

Education Solutions

The JDSU Advantage – Increasing Workforce Knowledge and Skills



Key Features

- Increase technicians' knowledge and skills, resulting in improved network performance and higher quality customer service
- Learn the theory behind the application or product, enabling technicians to better handle unexpected and complex situations
- Structure a blended training program to meet your specific objectives — combining virtual classroom, public, and on-site education
- Improve workflow processes by combining process improvement training with custom methods and procedures
- Accelerate return on product investment by training technicians in advance of product deployment
- Assist your internal training groups with train-the-trainer and courseware licensing programs
- Enable technicians to be successful with various testing tools through our multivendor training programs
- Prepare technicians for new technologies and applications with leading edge training from industry experts

As a provider of network services, your most important asset is your people. Even with the most sophisticated tools in place, your business can only be successful if your technicians know how to use them properly and effectively. With rapid changes in technology and personnel, you need a partner who can keep your technicians current so you can be competitive.

JDSU offers a comprehensive suite of education solutions to ensure the success of your personnel. Instead of simply providing product training, we focus on your business objectives. We start with an understanding of the metrics you intend to impact before recommending an education solution. Then we tailor an education strategy which fits with your business model, specific technology and application requirements, and availability of your personnel. This program can include education on technologies, applications, process improvement methods and procedures, and products — both JDSU and third party.

JDSU provides a number of different training approaches, depending on your needs and objectives. On-site training is ideal when you have a group of technicians who need to learn a new product or application; here we can tailor the course to your specific needs. When training is needed for fewer technicians, we offer public training courses at JDSU's site. We also offer the Virtual Classroom for technology and product training, which brings live, instructor-led, on-line training to the desktop, eliminating travel costs. Course licensing and train-the-trainer options are available for our customers who have internal training groups who need to quickly address new products and technologies.

Whichever option you choose, the benefits are the same. By increasing the knowledge and skill level of your technicians, they can accomplish their jobs more effectively. This translates into improved network performance, higher quality service, and increased operational efficiency.



JDSU — your partner in workforce education

JDSU has a long history of commitment to the success of your testing personnel. Our 75-year history of providing leading-edge test tools to network operators and manufacturers enables us to understand the job they perform every day. Our products are designed with that job in mind, and our education solutions are structured the same way.

We understand your business. For network operators, we understand the lifecycle of telecommunications service delivery. We provide test solutions for this entire lifecycle — from the evaluation of new network elements in the laboratory, to equipment deployment, to service turn-up, and ultimately service maintenance. We know how to help you positively impact workflow performance at each step, and we offer education solutions which support these process improvement initiatives.

We also understand the product development and launch lifecycle for network equipment manufacturers. From research and development testing to testing on the manufacturing floor, we offer test solutions, along with education solutions, to accelerate time to revenue for new products. In addition to manufacturing technicians, we also offer training and support for development and design verification engineers.

Whether you are equipping technicians with new products or working to affect process change with existing tools, JDSU offers education solutions to improve efficiency and impact the bottom line.

Turning services into solutions

JDSU has delivered education solutions to hundreds of customers. We take the time to understand your business objectives and then recommend a training approach that addresses these goals.

In one case, a major network provider in the United States was experiencing an extremely high HDSL failure frequency rate in a specific region. A goal had been set for this region, not to exceed 1.9 failures for each HDSL circuit each month of the year. During that year, this goal was achieved in only one month, and the overall monthly average was 3.1. For the next year, a more aggressive goal was set for the region, not to exceed 1.6. This was clearly a challenge since they were unsuccessful in meeting the previous year's target.

Solution

JDSU tailored a training program specifically to address this customer's objective to reduce the failure rate of HDSL circuits. The program consisted of teaching the fundamentals of HDSL technology and how it pertained to testing, along with the appropriate methods and procedures for provisioning, maintaining, and troubleshooting services. As part of the program, the technicians responsible for HDSL spans were tested prior to and after the training. As the technicians returned to the field, business metrics were monitored to determine the impact.

Result

The technician's test scores improved dramatically between pre and post training. More importantly, the business metrics were dramatically improved. The first month after the technicians completed JDSU's program, the targeted region reported its lowest HDSL failure frequency rate, 1.16. This exceeded their new annual goal by 28% and represented a 63% improvement in their previous years' annual monthly average HDSL failure frequency rate. This program has been so successful it is now being adopted into other regions experiencing unfavorable metrics.

Services offered

Virtual Classroom

This offering is delivered on-line, using live trainers. From your desktop, you participate in the session just as you would in a physical classroom, with the ability to raise your hand, ask questions, and interact with the instructor and other students. Virtual Classroom is typically offered in two-hour sessions, minimizing downtime for your technicians. It also eliminates travel cost and time. Courses offered through Virtual Classroom are technology and application focused. Product training is also offered on-line for systems and software products which use remote interfaces. Both public and single company classes are available.

Public Training

We offer training for individuals and small groups at an JDSU specified location. Courses cover technology and applications for the specified technology or product. Public courses are cost-effective when you have a small number of technicians requiring training, or when a facility is not available for on-site training. A schedule of public courses is available from your JDSU sales engineer.

On-Site Training

Provides training for eight students at a customer specified location. Courses cover technology and applications for your required technology or product. With an on-site course, the instructor can tailor the discussion to your specific applications. Your technicians learn in their own environment, which often enables them to apply the knowledge more quickly.

On-the-Job Training

As an add-on to on-site training, the instructor will work with the technicians while they apply the knowledge and skills they have just acquired. This provides an opportunity to suggest adjustments or changes based on the nuances of the customer's network or work environment.

Blended Learning

To reduce costs and time commitments, blended training takes advantage of the both on-site training and Virtual Classroom to provide product and technology training. Through Virtual Classroom, the technology and application portions of a class are given in advance of an instructor arriving on-site. At a later date, the instructor leads hands-on exercises to teach the remaining application portions and product training.

Train-the-Trainer/Course Licensing

Many of our customers have internal training groups. To support these resources, we provide licensing of course material. This provides an alternative that allows customers to start training their technicians quickly and minimize course development risk. JDSU will also train your instructors in the delivery of the course material.

Methods and Procedures Development

Without standardized test plans, problems that are often overlooked complicate provisioning and troubleshooting. JDSU's Methods and Procedures Development experts will understand your application, requirements, and goals to provide you with a test plan that meets your needs. With our 75 years of experience, we can help you with just about any testing application. Consistency pays off, and investing in standardized test plans is the first step in reaching your goals.

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