





Telco Vice: Quickstart

3-Day Pre-Certification Event




Previously... On Telecom Fraud

- In our last video we talked about GRAPA's 1-day Executive Briefing on Telecom Fraud
- About "Making Fraud Investment = Fraud Protection"
- So both the fraud team and management are clear on how fraud can/should be measured
- To ensure real verifiable value is produced by what gets invested in the team/function




Mastering Fraud Forensic Controls

- The 3-Day Telco Vice: Quickstart program is about fighting frauds at their source – not simply reacting to them after it's too late
- Fraud Mapping Methodology lays out control points up and down stream of the FMS
- Pushing controls out to where the fraudsters get in – network, POS, credit management, provisioning, printer, dealers, accounts, SIMs
- Ensuring controls so forensics can be done




3-Day Telco Vice: Quickstart

- Pre-Certification program – basically the first 3 days of the 5 day program
- Many members can't get away from work for 5 days – we're that important!
- Also corporate/HR policies
- Quickstart allows professionals to get certified in 2 sessions – 3 days each
- Prepares professionals for more complex frauds in interconnect and roaming (Days 4 and 5)




TVC101 (1.5 Days): Making Fraud Investment = Fraud Protection

- Management Priorities, Governance and Standards
- What we talked about in the last video, plus
- Next half day is about law-enforcement based approach with situational/fraudster profiling
- Financial/Revenue Impact of fraud
- FMS requirements/procurement
- FMS operations, calibration, optimization
- Introduction to SIMbox




TVC102 (.75 days): OSS Forensic Controls Environment

- Network Security, AAA and SS7
- Root cause domain – security and protection before frauds have a chance to become a problem from intrusion, TOS, attack
- About AA – Authentication and Authorization, but also about Accounting – is there a record (CDR) for everything
- Steal service without detection
- Contextual competence req for forensics: SS7, routing, CDR generation, new tech GPRS/3G




Focused, Relevant, Practical

- Methods to protect any network environment, specific modules on GSM, CDMA, Wireline, Circuit, Packet, VoIP/SIP, Cable/DSL, WiMAX and Broadcast – depending on audience
- This is not the 90% of stuff your network engineers confuse you with that's not relevant – this is the 10% that fraud professionals really need to do real work, not just “theory”




TVC103 (.75days): BSS Forensic Controls Environment

- Credit, Dealer and Customer Frauds
- Protection and security of business operations
- Point of sale, credit, voucher printing, billing system (postpaid/IN), provisioning, warehouse, supply chain, procurement, etc.
- Frauds by dealers/channels, customers, professional fraudsters and internal IT/front office/accounting staff



Preventative Diagnostic Controls

- Preventing the exploitations of sales commissions, SIMs, customer accounts, top-up cards, voucher management systems, the IN, etc.
- Controls over the credit management and billing processes is key to detecting frauds early, minimizing losses and removing financial incentives for fraudsters
- Key for advanced fraud teams working with New Product Development/Pricing



5-Day Telco Vice Certification for Telecoms Fraud Analyst (TFA)

Detailed sections on Interconnect and Roaming Frauds - Next!