

# Field E-Learning Connection (LMS) and Text-based E-Learning Solutions

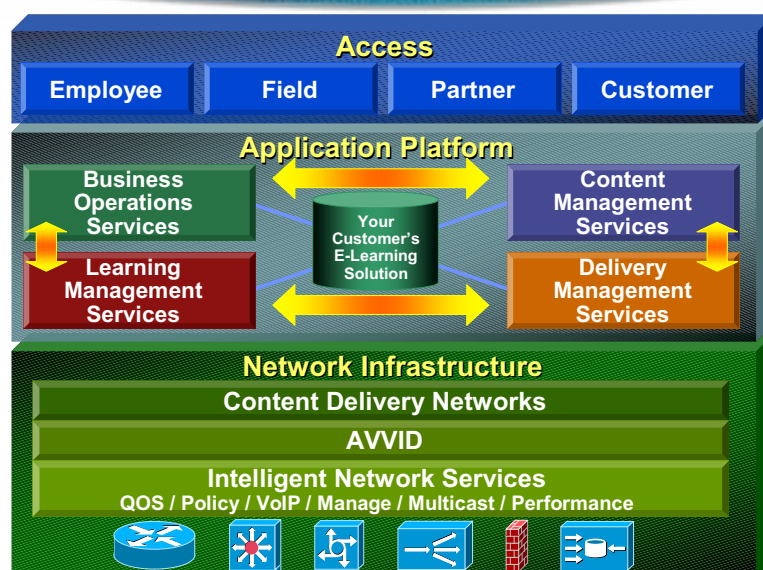
## Case Studies #1 and #2

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APAC E-Learning Business Solutions



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## Cisco E-Learning Solutions Architecture



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# Field E-Learning Connection (FELC)

## Case Study #1



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## Business Problem Background

Cisco's development and communication methods  
*were not:*

Timely

Relevant

Affordable

Accessible

Modular

Accountable

## Project Scope

The **Primary Goal** to be achieved:

- Create a **one-stop, E-learning Portal** that points users to a variety of Cisco learning resources and systems
- Establish 12 **Job Relevant Learning Roadmaps** for SE Specialists linking to training & information resources
- **Project Completion in less than six months**
- Establish client review and approval process throughout system design and development
- Leverage cross-company resources for content expertise
- Provide usage metrics and management reporting

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## Background

The biggest **Business Opportunities** to gain:

- **Increase field agility and ability** with up-to-date information
- **Save time** so that field can interface with customers more
- Reduce travel and classroom expenses
- Understand the job-role competencies of the field and provide a system for cost-effectively developing these competencies....globally
- Ultimately, impact the effectiveness and productivity of the field sales & technical organizations

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## The Solution Access Portal View



- Global Collaboration
- New User Communities
- Systems Integration
- Dynamic & Personalized Learning Experience
- New Business Practices

Distributed Content  
Collaborative Model  
Field Learning 'MBOs'

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## The Solution Prescriptive Roadmaps



*Personalized*

Customized to the  
Learner  
and Learning Style

Learning takes place when  
content is broken into  
digestible pieces

Roadmap of on-line &  
Traditional Learning Resources



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## The Solution Management & Assessment



Do you know who has  
the skills you'll need  
for tomorrow?

- Assessment
- Competency
- Reward
- Retention
- Talent Management
- Skills Forecasting

Talent Management System

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## The Solution: Usage & Feedback Reporting



Learning &  
Development  
Progress

Usage  
and  
Feedback  
Reporting

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## Implementation of E-Learning Solution: Business View

- Executive Leadership & Support
- Project Management via 'Virtual' Teams
  - Program / Project Office
  - Content Team
  - Technology Team (includes User Interface Design)
  - Marketing Team
- Document & Prototype Content & System Requirements
- User Interface Reviews
- Marketing Communications Strategy

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## Tangible Results

- Enabled system access to the entire global field training organization **(7,000+)**
- Established 'cultural shift' where assessment is expected
- Increased user and management satisfaction **(feedback system)**
- Web-enabled existing and new training materials **(80% on-line)**
- Ownership for content shared across the organization

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## Lessons Learned / Best Practices



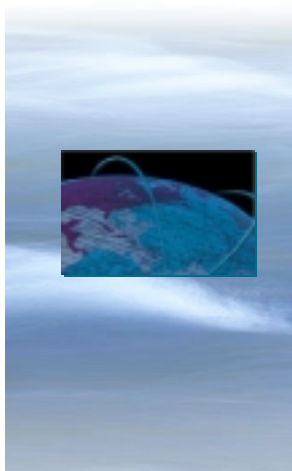
- Executive Stakeholders
- Virtual Project Team
- Visible Career Paths
- 'Certification' as the Goal
- Marketing is your friend
- IT is your *best* friend
- Ensure Personalization
- Celebrate Team Successes

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## FELC Case Study Summary



- Solve high impact /high visibility business problems
- Continually engage Executive Support
- Help Customer Define Requirements & Vision
- Show results quickly
- Deploy Marketing Communications throughout design, deployment, and rollout

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# Text-Based E-Learning ("Phase 1")

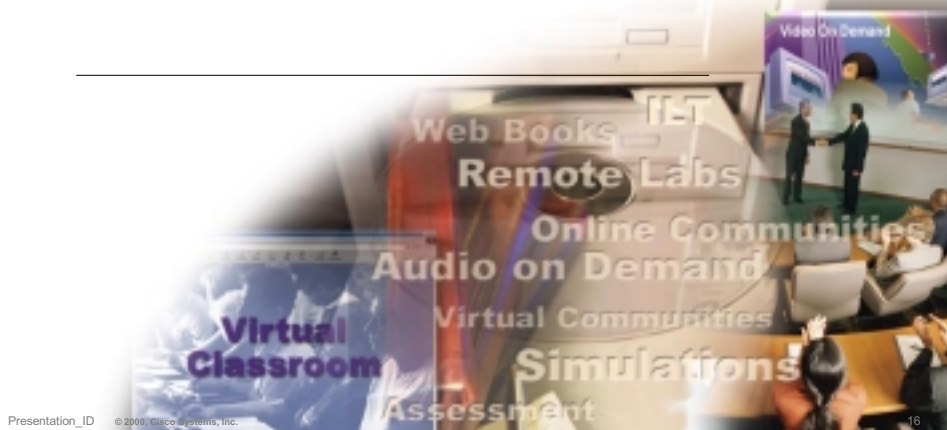
## Case Study #2



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## "Let's Just Put it on the Web"

**"Web-ified" ILT (Instructor Led Training) courses**



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## Results

### Tangible results/benefits

**Re-Use already developed curriculum**

**Alternative to Instructor-led Training**



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## Results

### Intangible results/benefits

**Relatively easy to implement**

**Low risk training organization transition**



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## Challenges

**Availability and Response**

**Learner Alienation**

**Measurable Results**

**“Self-paced Hell”**

**Cost**

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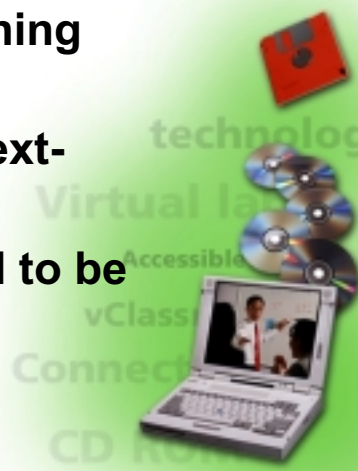
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## Demonstration

- **First-generation E-Learning course**
- **Transition from ILT to text-based learning**
- **Not Ideal – Not intended to be**

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## Recommendations

**Encourage “first generation” transition**

**Begin immediate planning for 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> generation transition**

**Don't settle for status quo**



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