



IBSG Engagement

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IBSG Mission

“

Accelerating Customer Success in the Internet Economy

”



WIN-WIN

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CISCO Experiences

REFERENCE POINTS



**CISCO's EXPERIENCES
should be HELPFUL**

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What IBSG Does

Strategy Development

- Establishing the Vision
- Business plans & models

iSolutions

- Commerce
- Workforce Optimization
- Customer Care
- Supply Chain Mgmt.

***Architecture
that scales***

Advisory Services

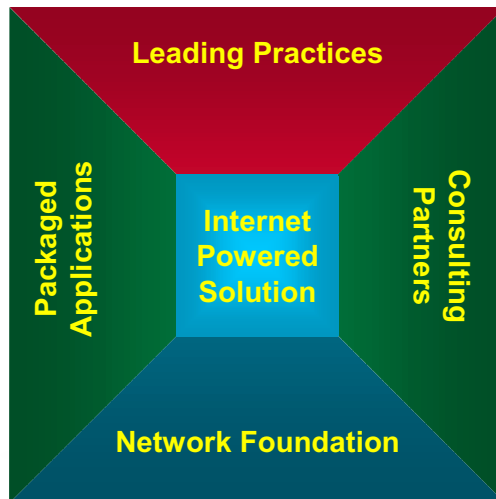
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4

IBSG's Knowledge Base



Financial Services

(Banking, Brokerage, Insurance)

Retail

Manufacturing

Public Sector

(Government, Education, etc)

Service Providers

(Telecommunication, ISP, etc)

Energy & Utility

Healthcare

Media / Entertainment

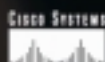
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Net Readiness for e-Learning



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6

Net Ready for E-Learning



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Net Readiness - Leadership



Executives sponsorship is more important to success than technology
Learning strategies are aligned to ensure business objectives are met

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Net Readiness - Leadership

Leadership Benchmarking



US Navy - Admiral Crane's top priority for the year is The Navy Learning Network

"Quarterly Stakeholder Meeting"



Dell - Michael Dell sends e-mail to course participants and requests completion percentage report

"Learning Council Series"



IBM - E-learning is closely tied to two of the CEO's six strategic priorities for IBM

"The Global E-Learning Council"



Unipart - Each Dean including the CEO has developed and delivered a new training program

"The Deans Group"

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Net Readiness - Governance



Rewarding skills development ensures meeting your business objects
It is irresponsible not to measure and report on your learning initiatives

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Net Readiness - Competencies



Information is accessible anytime / anywhere allowing learning 24 x 7
Prescriptive learning ensures employees accelerate the bridge to competency

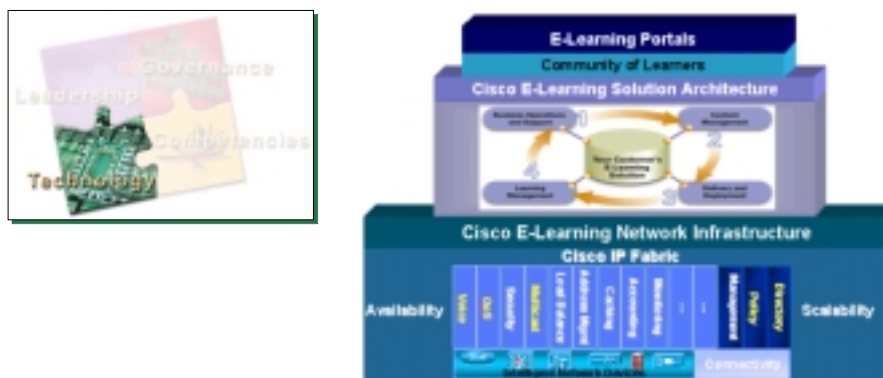
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Net Readiness - Technology



Intelligent Network Infrastructures are enablers to e-learning applications
Enterprise wide applications have open system architectures & adhere standards

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Create an E-Learning Organization

Five Ways to Begin:

1. Executive Commitment
2. Cross BU Strategy
3. Define Success Metrics
4. Early Wins / High Impact
5. Evangelize & Market



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Ensure your Success

Five Areas of Focus:

1. Relentless customer focus
2. Buy verse build
3. Establish vendor partnerships
4. Business & IT partnership
5. Build your Web Foundation



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14

