



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

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?”

www.cisco.com

3

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

www.cisco.com

4

In the New World Economy E-learning is Key

E-Learning

E-Commerce

Supply Chain Management

Customer Care

Workforce Optimization

Web Foundation

www.cisco.com

5

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.

www.cisco.com

6

Agenda

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



www.cisco.com

7

E-Learning Defined

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



www.cisco.com

8

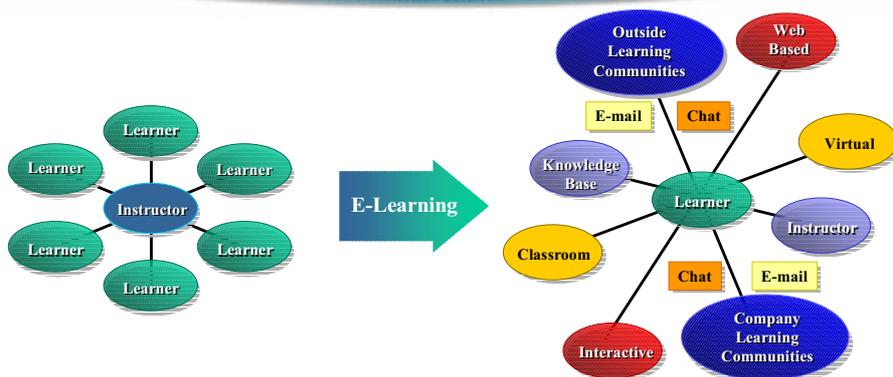
E-learning can include...



www.cisco.com

9

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

www.cisco.com

10

E-Learning and Economic Development



www.cisco.com

11

Agenda

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



www.cisco.com

12

Cisco's Learning Challenge

Timely **Relevant** **Economical**
Accessible **Modular** **Accountable**

Only E-Learning Could Provide the Desired Results

www.cisco.com

Cisco's Phased Approach to E-learning

| Year | Approach |
|-----------|--------------------------------|
| 2000/01 | Competency Development |
| 1998/99 | Course Delivery and Assessment |
| 1997/98 | Training Reg. and Multimedia |
| 1995/96 | Static Text Pages |
| Old World | Instructor-Led Courses |

www.cisco.com

Field E-Learning Connection

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



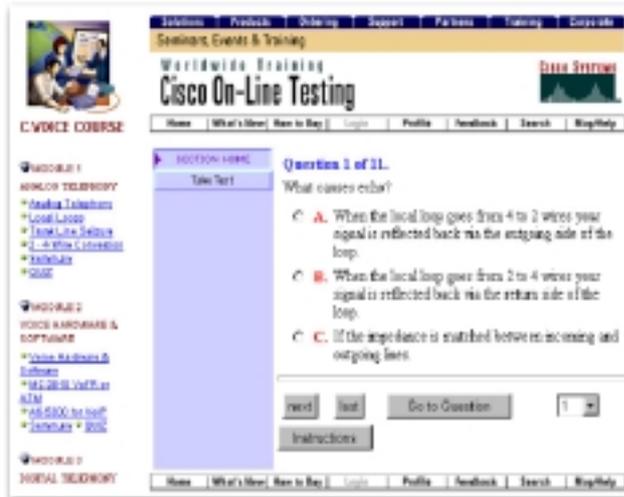
15

Prescriptive Roadmaps



16

Management and Assessment



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

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

Delivering E-learning at Cisco: Broadcast Video

The screenshot shows the Cisco Worldwide Training website. The main heading is "Worldwide Training Presents CISCO TV". Below this is a "Schedule of Upcoming Events" section. The events listed are:

- May 18th, 2006 - Enterprise UPDATE**
Intended Audience: Cisco Internal and Partners
Program starts at 9:30am PST
[View Details](#)
[Registration \(US, Canada, Mexico\)](#)
- May 25th, 2006 - SMB-TV Cisco Resource Network**
Intended Audience: Cisco Internal, Partners and Resellers
Program starts at 9:30am PST
[View Details](#)
[Registration \(US, Canada, Mexico\)](#)
- June 1st, 2006 - SETV**

The left sidebar contains navigation links: WRT Home, Cisco TV Homepage, Cisco TV Online, Cisco TV Archive, Video Library, About Cisco TV, and Feedback. A "All Events by category" section lists various event types with their start times.

21

Video on Demand

The screenshot shows a video player interface for "Security Fundamentals - NetScape". The video content displays "The Security Wheel™" diagram, which is a circular model of security components:

- SECURE** (Firewall, Encryption, Authentication, IDS, IPS, IPSEC, DDoS/DoS)
- MANAGE and IMPROVE** (Network Operations and Security Professionals or Managed Services (MSP) (SMB Services, National Managed Services))
- MONITOR and RESPOND** (Intrusion Detection (IDS/IPS))
- TEST** (Vulnerability Scanning (Scan the Service, network))
- CORPORATE SECURITY POLICY** (Central hub)

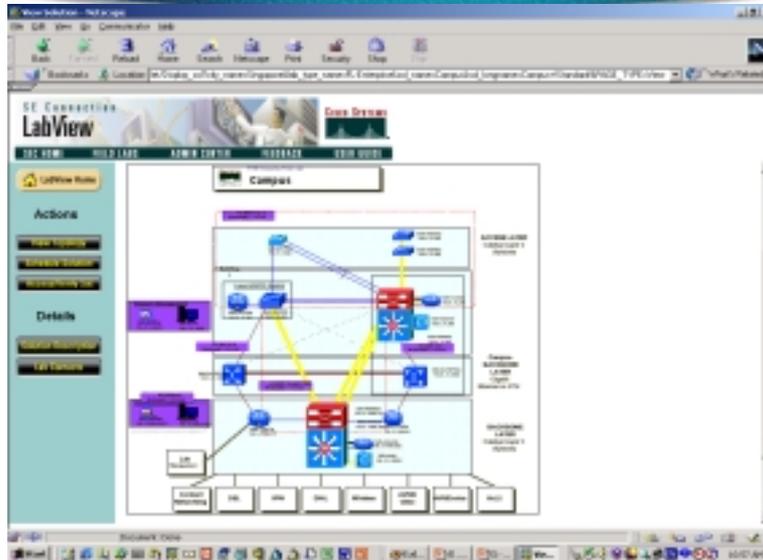
On the left side of the video player, there is a "Table of Contents" with the following items:

- Introduction
- Business Context
- Business Analysis
- Security Services
- Security Services (Cont.)
- Security Mechanisms
- Strength, Trust, Assurance
- State of Security?
- Issues With Where We Are
- Vulnerability to

The bottom of the page features the URL www.cisco.com.

22

Cisco Remote Labs



www.cisco.com

23

Virtual Classrooms



Bring the *classroom* to the students

Live interactive web-based events

Classroom environment

Questions & Answers

Chat

Work groups

www.cisco.com

24

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



WWW.CISCO.COM

25

Partner E-Learning Connection

The screenshot shows the Cisco Partner E-Learning Connection website. The top navigation bar includes 'Home', 'About Us', 'Partners', 'Courses', 'Support', and 'Contact Us'. The main content area features a user profile for 'Chris Clark' with a 'Welcome Chris Clark' message and a 'My Profile' section. Below this, there is a 'My Courses' section with a list of courses. The right sidebar contains a 'Search Your Programs' section and a 'My Profile' section. The bottom of the page shows a 'My Profile' section with a list of courses and their details.

6

Cisco Interactive Mentor



27

Cisco Networking Academy Program

| Class | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| A | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| B | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| C | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

WWW.CISCO.COM

28

E-Learning on Cisco.com



www.cisco.com

29

E-Learning at Cisco: Some Lessons Learned



- 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

www.cisco.com

30

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



www.cisco.com

31

Agenda

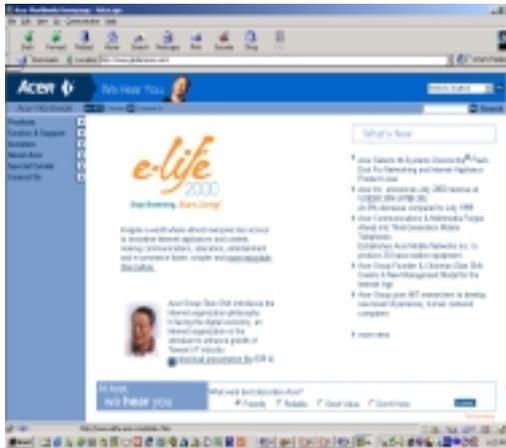
- The New World Challenge
- E-Learning Defined
- E-Learning at Cisco
- **Asia-Pacific Examples**
- How to Get Started



www.cisco.com

32

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

www.cisco.com

33

City University's iMBA (Education example)

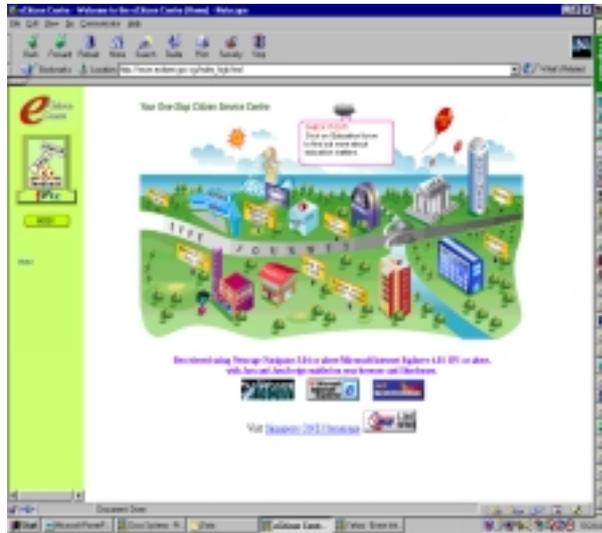


- First academic program in Hong Kong delivered via the broadband Internet
- Ranked by Asia Week as best distance MBA program in Asia in 2000
- Interactive delivery medium allows participants the flexibility to study at their own time and place and pace

www.cisco.com

34

Singapore's eCitizen Centre (Government example)



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

www.cisco.com

35

Agenda

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



www.cisco.com

36

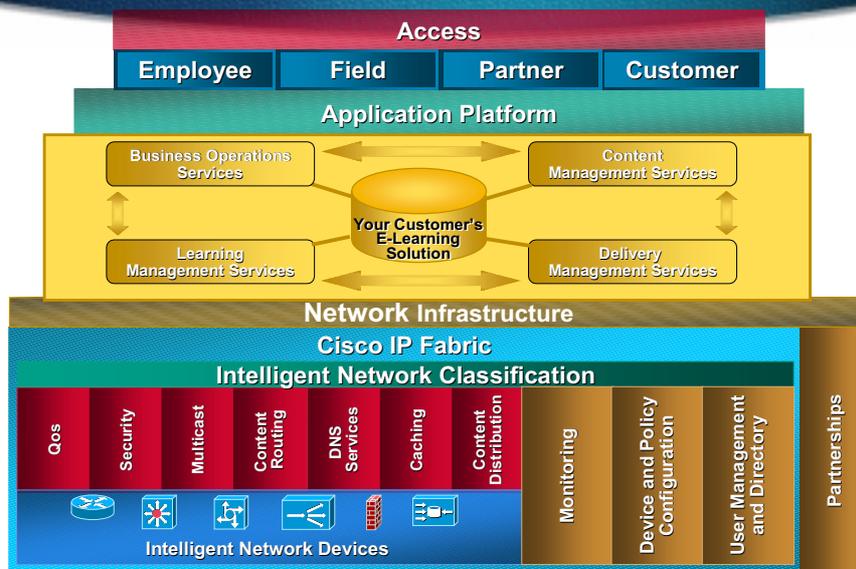
Key issues for Getting Started

- 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

www.cisco.com

37

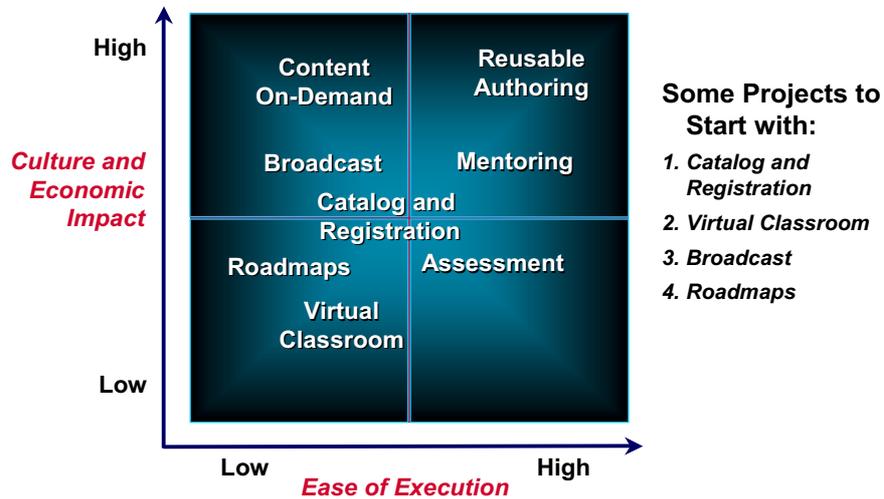
Understand the E-learning Architecture



www.cisco.com

38

Choose Your “Low Hanging Fruit” Opportunities



www.cisco.com

39

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

+

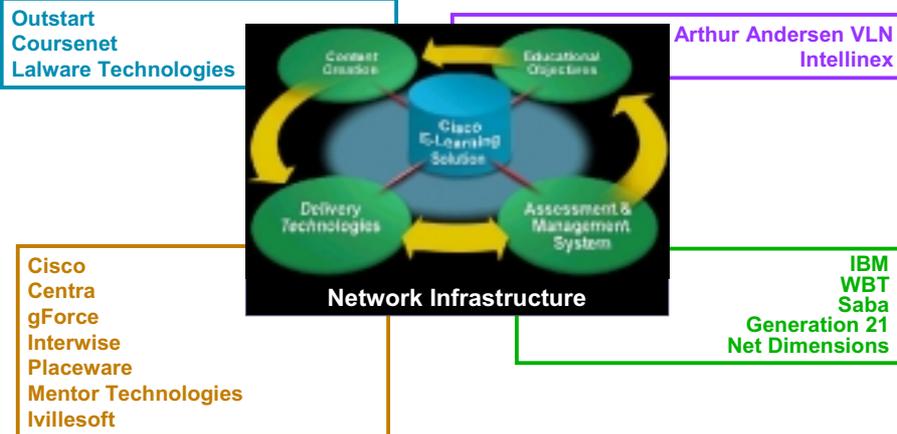
Ecosystem

Open Systems
 Partnerships

www.cisco.com

40

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



www.cisco.com

41

Cisco's Philosophy

“

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

”

- John Chambers

FD_4015_of

©1999, Cisco Systems, Inc.

www.cisco.com

42

Are You Ready?



www.cisco.com

43