I Am ...

**Huawei Learning Service** focus on ICT talent development for more than 20 years. With our profound insight of ICT industry, leading practices benchmark from both vendor and operator viewpoint and through advanced resource integration, we serve main operators in more than 170 countries and regions all over the world, and delivers 300,000 person days training per year.

**Professional**

ICT industry focused curriculum system, facilitated by experts with actual telecom practical experiences. Advanced and agile eLearning platform providing one-stop solution.

**Focused**

Dedicated to develop talent for telecom industry. Global presence in more than 170 countries and regions, provide customized ICT talent development solutions.

**Collaborative**

Integrate global leading learning and competence development resources, proactively share ICT talent ecosystem development and joint innovation with industry’s ICT enterprises and organization.

**Value Creation**

Delivered 300,000 person days training annually, cultivate large pool of qualified ICT talents to assist ICT companies to realize business success. Improve IT penetration at national level and continuously creating value for society and customer alike.
My Experience

On site training by Huawei experienced R&D personnel or field engineers.

Provided a professional training service by means of transferring technical knowledge & skills.

Launched Competence Consulting service with the aim to help customers to efficiently obtain right competencies and skills that match different positions in their organizations.

Launched management training services to share experience with customers.

Adopts advanced learning technology development and sets up a systematic online learning platform, which allows trainees to learn anytime and anywhere.

Provides technical expert certification services.

Serves main operators in more than 170 countries and regions all over the world, and 300,000 person days training.

In 1997, Huawei set up a customer training department called “Learning Service”.

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Roads to ICT Talent Development

Huawei Learning Service, Your Trusted Learning Partner

2015
Digital Transformation is Critical to Meet the Customer’s Experience

- Re-architecting
  - New user
  - New market

- Differentiation
  - User retention
  - User lifetime value

- Ecosystem
  - Internet+Verticals “Information”

- Internet
  - Cloud+Big Data “Data”

- Platform
  - Voice+Data “Traffic”

- CT Mode
  - Voice+SMS “Mass”

- Message
- Voice
- Data
- Video
Talent Pipeline is the key foundation of digital transformation

Talent Development Planning

Farsighted Leaders

IT and O&M Experts

Effective and Efficient Learning

ROADS to ICT Talent Development
Huawei Learning Service, Your Trusted Learning Partner
Solution 4-1: Knowledge Transformation for ICT New Technologies

With ICT transformation, new technologies are emerging. How managers can accurately grasp the ICT technology trends to ensure commercial success? How can technical personals master new technologies quickly to support networks and business operations?

- Build talent competence model and development plan under digital transformation
- Access ICT knowledge and skills through a one-stop service and multi-technology integration platform
- Enhance ICT network operational capability

Customer Value
Solution 4-2: Position/Job-Role Based Learning for Skill Transformation

Customer experience drives network operation transformation, how to reconstruct personnel skills based on job roles and business process to improve O&M quality and efficiency?

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• Develop business centric elite force, to build an core O&M team
• Improve centralized O&M competence to support O&M transformation
• Achieve end to end visual operation and maintenance, effectively enhance customer’s experience
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Solution 4-3: Managerial Competency Development for Business Transformation

Under digital transformation, how to develop and undertake strategies and reconstruct the organization and talent to lead the team to success are the challenges faced by managers.

Solution Overview

- TSL-DP Telecom Strategic Leadership Development Program
  - Hot Topic: Industry Insight and Leading The Change, Organizational Capability for Competitive Advantage, Telecom Mini MBA

- TOL-DP Telecom Operational Leadership Development Program
  - Hot Topic: Telecom Technical Leader Competency Development, Telecom Key Account Leader Competency Development

- TE-DP Telecom Expertise Development Program
  - Hot Topic: Project Management, Talent Management, Account Selling for Telecom Sales

- HiPo Openview (Customized)
  - Hot Topic: High Potential Leaders Openview

- TBI-DP Telecom Business Insight Development Program
  - Hot Topic: LTE+4.5G, FMC, IT + digital services

*Customized based on real business needs and competency challenges

Customer Value

- Improve the leadership, business and management competence needed in the transformation period
- Obtain Huawei’s fast-growing management and personnel cultivation practices to achieve rapid transformation
- Access successful experience by sharing the world’s leading operator practices
Solution 4-4: Talent Development for National ICT Strategy Transformation

Under the rapid development of information technology, the states and operators/government are faced with challenges such as: shortage of ICT talent, lack of talent development practice, training system is not perfect and so on.

Customer Value

- Construct talent competence model to support the effective competence management
- Design a perfect learning management system to fill in the knowledge gap
- Establish a perfect talent development system to fulfill the social responsibility
Integrated Training with Practice Makes Learning Effective

Global Open Labs

- NFV OpenLab
- Service Provider Operation Lab
- Global Network Evolution & Experience Center
- Customer Experience Transformation Center

S-OJT

Structured-On Job Training

- Analyze
- Develop
- Select
- Deliver
- Evaluate

Verified Project Practice

- Public Cloud Project
- Storage Compatibility Project
- Cloud Computing Project

Leading Operator’ Practice

ROADS to ICT Talent Development
Huawei Learning Service, Your Trusted Learning Partner
Learning Cloud Service Makes Learning Efficient

**Customizable Learning Program**
- 3000+ courses, customizable on demand

**Learn anytime anywhere**
- Customizable eLearning website and app
- Rich learning management functions
- Flexible interfaces, release courses anytime

**Cost Reduction**
- Plenty of training facilities, rent on demand

**Content-aaS**
- Field Maintenance Courses
- Soft Skills Courses

**SaaS/PaaS**
- Front Office/Back Office Courses

**IaaS**
- Huawei Cloud
- Amazon AWS
- 14 Labs 3000+ Devices
- 5 Course Maker Centers
- 45 Global Training Centers
Global Sharing, Local Collaboration

- **3000+ Courses**
- **2000+** full-time & part-time trainers
- **16** Languages for Delivery
- **200+** full-time Learning Designers for course design and development
- Perfect Practice environment

![Map of Training Centers across the world](image)

- **South Africa Training Center**
- **UK Training Center**
- **Egypt Training Center**
- **Morocco**
- **Nigeria**
- **Germany**
- **Poland**
- **Mexico**
- **Brazil Training Center**
- **Colombia**
- **Venezuela**
- **Africa**

**ROADS to ICT Talent Development**

Huawei Learning Service, Your Trusted Learning Partner
Program Show I

China: Ultra-practice(UP) Talent Development
- Aim at core service self-maintenance, expert standards and selection establishment
- Focus on practice, 80% of the learning activities are based on real projects and network
- Dual-tutor system, learning and practice tutors throughout the whole training cycle

Malaysia: National Talent Development Solution
- Combine Malaysia government, local universities and Huawei work together to build ICT talent development system
- Launch a joint certification program for pre-graduate
- Develop 10000 ICT Talents in 5 years to provide ICT talents for ICT chain

Nigeria: Technical Competency Assessment & Certification
- Coordinate job role competency standards refreshment of business and HR departments
- Cover competency gap analysis of all the technical roles
- Plan talent competency improvement to support business development in 3 years

Germany: LTE Consulting Training Based on Network Evolution
- Refresh competence model based on LTE new network and new technology
- Combine department business target and skill standards to design visual learning path
- Develop 20+ courses on site based on employees learning behavior

Laos: Competency Development Consulting Service
- Customize competency-position match standard, set C&Q system
- Comprehensive assessment, in-depth gap analyze
- Highly customized training based on business requirement
**Angola: Training System Operation Consulting Service**
- Construct organization structure and job processes to realize training self-operation
- Construct learning management system to support training management and online learning
- Authorize Huawei courses and train instructor to support training center operation

**Romania: NOC O&M Competency Improvement Program**
- Customize training based on process to shorten training time
- Customize training R&D method to guarantee competency transfer in NOC
- Develop part-time instructors to reduce training cost

**Brazil: Network Operation Competency Development Project**
- Together with customer, Huawei designed Network Operation Transformation Competency Fast Readiness solution for all customer's new teams
- Set Staged Learning Goals, to be the competency partner of customer
- Use learning zone on Huawei Academy Online platform to manage the training and show the process of all delivery activities

**France: LTE Advanced Training**
- Combine real network problem, LTE hot technical topics and Huawei O&M experience to customize training topics
- Trainees, instructors and experts converse through video conference to reduce off-job time
- Customize 12+ topic seminars per year to guarantee sustained O&M competency improvement

**Indonesia: Comprehensive Competency Improvement Solution**
- Select star employees to participate and share experience of overseas projects
- Invite leading operators and vendors to share best experience
- Integrate industry knowledge, improve comprehensive competency of technology, operation and business