

Beltway North Learning and Development September 11th and September 25th



The Beltway North sales teams will be participating in a training program designed by the faculty of the Community College of Baltimore County for Comcast Business Services. The course content is comprised of basic telecom, internet, and structured wiring.

Students must arrive by 8:00 AM class will conclude at 5:00 PM

This training represents a continued investment in our development. The course content is designed to increase our comfort level in discussing key telecom and data communications principles. Participation is mandatory

Students will complete a CCBC registration form upon arrival

CCBC will issue Continuing Education Certificates of Completion to all participants who attend and complete the full session

Students will also complete a test after the course is delivered. In the unlikely event a student does not pass the test they must take the course again.

Seating capacity is limited to 18 students per day. See the following for your scheduled attendance.

	September 11	September 25
1	Stacey Arnold	Todd Archibald
2	Gary Diskin	Warren Bae
3	Kevin Flaherty	Bernard Featherson
4	Allen Powell	Douglas Keller
5	Thomas Tozzoli	Brian Layton
6	Sheree Walsh	Scott Mohler
7	Jim Wisniewski	Larry Payne
8	Seamus Duffy	Andrew Knott
9	BSG Vacant	Joyce Hatcher
10	Dustin Beavers	Melissa Hoffman
11	Sam Friedman	Veronica Olivares
12	Ernest Lucas	Ben Orlando
13	Mark Merritt	Lisa Stewart
14	Janet Snyder	Deborah Sutton
15	Lisa Whittaker	Paul Zahler
16	Duane Quinn	Zach Trunzo
17	GBA Vacant	John Stinebaugh
18	GBA Vacant	Todd Esenwein

Module Content (tentative)

- **Basic Wiring/LAN Topology**
 - Voice and Data (LAN) wiring
 - Overview of basic wiring/cabling
 - What is a LAN
 - Diagramming
 - Interior wiring building (Customer Responsibility)
 - For voice
 - For internet
- **Telecommunications**
 - Basic voice technology
 - Analog
 - Centrex
 - T1/DS1, T3/DS3, PRI
 - Other voice technologies
 - PSTN (Public Switched Telephone Network)
 - VOIP (high level until we get to Internet basics)
 - Key Systems
 - PBX
 - How do the elements inter-relate or connect?
- **Internet Basics**
 - Overview of how the internet works
 - What is/are:
 - IP and IP Addresses
 - Domain names and Domain Name Servers
 - DNS records
 - MX records
 - DNS Tools
 - Routers and Routing (what is a router's job)
 - Domain hosting
 - Hosted E-mail and share-point technology
 - Differentiate between premise based email and premise based Share Point services
 - What is the value of each (hosted and premise based).
 - VOIP
 - Why is each of the above important?
 - How does data communication work in the Internet?
 - How do Voice and Internet services interface?

Instructors

Noell Damron is the Program Chair for the Network Technology program area in CCBC's School of Applied and Information Technology. Noell's expertise and experience comes from a successful career in the private sector as a network and communications consultant.

Casey O'Brien is a faculty member at CCBC who collaborates with Noell in Network Technology instruction towards earning AAS Degrees. Their program and content expertise covers wireless systems, VoIP, network security, Windows and Linux servers and Cisco technologies.



Directions

CCBC Hunt Valley – Francis X. Kelly Center

**11101 McCormick Road;
Hunt Valley, MD 21031**

(Reception Area Telephone: 443.840.5830)

Directions:

From the South (from either direction on I-695):

1. I-83N
2. Warren Road Exit (eastbound)
3. Left (northbound) on Beaver Dam Rd.
4. Continue straight on Beaver Dam Rd. which becomes McCormick Road
5. CCBC is on right (east) side of McCormick Rd at 11101 (NE corner of Wight Avenue)

From the North (including York, PA):

1. I-83S
2. Shawan Road East exit
3. Right on McCormick Blvd and proceed southbound for approximately 1 mile
4. CCBC is on the left side of McCormick Road at 11101 (NE corner of Wight Avenue)