Ministry of cooperatives
Labour and Social Welfare

Iran Technical and Vocational
Training Organization

Deputy of training

Plan and curriculums office

Competency Training standard

Title

CCNA Voice
Introducing Cisco Voice and Unified Communications
Administration
(ICOMM v8.0)

Occupational group

Information Technology (IT)

International code

2513-53-110-1

Date of standard compilation: 2015.05.25

Control of board on content compilation and accreditation: Plan and curriculums office
National code: **2513-53-110-1**

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Revision Process:

- Scientific content
- According to market
- Equipment
- Tools

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Definitions:

Job standard:

The characteristics ' required competencies and abilities for Efficient Performance in work environment is called "the Job standard", and sometimes "The Occupational standard"

Training standard:

The Training Map for achieving the Job's subset Competencies.

Job title:

Is a set of Tasks and Abilities which is expected from an employed person in the defined level

Job description:

A statement covering the most important elements of a job, namely the position or title of the job, the duties, job's relation with other jobs in a occupational field, the responsibilities, workplace conditions and required performance standards.

Course duration:

The minimum of time which is required to achieve the training objects.

Admission requirements:

The minimum of competencies and abilities which are obligatory for a potential admission.

Evaluation:

The process of collecting evidence and judgment about wetter a competency is achieved or not. Include: written examination, practical examination

Required Qualifications for Trainers:

The minimum of Trainer's technical and vocational abilities which the trainer is required to have.

Competency:

The ability of efficient performing a duty in a variety of workplaces conditions

Knowledge:

The minimum set of facts and mental capacities which is necessary for achieving a competency. This can include science, (Mathematics, physics, chemistry or biology), technology or technical.

Skill:

The minimum coordination between mind and body for achieving an ability or competency. It normally applied to practical skills.

Attitude:

A set of emotional behaviors required for achieving a competency and can have non-technical skills and occupational ethics.

Safety:

The cases which doing or not doing something can cause harm or accident

Environmental Consideration:

A set of consideration about the act which should be done to minimize the environmental damage or pollution.

Competency Title:
Introducing Cisco Voice and Unified Communications Administration

Competency Description:
The Introducing Cisco Voice and Unified Communications Administration (ICOMM) course teaches learners how to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. This course provides the learners with the knowledge and skills to achieve associate-level competency in Cisco Unified Communications.   This course introduces the architecture, components, functionalities, and features of Cisco Unified Communications solutions and describes how daily job tasks, such as system monitoring, moves, adds, and changes are performed on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence.

Admission Requirements:
minimum degree of education: Post first year of high school   minimum physical and mental ability:-   Prerequisite skills: - Working knowledge of converged voice and data networks   - Basic knowledge of Cisco IOS gateways   - CCNA Routing and Switching

Course Duration:
Course duration: 50 Ours

Evaluation :(%)

640-461 ICOMM

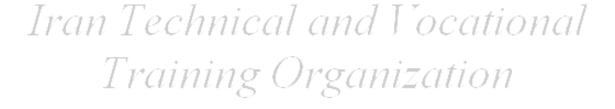|	
Exam Number:	640-461 ICOMM Last Day to test September 17, 2015
Associated Certifications:	CCNA Voice, CCNA Video
Duration:	90 minutes (60-70 questions)
Available Languages:	English, Japanese
Registration:	Pearson VUE
Exam Policies:	Read current policies and requirements
Exam Tutorial:	Review type of exam questions
Register for Course:	ICOMM course and other offerings

Required Qualifications for Trainers:
CCNA VOICE degree holders with 1 years experiences

competency training standard tasks	
1	**Overview of Cisco Unified Communications Solutions**
2	**Overview of Administrator and End User Interfaces**
3	**Call Flows in CUCM and CUCME**
4	**Endpoint and End User Administration in CUCM and CUCME**
5	**Enablement of End User Telephony and Mobility Features**
6	**Enablement of Cisco Unity Connection and Cisco Unified Presence**
7	**Cisco Unified Communications Solution Maintenance**

Training standard
Contents analysis form

Title: Overview of Cisco Unified Communications Solutions	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Understanding the Components of Cisco Unified Communications Solutions - Understanding the Characteristics of Cisco Unified Communications Solutions	Determined by the instructor			From **CISCO**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title: **Overview of Administrator and End User Interfaces**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Understanding Administrator Interfaces - Understanding End-User Interfaces	Determined by the instructor			From **CISCO**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title: **Call Flows in CUCM and CUCME**	time			Equipments ,tools, materials ,books
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				
Knowledge and Skill: - Understanding Call Flows and Call Legs - Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager - Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express	Determined by the instructor			From **CISCO**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title:	time			
Endpoint and End User Administration in CUCM and CUCME	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: - Understanding Endpoint Characteristics and Configuration Requirements - Understanding Endpoint Implementation Options - Understanding End-User Characteristics and Configuration Requirements - Understanding End-User Implementation Options	Determined by the instructor			From **CISCO**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title: **Enablement of End User Telephony and Mobility Features**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Understanding Telephony Features - Enabling Telephony Features - Understanding Mobility Features - Enabling Mobility Features	Determined by the instructor			From **CISCO**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title: Enablement of Cisco Unity Connection and Cisco Unified Presence	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Understanding Cisco Unity Connection - Understanding End User and Voice Mailbox Characteristics and Configuration Requirements - Understanding End User and Voice Mailbox Implementation Options - Understanding Cisco Unified Presence - Enabling Cisco Unified Presence	Determined by the instructor			From **CISCO**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard

Contents analysis form

Title: Cisco Unified Communications Solution Maintenance	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Providing End-User Support - Understanding Cisco Unified Communications Manager Reports - Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports - Monitoring the System with Cisco Unified Real-Time Monitoring Tool - Monitoring Voice Mail in Cisco Unity Connection - Understanding the Disaster Recovery System	Determined by the instructor			From **CISCO**
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software…**)** form

*Required quantity for each 15 Trainees

From CISCO