

ADVANCED IP ROUTING & TROUBLESHOOTING

Participants will gain knowledge and skills required to master advanced features of router configuration, including protocol prioritization, route redistribution, network security, and VLSM. (16 Hours)

INTRODUCTION TO THE ALCATEL-LUCENT 7X50 SERVICE ROUTERS

The Alcatel-Lucent 7x50 Series offers a wide range of interfaces with unmatched density and service performance. Participants will learn about the models within the series, key features, physical configurations and a general console navigation overview. (8 Hours)

CUSTOMER SERVICE

CUSTOMER RELATIONSHIP BUILDING: INTERNAL AND EXTERNAL

This course is designed for employees who deal with customers on a regular basis. (8 Hours)

CUSTOMER RELATIONS II

This course builds on the content and skills learned in the course 'Customer Relationship Building: Internal and External'. (8 Hours)

BASIC COMPUTER TRAINING

ALCATEL-LUCENT BASIC COMPUTER TRAINING

This five-5 day course provides basic computer training in 'Introduction to the PC', 'MS Windows 2000', 'MS Word/Excel/Outlook', 'MS Internet Explorer' & 'Alcatel-Lucent Home Page Applications'. (5-Day Course)

*For Complete
Course Descriptions
& Additional Information
Go To The Alliance Web Site!*

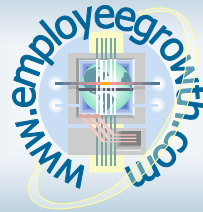
www.employeegrowth.com

or call **800-323-3436**

THE ALLIANCE MISSION & VISION

The Alliance supports individual efforts to develop career and personal growth and enhanced employability through continuous learning experiences. The success of these individual efforts is assured by the cooperative activities of The Alliance and its CWA and Alcatel-Lucent partners.

The Alliance stakeholders share a vision that the growth and development of the individual is the key to success in a competitive, worldwide marketplace. The Alliance was born out of this shared vision to serve as a resource to individual employees who want to take charge of managing change in their lives.



HOW THE ALLIANCE WORKS

A UNIQUE LABOR/MANAGEMENT COLLABORATION

The Alliance operates on a joint labor/management model. Throughout the organization – from The Alliance Board of Trustees to the management, the staff and the nationwide network of local workplace committees – union and management representatives share in leadership and decision-making.



THE ALLIANCE FOR EMPLOYEE GROWTH & DEVELOPMENT, INC.
NATIONAL HEADQUARTERS

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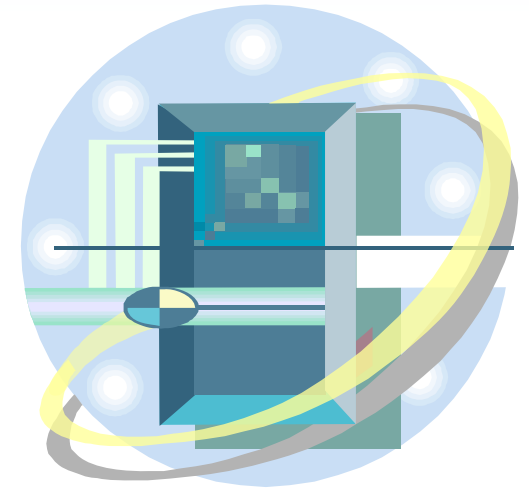
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11/07



INSTALLATION COURSES

Alcatel-Lucent  



The available courses are:

EMERGING TECHNOLOGIES

EMERGING TECHNOLOGIES OVERVIEW

This course is designed to fully acquaint participants with today's vast array of new and emerging technologies and their practical application in the marketplace. *(16 Hours)*

UNDERSTANDING WIRELESS - PART I/II/III

These courses are for telecommunication professionals who must understand today's wireless technologies, including mobile and fixed wireless communications. By the conclusion of the course(s), participants will have a solid knowledge concerning cellular concepts, access technologies, and services. *(8 Hours – Each Level)*

INTRODUCTION TO EVDO

Introduction to EvDO is a very informative course that presents a simple and clear explanation of EvDO; its technical capabilities; and its operational benefits when coupled with the baseline wireless networks. *(8 Hours)*

HOW EVDO WORKS

This course will provide an understanding of EvDO System Operational and Cell-Site Implementation. *(8 Hours)*

UNIVERSAL MOBILE TELECOMMUNICATIONS SERVICE (UMTS)

This course will explore and examine the many components that make up this developing, soon to be ready for prime time technology. *(8 Hours)*

VOIP FUNDAMENTALS

The objective of this course is to provide a technical and practical overview of VoIP. The course identifies the main elements of the technology and presents them in an easy-to-understand format. *(8 Hours)*

WORKING WITH VOIP

The objective of this course is to provide a practical overview of VoIP. The course identifies the main elements of the technology and presents them in an easy-to-understand format. *(16 Hours)*

VOIP- MODERN TELECOMM. NETWORKS

This course looks at the subject of MPLS and optical networks. Participants will see how it works, as well as look at some of the applications of MPLS. *(16 Hours)*

VOIP - ARCHITECTURE AND DESIGN

Participants will learn the key network infrastructure requirements for VoIP and convergence; review the various convergence industry network segments; and apply network opportunities, restrictions, and potential issues. *(16 Hours)*

VOIP - NETWORK IMPLEMENTATION

In this course participants develop a complete understanding of the equipment and applications that are driving the deployment of Voice over IP equipment and services. *(16 Hours)*

WiMAX OVERVIEW

This overview provides an introduction to WiMax technologies, applications and standards. *(4 Hours)*

INTRODUCTION TO WiMAX

In this course participants learn about the upcoming WiMAX technologies and the deployment of this technology. *(8 Hours)*

UNIX

This course provides an introduction and overview of UNIX. *(16 Hours)*

PRACTICAL T1/T3 TESTING CONCEPTS

This is an extensive course focused on proper installation and maintenance techniques as well as addresses all types of test equipment. Test equipment is provided but students are encouraged to bring and learn on the actual equipment they will be using in the field. *(24 Hours)*

INTERNET PROTOCOL TELEVISION (IPTV)

This course provides a basic introduction to IPTV, the technology involved and its future. *(8 Hours)*

IP MULTIMEDIA SUBSYSTEMS (IMS) AND NEXT GENERATION NETWORKING (NGN)

This course provides an understanding of Next Generation Networking (NGN) and IP Multimedia Subsystems (IMS) and will help crystallize the requirements for the future of emerging computer network architectures and technologies. Learn how IMS will merge the Internet with the cellular world. *(8 Hours)*

CERTIFIED FIBER OPTIC TECHNICIAN CERTIFICATION (CFOT)

This course has two components – A theory component, and a hands-on component where emphasis is placed on the practical aspects of working with fiber optic cables, including connectorization, fusion splicing, and testing. *(40 Hours)*

ADVANCED FIBER OPTIC TECH. PROGRAM (AFOT)

This hands-on course, participants will learn advanced connector technology. Topics will include why different connectors work for different applications to produce over 100 terminations. *(40 Hours)*

BASIC SKILLS FOR ELECTRICIANS

This course is designed to provide the skill sets required for electricians working with an electrical contractor. *(32 Hours)*

OVERVIEW OF MODERN CARRIER NETWORKS

The modern carrier networks deliver converged network transport services of high performance data, voice and video services. Participants will learn about the factors leading to the converged services, key enabling technologies and all the issues that the technologies address. *(8 Hours)*

ROUTER TECHNOLOGIES

OVERVIEW OF CISCO ROUTERS

This course will provide the participant with a general review of how Cisco Routers work. *(4 Hours)*

INTRODUCTION TO CISCO ROUTING

This Cisco training workshop is designed for working communication professionals who desire a practical understanding of Cisco router configuration procedures and techniques. *(8 Hours)*

DEPLOYING CISCO ROUTERS

In this course, participants gain the basic knowledge and skills required to understand the processes, protocols and configurations of Cisco routers. *(8 Hours)*

FUNDAMENTALS OF ROUTER CONFIGURATION

This course provides the participant with training necessary to understand how to support internal and external router configuration. *(8 Hours)*

TROUBLESHOOTING CISCO ROUTERS

Upon completion of this course participants will have the skills necessary to troubleshoot the most common problems typically encountered with a Cisco router. *(16 Hours)*