

## Telecom Revenue Assurance and Fraud Management Fundamentals

### TRAINING COURSE OUTLINE

#### LEARN



TELECOMSPECIALISED  
TRAINING COURSES



#### IMPROVE



INCREASED STAFF  
PRODUCTIVITY AND  
COLLABORATION



#### GROW



IMPROVED PERFORMANCE  
AND FASTER GROWTH



- **Overview of Telecom Revenue Assurance [RA]**
- **Overview of Telecom Fraud Management [FM]**
- **Detection, Correction and Prevention**
- **Risk areas and Methodologies**
- **Active and Passive RA**
- **Cost effective RA and FM**

## 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 Revenue Assurance and Fraud Management for the telecom industry.

Aim: Acquire knowledge and 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 2 Day Course)

Module	Short Description
Day 1	
Introduction to RA	Introduction to revenue assurance. Significance of revenue assurance in the telecom industry. Concepts, application and best practices.
Fixed and Mobile Telecommunication Networks	Functional overview of fixed voice, mobile and data networks. MNO/MVNO value chain, operational differences and similarities, the role of the MVNE, impacts on RA/FM. Architecture of 3G, 4G & 5G mobile networks. MVNO infrastructure and networks.
RA Methodology	Objectives, scope & domain. Detection, correction and prevention in RA. Active versus reactive/passive approach. Cost benefits analysis of different methodologies and organisational RA/FM models.
RA Best Practices	End-to-end reconciliation. Errors in order, provisioning & network Integrity. RA best practices. TM Forum RA maturity model.
Rating & Billing, Billing and Accounting , Billing Data, Data Sources, Data Types	Effective credit management, collection process. Billing systems, accounting, accounts payables & receivables, CDR's, mediation. Billing and financial systems, CRM, provisioning, fault management, network monitoring. Data integrity and data types.
Pre-paid, Post-paid & Roaming & Interconnects	Pre-paid, post-paid, roaming overview. interconnects, settlements and reconciliation.
RA Analysis	Methodology and overview of RA systems and tools. Design of Controls, measures, thresholds. RA reporting dashboards and KPI's. The role of a data warehousing /repositories.
Process Impact on RA	Risk areas, examples of domains to address; provisioning/changes, rating/billing, settlement, collection & credit management. Controls, reports and KPI's
RA Organisation	How to organise RA team activities, reporting lines.

Day 2	
Telecom Fraud Overview	High level overview of telecom fraud and key risks
RA and FM Convergence	Revenue Leakage – Differentiating RA & FM Issues. Relationship between Fraud and Revenue Assurance. Collaboration for multi-dimensional leakage. Collaboration Components.
Telecom Fraud Case Studies & Examples	Traffic pumping schemes Schemes to defraud telecom service providers Schemes conducted over the telephone Mobile Payment risks & fraud Direct Carrier Billing
Fraud Management Lifecycle	Fraud prevention & detection Fraud vs. Mobile Number Portability Portability fraud targeting customers Portability fraud targeting the operator
FM Best Practices	TM Forum Fraud Management Maturity Fraud Management Maturity Model FMMMv2 Key Concepts, Dimensions, Topics, FM Maturity Indicators
FM Business Metrics and Performance Indicators	Measures category: Loss Analysis Measures category: Process Effectiveness Measures category: Process Efficiency Measures category: Volume Analysis Metrics / Indicators Summary Table Other Quantitative Analysis
Summary with Q&A	Review of key course contents, questions and Q&A Course feedback from attendees