



Streaming Video for Enterprise Training

How Cisco Uses IPTV to Deliver Certification Training



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge

 - Supplement the formal CCNA curriculum

- Solution

 - CCNA TV

- Results

 - Growing participation and positive responses

- Next Steps

 - Format improvement

Challenge: Supplement the formal CCNA certification curriculum

- Provide additional technical training to those preparing for the CCNA exam:
 - Requested by candidates for the exam
- Offer live, real-time sessions to the CCNA Prep Center site:
- Add value to formal certification classes offered by Cisco Learning Partners

Solution: CCNA Prep Center TV

- Delivers scheduled live broadcasts with Cisco CCNA SMEs
- Provides an opportunity to interact with instructors through call-in access:
- Offers audience the chance to test knowledge real-time with challenging “pop quizzes”
- Gives participants the chance to provide feedback and suggestions for the next broadcast “show”

Results: Growing participation and positive responses

- Global audience is increasing:
 - Dial-ins from as far away as Pakistan and Dubai
- Sessions spark enthusiastic feedback and suggestions for additional shows
- Cost-effective training, flexible format:
 - Cisco leverages existing broadcast facilities on campus and training resources regardless of location and uses innovative video technology built on its existing IP network.

Next Steps: Format improvement

- Addition of in-studio guest
 - To discuss new issues and information around the CCNA certification
- Continued refinement of broadcast flow and pace
- Use of methods to increase audience participation and improve “pop quiz” segment

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