



Defence Communication Services Agency Case Study

DCSA

DCSA is a tri-service agency responsible for the delivery of Information and Communication Services (ICS) across the Ministry of Defense. These services range from fixed and mobile telephones to satellite communication links and from computers and associated networks/infrastructures to airfield support.

Background

DCSA approached NCAT to train their staff to be able to troubleshoot their own network. Various suppliers manage their network. When a fault occurs they need to identify the fault in order to allocate to the correct supplier or where possible, fix the fault themselves. NCAT were chosen to supply and develop a generic course mirroring their production environment and roll out the course to DCSA's engineers and technicians.

Challenges

We were required to understand their complex and diverse range of technologies and protocols including satellite links, BGP, OSPF, X.25 and Frame Relay. The training had to mirror the topology and protocols utilized within the production environment. It was also essential to accommodate the different degrees of knowledge and experience and tailor the training course accordingly.

Benefits

This training enabled accurate fault identification and correct supplier allocation leading to rapid fault resolution.

Conclusions

After delivery of the course The WO Test and Commission Officer reported, quote:
'On behalf of all the course delegates can I say how impressed everyone was with the course. It was refreshing to be instructed by someone who has an in depth working knowledge of the subject. His technical background enabled him not only to continually re-focus the course in order to make it more representative of our own system, but also to configure the equipment so that we had a small scale working system to configure. Thank you for all your efforts in arranging these courses so quickly.' As a result of the success of this training NCAT have an ongoing relationship with DCSA.