



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

John Sandler

## ► To cite this version:

John Sandler. Telstra's Next G Network: Event Management of Australia-Wide Wireless Network Training Solutions. Conference ICL2007, September 26 -28, 2007, 2007, Villach, Austria. 7 p. hal-00197213

**HAL Id: hal-00197213**

**<https://telearn.hal.science/hal-00197213>**

Submitted on 14 Dec 2007

**HAL** is a multi-disciplinary open access archive for the deposit and dissemination of scientific research documents, whether they are published or not. The documents may come from teaching and research institutions in France or abroad, or from public or private research centers.

L'archive ouverte pluridisciplinaire **HAL**, est destinée au dépôt et à la diffusion de documents scientifiques de niveau recherche, publiés ou non, émanant des établissements d'enseignement et de recherche français ou étrangers, des laboratoires publics ou privés.

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

*John Sandler*

Telstra Corporation, Australia

**Key words:** *Telecommunications, online training management*

## Abstract:

*The Next G<sup>TM</sup> 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

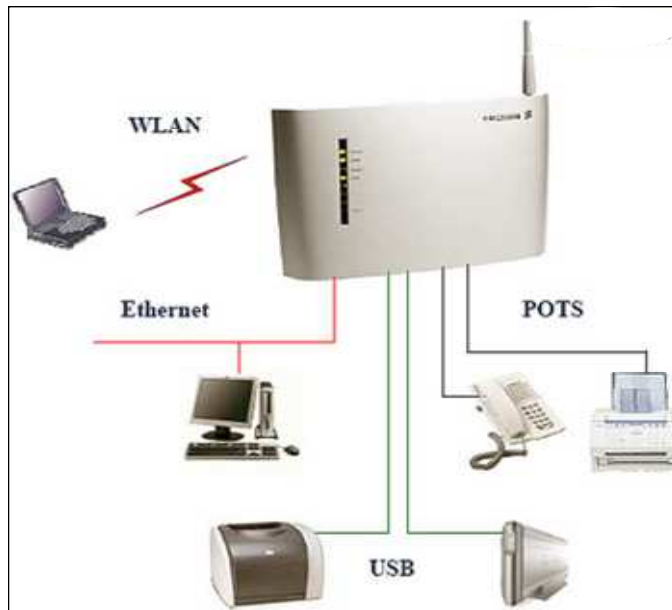
The Next G<sup>TM</sup> network is Telstra's next generation wireless broadband network, bringing high-speed broadband to mobile phones and laptops across Australia.

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

Next G<sup>TM</sup> Wireless Link (NGWL) is a wireless service that uses the Next G<sup>TM</sup> 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 NextG<sup>TM</sup> 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 |        |        |        |       |       |
|-------------------|--------------|---------------|---------------------------------|--|--------|--------|--------|-------|-------|
| EMV               | Melb         | 45            | Can I have Telstra place on one | 5-Oct                                    | 5-Oct  | 6-Oct  | 6-Oct  | 9-Oct | 9-Oct |
| EMV               | Syd          | 29            |                                 | 11-Oct                                   | 11-Oct | 12-Oct | 12-Oct |       |       |
| EMV               | Brisb        | 32            |                                 | 17-Oct                                   | 17-Oct | 18-Oct | 18-Oct |       |       |
|                   | Adel         | 1             | To Perth                        |  |        |        |        |       |       |
| Telstra           | Perth        | 11            |                                 | 27-Oct                                   | 27-Oct |        |        |       |       |
|                   | Hobart       | 4             | To Melb                         |  |        |        |        |       |       |
| Telstra           | Darwin       | 5             |                                 | 24-Oct                                   |        |        |        |       |       |
|                   | Canberra     | 1             | To Syd                          |  |        |        |        |       |       |
|                   | <b>Total</b> | <b>128</b>    |                                 |  |        |        |        |       |       |
| October           | 1            | 2             | 3                               | 4  | 5      | 6      | 7      | 8     | 9     |
| October           | 16           | 17            | 18                              | 19                                       | 20     | 21     | 22     | 23    | 24    |
| November          | 1            | 2             | 3                               | 4  | 5      | 6      | 7      | 8     | 9     |

**Fig. 1** Expression of Interest matrix

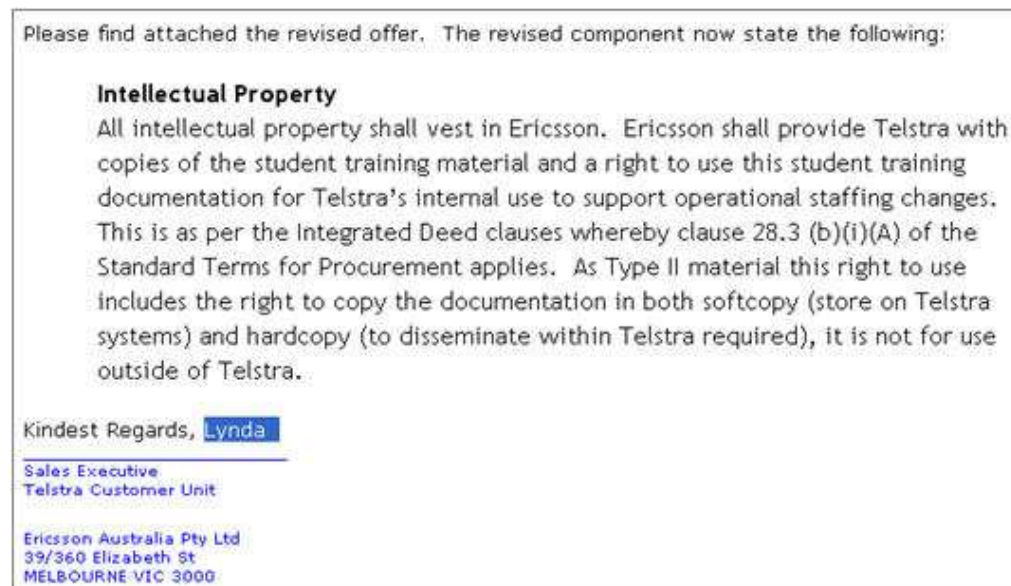
2. Negotiating with vendors/providers aspects such as the type, duration, cost and location of scheduling for appropriate courses.

**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.

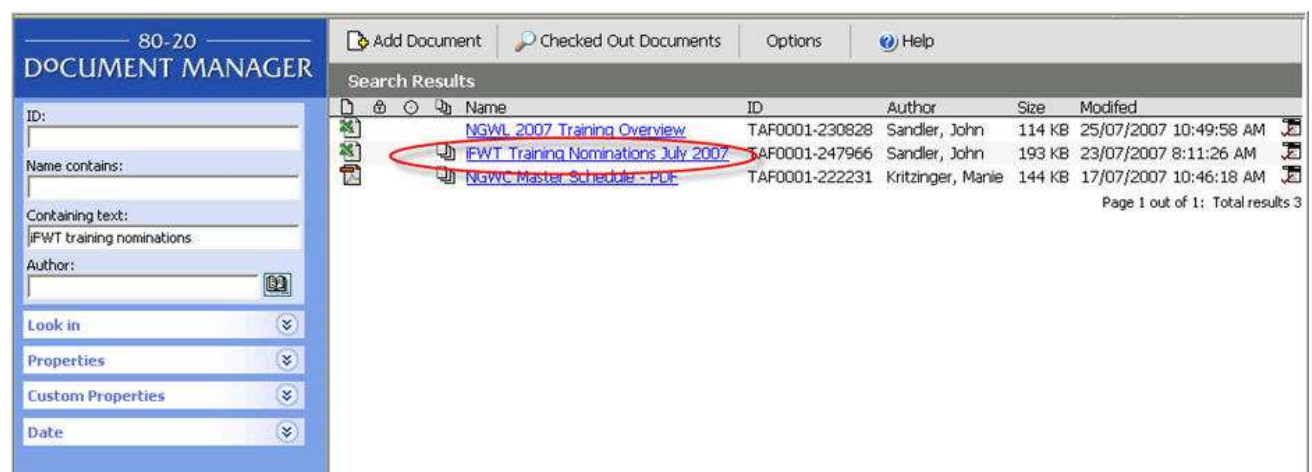
Ericsson Australia Pty Limited ("Ericsson") is pleased to provide this offer in response to Telstra's request.

**Fig. 2** Vendor offer



**Fig.3** Vendor Intellectual Property negotiations

3. 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 |   |                  |                   |   |
|  | Location         | Sydney           |   |                  |                   |   |
| Course Title   | Participants     |                  |   |                  |                   | Venue: Ericsson,<br>Duration: 9:00am - 4.30pm |
| FWT Advanced Installation, Troubleshooting and Configuration |                  |                  |   |                  |                   |   |
|  | Name             | Employee Number  | E-mail Address  | Delegate Phone N | 1 Up Manager Name | 1 Up Manager E-m                              |
| 1  | Robert Toth      | 36631314         | Robert.Toth@team.t  | 418609202        | Afzal Shah        | Afzal.Shah@team.t                             |
| 2  | Andrew Garde     | 38191543         | Andrew.Garde@team   | 428309043        | Afzal Shah        | Afzal.Shah@team.t                             |
| 3  | Barry Dunbar     | 37031679         | Barry.Dunbar@team   | 418270075        | Afzal Shah        | Afzal.Shah@team.t                             |
| 4  | Trevor Fuggle    | 42635290         | trevor.fuggle@team  | 428268222        | Heath Zygnerski   | heath.zygnerski@te                            |
| 5  | Sash Saveski     | 39740487         | Sash.Saveski@team   | 0419 409 665     | Bob Tunn          | Robert.J.Tunn@team                            |
| 6  | Kevin Cheatham   | 23946704         |   |                  | Richard J Ross    | (02) 6937                                     |
| 7  | Tanya Duggin     | 38148510         | tanya.duggin@team   | (02) 9665 4665   | Wayne Cranwell    | wayne.cranwell@te                             |
| 8  | Dave Briggs      | 36164533         |   |                  | Darryl Woods      |   |

Fig. 5 FWT training nominations spreadsheet (Ericsson)

|  |                   |                 |   |                 |                                   |                    |
|--|-------------------|-----------------|---|-----------------|-----------------------------------|--------------------|
| Prior to nominating staff for this training please be aware of:  |                   |                 |   |                 |                                   |                    |
| * Prerequisite knowledge, experience or training which must be attained prior to embarking on the listed course.   |                   |                 |   |                 |                                   |                    |
| 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.   |                   |                 |   |                 |                                   |                    |
| Last updated by John Sandler 19 Jul 2007 Vers 2.1  |                   |                 |   |                 |                                   |                    |
| 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-m   |
| 12/6   | 1 Frank Andreotti | 38077398        | Frank.Andreotti@tea                                       | 0419382936      | Heath Zygnerski                   | heath.zygnerski@te |
| 15/6   | 2 Rob Calabro     | 37710743        | Robert.Calabro@tea  | 03 8549 0459    | Bruce Miller                      | Bruce.Miller@team  |
| 15/6   | 3 Paul Galea      | 37660061        | Paul.D.Galea@team   | 03 8549 0931    | Ric Fisher                        | Ric.H.Fisher@team  |
| 15/6   | 4 Bill Belbin     | 36085325        | Bill.Belbin@team.te                                       | 03 8549 0931    | Ric Fisher                        | Ric.H.Fisher@team  |
| 15/6   | 5 Angelo Zuanetti | 37808943        | Angelo.Zuanetti@tea                                       | 03 8549 0931    | Ric Fisher                        | Ric.H.Fisher@team  |
| 15/6   | 6 Tim Anderson    | 42363694        | Tim.A.Anderson@tea  | 03 8549 0931    | Ric Fisher                        | Ric.H.Fisher@team  |
| 15/6   | 7 Jawad Akram     | 42826775        | Jawad.Akram@team  | 03 8549 0931    | Ric Fisher                        | Ric.H.Fisher@team  |
| 18/7   | 8 Trevor Peverill | 37860207        |   | (03) 85490222   | Ric Fisher                        | Ric.H.Fisher@tea   |
| 13/7   | 9 Alan Vrigles    | 23107273        | alan.vrigles@team.te                                      | 385491480       | Karl Rashwan                      | karl.rashwan@tea   |
| 13/7   | 10 Rick Palma     | 39269138        | rick.palma@team.te  | 385491480       | Karl Rashwan                      | karl.rashwan@tea   |
| Date of Workshop: 24-Jul-07 Venue: Global Operations Centre, 770 Blackburn Rd Clayton Contact: Ric Fisher- 03 8549 0931 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 web-based meeting request form. 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 notes 'This appointment occurs in the past.' The form fields include:

- To:** McAndrew, Mark E; Holman, Neil J; Grey, Mark J J; Ostenfeld, Christian C; Gill, Kevin J; Cusack, Simon; Apps, Nathan L
- Subject:** FWT Advanced Installation, Troubleshooting and Configuration Workshop 01-June-2007
- Location:** Ericsson Sydney - 112-118 Talavera Road, North Ryde NSW.
- Start time:** Fri 1/06/2007, 9:00 AM. There is an 'All day event' checkbox which is unchecked.
- End time:** Fri 1/06/2007, 4:30 PM.
- Reminder:** 15 minutes. There is a 'Show time as:' dropdown menu set to 'Out of Office'.
- Meeting Workspace...** checkbox is unchecked. The text 'This is an online meeting using:' is followed by a dropdown menu set to 'Microsoft NetMeeting'.

Below the form fields, there is a 'Welcome.' section with the text: 'You are enrolled to attend an Ericsson Education training course. Please find your confirmation details below:'

The confirmation details are listed as follows:

- 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

At the bottom, a note states: 'Please note that lunch **will be** provided'.

**Fig. 7** Notification of session details via meeting requests

**Learn.Achieve (eLearn) personal status screen**

**Course:** [AL000505] Ericsson W25 Install, Configure and Troubleshoot  
**Session:** [AL000505.001] Ericsson W25 Install, Configure and Troubleshoot  
**Start/Due Date:** 12-JUN-2007 09:00 AM To 12-JUN-2008 05:00 PM  
**Contact:** John Sandler  
 Pn: 03 8627 7443  
 Email: [john.sandler@team.telstra.com](mailto:john.sandler@team.telstra.com)  
**Status:** In Progress

[Brochure](#)

| Milestones   | Status/Results  | Action                 |
|--|-----------------|------------------------|
| 1 Ericsson W25 Install, Configure and Troubleshoot | In Progress (2) | <a href="#">Launch</a> |
| 1.1 Introduction                                   | In Progress (2) |                        |
| 1.2 Unit 1: Device Overview                        | In Progress (2) |                        |
| 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                                       | --              |                        |

[Refresh Results](#)

**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>

## Author:

John Sandler  
 Telstra Corporation  
 Address  
 Email: [johnsandler@fastmail.fm](mailto:johnsandler@fastmail.fm)  
 Blog: [www.nohow.wordpress.com](http://www.nohow.wordpress.com)