Optima 7.0 Management Portal
E-Learning Training
Content Development Plan

Revision 1.10
February 6, 2009

KENTROX CONFIDENTIAL AND PROPRIETARY

© 2009 by KENTROX, Inc. All rights reserved.

Revision History

Document Title: Optima 7.00 E-Learning Training Content Development Plan			
Revision	**Date**	**Author**	**Release Comments**
1.00	1/15/09	Elaine Hairston	Preliminary version
1.10	2/6/09	Elaine Hairston	Updated CBT term to E-learning for consistency

1.0 General Information 4

1.1 Purpose 4
1.2 Scope 4
1.3 Target Audience 4
1.4 Prerequisites 4

2.0 E-Learning Module Outline 4

2.1 Course Preface 4
2.1.1 Course structure and flow 5
2.1.2 How to get assistance 5
2.1.3 Additional references 5
2.2 Module 1: Optima Product Overview 5
2.2.1 Module overview and objectives 5
2.2.2 Optima features, functionality and benefits 5
2.2.3 Architectural Overview 5
2.2.4 User functions overview 5
2.2.5 System configuration overview 5
2.2.6 Getting Started with the Optima Management Portal 5
2.3 Module 2: Monitoring and Managing Events 5
2.3.1 L1 – Event Management Overview 5
2.3.2 L2 - Events List 5
2.3.3 L3 - Event Filtering & Mediation 6
2.3.4 L4 - Threshold Templates 6
2.3.5 L5 - Managing Events on a Map 6
2.4 Module 3: Creating and Managing Reports 6
2.4.1 Report types and examples 6
2.4.2 Creating a report 6
2.4.3 Saving as a favorite 6
2.4.4 Using the Report Viewer 6
2.5 Module 4: Creating and Managing Dashboards 6
2.5.1 Types and Examples 6
2.5.2 Creating a Dashboard 6
2.5.3 Using the Navigation Tree feature 6
2.6 Module 5: Customizing Your Workspace 6
2.6.1 My Optima 6

2.6.2 Managing Your Profile (System Configuration > My Profile) *6*
2.7 Module 6: Configuring Optima **7**
2.7.1 Module overview/objectives *7*
2.7.2 System Configuration menu/configuration overview *7*
2.7.3 Global configuration (System Preferences) *7*
2.7.4 Managing network elements (Network Configuration) *7*
2.7.5 Scheduling jobs *7*
2.8 Module 7: Advanced or Optional Configuration Procedures **7**
2.8.1 Templates *7*
2.8.2 Using the Product Configurator *7*
2.8.3 Import Data *7*
2.8.4 Configuring data sources and releases *7*
2.8.5 Signals/Measurements *7*

1.0 General Information

1.1 Purpose

The purpose of this document is to present a content outline of the proposed Optima CBT modules.

For information about general E-learning development strategies, distribution, resources and development schedule of the Optima 7.0 E-learning, refer to the *Optima 7.0 Management Portal Computer-Based Training Plan*, dated December 1st, 2008.

1.2 Scope

The goal of the Optima E-learning is to develop stand-alone, self-paced modules that can be completed by multiple Optima users (as defined in the Target Audience section below).

To this end**,** the E-learning will be developed in two phases: Phase 1 of the E-learning covers user tasks and consists of Modules 1 through 5. Phase 2 of the E-learning covers system configuration tasks and consists of Modules 6 and 7.

1.3 Target Audience

Optima E-learning will target multiple user groups including the following:

- Cell technicians, who typically use Optima event list, reporting and dashboard capabilities to monitor their assigned sites and network elements.
- Operations managers, who typically use Optima to configure network elements, measurement and signal definitions, schedule event notifications and jobs, and administer users.
- Directors and executive directors, who typically use the Optima reporting and dashboard capabilities to monitor network performance and trends on a large scale.

This E-learning will not be designed for Optima system administrators or installation specialists.

1.4 Prerequisites

It is assumed that participants will have a basic understanding of the technology required to load or access the E-learning medium. No prerequisites for Optima knowledge will be stipulated.

2.0 E-Learning Module Outline

This section presents the topic outlines for each of the proposed Optima E-learning modules:

2.1 Course Preface

Some of this will be boilerplate that will be included in all Kentrox E-learning.

2.1.1 Course structure and flow
2.1.2 How to get assistance
2.1.3 Additional references

2.2 Module 1: Optima Product Overview

Objective: This module is applicable to all Optima user groups. It will be the first (and a required) module for anyone who intends to complete any of the remaining modules. It can also serve as a stand-alone module for anyone who simply wants an overview of the Optima product and its functionality, but doesn't need to learn details of the user or configuration tasks.

2.2.1 Module overview and objectives
2.2.2 Optima features, functionality and benefits
2.2.3 Architectural Overview
- Software components
  - Event management
  - Element management
  - Remote access
  - Data collection and control
- Hardware components (high level)
  - OMS
  - DMC

2.2.4 User functions overview
- Event Lists
- Maps
- Reports
- Dashboards

2.2.5 System configuration overview
2.2.6 Getting Started with the Optima Management Portal
- Logging in
- General navigation
- Menu items overview
- Using Help
- Logging out

2.3 Module 2: Monitoring and Managing Events

Objective: This module is applicable to all Optima users (cell technicians) and operations managers. Module 1 is a prerequisite for completing this module.

2.3.1 L1 – Event Management Overview
- Understanding events
- **Event Management** menu and functions

2.3.2 L2 - Events List
- Accessing/navigation

- Features/options
- Searching/filtering
- Saving Event List filter to **My Favorites**
- Network tree
- Accessing NE details

2.3.3 L3 - Event Filtering & Mediation
- Accessing
- Purpose
- Adding a new rule
- Options

2.3.4 L4 - Threshold Templates
- Example scenario
- Creating a new template
- Adding NE associations (matrix)

2.3.5 L5 - Managing Events on a Map
- Accessing and navigating the map
- Map View features

2.4 Module 3: Creating and Managing Reports
- **2.4.1** Report types and examples
- **2.4.2** Creating a report
- **2.4.3** Saving as a favorite
- **2.4.4** Using the Report Viewer

2.5 Module 4: Creating and Managing Dashboards
- **2.5.1** Types and Examples
- **2.5.2** Creating a Dashboard
  - Saving as a favorite
- **2.5.3** Using the Navigation Tree feature
  - Accessing NE details
  - NE examples and demos

2.6 Module 5: Customizing Your Workspace
- **2.6.1** My Optima
  - Managing Your Favorites List
    - Purpose
    - Details for saving discussed in Event List, Reports, Dashboards lessons
  - Creating a Network Element Selection Group
- **2.6.2** Managing Your Profile (System Configuration > My Profile)

The following configuration modules will be developed in Phase 2:

2.7 Module 6: Configuring Optima

Objective: This module is required for all Optima managers responsible for configuring the system; the module is optional for Optima users. Module 1 is a prerequisite for completing this module.

2.7.1 Module overview/objectives

2.7.2 **System Configuration** menu/configuration overview

- Network Configuration
- Measurement/Signal Templates
- User Management
- Notifications/Escalations
- Import Data
- Time Templates
- Report Scheduling
- Job Scheduling
- System Preferences

2.7.3 Global configuration (**System Preferences**)

2.7.4 Managing network elements (**Network Configuration**)

- NE categories, types, protocols, application creation
- Creating/adding NEs to the system

2.7.5 Scheduling jobs

2.8 Module 7: Advanced or Optional Configuration Procedures

Objective: This module is optional. It covers some of the advanced Optima configuration procedures. Modules 1, 2 and 3 are prerequisites for completing this module.

2.8.1 Templates

- Measurement templates
- Time templates

2.8.2 Using the Product Configurator

2.8.3 Import Data

2.8.4 Configuring data sources and releases

2.8.5 Signals/Measurements