



M100 Outline – Advanced System Administration

I. Introduction **Day 1**

- A. Course Objectives
- B. Course Outline
- C. Terms and Definitions

II. PSAP Functionality **Day 1**

- A. Selective Routing Databases (SRDB)
- B. ESN and MSAG
- C. Call Flow

III. System Overview **Day 1/2**

- A. System Architecture
- B. Application Capabilities
- C. System Components
- D. System Interoperability

IV. System Administration **Day 2**

- A. Designing System Databases
- B. Telephony Interface Databases
- C. Call Handling Databases
- D. Location Determination Databases
- E. Resource Management Databases

V. System Maintenance **Day 2/3**

- A. Preventive Maintenance
- B. Alarms and Indicators

VI. Performance Exercise **Day 3**

- A. Perform System Administration Tasks
- B. Design a Power 911 Database
- C. Configure a Power 911 Database
- D. Design a Power MAP Database
- E. Configure a Power MAP Database
- F. Configure Power MIS

Prerequisites:

911 Tutorial
Windows Operating System CBT's

Course Handouts:

Student Guide
Student Workbook