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.

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.

**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.

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 2 Specialty Certifications 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 5 Specialty Certifications of your choosing and the Efficiency First® Framework Practitioner Certification.
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 7 Specialty Certifications of your choosing and the Efficiency First® Framework Practitioner Certification.

Master Certification indicates that you are an expert across the entire telecom management spectrum. You must complete all Specialty Certifications and the Efficiency First® Framework Practitioner Certification.
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.

- (CMT) Contract Management Tips
- (DMG) Dispute Management
- (ITT) International Telecom Terms
- (MSASC) Mobile Service Analysis Specialty Course v2.0
- (NEG) Contract Negotiations
- (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
- (PPC) Project Plan: Implementing a New Service Contract
- (SOP 240) Understanding Service Level Agreements
- (TCM) Telecom Inventory: Collateral Materials
- (TIP) Achieving Your Telecom Management Objectives
- (TSG) Demystifying Service Provider Tariffs and Service/Price Guides
- (TT) Telecom Terms: Mastering the Fundamentals v2.0
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 v3.0 Overview
- (ETD) Efficiency First® Framework v3.0 Terms and Definitions
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 13 courses listed below.

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

- (CMP) Change Management: Preparation
- (CPP) Change Management: Project Planning
- (ICS) How-to Series: Developing a Telecom Service Inventory v2.0
- (IDA) Invoice Inventory Best Practices for Data Accuracy v2.0
- (ITI) Introduction to Telecom Inventory
- (ITT) International Telecom Terms
- (MAC) Move, Add, Change, and Disconnect Best Practices
- (MMC) Managing the MACD Process v2.0
- (MSASC) Mobile Service Analysis Specialty Course v2.0
- (TCM) Telecom Inventory: Collateral Materials
- (TRR) Telecom Records: Housekeeping 101 for Your Critical Documents v2.0
- (TT) Telecom Terms: Mastering the Fundamentals v2.0
- (WMS) Wireless Management Strategies v2.0
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 25 courses listed below.

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

- (ALT) The Audit: Lifecycle and Tools
- (APS) Auditing Packet Switched Circuits and Services
- (AUD 150) Auditing Materials: The Necessities
- (AUD 240) Auditing Fixed Telecom Invoices: Voice and Data
- (AUD 250) Auditing Mobile Telecom Invoices
- (AUD 275) Correcting Invoice Errors and Obtaining Credits
- (AUD 290) Global Telecom Invoice Auditing
- (AUD 310) Building a Business Case for an Auditing Program
- (AUD 350) After the Audit: Root Cause Analysis v2.0
- (CAP) Cost Containment and Cost Avoidance Practices v2.0
- (CSR) Customer Service Record Interpretation Practices
- (DMG) Dispute Management
- (HAI) How to Audit an EMEA Invoice
- (IDA) Invoice Inventory Best Practices v2.0
- (ITA) Introduction to Auditing

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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 18 courses listed below.

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

- (AUD 250) Auditing Mobile Invoices
- (BBC) Balancing the Benefits of Convergence v2.0
- (BYB) Bring Your Own Device (BYOD) 101
- (CWS) Calculating Wireless Cost Savings v2.0
- (IBP) Implementing a BYOD Program
- (ITT) International Telecom Terms
- (MBP) Maintaining a BYOD Program
- (MDM 100) Mobile Device Management Best Practices
- (MDM 200) Mobile Device Management Business Practices
- (MDM 300) Mobile Device Management Business Strategy
- (MSASC) Mobile Service Analysis Specialty Course v2.0
- (MSMSC) Mobile Security Management Specialty Course
- (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
- (TT) Telecom Terms: Mastering the Fundamentals v2.0
- (TUP) Telecom Usage Policies: Defining Policies for Your Organization v2.0
- (WAO) Wireless Service Audit and Optimization v2.0
- (WDS) Wireless Device Security
- (WMS) Wireless Management Strategies v2.0
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.

- (ALT) The Audit: Lifecycle and Tools
- (BCT) Developing a Business Case for a Telecom Expense Management Programs
- (CMT) Contract Management Tips
- (CWS) Calculating Wireless Cost Savings v2.0
- (KPI) KPIs: Definitions and Reporting
- (MSASC) Mobile Service Analysis Specialty Course v2.0
- (NEG) Contract Negotiations
- (ROK) AOTMP Recommended Organizational KPIs
- (TEM) Developing a Telecom Expense Management (TEM) Plan v2.0
- (TIP) Achieving Your Telecom Management Objectives
- (TMC) Telecom Management Check-Up v2.0
- (WAO) Wireless Service Audit and Optimization v2.0
- (WMS) Wireless Management Strategies v2.0
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.

- (CMT) Contract Management Tips
- (DMG) Dispute Management
- (ETV) Evaluating Telecom Vendors
- (IRV) Identifying the Right Telecom Vendor
- (NEG) Contract Negotiations
- (RRR) RFI, RFQ, RFP Process
- (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
- (STP) Using an RFP to Select a TEM Vendor v2.0
- (TPP) Technology Planning and Selection Process v2.0
- (TT) Telecom Terms: Mastering the Fundamentals v2.0
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 22 courses listed below.

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

- (BBC) Balancing the Benefits of Convergence v2.0
- (BVB) Building a VoIP Business Case
- (CMP) Change Management: Preparation
- (CPP) Change Management: Project Planning
- (DRP1) Building a Disaster Recovery and Business Continuity Plan Part One
- (DRP2) Building a Disaster Recovery and Business Continuity Plan Part Two
- (ECC) Enhanced E-911 Checklist
- (HVW) VoIP: Considerations Before Implementation
- (IMS) IP Multimedia Subsystem: The Next Network v2.0
- (MDM 100) Mobile Device Management Best Practices
- (MDM 200) Mobile Device Management Business Practices
- (MDM 300) Mobile Device Management Business Strategy
- (NPM) The ROI of Network Performance Management v2.0
- (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
- (PSW) Creating the Perfect Statement of Work for Telecom Projects
- (SIP 100) SIP Trunking: A Primer

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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 26 courses listed below.

To earn this certification, you can expect to spend approximately 30 total hours.

- (AUD 310) Building a Business Case for an Auditing Program
- (BBC) Balancing the Benefits of Convergence v2.0
- (BCT) Developing a Business Case for Telecom Expense Management Programs
- (BVB) Building a VoIP Business Case
- (BYB) Bring Your Own Device 101: The Basics
- (CMP) Change Management: Preparation
- (CPP) Change Management: Project Planning
- (DRP1) Building a Disaster Recovery and Business Continuity Plan Part One
- (DRP2) Building a Disaster Recovery and Business Continuity Plan Part Two
- (MCS) Telecom Expense Management: More than Cost Savings v2.0
- (MDM 100) Mobile Device Management Best Practices
- (MDM 200) Mobile Device Management Business Practices
- (MDM 300) Mobile Device Management Business Strategy
- (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
- (PAN) Pandemic Preparedness
- (PPP) Telecom Pain Points and Perspectives v2.0

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<td>TBS</td>
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<td>TRI</td>
<td>Thinking Constructively about TEM ROI v2.0</td>
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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 22 courses listed below.

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

- (BCT) Developing a Business Case for Telecom Expense Management Programs
- (BVB) Developing a VoIP Business Case
- (CMP) Change Management: Preparation
- (CPP) Change Management: Project Planning
- (ITM) Checklist for International Telecom Management
- (ITT) International Telecom Terms
- (MCS) Telecom Expense Management: More than Cost Savings v2.0
- (MDM 100) Mobile Device Management Best Practices
- (MDM 200) Mobile Device Management Business Practices
- (MDM 300) Mobile Device Management Business Strategy
- (MTR) Managing TEM Supplier Relationships v2.0
- (NPM) The ROI of Network Performance Management v2.0
- (OET) Overview of EMEA, Governing Bodies, and Carrier/Operators
- (PPC) Project Plan: Implementing a New Service Contract
- (PSW) Creating the Perfect Statement of Work for Telecom Projects
- (STP) Using an RFP to Select a TEM Vendor v2.0
- (TEM) Developing a Telecom Expense Management Plan v2.0

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- (TIA) Telecom in Asia-Pac v2.0
- (TMC) Telecom Management Check-up: The 10 Point Review v2.0
- (TPM) Telecom Project Management
- (TRI) Thinking Constructively About TEM ROI v2.0
- (WDS) Wireless Device Security
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 13 courses listed below.

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

- **(CMP)** Change Management: Preparation
- **(CPP)** Change Management: Project Planning
- **(CMT)** Contract Management Tips
- **(CWS)** Calculating Wireless Cost Savings v2.0
- **(DRP1)** Building a Disaster Recovery and Business Continuity Plan Part One
- **(DRP2)** Building a Disaster Recovery and Business Continuity Plan Part Two
- **(MSMSC)** Mobile Security Management Specialty Course
- **(MTR)** Managing TEM Supplier Relationships v2.0
- **(NCP)** Navigating Service Provider Communication Protocols
- **(PPC)** Project Plan: Implementing a New Service Contract
- **(PPP)** Telecom Pain Points and Perspectives v2.0
- **(PSW)** Creating the Perfect Statement of Work for Telecom Projects
- **(SOP 240)** Understanding Service Level Agreements