

ICT & Networking Essentials

Network Technologies Made Simple

COURSE AIM:

This course will allow Your Management, Sales and Technical teams to gain a solid understanding of the IT & Telecommunications market and technologies, providing attendees with an understanding of what the technologies are and what they do, making day to day business that much easier to understand.

BUSINESS OBJECTIVES:

Company Specific. We will focus on your top 3 desired outcomes

OVERVIEW:

To give an understanding, in simple terms, of the functions of different fixed and mobile, data and voice technologies and equipment that could be used by customers in their own network and in your own infrastructures so that attendees can hold a credible discussion with a customer, IT or Telecom's Manager about ICT services and solutions and relevant technologies.

COURSE DESCRIPTION:

This course will help "non technical" attendees to understand the main concepts and the acronyms behind the technologies used in the growing IT and Telecommunications world. This is not an in-depth analysis. Instead, the focus is on what things are and what they do, clarifying the acronyms so often heard. This fundamental knowledge will then be applied to your organisation, it's services and solutions, in order that individuals can confidently conduct informed discussions with colleagues as well as current and potential customers.

CONTENT:

Your Company Overview
Terminology Exercise
Analogue vs. Digital

Data

The OSI Reference Model
Circuits and Packets
Transmission Mediums (Copper, Fiber, Wireless)
Local Area Network (LAN) Basics and Protocols (Ethernet, W-LAN)
Internetworking Devices (Hubs, Switches, Routers, Gateways)
Peripherals - Servers (Print, Proxy, Mail), Firewalls, AntiVirus, SPAM filters
Wide Area Network (WAN) Transmission Facilities (PSTN, ISDN, A-DSL, Leased Lines)
WAN Basics and Protocols (Frame Relay, ATM)
Mobile Networks (GSM / GPRS / UMTS (3G) vs CDMA / 1xRTT / EV-DO Rev.A/B)
Wi-Fi – 802.11 Wireless Networking
Wi-MAX
The Internet & The WWW
Transmission Control Protocol/Internet Protocol (Function, Addressing)
IP QoS (TCP/UDP)
VPN's including IPsec

Voice

The Fixed Voice Market
Geographical Numbering
Centrex / Gateway
IP Centrex / Private Voice
0800 & other Voice Services
PBX's
PSTN/ ISDN (BRI & PRI)
Stepping/DDI/Queueing
Other PBX Features
Voicemail/Unified Messaging
DECT
Voice over IP/VoW-LAN (VoIP over 802.11)
Cabling
MAC's
Managed Services
Mobile Integration

The Converged Network