# Telecommunications Technology Leadership Training Course

4 – 8 January 2027
Porto

AGILE LEADERS
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## Overview

Telecommunications Technology Leadership Training Course is a one-week professional course for telecommunications managers, technology leaders, electronic systems managers, service owners, and transformation professionals, who leave with a Telecommunications Technology Leadership Pack. It connects telecommunications technology leadership, converged service architecture, technology portfolios, capacity, reliability, service assurance, vendors, lifecycle roadmaps, investment cases, risk, performance, and business alignment. Agile Leaders Training Center presents the course on leading telecom technology and electronic service systems as business capabilities.

## Who Should Attend

- Leaders responsible for telecom technology and service outcomes
- Teams responsible for electronic systems and platform portfolios
- Functions responsible for capacity, reliability, and service assurance
- Leaders responsible for suppliers, investments, and lifecycle decisions
- Teams responsible for transformation, performance, and business alignment

The course assumes participants coordinate telecom services, technology portfolios, electronic systems, vendors, or transformation and leaves out network configuration, electronics design, and certification preparation.

## Departments and Industries

The course supports leadership decisions across communications services and connected electronic systems.

- Telecommunications strategy and technology functions
- Network, service, and platform management teams
- Electronic systems and infrastructure departments
- Banking and insurance communications operations
- Energy and industrial connectivity teams
- Transport and healthcare communications services

## Learning Objectives

By the end of this course, participants will be able to:

- Build a telecom technology leadership operating model
- Analyze service architecture, dependencies, and capability gaps
- Evaluate capacity, reliability, assurance, and lifecycle evidence
- Prioritize portfolio investments and supplier decisions
- Use performance and risk measures for governance
- Build a transformation roadmap aligned with business outcomes

## Course Agenda

### Day 1: Leadership Context and Service Architecture

- Telecom Technology Leadership Model and RACI Matrix
- Service, Network, Platform, and Electronic System Map
- Business Capability and Service Outcome Matrix
- Technology Dependency and Criticality Register
- TM Forum Open Digital Architecture View

### Day 2: Operations, Capacity, and Assurance

- ITU-T M.3050 eTOM Business Process Map
- Demand, Capacity, and Utilization Forecast
- Service Reliability and Availability Measure Set
- Service Assurance and Escalation Model
- Performance, Fault, and Customer Impact Dashboard

### Day 3: Portfolio, Vendors, and Lifecycle

- Telecom Technology Portfolio Classification
- Electronic System Lifecycle and Obsolescence Register
- Vendor Capability and Dependency Matrix
- ETSI NFV Cloud-Native Evolution Map
- Interoperability and Integration Risk Review

### Day 4: Investment, Risk, and Transformation

- Technology Investment Case and Value Logic
- Total Cost and Lifecycle Decision Model
- Telecom Technology Risk and Control Register
- Transformation Initiative Prioritization Matrix
- Governance Dashboard and Roadmap Review

## Day 5: Telecommunications Technology Leadership Practice

- Service Architecture and Capability Exercise
- Capacity, Reliability, and Assurance Exercise
- Portfolio, Vendor, and Lifecycle Exercise
- Investment, Risk, and Roadmap Exercise
- Telecommunications Technology Leadership Pack Capstone Exercise

## Practical Exercises

The course uses suggested activities to practice leadership decisions without engineering configuration.

- Suggested activity: map services, platforms, electronic systems, dependencies, criticality, and business outcomes.
- Suggested activity: interpret demand, capacity, reliability, fault, and customer-impact evidence.
- Suggested activity: compare portfolio, lifecycle, vendor, interoperability, and integration risks.
- Suggested activity: build an investment case, prioritization matrix, governance dashboard, and roadmap.

## FAQs

### Who suits telecommunications technology leadership training and what does it assume?

Telecommunications technology leadership training suits professionals coordinating services, portfolios, electronic systems, suppliers, or transformation. It assumes workplace exposure to telecom technology and does not teach network configuration or electronics design.

### How does telecommunications technology leadership differ from telecom engineering training?

Telecommunications technology leadership focuses on architecture, portfolios, capacity, assurance, vendors, investments, risk, performance, and business alignment. Telecom engineering training focuses on technical design, configuration, and implementation.

### How does eTOM support telecommunications technology leadership?

eTOM provides a reference framework for categorizing service-provider business activities. Leaders use it to relate operating processes, management functions, responsibilities, service outcomes, and transformation priorities.

### Why does telecommunications technology leadership use lifecycle roadmaps?

Lifecycle roadmaps connect demand, capacity, reliability, obsolescence, dependencies, supplier commitments, investments, transition risks, and target capabilities across time.

## Which measures support telecom technology investment decisions?

Useful measures connect service demand, utilization, availability, reliability, fault impact, customer outcomes, cost, risk, supplier performance, lifecycle position, and strategic value to investment choices.

## Conclusion

Participants take a Telecommunications Technology Leadership Pack back to work. It connects service architecture, operations, capacity, assurance, electronic systems, portfolios, vendors, investments, risks, measures, and roadmaps. It changes isolated technology decisions into traceable evidence for business alignment, service outcomes, and transformation governance.