The GRAPA – Revenue and Business Assurance Masterclass is a program, defined by the collaborative efforts of dozens of the industry’s top professionals, each contributing to the “body of knowledge” that defines the best practices in the protection of the revenues, profits and market share of telecoms, ICT and digital services companies.

For over a decade GRAPA has collected, cataloged and assembled these best practices into the industry’s most recognized and respected accreditation, the GRAPA – Certified Professional designation.

As a Certified Professional, you will be recognized as a person who understands how Revenue and Business Assurance is supposed to be done and demonstrate an awareness of all of the details and nuances that make this a challenging and critical function in any profitable digital services company.

The program is designed to make it easy for you, the professional, to focus on those areas that are most relevant to what you are doing and what you need to know.

The program is divided into 15 different courses. Each course is approximately 4 hours in duration, and each focus on a different key area of importance to the RA and BA professional.

Each course is approximately 4 hours in duration, and includes lessons, reading, assignments and tests, each designed to promote your understanding and mastery of the subject area.

Upon successful completion of the course, the student will receive a Certificate for that area.

Full certification is awarded to any professional completing 10 of those courses.

Each of these courses covers different areas that are critical to successful Revenue and Business Assurance activities.

Students can start with the free: Introduction to Revenue and Business Assurance program, which provides a comprehensive overview of the area. Students can then register for the core curriculum Available courses include:

1. Revenue and Business Assurance principles and best practices
2. Best practices in controls design and implementation
3. How to assure voice networks and traffic
4. How to assure data networks and traffic
5. Principles of voice billing
6. Principles of data billing
7. Working with 3G and 4G Services
8. Working with Cable, Fiber and DSL Services
9. Assuring interconnect voice services
10. Assurance of GSM Roaming services
11. Profit and Margin Assurance
12. Assuring accounting systems and operations
13. Assuring the MVNO
14. Assuring Digital Financial Services
15. Protecting sales and supply channels
16. Assuring Satellite services