

Inver Hills Community College

ITC 2730: Quality of Service (QoS)

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 2

Lab Hours/Week: 2

OJT Hours/Week: *.*

Prerequisites:

ITC 2720 - Fundamentals of Voice over IP (CCNA Voice) (Minimum grade: 2.0 GPA equivalent)

Corequisites: None

MnTC Goals: None

Covers the design and implementation of a quality of service structure to prioritize voice and data applications across the network. In addition, students will properly configure the LAN and WAN architectures to support voice, video, and data convergence in the enterprise network. Prerequisites: ITC 2720.

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

C. OUTLINE OF MAJOR CONTENT AREAS

1. Application Management strategy and the benefits it provides the business: 5%
2. Business and technical benefits of the strategy and how to integrate an Application Management Strategy into a data QOS structure: 5%
3. LAN and WAN architectures to support voice, video, and data convergence: 45%
4. Prioritize voice and data applications across the network: 40%
5. Quality of Service (QOS) structure: 5%

D. LEARNING OUTCOMES (General)

1. Design and implement a quality of service structure to prioritize voice and data applications across the network
2. Describe the core attributes of Quality of Service (QOS) structure
3. Configure the LAN and WAN architectures to support voice, video, and data convergence in the enterprise network
4. Explain the Application Management Strategy and the benefits it provides the business
5. Describe the process around the strategy, the business and technical benefits of the strategy and how to integrate an Application Management Strategy into a data QOS structure.
6. 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