

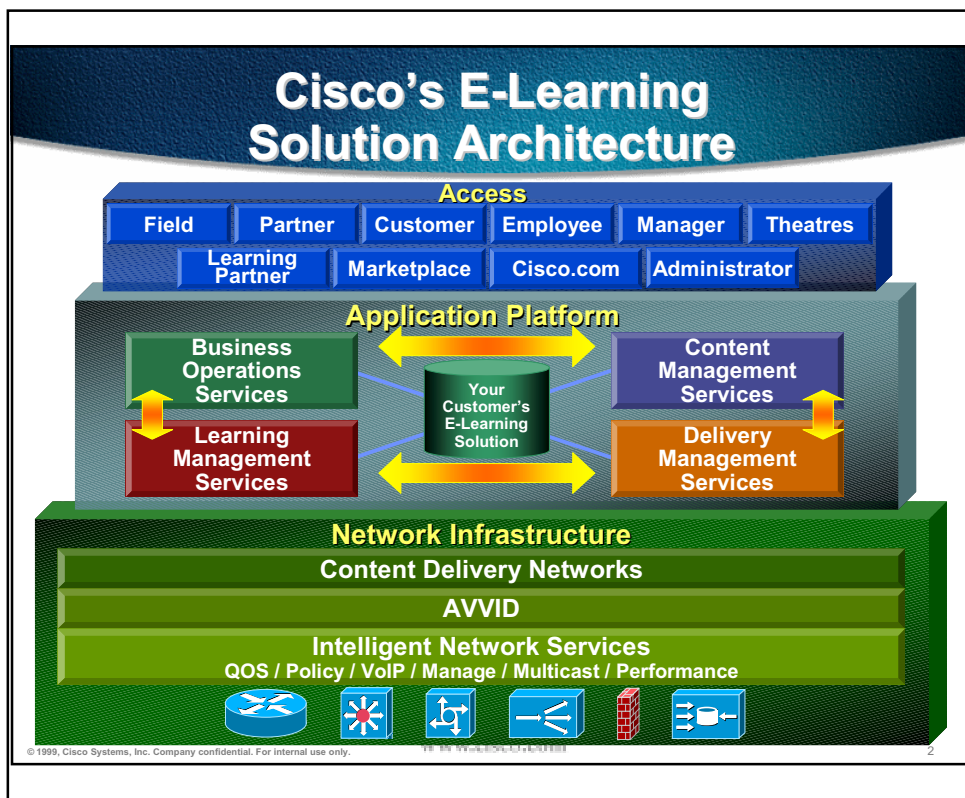


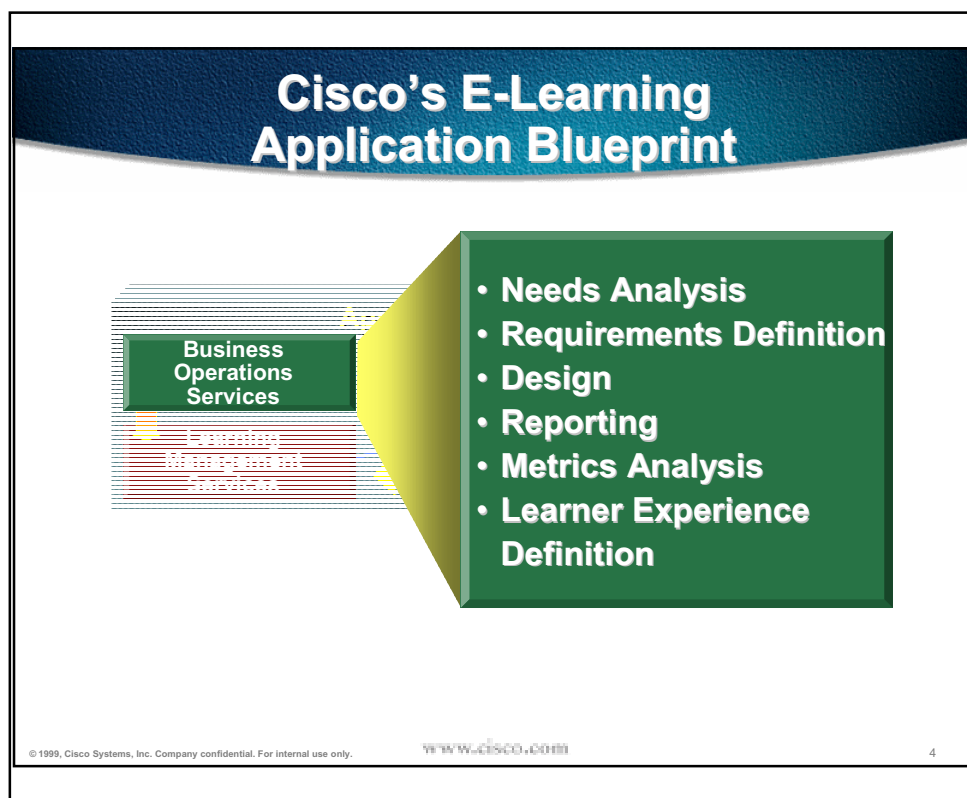
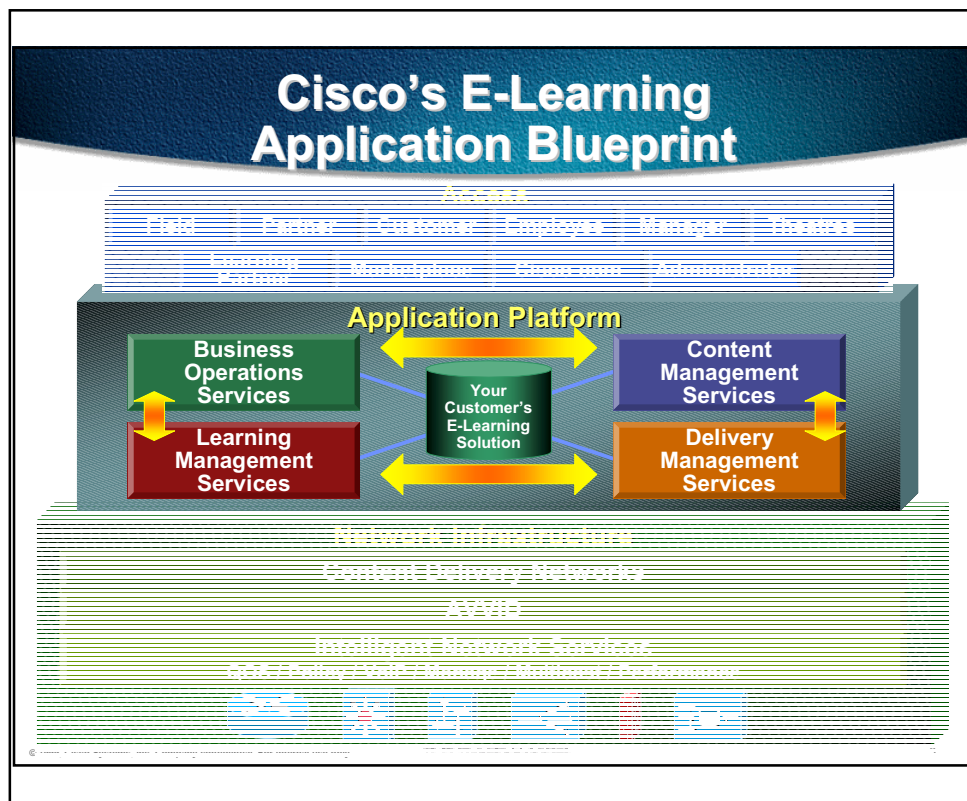
**E-Learning Applications  
and Services**

**Dominic Scott**  
Program Manager  
E-Learning Business Solutions

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## Cisco's E-Learning Application Blueprint

- Authoring Support
- Learning Objects
- Content Management
- Legacy Support
- Multimedia Support
- Publish to Delivery

Content  
Management  
Services

Delivery  
Management  
Services

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## Cisco's E-Learning Application Blueprint

- Distribution Management
- Multimedia Support
- Services Support
- Personalized Delivery

Content  
Management  
Services

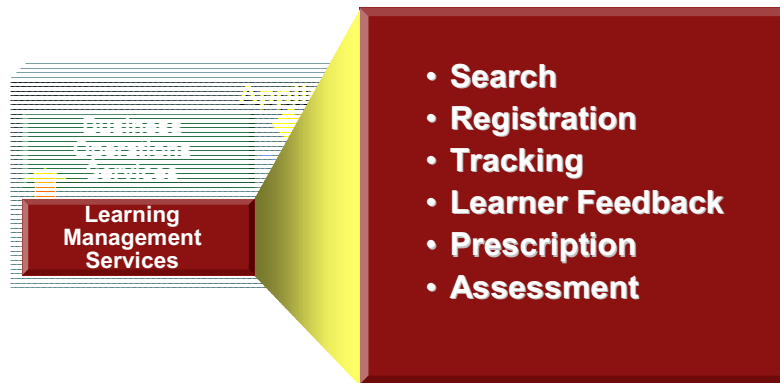
Delivery  
Management  
Services

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## Cisco's E-Learning Application Blueprint

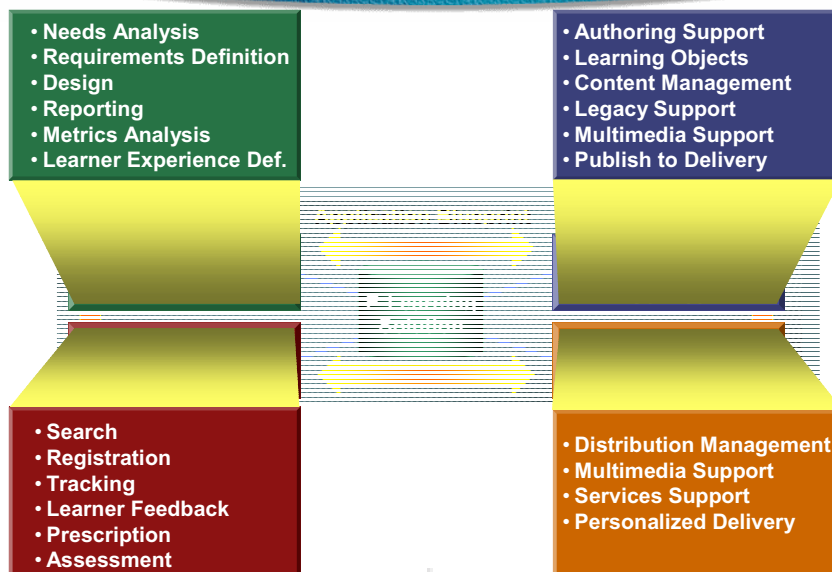


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## Application Requirements



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## Defining the Internal Integration Corporate Standards

### Business Operations

- Human Resources
- Finance  
(including cross charges)
- Corporate Data Warehouse

### Content Management Services

- Authoring/Capturing
- Knowledge Management (Provider)
- Corporate Content Services

### Learning Management Services

- Performance Management
- E-Commerce
- Knowledge Management (User)
- Administration (Resource Mgt)
- Personalization (intranet & cisco.com)  
-Entitlement, Profiling, Preferences

### Delivery Management Services

- Intelligent Network Services  
-QoS  
-Proximity Management (CDN)  
-Multicast
- IP/TV
- VoD

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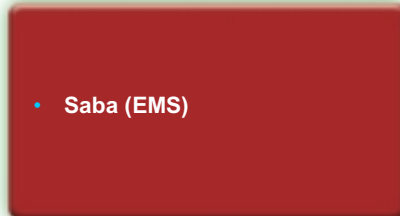
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## Some of Cisco's External Application Partnerships



- OutStart
- Digital Think
- Intellinex
- Ninth House
- Mentor Tech
- gForce



- Saba (EMS)



- OutStart
- Digital Think
- Intellinex
- Ninth House
- Mentor Tech
- gForce
- Placeware
- Centra

3rd Party Content Provider

Digital Island / MSI

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## Key Points to Remember...

- Every customer will need applications and services in each of the four boxes
- Customers are looking for total solutions
  - **you need a solution for all four boxes**
- No one vendor can provide best-of-breed solutions in all boxes
- Identify and work with those partners which have solutions which complement your solutions
- **Open standards** are increasingly important

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