

How Cisco Uses IPTV to Deliver Certification Training

CCNA TV enhances training effectiveness through streaming video.

BUSINESS BENEFITS

- Real technical training that supplements formal CCNA training sessions
- Engaging interactive learning
- Cost-effective delivery of highly used training resources satisfaction

“The CCNA Prep Center TV broadcasts deliver a valuable indirect benefit. We are providing a real service and solid knowledge for people who are outside of our normal broadcast audiences of Cisco customers and partners.”

– Brad Murphy, CCNA Prep Center TV Producer

Like many major technology-driven enterprises, Cisco Systems® offers learning resources and tools in a wide variety of formats, ranging from live classroom instruction to self-paced courses and online classes. Cisco® typically provides training for its professional certifications—such as CCNA® and CCDA® certifications for network and design, respectively—through affiliated Cisco Learning Partners. The company has also developed supplemental educational approaches that reinforce the learning students receive in these more formal settings. The CCNA Prep Center presents labs, simulations, test questions, articles, forums, and tips on passing the CCNA exam for novice network professionals.

Though the CCNA Prep Center Website offers a wealth of information, both users and members of the Cisco IT and certification support communities felt the need for a more

interactive, real-time way to participate in valuable technical training. Using research into the needs and preferences of those studying for certification, the CCNA Prep Center team created a TV broadcast accessible through the site that focused on subject matter expert (SME) presentations and audience questions. This lively show is enabled by software and appliance-based technology that allows enterprises to build their video infrastructures on existing IP networks.

Further refinements to CCNA TV have included an interactive “pop quiz” and live, call-in audience participation.

The greatest benefit of CCNA TV is that it supplements and reinforces the training candidates receive in formal training sessions conducted by Cisco Learning Partners. In addition, it has enhanced the overall value of the CCNA Prep Center site while creating a sense of community among those preparing for the exam.

In addition to the positive responses Cisco has received from candidates for the exam, the company has benefited by being able to quickly construct an effective approach to training that cost-effectively uses existing facilities and expert training resources, regardless of where they are located, to provide training to a worldwide audience.

Supplementary training that is flexible, efficient, and engaging.

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies.html

FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

NOTE

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