

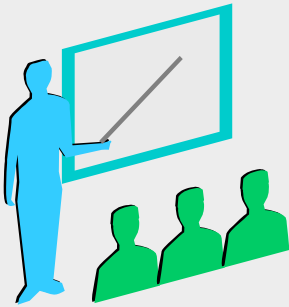


CITINet Training Services

Good Training courses can make your operation in more effective way!



CITINet provides award-winning products, consulting and strategic sourcing services, business process expertise, and deep industry experience to help service providers deliver an intentional customer experience.



Training Courses

■ System development training

■ System design training

■ Telecom knowledge

■ Operation consulting training

■ System customization training

System development and design training

Do you know how your system developed? CITINet offers you a course to learn the basic knowledge on system development. Within this course, you can learn about the language of C++ or J2EE, or more. It helps you know your system more so that you may know the operation principles. After you finish the course, you can be more sophisticated on operating system as well as improving the system to meet your increasing request.

Course content:

- Identify the actors, tasks and disciplines required for systems development.
- Investigate a system
- Identify different architectural considerations
- Interpret business requirements and produce system requirements
- Quality assure the system requirements documentation
- Derive test cases from the systems requirements documentation
- Describe a range of systems development life cycles
- Make effective use of different methods of interpersonal communications.
- Conduct an appropriate system review

Telecom knowledge training

It is a course about learning the knowledge of telecommunication. Telecom knowledge is a basic of the system developing and design, as well as operation. With the knowledge of Telecom, you can not only understand your system in a clearer way but also have a general view of the accident occurs during your operation.

Operation consulting

As you have known clearly about our system, you may also need the knowledge about operation. We develop comprehensive strategies for productivity improvement and manufacturing cost reduction.

The strategic services include:

- Total operational performance
- Knowledge of manufacture
- Design to cost
- We bring vision and strategy to life with our change management expertise.

System Customization

Have you been able to operate our system skillfully? It is not only about the basic operation of the system, but also can customize the system. Various customers require for different features. A successful company will know what its customers need and customize the service for them. Customizing a system with new features, you can win more customers' favor. So our course is going to teach you how to customize your system to increase the services.

Training for product usage is very important part for our customer. Though our system is easy for use, the essential objective of training initiative can ensure customers with proper level of knowledge to use and operate our CC&B system. CITINet's product training services are comprised of classroom training and hand-on training. With the variety of media lessons, customers can gain the information and skills to master the operation in the most effective way.





Training target audiences

- IT/Business personnel - Application experts whose daily job is to operate the online applications.
- Business analysts - employees who will be required to make business policy decisions or assess the impact of the implementation decisions on business processes and policies.
- Business support personnel - provide routine support for system users, in terms of defining business rules and system work procedures.
- IT and other technical staff - specifically, infrastructure personnel responsible for the routine maintenance and implementation of the system, data center operations and help desk.
- Application programmers and analysts - part of the ongoing maintenance teams responsible for the software required modifications.
- Relevant key managerial personnel

Training materials

- Detailed functional presentation.
- Handouts - printed copies of the presentation.
- Exercises - to be carried out.

Training environment

- Preparation and installation of training environments.
- Preparation and installation of data required for training.

For an onsite course, more requirements:

- One computer per participant
- One data projector
- 8x8 projection screen
- One large whiteboard with markers

About CITINet

CITINet was founded In 2000 as a subsidiary company of City University of Hong Kong, which are one of the associated companies of CityU enterprise and set up to commercialize the R&D results.

As a pioneer IT services and global provider of technology integration services in Telecom systems, we provide you the professional IT services for R&D project management, customer care and billing system for Telecom operators.

We aim at helping our clients to turn their vision into results via our high quality IT services and solutions. We understand your business issues and our goal is to help you to improve business performance via providing high quality IT services and solutions. What we provided can optimize process workflows and solve your current issues.

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