TELECOMMUNICATIONS & 5G · TELECOM INFRASTRUCTURE & OPERATIONS

Network Operations Centre (NOC) Operations

تشغيل مراكز عمليات الشبكة (NOC)

3 days | Foundation | In person · Live online | Arabic & English

Learn how operators keep networks running around the clock. You will cover NOC roles and shifts, monitoring tools and alarms, incident and problem management, escalation and communication, and the performance reports that keep management informed.

WHO IT'S FOR

New NOC engineers, operations staff and technicians moving into network operations.

BEFORE YOU START

No formal prerequisites: bring curiosity and a willingness to practise.

WHAT YOU'LL LEARN

- Describe NOC roles, shifts and processes.
- Monitor networks and handle alarms.
- Manage incidents and escalations.
- Communicate clearly during outages.
- Prepare operational and performance reports.

Training a team?
We run this course privately for organizations, on your dates, at your site or ours, and adapt the examples to your network and equipment.

COURSE OUTLINE

5 modules, 3 days

MODULE 01

The NOC

- Roles and shifts
- Tools and dashboards

MODULE 02

Monitoring

- Alarms and severity
- Correlation and filtering

MODULE 03

Incident management

- Ticketing
- Escalation
- Major incidents

MODULE 04

Problem and change management

- Root cause analysis
- Change control

MODULE 05

Reporting

- KPIs and SLAs
- Shift handovers and reports

ALSO IN TELECOM INFRASTRUCTURE & OPERATIONS

AI Prompting for Telecom Engineers, **Career Skills for Telecom Engineers: CV, Interviews and LinkedIn**, **Mobile Network Field Engineering**, **Telecommunications Fundamentals**, **Telecommunications for Non-Engineers**

Enrol or ask a question

In person in Damascus · Live online · Private training for teams. Tell us your goals and we will send the dates, the fees and the right level for you.

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