

# E-Learning



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# Basic Courses for Telecommunication

## 1. ABC OF TELECOMMUNICATION

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a three day course that provides executives with fundamental understanding and overview of modern telecommunication network in operation today.

### Course Objective

After Completing the training, the participant will be able to:

- Understand the basics of telecommunication and how they are being used.
- Understand the vital links between wireless and wire line systems.
- Learn about the legacy and future of telecoms including LTE, LTE-A, IOT and many more.

### Pre-Requisite

- Knowledge of fundamentals of Cellular network.

### Who should do it?

Technical Professionals working in telecommunication industry, Non-Technical professionals working in telecommunication industry, anyone who wants to learn regarding telecom sector.

### Course outline

#### Day 1

- Departments of Telecommunication
- Block Diagram of Communication System
- Electromagnetic Signals
- RF System components
- Modulation Techniques
- Multiplexing Techniques
- Switching Types
- RF Propagation
- Signalling Technologies
- OSI Reference Model

#### Day 2

- Cellular Communication vs Satellite Communication
- Transmission Technologies
- Wireless and Wired line Medium
- Microwave Transmission
- Fiber Optics and FTTx
- Networking Types and classification
- IPv4 and IPv6
- Voice Over IP Technology

#### Day 3

- Mobility and New Telecommunication Technologies
- Overview of GSM/GPRS/EDGE
- Overview of 3G, HSPA and HSPA+
- Overview of LTE and LTE-A
- IMS Overview
- Evolving Mobile Networks



## 2. OVERVIEW OF GSM NETWORK

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a five days course that provides introduction related to fundamentals of cellular and mobile networks and their associated technologies like 2G, 2.5G and 2.75G.

## Course Objective

After attending the training, participants will be able to:

- Understand the fundamentals of cellular mobile network technologies.
- Understand the differences between different generations of cellular networks i.e. 2G
- Identify benefits of each generation of cellular network and how they inter-operate.
- Learn future trends of mobile communication.

## Pre-Requisite

- Good Knowledge of fundamentals of Cellular Network.

## Who should do it?

- Professionals from Customer Service and Support, sales and Marketing, Administrative and Support, procurement and various other departments of telecom and equipment vendors.
- People who wish to understand traditional cellular networks (3GPP network i.e. GSM) and also non 3GPP network i.e. Wi-Fi, WiMAX etc. of mobile communication that can provide voice and data services.
- Understand the fundamentals of cellular mobile network technologies.



## COURSE OUTLINE

### GSM OVERVIEW

- Introduction
- Why 2G?
- Systems of 2G technologies
- GSM main requirements
- GSM vs other Mobile technologies
- GSM Services & features

- Comparison of 2G technologies

### GSM ARCHITECTURE OVERVIEW

- Network Architecture Evolution
- GSM/GPRS/EDGE Network Subsystems
- GSM/GPRS/EDGE Network Interfaces

### GSM MOBILITY MANAGEMENT

- GSM Mobility Areas
- MS Identifications
- GSM Handover
- Location Updating

### GSM CHANNELS

- Physical Resource
- TDMA/FDMA and ARFCN
- Time structure for FDD & TDD Mode
- Logical and Physical Channels

### GSM PROTOCOL ARCHITECTURE

- MS Protocols
- MS to BTS Protocols
- BSC Protocols
- MSC Protocols

### GSM CALL FLOW

- Mobile Originating Call Flow
- Mobile Terminating Call Flow

## 3. OVERVIEW OF GPRS/EDGE

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a two days course that provides introduction related to fundamentals of cellular and mobile networks and their associated technologies like 2.5G and 2.75G.

### Course Objective

After attending the training, participants will be able to:

- Understand the fundamentals of cellular mobile network technologies.
- Understand the differences between different generations of cellular networks i.e. 2.5G and 2.75G.
- Identify benefits of each generation of cellular network and how they inter-operate.

- Learn future trends of mobile communication.

**Pre-Requisite**

- Good Knowledge of GSM and Fundamentals of Cellular Network

**Who should do it?**

- Professionals from Customer Service and Support, sales and Marketing, Administrative and Support, procurement and various other departments of telecom and equipment vendors.
- People who wish to understand traditional cellular networks (3GPP network i.e. GPRS and EDGE) and also non 3GPP network i.e. Wi-Fi, WiMAX etc. of mobile communication that can provide voice and data services.
- Understand the fundamentals of cellular mobile network technologies.

**COURSE OUTLINE**

**GPRS**

- Introduction of GPRS to the GSM world
- GPRS network architecture
- IP over GPRS
- GPRS Air interfaces
- GPRS protocol stack
- GPRS air interface
- GPRS terminals
- GPRS Network Planning

**GPS (GLOBAL POSITIONING SYSTEM) FUNDAMENTALS | GPS TRAINING**

- GPS Fundamentals
- GPS Elements
- GPS System Operation
- Position and Time from GPS
- GPS Satellite Signal Characteristics
- Differential GPS (DGPS) Techniques
- GPS Trends

**EDGE TRAINING**

- Introduction
- EDGE technology
- Requirements on EDGE
- EDGE Physical Layer Technical Details
- Composition
- Transmission & Reception
- Channel codes
- RLC and MAC

**4. OVERVIEW OF 3G/HSPA/HSPA+**

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a five days course that provides introduction related to fundamentals of cellular and mobile networks and their associated technologies like 3G, 3.5G and 3.75G.

**Course Objective**

After attending the training, participants will be able to:

- Understand the fundamentals of cellular mobile network technologies.
- Understand the differences between different generations of cellular networks i.e. 3G, 3.5G and 3.75G.
- Identify benefits of each generation of cellular network and how they inter-operate.
- Learn future trends of mobile communication.

**Pre-Requisite**

- Good Knowledge of 2G(GSM, GPRS and EDGE) and Fundamentals of Cellular Network.

**Who should do it?**

- Professionals from Customer Service and Support, sales and Marketing, Administrative and Support, procurement and various other departments of telecom and equipment vendors.
- People who wish to understand traditional cellular networks (3GPP network i.e. UMTS/HSPA/HSPA+) and also non 3GPP network i.e. Wi-Fi, WiMAX etc. of mobile communication that can provide voice and data services.



## COURSE OUTLINE

### 3G OVERVIEW

- Evolution from 2G to 3G
- Why 3G?
- UMTS main requirements
- UMTS versus other Mobile technologies
- UMTS key features
- Comparison of 3G Technologies

### 3G ARCHITECTURE OVERVIEW

- Network Architecture Evolution
- UMTS Network Subsystems
- UMTS Network Elements & its functions
- UMTS Network Interfaces

### UMTS AIR INTERFACE

- WCDMA
- FDD and TDD Modes
- Frame Structure
- Types of Codes

### UMTS MOBILITY MANAGEMENT

- RRC Modes, System Information
- Paging & Update procedures
- Cell Selection & Reselection
- RRC Connection Establishment
- Handover Process

### UMTS CHANNELS

- Physical Resource
- Types Of Channels
  - Logical Channels
  - Transport Channels
  - Physical Channels
- Channel Mapping
- Cell Synchronization Process
- Physical Random Access

### UMTS PROTOCOL ARCHITECTURE

- Radio Protocol Architecture
- High Level Function
- UMTS Domain and Strategies

### UMTS OPERATIONAL PROCEDURES

- Mobile Originating Call Flow
- Mobile Terminating Call Flow
- Power Control

### HSDPA OVERVIEW

- What is HSDPA?
- Why HSDPA?
- HSDPA Features
- HSDPA Channels
- Data Flow Signalling

### HSUPA OVERVIEW

- What is HSUPA?
- Why HSUPA?
- HSUPA Features
- HSUPA Channels
- Data Flow Signalling
- Packet flows

### HSPA+ PROTOCOLS, PROCEDURES AND SIGNALING (R7, R8 & R9) TRAINING

- Overview of HSPA+
- HSPA+ Features and Services
- HSPA+ Air Interface
- HSPA+ Operations and Procedures
- HSPA+ Protocols
- HSPA+ Signalling

## 5. OVERVIEW OF LTE/LTE-A

This Course is designed to give an introduction to the Long Term Evolution – LTE system and its Interworking with other technologies. This course will look into various aspects of LTE evolution. It helps participants understand the line of evolution of mobile systems due to the data explosion and the role of LTE to provide for the data explosion foreseen in the market.

### Course Objective

After attending the training, participants will be able to:

- Describe the features and benefits of LTE
- Identify LTE Network Components
- Understand LTE Architecture with Its Interfaces
- Understand Interworking requirements between LTE-2G/3G

### Pre-Requisite

- Knowledge of 2G/3G
- Basic understanding of LTE

### Who should do it?

Engineers, Network Designers, Planners, Design and Deployment Engineers, Network Integration and operations Engineers





## **COURSE OUTLINE**

### **LTE/EPS OVERVIEW**

- Why LTE?
- LTE main requirements
- LTE versus other Mobile technologies
- LTE Specification work
- LTE key features
- IMT-Advanced
- Comparison of 4G Technologies

### **LTE ARCHITECTURE OVERVIEW**

- Network Architecture Evolution
- LTE/EPS Network Subsystems
- LTE/EPS Network Elements
- LTE/EPS Network Interfaces

### **LTE/EPS MOBILITY MANAGEMENT**

- LTE/EPS Mobility Areas
- LTE Handovers
- Backhaul and Transport Network

### **LTE AIR INTERFACE**

- Overview of OFDMA and SC-FDMA
- Inter Symbol Interference
- OFDM Problems
- LTE Frame Structure
- Modulation in LTE
- OFDM key parameters for FDD and TDD Modes
- Parameters for Calculating speed
- Radio Resources

### **LTE RADIO NETWORK ARCHITECTURE**

- Bearers
- Radio and Network Identities
- Radio Interface Signalling
- E-UTRAN Protocols

### **LTE/EPS CONNECTION MANAGEMENT**

- Default Bearer
- Dedicated Bearer
- LTE/EPS Procedures
- Connection Management Terminology

### **LTE CHANNELS**

- Physical Channels
- Time Structure for FDD Mode
- Time Structure for TDD Mode

### **DOWNLINK SYNCHRONIZATION SIGNALS**

- PSS & SSS structure
- Mapping to Resource Grid
- Cell Identity Group

### **MIMO FOR LTE**

- Backward Compatibility
- Transmission Modes
- Transmission Diversity
- MIMO Modes
- Spatial Multiplexing

### **LTE PROTOCOL ARCHITECTURE**

- Radio Protocols Architecture
- Data Flow in form of Signalling
- RRC States

### **LTE/EPS ROAMING**

- LTE/EPS Roaming Architecture Overview
- Data Roaming Services
- Policy Charging and Ruling Function
- IMS Roaming Services

### **LTE RRM FUNCTIONALITY**

- Radio Admission Functionality
- Scheduling
- Link Quality Control
- Mobility Management
- Discontinuous Transmission
- Difference between 3G RRM and LTE RRM

### **LTE & E-UTRA SECURITY**

- Basic Security Concepts
- EPS Security Architecture
- Requirements and Features of EPS Security
- EPS Protection for Signalling and User Data
- Key Derivation Algorithms
- Interworking Security between EPS and Other Systems
- Security for IMS and Voice over LTE (VoLTE)

### **SELF ORGANIZING NETWORK (SON)**

- LTE SON v/s LTE-Advanced SON.
- SON Architecture.
- Automatic Neighbour Relationship Procedures.

### **VOLTE PROTOCOLS AND SIGNALING TRAINING**

- Overview of VoLTE
- LTE and IMS Network Architecture
- VoLTE Architecture
- VoLTE and IMS Procedures and Protocols
- IMS Operational Scenarios for VoLTE
- VoLTE Functionalists and Features
- VoLTE End to End Signalling

- LTE-EPC Network Architecture and Protocols
- VoLTE Call Setup Procedures
- IMS Security applied to VoLTE

- Knowledge of Core networking and functions
- Experience with IT infrastructure (i.e. Ethernet, Switches, Routers).
- Understanding of current 4G interface and Core Network technologies

## 6. 5G MOBILE NETWORK OVERVIEW

5G wireless training (5th generation wireless systems or mobile networks) covers next major phase of wireless and mobile telecommunications standards beyond the current 4G/IMT-Advanced standards. A team of expert academic and industrial lecturers will present their visions on the near future of wireless communication; explain the latest trends in advanced transmission, reception, coding, and cellular concepts that will shape 5G communication systems.



### Course Objective

After Completing the training, the participant will be able to:

- Describe what 5G is
- Describe key 5G technology drivers
- Describe ITU 5G standards (IMT2020) along with NGMN alliance and 3GPP
- List the 5G wireless features and their benefits
- Describe 5G wireless communication networks cellular architecture and key technologies
- Explain the key RF, PHY, MAC and air interface changes required to support 5G
- Describe the conditions necessary to support 5G deployments

### Pre-Requisite

### Who should do it?

*Radio, Packet Core Engineers and Managers involved in the planning and design of wireless networks, IP engineers, Regulators, Technical Product Marketing Professionals*

### COURSE OUTLINE

#### INTRODUCTION TO 5G WIRELESS COMMUNICATION

- 5th Generation Wireless technology
- 5G as a technology vision
- Why 5G?
- 5G high level requirements and features
- 5G technologies
- 5G technical objectives
- 3GPP
- ITU-T's IMT-2020, WRC-15

#### 5G VISION

- Typical usage scenarios of 5G New RAT
- 5G New RAT
- Key technology drivers and innovations behind 5G wireless
- Next Wave of digital society
- Machine-type Communications
- Smart homes and buildings
- Smart grid
- Smart meters
- Intelligent Transportation Systems (ITS)
- Ultrahigh definition video
- Fiber-like user experience: 10 Gb/s data rates
- Virtualized and cloud-based radio access infrastructure

#### 5G REQUIREMENTS, SPECIFICATIONS AND SERVICES

- Ultra Dense Networks
- Ultra low latency
- Ultra-reliable networks
- Bandwidth
- Power consumption
- Infrastructure
- Spectral efficiency
- Internet of Things
- Wearable devices with AI capabilities

## 5G AIR INTERFACE

- New access protocols and procedures for collaborative communications
- Composition
- Techniques used
- Composition
- Coding and modulation algorithms
- Interference management
- Performance
- Low Latency
- Capacity equation
- Advanced MIMO technology with wider bandwidths
- Sparse code multiple access (SCMA)
- 3D Beam forming & Diversity

## 5G OPERATIONAL SCENARIOS

- New access protocols and procedures for collaborative communications
- Composition
- Techniques used
- Composition
- Coding and modulation algorithms
- Interference management
- Performance
- Low Latency
- Capacity equation
- Advanced MIMO technology with wider bandwidths
- Sparse code multiple access (SCMA)
- 3D Beam forming & Diversity

## 5G STANDARDIZATION

- 3GPP 5G System Requirements
- 3GPP 5G System Architecture
- Heterogeneous Networks (HetNet)
- Discovery and Device to Device (D2D)
- Vehicle to Vehicle (V2V)
- Narrowband Internet of Things (NB-IoT)
- Enhancements for NB-IoT
- Enhancements to User Plane Congestion Management (UPCON)

## 7. NEXT GENERATION COMMUNICATION TECHNOLOGIES

Operators across the world are moving or considering moving their core networks and access to all-IP. This provides economies of operation as well as supporting services such as IPTV, multicast plus Internet access. The NGN

training boot camp is one of the premier courses in advanced networking, wireless, mobile, applications and services, and IT/communications technologies, bringing together industry expert instructors and pioneering participants to explore, discuss and learn about the technologies, business opportunities and new applications for advanced networks.

### Course Objective

After completing this course, the attendees will be able to:

- Understand the basic principle of optical fiber link
- Test and troubleshoot a PON system
- Find out the fault using OTDR
- Understand configuration of PON including FTTH, FTTN and FTTC.
- Understand the motivation for and goals of NGN
- Appreciate the architecture of NGN

### Pre Requisite

Good knowledge of multiplexing techniques and Optical fiber Communication and some familiarization with IP generally is assumed

### Who should do it?

Engineers, Installation Engineers, Testing Engineers, Planners and telecom professionals

## COURSE OUTLINE

### INTRODUCTION

- Why IP?
- Voice, Video and data over packets
- Overview of IP network
- Wireless and Wired systems
- IP Multimedia subsystem
- LTE and VoLTE
- Voice and Video over Wi-Fi

### NETWORK EVOLUTION AND BROADBAND NEEDS

- Wireless Broadband
- Wireline Access Technologies
- Cable Networks- Components and Architecture
- Fiber Distribution
- Passive Optical Networks
- PON Components and Architecture

## NGN REQUIREMENT, ARCHITECTURE AND PROTOCOLS

- NGN Requirements
- NGN Architecture and Protocols
- Network Management for NGN
- NGN Services
- Peer to Peer Networking
- FTTx (FTTH, FTTX, FTTB)
- APON, BPON, GPON, EPON, GEPON, CPON
- Time Division PON (TDM-PON)
- Wave Division Multiplexing PON (WDM-PON)
- Optical Splitters 1x8, 1x16, 1x32, 1x64, 2x64
- FSAN (Full service Access Network) NGA (Next Generation Access)
- Arrayed Waveguide Grating Splitters

## GPON FIBER TERMINATION

- GPON field testing
- GPON field installation verification
- GPON Physical Layer Testing
- Optical Time Domain Reflectometer OTDR
- Optical Power Source
- Optical Power Meter
- Optical Return Loss (ORL)

## GPON COMPONENTS

- GPON OLT
- GPON ONT
- GPON Encapsulation Method (GEM)

## NEXT GENERATION NETWORK ARCHITECTURAL COMPONENTS

- NGN Core Network
- Overview of PSTN
- Overview of SS7
- Packet based network
- Packet and Optical Conversion
- Broadband, QoS enabled transport technologies

## NGN STANDARDS AND PROTOCOLS

- 3GPP
- Internet Protocol standards
- Fixed Mobile Convergence
- Multiprotocol Label Switching
- Session Initiation Protocol (SIP)
- Media Gateway Control Protocol (MGCP)
- SIGTRAN

## NETWORK SECURITY

- IPSec and Layer Security
- IPSec Components

- Security Associations
- Security Architecture Review

## EMERGING TECHNOLOGIES

- 10G Access to Consumers
- 1T GigE
- Google and Verizon FiOS
- 5G Wireless
- Small Cells
- Heterogeneous Network (Hetnet)
- Mobile Applications
- M2M
- IoT
- Cloud Computing
- Big data

## 8. IP FOR TELECOM PROFESSIONALS

This course includes basics of Internet Protocol, before progressing in depth and branching out to other modern IP technologies like IPv6, IPv6 networks and deployments, security, IP/MPLS networks. It also covers applications of IP protocols and equipments as well as the design and operation of these networks

### Course Objective

After Completing this course, the attendees will be able to:

- Understand IP Network Architecture
- Understand IP based protocols and routing
- Understand IP/MPLS
- Understand How IP is applied and operated in Mobile and Fixed operator networks

### Pre Requisite

- Good Knowledge of Packet Switching

### Who should do it?

Network Engineers, Network Designers, Network Managers and Planners, IT professionals

### COURSE OUTLINE

#### WIRELESS TELECOMMUNICATION

- Mobility & Cellular Fundamentals
- GSM and TDMA, UMTS and CDMA, 4G LTE
- Internet via Cellular Wi-Fi

#### IP NETWORK ARCHITECTURE

- Architecture of the Internet
- WANs, MANs, LANs, VLANs

- Functions of IP router
- IP protocol layers
- IP Addressing & routing
- IP Subnets
- IP Header
- Multicast and Broadcast

- Layer 2 vs Layer 3

### CHARACTERISTICS OF IP

- IP Addressing
- Different versions of IP
- Limitations of IPv4
- Features and benefits of IPv6

### IP TUNNELING

- Purpose of Tunneling
- Protocols
  - IPSec
  - GRE
  - SSL/TLS
  - VLAN

### ETHERNET, LAN AND VLAN

- LAN fundamentals, Ethernet and 802 standards
- MAC addresses and MAC frames
- LAN switches, broadcast domains and VLANs

### REVIEW OF IPV4 NETWORK PROTOCOLS WITH RESPECT TO SECURITY ISSUES

- Address spoofing
- ARP protocol
  - ARP cache pollution
- UDP/TCP
  - Packet format errors
  - SYN floods
  - Scanning
- ICMP
  - Fishing for responses
- Static routes
  - Source-based routes
- Dynamic Routing
  - RIP
  - BGP
- Firewall Technologies
- Duties
  - Access Control
  - Address Translation
- Protocol Verification
- Architectures
  - Proxies
  - Packet Filtering
  - Hybrid Architectures

### OSI LAYERS AND PROTOCOL STACKS

- Protocols and Standards
- OSI Model
- Protocol Stacks

### IP FOUNDATION FOR MPLS

- IP routing and forwarding
- IP in ATM vs MPLS networks

### MPLS NETWORKS

- MPLS domain
- Network Component (LER, LSR)
- Label Switched paths (LSP)
- Forward Equivalence Class (FEC)
- Structure of a Label

### QOS IN IP NETWORKS

- Motivation for Quality of Service
  - Definition of Quality of Service
  - QoS parameters
  - Service examples
- QoS Requirements
  - Requirements of QoS
  - QoS process
  - Service Level Agreement (SLA)
  - Policy based QoS architecture
- QOS Models
  - Introduction to IP QoS models
  - Integrated Services (IntServ)
  - Differentiated Services (DiffServ)

### IP NETWORK MANAGEMENT

- Why is Network Management Needed?
- What is Network Management?
- Network Management Activities
- Network Monitoring
- Is interoperable management needed?
- Need for Management Standards

### INTRODUCTION TO IP VPNS

- Define VPN and its benefits
- Types of VPNs
  - Access, Intranet, Extranet

### TCP AND TRANSPORT LAYER PROTOCOLS

- Overview of Transport Layer
- User Datagram Protocol
- Transmission Control Protocol
- System Control T

# CORE NETWORK

## CORE NETWORK TECHNOLOGY

This programme looks at the core network technologies and architectures currently being adopted by telecoms operators/Communication service Providers (CSPs) worldwide. After the completion of this course, participants will be able to define the core network technologies.

### Pre-Requisite

Candidate should have clear understanding on mobile networks and its components – GSM and WCDMA.

### Who should do it?

Regulators and enforcement engineers, Students, Fresh graduates, Technical Managers and anyone who have knowledge of GSM & UMTS.

## IMS ARCHITECTURE, INTERFACES AND PROTOCOLS

- IMS Architecture
- IP Multimedia service switching function (IM-SSF)
- SCIM, OSA-SCS, IM-SSF Addressing
- Media Resource Function Controller (MRFC)
- Service Oriented Interconnection
- Connectivity oriented Interconnected
- IMS Security Registration
- Call Origination and Termination
- Roaming and Handover
- IMS Session Establishment
- Defining IMS Related Interfaces

## ADDITIONAL FEATURES OF SAE

- Interworking with UMTS
- Interworking with WLANs

## COURSE INTRODUCTION

- Why change the UMTS Core?
- Overview of SAE
- Major Change Items
- Relationship to the Core of the LTE eNodeB

## EVOLVED PACKET CORE

- Structure
- Main Components
- MME (Mobility Management Entity)
- SAE Gateway or SGW (Serving Gateway)
- PGW (PDN - Packet Data Network Gateway)
- HSS (The Home Subscriber Server)

## REFERENCE POINTS AND INTERFACES

- Interfaces between EPC and the Access Network
- S1: Signalling between Evolved Node B and the Core Network
- EPC Internal Interfaces

## INTRODUCTION TO IP MULTIMEDIA SUBSYSTEM (IMS)

- Introduction IMS Protocols and Messages
- IMS elements
- Service elements and functions
- Signalling and transport interworking elements

# IP Traffic & Signalling

## 1. MPLS & IP TRAFFIC ENGINEERING

Traffic engineering aims to ensure that individual flows of IP traffic achieve their QoS objectives, and that the utilization of the network capacity is optimized. It achieves this by a combination of design, capacity planning, and operational traffic management



### Course Objective

After Completing the training, the participant will be able to:

- Implement advanced designs and configurations in MPLS networks
- Design and Implement VPN networks
- Understand the concept of MPLS, Labels
- Understand IP traffic engineering using MPLS
- Understand the working of OSI model and TCP/IP model
- Describe the functions of IP QoS

### Pre Requisite

Good Knowledge of TCP/IP and IP Networking, Ethernet, WAN design and concepts, VLAN and also the knowledge of ATM.

### Who should do it?

Backhaul Engineers, Transport Network Engineers, Transmission Engineers, Technical solution Architects, Deployment Engineers

### COURSE OUTLINE

#### WHY MPLS?

- Advantages of MPLS
- New applications

#### IP FOUNDATION FOR MPLS

- Communication Overview
- IP routing and forwarding
- IP in ATM vs MPLS networks

#### MPLS NETWORKS

- MPLS domain
- Network components (LER, LSR)
- Label Switched Paths (LSP)
- Forward Equivalence Class (FEC)
- Structure of a label

#### MPLS LABELS

- MPLS label binding
- MPLS label distribution
- Label swapping and forwarding

#### MPLS PROTOCOLS

- Motivation for new protocols
- Label Distribution Protocol (LDP)
- RSVP
- BGP and MP-BGP

#### MPLS AND QOS

- Motivation for QoS
- Differentiated Services in MPLS

#### PACKET FORWARDING ALONG LSPTS

- Label Forwarding Information Base (LFIB)
- Packet forwarding along LSPs
- Label stacking

#### MPLS AND TRAFFIC ENGINEERING

- Motivation for traffic engineering
- Traffic engineering
- Traffic engineering process
- Fast re-route

#### MPLS AND VIRTUAL PRIVATE NETWORKS

- VPNs support in MPLS
- Layer 3 and Layer 2 VPNs establishment in MPLS
- MPLS based L2 VPN solutions

## 2. IP ETHERNET BACKHAULING FOR 3G/4G NETWORKS

The Backhaul in mobile networks is the portion of the network comprises the intermediate links between the Core-Network and the Radio-Access-Network (RAN). Moving to 3G/4G mobile networks (like LTE) together with a wide range of new services that is offered, the Backhaul networks should accommodate an increased traffic volume created by cellular coverage areas and hence, the correct dimensioning is critical from the QoS and capacity point of view.

### Course Objective

After Completing the training, the participant will be able to:

- Understand the working of Hubs, Switched and Routers
- Understand the working of OSI model and TCP/IP model
- Describe how TCP/IP addresses are structured
- Understand the functioning of TCP/IP routing protocols
- Describe security in IP networks

### Pre Requisite

Good Knowledge of TCP/IP and IP Networking, Ethernet, WAN design and concepts, IEEE 802.1 standards, 3G Networks architecture



### Who should do it?

Backhaul Engineers, Transport Network Engineers, Technical solution Architects, Deployment Engineers, Transmission Engineers, Sale Engineers, Managers, Technical Solutions Architects,

### COURSE OUTLINE

#### OVERVIEW

- IP convergence
- Evolving radio technology
- 2G/3G/4G backhaul architecture
- IP Backhaul requirements
- Wireless Network Backhaul Options
- Overview of wireless backhaul
- Key Ethernet transport options
- Access network alternatives
- Aggregation network alternatives
- Global deployment landscape
- Overview of 3G and Beyond Networks
- The 3G Network Architecture
- Network Evolution of the 3G Network
- 4G/LTE Network - Key characteristics and technology
- Architecture - Capacity and throughput

#### MOBILE BACKHAUL EVOLUTION

- Mobile Backhaul general description
- Transport technologies landscape - Various L1 and L2 protocols
- "Access Network" transport solutions (e.g., TDM, ATM, Cable, and MW)
- Aggregation Network" transport solutions (e.g., SONET/SDH, MW and EPON)
- What is an IP/Ethernet backhaul network?
- Ethernet-Based Backhaul Solutions
- Ethernet basics
- Carrier Ethernet (CE) defined
- Ethernet Services Model (ESM)
- CE service attributes
- Circuit bonding
- Circuit emulation over Ethernet
- Timing considerations

#### MICROWAVE IN WIRELESS BACKHAUL

- Microwave network fundamentals recap
- Issues with Microwave access as a backhaul
- Microwave vs. WiMAX in wireless backhaul
- MPLS/Ethernet over Microwave

#### SDH AND ATM AS BACKHAUL SOLUTIONS

- Overview of SDH Operation
- Overview of ATM Operation
- Role of ATM in wireless backhaul
- ATM QoS concepts and the role of IMA

#### BACKHAUL EVOLUTION SCENARIOS FROM EXISTING SOLUTIONS TO TOMORROW'S IP/CARRIER ETHERNET BASED BACKHAUL SOLUTION

- PBB-TE Vs MPLS TP comparison
- Which should you choose?



- When to use which technology- depending on scenarios
- TDM to Ethernet evolution scenarios

- Overview of wireless multimedia backhaul planning
- Traffic characterization
- Effective bandwidth
- Subscriber forecasting

#### **BACKHAUL PLANNING**

- 4G backhaul requirements
- LTE backhaul challenges
- Data Capacity planning
- Traffic Engineering,
- QoS and SLA assurance requirements
- Synchronization requirements
- Mini-Backhaul Capacity Planning Workshop – Exercises
- Exercise scenario description
- Exercise plan
- Subscriber forecasting
- Subscriber characterization
- Traffic modelling
- Traffic geography
- Effective bandwidth

#### **SOLUTIONS FOR THE 3G/4G BACKHAUL**

- MPLS Based Backhaul Solutions Overview
- IP routing and forwarding
- MPLS fundamentals and terminology -
- The MPLS forum –
- MPLS solutions description -
- MPLS TE, MPLS TP, L2/L3 VPNs (Pseudo wires, VPLS, H-VPLS)
- Carrier Ethernet-Based Backhaul Solutions -
- CE fundamentals and terminology - Metro Ethernet Forum (MEF) –
- The CE service attributes - Carrier Ethernet solutions briefing - MAC-in-MAC Provider Backbone Bridging (PBB)
- PBB-TE, Circuit Emulation (CE)
- Backhaul Evolution Scenarios from existing solutions to tomorrow's IP/Carrier Ethernet based backhaul solution
- PBB-TE Vs MPLS TP comparison - Which should you choose? - When to use which technology- depending on scenarios . TDM to Ethernet evolution scenarios

#### **MOBILE BACKHAUL PLANNING FOR MULTIMEDIA SERVICES**

- Network planning considerations overview
- Capacity planning issues
- Traffic characterization
- Subscriber forecasting
- Capacity Planning for Multimedia Wireless Backhaul
- Network planning overview
- Capacity planning issues

# LTE 4G

## 1. LTE TRANSMISSION AND CORE NETWORK PLANNING

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a five days course that provides introduction related to LTE performance, downlink and uplink speed, and poor MIMO performance related issues.

### Course Objective

After attending the training, participants will be able to:

- Understand various LTE IP transport network solutions.
- Understand how to contribute in optimizing end to end user throughput.

### Pre-Requisite

- Good Knowledge of LTE

### Who should do it?

- Professionals from Customer Service and Support, sales and Marketing, Administrative and Support, procurement and various other departments of telecom and equipment vendors.
- Professionals from Technical department like RF planning Engineer, RF Drive Test Engineer and RF Optimization Engineer.
- Mobile Network Engineer

### COURSE OUTLINE

#### LTE INTRODUCTION

- LTE Overview
- LTE Architecture and Interface
- LTE Channels
- S-OFDMA (LTE downlink) and SC-FDMA (LTE uplink)
- Overview of LTE and EPC Protocol Stacks
- LTE Features

#### IP OVERVIEW AND DESCRIPTION

- IPv4 & IPv6
- QoS in IP networks
- MPLS solution

#### SS7 SIGNALING

- SS7 Overview
- SS7 (Signalling System 7) Network Architecture
- Signalling Network Elements: SSPs, STPs and SCPs
- Signalling Network Structures
- SS7 Protocols & Protocol Stacks
- SS7 Signal Units
- Signalling Links
- Message Transfer Part (MTP) Level 1-3
- SCCP, TCAP and ISUP
- SS7 over IP

#### LTE TRANSMISSION MODES

- MIMO
- Physical channels and signals
- Uplink & Downlink transmission mode

#### LTE PROTOCOL ARCHITECTURE

- Protocol Architecture
- QoS and EPS Bearer
- E-UTRAN network interfaces
  - S1 Interface
  - X2 Interface

#### MICROWAVE TRANSMISSION OVERVIEW

- Introduction to Microwave
- Microwave Link Design
- Microwave Link Budget and System Evaluation
- Microwave Link Planning
- Microwave Network Deployment
- Microwave Testing and Troubleshooting

#### LTE BACKHAUL PLANNING

- Backhaul capacity
- Requirements for LTE
- Reliability and redundancy
- Radio link equipment
- Propagation and antenna
- Frequency planning for radio links

#### LTE RF LINK BUDGET PLANNING

- Effective Radiated Power
- Noise
- Noise Figure
- Ambient Noise
- Receive Diversity Gain
- System Gain and Losses
- Data rate (Mbps)
- Propagation (Path Loss) Models

- Neighbour Cell Lists for each site
- Detailed Coverage Predictions (e.g. Signal Strength (RSRP), Signal Quality (RSRQ) Best CINR, Best Server Areas, Uplink and Downlink Throughput)

#### LTE SMALL CELLS

- What are Small Cells?
- Impact of small cells.
- Coverage and Capacity

#### ADVANCED MIMO ANTENNAS FOR LTE

- Basic Antenna Types: isotropic and dipole
- Antenna diversity techniques
- MIMO Antennas for LTE
- Adaptive Arrays
- Beam forming
- Antenna Selection for LTE

#### CORE NETWORK PLANNING

- Core Network Planning Process
- Traffic planning and modeling
- Subscriber distribution in terms of CS and PS traffic
- Definition of traffic cases in the traffic model
- Calculation of CS and PS traffic distribution

#### CASE STUDIES USING ATOLL

- Creating a new LTE network
- Planning a LTE network
- Designing a LTE network
- Link-budget analysis of a LTE network
- Optimization a LTE network

- Understand the basic principles governing LTE
- Describe the features and benefits of LTE
- Identify LTE Network Components
- Understand various parameters like Link Budget, capacity coverage principles.
- Understand how to optimize radio access network with real traffic.
- Understand various KPI's and troubleshooting techniques

#### Pre-Requisite

- Knowledge of 2G/3G
- Understanding of LTE principles and LTE air interface

#### Who should do it?

Network Design & Optimization Engineers, Radio Network Planners, Design and Deployment Engineers, Network Integration and operations Engineers

#### COURSE OUTLINE

##### LTE/EPS OVERVIEW

- Why LTE/EPC?
- LTE/EPC main requirements
- LTE/EPC versus other Mobile technologies
- LTE/EPC Specification work
- LTE/EPC key features
- Standardization around LTE/EPC
- IMT-Advanced
- Comparison of 4G Technologies

##### LTE ARCHITECTURE OVERVIEW

- Network Architecture Evolution
- LTE/EPS Network Subsystems
- LTE/EPS Network Elements
- LTE/EPS Network Interfaces

##### LTE/EPC RRM FUNCTIONALITY

- LTE/EPC Mobility Areas
- LTE/EPC-UE Identifications
- LTE/EPC Handovers
- Radio Admission Control
- Scheduling
- Link Quality Control
- Handover Control
- Discontinuous Transmission (DTX)

##### LTE/EPC CONNECTION MANAGEMENT

- The EPS Default Bearer
- The EPS Dedicated Bearer
- Connection Management Terminology
- LTE/EPS Procedures

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## 2. LTE RF PLANNING & DIMENSIONING

This Course is designed to give an introduction to the Long Term Evolution – LTE system also to accommodate the previous technologies like UMTS and GPRS and further preparing for LTE. Through this course participant will learn to calculate link budgets and as we know interference is also critical for throughput calculations. By learning these techniques, candidate will learn how to improve throughput optimization and end user experience.

### Course Objective

After completing this course, the attendees will be able to:

- Security: EPS Authentication and Key Agreement

#### LTE/EPC AIR INTERFACE

- Overview of OFDMA and SC-FDMA
- Inter Symbol Interference
- OFDM Problems
- LTE/EPC Frame Structure
- OFDM key parameters for FDD and TDD Modes
- Parameters for Calculating speed
- SC-FDMA and OFDMA Comparison

#### LTE/EPC CHANNELS

- Physical Resource
- Time Structure for FDD Mode
- Time Structure for TDD Mode
- Overview of FDD and TDD Physical Channels
- Reference Signals U/L & D/L

#### QOS IN LTE/EPC

- LTE/EPC Bearer Architecture
- LTE/EPC QoS Profiles
- LTE/EPC QoS Functional Architecture

#### LTE RF LINK BUDGET PLANNING

- Cell EDGE throughput Calculation
- Uplink & Downlink Budget
- Role of RRH and TMA
- Propagation (Path Loss) Models
- Detailed Coverage Predictions (e.g. Signal Strength (RSRP), Signal Quality (RSRQ) Best CINR, Best Server Areas, Uplink and Downlink Throughput)

#### LTE CAPACITY PLANNING

- Data traffic modelling
- Air interface capacity estimation
- Backhaul capacity planning
- Triggers for capacity planning

#### RF CONFIGURATION PARAMETERS

- Frequency Planning
- Sync Signal and PCI Planning
- Reference Signal Planning

#### CASE STUDIES USING ATOLL

- Creating a new LTE network
- Planning a LTE network
- Designing a LTE network
- Link-budget analysis of a LTE network
- Optimization of LTE network

### 3. LTE AND UMTS/GSM INTERWORKING

This course provides a comprehensive overview and a technical introduction to LTE Interworking with 3GPP networks. It is suitable for engineers in network planning and design, product design and development, network deployment, network performance, and network operations.

#### Course Objective

After completing this course, the attendees will be able to:

- Introduce the LTE interworking with 3GPP networks.
- Understand new interfaces, core network mechanism.
- Sketch interworking architecture of LTE and GERAN/UTRAN
- List requirements for LTE and GERAN/UTRAN
- Understand IP mobility mechanism, security and QoS considerations.

#### Pre-Requisite

- Good Knowledge of LTE

#### Who should do it?

RF Planning Engineer, RF Optimization Engineer, Deployment Engineers, Technical Engineers

#### COURSE OUTLINE

##### INTERWORKING: LTE AND 3GPP 2G/3G NETWORKS

- Evolution from 2G/3G to LTE
- LTE/EPC network architecture
- 2G network architecture
- 3G network architecture
- Requirements for LTE interworking with 2G/3G
- Interworking architecture ( Gn-SGSN and S4-SGSN)
- Voice and SMS interworking

##### INTERWORKING ARCHITECTURE

- Interworking architecture
- Interworking interfaces and protocols (EPC and UMTS/GERAN)
- Network Identifiers
- Roles of nodes such as MME, S-GW, P-GW, HSS, SGSN

## BUILDING BLOCKS OF INTERWORKING

- Inter-Technology communication
- Interfaces (S3, S4, S12, Gn, Gp, Gr)
- RAN information management procedure
- Delivery of system information
- Convey the handover command
- Hybrid device capabilities
- Radio access network features
- Measurements control and report
- Handover algorithms
- Core network mechanisms
- IP mobility management mechanism
- Security/QoS consideration

## INITIAL SESSION SETUP

- LTE EPS Attach Procedure
- EPS QoS
- UMTS QoS
- Access network discovery and selection
- Attach procedure
- PDN GW selection

## IDLE MODE INTERWORKING

- Idle mode cell reselection
- Idle mode measurement
- SIB reports
- PLMN Selection

## DEDICATED MODE INTERWORKING

- Handover
- Handover through different Interfaces
- LTE and UMTS measurements
- LTE-GERAN interworking

## INTERWORKING/MOBILITY SCENARIOS AND MESSAGE FLOWS

- LTE UTRAN handover
- LTE <-> GERAN handover
- Idle mode cell reselection

## LTE 2G/3G CS INTERWORKING

- IMS overview
- Single Radio Voice Call Continuity (SRVCC)
- Voice in LTE using IMS
- LTE Fallback on 2G/3G CS

## 4. LTE RAN PERFORMANCE

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a five days course that provides introduction

related to LTE performance, downlink and uplink speed, poor MIMO performance related issues.

### Course Objective

After attending the training, participants will be able to:

- Understand various LTE KPIs and their operation
- Identify the events that lead to bearer drops
- Understand signalling event with their success and failure rate
- Define KPIs for handover and interworking performance

### Pre-Requisite

- Good Knowledge of LTE

### Who should do it?

Professionals from Customer Service and Support, sales and Marketing, Administrative and Support, procurement and various other departments of telecom and equipment vendors, Professionals from Technical department like RF planning Engineer, RF Drive Test Engineer and RF Optimization Engineer.

### COURSE OUTLINE

#### LTE NETWORK ARCHITECTURE

- LTE Network Elements and Functions
- Identifiers
- Numbering, Addressing, and Identification in the IMS and Session Initiation Protocol (SIP)
- Circuit Switched Fall Back
- Multiple Access Methods

#### LTE RAN OPERATIONAL PROCEDURES

- RRC connection Establishment
- Radio Bearers in LTE
- Link Adaptation in LTE
- Cell Re-selection
- Access Bearing check
- Protocol data units, formats and parameters
- RRC information elements
- Troubleshooting LTE RAN

#### LTE RAN KPIS

- LTE RAN KPIs overview
- LTE signalling to KPI mapping

#### COVERAGE AND ACCESSIBILITY

- Defining "right" coverage
- RSRP, RSRQ and SINR measurements
- RRC connection and context setup performance

## DROPS AND RETAINABILITY

- Radio link failures
- UE context and E-RAB drop KPIs

## THROUGHPUT AND CAPACITY

- DL and UL operations
- CQI and MCS/MIMO selection
- RB utilization and capacity planning
- Interference Coordination (ICIC)

## INTERWORKING AND HANDOVERS

- Intra- and inter-frequency handovers
- Idle mode IRAT selection
- Automatic Neighbour Relation (ANR)

Development Manager, Radio Network Engineers, Technical Managers, RF Planning Engineers, RF Optimization Engineers.

## COURSE OUTLINE

### OVERVIEW OF 4G LONG TERM EVOLUTION (LTE)

- Introduction to Planning
- Detailed Planning.
- Optimization.

### LTE NETWORK ARCHITECTURE

- Physical Channels
- Bearers
- Radio and Network Identities
- UE Context
- Radio Interface Signalling
- E-UTRAN Protocols

### LTE AIR INTERFACE

- Overview of OFDMA and SC-FDMA
- Inter Symbol Interference
- OFDM Problems
- LTE Frame Structure
- Modulation in LTE
- OFDM key parameters for FDD and TDD Modes
- Parameters for Calculating speed
- Carrier Frequency and EARFCN
- Resource Blocks

### LTE RF LINK BUDGET PLANNING

- Typical Parameter Values
- Uplink & Downlink Budget
- Propagation (Path Loss) Models
- Neighbour Cell Lists for each site
- Interworking with other technologies
- Detailed Coverage Predictions (e.g. Signal Strength (RSRP), Signal Quality (RSRQ) Best CINR, Best Server Areas, Uplink and Downlink Throughput)
- Fine Tuning and Optimization

### LTE SMALL CELLS

- What are Small Cells?
- Impact of small cells.
- Coverage and Capacity

### MIMO FOR LTE

- Backward Compatibility
- Transmission Modes
- Transmission Diversity
- MIMO Modes
- Spatial Multiplexing

## 5. 4G LTE RADIO NETWORK PLANNING AND OPTIMIZATION

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a five days course that provides introduction related to how to plan and implement the 4G network. This course also covers the LTE link budget planning, capacity planning, coverage planning and KPI Analysis for Network performance. The attendees will also get hands on experience on using ATOLL for LTE Radio Network Planning and optimization.

### Course Objective

After Completing the training, the participant will be able to:

- Understand LTE Architecture and Radio Interface
- Understand LTE Air Interface applied to RF Planning, Design and Optimization
- Understand concept of Coverage Planning, Capacity Planning and QoS Attributes for LTE
- Understand the issues related to planning 4G radio networks.
- Understand about the parameters to optimize the 4G performance.

### Pre-Requisite

Good Knowledge of GSM and 3G Network Performance and 4G Fundamentals.

### WHO SHOULD DO IT?

## QOS SERVICES AND ATTRIBUTES

- LTE Services.
- QoS Attributes.

## LTE RADIO PROPAGATION

- E-UTRA Frequencies.
- Different Propagation Models for LTE.

## LTE RADIO COVERAGE PLANNING

- Gains/Losses, Link Budgets.
- Antenna Considerations
- LTE Ue measurements (RSRP/RSRQ)
- RF Configuration parameters
- Antenna Options.
- Multi-Band Options
- LTE RF Channel performance prediction
- LTE Channel multiplexing
- MIMO in LTE
- LTE Resource plan

## LTE CAPACITY PLANNING

- Coverage & Capacity Planning
- Cell and eNB Throughput.
- Factors Impacting Capacity.
- Configuring Planning Tool.

## LTE KPI ANALYSIS AND NETWORK OPTIMIZATION

- Key Performance Indicators
- LTE Ue measurements (RSRP/RSRQ)
- LTE Capacity Planning
- LTE Cell selection/reselection planning
- LTE Radio Network KPIs
- LTE User-centric KPIs
- LTE Network performance KPIs
- LTE System utilization KPIs
- LTE RF Channel performance predictions
- LTE Resource Plan
- Radio Parameters Check
- Coverage problem analysis

## CASE STUDIES USING ATOLL

- Creating a new LTE network
- Planning a LTE network
- Designing a LTE network
- Link-budget analysis of a LTE network
- Optimization of LTE network

## 6. 4G LTE SIGNALING, PROTOCOL AND PROCEDURES

LTE offers significantly higher packet data rates, enabling advanced multimedia applications and high-speed Internet access. This course takes a look at the LTE air interface and Non-Access Stratum (NAS) signalling operations used to establish and maintain LTE calls. The key LTE network components and interfaces are described, and then the steps involved in establishing and managing data calls are illustrated, highlighting the roles of each component and the flow of signalling and data across the network.

### Course Objective

After completing this course, the attendees will be able to:

- Draw the LTE architecture with interfaces.
- Understand the DL and UL channels in LTE
- Understand the establishment of EPS bearers.
- Understand the cell selection and reselection processes for idle UEs
- Understand how handover is done between two antennas.

### Pre requisite

- Good Knowledge of LTE

### Who should do it?

RF Planning Engineers, RF Drive Test Engineers, RF Optimization Engineers Development Engineers

### COURSE OUTLINE

#### LTE/EPS OVERVIEW

- Why LTE?
- LTE main requirements
- LTE versus other Mobile technologies
- LTE Specification work
- LTE key features
- IMT-Advanced
- Comparison of 4G Technologies

#### LTE ARCHITECTURE AND COMPONENTS

- Network Architecture Evolution
- LTE/EPS Network Subsystems
- LTE/EPS Network Elements
- LTE/EPS Network Interfaces

#### CORE NETWORK: SAE OVERVIEW

- Physical Channels

- Bearers
- Radio and Network Identities
- UE Context
- Radio Interface Signalling
- E-UTRAN Protocols

#### GENERIC LTE/SAE PROTOCOL ARCHITECTURE

- LTE protocol stack architecture
- Control plane protocol stack
- User plane protocol stack
- Protocol Format and structure
- Dual protocol stack operation

#### NON-ACCESS STRATUM - NAS SIGNALING

- NAS Protocol States and Transitions
- NAS Security
- Integrity Protection
- Non Access Stratum Protocols
  - Evolved Mobility Management - EMM
  - Evolved Session Management - ESM
- Mobility Management across EMM States
- EMM Procedures

## 7. LTE-EPC NETWORKS AND SIGNALING

This is a specialized and detailed two day course which covers the major area of LTE's Signalling. There are number of protocols and signalling messages being passed during system operation, between Ue and eUTRAN as well as between eUTRAN and EPC.

### Course Objective

After completing this course, the attendees will be able to:

- Understand Non Access Stratum Signalling
- Understand the roles of Radio Link Control, Radio Resource Control and Packet Data Control
- Follow message sequences on the S1 and X2 interfaces
- Understand interworking with earlier non-LTE 3GPP releases.

### Pre-Requisite

The Attendees should have good knowledge of UMTS and LTE.

### Who should do it?

Development Engineers, LTE Hardware and software development Engineers, RF optimization Engineers, Anyone who wants an in-depth understanding of the area of LTE's signalling

### COURSE OUTLINE

#### LTE-EPC NETWORK ARCHITECTURE

- Key Requirements
- Network Architecture
- EPC Network Nodes
- Roaming Architecture
- Interworking Framework in EPC

#### LTE-EPC PROTOCOLS

- LTE Signalling Protocols
- X2-AP Protocol
- S1-AP Protocol
- Non-Access Stratum
- Stream Control Transmission Protocol
- GPRS Tunnelling Protocol
- Diameter (MME  $\leftrightarrow$  HSS), (PCRF  $\leftrightarrow$  PCEF)

#### LTE-EPC SIGNALING FUNDAMENTALS

- UE and EPC Identifiers
- PDN Connections and Access Point Names(APNs)
- EPS Bearer
- Signalling Bearer

#### SECURITY IN LTE-EPC

- Security Features in LTE-EPC
- UE  $\leftrightarrow$  Network Security
- EPS-AKA

#### NETWORK ACCESS ON LTE-EPC

- Overview of Initial Attach
- Initial Attach
- PDN Connectivity
- Default EPS Bearer Setup
- IP Address Allocation

#### QOS AND PCC FRAMEWORK IN LTE-EPC

- LTE QoS Model
- PCC Architecture
- Traffic Flow and Classification

#### SESSION ESTABLISHMENT AND PDN CONNECTIVITY

- Dedicated Bearer Establishment
- Multiple PDN Connectivity
- Idle Mode and EMM States
- Paging and Service Request
- Dedicated Bearer Deactivation



- Dedicated Bearer Modulation

#### INTRA-LTE MOBILITY

- Intra-LTE Handover Scenarios
- X2-based Mobility
- S1-based Mobility (Inter-MME Handover)
- Tracking Area Updates

#### IMS AND SUPPORT FOR VOICE

- Seamless Mobility
- IP Multimedia Subsystem (IMS)
- Circuit-Switched Fallback (CSFB)
- Voice Call Continuity (VCC)
- Single-Radio Voice Call Continuity (SR-VCC)

#### DEPLOYMENT CONSIDERATIONS

- Deployment Considerations
- Interworking with 3GPP
- Interworking with Release 8 3GPP
- Interworking with Pre-Release 8 3gpp

#### END-TO-END FLOW

- Data Call Scenario

## 8. LTE ADVANCED

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a three days course that provides introduction related to LTE that LTE is an all-IP network without any circuit-switched network elements. The features in LTE-Advanced are backwards compatible with existing LTE capabilities, allowing service providers to provide an enhanced user experience while minimizing the cost of ownership.

### Course Objective

After completing this course, the student will be able to:

- Identify the requirements and performance targets for LTE-Advanced
- Understand the features of LTE-Advanced
- Understand the important scenarios for LTE-A deployment

### Pre-Requisite

- Good Knowledge of LTE.

### WHO SHOULD DO IT?

- Deployment Engineers, Technical Engineers, RF Planning Engineers, RF Optimization Engineers, Non Technical Staff who need a high-level overview of LTE and IMS VoLTE network.

### COURSE OUTLINE

#### OVERVIEW OF LTE-ADVANCED

- What is LTE-Advanced?
- Evolution from Release LTE 8/9 to Release 10/11/12/13/14/15 LTE-Advanced (4G LTE and evolution to 5G)
- IMT-Advanced requirements and LTE-A performance targets
- Spectrum Allocation
- Key LTE-Advanced features

#### LTE-ADVANCED NETWORK ARCHITECTURE

- E-UTRAN and EPC Architectures
- LTE Advanced Relays
- Ue categories for LTE-Advanced

#### LTE RRM FUNCTIONALITY

- Radio Admission Functionality
- Scheduling
- Link Quality Control
- Mobility Management
- Discontinuous Transmission
- Difference between 3G RRM and LTE RRM

#### AIR-INTERFACE ENHANCEMENTS

- Carrier Aggregation
- Cross carrier scheduling
- Acquisition and connection establishment
- UL transmitter and receiver enhancements
- Enhanced multiple antenna techniques

#### LTE CHANNELS

- Physical Channels
- Time Structure for FDD Mode
- Time Structure for TDD Mode

#### INITIAL ATTACH

- System acquisition
- Random access procedures
- RRC connection
- Initial attach
- Authentication and security
- Default bearer setup
- IP address allocation

#### MIMO ADVANCES AND THEIR IMPACT

- DL MIMO schemes; 8-antenna MIMO and enhanced MU-MIMO
- Coordinated multipoint (CoMP)

## SELF-ORGANIZING NETWORKS AND HETEROGENEOUS NETWORKS IN LTE-ADVANCED

- SON Architectures with Interfaces
- HeNB Architecture
- HeNB Gateway Functionality
- HeNB Access Control
- HeNB Identification

## 9. LTE TRANSPORT NETWORK DESIGN COURSE

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a three days course that provides introduction related to LTE that LTE is an all-IP network without any circuit-switched network elements. Transport network should accommodate the traffic created by cellular coverage areas, hence the correct dimensioning is critical for QoS and capacity point of view.

### Course Objective

After completing this course, the student will be able to:

- Identify the requirements and performance targets for LTE
- Understand the general idea of LTE IP transport network solutions.
- Understand the importance of dimensioning for QoS and capacity point of view.

### Pre-Requisite

- Good Knowledge of LTE Cell Planning and Dimensioning.

### WHO SHOULD DO IT?

Deployment Engineers, Technical Engineers, RF Planning Engineers, RF Optimization Engineers, Mobile Network Engineers.

### COURSE OUTLINE

#### LTE INTRODUCTION

- ATM technology overview
- ATM networking
- IP over ATM
- SDH/SONET

#### ATM TECHNOLOGY

- Network Architecture Evolution
- LTE/EPS Network Subsystems
- LTE/EPS Network Elements
- LTE/EPS Network Interfaces

#### IP OVERVIEW AND DESCRIPTION

- IPv4 & IPv6
- IPv6 Routing
- IPv6 Security
- QoS in IP networks
- MPLS solution
- Types of IP Address Allocation

#### IP MPBN (MOBILE PACKET BACKBONE NETWORK) TRANSMISSION OVERVIEW

- Introduction
- MPBN Concepts
- MPBN Transport backbone
- Circuit switching
- Packet Switching
- IP Networking

#### LTE IP TRANSMISSION DESIGN

- Mobile IP transmission networks
- UTRAN IP transports networks
- Layer 2(Ethernet) & Layer 3 (IP) QoS
- IP Link dimensioning
- Network control and node synchronization
- Flow control and retransmission options

## 10. WIMAX DESIGN AND IMPLEMENTATION

WiMAX Training course is a course that introduces both technical aspects of WiMAX and 802.16 technologies. It enables participants to fully understand how WiMAX technology fits into the 4G wireless communications. In this course, attendees will learn about OFDM, MIMO, specifically for WiMAX network design.

### Course Objective

After completing this course, the student will be able to:

- Understand the basic concept of 802.16
- Understand 802.16e protocols
- Understand OFDMA and SOFDMA techniques

- Perform more efficient design and operational support of 802.16e implementation of WiMAX
- Understand similarities and differences between 802.16e and WiBro

### WHO SHOULD DO IT?

- RF Engineers, WiMAX Deployment Engineers, WiMAX Network Designers, Planning and Implementation engineers.

### COURSE OUTLINE

#### INTRODUCTION TO WIMAX

- WiMAX as a Wireless MAN Technology
- WiMAX Spectrum and Regulatory
- 802.16 Benefits
- Application and Services
- Last Mile Broadband Connections
- Hotspot and Cellular Backhaul
- High-speed Enterprise Connectivity
- VoIP, IMS and IPTV
- Regulations
- WiMax Forum
- The Interoperability Challenge
- 802.16 Frequency Bands
- 802.16 Family of Standards
- Current Deployments
- Future Deployments

#### WIMAX TECHNICAL INTRODUCTION

- WiMAX Protocols
- The MAC and PHY Layers
- Basic ATM system MAC profile
- Basic IP system MAC profile
- Physical Layer (PHY) specifications
- Scheduling and Link Adaptation
- Adaptive Modulation Scheme
- H-ARQ (Hybrid ARQ)
- Space Time Coding (STC)
- Adaptive Antenna Systems (AAS)
- Multiple Input, Multiple Output (MIMO)
- Spatial Division Multiple Access (SDMA)
- OFDMA
- Other Diversity Schemes
- Security
- QoS
- WiMAX ASN Gateways

#### PHYSICAL LAYER PROCEDURES

- The original 802.16 standard and the 10-66GHz frequency band
- 802.16a Extension and a Lower Frequency of 2-11GHz
- Non line-of-sight (NLOS) Connections
- Wireless MAN-SC PHY
- Wireless MAN-FDMA PHY

- Wireless MAN-OFDMA PHY
- 802.16-2004 and 802.16e PHY
- The 802.16e and Mobile 802.16 Clients
- Hand-off Between 802.16 Base Stations

#### 802.16 MEDIUM ACCESS CONTROL

- MAC Layer Operations
- MAC Frame Structure
- MAC Frame Type and Classes
- Access Methods
- Synchronization
- Power Management
- Link adaptation and Automatic Repeat Request (ARQ) functions
- Fast path activities (such as scheduling, packing, fragmentation, and ARQ)
- QoS on IEEE 802.16
- High bit rates (up to 268 mbps each way)
- Implementation Challenges on MAC and QoS
- 802.16e MAC enhancements

#### WIMAX PLANNING, COVERAGE AND CAPACITY

- RF and Core Network Capacity Planning
- Managing a 802.16 Implementation
- Managing 802.16e/Mobile WiMAX Implementation
- Requirements Analysis Steps
- Subscriber Station (SS)
- Base Station (BS)
- Network Design
- Base Stations Locations
- Access Point Frequency Assignments
- Complete Coverage (no gaps)
- Adequate Capacity
- Rules of Thumb Don't Work
- Design Based on Extensive Measurements

#### IMPLEMENTING A 802.16 NETWORK

- Designing and Planning a 802.16
- WiMAX Network Design
- Role of Antennas in WiMAX
- RF Design Principles for WiMAX
- WiMAX Link Budget Considerations
- Frequency Reuse in Fixed and Mobile WiMAX Networks
- Modelling tools
- Service Classes
- Performance
- Security
- QoS Enhancements
- Integration of WLAN and Cellular (Mobile Networks)

- Role of Radius, DHCP, and IGMP and the ASN Gateway

#### VOICE AND VIDEO OVER 802.16

- Delivery of Voice-over-IP (VoIP) Services
- QoS and VoIP
- Component of 802.16i for Reliable, High-quality Voice Transmission
- IMS and WiMAX
- Real Examples and Applications

#### WIMAX RF AND CORE OPTIMIZATION

- WiMax Optimization Parameters
- Testing and Measurements
- Simulation Approaches
- Case Studies

#### WIMAX OPERATIONS AND TRAFFIC CASES

- Network Entry
- Downlink Channel Synchronization
- Initial Ranging
- Capabilities Negotiation
- Authentication
- Registration
- IP Connectivity
- Transport Connection Creation

## 11. BACKHAUL PLANNING FOR LTE NETWORKS

This Course is designed to give an introduction to the Long Term Evolution – LTE system and its Interworking with other technologies. This course will look into various aspects of LTE evolution. It helps participants understand the line of evolution of mobile systems due to the data explosion and the role of LTE to provide for the data explosion foreseen in the market.

### Course Objective

The aim of this course is to enable network planners to realize and maintain cost efficient LTE backhaul networks, which meet the necessary performance requirements. Through an introduction to the technology background, the economical modelling, the dimensioning theory relevant network management aspects, the reader shall obtain all relevant information to achieve good backhaul results in their own network environment.

### Pre-Requisite

Candidate should have clear understanding on basic LTE network.

### WHO SHOULD DO IT?

Regulators and enforcement engineers, LTE engineers, Technical Managers, Radio network engineers and anyone who works on LTE and network performance.

### COURSE OUTLINE

#### INTRODUCTION TO THE BACKHAUL NETWORK

- The Overall Mobile Network
- Backhaul Network Requirements
- Link Requirements and Capacity Demand
- Architecture for Backhaul Networks
- Basic Backhaul Planning Processes

#### LTE PERFORMANCE

- Throughput
- Latency
- Standardization

#### LTE TRANSPORT INTERFACES AND PROTOCOLS

- Ethernet & IP Addressing
- Generic eNB Model
- Network Reference Configurations
- RAN Sharing
- IPv6

#### TRANSPORT QOS& OPERABILITY

- Mapping Radio QoS onto Transport QoS
- Packet scheduling
- Ethernet OAM
- IP Transport Network Measurement
- Transport Plug'n'Play (SON)
- Auto-Connection & Auto-Configuration

#### SYNCHRONIZATION

- GPS Based
- Ethernet/IP Based
- Solutions for co-location with legacy base stations

#### SITE SOLUTIONS

- Ethernet Switching
- Synchronization Hub

## 12. VOICE OVER LONG TERM EVOLUTION

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a three days course that provides introduction related to LTE that LTE is an all-IP network without any circuit-switched network elements, LTE subscribers must receive their voice services through voice over IP (VoIP). VoLTE (Voice over LTE) is based on the IMS (IP Multimedia Subsystem) framework and Session Initiation Protocol (SIP), and is the preferred solution for delivering voice in LTE networks.

### Course Objective

After completing this course, the participant will be able to:

- Understand the LTE and IMS architecture for VoLTE
- Understand the end-to-end signalling and traffic paths for VoLTE
- Explain how VoLTE calls interwork with the PSTN and 3G networks

### Pre-Requisite

- Good Knowledge of LTE

### WHO SHOULD DO IT?

Deployment Engineers, Technical Engineers, RF Planning Engineers, RF Optimization Engineers, Non-Technical Staff who need a high-level overview of LTE and IMS VoLTE network.

### COURSE OUTLINE

#### LTE/EPC VOLTE OVERVIEW

- What is VoLTE?
- Role of LTE and IMS for VoLTE
- State of VoLTE deployment

#### IMS ARCHITECTURE

- IMS network architecture
- Key IMS entities and protocols
- User addressing in IMS
- End-to-end signalling and traffic flow

#### VOLTE PRE-CALL FUNCTIONS

- PDN connection for IMS APN
- Default EPS bearer setup
- IMS registration
- IMS authentication

#### VOLTE CALL MANAGEMENT

- End to End VoLTE to VoLTE call setup
- PCC interactions
- Dedicated bearer setup
- SIP/SDP message details
- End-to-End signalling and traffic paths

#### VOLTE TO PSTN/3G CALLS

- IMS – PSTN interworking
- Role of MGCF and MGW
- Roaming in IMS
- End-to-End signalling and traffic paths

#### SMS OVER IP USING IMS

- SMS delivery architecture
- SMS origination and termination
- SMS interworking

#### IMS CHARGING ARCHITECTURE

- Overview of network nodes
- Offline and online charging

#### VOLTE DEPLOYMENT

- Device and Network Changes
- VoLTE KPIs
- VoLTE coverage requirements

## Mobility

### 1. HETNET/ SMALL CELL PLANNING & NETWORK ARCHITECTURE

Small Cell course is designed for technical and non-technical professionals, especially anyone involved with planning, design, development, integration, and testing of small cell.

#### Course Objective

Upon completion of this course, the attendees will be able to:

- Describe technologies behind HetNet and small cells
- List the various types of small cells and key challenges for its deployment
- Describe relationships between small cells, metro cells, macrocells, residential femtocells, enterprise femtocells and picocells
- Determine small cells coverage and capacity requirements
- Sketch the HetNet architecture
- Analyze and calculate capacity and coverage for a small cell

#### Pre-Requisite

Candidate should have clear understanding on cell planning & design.

#### WHO SHOULD DO IT?

Small Cells and HetNet and is intended for anyone involved in planning, design, architecture, deployment and testing.

#### COURSE OUTLINE

##### SMALL CELL RADIO PLANNING, NETWORK DESIGN & PLANNING

- Introduction to Small Cell
- Small Cell considerations
- Small cell RF design considerations
- Small cell radio network planning
- Network distribution system design
- Evaluate in-building network performance
- Link Budget for Small Cells
- Cell selection and re-selection
- Handover in small cells

- Carrier Aggregation (CA) with cross-carrier scheduling

##### SMALL CELL CAPACITY AND COVERAGE PREDICTIONS

- Coverage prediction
- Coverage and interference
- Network capacity analysis
- Indoor planning
- Small cell parameter configuration
- PCI planning
- Neighbor list planning
- Cell selection and reselection parameters
- Handover parameters

##### SMALL CELL TECHNOLOGIES AND NETWORK ARCHITECTURE

- Need of small cell
- Requirements for Small-Cell Network Architectures
- Small-Cell Architectures in Wireless Network Standards
- 3GPP LTE Small-Cell Architecture

### 2. 3G UMTS NETWORK PLANNING AND OPTIMIZATION TRAINING

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a five days course that provides introduction related to how to plan and implement the 3G network. This course also covers 3G technologies such as WCDMA, HSDPA, and HSUPA, as well as services and applications.

#### Course Objective

After Completing the training, the participant will be able to:

- Understand the requirements for 3G network and discuss how these are being met in practice.
- Understand about the network architecture of evolving 3G system.
- Understand the issues related to planning 3G radio networks.
- Understand about the parameters to optimize the 3G performance.

### Pre-Requisite

- Good Knowledge of GSM network performance and 3G Fundamentals.

### WHO SHOULD DO IT?

Development Managers, Radio Network Engineers, Technical Managers, RF Planning Engineers, RF Optimization Engineers.

### COURSE OUTLINE

#### 3G OVERVIEW

- Evolution from 2G to 3G
- Why 3G?
- UMTS main requirements
- UMTS versus other Mobile technologies
- UMTS key features
- Comparison of 3G Technologies

#### 3G ARCHITECTURE OVERVIEW

- Network Architecture Evolution
- UMTS Network Subsystems
- UMTS Network Elements
- UMTS Network Interfaces

#### UMTS AIR INTERFACE

- WCDMA
- Spreading
- Codes
- FDD and TDD Modes
- Radio Frame Structure
- Radio Resource Management
- Power Control

#### UMTS PROTOCOL ARCHITECTURE

- Radio Protocol Architecture
- High Level Function

#### 3G UMTS NETWORK PLANNING

- Traffic Requirements
- WCDMA-specific parameters in the link budget
- Coverage and capacity planning
- Radio Parameter planning
- Planning Antenna Height
- Planning Antenna Tilt
- Transmission Power
- Neighbour cell relations
- Relation between coverage and service throughput
- WCDMA Planning environment and tools
- UMTS Radio Network Planning Practical scenario

#### HSPDA RADIO NETWORK PLANNING

- HSDPA features

- HSDPA Deployment Process
- Coverage and Throughput
- HSPDA – Uplink Link/Down Link Budget
- Key parameters
- Challenges and issues

#### UMTS KPI ANALYSIS & OPTIMIZATION PROCESS

- WCDMA radio network optimization
- SHO Optimization
- Packet Scheduling Optimization
- Power & Admission Control
- Key Performance Indicators
- Practical Targets.

#### CASE STUDIES USING ATOLL

- Creating a new 3G network
- Planning a 3G network
- Designing a 3G network
- Link-budget analysis of a 3G network
- Optimization of 3G network

## 3. 3G NETWORK QOS AND PERFORMANCE MANAGEMENT

This Course is designed to give an introduction to the Long Term Evolution – LTE system and its Interworking with other technologies. This course will look into various aspects of LTE evolution. It helps participants understand the line of evolution of mobile systems due to the data explosion and the role of LTE to provide for the data explosion foreseen in the market.

### Course Objective

By the end of the course participants will be able to:

- Describe the concept of QoS.
- Explain UMTS performance & RAN signaling.
- Know about the UMTS benchmarking.
- Explain the techniques used in improving network quality.

### Pre-Requisite

Candidate should have clear understanding on mobile networks and its components – GSM and WCDMA.

### WHO SHOULD DO IT?

Regulators and enforcement engineers, Network performance and QoS engineers, Technical Managers, Radio network engineers and anyone who works on QoS and network performance.

## **COURSE OUTLINE**

### **UMTS QOS**

- QoS Concept and its Importance
- QoS Monitoring Process
- QoS Categories in UMTS

### **CALL AND BEARER CONTROL**

- Call and Bearer Control Protocols.
- ISDN User Part.
- ISUP Messages.
- Bearer Independent Call Control.
- BICC Serving Node.
- BICC Features and IEs.
- Bearer Control Protocols.
- Signalling Transport Converter.
- Signalling Association Identifiers.
- Generic Bearer Setup.

### **UMTS SIGNALING PROTOCOLS**

- Short IP Overview.
- Access Point Name.
- GPRS Domain
- GPRS Roaming Exchange.
- Session Management.
- GPRS Tunnelling Protocol.
- GTP-C Functions.
- GTPS Tunnelling Capabilities.
- GTP Header.
- GTP Tunnel Setup Case..
- User IP Address Assignment.
- IMS Session with Policy Control.
- Diameter Protocol.
- Session Initiation Protocol (SIP).
- Session Description Protocol (SDP).
- SIP Multimedia Session Set-up.
- IMS Registration.
- IMS Session Setup.

### **UMTS BENCHMARKING**

- Benchmarking
- Field measurements KPIs
- Classification of KPIs
- Capacity KPIs
- Quality KPIs
- Performance of Network
- Against other operators
- Between vendors
- Specific equipment

### **RF PERFORMANCE REQUIREMENTS FOR UMTS**

- Introduction
- Frequency Bands and Channel Arrangements
- eNodeB RF Transmitter & Receiver
- eNodeB Demodulation Performance
- UE Design Principles and Challenges
- UE Demodulation Performance
- Requirements for Radio Resource Management
- Performance analysis of KPI's

### **RNC MONITORING COUNTERS**

- RRC Connection Setup Success Rate(service)
- AMR RAB Assignment Success Rate
- VP RAB Setup Success Rate
- PS RAB Assignment Success Rate
- AMR Call Drop Rate
- VP Call Drop Rate
- CS Inter-RAT Handover Success Rate(from UTRAN to GSM)
- Inter-RAT Handover Success Rate(from UTRAN to GSM)

## **4. 3G BENCHMARKING AND OPTIMIZATION**

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a four day course that provides introduction to 3G benchmarking and performance parameters and how to optimize network if any problem occurs in the network.

### **Course Objective**

After Completing the training, the participant will be able to:

- Understand about the need of performance measurement.
- Understand about the measurement limitations and how tolerances provide valuable information for validation and evaluation.
- Understand about how to measure performance of network using software.



- Understand about the parameters to optimize the 3G performance.

### Pre-Requisite

- Good Knowledge of GSM network performance and 3G Fundamentals.

### WHO SHOULD DO IT?

Deployment Managers, Radio Network Engineers, Technical Managers.

### COURSE OUTLINE

#### 3G OVERVIEW

- Overview on 3G
- Why 3G?
- Requirements of 3G
- Comparison wither mobile technologies
- Feature of 3G

#### 3G ARCHITECTURE OVERVIEW

- Network Architecture Evolution
- UMTS Network Subsystems
- UMTS Network Elements
- UMTS Network Interfaces

#### UMTS AIR INTERFACE

- WCDMA
- FDD and TDD Modes
- Radio Frame Structure
- Radio Resources

#### UMTS PROTOCOL ARCHITECTURE

- Radio Protocol Architecture
- High Level Function
- Interface

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## 5. 3G UMTS NETWORK PLANNING

- Planning methods
- Network Dimensioning
- Traffic Requirements
- Traffic types
- WCDMA-specific parameters in the link budget
- Coverage and capacity planning
- Radio Resource Planning
- Relation between coverage and service throughput

#### HSPDA RADIO NETWORK PLANNING

- HSDPA features
- HSDPA Deployment Process
- Coverage and Throughput

- HSPDA – Uplink Link/Down Link Budget

#### HSPA+ PROTOCOLS, PROCEDURES AND SIGNALING (R7, R8 & R9) TRAINING

- Overview of HSPA+
- HSPA+ Features and Services
- HSPA+ Air Interface
- HSPA+ Operations and Procedures
- HSPA+ Protocols
- HSPA+ Signalling

#### UMTS OPTIMIZATION PROCESS

- WCDMA radio network optimization
- SHO Optimization
- Packet Scheduling Optimization
- Power & Admission Control
- Practical Targets

#### 3G BENCHMARKING

- Benchmarking
- Field measurements KPIs
- Classification of KPIs
- Capacity KPIs
- Quality KPIs
- Performance of Network
- Against other operators
- Between vendors

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## 6. LTE QOS AND PERFORMANCE MANAGEMENT

This course is designed to let the attendees develop detailed understanding of LTE QoS mechanisms, functions of each network element and means to optimize them. This course is going to help engineers to achieve required QoS, and will help them to optimize the network with proper management. The Radio access as well as core network aspects will be addressed.

### Course Objective

After Completing the training, the participant will be able to:

- Understand radio access network functions
- Understand air interface resource allocation in order to provide the required QoS
- Understand EPS bearers and QoS applied to different bearers and data flows
- Analyze VoIP and multimedia application specifications (including IMS & SIP)

- Compare LTE vs 3G QoS mechanism and optimization methodologies

### Pre-Requisite

The Attendees should have basic knowledge of 3G and LTE.

### WHO SHOULD DO IT?

Development Manager, Radio Network Engineers, Technical Managers, RF Planning Engineers, RF Optimization Engineers.

### COURSE OUTLINE

#### LTE INTRODUCTION

- 3GPP standardization, LTE background and industry
- OFDMA downlink and SC-FDMA uplink access schemes
- Physical Layer numerology and LTE FDD/TDD
- Fundamentals of MIMO antenna technologies

#### PHYSICAL LAYER CHANNEL AND PROCEDURES

- Link adaptation with AMC, Hybrid ARQ and power control
- Downlink synchronization signals and initial cell search
- Physical data channels (PBCH, PDSCH, PMCH, PRACH, PDSCH)
- Physical control channel (PCFICH, PHICH, PDCCH, PUCCH)
- UE capabilities and system performance

#### RADIO PROTOCOL AND NETWORK ARCHITECTURE

- LTE/SAE network architecture and functional split
- QoS architecture and bearer/label concept
- Medium access control, radio link control, radio resource control
- Logical channel and transport channels

#### LTE CORE NETWORK

- Evolved Packet System (EPS) Key Concepts
- Basic LTE Mobility Principles
- Protocols in the Evolved Packet Core (EPC)
- Understanding IPv6
- Understanding GTP
- Understanding Radius and AAA Services
- Diameter Protocol

- Understanding Mobile IP and Dual Stack Mobile IPv6 (DSMIPv6) Protocols
- EPC Network Entities, Interfaces, and Configuration
- Long-Term Evolution and EPC Network Entities

#### LTE RADIO NETWORK ARCHITECTURE

- Physical Channels
- Bearers
- Radio and Network Identities
- UE Context

#### LTE BEARER & QOS

- EPS bearer and default bearer
- QoS parameters for default bearer
- QoS during interworking with UTRAN
- QoS rules
- Network v/s terminal initiated QoS control
- Application detection and control
- Usage monitored control
- QoS binding
- Update of binding

#### LTE PERFORMANCE MANAGEMENT

- Understand need for LTE RF performance management
- Difference between RF tuning and optimization in LTE network
- LTE RAN tuning and optimization process
- Understand important KPIs and counters for LTE RF optimization

#### PERFORMANCE MANAGEMENT PREPARATION

- Perform Audits and Consistency checks
- Conduct High Level Radio Design Review
- Define Clusters and Drive test routes
- Setup Drive Test Tools.

#### DATA ANALYSIS AND POST PROCESSING

- Understand Performance Management considerations
  - Verify Cell Coverage area
  - Identify and troubleshoot coverage problems
  - Signal Power
  - Interference
  - Swapped feeder
  - Overshooting
- Cell border analysis
- Tuning for Coverage & Capacity improvement
- Tuning and Optimization in hotspots area

## KEY PERFORMANCE INDICATORS (KPIs)

- Get introduction of performance management using KPI
- Understand and improve Accessibility KPI
- Understand and improve Retain ability KPI
- Understand and improve Integrity KPI
- Understand and improve Mobility KPI

- LTE/EPS Network Elements
- LTE/EPS Network Interfaces

## LTE/EPS MOBILITY MANAGEMENT

- LTE/EPS Mobility Areas
- LTE Handovers
- Backhaul and Transport Network

## LTE AIR INTERFACE

- Overview of OFDMA and SC-FDMA
- Inter Symbol Interference
- OFDM Problems
- LTE Frame Structure
- Modulation in LTE
- OFDM key parameters for FDD and TDD Modes
- Parameters for Calculating speed
- Radio Resources

## LTE/EPS CONNECTION MANAGEMENT

- Default Bearer
- Dedicated Bearer
- LTE/EPS Procedures
- Connection Management Terminology

## LTE CHANNELS

- Physical Channels
- Time Structure for FDD Mode
- Time Structure for TDD Mode

## LTE PROTOCOL ARCHITECTURE

- Radio Protocols Architecture
- Data Flow in form of Signalling
- RRC States

## LTE NETWORK DESIGN AND SITE SELECTION

- Modelling the LTE Network
- Modelling user services and traffic
- RF Propagation Models
- Different signal level predictions
- RF design process and options
- Morphology definitions
- Coverage prediction

## LTE PERFORMANCE MANAGEMENT

- Understand need for LTE RF performance management
- Difference between RF tuning and optimization in LTE network

## PERFORMANCE MANAGEMENT PREPARATION

- Perform Audits and Consistency checks
- Conduct High Level Radio Design Review

## 7. LTE RADIO NETWORK DESIGN & OPTIMIZATION

This Course is designed to give an introduction to the Long Term Evolution – LTE system designing & Optimization. This course will look into various aspects of LTE evolution. It helps participants understand the basic principles governing LTE and also the benefits and features of LTE so as to optimize the network if any problem arises.

### Course Objective

After completing this course, the attendees will be able to:

- Understand the basic principles governing LTE
- Describe the features and benefits of LTE
- Identify LTE Network Components
- Gain concepts and terminology specific to LTE-based broadband wireless systems

### Pre-Requisite

- Knowledge of 2G/3G
- Basic understanding of LTE

### WHO SHOULD DO IT?

Network Design & Optimization Engineers, Planners, Design and Deployment Engineers, Network Integration and operations Engineers

### COURSE OUTLINE

#### LTE/EPS OVERVIEW

- Why LTE?
- LTE main requirements
- LTE versus other Mobile technologies
- LTE Specification work
- LTE key features
- IMT-Advanced
- Comparison of 4G Technologies

#### LTE ARCHITECTURE OVERVIEW

- Network Architecture Evolution
- LTE/EPS Network Subsystems

- Define Clusters and Drive test routes
- Setup Drive Test Tools.

#### LTE DRIVE TEST

- LTE Traffic Simulation
- LTE Performance
- Drive Testing using Software (TEMS)

#### DATA ANALYSIS AND POST PROCESSING

- Understand Performance Management considerations
- Verify Cell Coverage area
- Identify and troubleshoot coverage problems
- Signal Power
- Interference
- Swapped feeder
- Overshooting
- Cell border analysis
- Tuning for Coverage & Capacity improvement
- Tuning and Optimization in hotspots area

- Evaluate optical components in a DWDM network
- Classify and design DWDM networks based on size and performance
- Know where optics are today and where optical technology is headed in the near future.

#### Pre-Requisite

The Attendees should have knowledge of Optical Fiber and SDH.

#### WHO SHOULD DO IT?

Technical Managers, Software Engineers, Marketing and Sales professionals, Optical Fiber Engineer, SDH & DWDM Engineer

#### COURSE OUTLINE

##### FUNDAMENTALS OF TRANSMISSION TECHNOLOGIES

- Introduction & Fundamentals of Telecommunication
- Transmission Network Media
- Wireless and Wired Transmission
- Transmission Network Performance
- Network Synchronization
- Security and Encryption

##### BASICS OF OPTICAL FIBER

- Introduction to Fiber Optics
- Why Optical Fiber Communication?
- Optical Sources and Detectors
- Fabrication and Cabling of Optical Fiber
- Optical Fiber and Its types
- Losses in Optical Fiber
- Laying and Marking of Optical Fiber
- Optical Fiber Splicing
- Optical Fiber Fault Detection using OTDR

##### INTRODUCTION TO DWDM

- Optical Networking and DWDM
- Optical Network Breakthroughs
- Optical Demultiplexers
- The Erbium-Doped Fiber Amplifier (EDFA)
- Optical Cross-Connects
- Optical Add-Drop Multiplexers

##### DWDM COMPONENTS

- DWDM Anatomy
- Multi wavelength Transmitters
- Multichannel Receivers
- DWDM Optical Amplifiers
- Wavelength Converters

## Transmission Technologies

### 1. DWDM AND OPTICAL NETWORKING

In this course, the attendees will be cleared with the concepts of optical networking and dense wavelength division multiplexing. In this, they will be taught about the various optical network architectures and the various components of all-optical network like Optical Amplifiers, Optical Add/Drop Multiplexers, Optical Splitters etc.

#### Course Objective

After completing this course, participant will be able to:

- Understand advanced DWDM Network designs and Engineering
- Design optical amplifier-based links
- Understand technologies that make DWDM and optical network, including DWDM OADMs, Optical Amplifier.

- Optical Couplers
- Optical Power Attenuators
- Optical Equalizers
- Ring Resonators

### DWDM SPAN ENGINEERING

- Engineering a DWDM link
- Power Budget Design
- Digital Modulation Formats
- Fiber Impairments
- Polarization Dependent Effects (PDL and PMD)

### DWDM NETWORK

- Modulation: Direct and External
- Couplers and Circulators
- Cavities and Filter
- Complex Components: Transponders
- Optical Switches
- Micro-mechanical switches (MEMS)
- Electro-Optical and Thermo-Optical Switches
- Bubble Technology
- Liquid Crystal Switches

### IMPAIRMENTS TO DWDM TRANSMISSION

- Bit Error Rate
- Eye Pattern
- Q-Factor
- Optical Signal-to-Noise Ratio
- Noise Figure

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## 2. SDH & DWDM FUNDAMENTALS

SDH and DWDM Training course provides an overview of SDH and DWDM networking elements, and their technologies. Wavelength Division multiplexing is a technology which multiplexes a number of optical carrier signals onto a number of carrier signals onto a single optical fiber by using different wavelengths of laser light.

### Course Objective

After completing this course, the attendees will be able to:

- Understand SDH Technology
- Understand SDH Transmission Hierarchy
- Understand Digital Signal Synchronization
- Describe SDH network architecture and configuration using Terminal multiplexer, Regenerator, Add/Drop Multiplexer

### Pre-Requisite

Candidate should have clear understanding about transmission technology like Optical fiber and Microwave transmission

### WHO SHOULD DO IT ?

Technical Managers, Consultants, communication Professional, software engineers, marketing and sales professionals, Transmission Network Designer

### COURSE OUTLINE

#### FUNDAMENTALS OF TRANSMISSION TECHNOLOGIES

- Introduction & Fundamentals of Telecommunication
- Transmission Network Media
- Wireless & Wired Transmission
- Transmission Network Performance
- Network synchronization
- Security & Encryption

#### OVERVIEW OF OPTICAL FIBER COMMUNICATIONS

- Introduction to Fiber Optics
- Why Optical Fiber Communication?
- Optical Sources & Detectors
- Fabrication and Cabling of Optical Fiber
- Optical Fiber and its types
- Types of Fibers- MMF and SMF
- Losses in Optical Fiber
- Concept of Dispersion

#### MULTIPLEXING-PDH & SDH

- Multiplexing, PDH and SDH
- Multiplexing techniques- TDM & FDM
- SDH & PDH
- Limitations of PDH
- Synchronous and Asynchronous systems
- STm-1, STM-4, STM-16 and STM-64
- Functions of TM, ADM and REG
- SDH multiplexing structure (STM-1 frame structure)
- Function of SDH Overhead bytes

#### SDH ARCHITECTURE & SERVICES

- Evolving CPE/ILEC/IXC Infrastructure & Services
- Inter-Office & Core Networking with SDH
- SDH in the Feeder Section
- ADSL (Twisted Pair)
- FITL/FTTC/FTTH/FTTD (Fiber)
- Benefits of SDH

- SDH Frame Format Structure
- SDH Overhead

#### SDH SYNCHRONIZATION AND TIMING

- Stratum Clock
- Plesiochronous Clock
- Overview of BITS

#### SDH NETWORK ELEMENTS

- Terminal Multiplexer
- Regenerator
- Add/Drop Multiplexer
- Digital Cross-Connects
- Digital Loop Carrier
- Protection and Survivability
- Element Managers

#### SDH NETWORK TOPOLOGIES AND CONFIGURATIONS

- Point-to-Point
- Point-to-Multipoint
- Hub Architecture
- Ring Architecture

#### INTRODUCTION TO DWDM

- Optical Networking and DWDM
- Optical Components
- Optical Spectral Filters and Gratings
- Optical Demultiplexers
- The Erbium-Doped Fiber Amplifier (EDFA)
- The Tunable Laser Diode Operating at 1550 nm
- In-Fiber Bragg Grating

#### DWDM COMPONENTS AND ARCHITECTURE

- DWDM Anatomy
- DWDM Impairments
- DWDM Optical Amplifiers
- DWDM Filter Modules
- Wavelength Converters
- Integrated DWDM Modules
- Modal Effects

#### DWDM TESTING, MEASUREMENTS AND OAM&P

- Component conformance tests
- Parameter tests on optical fibers
- System installation tests
- System optimization tests
- System acceptance tests

### 3. FIBER OPTIC COMMUNICATION

This course includes the basic aspects of fiber-optic communication systems through which attendees will get to know how to design fiber optic network. Also, the attendees will be taught how to calculate losses in fiber network like fiber attenuation, connectors loss and splice loss.

#### Course Objective

After completing this, the attendees will be able to:

- Align light waves into small optical components with high precision
- Calculate and simulate the attenuation and signal degradation due to intermodal and intermodal distortion
- Calculate losses due to connectors, splices, source output pattern and fiber numerical aperture
- Understand, compute and simulate the modes in step index fiber and graded index fiber.
- Understand the reliability issues of highly delicate optical devices

#### Pre-Requisite

- Introduction to communication systems and electromagnetic fields and waves.
- Candidates should be familiar with analog and digital communication systems, Frequency Division and Time Division multiplexing techniques.

#### WHO SHOULD DO IT?

Transmission Engineer, Development Engineer, Field Engineer, Design Engineer

#### COURSE OUTLINE

##### FUNDAMENTALS OF TRANSMISSION TECHNOLOGIES

- Introduction & Fundamentals of Telecommunication
- Transmission Network Media
- Wireless and Wired Transmission
- Transmission Network Performance
- Network Synchronization
- Security and Encryption

##### BASICS OF OPTICAL FIBER

- Introduction to Fiber Optics
- Why Optical Fiber Communication?
- Optical Sources and Detectors

- Fabrication and Cabling of Optical Fiber
- Optical Fiber and Its types
- Concept of Modes
- Types of Fibers- MMF and SMF
- Losses in Optical Fiber
- Concept of Dispersion
- Types of Single Mode Fibers ITU-T Specification

#### FIBER OPTIC CABLES

- Optical Fiber cables
- Laying and Marking of Optical Cable
- Designs and materials for Cables
- Cable installation & laying methods and techniques
- Different Techniques for Joining fibers

#### FIBER OPTIC CONNECTORS/SPLICING/OT

- Fiber optic connectors
- Splicing – Mechanical and Fusion
- Elements of Fiber optic link
- Test and measurement of Fiber Optics networks using OTDR
- Passive Fiber Optic components

## 4. MICROWAVE TRANSMISSION ENGINEERING AND LINK PLANNING

The Telecommunication landscape is in a constant flow of change. Knowledge and competence is vital for professionals working in this ever-changing telecommunication industry. It is a five days course that provides introduction related to how a communication network is being established i.e. how signal transmit from one antenna to another and how an effective microwave path is maintained.

### Course Objective

After Completing the training, the participant will be able to:

- Understand the requirements of Transmission engineering and how to manage microwave networks.
- Understand how to design path with zero interference.
- Understand the importance of microwave path planning.

### Pre-Requisite

Candidate should have clear understanding on Microwave link.

### WHO SHOULD DO IT?

Engineers, Technician, Operation Engineers, Technical managers, Students from communication background.

### COURSE OUTLINE

#### TRANSMISSION NETWORK FUNDAMENTALS

- Transmission Network Media
- Basic Terminology
- Transmission Network Topology
- Transmission Network Performance
- Network Synchronization
- Security and Encryption

#### INTRODUCTION TO MICROWAVE COMMUNICATIONS

- Overview
- Radio Fundamentals
- Transmission Media
- Terrestrial Radio-relay links
- MW versus Optic Fibre
- Regulatory and Licensing

#### MICROWAVE LINK DESIGN

- LTE/EPS Mobility Areas
- LTE Handovers
- Backhaul and Transport Network

#### MICROWAVE LINK BUDGET AND SYSTEM EVALUATION

- The Link Budget
- System Gain and Loss
- Planning a Point to Point System
- Understanding Digital Microwave System Testing

#### MICROWAVE LINK PLANNING

- Microwave measurements
- Method of detection
- Microwave Topology and capacity planning
- LoS ( line of sight) aspects
- Parameters affecting propagation
- Refraction
- Reflection
- Fading
- Attenuation
- Modulation Techniques
- QPSK
- 16 QAM
- Constellation diagram
- Microwave power measurements

- Impedance measurements
- Frequency measurements

#### MICROWAVE NETWORK DEPLOYMENT

- Digital Microwave Radio
- Digital Multiplexers
- Cabling and Signal Termination
- Microwave Antennas and Transmission Lines
- Field Surveys
- Digital Multiplexers
- Microwave Antenna Mounting Structures
- Power Supply and Battery Backup
- Grounding, Lightning, and Surge Protection
- Microwave Testing and Troubleshooting



## Telecommunication

- 2G to 5G Journey , Departments in Telecom Sector
- Sectorization & Tilting
- ( 2G/3G/4G)Cell Site Structure
- GSM Architecture
- Air Interface Practical Concept( TDMA/FDMA, ARFCN )
- GSM Channels and Call Flow
- Handover and Identifiers
- ( 2G/3G/4G) RF Survey
- ( 2G/3G/4G) RF Planning Fundamentals
- 2G RF Planning (Parameter, Coverage & Capacity)
- Installation and Commissioning
- Operation and Maintainace Center
- ( 2G/3G/4G)Drive Test Fundamentals
- 2G Drive Test
- 2G Optimization & Case Study
- 3G Architecture & ITS FEATURES
- Air Interface (WCDMA & Codes )
- 3G Channels
- Handover & Power Control in 3G
- Call Flow Of 3G
- 3G Planning (Parameter, Coverage & Capacity)
- 3G Drive Test
- 3G Optimization & Case Study
- 4G ( Feature & Network Architecture )
- 4G Call Flow
- 4G Channels & Handover
- 4G/LTE Planning
- 4G Drive Test
- 4G Optimization & Case Study
- Optical Fiber Communication
- Optical Fiber Communication & LOS Survey
- Networking
- 5G Network Fundamentals



## Android

- Android Overview
- Android Architecture
- Deep Overview in Android Stack
- Android SDK Overview
- Setup Android Development Environment
- Creating First Android Application
- Android Components
- Hello World App
- Android Application Fundamental
- Main Building Block
- User Interfaces
- Handling User Event
- Notifying User
- Application Resource
- Android System Overview
- Multimedia in Android
- Date Storage
- Introducing SQLite
- Security and Permissions
- Graphics
- Location Based Services and Google Map
- Basic Content Provider
- Services
- Web Services and WebView
- Broadcast Receiver
- Intent Filter
- Sensors
- Wi-Fi
- Camera
- Bluetooth
- Telephony Services



## Python

- History
- Why Python 3 Programming?
- Python Setup
- Write your First Program
- How to execute Python Program?
- Objects and Data Structure
- Comparison Operators
- Python Statements
- Methods and Functions
- Modules and Packages
- Object Oriented Programming
- Errors and Exceptions Handling
- File Handling



## Data science

- Introduction to Data Analysis
  - What is data analysis?
  - Why python for data analysis?
- Essential Python Libraries
- Jupyter Notebook
- Numpy Arrays
  - Numpy –Data types
  - Array Attributes
- Indexing and Slicing
  - Creating and views and copies
  - I/O with numpy
- Working with Pandas
- Pandas dataframes and series
- Joining dataframes
- Handling missing data
  - Writing CSV files with Numpy and Pandas HDF5 Format
  - Reading and Writing to Excel with Pandas JSON data
- Statics and linear algebra
  - Basic statistic with numpy
  - Linear Algebra with numpy
  - Numpy random numbers

## Machine learning

- Introduction to Machine Learning
- ML Algorithms
- Regression based Learning
  - Simple and Multiple regression
  - Logistic regression
  - Predicting house prices with regression
- Clustering Based Learning
  - Definition
  - Types of Clustering Algorithm
  - The k-means clustering algorithm
- The k-means clustering algorithm
- Natural language Processing
  - Install NLTK
  - Tokenize words
  - Tokenizing sentences
  - Speech tagging
  - Sentiment analysis with NLTK
- Introduction to matplotlib
  - Bar Charts
  - Line Charts
  - Scatter Charts
  - Bubble Charts
- Setting up opencv
- Loading and displaying images
  - Tracking faces
  - Face recognition
- Introduction to Neural Networks
- Activation functions
- Neural Learning Rules



## Artificial intelligence

- Introduction to AI
  - AI Techniques
  - Levels of models
  - Use of AI
- Intelligent Agents
- State Space Search
  - Control Strategies
  - Heuristic search
- Approaches to Knowledge Representation
  - Semantic Sets
- Frame and Scripts
- Conceptual dependency
- Propositional Logic
- First order predicate logic
- AI reasoning
  - Monotonic Reasoning
  - Non-Monotonic Reasoning
  - Default Reasoning
- Introduction to Neural network
  
- Introduction to Fuzzy logic
  - Concepts of Fuzzy Logic
  - Fuzzy sets and Systems
  - Operation on sets



- Mapreduce
- YARN
- Hbase and Hive
- Pig
- Sqoop Zookeeper
- Oozie
- Big Data Stack
- Databases and Data warehouses
- Using Hadoop to store data
- Testing and debugging Map reduce applications
- Introduction to Hadoop
- Functioning of Hadoop



## Block Chain

- Introduction to Blockchain
- Understanding SHA256 – Hash
- Immutable Ledger & Distributed P2P Network
- PROSPECTS OF BLOCKCHAIN
- Instructions for Blockchain
- Introduction to Mining
- How Mining Works: The Nonce
- Consensus Protocol: Proof-of-Work
- Introduction to Cryptocurrency and Bitcoin
- Bitcoin's Monetary Policy & Virtual Tour of a Bitcoin Mine
- How Miners Pick Transactions?
- CPU's vs GPU's vs ASIC's
- Transactions and UTXO's
- What is Segregated Witness
- Hierarchically Deterministic Wallets
- Introduction to Ethereum
- Introduction to Smart Contract
- Decentralized Applications
- Ethereum Virtual Machine & Gas
- The DAO Attack
- Introduction to Hyperledger
- Hyperledger Architecture
- Initial Coin Offering (ICOs)
- ICO case study

## Big Data

- Overview of Big Data
  - History of big data
  - Elements of big data
  - Advantages and Disadvantages
- Big data in business (Marketing, Retail, Hospitality, defense etc)
- Introduction to Hadoop
- Functioning of Hadoop
- Hadoop Ecosystems
- HDFS

- Blockchain and Web 3.0
- INTRODUCTION TO MULTICHAIN
- Mining in multichain
- Multiple configurable blockchains using multichain
- Round robin mining
- Introduction to Alt Coins:
- Ripple
- Neo
- Litecoin
- Cardano
- Stellar



- Types of Movements and watching various videos clips
- Image Processing in Robotics
  - Artificial Intelligent in Robotics
  - Various Activities and Challenges
- Velocity Analysis of robot manipulators
  - Static Analysis of robot manipulators
  - Various activities and Challenges
- Modeling and control of flexible robots
- Robot Dynamics and Control –Case Studies



## IOT

- Introduction to IOT, IoT Architecture, Sensors and Actuators
- Arduino Hardware Overview and Programming Fundamentals
- Raspberry Hardware Overview and Programming Fundamentals
- Interfacing Sensors and Actuators with Hardware
- IoT Communication Protocol
- IoT Programming, Security and Design
- Introduction to IP and OSI Models
- Introduction to Cloud Computing and Big Data
- IoT Cloud Platform (Ubidot)
- 5G Features, Architecture and its Applications

## Robotics

- Introduction to Embedded Systems And Robotics
  - Uses of Robot in Daily lives
  - Possibilities with a Robot
- Sensors
- Links and joints
- Actuators and its types

## Virtual reality development

- Introduction to VR
  - Basics Of Virtual Reality
  - Exploring Applications of VR
  - Understanding the challenges in VR
  - Game objects
  - Models, materials and textures
  - Light and cameras
  - Introduction to 3D reality environment
  - Basics of 3D graphics
  - Advance 3D audio techniques
  - Physical Navigation and Virtual navigation techniques
- User Interfaces in VR
  - Introduction to Unity3d Engine
  - Unity integration with VR.
  - Animating and controlling virtual character's body movement in VR.
  - Prefabs
  - Overview of HTC Vive & Oculusrift
  - Setup Oculus for Unity
- Windows MR: Beginner
- Apple ARkit: Beginner
- Microsoft HoloLens: Intermediate
- HTC Vive: Intermediate



- Fundamental components of a cloud
- OpenStack as an OPEN Source cloud operating System
- Deployment of single node Open Stack cloud
- Cloud adoption and migration
  - cloud adoption & migration concepts
  - API based Integration
  - Cloud adoption strategies & workload analysis
  - Cloud design and architectural styles
- Microsoft Azure
  - Organisation and Identity
  - compute, storage & networks
  - containers, logic apps , cosmosDB
  - serverless, microservices
- Google cloud
  - Ogranisation & identity
  - Compute,storage & networks
  - Google kubernetes engine
  - AppEngine & cloud functions



## Cloud Computing

- Why Cloud Computing?
  - Overview
  - Traditional Vs Cloud
  - Deployment models
  - Service Models
  - Security and Privacy
- AWS Core & Managed Services
  - AWS Global Infrastructures
  - EC2,S3,EBS,and EFS
  - AWS CLI
  - Loading balancing & auto scaling
  - VPC's
  - Relational database services
- Big Data and Cloud
  - Basics of RADBMS,NoSQL,Data store and big data management
  - Cassandra & AWS dynamicsDB
  - Basics of Big Data Analytics
  - AWS EMR & Hive
- DevOps on Cloud
  - Basics
  - AWS CodePipeline, CodeBuild & CodeDeploy
  - Terraform & CloudFormation
  - AWS CodeCommit & Git
- CONTAINERS AND MICROSERVICES
  - System and app containers with LXD and Docker
  - AWS Elastic container services
  - Building Software with Microservices
- Private cloud

## Networking CCNA

- CCDA
- Designing for CISCO Internetwork Solutions
- Description of the Methodology used to design a network
- CCNA Cloud
  - Understanding CISCO cloud fundamentals
  - Introducing CISCO cloud administration
- CCNA Data Centre & CCNA Service Provider
- Introducing CISCO Data Centre networking (DCICN)
- How to Deploy NEXUS 1000V lab
- CCNA Routing and Switching

- Interconnecting Cisco Networking Devices (ICND1)
- Interconnecting Cisco Networking Devices (ICND2)
- CCNA Security
  - Implementing CISCO network security
- CCNA Wireless
  - Building CISCO service provider next generation networks
- (SPNG1)
- (SPNG2)



- Streams Computation with console
- Manipulating Strings
- Object-Oriented Systems Development

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## PHP

- Introduction to PHP
- Handling HTML form with PHP
- Decision and Loop
- Function
- String
- Array
- Working with File and Directories
- Mini Project (with File Handling)
- State Management
- String matching with regular expression
- Generating Images with PHP
- Practical
- Introduction to OOPS
- Exception Handling
- Database Connectivity with MySQL
- Mini Project (with File Handling)
- Web Designing
- HTML
- CSS
- Java Script
- Jquery
- AJAX
- Understanding Controller
- Understanding Model
- Understanding Object Relation Mapping

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## C/C++

- C Basics
- Conditionals
- Looping and Iteration
- Arrays and Strings
- Functions
- String Handling
- Structures and Unions
- Data Types
- Dynamic Memory Allocation & Dynamic Structures
- Advanced Pointer Topics
- Storage Classes
- Low Level Operators and Bit Fields
- The C Processor
- Integer Functions, Random Number
- Data Structures
- Sorting & Searching Techniques
- C++ OOPS
- Moving from C to C++
- Classes and Objects
- Constructors and Destructors
- Operator Overloading
- Inheritance
- Virtual Functions & Polymorphism
- Templates
- Exception Handling

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## JAVA

- Introduction to Java
- Object Oriented Programming
- Basics of Java Language
- Control Flow Statements
- Classes and Objects
- Interfaces and Inheritance
- Packages
- Exceptions
- Input Output streams
- An Introduction to Threads
- Applets
- Introduction to AWT
- Introduction to Swing
- Collections
- JDBC
- Introduction to JDBC

- Databases and Drivers
- Data Source Name
- Connecting to the Database
- Execute Statements
- Databases
- Understanding Model
- Understanding Object Relation Mapping
- JAVA EE
- Remote Method Ivocation
- Enterprise Java Beans
- Java Naming and Directory Interface
- Java Authentication and Authorization Service
- Java Messaging Service
- Extensible Markup Language
- JAXP 1.2 (Java API for XML Parsing)
- Web Services



## Embedded Systems

- Introduction to Embedded Systems and Microcontrollers.
- Introduction to 8051 and 'C' programming
- 8051 Architecture and addressing modes
- 8051 Peripherals
  - Timers
  - Counters
- Interrupts in 8051
- Interfacing of 8051 to LCD
- Interfacing of 8051 to ADC
- Interfacing of 8051 to Keyboard and stepper motor
- Interfacing of 8051 to timer chips
- Embedded system with PIC
  - Introduction to PIC
  - Architecture of PIC
- Pin Description of PIC
- Power Supply Setup
- LED Interfacing
- LCD Interfacing
- Relay Interfacing
- DC Motor
- Stepper Motor
- Switch Interfacing
- Buzzer Interfacing
- Seven segment Interfacing
- Serial Communication Using PIC

## Digital marketing

- Introduction to Machine Learning
- Introduction to opencv
- Introduction to NLP
- Working with bigdata
- On-Page and Off-Page SEO Practices
- Learn SEO via Best SEO Tools
- Learn SEO Relevant Website Design Practices
- Understand Best Link-Building Practices
- SEO Site Audit & Algorithm Update
- SEO Analytics
- SMM History & Social Media Importance
- Understand Community Building & Develop Facebook Marketing Strategies
- Understand Facebook Ads
- Understand Twitter Marketing & types of Twitter Ads
- Understand LinkedIn Marketing in B2B Businesses
- Learn YouTube Marketing
- Understand Pinterest, Instagram Snapchat & other Social Media Marketing
- Delve into SMM Analytics
- Email Marketing Basics & Evolution
- Email Marketing- Mailing List & Organizing the Mailing List
- HTML & Text Emails
- Newsletter Announcement & Event Invitation
- Content & Landing Pages
- Email Marketing Spam Compliance & How to Avoid Spamming?
- Avoid Being Blacklisted in Email Marketing
- Service Providers, Automation & Metrics
- Follow UPS, Tools & Email Marketing – Tips
- Content Marketing overview
- Content Creation & Targeting Customers
- Know What Blogging is
- Make your Content Strategy

- Content Promotion, Analysis & Reporting
- PPC Introduction
- Understand the Complete PPC Glossary
- Ads on Google
- Keyword List in PPC
- Parts of PPC Ad
- PPC Landing Pages
- Bidding in PPC
- Yahoo & Bing Search Marketing
- Measuring Results
- Analytics Introduction
- Web Analytics Dashboard
- Google Analytics
- Analytics Tools
- Key Metrics in Google Analytics
- Segmentation in Google Analytics
- Web Analytics Conversions
- Other kind of Analytics





## CHM-A level (TL/S/L5/C066N)

### PERSONEL COMPUTER AND ITS HARDWARE

- Introduction and Terminologies
- Evolution of Software
- Installing PC
- Hardware Components
- Introduction to functions of CPU
- Memory, Input, Output, and Storage Devices
- Operating Systems (Windows/ Linux)
- Internet and Online Services
- Troubleshooting PC problems and errors
- PC-peripherals- Installation, repairing & maintenance

### Upgrading/ Repairing PC Hardware & Software

- PC- Components, features and architecture
- Microprocessor and Microcontroller- Architecture, types and application
- Microprocessor-Past to Present
- Installation of software and hardware
- CPU Operating Voltages
- Math Coprocessor (Floating point Units)
- Processor Generations and Multi core-processors
- Processor Upgrades and troubleshooting Techniques
- Motherboards, chipsets and Buses
- System Bus Types, functions and features
- system resources
- Resolving Resources Conflicts
- Mother Board selection criteria

### BIOS and Memory

- Introduction to BIOS Hardware/ Software
- Mother board ROM BIOS
- Upgrading the BIOS
- Understanding SDRAM, RDRAM and other types of memory
- Memory Banks and memory modules speed
- Installing RAM upgrades, DIMM, RIMM, and SIMM Modules
- Troubleshooting Memory
- System Logical Memory Layout

### Storage and Hard Drives

- Magnetic Storage Principles
- Hard Disk Storage
- Hard Disk Drive Operation

- Hard disk drive components and features
- Flash memory Devices
- Optical Storage
- CDs, DVDs HD-DVDs
- How to reliably record optical discs
- Troubleshooting optical drives

### VIDEO AND AUDIO

- Display Adapters and Monitors
- Video Display Adapters
- Video Display Interfaces
- Video Troubleshooting and maintenance
- Audio Hardware Features
- Sound Cards
- Troubleshooting PC Audio Problems
- Speakers and Microphones
- External I/O Interfaces

### INTERNET AND NETWORKING

- Input Devices
- Introduction to Network Topologies
- OSI and TCP/IP Model
- Fabrication Ethernet Wire
- IP classes and IP distribution
- Network Protocols
- Installation of Network Devices
- Configuring Network Devices
- Troubleshooting Network Devices
- Software for Planning Network
- Connecting PC with wired and wireless Internet Services
- Securing and sharing Internet Connection
- Network Diagnostics, testing and Maintenance

### Networking with Advanced Components

- Understanding Server
- Configuring Server with Network
- Mailing from Server
- Understanding Firewall
- Making Firewall with Server
- Troubleshooting Server
- Introduction to Cloud-storage



## Installation Technician - Computing and Peripherals (TL/S/L3/C024N)

- Communicate effectively
- Building Team- coordination
- Escalate reports and issues in a proper manner of approach

### FUNDAMENTALS OF PC

- Introduction and Terminologies
- Hardware Components
- Introduction to functions of CPU
- Memory, Input, Output, and Storage Devices
- Operating Systems (Windows/Linux)
- Company standards, norms and policy

### INSTALL AND CONFIGURE

- Assembling of PC
- Connecting of PC Components
- Connect different types of Peripherals
- Installing PC's Operating System
- Configuring Network Devices
- Fabricating Different types of Ethernet Wires
- Select Tools and equipments for Installation
- Check and ensure proper working of PC
- Follow company's norms for proper setup and configuration

### TROUBLE-SHOOTING AND REPLACING

- Understanding the symptoms and identify the faults
- Repairing PC components
- operating various tools and equipments
- knowledge of under warranty incidents
- steps to follow safety procedure while handling equipment /tools

### CUSTOMER HANDLING

- Understand customer's problem and suggest possible problem
- Do's and Don'ts while handling field calls dealing with customers
- Importance of Personal Grooming
- Understand incident life cycle
- Acknowledging customer for non-occurrence of recurring incidents and safety process

### Coordination with Colleagues

- Understanding working environment
- Understanding working requirement



## Assembly and Maintenance of PC (TL/S/L2/C058)

### PC Hardware overview:

- Introduction to Computer
- Uses of Computer
- Difference between hardware & software
- Different types of computer inside pc and its peripherals devices
- Booting concept:
  - Window environment
  - DOS
- Input devices
  - Keyboard, mouse, scanner, digital camera, Barcode Reader, Pen / Stylus, Touch Screen, Webcam
  - Output devices, Monitors, graphic plotter ,printer Cable
- Different identifications
  - Connectors identification
  - Motherboard identification
  - Controller cards
  - Display cards
  - Sound cards
  - AGP cards
  - FAX/modem cards
  - TV tuner cards
  - LAN cards
  - Ethernet cards
- Different types of RAM used in PC's

### Setting-up of Windows Operating Systems and Application Programs:

- BIOS setting
- Formatting of hard disk
- Installation of operating system
  - DOS/ windows
  - Off-line drive installation
  - On-line drive installation
- Driver backup
- Restore
- Partition formatting
- Windows file repairing
- Password break
  - BIOS password break
  - Administrative password break
- Data recovery
  - Physical hard drive failure
  - Logical drive failure
- Pen Driver bootable
- USB problem
- LAN problem

### Software Installation & Upgrades:

- Application Software Installation
- Different types of Application Software
  - Word Processing Software
  - Database Software
  - Spreadsheet Software
  - Multimedia Software
  - Presentation Software
- Antivirus Software Installation
- Types of antivirus software
  - Stand-Alone Antivirus Software
  - Malware Protection Antivirus Software
  - Fake Antivirus Software
- Protect PC from virus
- Hard disk utility software
- Dual Booting Installation etc

### Trouble shooting of computers, Component and peripherals:

- System integration of different types of computers,
- Such as PC,PC-XT, PC –AT etc
- Pentium-4 label,
- Trouble shooting
- Shooting of different types of faults
- Different computer cards identifications and trouble shooting

- Power supplies installation and trouble shooting
- Different types of SMPS identifications
- Hard Disk drive installation and configuration setting
- Use of CD ROM and DVD
- Drivers
- Using of FDD drive
- Monitors
  - Different types of monitors
  - Monitors Repairing/Maintenance
  - Mouse repairing and Installation
- Keyboards
  - Different types of keyboards
  - Repairing and maintenance

### Peripheral components and working:

- Printers
  - Types of printers
  - Working of printers
  - Working / repairing of DMP printers
  - Working / repairing of inkjet printer
  - Working / repairing of LaserJet printer
- Checking of printer interface cable and dip switch setting
- self test and loading of printer drives
- Introduction to UPS
  - Types of UPS
  - Maintenance and servicing of UPS
  - Battery replacement of UPS

### Assembling the Computer System:

- Introduction and steps for assembling and disassembling of the Computer system
- Assembly and dismantling of PCs front panel connection
- Preventing, maintenance and Cleaning
- Servicing of computer
- Type of Backup
- Taking Backup files and fine tuning the system
- Running diagnostics tool
- Running of virus protection programme



## CHM-O level (TL/S/L4/C064N)

### COMPUTER HARDWARE AND PERIPHERALS

- Terminology
- Hardware Components
- Introduction to functions of CPU
- Memory, Input, Output, and Storage Devices
- Operating Systems (Windows/Linux)
- Internet and Online Services
- Introduction to PC Peripherals

### Installation, troubleshooting and Maintenance

- Installation of Computer
- Installation of Computer Peripherals
- Installing different types of Operating systems
- Installation of Modem and Internet Routers
- Trouble-shooting of Computer and its components
- Trouble-shooting of computer's peripherals such as Printers, Scanner etc.
- Maintenance of different kinds of Motherboards
- Maintenance of CPU and its components

### SYSTEM SOFTWARE

- Introduction to Software
- Introduction to Anti-virus and Installation
- Installing of different kind of software for

### Peripherals

- Troubleshooting software
- Troubleshooting OS

### NETWORKING

- Introduction to Network Topologies
- OSI and TCP/IP Model
- Fabrication of Ethernet Wire
- IP classes and IP distribution
- Network Protocols
- Installation of Network tools (Switch, Hubs, Routers)
- Configuring Network tools
- Troubleshooting Network Tools
- Software for Planning network
- Connecting PC with Wired and Wireless Services

- Security and Sharing
- Network Diagnostics, Testing, and Maintenance

### DATA BACK UP AND RECOVERY

- Introduction to Data Backup and recovery
- Installing software for recovery of data
- Introduction of Hard-drives
- Introduction to Servers
- Troubleshooting PC Problems and Errors
- Using Input-output devices
- Operating different kind of OS
- Repairing: Mouse, Keyboard

### Practical

- Connecting different kind of Peripherals to PC Installing and maintaining PC hardware (chips, microprocessor, space drives etc.)
- Repairing PC Hardware
- Repairing and developing PC I/n supply generator
- Repairing PC components
- Cleaning and dusting of PC and Peripherals
- Maintaining CPU and Peripherals
- Troubleshooting Memory
- Repairing Floppy Drive, Disk Drive, Ports etc
- Assembling Computer
- Installing PC software
- Troubleshooting Software
- Upgrading Memory PC Peripherals- Installation & maintenance
- Downloading software
- Upgrading Software
- Using different kind of Anti-virus
- Installing Internet to PC
- Fabricating LAN/ Ethernet Wire
- Installing Routers, Switch, Hubs
- Fabricating Different type of Topologies
- Network Planning Software
- Developing Security
- Learning to back-up data
- Ways to back-up data
- Ways to find lost data from the drives
- Breaking of drives password
- Recovering of data from broken PC
- Rebooting of PC

## Installation Engineer- SDH& DWDM (Te/Q6300)

### Organizational Context (Knowledge of the company / organization and its processes)

- Risk and impact of not following defined procedures/work instructions
- Escalation matrix for reporting identified incidents, troubles and/or emergencies e.g. system failures, fire and power failures
- Types of documentation in organization and importance of the same

### Overview of the Guidelines and protection equipments

- SHE and OHS guidelines and regulations as per company's norms.
- Protection equipment (anti-static bands, anti-static packaging, appropriate insulations) that are required to be used.
- "First aid requirements in case of electrical shocks, cuts, fall from height and other common injuries"

### Hazards involving in handling the equipment

- Electrical and chemical related hazards and precautionary measures
- Usage of safety guidelines

### Management skills for the reports to be made

- "Records to be maintained and implication of non-maintenance of the same."
- Knowledge of spare management and repair and return process of faulty equipments

### Technical Knowledge

- Basic equipment category
- Transmission media – Optical, Electrical

### Earthing of equipments

- Need and requirement of earthing the equipment

- Mechanism to maintain the earthing pit to absolute zero need and process of earthing of equipment.
- Usage of cable connectors, cable ties and cable tray

### Final Installation checklist

- Site installation checklist and critical punch points.

### PDH & SDH

- Obtain equipment dimension from installation guide
- PDH and SDH technology
- Limitations of PDH.
- Advantages of SDH.
- Mapping and Multiplexing technology of SDH
- How the DWDM technology works

### DWDM

- Applications of DWDM
- Key components of DWDM systems

### Architecture of DWDM & Deployment of DWDM

- Architecture of a DWDM network
- Key considerations related to the deployment of DWDM.
- Optical Add-Drop Multiplexers.

### Optical devices to be handled

- Optical Cross-Connects.
- Basic equipment design and application

### OFC Systems

- Optical fiber transmission
- Login cables (RJ45, RS232 and Hi – Speed USB) for different site equipment.

### Equipments handling

- "Functionality of test equipment, line tester, Ethernet tester, VSWR meter, RF power meter, Optical meter etc"

### DWDM Equipments handling

- "DWDM amplifiers, MDU units, RODAM features and configurations."

- "Prioritize and execute tasks in a high-pressure environment."

## Core Skills/ Generic Skills

- Writing Skills

### Writing skills for formal emails and other letters and requests

- "Write email/letter to appropriate authority to access infrastructure (i.e. root etc) that might be needed for the installation."
- "Draft Acceptance testing plan."
- Write acceptance testing

### Writing skills for formal emails for the FAULT MANAGEMENT TEAM

- report as per the specified report format
- Write commissioning report as per the specified report format.
- "Write installation report indicating relevant details of site, equipment and accessories"
- Reading Skills

## INSTALLATION CHECKLIST

- "Read and interpret bill of material to check if all necessary parts are available for installation."
- Interpret technical plans and drawings for the installation.
- "Read and interpret test plan to execute."

## Understanding the various documents

- Read and interpret alarms
- Oral Communication Skills
- "Liaise and coordinate with third party vendors.
- "
- "Communicate with supervisor.
- "
- "Explain complex design and concepts in non-technical language."
- Communicate in local language

## Professional Skills

- Plan and Organize

## Time & Working pressure management

- "Multitask by handling multiple tasks and completing them successfully with due timeline."
- "Use and maintain resources efficiently and effectively."

## Positive attitude

- "Be flexible and accept changes in job requirements, schedules or work environments."
- Customer Centricity
- "Communicate with the customer professionally yet providing them relevant information on progress of installation."

## Troubleshooting with the System

- "Identify possible reason of the problem that may arise during AT."
- solve error message/report that might arise during provisioning
- Ask for any help or assistance if needed.
- Problem Solving
- "Troubleshoot common equipment and network related problems."

## Escalation methods for alarms ad faults

- "Utilize appropriate tools and commands to rectify faults."
- "Utilize appropriate communication channels to escalate unresolved problems to relevant personnel."
- Analytical Thinking
- "Think through to address complex problems that might arise during Acceptance Testing (AT)."

## AT & Commissioning time faults

- "Source technical information by researching enterprise website or manufacturer's technical documentation."
- "Think through to address complex problems that might arise during commissioning"

- Equipment operating skills

### Practical for the equipment handling

- "Operate active SDH and DWDM equipment installed at sites."

### Software handling

- "Operate equipment specific software like Network Element System (NES)."

### Use of the cables and tools

- "Connect appropriate login cables (RJ45, RS232, High Speed USB) to logon to the core nodes."
- "Use appropriate cables (Optical, Electrical) and connectors for effective cabling."
- Technical interpretation skills

### Checking of test results for the system deployed

- "Interpret SDH, PDH test sets test results to localize faults and undertake appropriate steps."
- Analyze service impact of the faults to prioritize actions on alarms
- Decision Making

### Final testing

- "Decide if acceptance testing needs to be halted under critical circumstances and report to relevant authority."
- "Decide if the proposed plan needs changes to make it relevant for the equipment under AT and communicate with the appropriate team"



## Drive test engineer (TEL/Q6211)

- Risk and impact of not following defined procedures/ work instructions
- records to be maintained and implications of non-maintenance of the same
- importance of record keeping
- knowledge of spare management and repair & return process for faulty equipment
- SHE and OHS guidelines and regulations as per company's norms
- first aid requirements in case of electrical shocks, cuts, fall from height and other common injuries
- use of safety kit for climbing towers while optimizing the site
- use of fire extinguisher in the car should be mandatory
- data analysis and corrective action policy and procedures
- record keeping policy
- work safety policy
- legislative requirements and organizations procedures for health, safety and security and role and responsibilities in relation to this
- what is meant by hazard, including the different types of health and safety hazards that can be found in the workplace
- how and when to report hazards
- limits of yours responsibility for dealing with hazards
- your organization's emergency procedures for different emergency situations and the importance of following them the importance of maintaining high standards of health, safety and security implications that any non – compliance with health, safety and security may have on individuals and the organization
- functionality of tools like GPS, Magnetic compass, laptop, MapInfo software, MCOM software, PowerPoint software, Google earth principle of directional antennas, sectorization, tilting (E/M), frequency bands, GSM architecture types of telecom towers (GBT, RTT, Pole)
- knowledge of AMT (Amplifier Mount Transceiver)

- Knowledge of passive infrastructure on site. (DG, PIU, SMPS, Tower, Cables , shelter etc.
- troubleshooting technique for laptop, GPS, Mobile phone, software, dongle
- Basic fundamentals of GSM, UMTS, LTE network elements.
- functionality and operations of BTS
- Types of antennas and its radiation pattern
- Basic concepts of handovers, frequency reuse, scrambling codes, PCI, GSM channels, UMTS & LTE channels, interference , types of interferences, Signal strength, power, units conversion
- Call drop reasons, handover failure reasons, poor coverage problem, swapping
- Effect of various parameters on antenna coverage
- Types and reasons for faults and corrective measures
- Technical documentation
- Effect of antenna tilt, direction, azimuth and height on performance (BTS, NodeB, eNodeB)
- Site performance parameters and their optimal values
- Effect of obstructions on tower site performance
- Corrective and mitigating actions to improve site performance
- Operation and troubleshooting of site equipment (GPS, Handset, car charger, dongle, mouse GPS, Data Card)
- Different types of breaches in health, safety and security and how and when to report these
- Evacuation procedures for works and visitors
- How to summon medical assistance and the emergency services, where necessary
- How to use the health, safety and accident reporting procedures and the importance of these
- Government agencies in the area of safety, health and security and their norms and services
- Writing Skills
- fill up appropriate technical forms, maintain proper records as per given format
- Complete accurate well written work with attention to detail
- Reading Skills
- Read and understand manuals, work orders, health and safety instructions, reports etc.
- Interpret reports and numerical data
- Read instructions, guidelines, procedures, rules and service level agreements
- Oral Communication (Listening and speaking skills)
- Communicate with supervisor and peers
- Listen effectively and orally communicate information accurately
- Decision Making
- Evaluate the site and take necessary action, prioritize and execute tasks in a high pressure environment
- Multi task and completing task successfully within due timelines
- Use and maintain resources efficiently and effectively
- Make decisions on suitable course location
- Plan and Organize
- Handle site equipment like laptop, magnetic mouse GPS, mobile phones charger etc.
- Interpret numerical data and other results from DT Software
- Plan and organize your work to meet health, safety and security requirements
- Problem Solving
- Effectively resolve disputes and manage disagreements
- Analyse data and undertake basic calculations on measured parameters
- Apply problem solving approaches in different situations
- Analytical Thinking
- Take initiatives and progressively assume increased responsibilities
- Create and maintain effective working relationships with rigger and team
- Analyse data and activities
- Critical Thinking
- Apply balanced judgments to different situations
- Apply, analyze and evaluate the information gathered from observation, experience , reasoning or communication, as guide to thought and action



## Embedded System Design using 8-Bit Microcontroller (TL/M/L5/C037N)

### The user/individual on the job needs to know and understand:

- Importance of achieving quality policy and quality objectives as per norms of organization
- System design and standards as per company
- OHS guidelines and regulations as per company's norms
- Importance of keeping mandatory records as per company's format
- Defined procedures/work instructions
- The person on the job needs to know and understand:
- How to use multi-meter
- Manufacturing processes and construction methods
- Dealing with various hardware components
- Memory/resource constraints
- Analog, digital and power based circuits and microcontroller interface circuits
- How to use hardware development tool
- Dealing with new hardware which can be buggy
- How to use soldering iron and other soldering equipments
- Technical manuals
- Working of software
- Errors and warnings generated by software to generate the appropriate code
- Embedded C/C++ programming
- How to use software de-bugging and unit testing tools
- Dealing with new hardware which can be buggy
- How to use hardware de-bugging tools
- Working of the components used on PCB
- Power rating for different components
- Importance of reactive computation
- Basics of embedded system
- Programming in C/C++
- **Writing Skills**
- The person In this job must know and understand how to:
- Complete workplace documentation accurately
- Write simple reports when required
- Translate technical requirement test plans
- Record the entire process in proper format
- Fill up appropriate technical forms, activity logs in required format of the organisation
- Maintain proper records as per given format
- **Reading Skills**
- The person in this job must know and understand how to:
- Read and interpret organizational policies and procedures
- Read and interpret data sheets and schematics
- Read and interpret workplace documentation
- Read and comprehend data and images
- Read and understand equipment specifications, parameters, health and safety instructions, technical manuals and reports etc
- **Oral Communication**
- (Listening and Speaking skills) The person in this job must know and understand how to:
- Interact with the each other
- Work as a team player as well as individual contributor basis
- Communicate with supervisor and peers
- Follow instructions accurately
- Use questioning to minimize misunderstandings
- Display courteous and helpful behaviour at all times
- Appreciate business demands
- Interact with engineers if required
- Work as a team player as well as on individual basis
- **Decision Making**
- The person in this job must know and understand how to:
- Prioritize and execute tasks in a high-pressure environment
- Handle multiple tasks and completing them successfully within due timelines
- Use and maintain resources efficiently and effectively
- Be flexible and accept changes in job requirements, schedules, or work environments
- Use multi-meter
- Handle embedded components to be laid out on PCB
- Use hardware development tools

## Installation and Maintenance of Photocopiers and Printers (TL/S/L2/C051 N)

- Make decisions on suitable course of action
- Use debugging and testing tools
- Manage breakdowns in communications with other teams
- Interpret schematics and data sheets of components
- Check if connections of wires are made correctly
- Handle security breaches
- Handle ambiguity in directions and instructions
- **Plan and Organize**
- The person in this job must know and understand how to:
- Plan and organize service feedback files/documents
- Plan and organize your work to meet health, safety and security requirements
- Organize and manage the planning process for testing and troubleshooting.
- **Analytical Thinking**
- Identify emergency situations
- Apply balanced judgment to different situations
- Identify cause effect relationship for the emergencies
- Analyze data and activities
- **Critical Thinking**
- The person in this job must know and understand how to:
- Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
- Assess and control the quality standards
- Apply balanced judgments to different situations
- **Problem Solving**
- The person In this job must know and understand how to :
- Utilize appropriate tools to rectify faults
- Utilize appropriate communication channels to escalate unresolved problems to relevant personnel
- Apply problem solving approaches in different situations



- company's quality policies/ vision on: Customer Handling, TAT (Turnaround Time), Commitment
- organization structure and process of other departments of importance
- Importance of the individual's role in the organization
- reporting structure
- profiling of customers
- installation and activation policy
- service model of the company
- company's code of conduct
- organisation culture and typical customer profile
- company's documentation policy
- company's policies on: incentives, delivery standards, and personnel management
- Knowledge of Electronic and Electrical Components
- Resistors, Capacitors and Inductors, their identification, types and application
- Protection equipment (anti-static wrist bands, shoes, dress, packaging, and other appropriate insulations ) that are required to be used
- First aid requirements in case of electrical shocks, cuts and other common injuries
- Soldering and De-Soldering Techniques
- Principle of Operation of Photocopier
- Dismantling and assembling of paper feed mechanism, paper tray, Thermal unit and Toner Unit.
- Identify the various sensors used in the copier and their fixtures.
- Paper trays, Paper feed mechanism and the sensors used for paper movement
- Periodic cleaning and servicing of copier machines
- Printers and their types
- Thermal Printers and Inkjet Printer, their Working Principle
- Laser Printers and its operation
- Different Parts of Printer
- Cartridges, toner, drum, their use and its replacement
- Overall fault finding and repair of Printer

- Standard fault-finding (troubleshooting) techniques
- Component testing methods
- Troubleshooting through circuit diagram
- Removal and Replacement of faulty Component
- **Reading Skills**
- Read and understand technical manuals, work orders and reports
- Read and understand organizational health and safety instructions
- **Writing Skills**
- Fill up record sheets clearly, concisely and accurately as per company procedures
- **Communication Skills**
- Clearly communicate relevant information to supervisors
- Respond appropriately to queries
- Communicate with customer/customer facing teams to understand handset performance issues
- Communicate in the local language
- Convey proposed solution to the customers
- **Time Management Skills**
- Prioritize and execute tasks in a high-pressure environment
- Use and maintain resources efficiently and effectively
- **Analytical Skills**
- Analyse (and understand) customer complaints
- Interpret reports, readings and numerical data
- Keep up to date with new technology and performance issues
- **Other Skills**
- Create and maintain effective working relationships and team environment through collaboration
- Take initiatives and progressively assume increased responsibilities
- Share knowledge with other team members and colleagues
- Documentation skills
- how to document completion note for customer
- how to record completion information in the ERP system
- Team Work and Multitasking
- to deliver product to next work process on time
- Electrical and Electronic Component Identification and Use Skills
- Understanding use of Electrical component such as cable, switched, transformers etc.
- Understand use of Electronics Component such as Diodes, Transistors, ICs etc.
- Use of Test and Measurement Equipment
- Soldering skills
- Understanding soldering Requirements
- Operation of Equipment required for Soldering
- Use of De-soldering Pump
- **Photocopier Repairing Skill**
- Understand Operation of Photocopier
- Dismantling and assembling of paper feed mechanism, paper tray, Thermal unit and Toner Unit.
- Identify the various sensors used in the copier and their fixtures.
- Fault finding and repairing in electrostatic high voltage unit.
- Dismantling and fitting of drum unit- cleaning of drum unit
- Dismantling and refitting of Carriage unit , mirror unit and light unit
- Periodic cleaning and servicing of copier machines
- Overall fault finding and repair a photo copier machine.
- **Printer Repairing Skill**
- Understand Working Principle of Thermal Printers and Inkjet Printer
- Understand Operation of Laser Printers
- Different Parts of Printer and their use
- Cartridges, toner, drum, their use and its replacement
- Overall fault finding and repair of Printers
- **Troubleshooting Skills**
- How to approach a defect
- Make use of standard OEM specified troubleshooting steps
- Interpret intermediate results and progress fault rectification accordingly
- Utilize appropriate tools to rectify faults



## Optical Fiber Technician (TEL/Q6401)

**To be competent, the user/individual on the job must be able to:**

- obtain OFC route plan from the planning team or the supervisors as per which OFC has to be laid
- verify the proposed route to ensure that bend ratios meet manufacturer's specifications and industry standards
- ensure that site is made safe and secure for cable installation in coordination with labour workers
- develop installation work plan and identify dependencies if any
- determine the statutory permissions required and the relevant authorities involved
- liaise with authorities and obtain relevant clearances
- ensure availability of test equipments like OTDR and Power meter for carrying out optical tests
- ensure availability of all required trenching, cable laying, pipe laying, OFC laying and splicing equipments and spares for timely completion of installation activity
- ensure that faulty equipments are sent to logistics team for repair and replacement
- ensure cable drum is placed near site location and test cable on drum for optical continuity
- ensure trenching is carried out by labour workers as per the route plan requirements and site terrain
- ensure minimum radius is maintained, where bends are necessary
- ensure use of specially designed dispensers to place the ducts in the trench as straight as possible
- ensure pipe/ ducts are placed at lower appropriate depths as per the laying standards after approval from competent personnel
- ensure that ducts are free from twists, collapsed portions and that all such portions are rectified by using appropriate couplers
- ensure proper uncoiling of PLB ducts PC8. ensure duct joints are airtight to ensure smooth cable blowing using cable blowing machines
- ensure cable blowing/ jetting is carried out using rodder as per standard process
- ensure availability of additional cable length (loop) at jointing locations, for future use in case of failures
- ensure that ends of ducts are closed with End Plugs to avoid ingress of mud, water or dust
- ensure that entire length of the duct is cleaned to remove sand, dust that may damage the optical fiber cable
- ensure that cables are appropriately prepared for Jointing based on colour and/ or sequence matching
- ensure the cables are joined/ spliced by Optical fibre splicer as per the standard fusion/ mechanical splicing mechanisms
- ensure use of proper protection material such as GI pipes, RCC pipes, RCC halfcut pipes etc.
- ensure use of Pushfit couplers as duct joints
- identify instances of cross fibre using power source and power meter tests and ensure their elimination
- ensure appropriate optical connectors are used as per the terminating equipment requirements
- verify if ducts require additional protection like cover of RCC pipes, chambering and concreting based on site location and terrain
- ensure installation activity is completed within the defined SLAs
- ensure timely completion of work by monitoring activities performed by the labour workers and optical splicers
- ensure compliance to enterprise policy while escalating instances of delays
- ensure use of appropriate color for the route indicators and joint indicators as per standards
- ensure splices are within the quality assurance/ AT standards
- test the joint for transmission loss and strength and re-terminate the joint if the transmission loss exceeds the manufacturer's specifications
- ensure backfilling and crowning in coordination with the labour workers as per standard requirements
- ensure stone marker at the jointing pit has to be provided for identification of route as well as jointing pit

- ensure appropriate cable markings as per guidelines
- ensure updation of As-build documents based on joint location and installed fibre route
- clear sites from debris and other items
- ensure appropriate disposal of the cut fibers, sleeves and cable pieces
- ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms
- ensure that work is carried out in accordance to the level of competence and legal requirements
- ensure that sites are assessed for health and safety risk as per company's guidelines prior to commencement of work
- ensure compliance to health and safety guidelines by optical splicer and installation labour workers
- ensure that Personal protection equipments like helmets, knee pads, safety boots, safety glasses and trench guards are appropriately used as required
- ensure environmental conditions and hazards like Earth Potential Rise (EPR) are considered while carrying out the work
- ensure adherence to emergency plans in case of safety incidents
- ensure escalation of safety incidents to relevant authorities as per guidelines legal requirements
- ensure cable id/ make and drum numbers are recorded for future fault localization
- ensure OTDR finding are documented & summary of tests are shared with appropriate teams
- obtain sign-off from the projects team and communicate status to NOC for cable integration ensure that documents are available to all appropriate authorities to inspect
- risk and impact of not following defined procedures/work instructions
- escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures ,fire and power failures
- clearances/ municipal approvals that are required prior to carrying out the installation work
- types of documentation in organization and importance of the same
- records to be maintained and implications of non-maintenance of the same
- knowledge of spare management and repair & return process for faulty equipments
- SHE and OHS guidelines and regulations as per company's norms
- personal protection equipments like helmets, knee pads, safety boots, safety glasses and trench guards that are required to be used
- first aid requirements in case of electrical shocks, cuts, fall and other common injuries
- electrical and chemical, environmental related hazards and precautionary measures
- usage of fire safety equipments
- principles of optical transport media and OFC communication
- knowledge of Optical fiber characteristics like refraction, polarization, attenuation, dispersion
- bands in optical fibre and their usability, loss characteristics
- signal strength and quality KPIs – design values and margins
- functionality of optical equipments like cleaver, mechanical and fusion splicing kit, protection sleeves, fiber stripper, fiber reinforced plaster during splicing and jointing
- functionality of optical test equipments like OTDR and power meter
- optimal values of OTDR, Power meter and light meter test results
- utility of As-build route diagrams
- standard trenching, cable laying, pit preparation, splicing, jointing, blowing and back-filling process for installation of OFC cables
- different types of OFC connectors based on the type of equipments
- **Basic Reading & Writing Skills**
- fill up appropriate technical forms, activity logs in required format of the company
- maintain proper records as per given format
- read and understand manuals, work orders, health and safety instructions, memos, reports etc.
- **Communication Skills**
- liaise and coordinate with third party vendors
- communicate with supervisor and peers
- communicate in the local language
- **Project Management Skills**

- prioritize and execute tasks in a high-pressure environment and handle high pressure situations
- handle multiple tasks and completing them successfully within due timelines
- use and maintain resources efficiently and effectively
- be flexible and accept changes in job requirements, schedules, or work environments
- **Other Skills**
- interpret test reports, as made route diagrams and other numerical data
- create and maintain effective working relationships and team environment
- take initiatives and progressively assume increased responsibilities
- share knowledge with other team members and colleagues
- **Equipment operating Skills**
- utilize appropriate optical equipments like cleaver, mechanical and fusion splicing kit, protection sleeves, fiber stripper, fiber reinforced plaster during splicing and jointing
- operate optical test equipments like OTDR and power meter
- **OFC splicing and splice testing skills**
- undertake GPS based route survey to capture appropriate site details
- utilize appropriate fiber like single mode and multi mode optical fibre based on specific requirements
- lay duct using specially designed dispensers
- carry out splicing in a manner ensuring minimum reflectance loss, optical return loss, insertion loss perform optical link testing as per standard process
- utilize appropriate optical test equipments like OTDR, power meter based on test requirements
- perform OFC tests for quality check or Acceptance testing
- prepare test reports in the specified formats
- rectify deviations in the test reports by reperforming the splicing/ testing operations
- perform OTDR test as per standard process and summarize OTDR reports for records and review
- perform Power meter tests as per standard
- process and identify instances of cross-fibres appropriately mark/ tag cables to identify direction and route
- utilize suitable OFC connectors are used based on the termination equipment
- **Technical interpretation Skills**
- identify appropriate cables for splicing based on sequence or colour coding to avoid occurrence of instances of cross fibers
- interpret As made documents and perform update based on actual cable routes, joints
- interpret OTDR and power meter test results to identify and localize faults and/ or measure optical losses
- interpret optical link testing results to ensure link margins
- **Problem solving Skills**
- utilize appropriate tools to rectify faults
- utilize appropriate communication channels to escalate unresolved problems to relevant personnel



## Optical Fiber Splicer (TEL/Q6400)

To be competent, the user/individual on the job must be able to

- verify that cable is installed as per the installation plan and visually inspect cable for signs of sheath damage
- ensure minimum bend ratios are maintained according to manufacturer's specifications to prevent cable damage and signal degradation
- ensure cable is placed on stable jointing pit
- secure cable according to safe industry practice to avoid cable and sheath damage
- identify the appropriate fibers to be joined based on color coding, and sequence
- identify appropriate place for the joint chamber location
- clean the fibre appropriately as per company/manufacturer's
- ensure availability of test equipments like OTDR and Power meter for carrying out optical tests
- ensure availability of optical equipments like spool, joint closure, connectors, splicer and cleaver ensure that faulty equipments are sent to logistics team for repair and replacement
- ensure availability of OF joint kits, Pigtails, patchcords, FDF, OdB connector, protection sleeves, heat shrinks
- ensure continuous power supply at site for the splicing operation by use of portable generators or standby heavy duty batteries
- ensure availability of RCC joint chambers with covers as per specifications
- ensure availability of sand for filling the chambers
- ensure availability of one spare cable drum for emergency replacement of laid cables
- ensure calibration status of equipments to be used ( eg.splicing machine, OTDR, power meter, cleaver)
- ensure clean environment for splicing operations
- ensure cables are stripped off their protective coating, at areas where splicing has to be performed as per the standard process
- ensure the fiber ends are cleaved with a precision cleaver and are inspected with magnifier to ensure appropriateness
- in case of fusion splicing - Insert fibers strand to the fusion machine in accordance to product/equipment specifications
- in case of mechanical splice, align the fibers together by a precision made sleeve and place the prepared fiber in mechanical splicing kit
- verify the spliced fiber for appropriate splicing in the magnifier window
- ensure appropriate splice protectors like heat shrink splice protectors are utilized to protect the splice
- test the fiber joint with OTDR to confirm conformance to design requirements
- ensure optical losses - reflectance, return and insertion are within the defined specifications/ limits
- ensure sealing of Joint closure through heat shrinking/ multi diameter seals/ mechanical seals as appropriate
- ensure FRP - Fiber reinforced plastic is used to strengthen the joint as required
- test the fiber at both ends for instances of cross fiber using power source and power meter tests and ensure their elimination
- ensure joint is placed in the chamber properly
- ensure spare cable (loop) is coiled appropriately and placed inside the joint
- ensure that sand is filled in the chamber to the brim and the chamber covers are placed properly
- ensure that Joint indicator is planted 1 meter behind the chamber location (away from road)
- ensure that the indicator is painted proper colour (for example yellow for joint)
- ensure appropriate disposal of the cut fibers, sleeves and cable pieces
- ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms
- ensure that work is carried out in accordance to the level of competence and legal requirements
- ensure that sites are assessed for health and safety risk as per company's guidelines prior to commencement of work

- ensure compliance to health and safety guidelines by optical splicer and installation labor workers
- ensure that Personal protection equipments like helmets, knee pads, safety boots, safety glasses and trench guards are appropriately used as required
- ensure environmental conditions and hazards like Earth Potential Rise (EPR) are considered while carrying out the work
- ensure escalation of safety incidents to relevant authorities as per guidelines
- ensure appropriate cable marking and Installation of chamber & route marker for direction and route identification
- ensure preparation of jointing record for future reference
- ensure that documents that are required to be updated are identified
- ensure completion of OTDR register showing complete record of jointing tests
- ensure that documents are available to all appropriate authorities to inspect
- risk and impact of not following defined procedures/work instructions
- escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures ,fire and power failures
- types of documentation in organization and importance of the same
- records to be maintained and implications of non-maintenance of the same
- knowledge of spare management and repair & return process for faulty equipments
- SHE and OHS guidelines and regulations as per company's norms
- personal protection equipments like helmets, knee pads, safety boots, safety glasses and trench guards that are required to be used
- first aid requirements in case of electrical shocks, cuts, fall and other common injuries
- electrical and chemical, environmental related hazards and precautionary measures
- usage of fire safety equipments
- principles of optical transport media and OFC communication
- knowledge of Optical fiber characteristics like refraction, polarization, attenuation, dispersion
- bands in optical fibre and their usability, loss characteristics
- signal strength and quality KPIs – design values and margins
- functionality of optical equipments like cleaver, mechanical and fusion splicing kit, protection sleeves, fiber stripper, fiber reinforced plaster during splicing and jointing
- functionality of optical test equipments like OTDR and power meter
- optimal values of OTDR, Power meter and light meter test results
- utility of As made route diagrams
- standard trenching, cable laying, pit preparation, splicing, jointing, blowing and back-filling process for installation of OFC cables
- different types of OFC connectors based on the type of equipments
- standard process and need for performing duct integrity tests like air tightness tests and kink free tests
- right cleaning solvent and other materials(tissue paper etc) to clean the fibre
- **Basic Reading & Writing Skills**
- fill up appropriate technical forms, activity logs in required format of the company
- maintain proper records as per given format
- read and understand manuals, work orders, health and safety instructions, memos, reports etc.
- construct simple sentences and express ideas clearly through written communication
- **Communication Skills**
- liaise and coordinate with third party vendors
- communicate with supervisor and peers
- communicate in the local language
- **Other Skills**
- interpret test reports, as made route diagrams and other numerical data
- create and maintain effective working relationships and team environment
- maintain security of site records and other confidential data
- work in teams and take initiatives
- execute tasks in a high-pressure environment
- be flexible and accept changes in job requirements, schedules, or work environments
- **Equipment operating Skills**
- operate fusion splicing machine: manual, automatic or handheld



- utilize appropriate optical splicing equipments like cleaver, mechanical and fusion splicing machine, protection sleeves, fiber stripper, fiber reinforced plaster, joint closure, heat shrink splice protectors
- operate splice sleeve heaters (within the machine and external to the splicing machine)
- operate optical test equipments like OTDR and power meter
- utilize fiber spool where appropriate while carrying out OTDR tests
- splice in both indoor and outdoor environment
- utilize appropriate fiber like single mode and multi mode optical fibre based on specific requirements
- lay duct using specially designed dispensers
- carry out both fusion and mechanical splicing in a manner ensuring minimum reflectance loss, optical return loss, insertion loss
- utilize appropriate optical test equipments like OTDR, power meter based on test requirements
- perform OTDR test as per standard process and summarize OTDR reports for records and review
- perform Power meter tests as per standard process and identify instances of cross-fibres
- appropriately mark/ tag cables to identify direction and route
- install and operate Installation Termination joint boxes (TJBs)
- install and operate the Fiber Distribution Frames (FDFs) with different types of OdB connectors
- organized laying of Pigtails and patch cords and terminating them in TJB/ FDF etc.
- Technical interpretation Skills
- identify appropriate cables for splicing based on sequence or color coding
- interpret As made documents and perform update based on actual cable routes, joints
- interpret OTDR and power meter test results to identify and localize faults and/ or measure optical losses

## **CCE Call Centre (TEL/Q0100)**

To be competent, the user/individual on the job must be able to:

- attain minimum call login time/dials/customer contacts and attendance for the number of days specified
- balance total number of minutes spent talking to the customer, within specified limits
- restrict total number of minutes customer is put on hold, within given time limits
- attain total number of minutes spent wrapping up calls/notations/tagging within given time limits
- achieve minimum typing speed and accuracy as specified for the job role
- role and importance of the helpdesk in supporting business operations
- the concept of ACHT and AHT, its significance in the overall profitability of the business and how the job relates to the ACHT and AHT
- significance of the intranet tools and telephony application available, in order to attend a customer's call
- importance of attendance in time at office /minimum call login hours/typical response time/service time of processes, products and services
- the importance of clear and honest communication so that the customer is clear about what is being committed
- the importance of respect for self, respect for others and the environment
- difference between 'desirable' and 'undesirable' communication
- company procedures set for execution of the job role/handling company property/maintaining confidentiality of the customer data
- violation of the code of ethics and corrective measures thereof
- out bound calls to customers must not be initiated during unreasonable hours i.e. before 8:00am or after 9:00pm (local time at called party's location)
- the workplace ergonomics for performing the daily tasks
- need for adequate rest breaks or pauses during working hours
- basic working of a computer

- how to receive and make calls, including answering the call within specified number of rings, call forward, call hold and call transfer
- the basic functionalities of the relevant applications used to search customer details in the database, within the specified time limits
- all relevant applications, to be able to swap quickly amongst applications for quick call wrap up
- **Reading Skills**
- read and comprehend about organization's new products and services through intranet portal
- keep abreast with the latest information on products and services, by reading brochures, pamphlets and daily briefing sheets, to reduce the ACHT Writing Skills
- record complete and correct customer discussions in the call logs in CRM, within the ACHT
- formulate sentences without any grammatical errors
- record precise and clear information for analysis by other departments
- **Comprehension Skills**
- Mention remarks in CRM on customer Q R C within the ACHT
- identify with the problem narrated by the customer, interpret and communicate the same for apt resolution, within the ACHT Oral Communication (Listening and Speaking skills)
- fluently speak and understand English and the regional language
- gauge the customer's communication style and respond appropriately
- probe customers using appropriate open and close ended questions to understand the nature of problem, without any pre-conclusions
- give clear instructions to customers
- avoid using jargons, slang, technical terms and acronyms when communicating with customers
- **Decision Making**
- make decisions to categorize customer's interaction Customer Centricity The user/individual on the job needs to know and understand
- how to manage relationship with irate customers
- how to display courtesy and professionalism while interacting with the customers
- how to be patient and attentively listen to the customer
- how to build rapport with the customer to secure pleasant and positive experience Problem Solving
- identify immediate and/or temporary solutions to be given to the customers
- comprehend the problem, identify the solution(s) and suggest the best possible solution to the customer educate customer resolve their technical issues
- Objection Handling The user/individual on the job needs to know and understand how to cope with criticism of customers and constructively mould the same into a positive impression about the organization
- empathize with customer's problems, criticism and suggestions
- address customer's problems before following your given script
- address customer's complete concerns before ending the call
- **Selling Skills**
- maintain self-confidence while conversing with the customers
- effectively influence customers for choosing the right product
- create awareness about product/process/VAS/Data in the customers
- assess customer's needs and expectations and address them accordingly



## **CCE Relationship centre (TEL/Q0101)**

**To be competent, the user/individual on the job must be able to:**

- adhere to specified uniform/dress code and grooming guidelines
- wear name badges as per organizational guidelines
- organize inventory, stationery, pantry stock and display products at the store/showroom/outlet
- maintain basic hygiene and infrastructure upkeep in the store
- attend daily morning briefing before store opening
- review previous day's performance during morning meeting
- obtain product/process changes, new schemes/offers and target & task distribution from store manager
- maintain transparency with customer in sharing resolution timelines
- importance of the role in representing the organization
- organizational guidelines w.r.t. standard uniform, name badges and resolution timelines
- process of store management, organizing inventory, stationery, pantry stock and product displayed importance of attending morning brief, to obtain product/process changes, new schemes/offers and target & task distribution from store manager
- **Reading Skills**
- keep abreast with the latest knowledge by reading brochures, pamphlets and daily briefing sheets
- comprehend sales targets
- **Oral Communication (Listening and Speaking skills)**
- fluently speak and understand English and the regional language
- gauge customer's communication style and respond appropriately
- clearly communicate with peers/seniors during morning brief
- **Interpersonal Skills**
- present a pleasant personality and enjoy communicating with people

- effectively translate and convey information
- accurately interpret other's emotions and respond empathetically
- be sensitive to other's feelings and calmly resolve conflicts
- switch over to customer's language to create comfort
- identify customer's level of frustration with the language adopted by him
- **Report Building**
- manage irate or abusive customers
- display courtesy and professionalism
- be patient and attentively listen
- build rapport with peers to secure understanding and co-operation at work place
- **Time Management**
- manage time while performing multiple responsibilities at the store

