



**Course Outline for the Training on  
Revenue Assurance Methodology**

***Duration: 3 Days***

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## **Training Course Title: Revenue Assurance Methodology**

**Course Code:** NSE-RA-712

**Duration:** 3 days

### **Course Description:**

This course is designed to give participants a complete vision about how Revenue Assurance programs could improve the financial results on Telecommunications Operators. By describing the different methods and the tasks to develop, participants will have the whole information to start building Revenue Assurance Teams in order to define monitoring controls used to identify revenue risk and report them to perform their correction. The course will analyze some of the principal processes of a Telecommunication Operator and will explain all of the usually problems that could appear on it such as Bill Incidence Detection, Rate Reviews, Fraud Alarms or Loyalty Policies.

### **Course Objective**

- Acquire knowledge of the different Revenue Assurance Methods
- Overview of the disciplines of Revenue Assurance
- Describe the scope of the RA Activities
- Identify operational risk to improve organizational benefits
- Describe principal tools to prevent revenue risks

### **Key Benefits**

Be able to manage different operational areas information in order to implement Revenue Assurance policies and develop control processes to avoid financial risks.

### **Pre Requisite**

Knowledge of Telecommunication Operator concepts, business process reengineering and data analysis.

### **Who Should Benefit?**

Engineers / Technicians / Economists/ Managers / Project Team Members/ Planners

## Course Outline:

### **Module 0: Author & Course Introduction**

About author and Revenue Assurance course

### **Module 1: Introduction to Revenue Assurance (RA)**

Revenue Assurance concepts and definitions

Revenue Assurance main objectives

RA principal working areas

Benefits and advantages of RA Methods

Knowledge Test

### **Module 2: Revenue Assurance Methodology**

Working approach on RA

Internal Audits

Design of Automatic Controls

Dashboard generation for decision support

Knowledge Test

### **Module 3: Revenue Assurance Tools**

Database Repository for Automatic Controls Executions

Integration GUI programs

Data mining tools

Knowledge Test

**Module 4: Business Process Improvement**

Detection process definition  
Corrective process definition  
Prevention process definition  
Knowledge Test

**Module 5: Bill Review Methods**

Bill Review Strategies  
Billing Incidence Detection  
Price Plan Validation  
Knowledge Test

**Module 6: Rating Process Review**

Rejected Events Analysis  
Rating Catalog Review  
Rating Tariffs Validation  
Knowledge Test

**Module 7: Unpaid Process Control**

Disconnected Services Policy  
Unpaid process Review  
Knowledge Test

**Module 8: Loyalty & Retention Programs**

Loyalty & Retention Policy Control

Discounts Validation  
Knowledge Test

**Module 9: Sale Process and Promotions Review**

New Products and Releases  
Promotional Discounts Validation  
Knowledge Test

**Module 10: Fraud Alarms**

Black List Numbers  
Top Usage Clients Alarms  
Knowledge Test

**Module 11: Conciliation Methods.**

Interconnection  
Traffic and Billing Conciliation between operators  
Knowledge Test

**Module 12: Adjustment Analysis**

Billing Adjustment Review  
Service Incidence Analysis  
Knowledge Test