

Lesson 4 — Full Simulation (Round 1)

Session 4 of 8 | Duration: 60 min | Artifact: Full 4-min recording + diagnostic notes

Purpose

First full QBR brief under realistic conditions. Trainer uses the failure-pattern checklist to identify breakdowns for L5.

Phases

Time	Phase	Trainer does
0:00–0:05	Frame the session	State this is the first full run. Realistic conditions. No help.
0:05–0:20	Read the full account	Silent reading of the full account (below). Language bank visible but no teaching.
0:20–0:30	Silent prep	Learners plan their QBR brief. Notes allowed, scripts not.
0:30–0:55	Full briefs	Each learner records 4 min. No interruptions. Others on camera as the client side. Trainer ticks the failure-pattern checklist (below) during each recording.
0:55–1:00	Close	Brief observation on what held together. Save recordings and the marked checklist.

Scripted teacher language

“This is the first full run. Four minutes. No restarts — if something breaks, keep going.”

“Notes yes, scripts no. If you read a script, the client will hear it.”

“I’m not coaching during the brief. If you get stuck on a word, use a simpler one.”

Account — full

Client: Najm Insurance — enterprise account, Q2 review

Profile. Najm Insurance is one of the largest insurance carriers in the Kingdom, headquartered in Riyadh with 12 branches across major cities and a regional contact centre in Dammam. They are 18 months into a 36-month enterprise contract with Mobily. Account size: SAR 14.8M annual recurring revenue.

Services in scope:

- 2,400 mobile lines (corporate, claims field agents, executives with international roaming)
- Dedicated MPLS network connecting HQ, branches, and the contact centre
- Dedicated internet at HQ — 1 Gbps primary, 500 Mbps secondary
- SD-WAN overlay rolling out across the 12 branches
- Mobily Cloud Voice — migrated from on-prem PBX in month 4 of this contract
- Managed contact centre platform — Dammam site

Performance this quarter

- Mobile uptime: 99.96% (SLA: 99.9%) — met
- MPLS uptime: 99.92% (SLA: 99.95%) — narrowly missed
- HQ dedicated internet uptime: 99.6% (SLA: 99.95%) — missed (due to one major outage)
- Cloud Voice availability: 99.97% (SLA: 99.9%) — met overall
- Mean time to repair across all services: 3h 12min (SLA: 4h) — met

Issues this quarter

- HQ dedicated internet major outage in month 5 — 6h 30min, root cause: provider edge router fault. SLA credit SAR 42,000 issued. Edge router replaced. Dual-router redundancy provisioned.
- Recurring international call quality on Cloud Voice — ~15 tickets, primarily Cairo and Dubai dial-outs. Codec changed to G.722, regional carrier swap completed in week 8. No tickets in last 6 weeks.
- SD-WAN rollout 4 weeks behind plan — 8 of 12 branches live, 4 outstanding (Tabuk, Abha, Hail, Buraidah). Dedicated PM assigned. Remaining four scheduled in first three weeks of next quarter.

Roadmap — next quarter

- Complete SD-WAN rollout to remaining 4 branches
- Cloud Voice contact centre integration with the Dammam managed platform
- Cybersecurity scoping: client raised interest in managed SOC — commercial proposal due in week 4
- Mobile fleet refresh — 600 handsets due under contract

Decision request from the account team this quarter

The client should be asked to approve the cybersecurity scoping engagement (SAR 80,000, 6 weeks) so a managed SOC proposal can be ready before the contract's mid-point review.

The brief: Present a 4-minute QBR brief to the client.

Failure-pattern checklist

Tick the dominant patterns observed across the cohort. The top 1-2 ticks become the focus of L5.

- ☐ Status buried — brief opens with metrics or apologies, not a clear quarter status
- ☐ Metrics dump without narrative — numbers read out without telling the client what they mean
- ☐ Issues named without resolutions (“there was an outage” left hanging)
- ☐ Issues beat over-runs and eats the roadmap or the ask
- ☐ Roadmap is generic (“we’ll continue to support you”) rather than specific commitments with dates
- ☐ Decision request is vague (“looking forward to a great next quarter”) rather than a specific named ask
- ☐ Tense slippage when describing the quarter (mixes past and present in one sentence)
- ☐ Vague verbs (“do”, “have”, “work on”) where telecom-precise verbs exist (provision, decommission, escalate, remediate)

Between-session work

No homework. Trainer prepares the L5 repair from the marked checklist.

Artifact

Full 4-min recording per learner + completed failure-pattern checklist (one per cohort, not per learner). Save as Mobily_[Segment]_[LearnerID]_QBR_L4_YYYY-MM-DD.