Lab 3.4.1 Preparing for a Site Survey

Objectives

- Explain the process of setting up a customer site visit.
- Prepare to conduct a professional site visit.

Expected Results and Success Criteria

Before starting this lab, read through the tasks that you are expected to perform. What do you expect the result of performing these tasks will be?

_____

_____

_____

In what ways can conducting a site visit be beneficial to an ISP?

_____

_____

_____

What do you feel are the most important aspects of a site visit, from a customer perspective and an ISP perspective?

_____

_____

_____

Background / Preparation

FilmCompany is an expanding small advertising company moving into interactive advertising media, including video presentations. This company has just been awarded a large video support contract by the StadiumCompany. With this new contract, FilmCompany expects to see their business grow approximately 70 percent.

As the network designer with the task of designing and planning the upgrade for the FilmCompany data network expansion, you need to document their current network and services.

This is done by visiting FilmCompany premises, talking to their management, and inspecting their network.

The visit should be well-planned and professionally conducted. This will ensure that the necessary information is collected and recorded and that you establish a professional working relationship with your customer, FilmCompany.

This lab covers the planning and preparation for this site visit.

Step 1: Clarify and document the purpose of the site visit

a. List and discuss reasons for conducting a site visit.

_____

_____

All contents are Copyright © 1992–2007 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.

_____

_____

_____

_____

_____

b. List the FilmCompany personnel who are most likely to be able to answer your questions and whom you would need to talk to on site.

_____

_____

_____

_____

_____

_____

c. Examine the existing network topology diagram at the end of this lab. List points that you want to confirm and those that need clarification.

_____

_____

_____

_____

_____

_____

d. Use word processing software to create a site visit plan.

Step 2: Prepare a list of tools and equipment

a. List the tools and equipment that you need to take to the site.

_____

_____

_____

_____

_____

_____

b. List the documentation, instrumentation, and software you need to take to the site.

_____

_____

_____

_____

_____

c. Add this list to the site visit plan.

All contents are Copyright © 1992–2007 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.

Step 3: Arrange an appointment to visit the site

Role-play and discussion:

A site visit to FilmCompany must not disrupt the operation of the business and its network. Arrangements must be made to set a convenient visit time and duration. Access to the premises and to the required appropriate people must be organized.

a. Network designer role: Develop a list of questions and requests to ask when telephoning FilmCompany to arrange the site visit.

_____

_____

_____

_____

_____

_____

b. Customer role: Develop a list of requirements relating to a proposed site visit by the network designer that the on-site technician can follow to ensure seamless interaction.

_____

_____

_____

_____

_____

_____

_____

_____

c. Using the information recorded above, the student performing the network designer role simulates a telephone conversation with the student performing the customer role, to arrange a site visit that meets the requirements of both roles.

d. Record the agreed-upon terms and details of the visit.

_____

_____

_____

_____

_____

_____

_____

_____

e. Add the agreed-upon details to the site visit plan.

Step 4: Approach to site visit

a. List points and issues that the network designer should follow while actually conducting the site visit.

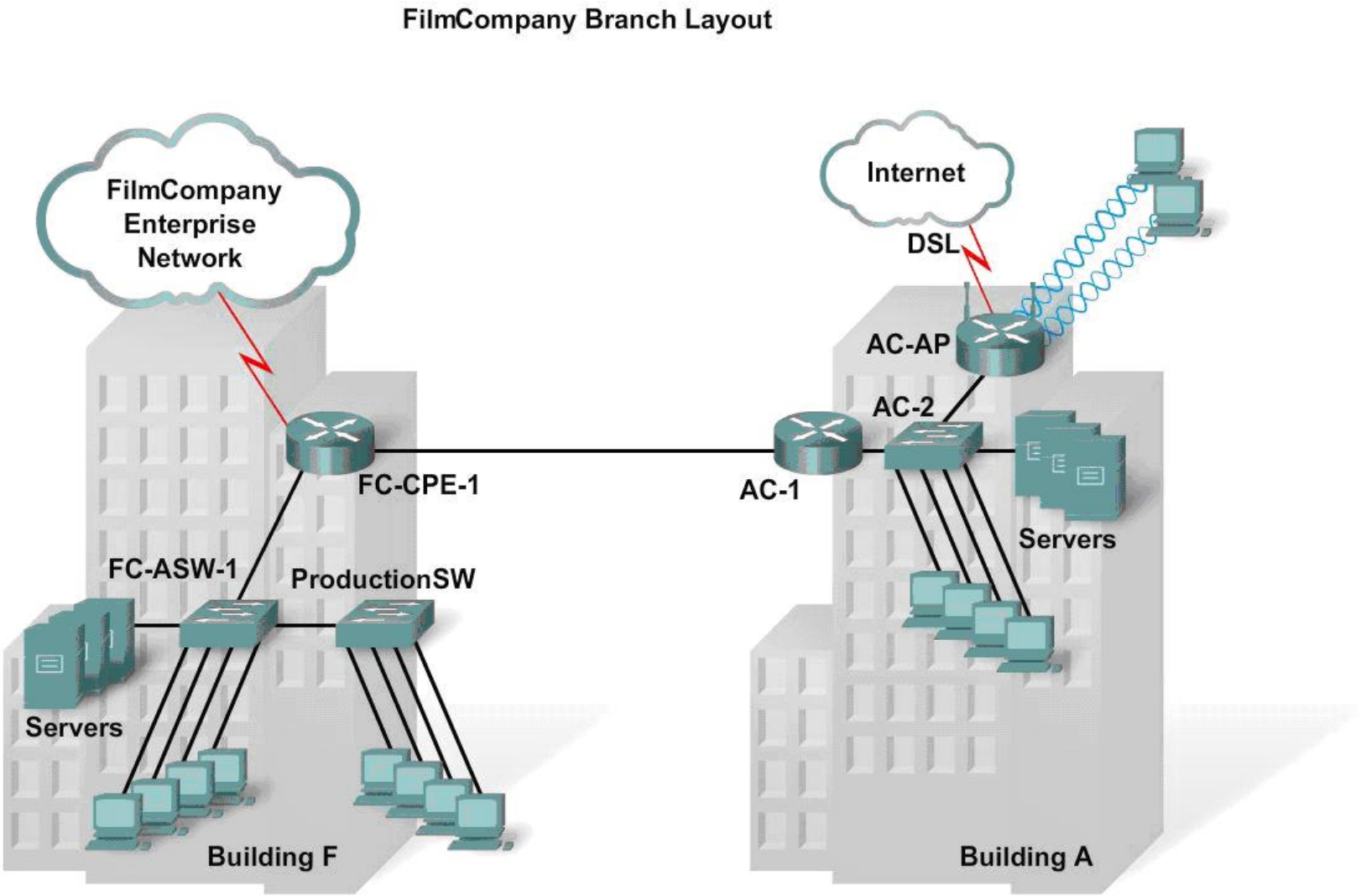
b. Discuss the most commonly chosen answers and the least commonly chosen answers.

All contents are Copyright © 1992–2007 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.

Step 5: Reflection

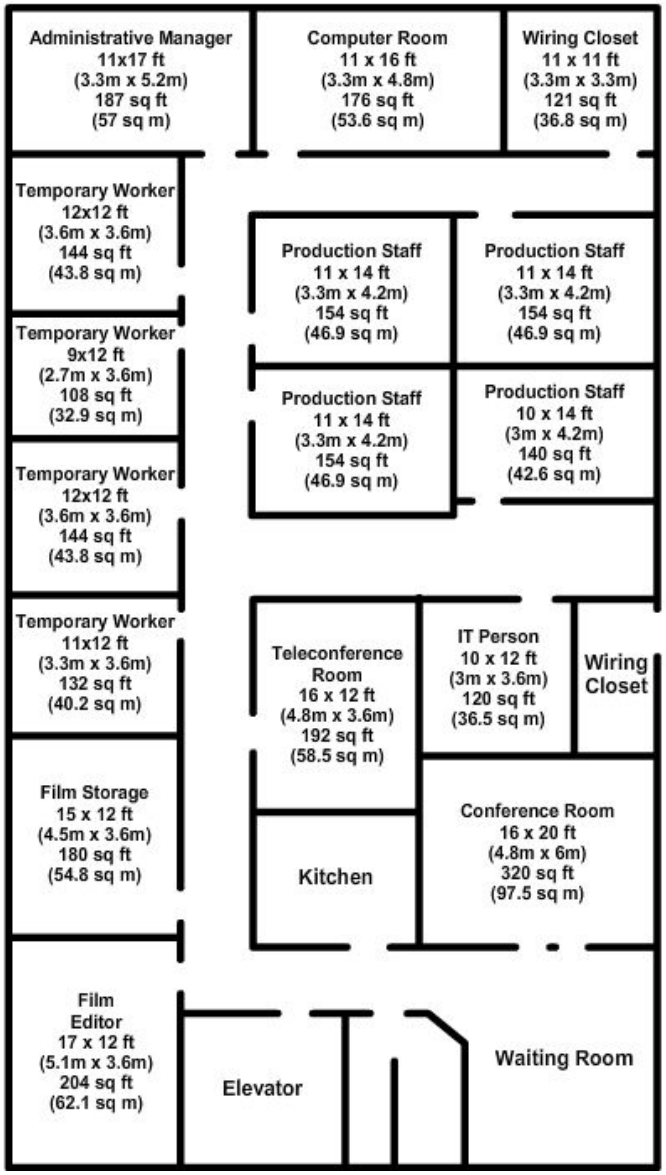
Arranging a visit to a customer site to inspect their network and associated facilities can have many aspects. The data network of an organization is a vital part of their operations. Gaining access to inspect and record details of that network may require more detailed arrangements than this lab presents. Consider and discuss the arrangements required to visit to a high-security area such as government, aviation, or military location.

All contents are Copyright © 1992–2007 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.

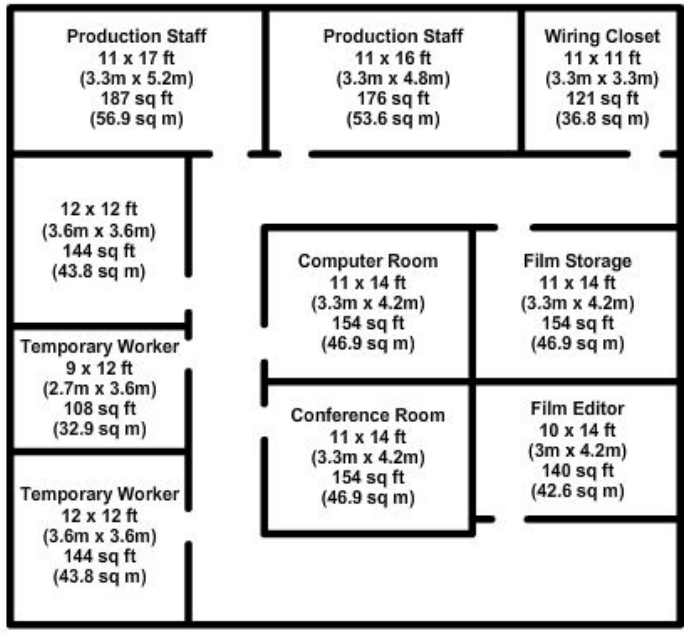


All contents are Copyright © 1992–2007 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.

Building F



Building A



All contents are Copyright © 1992–2007 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.