

# High-Touch Delivery Learning Services

## Cisco Unified Provisioning Manager (CUPM)



Cisco® Unified Provisioning Manager (Cisco UPM) is a reliable and scalable web-based provisioning solution to manage a company's critical next-generation communications services. The Cisco Unified Provisioning Manager (CUPM) Version 8 course teaches students how to effectively use the Cisco UPM application. The focus of this course is to have students use this product to learn how to provision Cisco Unified Communications initial deployments as well as to provide ongoing operational provisioning and activation services for individual subscriber changes. The student will use the Cisco UPM application to manage subscribers, order products and services for subscribers, provision the Cisco Unified Communications infrastructure, track phone and directory numbers in an inventory, implement business abstractions for workflow processes that might require approving orders for delegation, and configure provisioning attributes that are applied to the services on an order during activation. The students will reinforce what is discussed in the lecture using hands-on lab exercises.

### Duration

Two days.

### Target Audience

This course has been written for voice network administrators who will be provisioning Cisco Unified Communications products. System administrators who manage the Cisco UPM server and prepare the network devices for network management services should also take the class. The following are the primary audience for this course:

- Voice network administrators and operators
- System administrators, system integrators, professional services, and consultants

### Course Objectives

Upon completion of this course, you should be able to:

- Describe what is meant by the term *unified communications* and describe the management space and the Cisco suite of products for managing Cisco Unified Communications
- Discuss the associated network management needs and challenges

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- Effectively use Cisco UPM to:
  - Autoconfigure a unified communications environment by domains and service areas
  - Push infrastructure configurations out to new networks
  - Load subscriber data or migrate existing subscriber data
  - Administer individual adds, updates, or deletes through a single interface and synchronize it across the unified communications environment
  - Roll out new subscribers and services automatically on existing unified communications networks
- After completing this two-day course, students should be able to use these products to properly provision Cisco Unified Communications networks, consisting of Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity®, Cisco Unity Express, and Cisco Unity Connection. Students will meet these objectives by applying the information learned in the lectures through hands-on lab exercises.

### Course Prerequisites

Following are the prerequisites for this course:

- Basic Microsoft Windows user-level knowledge
- Basic web browser usability knowledge
- TCP/IP networking experience
- Basic Cisco router and switch configuration experience
- Basic IP telephony network administration skills
- Familiarity with the implementation and administration of the following applications:
  - Cisco Unified Communications Manager
  - Cisco Unified Communications Manager Express
  - Cisco Unity
  - Cisco Unity Express
  - Cisco Unity Connection

To locate Cisco courses that cover the listed prerequisites, visit [www.cisco.com/go/ase](http://www.cisco.com/go/ase).

**Course Outline**

The course outline is as follows:

**Module 1: Introduction**

- Lesson 1: Overview of Unified Communications
- Lesson 2: Provisioning Unified Communications
- Lesson 3: Cisco UPM Overview

**Module 2: Using Cisco Unified Provisioning Manager**

- Lesson 1: Getting Started
- Lesson 2: Setup and Deployment
- Lesson 3: Order Subscriber Services
- Lesson 4: Policy Management
- Lesson 5: Inventory Management
- Lesson 6: Provisioning the Network
- Lesson 7: Integration and Northbound Interfaces

**Module 3: System Administration**

- Lesson 1: Deployment Planning
- Lesson 2: Deployment Preparation
- Lesson 3: System Maintenance

**Lab Outline**

The lab outline is as follows:

- Lab 1-1: Getting Started
- Lab 2-1: Setup Deployment
- Lab 3-1: Ordering Subscriber Services
- Lab 4-1: Policy Management (Business Rules)
- Lab 4-2: Policy Management (Provisioning Attributes)
- Lab 5-1: Inventory Management
- Lab 6-1: Provisioning the Network (Batch Provisioning)
- Lab 6-2: Provisioning the Network (Configuration Templates)

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### Registration Information

For more information about schedules and registration for this course, contact [aeskt\\_registration@cisco.com](mailto:aeskt_registration@cisco.com).

### For More Information

For more information on High-Touch Delivery Learning Services for Cisco classic products and technologies, visit [www.cisco.com/go/ase](http://www.cisco.com/go/ase).

For information on Cisco TelePresence® training, visit [www.telepresenceu.com](http://www.telepresenceu.com).

For information on broadband video training for service providers, visit [www.cisco.com/go/spvtraining](http://www.cisco.com/go/spvtraining).



#### Americas Headquarters

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

#### Asia Pacific Headquarters

Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 0689 12  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

#### Europe Headquarters

Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

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