

Revenue Assurance Academy



- ▶ GRAPA Certified Training
- ▶ Professional Development in Revenue Assurance Practice

Revenue Assurance Academy

Development of Professional Practices in Revenue Assurance

Unique Teaching Style

Our dynamic teaching approach engages students with technical sophistication applied to a broad range of narrowly defined topics. We integrate relevant industry information across an equally extensive range of political, financial, operational and organizational domains. The Revenue Assurance Academy teaching style combines:

- ▶ Technical detail
- ▶ Organizational and operational consequences
- ▶ Financial and investment-based analysis
- ▶ Return on investment-based decision making
- ▶ Establishment and maintenance of high professional standards

Revenue Assurance Academy classes are more than lecture sessions where the students simply “watch the show.” RAA classes are participative and interactive. Students are expected to:

- ▶ Research current practices at their own organizations
- ▶ Fill out benchmarks and questionnaires prior to attending the class
- ▶ Participate in discussions
- ▶ Participate in problem solving workshops throughout the class

In exchange for this effort on their part, students are provided with:

- ▶ Real-world examples they can relate to and later apply to their work situations
- ▶ A vocabulary and dialog shared with peer professionals to create a sense of professional identity and assurance
- ▶ Clear, specific deliverables that apply to actual revenue assurance situations

The Revenue Assurance Academy offers more than simple lecture classes... We provide active learning experiences and critical professional development to revenue assurance professionals worldwide.



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Curriculum

The Revenue Assurance Academy maintains an extensive catalog of workshops and training classes that have been taught to hundreds of students across the globe. Training classes cover a broad range of topics related to best practices and thought leadership, offering organizations fresh perspectives, a shared vision, and a common vocabulary for dealing with issues of management, strategy and tactical execution.

Workshops

Workshops are combinations of classes organized into one-, two-, and three-day time periods. Our workshop approach is in-depth and informative, yet highly interactive and practical, never getting lost in theory.

Classes

Classes are organized into one-hour modules that can be combined for a customized training regimen to meet your specific needs.

- ▶ **Revenue Assurance Orientation**
Gain a rapid understanding of the revenue assurance area, including the many different disciplines and issues involved.
- ▶ **Revenue Assurance Best Practices and Procedures**
Learn how to conduct revenue assurance, including the tasks and responsibilities involved.
- ▶ **Organization and Personnel Support**
Revenue assurance managers learn how to set up a revenue assurance department, allocate responsibilities across the organization, and develop budgets and support for the mission of the revenue assurance team.
- ▶ **Proposal Management Services**
Executives learn to better manage the entire revenue assurance proposal development and management process.
- ▶ **IT Manager and CIO**
Technology managers and developers learn to improve the time, efficiency, and effectiveness of revenue assurance systems deployments.
- ▶ **Internal Audit and Accounting**
Learn the fundamentals of operations within each of the revenue management chain operational areas.

How to sign up

Visit the Revenue Assurance Academy website for more information about availability, classes, dates, curriculum, and locations: www.ra-academy.org



All courses are taught by Rob Mattison, world renowned expert in telecommunications and the revenue assurance industry. Rob is President of the Global Revenue Assurance Professionals Association (GRAPA). He has 20+ years of hands-on industry experience, and is the author of *The Telco Revenue Assurance Handbook*, which has become the authoritative guide for revenue assurance managers at telecommunications firms around the world.

GRAPA is an international organization, dedicated to the growth and development of shared professional revenue assurance practices in the telecommunications industry.

