OSS/BSS Training Plan

Summary of Training Courses Offered by PAOSS

Summary

This document discusses the PAOSS training plan and training modules that help you to understand and perform key activities on OSS/BSS projects.

PASSIONATE ABOUT OSS

REMOVING THE COMPLEXITY
FROM OPERATIONAL SUPPORT
SYSTEMS (OSS)

ContactUs@PassionateAboutOSS.com

Considerations

- The key to a successful career is developing rare, enduring and valuable skills as fast as possible, particularly early in one's career. These traits have compounding effects in the same way compounding interest works

- This OSS/BSS Training Plan had to start with the most basic building blocks and terminologies

- It then had to build from basic into key areas of mastery-level subject matter

- Learning OSS/BSS is not an occasional two-week training course, but an OSS/BSS apprenticeship.

- Most "real" learning happens through experience in-person, interacting with others (colleagues, clients, sponsors and other stakeholders) and hands-on using tools / data / processes

- The reality is that even OSS experts tend to take months before becoming their most productive within a new environment

- Unlike medicine, there is almost never one "best practice" way to do any OSS tasks, but we leverage widely used frameworks

- It had to cover all aspects of OSS from strategy to delivery to operations and all associated roles

- Our industry changes quickly, so whilst planning out an indicative syllabus over multiple years, there has to be flexibility to adapt in-flight

- Whilst the following OSS Training Plan will be overkill for most, it may help to give you some ideas for creating a factory to build your own Valuable OSS Tripods.

OSS/BSS Training & Mentoring Plan

- This template provides a guide to developing a more formal multi-year training and mentoring plan to supplement the day-to-day tasks performed by the trainee in their OSS/BSS-related role

OSS Training Mentoring Plan

Level ID	Competency Skill ID	Activity Type	Venue	Activity Name	Provider's Name	# of Days	Proposed Quarter	Proposed Year
Basic	Core OSS concepts	Training Cour:	Others	An introduction to OSS	http://passionateaboutoss.com/oss-consultancy-training/an-introduction-to-oss/	2	Q-4	2019
Basic	Core OSS concepts	Training Cour:	Others	Defining OSS Naming Conventions and Terminologies	http://passionateaboutoss.com/oss-consultancy-training/defining-naming-conventions/	1	Q-4	2019
Basic	Understanding <client> Environment	Work Assignment	<client>		Mentor review		Q-4	2019
Basic	Core OSS concepts	Conference	Intl.	TM Forum's Digital Transformation Asia (DTA)	https://dta.tmforum.org Mentor review of summary paper	3	Q-4	2019
Basic	Core OSS concepts	Training Cour:	Others	TM Forum Frameworx overview		2	Q-1	2020
Basic	Understanding <client> Environment	Work Assignm	<client>	Describing <client>'s OSS/BSS Application Architecture using the TAM	Mentor Review	5	Q-1	2020
Basic	Core OSS concepts	Training Cour:	Others	Identifying and Mitigating Your Biggest OSS Risks	http://passionateaboutoss.com/oss-consultancy-training/oss-risk-planning/	1	Q-1	2020
Basic	Understanding <client> Environment	Work Assignm	<client>	Identify <client>'s biggest OSS risks	Mentor Review	3	Q-1	2020

CLICK IMAGE TO VIEW FULL TRAINING PLAN
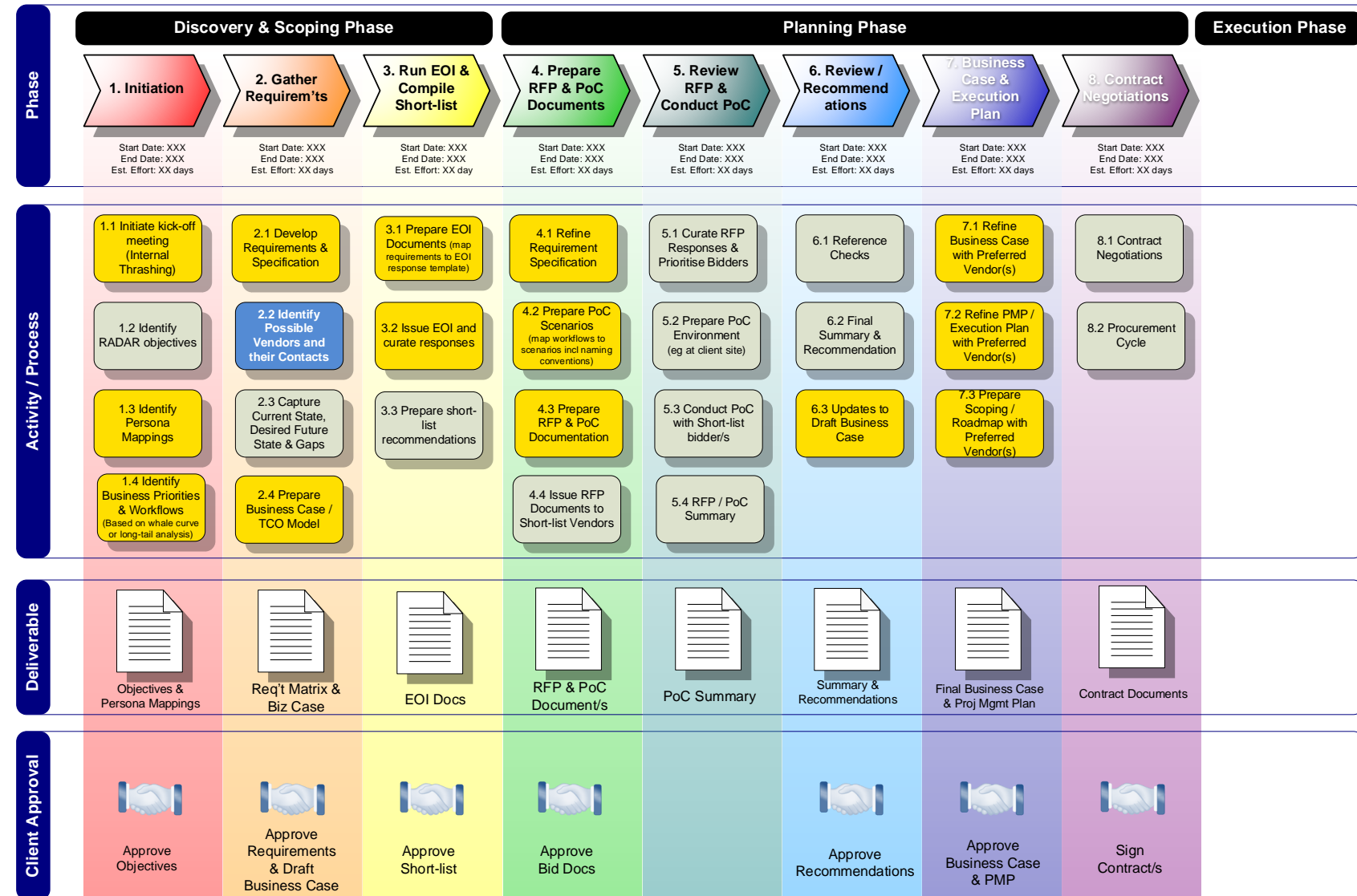
Individual Course Modules

1. [An Introduction to OSS/BSS](#) (PAOSS-INT-01)
2. [Strategic Analysis of Your OSS/BSS](#) (PAOSS-INT-02)
3. [Creating an OSS/BSS Transformation Plan](#) (PAOSS-PRE-01)
4. [OSS/BSS Persona and Workflow Mapping](#) (PAOSS-PRE-02)
5. [Gathering Your Specific OSS/BSS Requirements](#) (PAOSS-PRE-03)
6. [Choosing the Right OSS/BSS Products for Your Needs](#) (PAOSS-PRE-04)
7. [Preparing Your OSS/BSS Business Case](#) (PAOSS-PRE-05)
8. [OSS/BSS Project Planning](#) (PAOSS-PRE-06)
9. [Developing your OSS/BSS Roadmap](#) (PAOSS-PRE-07)
10. [Identifying and Mitigating Your Biggest OSS/BSS Risks](#) (PAOSS-EE-01)
11. [Developing a Data Integration Plan](#) (PAOSS-EE-02)
12. [Integrating with other Systems](#) (PAOSS-EE-03)
13. [Defining OSS Naming Conventions](#) (PAOSS-EE-04)
14. Understanding Network Inventory (PAOSS-EX-01)
15. Understanding Network and Service Assurance (PAOSS-EX-02)

Other courses can be developed to your specific needs upon request

Baseline Transformation Methodology

> This end-to-end transformation methodology template is used to guide which part of an implementation each training module relates to

> See "Methodology Steps" row in table on subsequent slides

Phase	Discovery & Scoping Phase			Planning Phase				Execution Phase
	1. Initiation	**2. Gather Requirem'ts**	**3. Run EOI & Compile Short-list**	**4. Prepare RFP & PoC Documents**	**5. Review RFP & Conduct PoC**	**6. Review / Recommendations**	**7. Business Case & Execution Plan**	**8. Contract Negotiations**
	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX day	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days	Start Date: XXX End Date: XXX Est. Effort: XX days

Activity / Process

1.1 Initiate kick-off meeting (Internal Thrashing)	2.1 Develop Requirements & Specification	3.1 Prepare EOI Documents (map requirements to EOI response template)	4.1 Refine Requirement Specification	5.1 Curate RFP Responses & Prioritise Bidders	6.1 Reference Checks	7.1 Refine Business Case with Preferred Vendor(s)	8.1 Contract Negotiations
1.2 Identify RADAR objectives	2.2 Identify Possible Vendors and their Contacts	3.2 Issue EOI and curate responses	4.2 Prepare PoC Scenarios (map workflows to scenarios incl naming conventions)	5.2 Prepare PoC Environment (eg at client site)	6.2 Final Summary & Recommendation	7.2 Refine PMP / Execution Plan with Preferred Vendor(s)	8.2 Procurement Cycle
1.3 Identify Persona Mappings	2.3 Capture Current State, Desired Future State & Gaps	3.3 Prepare short-list recommendations	4.3 Prepare RFP & PoC Documentation	5.3 Conduct PoC with Short-list bidder/s	6.3 Updates to Draft Business Case	7.3 Prepare Scoping / Roadmap with Preferred Vendor(s)	
1.4 Identify Business Priorities & Workflows (Based on whale curve or long-tail analysis)	2.4 Prepare Business Case / TCO Model		4.4 Issue RFP Documents to Short-list Vendors	5.4 RFP / PoC Summary			

Deliverable

Objectives & Persona Mappings	Req't Matrix & Biz Case	EOI Docs	RFP & PoC Document/s	PoC Summary	Summary & Recommendations	Final Business Case & Proj Mgmt Plan	Contract Documents

Client Approval

Approve Objectives	Approve Requirements & Draft Business Case	Approve Short-list	Approve Bid Docs		Approve Recommendations	Approve Business Case & PMP	Sign Contract/s

6

Notes:
- Yellow activity boxes indicate existing PAOSS template
- Blue activity uses The Blue Book OSS/BSS Vendor Directory by PAOSS

An Introduction to OSS/BSS

- Answers fundamentals questions such as:
  - What is an OSS?
  - What is a BSS?
  - Why are OSS and BSS even a thing?
  - Who uses an OSS and/or BSS?
  - What Functions do OSS and BSS Perform?
  - What Business Benefits do OSS/BSS Generate?
  - What's the difference between an OSS and BSS?
  - How do OSS & BSS interact with a Comms Network?
  - What does an OSS/BSS look like?
  - What does an OSS/BSS GUI look like?
  - Where can I Find Further Assistance?
  - Where can I Find Out More About OSS and BSS?
- Provides additional premium material that builds upon the free introductory video playlist found here

Course Summary	
Course Code:	PAOSS-INT-01
Delivery Method:	Over 1 hour of video content
Methodology Steps:	N/A
Templates Provided:	N/A
Contact Hours Included:	N/A
Pre-requisites:	N/A
Cost (USD)	$27.95

Strategic Analysis of Your OSS/BSS

If your organization sells OSS/BSS or related services, this course takes you on a step-by-step guide on how to perform a strategic analysis on your OSS/BSS and how to then plot a roadmap to the sustainable competitive advantages:

- Understanding your organisation's corporate vision / objectives and how they can be mapped to a benchmark that delivers a guiding vision and strategic advantages for your OSS/BSS products and services

- Undertaking a current state, desired future state and gap analysis on your OSS/BSS

- Identify, evaluate and prioritise change factors against the benchmark. These factors could include pricing model, Target customer segments / industries, product / service mix (new or alternatives to existing), product delivery models (eg on-prem, SaaS, etc), technologies (eg AI/ML, etc), partnerships, marketing models, etc.

- Undertaking competitor analysis

- Understanding how your organisation's sustainable competitive advantage can be enhanced by your OSS/BSS

- Understanding the required benefits and mapping these out to specific objectives for your OSS

- Understanding the risks associated with OSS operations and OSS projects

- Understanding the organisational change impacts when undertaking OSS projects

- Tracking a roadmap of innovation and change down to a project-by-project and resource allocation level

Course Summary	
Course Code:	PAOSS-INT-02
Delivery Method:	Video, templates, personal contact
Methodology Steps:	N/A
Templates Provided:	Strategy Canvas (benchmark), Option Evaluation Template, Project / Resource Template Competitor Analysis Template
Contact Hours Included:	2 x 1 hr sessions
Pre-requisites:	N/A
Cost (USD)	$897

Creating an OSS/BSS Transformation Plan

This course takes you on a step-by-step guide on how to develop a plan to implement a new or updated OSS/BSS to meet your needs.

The course takes you through the following key product selection steps:

- Preparing an OSS/BSS product selection process that suits your needs. We assist you to enhance the attached Baseline Transformation Methodology

- Identifying your key requirements (organisational, functional, technical, deliverables) for your proposed OSS/BSS

- Identifying key stakeholders (project resources, sponsors, product users, etc)

- Undertaking a current state and gap analysis

- Preparing an Expression of Interest (EOI), Request for Information (RFI) and/or Request for Proposal (RFP) documents

- Evaluating OSS product capabilities versus key requirements

- OSS product short-listing techniques

- Preparing for product demonstrations

- Undertaking a Proof of Concept (PoC) trial

- Final evaluations

- Contract negotiation recommendations

Course Summary	
Course Code:	PAOSS-PRE-01
Delivery Method:	Video, templates, personal contact
Methodology Steps:	All
Templates Provided:	Transformation Methodology, Transformation WBS Template. Note: Other templates such as Requirement Capture are included in other courses
Contact Hours Included:	1 hr session
Pre-requisites:	N/A
Cost (USD)	$497

OSS/BSS Persona and Workflow Mapping

Do you have the task of identifying the current state of your OSS/BSS, who uses it, how and for what reasons? This course helps to identify the people / groups who use your OSS/BSS and the most important workflows that are performed using your OSS/BSS/network stack.

This course provides you with a step-by-step guide on how to identify what's most important for your organisation using your OSS/BSS stack including:

- To identify key user types (personas) that interact with your OSS/BSS

- To identify the most important workflows used with your OSS/BSS

- To prioritise those workflows as scenarios [Note: This could be used in a PoC (Proof of Concept) that assists with product / vendor selection]

- To evaluate not just functionality, but efficiency in performing key workflows

Course Summary	
Course Code:	PAOSS-PRE-02
Delivery Method:	Video, templates, personal contact
Methodology Steps:	Items 1.3 and 1.4
Templates Provided:	Persona Mapping Matrix, which includes workflow mappings as well
Contact Hours Included:	1 hr session
Pre-requisites:	N/A
Cost (USD)	$497

Gathering Your Specific OSS/BSS Requirements

Do you have the task of gathering the list of requirements for an upcoming OSS/BSS project? You know the rest of your project will be measured against the OSS/BSS requirements you gather. Do you already have a list of requirements in mind before you start discussions with your stakeholders? Are you worried there will be other important requirements that you overlook? Are you worried about how to prioritise the requirements you capture, as you know some will be essential, whilst others will be optional or wish-list items at best.

This course provides you with a templated approach to gather your requirements:

- To identify key user types (personas) that interact with your OSS/BSS (PAOSS-PRE-02)

- To use the generic entries in the pre-populated template as a guide for generating requirements that are more specific to your needs. Note: These entries are categorized according to TM-Forum TAM classifications, as follows:- Market / Sales Domain (TAM 3), Product Domain (TAM 4), Customer Domain (TAM 5), Service Domain (TAM 6), Resource Domain (TAM 7), Business Partner Domain (TAM 8), Enterprise Domain (TAM 9), Integration Domain (TAM 10), Common Domain (TAM 11), General (Infrastructure, Platform, Hardware, Software, Usability, etc) and Reports

- To use the template to quickly gather information and capabilities from short-listed vendors

- To use the template to aid further short-listing or down-selection before subsequent steps in your vendor/product selection journey

- To prioritise requirements (eg mandatory, optional, etc) and/or to segment by project phase

- To use the requirements template for requirement traceability through the life-cycle of the project

Course Summary	
Course Code:	PAOSS-PRE-03
Delivery Method:	Video, templates, personal contact
Methodology Steps:	Item 2.1
Templates Provided:	Requirement Gathering Template (includes sample requirements to aid your requirement gathering process)
Contact Hours Included:	2 x 1 hr sessions
Pre-requisites:	PAOSS-PRE-02
Cost (USD)	$897

Choosing the Right OSS/BSS Products for Your Needs

Are you looking to find the best-fit OSS/BSS for your organisation and proposed transformation? Are you aware that there are over 400 different OSS/BSS vendors (and even more products) to choose from?

How many of those products are you familiar with? Five? Ten? Fifty? How do you know whether the best-fit product or supplier is within the list of those you already know? Perhaps the best-fit is actually amongst the hundreds of other products and suppliers you're not familiar with yet. How much time do you have to research each one and distill down to a short-list of possible candidates to service your specific needs? Where do you start?

This course takes you on a step-by-step guide on how to filter and select the best OSS/BSS for your needs:

- Use The Blue Book OSS/BSS Vendor's Directory to identify a **long-list** of solutions (~20) out of all available vendor solutions (400+)
- Use persona/workflow mapping (PAOSS-PRE-02) and high-level requirements (PAOSS-PRE-03) to identify the key questions that will quickly identify a **short-list** for deeper analysis
- Identifying the next steps to go from short-list to best-fit (PAOSS-PRE-01)

Course Summary	
Course Code:	PAOSS-PRE-04
Delivery Method:	Video, templates, personal contact
Methodology Steps:	Item 2.2
Templates Provided:	Custom Long-list matrix, Custom Short-list matrix with requirement questions
Contact Hours Included:	1 hr session + long-list and short-listing services
Pre-requisites:	PAOSS-PRE-01, 02 and 03 recommended
Cost (USD)	$497

Preparing Your OSS/BSS Business Case

Have you been tasked with kicking off a new OSS/BSS project and need to build a compelling business case to gain funding approvals for it? This course helps you to build up a business case that quantifies the intangible aspects of OSS/BSS and demonstrates greater business value from your proposed OSS/BSS. This course covers the following key areas:

- Defining the template for your business case

- Defining the opportunity (corporate alignment, initial requirements, justifications)

- Turning the intangible attributes of an OSS/BSS into tangible benefits, including examples across categories such as:
    - Revenue Generation
    - Cost Reduction and/or Business Efficiency
    - Governance (eg OH&S, site access, contract management, etc)
    - Digital Asset Creation
    - Brand Value

- Identify the alternative options

- Detailed solution evolution and alternative analysis

- Communicating the case

- Financial analysis (costs, benefits analysis, payback period) including the use of a TCO (Total Cost of Ownership Model Template) for comparing options

Course Summary	
Course Code:	PAOSS-PRE-05
Delivery Method:	Video, templates, personal contact
Methodology Steps:	Items 2.4, 6.2 and 6.3
Templates Provided:	Business Case Template and TCO Template
Contact Hours Included:	2 x 1 hr sessions
Pre-requisites:	N/A
Cost (USD)	$897

OSS/BSS Project Planning

Have you been tasked with project managing an OSS/BSS transformation? Or perhaps are responsible for planning a project for others to run?

This course provides you with a step-by-step guide on how to plan out your upcoming OSS/BSS project including:

1. To identify key implementation strategies

2. To identify the most important activities, who's responsible/supporting and plan them on a page using WBS (Work Breakdown Structure) techniques (template provided)

3. Using the WBS to generate a timeline of effort, dependencies and resource allocation

4. Generate a Project Management Plan (PMP) [template provided] or Execution Plan

5. To use work breakdown planning strategies that suit phased delivery of value in preference to big-bang deliveries

6. The partnership and change management strategies required

7. Identifying risks and issues and creating mitigation strategies

8. Planning for in-flight change

9. To identify the technical solution including designs, integrations, infrastructure, deliverables and much more

Course Summary	
Course Code:	PAOSS-PRE-06
Delivery Method:	Video, templates, personal contact
Methodology Steps:	Item 7.2
Templates Provided:	Work Breakdown Structure (WBS), Project Management Plan
Contact Hours Included:	2 x 1 hr sessions
Pre-requisites:	PAOSS-PRE-01 (recommended only)
Cost (USD)	$897

Developing your OSS/BSS Roadmap

Do you have to develop a roadmap for your OSS through a series of phases of product implementations and integrations? This course provides you with the methodology, process and templates for mapping a roadmap to your future OSS. The step-by-step guide to OSS roadmap development includes the following:

1. Capturing a technical, functional and organisational view of the current OSS suite

2. Capturing the future needs and objectives

3. Identifying the gaps in products, functionality, processes and people

4. Mapping applications, data models and interfaces in a staged progression to future state

5. Mapping organisation and process changes

6. Summarising with a sequence of tasks (ie the road-map)

Course Summary	
Course Code:	PAOSS-PRE-07
Delivery Method:	Video, templates, personal contact
Methodology Steps:	Item 7.3
Templates Provided:	Roadmap Model
Contact Hours Included:	3 x 1 hr sessions
Pre-requisites:	PAOSS-PRE-01, 02 and 03 recommended
Cost (USD)	$1197

Identifying and Mitigating Your Biggest Risks

Are you about to embark on a new OSS/BSS project and need to prepare a risk plan? There are many different types of risk, including many hidden ones. This course provides you with the process and templates for identifying your OSS/BSS risks (before and during the project). The templates include hundreds of sample risks and mitigation strategies for you to consider when building up your risk plan to cater for your specific situation.

This course on OSS/BSS risk planning covers the following key areas:

1. Creating a risk management methodology

2. Establishing goals and context

3. Analysing the major classifications of OSS/BSS risk, which include:
   1. Organisational change management
   2. Data integrity
   3. Application functionality mapping to real business needs
   4. Complexity
   5. Integrations and Northbound Interfaces (NBI)
   6. Implementation

4. Preparing a risk management matrix (template provided)

5. Risk treatment

6. Monitoring and reporting

Course Summary	
Course Code:	PAOSS-EE-01
Delivery Method:	Video, templates, personal contact
Methodology Steps:	N/A
Templates Provided:	Risk Matrix, which contains example risks for consideration
Contact Hours Included:	0.5 hr session
Pre-requisites:	PAOSS-PRE-01 recommended
Cost (USD)	$297

Developing a Data Integration Plan

Do you have to develop a plan for getting a truckload of data loaded for your OSS? There are usually so many factors to consider when planning a data load, particularly if you're loading data into production environments.

This course describes the approach to planning, collecting, augmenting, cleansing and integrating data into your OSS. The areas covered include:

1. Understanding scopes and phases of migration

2. Identifying data sources

3. Identifying data destinations, environments and associated data models (including common information model if applicable)

4. Understanding required mapping rules and retention / aging policies

5. Risk and mitigation planning

6. Developing a migration methodology and process that includes:
    1. Data / object categorisation
    2. Data gathering
    3. Script development
    4. Temporary loading
    5. Data manipulation
    6. Data testing
    7. Permanent loading

7. Developing sequencing and scheduling

Course Summary	
Course Code:	PAOSS-EE-02
Delivery Method:	Video, templates, personal contact
Methodology Steps:	N/A
Templates Provided:	Data Migration Plan
Contact Hours Included:	0.5 hr session
Pre-requisites:	PAOSS-PRE-01 recommended
Cost (USD)	$297

Integrating with other Systems

Do you have plans for integrating your OSS with other systems but don't know where to start? Start by developing an Interface Requirement Specification (IRS) that describes the interface objectives for your developers .

This course provides you with the process and templates for identifying your NBI and mapping data across these interfaces into your OSS. The templates include sample device types for many different styles of network elements and systems.

The course walks you through the creation of an Interface Requirement Specification (IRS) with sections that include:

1. Introduction to the interface
2. Capture all Interface descriptions (eg manufacturer, domain, agent type, version, physical interface, management interface) in the NBI Interface Capture Matrix (provided with samples)
3. Capture details about the Interface types (eg alarms, performance, inventory / config, provisioning, admin, etc). [Note that a single device type may have completely independent interfaces for each of the interface types]
    1. Interface protocol (eg SNMP, CORBA, etc)
    2. Connectivity specifications (eg MIBs, IDLs, etc)
    3. Code libraries and associated documentation
    4. Message style – some interfaces use file / log transfers rather than messages, others allow sessions to be established
    5. Format of the messages (eg header, object identifiers, index/counters, message content, framing, timestamps, timeouts, status, etc).
    6. List of message types, definitions, variables and usage / description
4. Managed objects (eg devices, cards, ports, etc)
5. Special interpretations, enrichments, parsing rules, mapping, derivations, thresholds or actions to take with each type of message. [Note that you may even need a description of the network under management, such as topologies, services, naming conventions, etc to explain the interpretation of messages]
6. Classification of OSS objects (eg fields in a database) for the source data to be mapped to
7. Mapping of messages into OSS objects
8. Introduction to TM Forum Open APIs
9. List of violations or exceptions and corresponding descriptions of how to handle them

Course Summary	
Course Code:	PAOSS-EE-03
Delivery Method:	Video, templates, personal contact
Methodology Steps:	N/A
Templates Provided:	Interface Requirement Specification (IRS), NBI Interface Capture Matrix
Contact Hours Included:	0.5 hr session
Pre-requisites:	PAOSS-PRE-07 recommended
Cost (USD)	$297

Defining OSS Naming Conventions

If your organisation is making its first-ever foray into OSS, there are many gotchas relating to naming conventions.

This course provides you with a step-by-step guide on how to build a suitable OSS naming convention including:

1. Risks associated with naming conventions and why your OSS needs a carefully considered OSS naming convention

2. Naming convention frameworks

3. Naming at OSS-level vs Network-level

4. Tips and tricks on what to do, what not to do and why

5. Sample formats and

6. Some of the gotchas to avoid

7. Change management planning to bring your organisation up to speed with how and why your naming convention will change to cater for your OSS

Course Summary	
Course Code:	PAOSS-EE-04
Delivery Method:	Video, templates
Methodology Steps:	N/A
Templates Provided:	Naming Convention Template
Contact Hours Included:	N/A
Pre-requisites:	N/A
Cost (USD)	$97

Contact Details

For a more detailed discussion on this pack, reach us at:

- Email: contactUs@PassionateAboutOSS.com
- Web: https://PassionateAboutOSS.com