

Chapter 2 Part B Case Study

SCENARIO 2.2

As someone who is intimately involved with networking and networked systems, you are, of course, a useful neighborhood resource! Your next-door neighbor has called you at work, and said that he cannot read his email. You ask him some simple questions, but the neighbor is not very technically aware, and it appears from the answers that there is some confusion about what to do next. At your suggestion, your neighbor agrees he will wait until the evening when you will visit him and discuss the problem. As much as you enjoy this neighborly approach, you also feel that it would be useful if the neighbor had some understanding of how a network operates. This may help you from being called unnecessarily in the future!

You decide that the best way to handle this is to give your neighbor a brief explanation of the layered approach to network communication. Obviously, the OSI model is probably the best way to go!

TASKS 2.2

Develop a brief (2 page maximum) explanation of communication using the OSI model as your vehicle. You should be able to leave this with your neighbor as a “cheat sheet” for future possible problems. Specifically, make sure that the concept of layers handling different functions is fully explained in an easy and simplistic way, using diagrams rather than text. You want to be able to use this model, and your explanation, to guide your neighbor through simple network troubleshooting, should a future issue arise!