

Affordable. Flexible. OnTarget.

A Solid Technical Foundation is Critical for;

Selling, Designing, Implementing and Maintaining Communications Products and Solutions.

The **Foundational Technology Assessment** is focused on the areas of Convergence, Telephony and Data Essentials. This is an excellent tool to **ensure your enterprise has a solid foundation in these technologies.**

- **Free Access** to 2 attempts of the FTP assessment per person.
The assessment validates current knowledge, and clearly identifies any areas of SKILL GAP.
- Should your team need additional training, eLearning course modules are available that map directly to each area of skill gap. **Save time and money by purchasing only what is needed, based on each team members custom learning plan. (Enterprise discounts available).**
- CFTP certificate available after successful completion of the post assessment.



Foundational Technology Professional (CTFP)
Data, Voice and Convergence

Presented to;

Your Name

Certificate Number- 02172014R1

This 17th Day of February 2014

Expires February 17, 2015



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Signature

Topics in the Foundational Technology Assessment Include:

Convergence and Telephony

Areas - 61 Questions

Telephony

Telecommunications, Traffic Engineering, Voice System Fundamentals, Number and Dialing Plan Components, Converged Network Endpoints

Network Engineering

General QoS Concepts, Network Performance Switches, Physical and Logical Port Settings, Network Classifications and Topologies Routing Protocols, Transmission Mediums Signaling, Basics Methods of Encoding, Decoding and Compression

Applications

Messaging Applications, Collaboration Applications, Computer Telephony Integration and Call Center Automation, Computer Telephony Integration Concepts, Web-Enabled Call Centers, Call Routing, Interactive Voice Response Mobility Components, H.323 Standard for Packet Multimedia, H.323 Call Processing Session Initiation Protocol, Rich Media Transmission Methods, Video Standards

Hardware & Architecture

The OSI Model Layers, Network Modules, Routers and Switches, Media Servers, Gateways, Gatekeepers, Private Branch Exchange, Router Firewalls CSU and DSU, Network Termination Device One (NT1), Admission Control and Traffic Shaping, Session Border Controller, In-line Power Components, Access Points, Modems

Management

Converged Network Analysis and Problem Solving, Common Symptoms and Problems, Network Performance Monitoring Tools, LAN Protocol Analyzer, Operations Traffic Management, QoS Parameters, Router Parameters, Load Balancing, Mean Opinion Score, Administration Tasks and Procedures

Security

Firewalls, Internet Firewalls, Authentication Proxies, Virtual Private Networks, NAT, Encryption, IDS and IPS, Antivirus, VLANs, Demilitarized Zone

Data Essentials

Areas - 44 Questions

Basic Networking

Network Topologies Copper Cable UTP Patch Cables and Connectors Fiber Optic Cabling and Connectors Radio Frequency Media Antenna Principles Frequency Hopping Spread Spectrum Direct Sequence Spread Spectrum

Local Area Network Protocols

Protocols and the OSI Model The OSI Model Layers Ethernet Protocols Token Passing LAN Technologies Wireless LANs LAN Security Solutions

LAN Components

Repeaters, Hubs, Wireless APs, and NICs Bridges and Layer 2 Switches Routers, Layer 3 Switches, VLANs Firewalls

Internetworking Protocols

IPX/SPX Introduction to AppleTalk NOSs and LAN Architectures The TCP/IP Protocol Suite IP Address Resolution: ARP and RARP UDP and TCP Internet Addressing Subnetting Fundamentals IP Routing

Networking Applications and Supporting Protocols

IP Address Management IP Name Resolution Messaging Services: E-Mail and News File Transfer: FTP, SFTP, SSH, SCP, TFTP Remote Management Protocols: Telnet, Secure Shell, Terminal Services Web Browsing, Directory Access, and Multicasting

Linking LANs

Point-to-Point Services Circuit Switched Services Packet Switched Services

Network Configuration

Network Servers A Layered Approach to Security Internet Connectivity and Remote User Access Internet Firewalls Fault Tolerance and Disaster Recovery

Troubleshooting

Common Network Testing Tools A Step-by-Step Method

Contact Us for More Information
Call Us at 1-303-424-9168 or E-mail
info@westnetlearning.com

Samples:

- FTP Assessment Results Sample - leverage current knowledge and identify individual skill gaps.

Study exactly what is needed, online learning module lessons map to each personal learning plan section from the FTP assessment, and leverage team members current knowledge.

Study only the areas of skill gap.

The screenshot displays two side-by-side panels. The left panel, titled 'eCourse Module', shows a 'Telephony' course with a 'Convergence' icon and a list of lessons: Overview, Terms, Lesson 1 - Telecommunications Traffic Engineering, Lesson 2 - Voice System Fundamentals, Lesson 3 - Number and Dialing Plan Components, Lesson 4 - Converged Network Endpoints, and Summary. The right panel, titled 'Personal Learning Plan', shows a 'Convergence of Technology - Voice, Data, and Video' section with checkboxes for 'Telephony' and 'Applications', both at 0% completion. Below these are various sub-topics, each also at 0% completion. A red arrow points from the 'Lesson 1 - Telecommunications Traffic Engineering' link in the eCourse Module to the 'Telecommunications Traffic Engineering' item in the Personal Learning Plan. A red text box with the text 'Learning tied directly to the learning plan' is positioned between the two panels, with the arrow pointing to the connection.

Personal Learning Plan	Lesson Score
Telecommunications Traffic Engineering	0%
Voice System Fundamentals	0%
Number and Dialing Plan Components	0%
Converged Network Endpoints	0%
General QoS Concepts	0%
Network Performance	0%
Switches	0%
Physical and Logical Port Settings	0%
Network Classifications and Topologies	0%
Routing	0%
Protocols	0%
Transmission Mediums	0%
Signaling Basics	0%
Methods of Encoding, Decoding and Compression	0%
Messaging Applications	0%
Collaboration Applications	0%
Computer Telephony Integration and Call Center Automation	0%
Computer Telephony Integration Concepts	0%
Web-Enabled Call Centers	0%

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eCourse Module Sample:

Lesson 1 - Telecommunications Traffic Engineering

Telecommunications Traffic Engineering



Lesson

This lesson introduces the main traffic theories and principles that help ensure that telecommunications networks have enough capacity to serve the needs of their customers. In practice, telecommunications engineers use these theories and techniques to determine the optimum capacity of switches and trunk groups, for both inbound and outbound traffic. For the sake of simplicity, this lesson concentrates on the process of provisioning trunks to handle inbound calls.

Objectives

At the end of this lesson you will be able to:

- Identify various trunk types
- Identify common terms for trunk usage
- Describe the concepts behind Grade of Service (GoS)
- Identify call traffic measurement tools
- Recognize system capacities and bottlenecks
- Describe traffic shaping concepts

Key Point One traffic engineering goal is to estimate the optimum number of trunks required for a given number of blocked calls.

Trunks

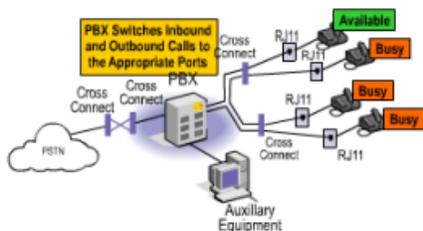
ANIMATION

A trunk specifically describes the connection between switching systems. For example, a trunk connects two COs, a CO and business PBX, or two PBXs. The Trunk Connectivity Diagram illustrates this.

PBX Connectivity - Internet Exp... X

http://www.webclasses.net/courses/Convergence+/1.0/Int

PBX Connectivity



Play Animation | Stop Animation

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