BSS Overview

Course Outline

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Course Description:

This course introduces the fundamentals of Business Support Systems (BSS) ,the information technology infrastructure that gives Vendors and Operators the ability to create, organize, accomplish, and maintain network-based services and applications. This course covers the details of BSS for current and next generation applications, services and networks. This course provides different solutions to be used by service providers to maximize their profit, minimizing their costs and creating and managing their services and networks smoothly, and the benefits and limitations of each solution.

Target Audience:

The target audience for this course includes:

- OMC and NOC Engineers
- IT professionals and Software engineers
- System engineers and Network professionals
- Marketing and sales professional

Delivery Method:

The delivery will be instructor-led classroom training with extensive practical case studies, interactive discussions and Q&A / quiz sessions

Course Material:

The course material will be in the form of presentation slides (Hardcopy or protected softcopy)

Pre-requisites:

The participants are expected to have prior knowledge of:

- Basic Mobile Network Architecture
- Client / server interactions

Duration:

1 Day

Revision:

1.0

Course Outline

Day 1:

Evolution of BSS

- Importance of BSS
- Telecom layered architecture
- eTOM Model

CRM

- Contact Management
- Order Management
- Call Centre
- Loyalty & Retention

Mediation

- Purpose and Features
- Functionality
- Technology, Switches & Interfaces

Billing and Rating

- Rating Logic
- Types of Billing
- Tariff Dimensioning

Introduction to Multi Mediation

- Fraud management
- Data Mining

Roaming and Inter connect

- Roaming Scenarios
- POI Testing
- Data Flow

- Interconnect Settlements

Revenue Management

- Revenue Assurance
- Revenue Leakages
- Automated and Proactive RA

Fraud Management

- Common Fraud Techniques
- Different types of Fraud
- SOX Compliance
- Tools and technique to combat Fraud

Service Fulfillment

- Where does it fit in eTOM model?
- Order Handling
- Types of order