

## Advanced Revenue Assurance and Impact of New Technologies

### TRAINING COURSE OUTLINE

#### LEARN



TELECOMSPECIALISED  
TRAINING COURSES



#### IMPROVE



INCREASED STAFF  
PRODUCTIVITY AND  
COLLABORATION



#### GROW



IMPROVED PERFORMANCE  
AND FASTER GROWTH



- **Advanced Telecom Revenue Assurance (RA) Concepts**
- **Advanced RA Controls, Measures and Thresholds Design**
- **RA Best Practices, TM Forum RA Maturity Model**
- **New Technologies and Impact on RA (5G, Cloud, IoT, SDN/NFV...)**
- **Inter-Carrier Settlements, Verification and Validation**
- **Data Analytics in Revenue Assurance**

## Training Course Overview

This course is structured as a comprehensive and practical program, mixing theory with case studies as well as team exercises. Our approach is built on over 20 years of operator experience and is tailored to the requirements of telecom operators. It provides an in-depth insight into Advanced Revenue Assurance for the telecom industry.

Aim: Acquire knowledge and advanced skills required to detect, analyse, fix and reclaim revenue leakages, as well as to measure and report on the financial impact of RA findings.

## Course Modules Breakdown (Example 3 Day Course)

Revenue Assurance – New Technologies Threats		
Module	Details	Hrs.
<b>Day 1</b>		
The Idea of Revenue Maximization	In this session we discuss this emerging role of RA in the future organisation. We investigate the increasing importance of RA as it evolves to possibly become Business Assurance.	1
Revenue Assurance for Advanced Services	"Non-traditional" telecom services are putting increased demands on the capabilities of the RA organisation. We examine if and how such new advanced services requires a different approach to RA.	0.5
Advanced Controls Design and Implementation	"Inspect what you expect". Identification of control points relating to network, data sets and business rules. Design process of different types of controls, measures and thresholds.	1
Tools & Methods for RA Initiatives	Here we review a number of different RA systems, useful tools and methodologies especially from the perspective of traditional telecom products and new service offerings.	0.5
Network Optimization	With a broad scope RA methodologies can be deployed also to benefit parts of the business that is normally not in scope. We look at how RA can drive Network revenue optimisation.	0.5
New Products, Provisioning, Inventory Reconciliation	RA integration with product development, ordering processes. Reconciliation of data in the order and provisioning stage as well as on network asset / inventory reconciliation / verification.	1
RA Concept & Best Practices	We discuss how RA is viewed and implemented across the global telecom industry and draw conclusions. Review of TM forum RA standards and maturity models. Review of telecom case studies.	1.5
Data Integrity	Data Integrity as an integral component and prerequisite of effective Revenue Assurance activities	0.5
End-to-End RA Strategy & Success	Business strategy hierarchies and RA intersect. Developing strategy and steps. Strategy and RA Business Maturity Intersect.	1
RA Success Factors and KPIs	RA Success Factors. TM Forum standards based RA KPIs: Data Quality, Revenue Leakage, RA Process Effectiveness.	0.5

Day 2		
3G / 4G / 5G	Detailed review of 5G: history, standards, spectrum, improvements. Differences in architecture vs. 3G/4G and impact on RA?	3
VoLTE / VOIP / SIP	Review of VoLTE, VoIP and SIP. Impact on RA.	0.5
IoT / M2M	How are IoT / M2M services different from RA perspective compared to legacy telecom services? Which types of controls are appropriate and most effective / necessary?	1
SS7 / SIGTRAN / RADIUS, Diameter	Review of various signalling protocols and their relevance to RA controls design and management.	1
NFV/SDN	Detailed review of Network Functions Virtualization and Software-Defined Networking. Review of RA methodologies suitable for virtualised networks.	1
Cloud / ICT / Managed Services	Here we look at the impact on the RA from introduction of Cloud, ICT and Managed Services	1
Day 3		
IMS / NGN	Here we look at the impact on the industry in general and RA in particular by IMS & NGN	0.5
Mobile Money, Content, Apps, Games...	Review of services such as Mobile Money, Content, Apps, Games... Here we discuss how these new services can be best managed from the RA/FM perspective.	0.5
Policy & Charging Resource Function (PCRF)	Here we review the functionality, and role, of the PCRF in a multimedia network and for services such as VoLTE. We especially consider how the PCRF can be integrated into the RA framework.	1
Digital Transformation	We investigate how the ongoing digital transformation of the operator industry will impact the RA activities.	1
Inter Carrier Billing, Verification and Validation	RA for inter carrier business transactions: Contracts, Value Commitments, TAR agreements, Price lists, Numbering plans, Number portability, Origin based rating/routing & exchange rate, large number of supplier invoices in different formats. We explore strategies that are effective in this domain.	2
Data Analytics in Revenue Assurance	Introduction to analytics techniques: multiple variable regression analysis, two means comparison, churn models, credit risk models.	1.5
Pre Mediation Risk Assurance	We discuss which data sources and methods that can be employed and also examine the role of network probes specifically for RA.	0.5
RAFM Convergence	RA and Fraud Management activities, both Detection and Prevention, often partially intersect. We discuss the risks, and opportunities, that exist and how they are best managed.	1