FIN-121 - Revenue Assurance and Fraud Management in Telecom

Description

A 5-day training course integrating theoretical presentations, exercises, case studies and workshops that will:

- Guide the participants through the entire billing process and provide them with best practices to successfully and accurately bill customers
- Equip participants with the knowledge, tools and best practices to manage and control telecom fraud

Learning Outcomes

At the end of the course, participants will be able to:

- Understand the boundaries and interfaces of billing support systems
- Use best practices to gather accurate data
- Possess the leading tools to define charges and bill customers for mobile services – prepaid and postpaid services for 2G, 3G and LTE networks
- Implement an effective process for IP, interconnect and roaming billing
- Understand leading approaches in revenue collection and billing mediation
- Know how to identify fraud risk using current assessment techniques
- Identify the various types of service-related telecom fraud using best practices
- Possess the latest tools to identify fraud attacks, use prevention technologies and implement counter-measures in fixed, mobile and IP networks

Topics

Note: the course structure may be subject to change as trainings are updated on a regular basis.

- Trends and best practices

Workshops and case studies

Part 2 - Fraud management

Evolution of fraud

Thinking like a fraudster

Fraud risk

- Identifying the risks and weaknesses
- Grading the risks (vulnerability assessments)
- Best practices

Risk assessment

- Developing a process for risk assessment
- Conducting airtime fraud and non-airtime fraud risk assessments
- Analysis of internal fraud risks

Service vulnerabilities

- Subscription fraud
- Partnership fraud
- Interconnect fraud
- Premium rate fraud
- Roaming fraud
- Content and value-added fraud
- Prepaid fraud

Fraud detection and prevention

- Switched networks
- Packet networks
- Best practices

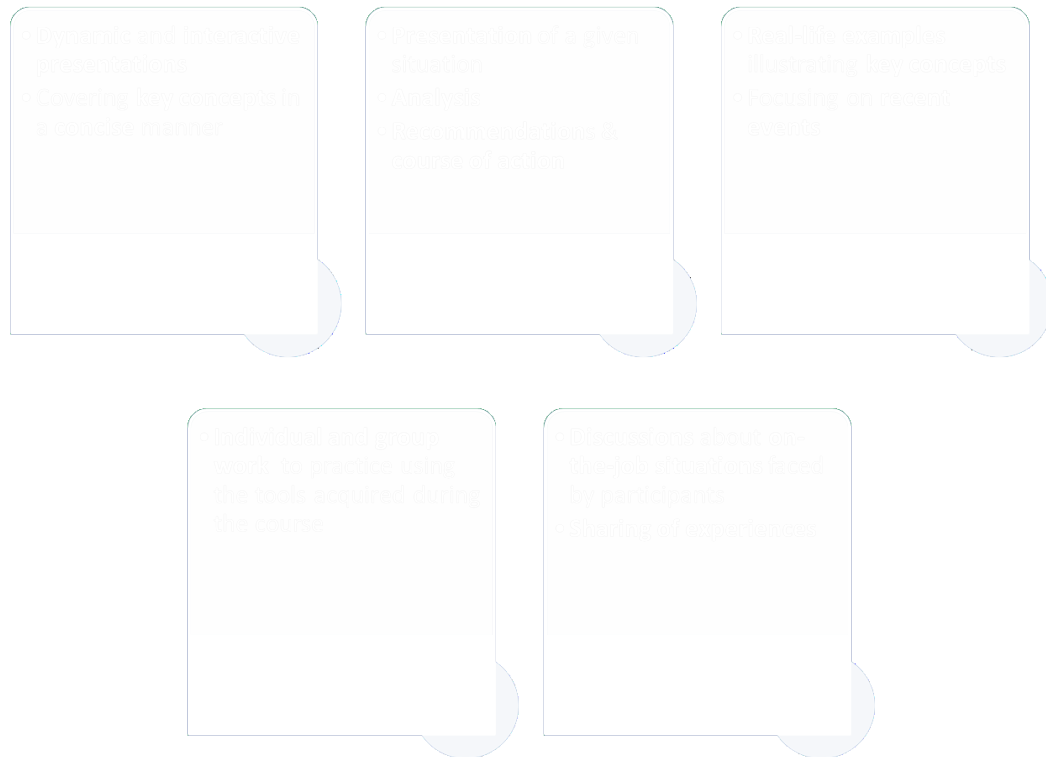**Data mining applied to fraud detection and prevention**

Revenue assurance versus fraud

Target Audience

- Telecommunications managers and personnel responsible for billing, collection, billing mediation and fraud management
- Managers looking to complement their skill-set by gaining a good understanding of billing and

fraud management

Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.

- Dynamic and interactive presentations
- Covering key concepts in a concise manner

- Presentation of a given situation
- Analysis
- Recommendations & course of action

- Real-life examples illustrating key concepts
- Focusing on recent events

- Individual and group work to practice using the tools acquired during the course

- Discussion about specific situations faced by participants
- Sharing of experiences

Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at training@neotelis.com for the complete Yearly Training Calendar.

Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at training@neotelis.com for more information and a Proposal.

About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

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