

# Inver Hills Community College

## ITC 2760: IP Telephony: Enterprise Planning And Design

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 2

Lab Hours/Week: 2

OJT Hours/Week: \*.\*

Prerequisites:

ITC 2750 - Cisco IP Telephony Integration (Part II) (Minimum grade: 2.0 GPA equivalent)

Corequisites: None

MnTC Goals: None

Analyzes and develops the business and technical requirements for an IP Telephony environment. In addition, the students will define basic and effective financial models, performing "Return on Investment" (ROI) and "Total Cost of Ownership" (TCO) calculations to support migrating to an IP Telephony architecture. Prerequisites: ITC 2750.

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

### C. OUTLINE OF MAJOR CONTENT AREAS

1. 15% Business and technical requirements for an IP telephony environment
2. 50% Create operational soundness
3. 15% "Return on Investment" (ROI) and "Total Cost of Ownership" (TCO)
4. 10% Cisco's Meeting Place to the architecture
5. 10% Implement, support and maintain a healthy architecture while maintaining

### D. LEARNING OUTCOMES (General)

1. Analyze and develop the business and technical requirements for an IP-Telephony environment  
Recognize the standards and technical best practices required to create operational soundness  
Define basic and effective financial models, performing ¿Return on Investment¿ (ROI) and ¿Total Cost of Ownership¿ (TCO) calculations to support migrating to an IP-Telephony architecture  
Analyze the existing voice and data architectures to develop business benefits from architecture optimization
2. Describe organization considerations, skill-set development needs and process requirements to successfully implement, support and maintain a healthy architecture, while maintaining control around the organization's ¿Cost-to-Server¿

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.io.

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

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted