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Telstra's Next G Network: Event Management of Australia-Wide Wireless Network Training Solutions

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Key words: *Telecommunications, online training management*

Abstract:

The Next GTM network is Telstra's next generation wireless broadband network, bringing high-speed broadband to mobile phones and laptops across Australia. All Telstra mobile customers - city or country - will have access to the same retail suite of services, whether it is the traditional mobile phone call, new video and entertainment services, or wireless broadband internet.

One of the major challenges for Telstra in successfully rolling out the new national network is the ability to successfully train hundreds of technical staff in locations across the country in the new skill sets required to deliver and support all aspects of the new network and associated handsets, hardware and software.

This presentation will illustrate the value of successfully managing online training enrolments for massive national training projects through effective application of online technologies.

1 Background

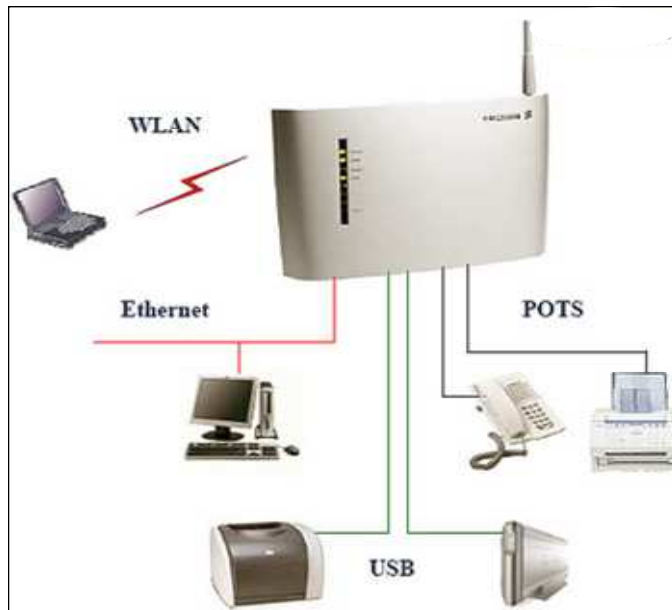
The Next GTM network is Telstra's next generation wireless broadband network, bringing high-speed broadband to mobile phones and laptops across Australia.

With coverage 100 times greater than any other 3G network in Australia, Telstra's Next GTM network delivers faster, simpler communication and entertainment.

Next GTM Wireless Link (NGWL) is a wireless service that uses the Next GTM network to give the customer access to a voice and Internet service for their home or business, including best-of-breed MessageBank® and Calling Number Display, and local portability of service.



[It's] about broadband...broadband is the key to the future of Telstra, whether it be on a fixed platform, or on wireless. NGWL is a Telstra Retail NextGTM wireless communication device that provides voice, messaging, fax and broadband including options for in-place (home or business networking) in one.



All Telstra mobile customers - city or country - will have access to the same retail suite of services, whether it is the traditional mobile phone call, new video and entertainment services, or wireless broadband internet.

2 Challenges

One of the major challenges for Telstra in successfully rolling out the new national network is the ability to successfully train hundreds of technical staff in locations across the country in the new skill sets required to deliver and support all aspects of the new network and associated handsets,

hardware and software.

This presentation will illustrate the value of successfully managing online training enrolments for massive national training projects through effective application of online technologies.

The process of scheduling the training needs of countless courses to be delivered by different vendors/providers in various locations across Australia in different time zones is a project of monumental proportions in itself, and critical to the successful rollout of the new national Next G Network and its varying offshoots.

Telstra Corporation engaged John Sandler in the role of Training Prime, to manage the implementation of Telstra's Australia-wide Next G Wireless Link training requirements.

The ability to be able to efficiently administer and manage a hybrid of training and learning interventions, such as:

- online, blended, instructor-led, paper-based and self-paced delivery methods

Use of the corporate eLearn platform via the web has been a major boost to the enhancement of the ability to successfully deliver ongoing staff training across Australia to support the needs of the Next G network.

2.1 Management of training event requirements

When the extent of the major challenge in implementing the Next G network project became known, it was evident that the outstanding part of the challenge would be in the management of training event requirements. These include:

- Dealing efficiently with the high number of nominations from wide-spread business units for limited session places
- Venue details – either Telstra locations or vendor-based and/or rented locations as required
- Suitable dates to meet the schedules/rosters of impacted work groups
- The ability to be able to rapidly nominate, enroll and alter nominees for vast numbers of technical training courses across Australia, both in major & regional locations
- Intranet-based enrolment for online training modules

Telstra’s extensive eLearn Intranet capability has the ability to reach a huge audience in major cities as well as in regional and remote locations. This facility is the major tool with which the training needs of the massive Australia - wide project would be met.

The ability to be able to either self-enroll or be manager-enrolled has been critical in the planning of the delivery of a variety of training courses by a number of external, international vendors, including Ericsson, Juni and Calyptech, as well as for efficiently administering internally developed training courses.

3 Process

The process used to successfully allow staff to either enroll themselves or be enrolled by managers includes:

1. Completing an Expressions of Training Needs form – including data such as Line of Business, workgroup, numbers to be trained and locations of staff.

The purpose of this spreadsheet is to gain an understanding of the total numbers of participants for each course, their locations and any special business requirements. This information will then be used to "fine-tune" requests to the vendor(s).

Proposed Schedule	Locations	Total Numbers	# Workshops	Proposed Course Dates - 1/2 day programs					
EMH	Melb	45	Can I have 1 extra place on one 6	5-Oct	5-Oct	6-Oct	6-Oct	9-Oct	9-Oct
EMH	Syd	29		11-Oct	11-Oct	12-Oct	12-Oct		
EMH	Brisb	32		17-Oct	17-Oct	18-Oct	18-Oct		
	Adel	1	To Perth						
Telstra	Perth	11		27-Oct	27-Oct				
	Hobart	4	To Mlb						
Telstra	Darwin	5		24-Oct					
	Canberra	1	To Syd						
	Total	128							
October					5	6	7	8	9
October				16	17	18	19	20	21
November				1	2	3	4	5	6

Fig. 1 Expression of Interest matrix

- Negotiating with vendors/providers aspects such as the type, duration, cost and location of scheduling for appropriate courses.

RE: Further Deliveries of the Ericsson FWT Advanced Installation Troubleshooting and Configuration Workshop, April-May 2007

Following the success of the initial three deliveries of the Ericsson FWT Advanced Installation, Troubleshooting and Configuration Workshop in February, Telstra has requested Ericsson to quote on conducting a further 11 workshops to be conducted during late April and May 2007.

Ericsson Australia Pty Limited (“Ericsson”) is pleased to provide this offer in response to Telstra’s request.

Fig. 2 Vendor offer

Please find attached the revised offer. The revised component now state the following:

Intellectual Property

All intellectual property shall vest in Ericsson. Ericsson shall provide Telstra with copies of the student training material and a right to use this student training documentation for Telstra’s internal use to support operational staffing changes. This is as per the Integrated Deed clauses whereby clause 28.3 (b)(i)(A) of the Standard Terms for Procurement applies. As Type II material this right to use includes the right to copy the documentation in both softcopy (store on Telstra systems) and hardcopy (to disseminate within Telstra required), it is not for use outside of Telstra.

Kindest Regards, [Lynda](#)

Sales Executive
Telstra Customer Unit

Ericsson Australia Pty Ltd
39/360 Elizabeth St
MELBOURNE VIC 3000

Fig.3 Vendor Intellectual Property negotiations

- Setting up access to an online Nominations spreadsheet, where managers and team leaders can nominate specific staff

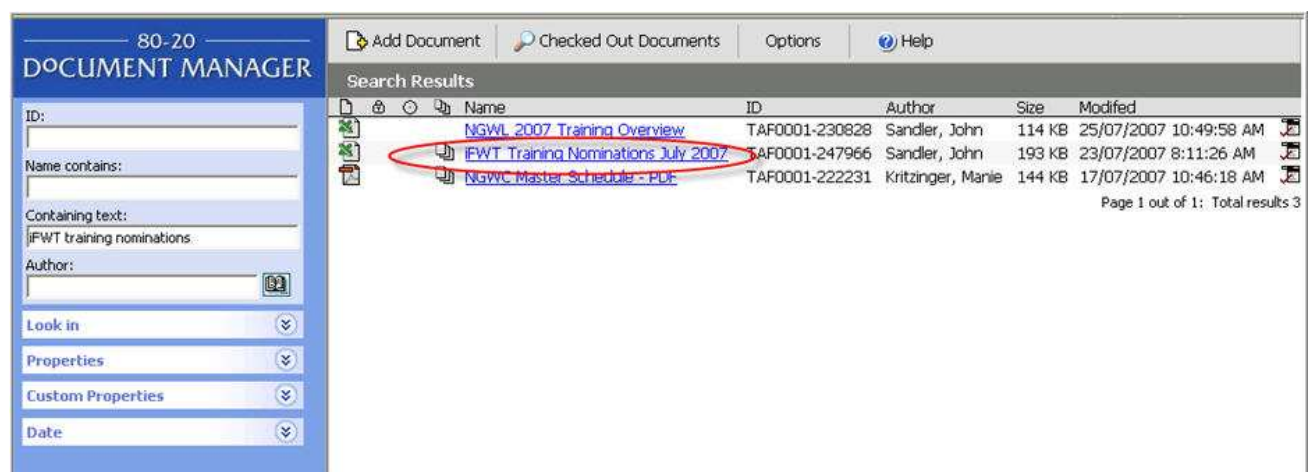


Fig.4 On-line Document management system

A typical explanation/introduction on the nominations artefact would read:

This Nomination spreadsheet has been created based upon the numbers returned from the various target audience work groups identified in the Expression of Interest spreadsheet. Based upon the numbers you provided, dates were negotiated with vendors and ratified by Project Managers to ensure they passed.

In this phase the Expression of Interest numbers are converted to participant names, through discussion & negotiations with Team Managers and Leaders. The nomination details are then forwarded to the vendors; purchase orders are raised against the Next G Network project budget to enable training to be delivered.

Date of Workshop	May 31, 2007	COURSE 1	Number of Places	8	FULL	
Provider	Ericsson	Ensure Prerequisite training / skill is achieved prior to attending this program. Participants with				
Duration	1 Day 9am-4.30pm	Venue: Ericsson,				
Location	Sydney	Duration: 9:00am - 4.30pm				
Course Title						
FWT Advanced Installation, Troubleshooting and Configuration						
Name	Employee Number	E-mail Address	Delegate Phone No	1 Up Manager Name	1 Up Manager E-m	1 Up Mana
1 Robert Toth	36631314	Robert.Toth@team.t	418609202	Afzal Shah	Afzal.Shah@team.t	02 9396 418
2 Andrew Garde	38191543	Andrew.Garde@tear	428309043	Afzal Shah	Afzal.Shah@team.t	02 9396 418
3 Barry Dunbar	37031679	Barry.Dunbar@team	418270075	Afzal Shah	Afzal.Shah@team.t	02 9396 418
4 Trevor Fuggle	42635290	trevor.fuggle@team	428268222	Heath Zygnerski	heath.zygnerski@te	438750882
5 Sash Saveski	39740487	Sash.Saveski@team	0419 409 665	Bob Tunn	Robert.J.Tunn@team	88401487
6 Kevin Cheatham	23946704			Richard J Ross		(02) 6937
7 Tanya Duggin	38148510	tanya.duggin@team	(02) 9665 4665	Wayne Cranwell	wayne.cranwell@te	02 9665 466
8 Dave Briggs	36164533			Darryl Woods		

Fig. 5 FWT training nominations spreadsheet (Ericsson)

Prior to nominating staff for this training please be aware of:						Last updated by John Sandler		
* Prerequisite knowledge, experience or training which must be attained prior to embarking on the listed course.						19 Jul 2007 Vers 2.1		
If prerequisite training / skill is not attained prior to nominated training, participants will be sent back to the workplace and the LOB charged for the place.								
* Funding limitations for your area as this training delivery is an operational expense.								
Date of Workshop	24-Jul-07	Venue: Global Operations Centre, 770 Blackburn Rd Clayton			Contact: Ric Fisher- 03 8549 0931			
Duration	9am - 12:00noon				Secondary: Ross Nitz 03 8549 0931			
Provider	CalypTech							
Location	Melbourne	COURSE 1	Number of Place	10				
Course Title								
iFVT (CalypTech) Overview								
	Name	Employee Number	E-mail Address	Delegate Phone	1 Up Manager Name	1 Up Manager E	1 Up Manager PH	Workgroup
12/6	1 Frank Andreotti	38077398	Frank.Andreotti@tea	0419382936	Heath Zygnerski	heath.zygnerski@te	0438750882	Telstra Services
15/6	2 Rob Calabro	37710743	Robert.Calabro@tea	03 8549 0459	Bruce Millerd	Bruce.Millerd@team	03 8549 0714	Mobility
15/6	3 Paul Galea	37660061	Paul.D.Galea@team	03 8549 0931	Ric Fisher	Ric.H.Fisher@team	03 8549 0931	Mobility
15/6	4 Bill Belbin	36085325	Bill.Belbin@team.tel	03 8549 0931	Ric Fisher	Ric.H.Fisher@team	03 8549 0931	Mobility
15/6	5 Angelo Zuanetti	37808943	Angelo.Zuanetti@tea	03 8549 0931	Ric Fisher	Ric.H.Fisher@team	03 8549 0931	Mobility
15/6	6 Tim Anderson	42363694	Tim.A.Anderson@tea	03 8549 0931	Ric Fisher	Ric.H.Fisher@team	03 8549 0931	Mobility
15/6	7 Jawad Akramj	42826775	Jawad.Akramj@team	03 8549 0931	Ric Fisher	Ric.H.Fisher@team	03 8549 0931	Mobility
18/7	8 Trevor Peverill	37860207		(03) 85490222	Ric Fisher	Ric.H.Fisher@team	03 8549 0931	Mobility
13/7	9 Alan Vrigles	23107273	alan.vrigles@team.te	385491480	Karl Rashwan	Karl.Rashwan@tea	427032595	CFM-VLL
13/7	10 Rick Palma	39289138	rick.palma@team.te	385491480	Karl Rashwan	Karl.Rashwan@tea	427032595	CFM-VLL
Date of Workshop	24-Jul-07	Venue: Global Operations Centre, 770 Blackburn Rd Clayton			Contact: Ric Fisher- 03 8549 0931			
Duration	100am - 4:00pm				Secondary: Ross Nitz 03 8549 0931			
Course Content								
Brisbane Noms / Sydney Noms / Melbourne Noms / Adelaide Noms								

Fig. 6 iFVT training nominations spreadsheet (CalypTech)

4. Notification of session details via personalised emails and meeting requests.

Candidates are notified by personalised emails and also by arrangement via some of the vendors as to the dates, locations and any pre-requisites for the proposed training sessions.

The screenshot shows a Microsoft Outlook meeting request window. At the top, there are tabs for 'Appointment', 'Scheduling', and 'Tracking'. Below the tabs, a status bar indicates '4 attendees accepted, 0 tentatively accepted, 0 declined' and 'This appointment occurs in the past.' The 'To...' field lists several attendees: McAndrew, Mark E; Holman, Neil J; Grey, Mark J J; Ostenfeld, Christian C; Gill, Kevin J; Cusack, Simon; Apps, Nathan L. The 'Subject' is 'FWT Advanced Installation, Troubleshooting and Configuration Workshop 01-June-2007' and the 'Location' is 'Ericsson Sydney - 112-118 Talavera Road, North Ryde NSW.' The 'Start time' is set for 'Fri 1/06/2007' at '9:00 AM' with an 'All day event' checkbox. The 'End time' is 'Fri 1/06/2007' at '4:30 PM'. A 'Reminder' is set for '15 minutes' and the 'Show time as' is 'Out of Office'. The 'Meeting Workspace...' section is checked, and 'This is an online meeting using:' is set to 'Microsoft NetMeeting'. The main body of the email contains a 'Welcome.' message and the following details:

You are enrolled to attend an Ericsson Education training course. Please find your confirmation details below:

COURSE: FWT Advanced Installation, Troubleshooting and Configuration Workshop
DATE FROM: 01-June-2007
DATE TO: 01-June-2007
TIME: 9:00AM to 4:30PM
VENUE: Ericsson Sydney - 112-118 Talavera Road:
Room 2 (Yokogawa tower)
Level 1 - Tower A
112-118 Talavera Rd
North Ryde NSW Australia 2113

Please note that lunch will be provided

Fig. 7 Notification of session details via meeting requests

The screenshot displays the 'Learn.Achieve' personal status screen for user John Sandler. The course is '[AL000505] Ericsson W25 Install, Configure and Troubleshoot', with a session ID of [AL000505.001] and a duration from 12-JUN-2007 09:00 AM to 12-JUN-2008 05:00 PM. The user's contact information is John Sandler, Ph: 03 8627 7443, Email: john.sandler@team.telstra.com. The status is 'In Progress'. A 'Brochure' link is available. The progress table is as follows:

Milestones	Status/Results	Action
1 Ericsson W25 Install, Configure and Troubleshoot	In Progress [?] [?]	Launch
1.1 Introduction	In Progress [?]	
1.2 Unit 1: Device Overview	In Progress [?]	
1.3 Unit 2: Tools & Accessories	--	
1.4 Unit 3: Installation Procedure	--	
1.5 Unit 4: Configuration	--	
1.6 Unit 5: Detecting & Repairing Faults	--	
1.7 Summary	--	
1.8 Glossary	--	

A 'Refresh Results' button is located at the bottom of the table.

Fig. 8 Learn.Achieve (eLearn) personal status screen

5. The use of online enrolment for Next G training events has removed an enormous bottleneck from the previous processes by:
 - Avoiding double and often triple handling of the same data
 - Removing the frustrations experienced in earlier slower training event management processes
 - Delivering high levels of internal customer service
 - Freeing up Learning and Development staff for other critical development duties

References:

- [1] <http://www.nextg.com.au/>
- [2] <http://www.telstra.com.au/nextg/index.htm>
- [3] <http://www.telstra.com.au/nextgnetwork/index.htm>
- [4] <http://www.telstra.com.au/mobile/networks/info/nextg.htm>

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