Nokia Operator Competence Development Services – Building Competence for 3G Together

Nokia offers a complete competence development solution to ensure that your people are prepared for 3G network operation, through a set of comprehensive services.

Uninterrupted and troublefree running of your network is the basis for meeting your business and revenue targets. For this, the competence of your staff is the foundation: you need people with the right knowledge and skills at every position.

The Challenges in Competence Development

Moving any organisation to new technologies and markets is always challenging and is done through step-by-step planning and co-ordination. At Nokia, we understand the challenges involved, as we are constantly changing and developing.

We understand that within your organisation, different groups require their skills to be developed to meet the growing needs of their work and to keep their people highly motivated and efficient. Also, individuals want to feel that they themselves are expanding their skills, stretching the limits of what they can achieve.

Our next generation portfolio is built with your needs in mind. Our 3G training services include:
- **3G Competence Development Consultancy**
- **Evolutionary Learning and Assessment**
- **3G focused Task–Based Learning**
- **Technical Product Based Learning on WCDMA BTS, RNC and Core Networks**
- **Internet Based Learning Environment**

NOKIA
CONNECTING PEOPLE

Planning Competence Development

The next few years will see an exciting change in the mobile industry. To plan how your people will handle this change you need to understand what knowledge they have now, what they need in the future and how this new knowledge can be gained. An important aspect is ensuring that skill levels are maintained and that your staff adopt the correct attitude.

Therefore, Nokia already offers a training consultancy service, which builds training solutions based upon the needs of the individual. Although 3G networks are not yet in operation, preparation for your ever-growing future starts now.

Maintaining & Analysing Skills

The competence requirements of your organisation and the competence levels and competence gaps of groups or individuals, can be determined through a series of assessment programmes. The results are used to develop a training solution that meets your needs.

3G Training Solution

With the movement towards a new mobile era, Nokia is introducing new training methods and solutions to support the new business opportunities and technologies. For operational & maintenance personnel we concentrate on giving specific, focused training on the tasks they perform. For your specialists, we offer product based learning. Furthermore, to enhance the learning process, new Internet based learning is introduced to aid the development process. These approaches go hand-in-hand with our consultancy and assessment and can offer you the most effective and efficient development solutions. However, this can only be achieved in partnership together.

Pushing New Methods and Better Quality

Not only has Nokia been working hard to develop new product solutions for your business, we have also been researching and developing new and better methods of providing training. These include increased use of distance learning solutions, research into how new technology will affect network operations and researching improved teaching methods. Furthermore, our technical trainers are already involved in 3G test projects and are operating GSM networks, whilst constantly improving their coaching skills.

Cost Effective Training Solutions

At Nokia, we understand that training must be focused to give the greatest impact on the operation and maintenance of your network, to give you the best possible value. This can be achieved by partnership now.

What's Available

Today, we offer training consultancy and system training. Shortly, we will offer more technical seminars/ courses that deal with the technology itself. Following the piloting of 3G equipment, training centres globally will offer the full range of training to meet your needs.

Main Benefits

- More focused training in 3G, to take into account students' skills
- Through consultancy, development paths for new and experienced GSM personnel can be planned
- New training products and solutions available to meet the needs of the 3G market
- Programmes are not just delivered, they are built
- Training is not only classroom based, but is a combination of different methods

Nokia Networks, P.O. Box 361, FIN-00045 NOKIA GROUP, Finland
Phone: +358 9 51121, Fax: +358 9 5112 0037, www.nokia.com

NOKIA
CONNECTING PEOPLE