



Agenda

- **The New World Challenge**
- **E-Learning Defined**
- **E-Learning at Cisco**
- **Asia-Pacific Examples**
- **How to Get Started**



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The New World Challenge

- Rapid change
- Economic and social transformation
- Vast amounts of new information
- Internet challenges



“Does my workforce have the ability to deal with the increased pace of change in the Internet age?”

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The Learning Solution

E-learning gives your workforce the ability to turn change into an advantage...



...The ability to know more, and learn faster, at less cost

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E-learning Transforms Organizations

The real importance of E-learning is its impact on changing organizational culture. E-learning harnesses the knowledge and skills of all people – wherever they are in the organization.

The graphic is a circle divided into four equal quadrants by a horizontal and vertical line. Each quadrant contains a portrait of a person with a different background color: top-left (blue), top-right (yellow), bottom-left (pink), and bottom-right (blue). The people are of various ethnicities and are smiling or looking thoughtfully at the camera.

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E-Learning Defined

- Internet-enabling the entire learning process
- The use of technology to design, deliver, select, administer, support and extend learning.



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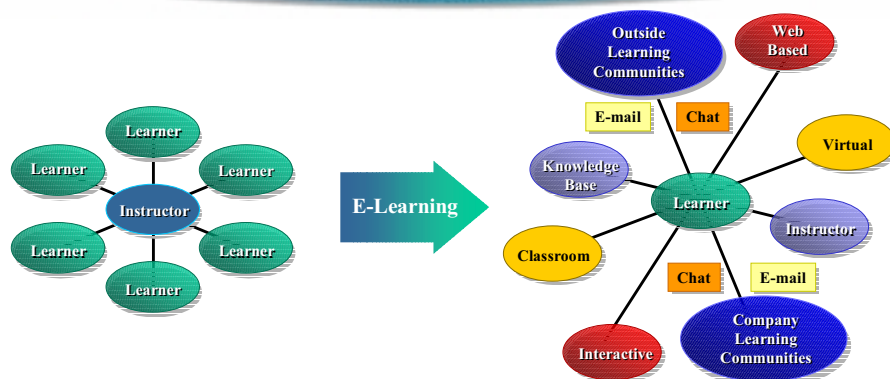
E-learning can include...



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Moving Towards Learner Centric



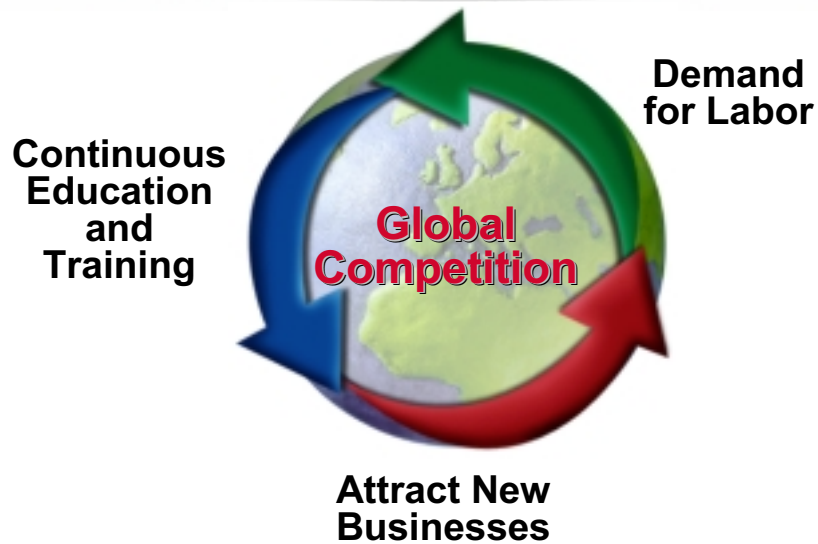
- Instructor command and control
- Expert to novice
- Status and reputation
- Time, location fixed
- Accountability--school, company
- Bricks and mortars

- Employee empowered
- Knowledge broker
- Value, effectiveness
- Just in time, anywhere
- Accountability--mentor, student
- Virtual

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E-Learning and Economic Development



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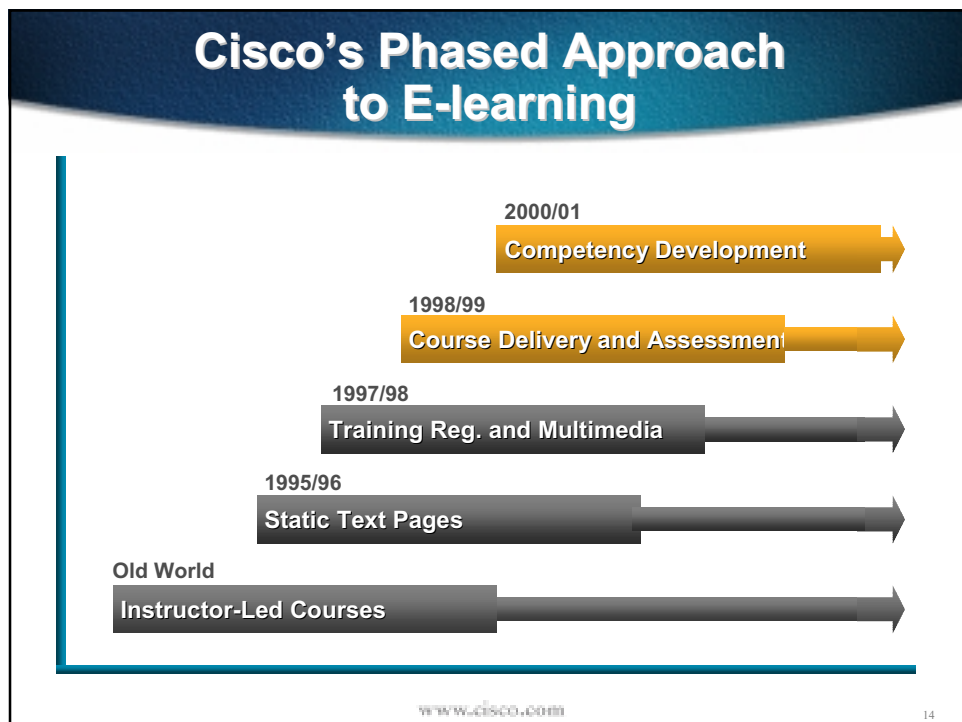
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Field E-Learning Connection

- Centralized system to manage, track and measure progress
- Customized for each market



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Prescriptive Roadmaps



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Management and Assessment



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

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Sales Development Progress Report

Americas Field E-Learning Connection



CEC HOME AREA HOME WHAT'S NEW INDEX SEARCH FEEDBACK HELP

Theater Progress Report: By Manager

Report for : Deborah Traficante Date: Feb. 7, 2000
Module: SP Market Fundamentals

Manager	# Assigned	# Completed	# In Progress
Mark Anderson	25	20	2
Michael Jeye	41	38	3
Kathy Paladino	22	18	25
Jonathan Perkins	15	12	1
Total	103	88	31

CEC HOME AREA HOME WHAT'S NEW INDEX SEARCH FEEDBACK HELP

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[illegible]

The screenshot shows the 'My Learning @ Cisco' website. The header includes navigation links: 'Class Home', 'Class E-Learning Courses', 'Login', and 'Profile'. Below the header, there are sections for 'Previously Accessed On Demand Offerings' and 'Registered and Waitlisted Offerings'. The 'Previously Accessed On Demand Offerings' section contains a table with columns: Offering Title, Delivery Type, Location, and Offering Log information. The 'Registered and Waitlisted Offerings' section contains a table with columns: Order Number, Enroll Range, Offering Title, Offering Accessory, Delivery Type, C.E. Units, Status, Location, Price, Language, Registration, and Drop. The 'Drop' column for the first offering in this section has a red 'X'.

Customized Web Pages

My Learning @ Cisco - Not as easy

File Edit View Go Communication Help

Back Forward Reload Home Search Messages Print Security Shop Tools

Bookmarks Recent http://cisco.com/.../mylearning/learninginfo

Class Home | Class E-Learning Courses | Login | Profile

My Learning @ Cisco

My Learning @ Cisco | Catalog | References | Assessment | Shopping Cart | Manager's E-mail | Site Feedback | Help

Registered and Waitlisted Offerings **Completed Offerings**

Previously Accessed On Demand Offerings

Click URL under "Location" to view offering content. You may bookmark this page for future reference.

Offering Title	Delivery Type	Location	Offering Log information
Small Business Broadband Solutions	Web	Self	
Small Business Broadband Solutions	Web	Self	
Small Business Broadband Solutions	Web	Self	
Small Business Broadband Solutions	Web	Self	
Small Business Broadband Solutions	Web	Self	

Back To Top

Registered and Waitlisted Offerings

Select name under "Offering Title" to view offering description and prerequisites.

Order Number	Enroll Range	Offering Title	Offering Accessory	Delivery Type	C.E. Units	Status	Location	Price	Language	Registration	Drop
1000000000	01 Jan 2008 To 01 Jan 2008	E-Learning Webinars		Web	0.5	Enrolled	Self	Free	English	Waitlisted	X

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*To return to your certification program, please go to www.cisco.com/certification and log into the "Tracking System".

My Learning @ Cisco

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Delivering E-learning at Cisco: Broadcast Video



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Video on Demand

The screenshot shows a video player interface for 'Security Fundamentals'. The video is paused at 00:01:41:38. The main content area displays 'The Security Wheel™' diagram, which is a circular model with five segments around a central core:

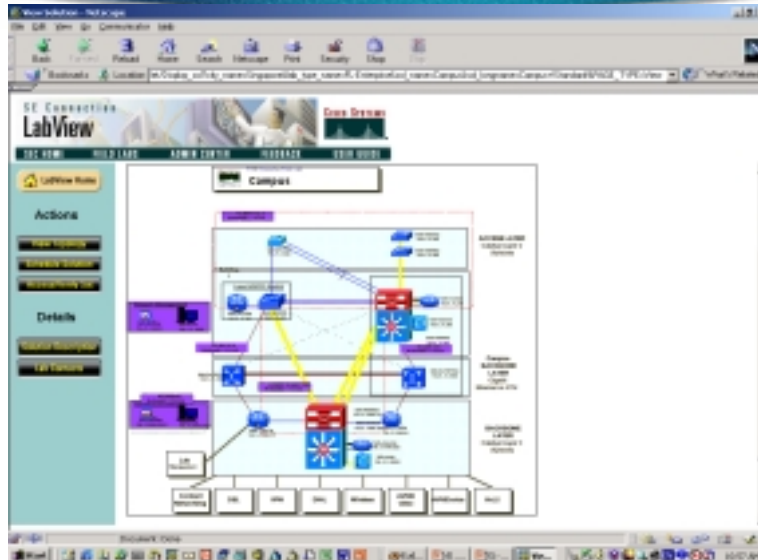
- 1. SECURE** (Physical, Encryption, Authentication, PKI, IDS, IPS, DDoS, Secure)
- 2. MONITOR and RESPOND** (Intrusion Detection, Malware)
- 3. TEST** (Vulnerability Scanning, Penetration Testing, Red Team)
- 4. MANAGE and IMPROVE** (Network Operations and Security Professionals, Managed Services (MSP), Security Services, Risk Score, Managed Services)
- 5. CORP. SECURITY POLICY** (Central core)

A 'Table of Contents' sidebar on the left lists various topics like 'Business Basics', 'Business Analysis', 'Security Services', 'Security Services (Cont.)', 'Security Mechanisms', 'Strength, Trust, Assurance', 'State of Security?', 'Issues With Where We Are', and 'Subscribing to'.

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Cisco Remote Labs



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Virtual Classrooms



Bring the
classroom
to the students

Live interactive web-
based events

Classroom environment

Questions & Answers

Chat

Work groups

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Extending Cisco's E-Learning

- **Partner E-Learning Connection**
Cisco partners and resellers
- **Cisco Networking Academies**
Education and public sector
- **E-Learning on Cisco.com**
Cisco customers and public



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Partner E-Learning Connection



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E-Learning on Cisco.com



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E-Learning at Cisco: Some Lessons Learned



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- Replace business unit training with Enterprise-wide learning strategy
- Start with short, manageable projects with quick and visible results
- Adopt reusable information objects (RIO) to save on content development time and costs
- Provide information and incentives for staff to use e-learning tools

E-learning at Cisco: Some Benefits Earned

- 80% of training is on line
- 40-60% cost savings over ILT
- 40% less time away from customers
- Partners using Cisco Interactive Mentor scored 46% higher on certification tests



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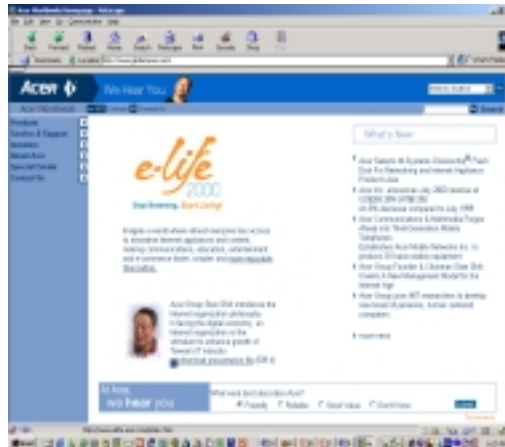
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Taiwan's Acer Inc (Business example)



- Global IT manufacturer
- Developing comprehensive learning management system for its 30,000+ employees
- Working with educational and other institutions in Taiwan to deliver E-learning

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City University's iMBA (Education example)

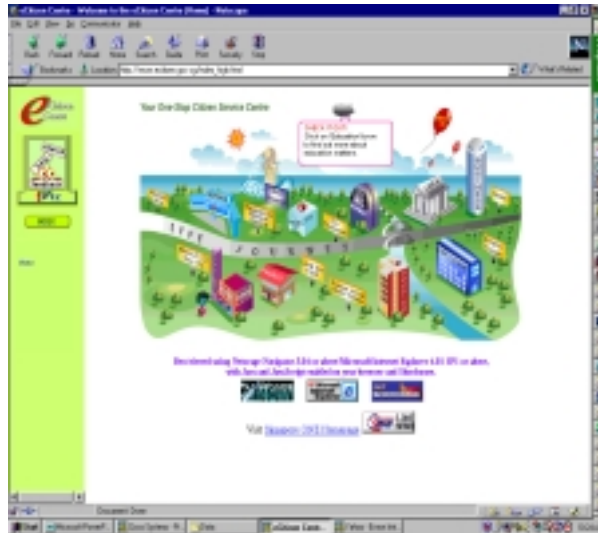


- First academic program in Hong Kong delivered via the broadband Internet
- Ranked by Asia Week as best distance MBA program in Asia in 2000
- Interactive delivery medium allows participants the flexibility to study at their own time and place and pace

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Singapore's eCitizen Centre (Government example)



- Central knowledge portal for all citizens
- Information on employment, education, health care, housing and utilities

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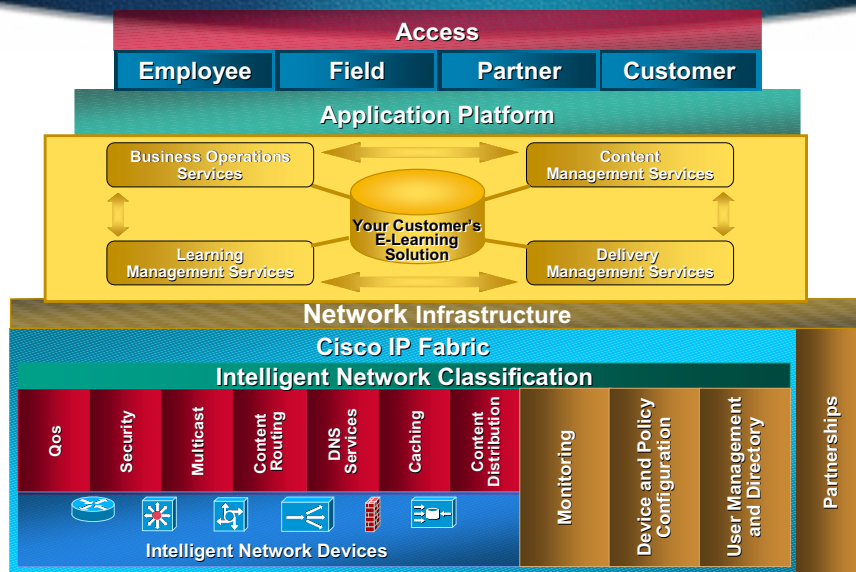
Key issues for Getting Started

- Companies must nurture a **culture** which fosters learning and values knowledge
- Determine the **learning requirements** of your organization
- Establish a cross-functional decision-making team with an executive sponsor to create an **Enterprise-wide learning strategy**
- Understand the components required for E-learning
- Start with **short, manageable projects**
- Work with **partners** who understand E-learning

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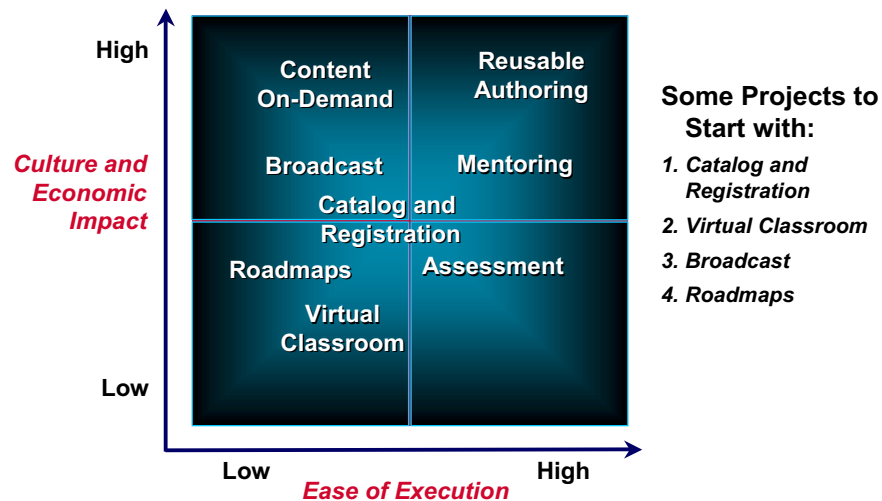
Understand the E-learning Architecture



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Choose Your “Low Hanging Fruit” Opportunities



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How Can Cisco Help?

Architecture

Product Technology Leadership
Intelligent Network Services
End-to-End Solutions

+

Expertise

Market Leader Experience
Internet Solutions Best Practices
World Class Service/Support

+

Ecosystem

Open Systems
Partnerships

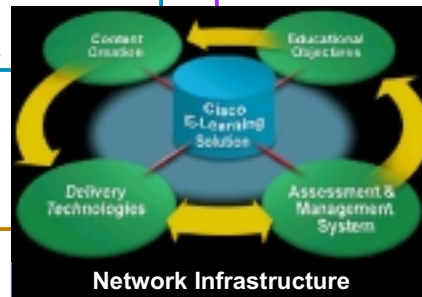
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Work with Partners (Here are some examples...)

Outstart
Coursenet
Lalware Technologies

Arthur Andersen VLN
Intellinex



Cisco
Centra
gForce
Interwise
Placeware
Mentor Technologies
Ivillesoft

IBM
WBT
Saba
Generation 21
Net Dimensions

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Cisco's Philosophy

“

E-learning will emerge as the next big application, determining a company's ability to survive and compete

”

- John Chambers

FO-4015-01

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Are You Ready?



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