



ARRIS On Demand and Assurance Solutions Training

ARRIS offers comprehensive training for all On Demand and Assurance Solutions products and services. Most courses are instructor led and incorporate lecture, hands-on, presentation by PowerPoint or HTML, printed course material, and open discussion; typically in a classroom/lab atmosphere. Many courses include a certification exam. Remote access to the client's local system from the training location will provide opportunity for hands on configuration and troubleshooting. Curriculum includes all applications, which ensures that students are proficient using the tools and applications they will use in their everyday job duties.

Class size is limited to 8 students unless arranged with instructor in advance. Note that instructor travel and expense are not included in these prices and will be billed at actual rate when courses are held at the customer's facility.

Ad Insertion Classes

Course/Part Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
EDS-BASIC-SVC	Basic SkyVision	Focused primarily on the new customer to the ARRIS Ad Insertion Technology platform. Includes basic Ad Insertion concepts, SkyVision usage, and functional configuration theories. A variation of this course is offered called: EDS-STND-SVIC (see below).	2 days	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Course Materials: <ul style="list-style-type: none"> Introduction to SkyVision Training Guide 	\$4500
EDS-ADV-AI	Advanced Ad Insertion	For intermediate to advanced users of ARRIS's Ad Insertion platform. This course covers all ARRIS Ad Insertion products, advanced configuration concepts, scheduling and verifications, maintenance and troubleshooting, as well as ARRIS's new GigE technologies.	3 days	Prerequisites: <ul style="list-style-type: none"> EDS-BASIC-SVC (Introduction to Ad Insertion and SkyVision class) or 6 months real-world usage Familiarity with basic Unix (ability to navigate directories). Course Materials: <ul style="list-style-type: none"> Advanced Ad Insertion Training Manual 	\$6000
EDS-L12-PKG	Level 1 and Level 2 Refresher	Intended for the company with a significant amount of employee turnover or for that company making the transition from another company's Ad Insertion products. This course covers most of the material from EDS-BASIC-SVC and EDS-ADV-AI.	3 days	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Completion of EDS-BASIC-SVC and EDS-ADV-AI courses Course Materials: <ul style="list-style-type: none"> Introduction to SkyVision and Advanced Ad Insertion Training Manuals 	\$6000
EDS-GIGE-TECH	GigE Technician	Offered for those clients who need to understand and maintain their MediaHUB products. Covers MediaHUB configuration, setup, operation, and troubleshooting with an in-depth review of the nVS and nSM subsystems on the MediaHUB.	1 day	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Completion of EDS-BASIC-SVC Course Materials: <ul style="list-style-type: none"> GigE Technician Training Manual 	\$2000

Course/Part Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
EDS-STND-VIC	Introduction to Virtual Interconnect	Offered to those clients operating an independent VIC system. Course covers VIC configuration and setup, as well as operations and troubleshooting problems within a moderate to large interconnected Ad Network.	1 day	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Course Materials: <ul style="list-style-type: none"> Virtual Interconnect Training Manual 	\$2000
EDS-VNDR-LAB	Vendor Lab Training	Course designed to assist Hardware Vendors/Partners in utilizing the ARRIS hardware in a lab environment. Course covers all aspects of operating standalone hubs in a lab with or without HQ server interfaces.	3 days	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Only open to Hardware Lab Engineers & Test Technicians. Course Materials: <ul style="list-style-type: none"> Lab System Training Manual 	\$6000
EDS-CUST-1	Custom Training Course	Client configurable course. Clients may pre-arrange to have various pieces of any specific course taught. They can also request abridged/condensed versions of a particular class to focus on only a few topics.	1 day	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Understanding of their needs and the types of content they may choose from. Course Materials: <ul style="list-style-type: none"> Depends upon the content instruction 	\$2250

OpsLogic Classes

Course/Part Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
EDS- OPS-SMU	OpsLogic User Training	<p>Presents the OpsLogic Voice Service Manager (VSM), Service Visibility Portal (SVP), and MarketView dashboard product components. Focuses on utilizing and understanding web reports for the CM/MTA Inventory, MTA Monitor, HFC Plant Monitor, Service Visibility Portal, and HMS Transponders. Other topics include: MTA Isolated alarm criteria, auto-clearing, the inventory process, and data sources.</p> <p>Targeted toward OSS and network engineers / techs using the tool to manage their service and overall HFC plant, and CSRs tasked with using the on-demand SVP tool.</p>	1 day	<p>Prerequisites:</p> <ul style="list-style-type: none"> • None; experience using/viewing VSM web reports preferred <p>Course Materials:</p> <ul style="list-style-type: none"> • Training presentation • VSM User's Guide • SVP User's Guide • MarketView User's Guide 	\$2250
EDS-OPS-SMA	OpsLogic Administrator Training	<p>Focuses on installation, administration, configuration, and maintenance of ServiceManager in detail. Other topics include: Debugging scenarios, execution control, error logs, and application structure.</p> <p>Intended for OSS and network engineers responsible for installing, configuring, upgrading, and maintaining this application.</p>	1 days	<p>Prerequisites:</p> <ul style="list-style-type: none"> • OpsLogic VSM User Training <p>Course Materials:</p> <ul style="list-style-type: none"> • Training presentation • VSM User's Guide • SVP User's Guide • MarketView User's Guide • Historical Plotting Administrator's Guide 	\$2250

ServAssure Advanced Classes

PeopleSoft Part Number	Course Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
02-TN-02001	EDS-CEB-US	ServAssure Advanced Users	Focused primarily for new users to ServAssure. Participants learn how to use ServAssure to monitor network health, troubleshoot customer issues, identify network issues and analyze areas of improvement. Covers the following modules: Access Service Assure, Network Optimizer, Bandwidth Usage reporter, X-Ray Service Analyzer, and VoiceAssure.	1 day	Prerequisites: <ul style="list-style-type: none"> None Course Materials: <ul style="list-style-type: none"> ServAssure User Training Guide 	\$2250
02-TN-02002	EDS-CEB-GA	ServAssure Advanced Group Administrators	Intended for supervisors and managers. Participants learn how to manage users, groups, and customize the user interface for individual groups. Topics include permissions, topology sets, table views and My ServAssure.	1/2 day	Prerequisites: <ul style="list-style-type: none"> EDS-CEB-US Course Materials: <ul style="list-style-type: none"> ServAssure User Training Guide 	\$1350
02-TN-02003	EDS-CEB-SA	ServAssure Advanced System Administrators	For system and network administrators. Participants learn how to manage the physical topology, logical topology, and hardware within the ServAssure architecture. Topics include provisioning, topology management, system monitoring, trap connector, events and VoIP installer.	1/2 day	Prerequisites: <ul style="list-style-type: none"> EDS-CEB-US and EDS-CEB-GA Course Materials: <ul style="list-style-type: none"> ServAssure Training Guide and System Administrator's Guide 	\$1350
02-TN-02003	EDS-CEB-CUST	ServAssure Advanced Custom Course	Client configurable course. Clients may pre-arrange to have various pieces of any specific course taught. They can also request abridged/condensed versions of a particular class to focus on only a few topics.	1 day	Prerequisites: <ul style="list-style-type: none"> None Course Materials: <ul style="list-style-type: none"> Depends upon the content instruction 	\$2250

ServAssure Enterprise Classes

PeopleSoft Part Number	Course Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
01-TN-01002	EDS-SAE-101	Introduction to ServAssure Enterprise	This course is designed to provide an overview of the concept of operations and the functional capabilities of the ServAssure Enterprise applications. Recommended for new customers to the ARRIS ServAssure Enterprise platform.	½ day	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Course Materials: Printed Course Materials	\$1350
01-TN-01003	EDS-SAE-NetOps-01	Network Operations Center	This course is designed to train personnel on using ServAssure Enterprise for resolving issues with device and service outages, analyzing and interpreting alarms and events, and using RTP and RCA data to isolate network issues. The course is recommended for Network Operations, Network Engineers, and Dispatch Managers.	1 day	Prerequisites: <ul style="list-style-type: none"> EDS-SAE-101 Course Materials: Network Operations Training Guide	\$4000
01-TN-01004	EDS-SAE-NetAdmin-01	Network Administration	This course is designed to teach the navigation and use of the modules associated with network administration and controls within the system. The course is recommended for advanced users of the ServAssure Enterprise Platform.	1 day	Prerequisites: <ul style="list-style-type: none"> EDS-SAE-NetOps-01 Course Materials: Network Administrator Training Guide	\$1350
01-TN-01005	EDS-SAE-USR-ADMIN	ServAssure Enterprise System/User Administration	This course is designed to train how to perform the system administration functions of ServAssure Enterprise such as adding new users, setting up security and email groups, as well as security functions. Part 2 of this course covers system status, database backup, archiving and purging. Recommended for individuals that are comfortable using ServAssure Enterprise and are responsible for performing these system administration functions.	½ day	Prerequisites: <ul style="list-style-type: none"> EDS-SAE-101 Course Materials: System Administration Training Guide	\$1350

PeopleSoft Part Number	Course Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
01-TN-01006	EDS-SAE-SRVR-ADMIN	ServAssure Enterprise Server Administration	This course is designed to provide an overview of all hardware and software components, troubleshooting, starting and stopping processes, etc. The course is recommended for those that monitor and maintain the health of the ServAssure Enterprise servers.	½ day	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Course Materials: <ul style="list-style-type: none"> ServAssure Enterprise Server Administration Training Guide 	\$1350
01-TN-01007	EDS-SAE-CSR-01	ServAssure Enterprise Customer Service Representative	This “Train-The-Trainer” course provides training on navigation as well as interpreting system data and status to communicate to customers. The course is recommended for in-house trainers to customize to their local area and deliver to Customer Service Representatives and their Managers/Supervisors.	½ day	Prerequisites: <ul style="list-style-type: none"> Windows and Internet experience Course Materials: <ul style="list-style-type: none"> ServAssure Enterprise Customer Service Train the Trainer Guide 	\$1350
02-TN-02003	EDS-SAE-CUST	ServAssure Enterprise Custom Course	Client configurable course. Clients may pre-arrange to have various pieces of any specific course taught. They can also request abridged/condensed versions of a particular class to focus on only a few topics.	1 day	Prerequisites: <ul style="list-style-type: none"> None Course Materials: <ul style="list-style-type: none"> Depends upon the content instruction 	\$2250

Video on Demand Classes

Course/Part Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
EDS-VOD-OFA	VOD Overview Flows and Architecture	<p>Provides a high-level overview of VOD system architecture, nABLE and nSM GUI interfaces, and gives hands-on lab experience with these tools. Participants learn about VOD benefits and challenges, the future of VOD, VOD networks, key system components, and their relationships. This series of modules delivers end-to-end overviews of data flows and system events for streaming, content ingest, metadata, billing, provisioning, and reporting.</p> <p>The course is designed for staff that need an understanding of the underlying technology, equipment, and networks that are used to provide VOD services. Particular emphasis for staff that communicates with subscribers, support professionals, internal VOD professionals, and those that need to understand the flows, equipment, and software used to deliver VOD services.</p> <p>Only offered via Web Conferencing or while already on site.</p>	1 day	<p>Prerequisites:</p> <ul style="list-style-type: none"> None <p>Course Materials: Overview Flows and Architecture Training Manual, Lab Manual, and User Guide</p>	\$2500
ES-VOD-OPS-SA	VOD SA Tools and Operations Course	<p>Provides an operational and functional understanding of the VOD system and its components. Focuses on the back office tool set, detailed system operations, and administrative procedures. Provides hands-on lab experience with nABLE, nSM, and nVS command line interface.</p> <p>Designed for experienced system engineers, integrators, developers, and technicians that must operate a VOD system on a day-to-day basis. Participants learn monitoring procedures, utilization of advanced reporting options, and troubleshooting strategies with a focus on tools and hands-on activity labs.</p>	2 days	<p>Prerequisites:</p> <ul style="list-style-type: none"> Familiarity with VOD User Manual <p>Course Materials: VOD Operations Course Manual</p>	\$5500
ES-VOD-OPS-MT	VOD Motorola Tools and Operations Course	<p>Provides an operational and functional understanding of the VOD system and its components. Focuses on the back office tool set, detailed system operations, and administrative procedures. Provides hands-on lab experience with nABLE, nSM, and nVS command line interface.</p> <p>Designed for experienced system engineers, integrators, developers, and technicians that must operate a VOD system on a day-to-day basis. Participants learn monitoring procedures, utilization of advanced reporting options, and troubleshooting strategies with a focus on tools and hands-on activity labs.</p>	2 days	<p>Prerequisites:</p> <ul style="list-style-type: none"> Familiarity with VOD User Manual <p>Course Materials: VOD Operations Course Manual</p>	\$5000

Course/Part Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
EDS-VOD-ADV	Advanced VOD	<p>Designed to address the needs of system administrators and operators of existing VOD systems. Provide extended technical detail and discussion of VOD architecture and data flows, and includes end-to-end operational reviews, scenarios, and use case examples. Utilizes hands-on lab sessions and task-based activities that correspond to specific job roles and responsibilities.</p> <p>For experienced system engineers, integrators, developers, and technicians who have a solid understanding of VOD. Participants use actual systems to troubleshoot and fix real-world problems (which results in learning experiences that facilitate active discovery and practice), that are set in a realistic context, and facilitate the recall and application of training.</p> <p>At ARRIS facility.</p>	2 days	<p>Prerequisites:</p> <ul style="list-style-type: none"> • VOD Operations Course • 6 to 12 months VOD operational experience <p>Course Materials: Advanced VOD Course Manual</p>	\$5500
ES-VOD-CUST	Customized VOD Training	<p>Client configurable course. Clients may pre-arrange to have various pieces of any specific course taught. They can also request abridged/condensed or expanded versions of a particular class to focus on only a few topics.</p> <p>At customer or ARRIS facility.</p>	1 day	<p>Prerequisites:</p> <ul style="list-style-type: none"> • Windows and Internet experience • Understanding of their needs and the types of content they may choose from. <p>Course Materials: Depends upon the content instruction</p>	\$2250
ES-VOD-PTR-401	VOD Partner Training	<p>Hardware and high-level VOD overview. Held at customer or ARRIS facility. Provides an operational and functional understanding of the VOD system and its components. Focuses on the back office tool set, detailed system operations, and administrative procedures. Provides hands-on lab experience with nABLE, nSM, and nVS command-line interface.</p> <p>Designed for support staff, integrators, developers, and technicians that must support a VOD system on a day-to-day basis.</p>	1 day	<p>Prerequisites:</p> <ul style="list-style-type: none"> • VOD Operations Course <p>Course Materials: Slides and course materials</p>	\$2250

WorkAssure Courses¹

PeopleSoft Part Number	Course Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
03-TN-03001	EDS-WA-F1	WorkAssure Fundamentals	<p>Provides an overview of all WorkAssure components of and shows how they interact with one another. Designed for all support professionals who work directly with WorkAssure and their managers and supervisors and as an introduction for all trainers.</p> <p>Only offered via Web Conferencing or while already on site.</p>	1 hour	<p>No prerequisites</p> <p>Course Materials: WorkAssure Fundamentals Student Manual</p>	\$1000
03-TN-03008	EDS-WA-SC	System Configuration	<p>Teaches how to configure WorkAssure for the organization's specific needs. For system administrators, subject matter experts of billing system components, and support professionals who manage all aspects of data entry, including work order data, user data, and system data (such as hierarchy setup and report structures).</p>	5 hours	<p>Prerequisites: Thorough understanding of billing system and working knowledge of your company's operating policies and procedures</p> <p>Course Materials: WorkAssure Configuration Student Manual</p>	\$1625
03-TN-03003	EDS-WA-TCB	TechCalendar Basics	<p>Teaches how to use TechCalendar to assign schedules and routes to technicians. It also teaches how to deal with every day exceptions to those routes and schedules For trainers of support professionals who manage technician schedules and for supervisors and field managers.</p>	3 hours	<p>Prerequisites: Working knowledge of user's schedules and breaks; working knowledge of geographic routing areas</p> <p>Course Materials: TechCalendar Basics Student Manual</p>	\$1225
03-TN-03005	EDS-WA-TD	TechDirector	<p>Designed to teach how to dynamically manage work orders and technician's schedules. For trainers of support professionals who will be responsible for managing a technician's workflow daily.</p>	4 hours	<p>Prerequisites: Basic understanding of Windows and graphical interfaces</p> <p>Course Materials: TechDirector Student Manual</p>	\$1500

¹ If classes are taught in a foreign language with an interpreter, the time for each class **is doubled**. For example, with an interpreter, the TechDirector class would be 8 hours instead of a half day. The time for shadow training is not doubled for foreign-language classes.

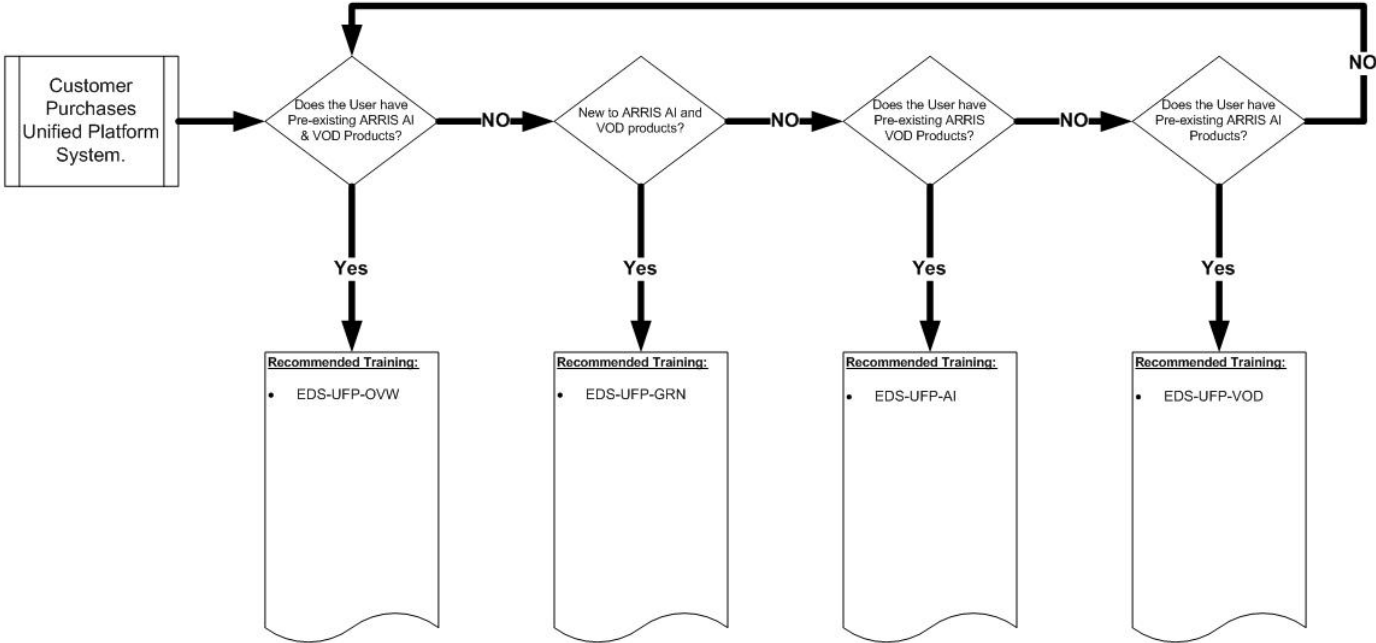
PeopleSoft Part Number	Course Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
03-TN-03002	EDS-WA-TR	TechRouter	Designed to teach how to configure the TechRouter system for effectively matching technician's schedules to work orders. For trainers of supervisors and support professionals who will be responsible for automatic routing.	4 hours	Prerequisites: Knowledge of your operating policies and procedures; understanding how orders are processed; understand routes and dispatch. Course Materials: TechRouter Student Manual	\$1500
03-TN-03006	EDS-WA-RPT	WorkAssure Reporting	The purpose of this course is to explain how to use the reporting functions in WorkAssure to analyze financial and scheduling data. It is designed for trainers of those who will be responsible for reporting on technician's schedules, workflow, and financial data. This normally includes managers and Quality Assurance individuals.	3 hours	Prerequisites: Basic understanding of a graphical interface. Course Materials: WorkAssure Reporting Student Manual	\$1225
03-TN-03007	EDS-WA-IR	Mobile I & R Technician	Designed to teach the trainers of the technicians in the field to effectively manage work orders. For trainers of field service representatives, supervisors, and dispatchers working with those field service reps.	4 hours	Prerequisites: Basic understanding of hand held computer use Course Materials: Mobile I&R Technician Student Manual	\$1650
03-TN-03010	EDS-WA-SHDW	WorkAssure Pilot Classes	Trainers who attended the ARRIS T ³ classes hold classes for their employees; the ARRIS trainer is present at these sessions. In this manner, the ARRIS trainer verifies that these trainers understood the information presented to them and can present it to others.	3 days	Prerequisites: Successful completion of TechDirector, TechCalendar, and I&R courses (minimum) or all above courses Course Materials: None	\$6000

Unified Platform Courses

Course/Part Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
EDS-UFP-OVW	Unified Platform WebEx Overview	<p>Provides a high-level overview of Unified Platform and of architectural components and networks. These two WebEx sessions show data flows and cover basic component architecture. The course is designed for clients who already have proficiency with ARRIS Ad Insertion and VOD products.</p> <p>Delivered only via WebEx session.</p>	½ day (Two 2-hour WebEx sessions)	<p>Prerequisites:</p> <ul style="list-style-type: none"> Proficiency with ARRIS Ad Insertion & VOD Products. <p>Course Materials: Training Manual, UP User Guide Architectural Diagrams</p>	\$1500
EDS-UFP-GRN	Unified Platform Comprehensive	<p>For sites new to both ARRIS AI and VOD products. Includes the following:</p> <ul style="list-style-type: none"> Overview and Architecture Components (two 2-hour WebEx sessions) - Provides a high-level overview of Unified Platform and of architectural components and networks. These two WebEx sessions show data flows and cover basic component architecture. AI and VOD GigE Technician (1 day instructor led at customer site) - for clients who need to understand and maintain their UFP MediaHUB products. Covers MediaHUB configuration, setup, operation, and troubleshooting with an in-depth review of the subsystems that run on the MediaHUB. Basic SkyVision and Advanced Ad Insertion (3 days instructor led at customer site) - Focused on the ARRIS Ad Insertion Technologies embedded within the Unified MediaHUB platform and HQ. VOD Flows and Operations (2 days instructor led at customer site) - Provides a high-level overview of VOD system architecture, nABLE, nSM GUI, and command-line interfaces, and gives hands-on lab experience with these tools. <p>The initial two remote WebEx sessions are followed by five days of instructor-led training at the customer site.</p>	5 ½ days	Please see detailed syllabus for prerequisites and materials for individual courses in this curriculum	\$9500

Course/Part Number	Course Name	Course Description	Duration	Prerequisites and Course Materials	Price
EDS-UFP-VOD	Unified Platform for VOD	<p>For sites that are new to the VOD component of the ARRIS Unified Platform system. Includes the following:</p> <ul style="list-style-type: none"> • Overview and Architecture Components (two 2-hour WebEx sessions) - Provides a high-level overview of Unified Platform and of architectural components and networks. These two WebEx sessions show data flows and cover basic component architecture. • VOD Flows and Operations (2 days instructor led at customer site) - Provides a high-level overview of VOD system architecture, nABLE, nSM GUI, and command-line interfaces, and gives hands-on lab experience with these tools. <p>The initial two remote WebEx sessions are followed by two days of instructor-led training at the customer site.</p>	2 ½ days	<p>Prerequisites:</p> <ul style="list-style-type: none"> • Familiarity with ARRIS Ad Insertion systems <p>Course Materials: Unified Platform Operations Training Manual, Lab Manual</p>	\$6500
EDS-UFP-AI	Unified Platform for AI	<p>For sites that are new to the Ad Insertion component of the ARRIS Unified Platform system. Includes the following:</p> <ul style="list-style-type: none"> • Overview and Architecture Components (two 2-hour WebEx sessions) - Provides a high-level overview of Unified Platform and of architectural components and networks. These two WebEx sessions show data flows and cover basic component architecture. • AI and VOD GigE Technician (1 day instructor led at customer site) - for clients who need to understand and maintain their UFP MediaHUB products. Covers MediaHUB configuration, setup, operation, and troubleshooting with an in-depth review of the subsystems that run on the MediaHUB. • Basic SkyVision and Advanced Ad Insertion (3 days instructor led at customer site) - Focused on the ARRIS Ad Insertion Technologies embedded within the Unified MediaHub platform and HQ. <p>The initial two remote WebEx sessions are followed by four days of instructor-led training at the customer site.</p>	4 ½ days	<p>Prerequisites:</p> <ul style="list-style-type: none"> • Windows and Internet experience • Completion of EDS-UFP-OVW <p>Course Materials: GigE Technician Training Manual, Introduction to SkyVision and Advanced Ad Insertion</p>	\$8500

Training Selection Process for Unified Platform Customers



Course Selection Logic Tree v01
Ver2.0