecom environment.

(SOP 215) Gathering Business Requirements for Telecom Sourcing (1 credit hour)

Selecting the right telecom solution can be challenging. Technology is changing constantly, and telecom management professionals must be aware of the changes and be willing to update the environment in order to remain competitive. Learn how to identify and evaluate business requirements for a telecom sourcing or procurement project.

(SOP 220) Building a Business Case for Sourcing a Technology Solution (1 credit hour)

Once you have determined the business requirements for a telecom sourcing project, defined project objectives and scope, and identified the resource requirements, the next step is to build the business case for the project. This course covers the basic process of selecting a solution based upon business requirements and crafting the business case needed to gain stakeholder support for the solution.

(SOP 240) Understanding Service Level Agreements (1 credit hour)

SLAs help improve relationships between service providers and customers by helping to protect enterprise network integrity and financial interests. Understanding SLAs and how to monitor them is necessary for effective contract negotiation. This course helps participants understand the types of SLAs they may encounter and the language they are likely to see in an SLA. It also explains the importance of carefully evaluating SLA provisions in relation to enterprise performance needs.

(SOP 250) Developing and Managing a Request for Proposal (1 credit hour)

A request for proposal (RFP) is a document that helps enterprise telecom managers evaluate service providers and select services and features appropriate to the environment. RFPs are customized to your organization and to the specific project you are undertaking. This interactive course explores the processes of developing and managing an RFP.
(SOP 310) In-sourcing and Outsourcing Decisions (1 credit hour)

As organizations undertake projects within the telecom environment, the debate to in-source or outsource all or part of the necessary functions may arise. With so many options, the decision to outsource, in-source, or out-task can be confusing. This course explores in-sourcing, outsourcing and out-tasking in relation to sourcing and procurement. Review the tools and industry best practices that will help you to make the right decisions for your business needs.

(STP 01) Preparing to Use an RFP to Select a TEM Vendor (1 credit hour)

The course includes a brief description of a RFP and the five phases of the TEM vendor selection process: preparing for a TEM vendor/solution; RFP preparation; RFP scope; evaluating TEM vendor proposals; and selecting a TEM vendor. Course 1 covers the RFP description and the first three RFP process phases.

(STP 02) Using an RFP to Select a TEM Vendor (1 credit hour)

TEM technology and professional services providers can deliver expertise to enhance telecom environment management. The technology systems and professional services available are broad and meet a variety of needs. As the TEM provider market evolves and options expand, careful evaluation and selection of the best provider for your organization’s needs is paramount to telecom management success. This course shares an intuitive process for using RFPs to select the right TEM provider that can meet your organizational objectives and help you achieve telecom management success.

(TBS) Telecom Budgeting Strategies v2.0 (1 credit hour)

Budgeting is an integral part of telecom management. Understanding current and future financial telecom requirements enables professionals to meet the service needs and financial objectives of the organization. This course shares proven practices, strategies, and tools to support telecom professionals in budget planning, budget development, and budget management activities.

(TCM) Telecom Inventory: Collateral Materials (1 credit hour)

In order to have a completely thorough and up-to-date inventory for your organization, it is necessary to include several types of collateral materials. This course covers these different types of materials, as well as important components within each. At the end of the course, learners will recognize the importance of a telecom inventory, and will be able to distinguish between and recognize types of collateral materials.

(TCO) The Total Cost of Telecom Ownership (1 credit hour)

TCTO is comprised of the service cost and the service administration cost; in addition, service reliability and administrative accuracy influence the TCTO. This course addresses the benefits and challenges of creating TCTO models in enterprise environments.

(TCP) The Cloud: A Primer (1 credit hour)

The cloud is becoming increasingly important in telecom strategy. This course identifies the characteristics of the cloud, introduces the 3 types of cloud infrastructures, and reviews the benefits of implementing cloud services.
(TDS) Telecom Trends: Data Services (1 credit hour)

Data services have reached a tipping point as more data services than voice services now travel across the service providers’ networks. The ability of an organization to adapt to the ever-changing telecom industry is critical to technical, financial, and operational efficiency. Learn what an organization needs to know to leverage today’s data technologies and effectively migrate to those of tomorrow.

(TSO) Telecom Security: An Overview (1 credit hour)

This course is an overview of telecom security. There are three main parts to telecom security: information, environmental/physical, and systems. This course will provide security considerations for non-security personnel as well as security considerations for telecom professionals. We will provide a heightened level of security and describe how it relates to telecom.

(TEC 100) VoIP: A Primer (1 credit hour)

This course provides a high-level overview of voice over internet protocol (VoIP), including a brief history of telephone systems; an introduction to terms and technologies used to implement a VoIP system; and the advantages and disadvantages of VoIP.

(TEC 101) SIP Technology Overview (1 credit hour)

This course provides a high-level overview of Session Initiation Protocol (SIP). This overview includes a brief history, benefits, applications, features, how this technology relates to Efficiency First ® Framework, and appropriate KPIs.

(TEC 102) IoT The Internet of Things Overview (1 credit hour)

This course provides a high-level overview of The Internet of Things (IoT). This overview includes definitions, technology trends, and the key components of IoT.

(TEM) Developing a Telecom Expense Management Plan (1 credit hour)

The TEM market space is occupied by a myriad of service providers, software providers, and consultants, all proposing solutions to the customer’s desire to control and optimize telecom cost. With many offerings available, what should customers consider when developing and implementing a TEM plan? This course provides definition to the practice of TEM and shares seven tips for implementing the appropriate TEM plan for your organization.

(TFE) Invoice Auditing: Toll Free Billing Errors (2 credit hours)

Auditing telecom invoices may uncover billing errors that negatively impact the telecom expense management plan. The course describes Toll-Free service components and features that may cause billing errors. This course demonstrates how to identify errors and calculate the cost of those errors.
(TIA) Around the World Series: Telecom in Asia-Pac (1 credit hour)

Global enterprise expansion has quickly moved beyond the United States and EMEA. Developing business entities in the Asia Pacific region have created a diverse array of opportunities within the telecom management industry. This course presents information relevant to the climate of the Asia Pacific telecom realm, including an understanding of industry issues, and a proactive roadmap to provide seamless telecom management.

(TIP) Achieving Your Telecom Management Objectives: 20 Tips You Need to Know (1 credit hour)

Telecom management is an ever-evolving discipline; so creating a consistently positive impact requires the evaluation of current practices and techniques. Honing these practices and techniques with new perspective and expanded knowledge enables you to achieve established management goals. Learn 20 must-have tips to increase telecom value, including tips for accurately tracking services and service costs, tips for reducing vendor relationship problems that contribute to excess cost, tips for optimizing telecom service-to-cost performance, and tips for improving negotiated contract language.

(TMC) Telecom Management Check-Up: The 10 Point Review (1 credit hour)

Telecom management encompasses a variety of technical, financial, and operational activities. This course delivers a 10-point checklist to gauge the overall health of your telecom management practice. Activities supporting telecom management objectives are explained.

(TOT) Tools of the Trade (1 credit hour)

Technology support staff roles can be varied; having knowledge of the right tools for any job can make the difference between working smarter and working harder. This course identifies common tools used daily by enterprises and telecom service providers. Gain an in-depth understanding of the resources to take advantage of in order to optimize technology support staff roles.

(TPM) Telecom Project Management (1 credit hour)

The management of telecom projects can be complex. Although there are many different types of telecom projects, the methodology remains the same. This course defines a standardized project management process for technical, administrative, and financial projects.

(TPP) Technology Planning and Selection Process v2.0 (1 credit hour)

In many organizations, technology planning and selection occurs as the result of a top-down approach. Unfortunately, this can result in an organization moving into a new technology that does not fully support its business application needs. This course defines a process for creating the optimal technology planning and selection environment.

(TRI) Thinking Constructively About TEM ROI v2.0 (1 credit hour)

In an enterprise, most functions are categorized as either cost centers or profit centers. TEM produces a more tangible ROI than many other technology projects, yet 66% of Executives view TEM programs as cost centers. This course explores and supports the viewpoint that TEM programs should be viewed as profit centers.
(TRR) Telecom Records: Housekeeping 101 for Your Critical Documents (1 credit hour)

How long should you maintain telecom invoice records? Do you need to keep call transaction records? How long should you keep service order records? These questions are top of the list for many telecom and IT professionals. This course offers guidance to answering FAQs regarding records retention policies for your organization.

(TSC) Telecom Security: Cloud Security (1 credit hour)

Cloud computing represents one of the largest and fastest-growing technologies in telecom. More and more enterprises are moving to a cloud model to save money, improve efficiency and gain access to improved AI or neural networks. However, there are increased risks to the security of the data stored and moving through the cloud. These risks need to be evaluated and mitigated to make a cloud solution the right fit for an enterprise.

(TSE) Telecom Security: Environmental/Physical Security (2 credit hours)

This course is an overview of environmental and physical security. Environmental security covers environmental threats to telecom equipment. Physical security covers the protection of telecom personnel and equipment. This course provides best practices, standards and mitigation procedures to reduce risk; these explain the measures to consider to secure enterprise-wide equipment across the telecom network.

(TSS) Telecom Security: Systems Security (2 credit hours)

Systems security covers any threat that usually results in data leakage or data forgery that allows for unauthorized access; causes DoS and DDoS attacks, malicious or abnormal traffic transfer to unauthorized systems; and allows for eavesdropping, interruption, system jamming, hijacking, and data gathering. Equipment software, firmware and hardware implementations need to be evaluated for vulnerabilities and weaknesses. It is very important to research all the telecom systems to look for vulnerabilities to take a proactive approach to mitigating those risks.

(TSG) Demystifying Service Provider Tariffs and Service/Price Guides (1 credit hour)

Valuable, detailed information about service provider pricing and services is available to organizations—the key is knowing where to look. This course demonstrates how to find provider documentation that supports business applications.

(TT) Telecom Terms: Mastering the Fundamentals (1 credit hour)

Ever feel like you need a telecom dictionary? The telecom industry is full of acronyms and technology, billing, contract and regulatory terms. Understanding industry terminology directly influences your ability to communicate with telecom service providers, equipment vendors and users.
(TUP) Telecom Usage Policies: Defining Policies for Your Organization (1 credit hour)

Controlling cost, preventing fraud, and eliminating service abuse are prevailing objectives for telecom professionals. Sound usage policies assist in achieving these objectives. This course shares a host of strategies, considerations, tools, and templates to support the creation of telecom usage policies to meet your departmental and organizational goals.

(UCM) Unified Communications for Mobility (1 credit hour)

This course should enable a telecom manager or planner to understand the specific needs of mobility in Unified Communications (UC), as well as the best practices for implementing and managing the two technologies together. As more businesses adopt UC, telecom managers need to know how it can impact the mobile technology within the enterprise. In addition, IT and C-suite decision makers must understand the increase in user demand for mobility, and how its functionality can improve via UC.

(UCO) Unified Communications Technology Overview (1 credit hour)

This course provides a high-level overview of Unified Communications, including a brief history of the communication solution. The course touches on the benefits, applications, and features of Unified Communications as well as how it relates to the Efficiency First® Framework.

(UCP) Creating and Implementing a UC Management Policy (1 credit hour)

All enterprises that migrate to UC should have a clear policy for managing its functions. There are multiple ways in which the lack of clear policy can lead to low user adoption and potential misuse of the UC features. It is necessary to communicate expectations for the adoption and use of UC, as specified by the corporation so there is no confusion for users. The implementation of good change control mechanisms will allow the UC to scale with the enterprise as needed and to make full use of the functionality available from the UC platform if features are not being used.

(UPR) Understanding Enterprise Telecom Security Plan Requirements (1 credit hour)

This course provides an overview of enterprise telecom security plan requirements and helps a telecom or program manager understand those requirements. It walks the project manager through the aspects of planning a telecom security roadmap and goes over regulations to consider, as well as other challenges associated with a security plan.

(VBE) Invoice Auditing: Identifying VoIP / SIP Billing Errors (2 credit hours)

Auditing telecom invoices may uncover billing errors that negatively impact the telecom expense management plan. This course explains some of the nuisances of auditing VoIP/SIP invoices. This is an advanced course. Before you take this course, you should have completed the Invoice Auditing Specialty Certification or the following courses: (ALT) The Audit: Lifecycle and Tools, (AMN) Auditing Materials: The Necessities, (CIE) Correcting Invoice Errors and Obtaining Credits, (CSR) Customer Service Record Interpretation Practices, (DMG) Dispute Management, (ITA) Introduction to Auditing, (ITE) Invoices and Telecom Expense Management 101, (SIP 100) SIP Trunking: A Primer, and (TEC 100) VoIP: A Primer.
(VPS) Validating Services: Physical/Site Audit (2 credit hours)

An accurate inventory is essential to have full visibility into the telecom environment. The second step in the inventory auditing process is Analyze and Catalog. One important technique in this step is conducting a physical/site audit. The information gleaned from this audit can provide valuable information and influence decision making. In this course, you will learn the element, benefit, and common issues of a physical/site audit, as well as AOTMP best practices.

(WAO) Wireless Service Audit and Optimization (1 credit hour)

Wireless service was once projected to be a niche market; however, in today’s business environment, nothing could be further from reality. With the advent of text messaging, downloads, internet access, and camera phone capabilities, the audit and optimization challenges that come with wireless service are often more complex than traditional wireline service. This course explores wireless service invoices and offers guidance for identifying errors and streamlining costs.

(WDS) How-to Series: Wireless Device Security (1 credit hour)

There are 276.6 million wireless subscribers in the US, representing an 89% wireless penetration rate and 135.2 billion text messages sent per month. Associated with this overall rise in wireless usage is the increase in wireless security challenges within an enterprise. How is company-confidential, sensitive and valuable business data at risk? What measures and policies can be put in place to protect and secure this business information? This course provides an overview of wireless device security and offers five leading wireless device security recommendations for enterprises of any size.

(WMS) Wireless Management Strategies (1 credit hour)

Wireless usage can vary dramatically from month to month across an organization, and wireless services that are not managed can lead to budget waste. This course focuses on two key strategies to effectively manage wireless services.