

**Course Name:** IT for Non-IT Professionals

**Course Overview:**

**Course Length:**

**Who should attend:**

- IT managers,
- IT directors,
- Entry-level and newly hired technical professionals
- PC support and help desk professionals
- Sales and marketing professionals

**You will learn:**

- Definition of IT
- The meaning of IT acronyms
- Fundamentals of computer information
- How computers work
- Hardware, software, and operating systems
- Workstations, clients, and servers
- Network basics and different network models
- How information moves through networks
- Network designs, protocol, and equipment
- Difference between analog and digital signals
- Voice over IP

**Prerequisites:** None

**Course Fee:** Call for quote

**Customizable:** No

**Course Content:**

Course Overview

Information Fundamentals

- Analog Signaling vs. Digital Signaling
- Information Demands and Convergence

Computer Basics

- The Analytical Engine
- Computer Systems
- Hardware vs. Software

Case Study - Proprietary vs. Open Source Software

## How Computers Communicate

- The 3-Layer Conversational Model
- The 7-Layer Model
- The TCP/IP Model

## Moving Data in a Network

- Basic Network Structure
- Basic Frame Structure
- Communications within the LAN
- Communications between Networks

## Case Study - VoIP

### Workstations, Clients, and Servers

- Peer-to-Peer Networks
- Client-Server Networks

## Case Study - .Net

### Network Design

- The Basic Network
- The Network Design Model

## Case Study - Network Security

### Network Protocols and Equipment

- Protocols
- Networking Equipment

## Case Study - e-Business