

# Revenue Assurance Academy Advanced Training Curriculum Options MIAMI 2010

24-28 May 2010  
Advanced Training Course Options  
Event Guide

## RA Manager Training and Certification

### RM100: Managing the Revenue Assurance Lifecycle (Workshop)

Learn how to set up, staff and run a completed integrated revenue assurance operation! – Learn how to get better control over your requirements, your workload and forecast your impacts! This class provides the student with a comprehensive review of the complete, fully integrated revenue assurance lifecycle. Students will learn how to organize, staff and make the entire process operationally integrated, efficient and effective.

### RM105: Revenue Assurance Vision, Mission and Organizational Fit

Learn how to integrate your revenue assurance with the rest of the organization! – Learn how to make RA the trusted partner of every operational manager and internal auditor in your organization ! This class provides the student with an operational and organizational perspective on revenue assurance. In this class we discuss the role of RA within the telco, and the relationships between RA and the other departments.

### RM115: Principles of Revenue Maximization

Learn how to turn your revenue assurance team into more than just a "clean up crew". – Learn how RA managers are helping to increase revenues and protect profits through the application of sound revenue assurance practices.

Express your interest in one of these two Certification Training Programs today by visiting [www.ra-academy.org/revenue\\_assurance\\_training\\_events/Latin\\_America\\_1/revenue\\_assurance\\_class\\_register.asp](http://www.ra-academy.org/revenue_assurance_training_events/Latin_America_1/revenue_assurance_class_register.asp).

We want to know what you are interested in so we can offer the most highly demanded training course!



## Telco Fraud Officer

### TFO001: Come and get it! Is your telco a Free Meal for Fraudsters?

Discover this new, comprehensive and highly effective approach to the containment of Telco Fraud Risk, Detection and Deterrence.

### TFO002: Techno Fraud, Cyber Crime and Phantom Phreaks : High Tech Fraud for the High Tech Telecom

Learn about the many different technical vulnerabilities that telcos must face, and the different ways to secure them.

### TFO003: Broken Trusts: Customer and Employee Fraud

Learn about the major categories of customer and employee fraud. Learn how to detect, deter and handle the sensitive issues in this area.

### TFO004: The Prisoners Dilemma: Partner Fraud

Learn about interconnect, bypass, Simbox, roaming, Virtual Network Operator, Content partner and related partner frauds. Gain knowledge of how to understand and diagnose them, and how to deal with them.

### TFO005: Creating a Secure Environment: Dealing with Criminals, Terrorists and Law Enforcement

Learn how to organize and optimize your Fraud Officer operations. Gain knowledge on how to profile professional criminals, terrorists and other people with professional intent to do harm, and learn how to work with internal and external agencies to combat these threats.

Register for this training and certification event at  
[ra-academy.org/revenue\\_assurance\\_training\\_events/Latin\\_America\\_1/revenue\\_assurance\\_class\\_register.asp](http://ra-academy.org/revenue_assurance_training_events/Latin_America_1/revenue_assurance_class_register.asp)