

Inver Hills Community College

ITC 2750: Cisco IP Telephony Integration (Part II)

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 2

Lab Hours/Week: 2

OJT Hours/Week: *.*

Prerequisites:

ITC 2740 - Cisco IP Telephony Integration (Part I) (Minimum grade: 2.0 GPA equivalent)

Corequisites: None

MnTC Goals: None

Introduces more advanced features of Cisco Unified Communications Manager and CME, integration of additional Cisco products such as Survivable Remote Site, Quality of Service configurations and resource allocations to support ad-hoc conferencing and transcoding resources. Prerequisites: ITC 2740.

B. COURSE EFFECTIVE DATES: 08/26/2013 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. 10% Cisco IP telephony infrastructure
2. 30% Cisco UCM and CME, integration of additional Cisco products such as Survivable Remote Site, Quality of Service
3. 30% QoS structure to support voice and data applications
4. 10% Cisco's Meeting Place to the architecture
5. 20% Interconnect Cisco UCM and Cisco CME

D. LEARNING OUTCOMES (General)

1. Students will be able to:

Build and configure Cisco IP-Telephony Infrastructure

Recognize the more advanced features of Cisco's Call Manager and Call Manager Express, integration of additional Cisco products such as Survivable Remote Site, Quality of Service configurations and resource allocations to support ad-hoc conferencing and transcoding resources

Define a basic QoS structure to support voice and data applications

Explain Cisco's conferencing architecture (Meeting Place)

Configure the base operating system and integrate it with Cisco's Call Manager

2. Students will practice business soft skills including written, active listening, and oral presentation. Students will document evidence of business skill practice in an electronic portfolio.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted