



Telecom BSS and OSS Training: Convergent Charging, Billing, Order Orchestration and Assurance

4 – 8 October 2027

London - Central London four-star



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Introduction:

Telecom BSS and OSS training covering convergent charging, billing, order orchestration and assurance is a 5-day course for operator IT, billing, product catalogue, order management and network operations staff that ends with a Target BSS/OSS Architecture and Transformation Roadmap for a case operator. Siloed catalogues, batch interfaces and heavily customised billing stacks slow every launch, strand orders in fallout queues and leave faults detected by customers first. Nominees already configure, run or support these platforms and work through case studies on real application maps, order flows and charging records. CoreConcept Training Center delivers this telecom BSS and OSS course.

Course Objectives:

- Map an operator's BSS and OSS application estate against the order-to-cash and trouble-to-resolve journeys and identify integration weak points
- Apply the TM Forum eTOM, SID and Open Digital Architecture frameworks to classify processes, data entities and components in the current stack
- Model product specifications, offerings and bundles in a product catalogue and link them to customer hierarchies held in CRM
- Trace an order from capture through decomposition, orchestration, provisioning and activation and design fallout recovery steps
- Explain how online and offline convergent charging feed rating, bill runs, invoicing, payments and partner settlement
- Produce a Target BSS/OSS Architecture and Transformation Roadmap with migration waves for a case operator

Target Audience:

- Staff responsible for configuring and supporting CRM, product catalogue and order management applications
 - Staff responsible for charging, rating, bill runs, invoicing and payment operations
 - Staff responsible for network inventory, service provisioning and activation interfaces
 - Staff responsible for fault, performance and service assurance tooling in network operations
 - Staff responsible for integration, interface and data work on BSS and OSS change projects
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Course Outline:

Day 1: BSS and OSS Landscape and Current-State Stack Assessment

- BSS and OSS Functional Split Across Customer, Product and Network
- Order-to-Cash and Trouble-to-Resolve Journeys Mapped End to End
- Legacy Stack Pain Points in Silos and Batch Interfaces
- FCAPS Functional Model Applied to Operations Support Domains
- Current-State Application Map and Integration Assessment Worksheet

Day 2: TM Forum Frameworks, Product Catalogue and Customer Management

- TM Forum eTOM Business Process Framework Mapping of Operator Processes
- TM Forum SID Entities for Customer, Product, Service and Resource
- TM Forum Open Digital Architecture Components and Functional Blocks
- Product Catalogue Modelling of Specifications, Offerings and Bundles
- CRM Customer Hierarchy, Account Structure and Self-Service Channel Design

Day 3: Order Orchestration, Convergent Charging and Billing Operations

- Order Capture, Decomposition and Orchestration Across Fulfilment Systems
- Order Fallout Detection, Notification and Recovery Workflow Design
- Online Charging System Event, Session and Balance Management Functions
- Offline Charging Records, Mediation and Rating Into Billing Cycles
- Bill Run, Invoice Presentment, Payment Collection and Dunning Steps

Day 4: OSS Fulfilment, Service Assurance, Open APIs and Partner Settlement

- Network Inventory Reconciliation of Physical and Logical Resources
- Service Provisioning and Activation Flows Into Network Elements
- Fault and Performance Management Feeding Service Assurance Dashboards
- TM Forum Open APIs and Cloud-Native Microservice BSS Deployment
- Partner and Interconnect Settlement Flows Reviewed at Overview Level

Day 5: Case Study of a Target BSS/OSS Architecture and Transformation Roadmap

- Case Operator Brief With Legacy Billing, CRM and Inventory Estate
 - Target Architecture Mapped to ODA Components and Open APIs
 - Convergent Charging and Order Orchestration Design Choices for the Case
 - BSS Migration Waves, Data Cleansing, Parallel Run and Cutover
 - Target BSS/OSS Architecture and Transformation Roadmap Completion and Review
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Skills You Will Gain:

- BSS and OSS Application Mapping
- Business Process Framework Classification
- Product Catalogue Modelling
- Order Fallout Management
- Convergent Charging Configuration Review
- Bill Run Operations
- Service Activation Troubleshooting
- Stack Migration Planning

Why Attend This Course:

- Deliver a Target BSS/OSS Architecture and Transformation Roadmap to the IT director and the transformation programme board for review
- Decide which catalogue, charging and order orchestration functions to consolidate, replace or expose through open interfaces first
- Avoid stranded orders, failed bill runs, inventory mismatches and costly big-bang cutovers by sequencing migration waves and parallel runs
- Share application maps, catalogue models, fallout workflows and migration templates with IT, billing and network operations colleagues

Conclusion:

Back at work, the participant gives the IT director and the transformation programme board a Target BSS/OSS Architecture and Transformation Roadmap that names each application to retain, consolidate or replace, the open interfaces between them and the sequence of migration waves. Architects use it to scope the next release, while billing, order management and network operations teams use it to plan data cleansing and cutover readiness. After the first migration wave, the unit should review order fallout rates, bill run exceptions, inventory accuracy and interface defects against the roadmap.

Frequently Asked Questions FAQ:

What should participants know before the telecom BSS and OSS training course?

Participants should already support, configure or operate a CRM, billing, charging, order management or OSS application at an operator. Bringing an anonymised application map, order flow or bill run report helps them apply the case work to their own stack.

How does telecom BSS and OSS training differ from a telecom fundamentals or revenue assurance course?

It works inside the IT stack itself: catalogue, CRM, order orchestration, charging, billing, inventory and assurance systems and how to modernise them. Fundamentals courses explain networks to newcomers, and revenue assurance courses focus on leakage controls and fraud.

Why does convergent charging matter in telecom BSS and OSS architecture?

Convergent charging rates prepaid and postpaid usage across mobile, fixed and broadband services on one platform with real-time balances, so operators can launch bundled offers quickly and issue a single bill instead of reconciling separate charging and billing silos.

What do participants take back from the telecom BSS and OSS training course?

Participants take back a Target BSS/OSS Architecture and Transformation Roadmap, a current-state application map, a product catalogue model, an order fallout workflow and a migration wave plan they can adapt to their operator's stack.