

Let's just talk about this...

Objectives

Explain the role of protocols and standards organizations in facilitating interoperability in network communications.

In this activity, you will determine ways to communicate when standards are not present or agreed upon. You will also resolve a communication issue by establishing standards for communication.

Background/Scenario

You have just purchased a new automobile for your personal use. After driving the car for a week or so, you find that it is not properly functioning.

After discussing the problem with several of your peers, you decide to take it to a highly recommended automotive repair facility. It is the only repair facility located in close proximity to you.

When you arrive at the repair facility, you find that all of the mechanics speak another language. You are having difficulty explaining the automobile's performance problems, but the repairs really need to be done. You are not sure you can drive it back home to research other options.

You must find a way to work with the repair facility to ensure your automobile is properly repaired.

How will you communicate with the mechanics in this firm? Design a communications model to ensure that the car is properly repaired.

Reflection

1. What steps did you identify as important to communicating your repair request? Justify your answer.