

TCS-308/508

Convergence Technologies

Three (3) Credit Hours

Syllabus for Spring 2009

Instructor: Kevin Olson
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Office Hours: As posted and by appointment
Text: Convergence of Technologies 8.0
By Richard Linwood
ISBN: 1-58676-157-9
Classroom: 213 Fryklund Hall
Class Hours: Mondays, Wednesdays, and Fridays from 2:30 PM to 4:30 PM
Additional Hours as Required

Catalog Description

Convergence Technology is creation of single networks that support many different types of traffic: data, audio, video, and interactive multimedia. Discussion will include how to plan physical design and installation of a telephone and converged system, requirements of a converged network, and what makes convergence.

Prerequisites

TCS-103 and TCS-145

Course Objectives

1. Categorize and explain the key networks protocols that are emerging to support multimedia applications
2. Summarize the wide-area digital services that are most suitable for converged networking, and explain their relative advantages and disadvantages
3. Describe the protocols and technologies that make it possible for telephone calls, faxes, and video conferencing to be transmitted over an IP network
4. Interpret planning issues when phones and computers must share the same wiring systems
5. Explain how the physical design of a voice network can affect its ability to migrate to emerging digital standards
6. Organize and contrast the technologies needed in a call center environment, and explain how the best call centers implement computer telephony integration
7. Analyze what is necessary to provide true converged networking to individual home users
8. Evaluate and compare the project management tools that are required to organize a technology project, and provide examples of how to use each
9. **Graduate Objectives:** Identify and complete a plan to formulate a technical proposal for current trends in a converged network including cost analysis, implementation overview, and application to business setting.

Final Examination

The Final Examination for this course is scheduled for Thursday, May 14, 2009, from 8:00 AM to 9:50 AM. You are required to be in attendance during this time. If you are not, your final grade will be penalized two (2) full letter grades (e.g. an 'A' will become a 'D'). Only the Dean of Students of the University of Wisconsin – Stout has the ability to make an exception to this.

Evaluation and Grading Scale

Course grade will be based on the following components and allocations:

	Percent
Laboratory Exercises	40%
Formal Papers and Formal Presentations	30%
Class Participation and Assignments	20%
Mid-term Examination	5%
Final Examination	5%
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Total	100%

Grading Scale

Average	Final Grade
100.0% to 96.0%	A
95.9% to 90.0%	B
89.9% to 84.0%	C
83.9% to 78.0%	D
< 77.9%	F

Evaluation Expectations

Students will be evaluated on projects, presentations, exams/quizzes, and discussion preparation and participation. Students are expected to turn in first-class work. Correct spelling is required on all material handed in for evaluation. Other expectations include no late work without prior approval, being on time to all lectures and labs, all assignments handed in must be original work, no makeup exams, and quizzes may not be made up for any reason.

Incompletes for the Course

Incompletes for this course will not be given. Only exception is an approval for an incomplete issued by the Dean of Students or by the Dean of the College of Science, Technology, Engineering, and Mathematics.

Drop Policy for the Course

This comes directly from the UW-Stout Student Handbook. If a student drops a course within the first ten (10) class days of the start of the semester, the course will be removed completely from the student's record. If a student drops the course before the mid-point of the course and after the tenth (10) day of class, the student will receive a grade of a "WS" or a "WU." If a student drops the course after the mid-point of the semester, the student will receive a grade of an "F."

Policies and Procedures

1. Attendance

If you are not in class you can't participate in the learning. You (the student) are responsible for all material assigned/presented regardless of attendance.

2. Academic Honesty

Students are encouraged and expected to conduct themselves in conformance with the highest standards concerning academic honesty. In a learning community it is assumed and expected that academic honesty is practiced, that the work we sign and submit for credit, as individuals or team members, is our own work. Any student who engages in any type of academic misconduct (cheating) during this course will, at a minimum, receive a failing grade in the course. Depending on the gravity of the academic misconduct, other University sanctions may be sought as well.

Academic Misconduct includes, but not limited to cheating on an exam, submitting a paper or assignment as one's own when part or all of the paper or assignment is the work of another, stealing examinations or course materials, submitting work previously presented in another course, or knowingly and intentionally assisting another in any of the above. the above. Further information can be found at

<http://www.uwstout.edu/stusrv/facstaff/chp14.shtml>

Some of the tools that may be utilized in this course to check for Academic Honesty are, but not limited to, searches in a search engine (e.g. Google), originality checks (e.g. TurnItIn.com), and other tools as needed.

3. Email Communications

All communication by e-mail will be done via your official Stout email account (i.e. you@uwstout.edu). E-mail originating from any non-uwstout.edu account will be ignored and not responded to. The time on the UW-Stout mail server is the official time stamp of your email. The subject line of any email to the instructor will include the UW-Stout course number. E-mails without out the course number will most likely be processed as junk mail and not be read. Email is not the preferred method of communication.

4. Early Examinations

There may times when extenuating circumstances present themselves and an examination may be given early. Arrangements need to be made as soon as possible with the instructor to arrange for the early examination and must be made prior to the scheduled examination time. The instructor reserves the right to give an oral examination for the early examination.

5. Make-Up Examinations

Students will be allowed to make examinations only with the approval of the Dean of Students of the University of Wisconsin – Stout. Upon the Dean's approval, a time will be scheduled to retake the examination. If the student fails to take the examination as scheduled or to get the Dean of Student's approval for a make-up examination, the student will receive a zero (0) for the examination.

6. Late Assignments and Missed Lab Work

Late assignments and missed lab work will **NOT** be accepted. To receive full credit for late work, an excuse issued by the Dean of Students is required.

7. **Cell Phones**

Cell phone usage will not be permitted in class. Either silent your cell phone or turn the power off on your cell phone.

The instructor realizes that there may be extenuating circumstances and you may have to leave your cell phone on for a phone call. If this is the case, please try to use vibrate mode. If you leave the ringer on, please silence the cell phone immediately. Please do not talk in the class room, kindly retire to the hallway to have your conversation.

If you accidentally leave your phone on, please silence it immediately.

8. **Class Cancellation**

If the instructor is has to cancel the class, there will be a message posted outside the classroom door. If the instructor cannot make the class, the instructor will try and have a substitute instructor lead the class.

9. **School Closings**

The UW-Stout's policy on school closing for bad weather is that the University will not close. Always assume class will be conducted on bad weather days.

Use your judgment on traveling to UW-Stout in bad weather. Your safety is first, then class. If the weather is bad enough that you should not be traveling, do not travel. If you will not be making a class do to bad weather, please call or email the instructor as soon as possible.

10. **Label Work**

All work turned in for grading to the instructor must have your name clearly on the front of the work. If your name is not on the work turned in, you will not get credit.

11. **Laptop Computers**

As this is a technology course, it is expected that you will bring your laptop to every class. Laptop use will be integrated into the class. Laptop etiquette will be observed in class at all times.

12. **Lab Computers**

There should be no expectation that lab computers are a safe place to store your laboratory exercise files. It is your responsibility to store your files safely. Assume the lab computers will be re-imaged every night.

13. **Field Trips**

There will be field trips in this course. Although they are not required, participation is highly recommended. Transportation and safety to and from the field trip is your responsibility.

14. **Formal Papers and Formal Presentations**

All Formal Papers and Formal Presentations will follow the guidelines set forth and available in Learn@Stout

By enrolling and participating in this course, you agree to these terms and expectations as set forth in this course syllabus. If you cannot agree to these terms and expectations in this course syllabus, you have the right to withdraw from this course.