



Strategic Product Manager[™] for Communication Service Providers

COURSE OVERVIEW

The Strategic Product Manager[™] for Communication Service Providers (CSPPM) course provides product management professionals at Communication Service Provider (CSP) companies with customized product management training which addresses the particular challenges of the CSP market.

CSP companies are businesses which provide communication services in the fields of voice (wireline, wireless), internet, cable (TV), and satellite.

Based on the widely successful and proven Strategic Product Manager[™] course, the CSPPM course is highly unconventional as it is the only such educational program that was purposefully designed to simultaneously provide a complete and consistent product management methodology while being highly contextual and thoroughly adapted to the CSP market.

This four-day course offers both theoretical and practical content and supplemented by real-life case studies, collaborative practice sessions and classroom discussions, all representative of the CSP market, to provide for a highly interactive, experiential and CSP-focused training experience.

The CSPPM educational program is designed to be extremely beneficial to:

1. Product Managers and Product Marketing Managers at CSP companies
2. Professionals at CSP companies (e.g. engineers and senior managers) who interface and interact frequently with Product Managers and Product Marketing Managers
3. Product Managers and Product Marketing Managers at CSP partner companies who build solutions and services for CSP companies



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COURSE DESCRIPTION

Strategic Product Management[™] (SPM) - This two-day core seminar provides attendees with the knowledge, skills and tools to effectively plan and market technology products and services. Product management is a domain that holds two disciplines: product marketing and product planning. Accordingly, this seminar is based on the Product Manager's Toolkit[™] (PMTK) and PMTK Action Model - a comprehensive set of product planning and product marketing work templates, and accompanying process methodology, that illustrate notable best practices and processes (used by top technology companies) to create successful market-driven products.

Procedural Requirements Management[™] (PRM) - This one-day advanced seminar provides attendees with the knowledge, skills and tools to effectively identify and articulate market requirements. Ambiguous market requirements lead to flawed products and dissatisfied customers, but well-defined market requirements are the basis for a smooth development process and marketplace success. This seminar demonstrates effective practices that clearly identify and articulate market requirements. The outcome is a whole Market Requirements Document (MRD) that represents an intelligent commitment to customers.

Business and Market Planning[™] (BMP) - This one-day advanced seminar provides attendees with the knowledge, skills and tools to effectively contribute to business and market planning activities. Companies operate in dynamic and complex environments that impact their ability to be profitable. Consequently, it only makes sense to pre-plan the direction of a business so that the products and services it provides meet the overall business objectives. This seminar explores key concepts and processes used in formulating plans that evaluate market opportunities and shape the resulting marketing efforts; i.e., business cases and market plans.



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COURSE SYLLABUS

SPM Seminar (Day One)

I. Introduction

- Product Management Domain
- Roles And Goals
- Team Model

II. Corporate Strategy Mix

- Product Overview
- Product Delivery Strategies
- PMTK Problem Echelon Model

III. PMTK Action Model

- Product Management Phases
- PMTK Action Model Overview
- Research

IV. Product Marketing

- Evaluation Phase
 - Business Case
 - Competitive Analysis
 - Product Comparison

- Strategy Phase
 - Corporate Mission
 - Product Positioning
 - Value Documents (Axioms, PSFB, USP)
 - Market Plan
- Readiness Phase
 - Company Profile
 - Product Backgrounder
 - Collateral Matrix
 - Press Release Questionnaire
 - Launch Plan

SPM Seminar (Day Two)

V. Product Marketing (continued)

- Execution Phase
 - Company Presentation
 - Product Presentation
 - Lead Generation
 - Marketing Review

VI. Product Planning

- Planning Phase
 - Market Requirements
 - Use Cases

- Definition Phase
 - Features Matrix
 - Product Roadmap
- Development Phase
 - Pricing Model
 - Public Relations
- Maintenance Phase
 - Win/Loss Analysis
 - Customer Visit

VII. Process Efficiency

- People
 - Meeting Rules
 - Management By Objectives
- Decisions
 - Decision Making
 - Deliverable Sign-Off
- Deliverables
 - Generic Templates
 - Bundle Book
- Learning
 - Gap Analysis
 - Performance Review

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COURSE SYLLABUS

PRM Seminar (Day Three)

I. Introduction

- Definitions
- Necessities
- Entities

II. Product Delivery Process

- Key Documents
- Roles and Responsibilities
- Internal Delivery Process

III. Market Requirements Document

- Building the MRD
- Users and Personas
- Blackblot Product Frames Model
- Understanding Market Requirements
- Writing Market Requirements
- Requirement Categories
- MRD Structure
- Better Requirements
- Use Cases
- Product Requirements Document

IV. Obstacles

- High-Tech MRD Problems
- Failure Reasons

V. Agile Development

- Agile and PM
- Product Owner
- Agile Implementation Rules

BMP Seminar (Day Four)

I. Introduction

- Planning Fundamentals
- Planning Principles

II. Business Planning

- PMTK Problem Echelon Model
- Market Opportunity

III. Business Case

- Business Case Overview
- Business Information
- PMTK Product Tree Model
- Market Segmentation
- Business Advantages

- Barriers to Entry
- Impact Assessment
- Risk Assessment
- Financial Outlook

IV. Business Case Delivery

V. Market Planning

- Definitions
- Value Concept
- Competitive Advantage
- Market Strategy
- Product Strategy

VI. PMTK Value-Marketing Model

- Market Plan
- PMTK Marketing Messages Model
- Marketing Strategy

VII. Master Templates

- Business Case Overview
- Market Plan Overview

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