Telecom Network Traffic Engineering and Capacity Planning Training Course



23 - 27 Nov 2026

Cape town

4600 € (Per Person)

Ref: #TEL9495_285551

Course Introduction / Overview:

This comprehensive training course provides a deep dive into the critical disciplines of telecommunications traffic engineering and network capacity planning. In an era of explosive data growth driven by 5G, IoT, and cloud services, mastering the principles of traffic management is no longer optional but essential for maintaining network performance and user satisfaction. This program is meticulously designed to bridge the gap between theoretical knowledge and practical application, drawing on foundational concepts from leading academics like Villy B. Iversen, particularly from his seminal work "Teletraffic Engineering and Network Planning". Participants will explore everything from classic teletraffic theory, including Erlang formulas, to modern challenges in managing packet-switched networks. At BIG BEN Training Center, we guide you through the entire lifecycle of network planning, from traffic characterization and forecasting to resource dimensioning and Quality of Service (QoS) implementation. The curriculum is structured to empower professionals with the skills to design, manage, and optimize robust, scalable, and efficient telecommunication networks, ensuring they can meet both current demands and future growth with confidence and strategic foresight. This course is the definitive guide for anyone serious about achieving excellence in network performance and resource utilization.

Target Audience / This training course is suitable for:

- Network Engineers and Architects.
- Telecommunications Planners and Strategists.
- Capacity and Performance Managers.
- Network Operations Center (NOC) Staff.
- Systems Engineers involved in network design.
- IT Managers and Team Leaders.
- Solutions Architects and Consultants.
- Technical Project Managers overseeing network infrastructure projects.
- R&D professionals in the telecommunications sector.

Target Sectors and Industries:

- Telecommunication Service Providers (Mobile, Fixed, and Satellite).
- Internet Service Providers (ISPs).
- Managed Service Providers (MSPs).
- Data Center and Cloud Computing Companies.
- Large Enterprise IT and Network Infrastructure sectors.
- Financial Services and Banking.
- Government, Public Safety, and Defense Agencies.
- Healthcare and E-health service providers.
- Media and Content Delivery Networks (CDNs).
- Utilities and Smart Grid Operators.

Target Organizations Departments:

- Network Planning and Engineering.
- Network Operations and Management.
- Information Technology (IT) Infrastructure.
- Research and Development (R&D).
- Service Delivery and Assurance.
- Technical Support and Troubleshooting.
- Corporate Strategy and Business Development.
- Product Development and Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze and characterize different types of network traffic using statistical models.
- Apply classical teletraffic theories, including Erlang and Poisson models, to solve real-world problems.
- Develop accurate traffic forecasting models to predict future network demand.
- Design and implement robust Quality of Service (QoS) mechanisms to manage network performance.
- Dimension network resources effectively for both voice and data services.
- Evaluate and optimize network performance using key performance indicators (KPIs).
- Plan network capacity for next-generation technologies like 5G and IoT.
- Utilize advanced traffic engineering techniques such as MPLS-TE and SDN for optimal routing.
- Develop a strategic capacity planning lifecycle for continuous network improvement.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring participants can immediately apply their learning in a professional context. We move beyond traditional lectures by integrating a blended learning approach that combines expert-led instruction with hands-on exercises, real-world case studies, and collaborative group discussions. Participants will work through practical scenarios involving traffic analysis, network dimensioning, and capacity forecasting, allowing them to tackle challenges they would face in their own networks. Interactive sessions encourage the sharing of experiences and solutions among peers, fostering a dynamic learning environment. Our instructors facilitate workshops where complex concepts like queuing theory and QoS implementation are demystified through simulation and practical application. Continuous feedback is provided throughout the course to reinforce learning and address individual queries. This immersive and participant-centered approach ensures a deep and lasting understanding of telecommunications traffic engineering and capacity planning principles, equipping attendees with both the knowledge and the confidence to excel.

Course Agenda (Course Units):

Unit One: Fundamentals of Teletraffic Engineering

- Introduction to Teletraffic Engineering and its Importance.
- Understanding Traffic Characterization and Key Metrics.
- The Nature of Traffic in Circuit-Switched and Packet-Switched Networks.
- Introduction to Queuing Theory and Little's Law.
- The Erlang B and Erlang C Formulas for Blocking and Delay.
- Grade of Service (GoS) and Service Level Agreements (SLAs).
- Analysis of Call Center and Data Center Traffic Patterns.

Unit Two: Network Traffic Modeling and Measurement

- Statistical Distributions in Traffic Modeling (Poisson, Exponential).
- The Concept of Busy Hour and Traffic Intensity.
- Techniques for Network Traffic Measurement and Data Collection.
- Understanding Self-Similar Traffic and its Impact on Performance.
- Modeling Voice, Video, and Data Traffic.
- Tools and Technologies for Network Monitoring and Analysis.
- Interpreting Traffic Data to Identify Trends and Anomalies.

Unit Three: Quality of Service (QoS) and Performance Management

- Defining QoS and its Key Parameters (Latency, Jitter, Packet Loss).
- Differentiated Services (DiffServ) and Integrated Services (IntServ) Models.
- Implementing QoS Mechanisms like Classification, Marking, and Queuing.
- Traffic Shaping and Policing for Bandwidth Management.
- Managing Network Congestion and Avoidance Techniques.
- Monitoring Network Performance Against KPIs and SLAs.
- Case Studies in QoS Implementation for VoIP and Video Streaming.

Unit Four: Network Capacity Planning and Dimensioning

- The Capacity Planning Lifecycle from Forecasting to Implementation.
- Methods for Traffic Forecasting (Trend Analysis, Regression).
- Dimensioning Core, Access, and Transport Networks.
- Capacity Planning for IP and MPLS Networks.
- Considerations for Wireless and Mobile Network Capacity (4G/5G).
- Planning for Redundancy, Resilience, and High Availability.
- Cost-Benefit Analysis in Capacity Upgrade Decisions.

Unit Five: Advanced Traffic Engineering and Future Trends

- Introduction to MPLS Traffic Engineering (MPLS-TE).
- Software-Defined Networking (SDN) for Centralized Traffic Control.
- Network Function Virtualization (NFV) and its Impact on Capacity.
- The Role of Artificial Intelligence (AI) and Machine Learning in Traffic Prediction.
- Managing Traffic in Cloud and Multi-Cloud Environments.
- Capacity Planning for the Internet of Things (IoT).
- Future Challenges and Opportunities in Network Traffic Management.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As networks evolve towards AI-driven automation and zero-touch provisioning, what is the future role of the human traffic engineer in managing network capacity and performance?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by seamlessly integrating foundational teletraffic theory with the cutting-edge challenges of modern, hyper-connected networks. While many programs focus narrowly on either legacy principles or new technologies, our curriculum builds a strong theoretical base, referencing the established work of pioneers like Villy B. Iversen, and then applies it directly to contemporary issues such as 5G capacity planning, SDN-based traffic management, and AI-driven forecasting. We emphasize a strategic, forward-looking approach to capacity planning, teaching participants not just how to react to current network congestion but how to proactively model, predict, and provision for future demand. The course's uniqueness also lies in its practical, hands-on methodology, which prioritizes real-world case studies and simulation exercises over purely academic lectures. Participants leave not with a collection of abstract formulas, but with a practical toolkit and a strategic mindset to design and manage resilient, high-performance networks that can scale efficiently and cost-effectively. This holistic perspective, combining deep theory with practical, future-focused application, provides a level of insight and competence that is rare in the training landscape.