

The successful deployment of a visual communication solution requires an internal training strategy to ensure your technical staff and end users are fully competent to utilize and manage your solution. York Telecom Corporation, through its customer education division York Learning Group (YLG), offers a breadth of videoconferencing and distance learning courses. These courses range from basic user training and conceptual Video over IP training to detailed system administration. Courses are offered at YLG training sites or can be customized and brought to your location. Each of the YLG courses includes individual and group exercises, as well as a manual, job aid and certificate of completion for each participant.

Several benefits you can expect from each course include:

- Increased confidence with videoconference equipment utilization.
- Improved productivity.
- Improved bottom line as a result of decreased travel expenditures.
- Shorter project cycle.
- Reduced response time.
- Increased employee morale.

Current Courses include:

- Visual Communications 101: Basics of Visual Communications
- Video 201: Video Over IP Training
- Video 202: System Administrator Training
- Video 203: Distance Learning Training

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Visual Communications 101: Basics of Visual Communication

This workshop will introduce the basics required to converse with others about visual communication applications such as videoconferencing, streaming video and interactive distance learning, as well as their strategic benefits, equipment, and success factors. In addition, it will assist in the process of planning to deploy and use visual communications to enhance your business success.

Objectives:

- To list visual communications uses and strategic benefits to the organization and discuss how these technologies can be used to solve business problems and challenges.
- To differentiate among videoconferencing, streamed video and web conferencing.
- To use correct terminology to discuss videoconferencing equipment from the end user perspective
- To discuss common problems that can affect the success of implementation

Course Content:

- What is visual communications?
- The history of videoconferencing.
- Why use videoconferencing? What are the benefits to my organization and me?
- The various types of visual communications (e.g., streaming video, videoconferencing, web conferencing).
- Videoconferencing equipment
- Videoconferencing technology overview (Including terms and concepts).
- Network option overviews (i.e., ISDN, IP, etc.).
- Using the system.
- Videoconferencing success factors.

Audience:

- New and prospective videoconference users.
- Anyone who may be required to promote and support videoconferencing in an organization.
- (Personnel with some experience may wish to see courses in the 200 series.)

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Video 201: Video Over IP Training

This course teaches participants how to implement videoconferencing over Internet Protocol (IP). While ideal for anyone working in videoconferencing, it is aimed particularly at participants looking to understand the concepts of how video is transported over IP.

Objectives:

- To understand concept of Video Over IP.
- To understand TCP-IP Protocol.
- To understand comparisons of ISDN and IP.

Course Content:

- What is Video over IP?
- History of Video over IP.
- Understanding TCP-IP.
- Why use Video over IP?
- Comparison of ISDN vs. IP.
- Quality of Service (QoS).
- Standards.
- Function of Gateways and Gatekeepers.
- IP multicasting and its protocols.

Audience:

- First-time and seasoned videoconference users.
- Anyone planning to utilize videoconferencing.

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Video 202: System Administrator Training

The system administrator training is an intermediate course that provides the knowledge and tools necessary to be the first level of support for end-users within their organization.

Objectives:

- To obtain more in-depth knowledge of the system.
- To understand scheduling and coordinating a videoconference requirements.
- To understand how to use videoconferencing equipment.
- To understand the procedures to run a diagnostics test.
- To understand trouble-shooting techniques.

Course Content:

- System components
- Setting-up and connecting the system.

- Room system start-up sequence.
- ISDN vs. Video over IP.
- Data rates and compression.
- When to use meeting channels (i.e., AT&T Meeting Channel).
- Responsibilities before the conference.
- Responsibilities during a videoconference session.
- Troubleshooting

Audience:

- The video administrator or site coordinator responsible for supporting a visual communication solution.

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Video 203: Distance Learning Training

The first part of this course is designed to familiarize participants with the basic role of distance education and the technologies used for delivery of courses. It provides a basis for understanding media selection most appropriate to instructional needs. The second part of the course focuses on strategic planning and justification for distance learning, by examining success factors, challenges, and failure points.

Note: Distance learning is a broad category that includes eLearning; eLearning will be discussed in this course.

Objectives:

- To define distance learning and converse with others using correct terminology and acronyms
- To describe why organizations are seeking to increase use of distance learning
- To list common benefits of implementing distance learning programs
- To review and discuss the types of technologies used in distance learning
- To discuss factors that influence media selection
- To list and discuss distance learning success factors, barriers to success, and failure points
- To describe the key elements of a distance learning strategy
- To identify characteristics of a good first distance learning

Course Content:

- Distance learning and e-learning terminology (such as asynch, synch, LMS, blended learning)
- Distance learning drivers and benefits
- Types, characteristics, pros and cons, and selected demonstrations of distance learning media such as Audioconference, Audiographics, CD Rom/ Computer Based Training, Web-delivered training (Asynchronous off-the shelf or customized; Synchronous), Interactive videoconference (one- and two-way), Record and playback systems, Learning and content management systems
- Factors influencing the choice of media; three paper-based media selection tools you can use to help in this process
- Opportunities for blended learning (combining multiple delivery methods in one course or program)
- The importance of having a distance learning strategy that is linked to business mission, goals, and performance improvement
- Critical strategy elements; roles and responsibilities
- Future trends in distance learning

Audience:

- Education and Training Directors
- HRD Managers
- Performance Improvement Specialists,
Instructional Designers
- Trainers and Instructors
- Internal personnel who have training responsibilities
- Personnel who need to “sell” the concept of
distance learning to internal or external organizations
- Information technology personnel who are called
upon to advise or support HR/training personnel

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