

# eLearning @ Cisco

## Norsk Hydro – 15<sup>th</sup> March 2002

**William Buller (wbuller@cisco.com)**

# Our Goal : Leadership in all Functions

Cisco.com



**E-Commerce**



**E-Learning**



**Customer  
Care**



**Workforce  
Optimization**



**Supply Chain**

**internet  
business  
solutions**

# Culture and Tools Enable Change

Cisco.com

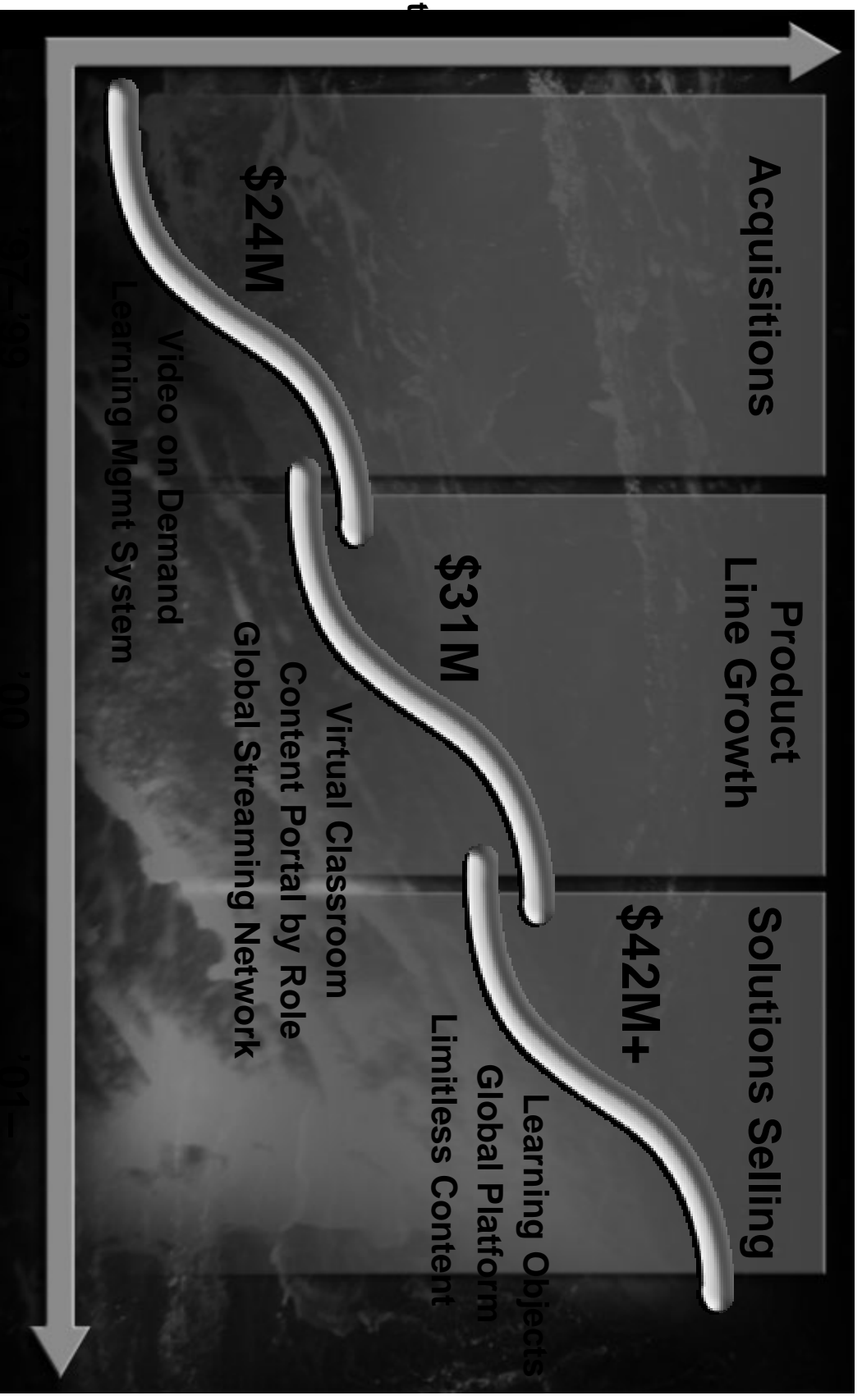
- **Responsive culture**  
enabled rapid re-focus of processes and tools
- **Benefit:**  
Increased productivity



# E-Learning Waves

Cisco.com

Cisco  
Annual  
Productivity  
Gains



# E-Learning current wave

Cisco.com

## Account Manager Learning Environment:

- Multimedia, modular content
- 2001 “Best Trained Sales Force”
- 40–60% cost savings over ILT
- 90%+ training is online

## Partner E-Learning Connection:

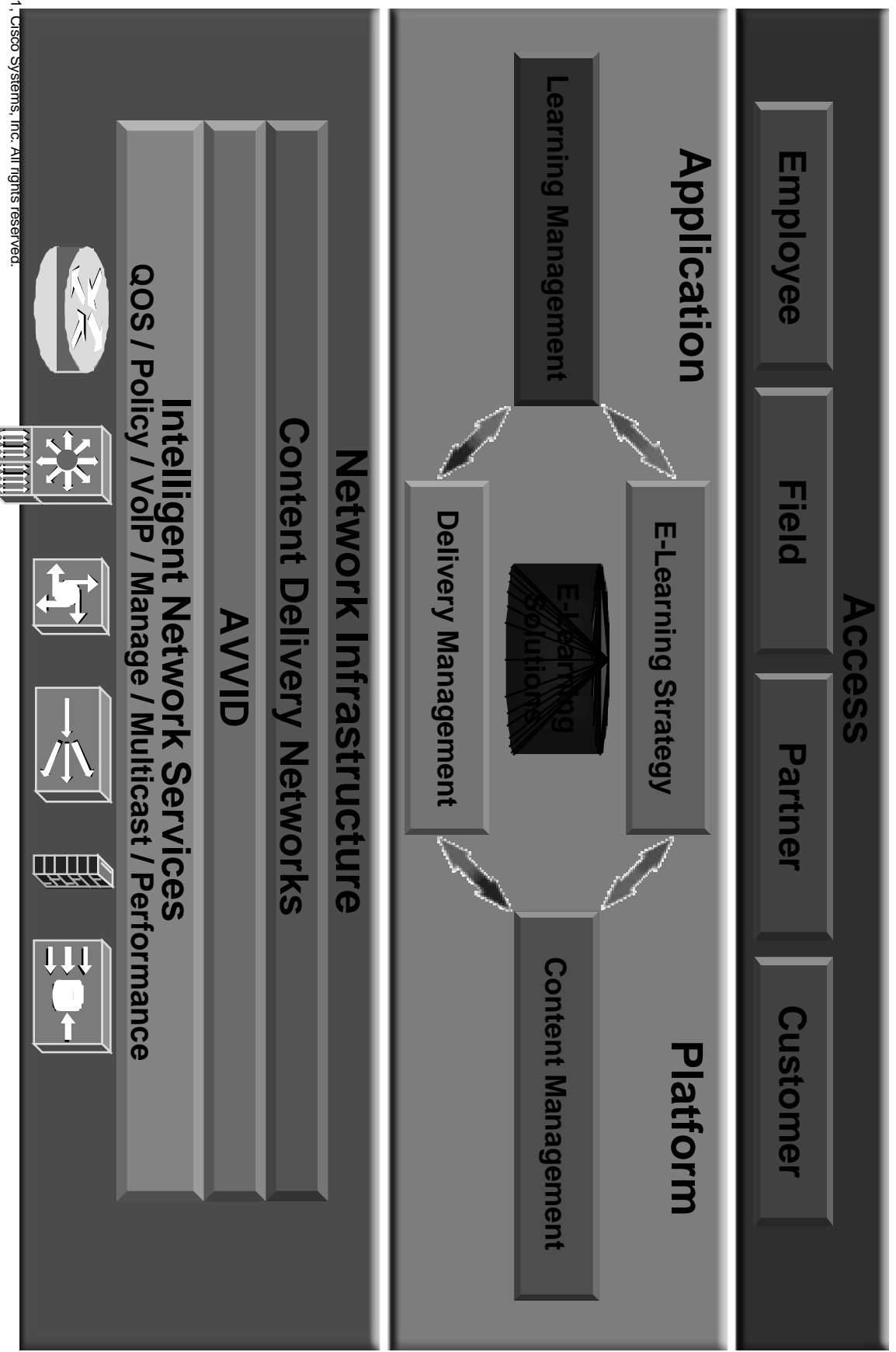
- 40,000+ global partners
- Mobile training
- 30% increased comprehension
- Elimination of product road shows

## *Solutions Selling*



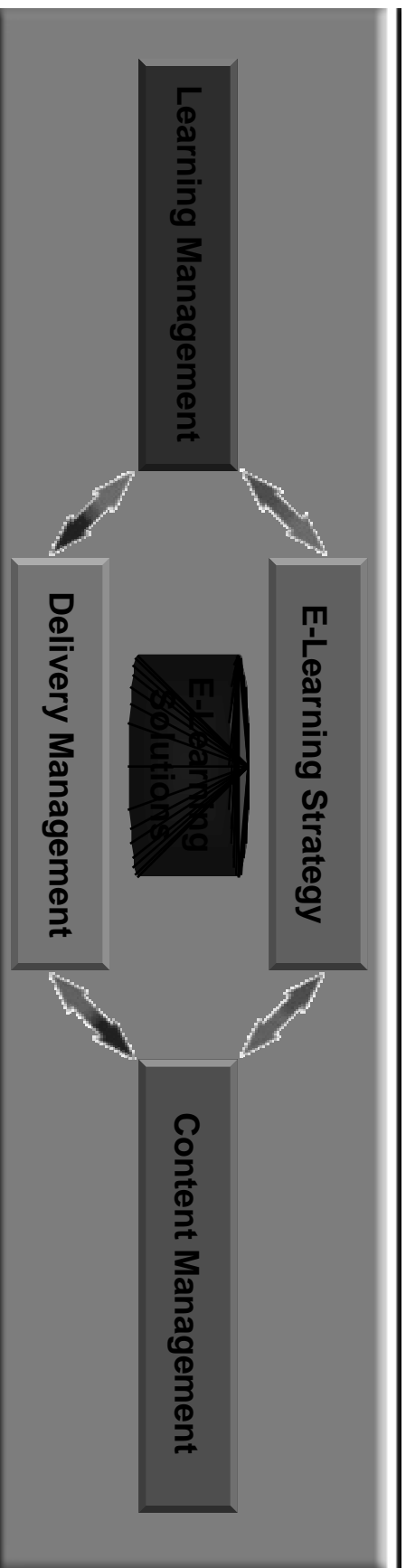
# Cisco E-Learning Solutions Architecture

Cisco.com



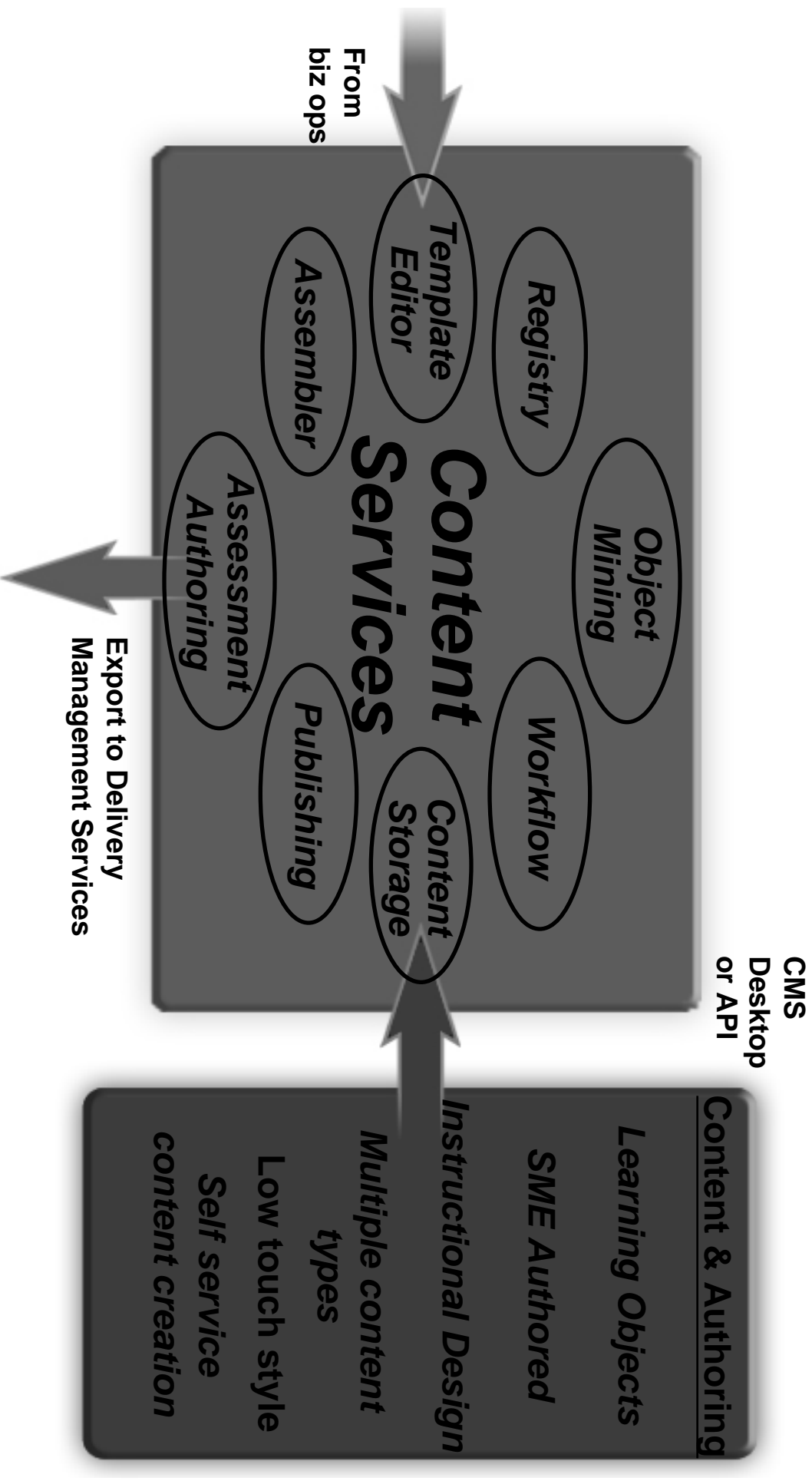
# Cisco E-Learning Solutions Architecture

[Cisco.com](http://Cisco.com)



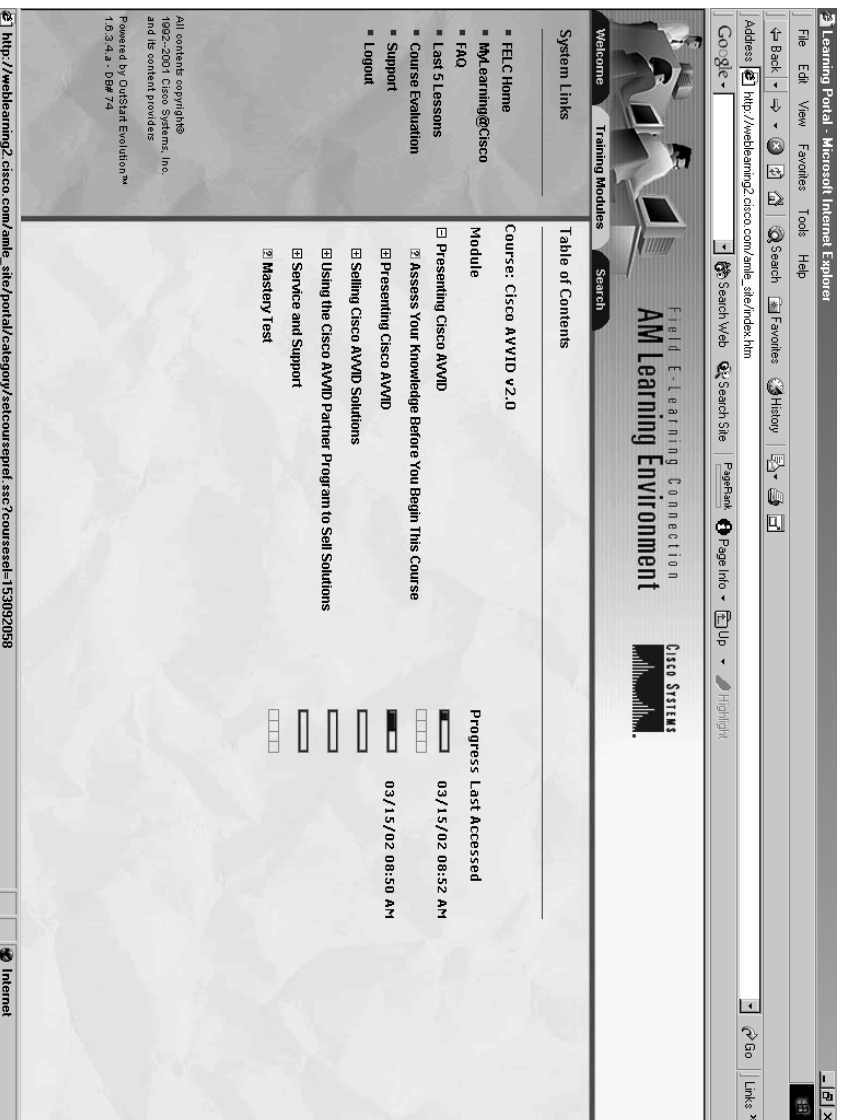
# Content

Cisco.com





# Content



Cisco.com

**Content & Authoring**

***Learning Objects***

***SME Authored***

***Instructional Design***

***Multiple content types***

***Self service***

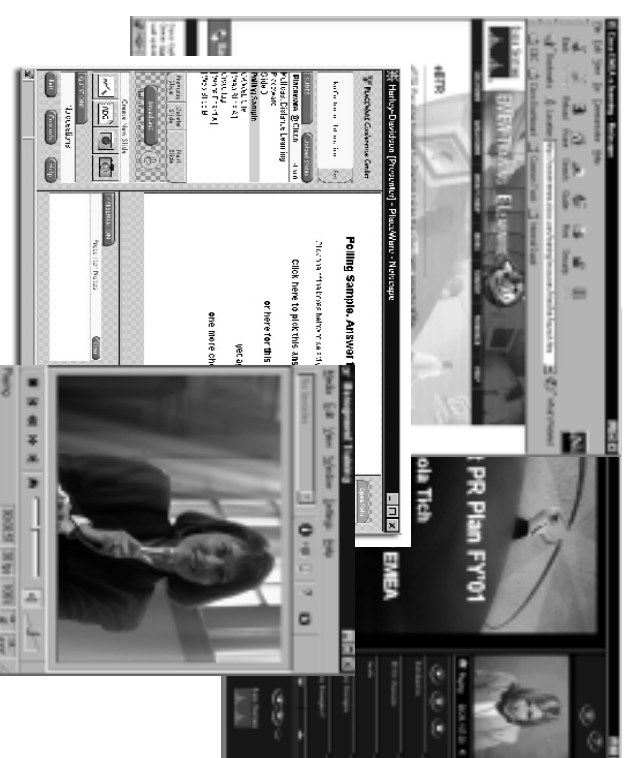
***content creation***

# Creating the right content

Cisco.com

Identify whether you need to create  
information or instruction.

- “Avoid thinking e-learning=e-training. It is about education, training, information, and communication”  
*Tom Kelly, ILSG, Cisco Systems*
- “In the Internet economy time-to-knowledge is as important as “time-to-market.”
- “Don’t use a hammer to crack a nut”



# Consider the appropriate delivery media.

Cisco.com

## Multimedia

- should serve a clear instructional purpose
- is useful for different learner styles
- can add significant value if used well

Can your infrastructure support it?  
client technology; bandwidth, etc

- Text
- Graphics
- Animation
- Video
- Audio

# Determine level of instructor support

Cisco.com



**Some students  
can and are happy  
to work  
independently and  
autonomously**

**“No touch”**



**Many students  
have ad hoc  
questions  
for the  
instructor**

**“Low touch”**



**Some students  
require frequent  
supportive  
learner/instructor  
interaction  
(“lonely learner”  
syndrome)**

**“High touch”**

# Decide level of interaction

Cisco.com

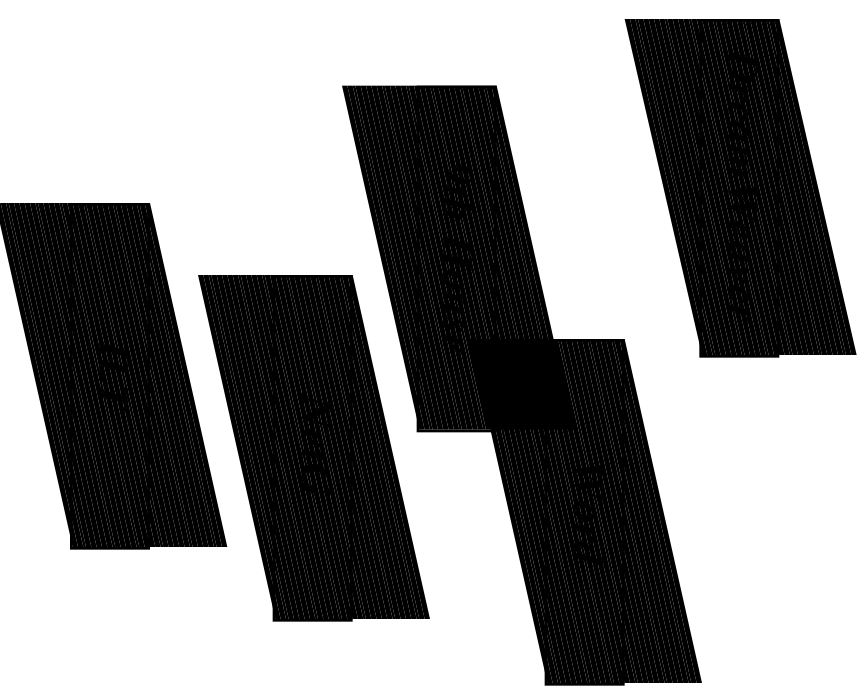
- **Humans are social creatures requiring social connection and emotional engagement in all activities**
- **Tools**
  - Synchronous or asynchronous**
  - Discussion**
  - Collaborative learning**
- **Learners will only feel fully engaged in the learning process when they are actively involved in it.**
- **Instruction therefore has to be developed that it is interactive.**
- **Need to provide opportunities to apply and/or practise knowledge, skills, and attitudes**



# Content Management: the problem

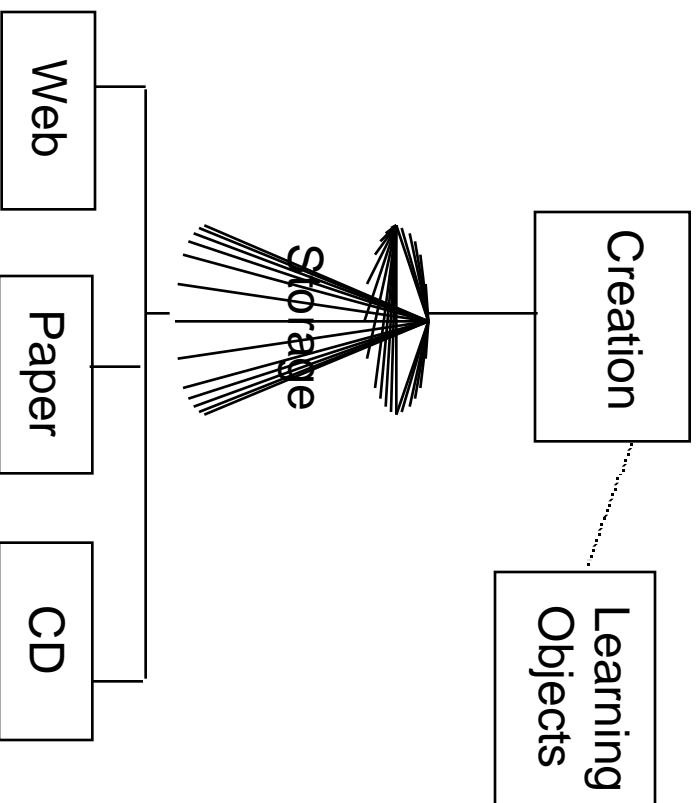
Cisco.com

- Lots of content in legacy systems (Word, Dreamweaver, NetG, Ninth House, etc)
- Need to “re-purpose” – ie “re-use” in different format, eg ILT (paper-based content ) to Web
- Needs to be interoperable – ie “reusable” within different systems



# Content Management: the solution

Cisco.com



## Learning Objects

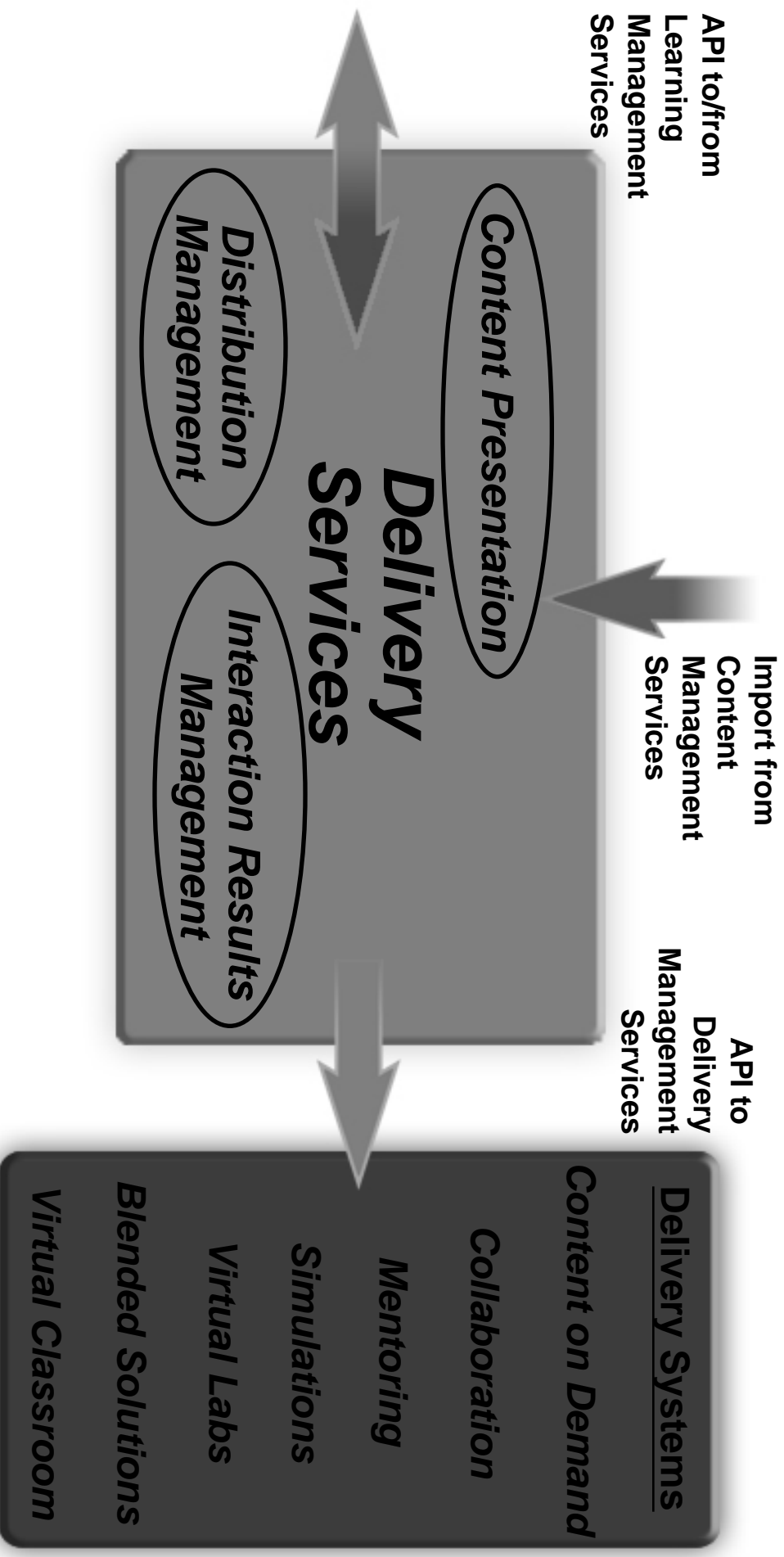
- Each LO satisfies one learning objective
- Modular, free-standing and transportable among applications (cf Lego)
- Formatting-free – so that it can be re-purposed within a different visual schema

## Standards

- ADLI (Advanced Distributed Learning Initiative) – SCORM (Shareable Courseware Object Reference Model)
- IMS (Instructional Management System) Global Learning Consortium
- AICC (Aviation Industry CBT Committee)
- IEEE
- [www.learnativity.com](http://www.learnativity.com)

# Delivery Management Process

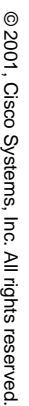
Cisco.com





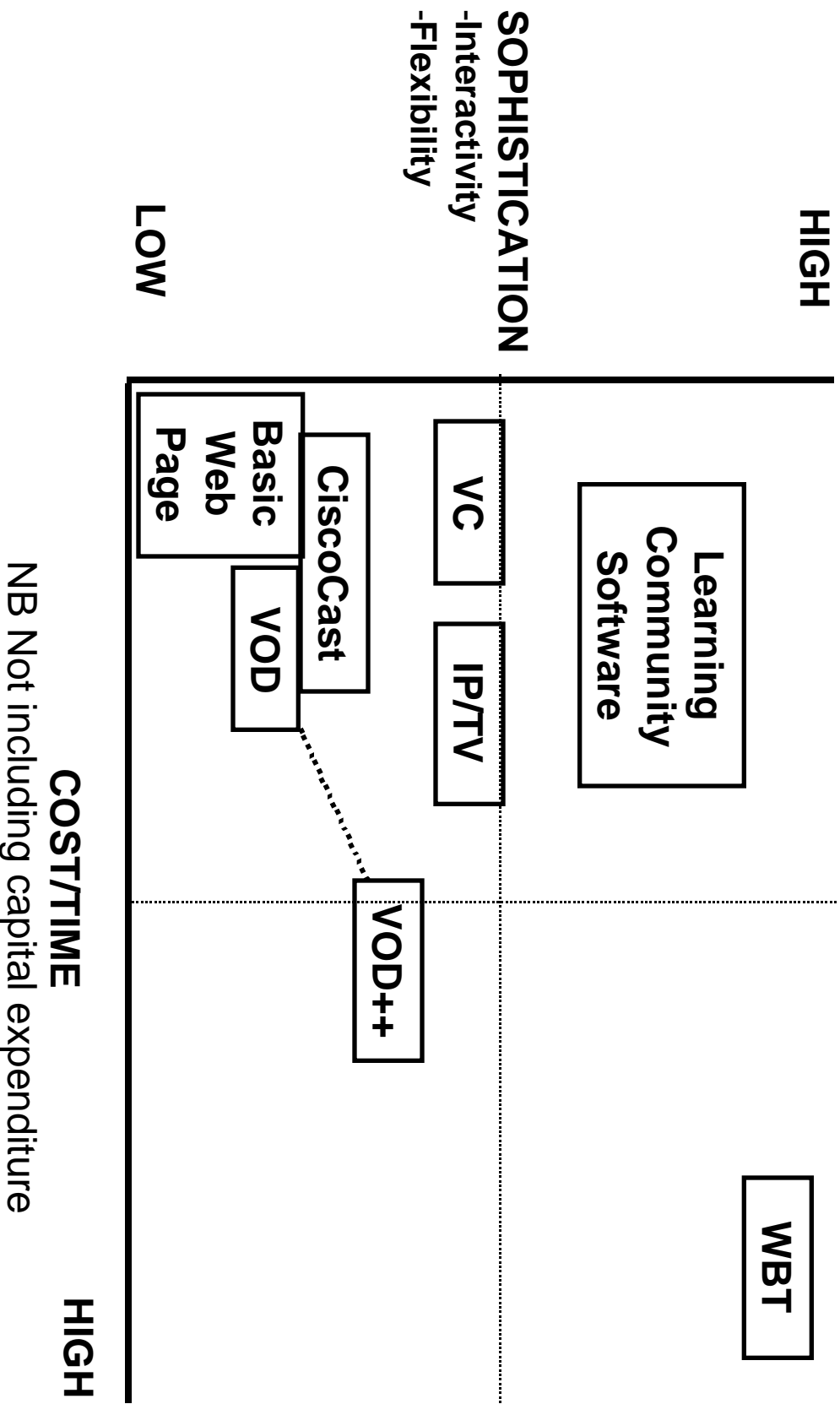
## Security Fundamentals - netsecap

- **Training**
- **Knowledge Sharing**
- **Collaboration**
- **Communication**



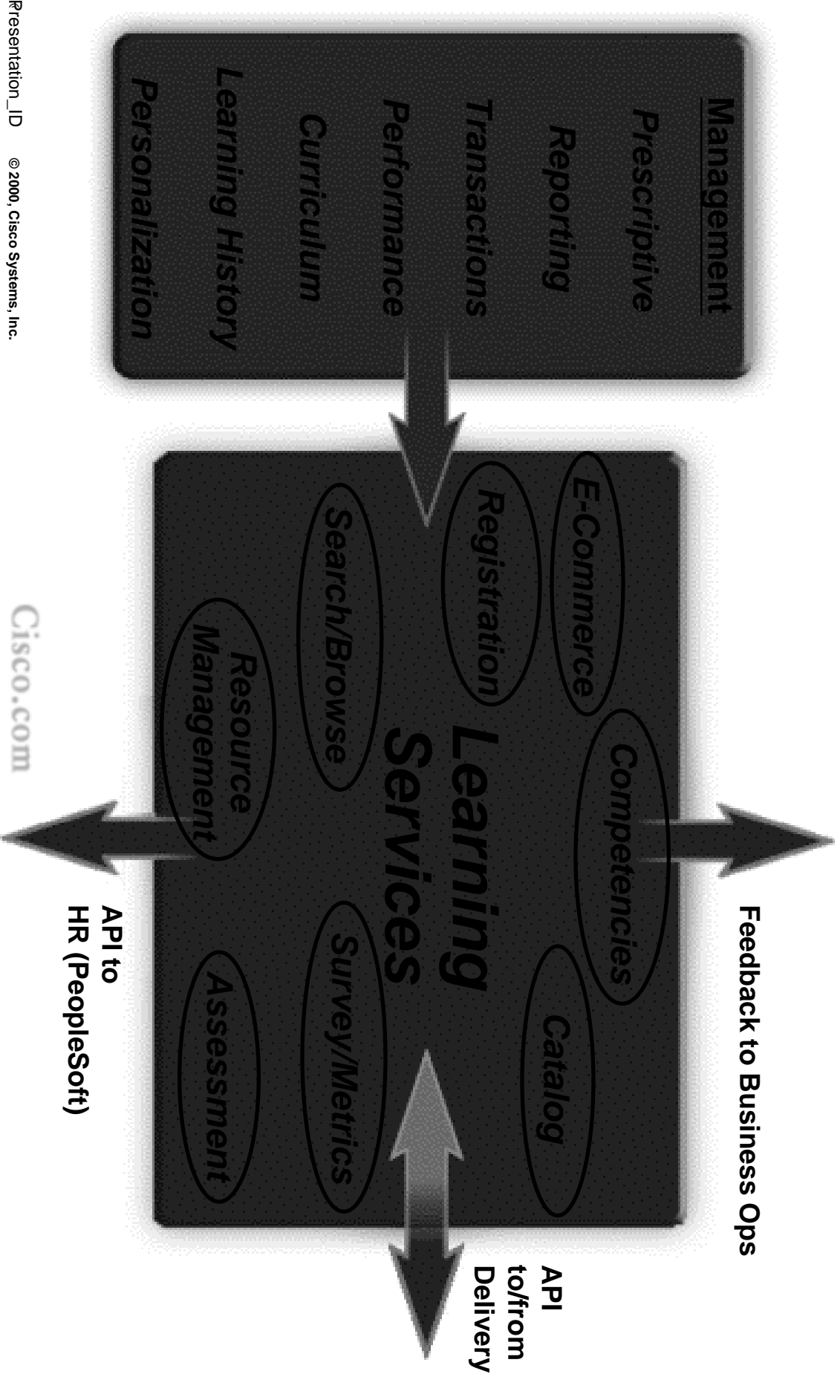
# Options Matrix

Cisco.com



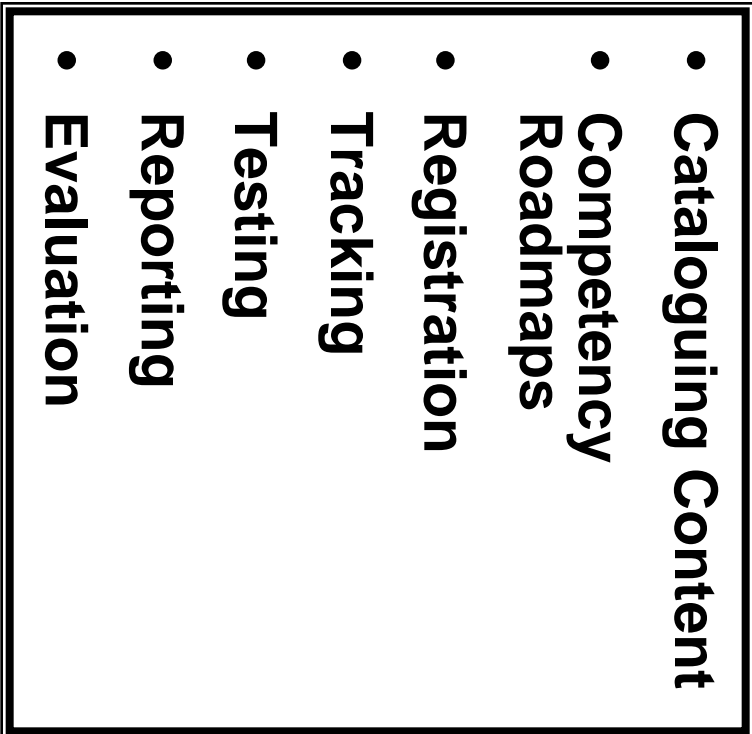
# Learning Management

Cisco.com



File Edit View Go Communicator Help

Cisco.com





# Education Management System (EMS)



My Learning @ Cisco

[welcome](#) [learning plan](#) [current learning](#) [learning history](#)

[current learning](#) [learning catalog](#)

Search the Catalog

[Advanced Search](#)

## Current Learning

[View Learning History](#)

View:

## Registered Learning

Order No #00354542; Requested on 30-Mar-2001

<b>E-LEARNING PRESENTATION</b>	WBT	Status: Registered Learning	<input type="button" value="View Now"/>
--------------------------------	-----	-----------------------------	---

Language: English	Abstract: <a href="#">Course Description</a>	View Now:
-------------------	--	-----------

Price: 0 USD

Order No #00364826; Requested on 30-Mar-2001

<b>EMEA COMPANY MEETING Q1 FY-01</b>	VoD	Status: Registered Learning	<input type="button" value="View Now"/>
--------------------------------------	-----	-----------------------------	---

Language: English	Abstract: <a href="#">Course Description</a>	View Now:
-------------------	--	-----------

Price: 0 USD

Order No #00278972; Requested on 16-Mar-2001

<b>ITSG SURVEY</b>	WBT	Status: Registered Learning	<input type="button" value="View Now"/>
--------------------	-----	-----------------------------	---

Language: English	Abstract: <a href="#">Course Description</a>	View Now:
-------------------	--	-----------

Price: 0 USD

Order No #00354500; Requested on 30-Mar-2001

<b>NEW HIRE TRAINING-CISCO PRODUCT UPDATES</b>	VoD	Status: Registered Learning	<input type="button" value="View Now"/>
--	-----	-----------------------------	---

Language: English	Abstract: <a href="#">Course Description</a>	View Now:
-------------------	--	-----------

Price: 150 USD

# Role specific routemaps

SAGE Connection - Microsoft Internet Explorer, provided by Cisco IT Packaged IE 5.5 SP1

Cisco.com

File Edit View Favorites Tools Help

Address http://www.in-emea.cisco.com/fieldops/fielddev/sage/roadmap-am-enterprise.shtml

Google Search Search Web Search Site PageRank Page Info Up Highlight

CEC || CCO || SEARCH || INDEX || SUPPORT || FEEDBACK || DIRECTORY: Go

EMEA Field Development

SAGE Connection

Cisco Systems

Roadmap Key Open

Enterprise AM

Orientation : Starts Here

SAGE Home

Account Manager

Sales Manager

Systems Engineer

SE Manager

Graduate

Channel SE

Channel AM

Inside Sales

Calendar

Advisors coming soon

Field Advisors

Contacts

Sales Skills

Sales start kit for New Hire

Sales IT Tools

Professional Skills

Account Planning & Tools

Selling Market & Business Solutions

Advanced Professional Skills

Products & Technology

Cisco Networking Fundamentals

Cisco Products Solutions Essentials

Innovate Selling Product & Tech

Selling Switched Campus LAN

Selling WAN Solutions

Selling AV/VP Solutions

Selling versus Competition

Events / Bootcamps

IP Bootcamp for ESMB

IP Telephony update

ACUMEN - Finance

ACUMEN - Government

ACUMEN - Manufacturing

ACUMEN - Retail

ACUMEN 2 (MMT)

Last updated 12-Dec-2001 13:41

Owned By : sage-feedback@cisco.com

Done

Start


Same... SAG... Eudon... Link... elearn...

Internet

13:42

# COLT - Testing

Cisco.com



**C-VOICE COURSE**

**Solutions**

**Products**

**Ordering**

**Support**

**Partners**

**Training**


**Corporate**

**Seminars, Events & Training**

**Worldwide Training**

**Cisco On-Line Testing**

**Cisco Systems**



[Home](#) | [What's New](#) | [How to Buy](#) | [Login](#) | [Profile](#) | [Feedback](#) | [Search](#) | [Map/Help](#)

**MODULE 1**

[ANALOG TELEPHONY](#)

[Analog Telephony](#)

[Local Loops](#)

[Trunk Line Seizure](#)

[2-4 Wire Conversion](#)

[Summary](#)

[QUIZ](#)

**MODULE 2**

[VOICE HARDWARE & SOFTWARE](#)

[Voice Hardware & Software](#)

[MG-3810 VoFR & ATM](#)

[AS-5300 for VoIP](#)

[Summary](#)

[QUIZ](#)

**MODULE 3**

[DIGITAL TELEPHONY](#)

**SECTION HOME**

[Take Test](#)

**Question 1 of 11.**

**What causes echo?**

☐ A. When the local loop goes from 4 to 2 wires your signal is reflected back via the outgoing side of the loop.

☐ B. When the local loop goes from 2 to 4 wires your signal is reflected back via the return side of the loop.

☐ C. If the impedance is matched between incoming and outgoing lines.

[next](#)

[last](#)

[Go to Question](#)

1

[Instructions](#)

[Home](#) | [What's New](#) | [How to Buy](#) | [Login](#) | [Profile](#) | [Feedback](#) | [Search](#) | [Map/Help](#)

**Diagnostic/  
Pre-Testing**

**Formative and  
Summative  
Testing**

**Post-Testing**



# Field E-Learning Connection Reports



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

## Summary Report: Theater

Date: 23 Aug 2000

Theater	#Pass	#Fail	#In Progress	Total
AMERICAS	3	1	2	6
ASIA PAC	16	2	9	27
EMEA	790	201	333	1324
JAPAN	0	0	2	2
U.S.	15	7	29	51
Total	824	211	375	1410

Email Download

- Home
- EMEA FELC
- EMEA Reports Home
- Manager Reports
- SE Manager Reports
- VT Manager Reports
- Summary Report

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

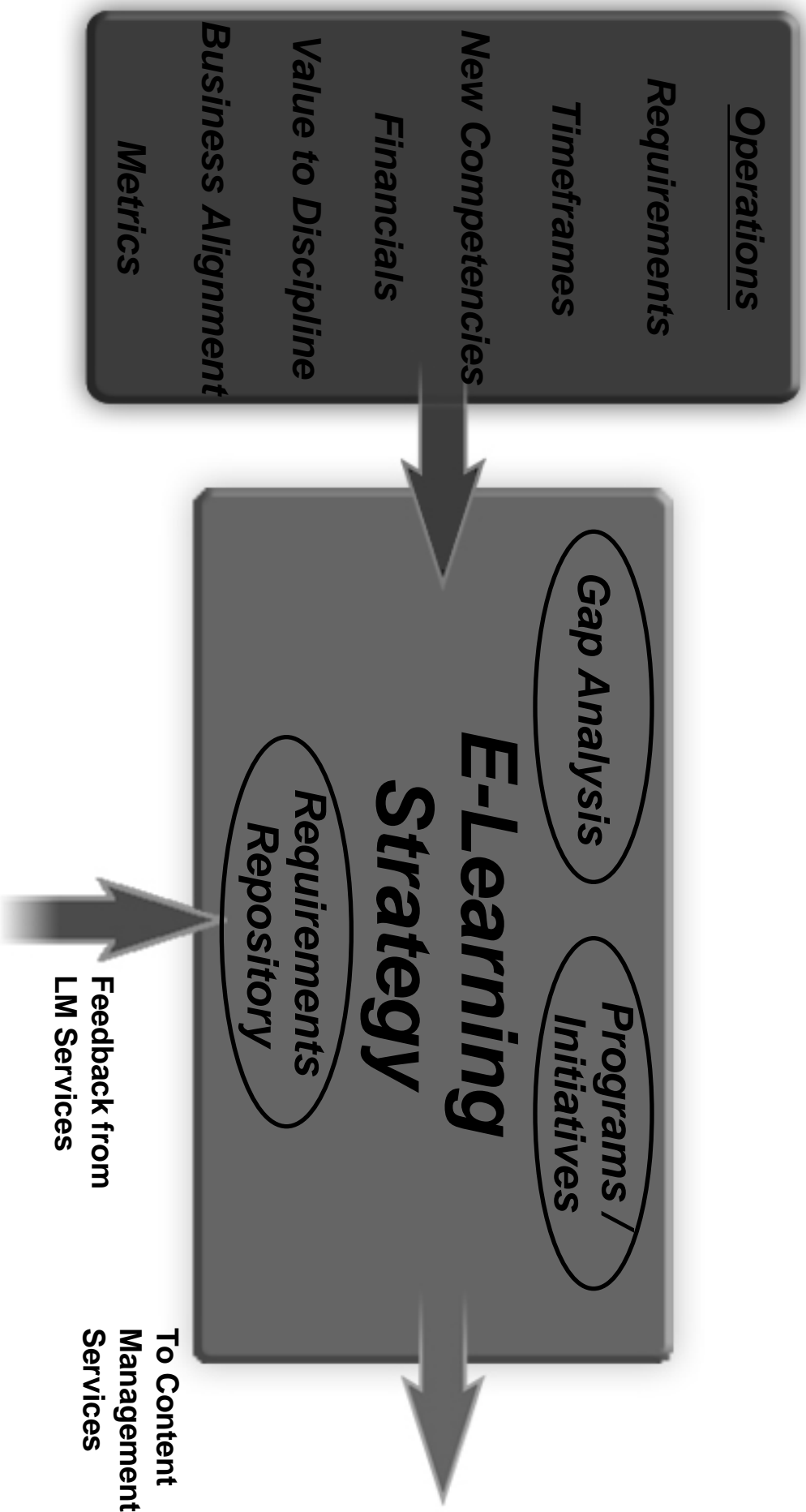
Web Page Owner: [tlc@cisco.com](mailto:tlc@cisco.com)  
Last Modified: April 25, 2000

Cisco Systems, Inc



# E-Learning Strategy Process

Cisco.com

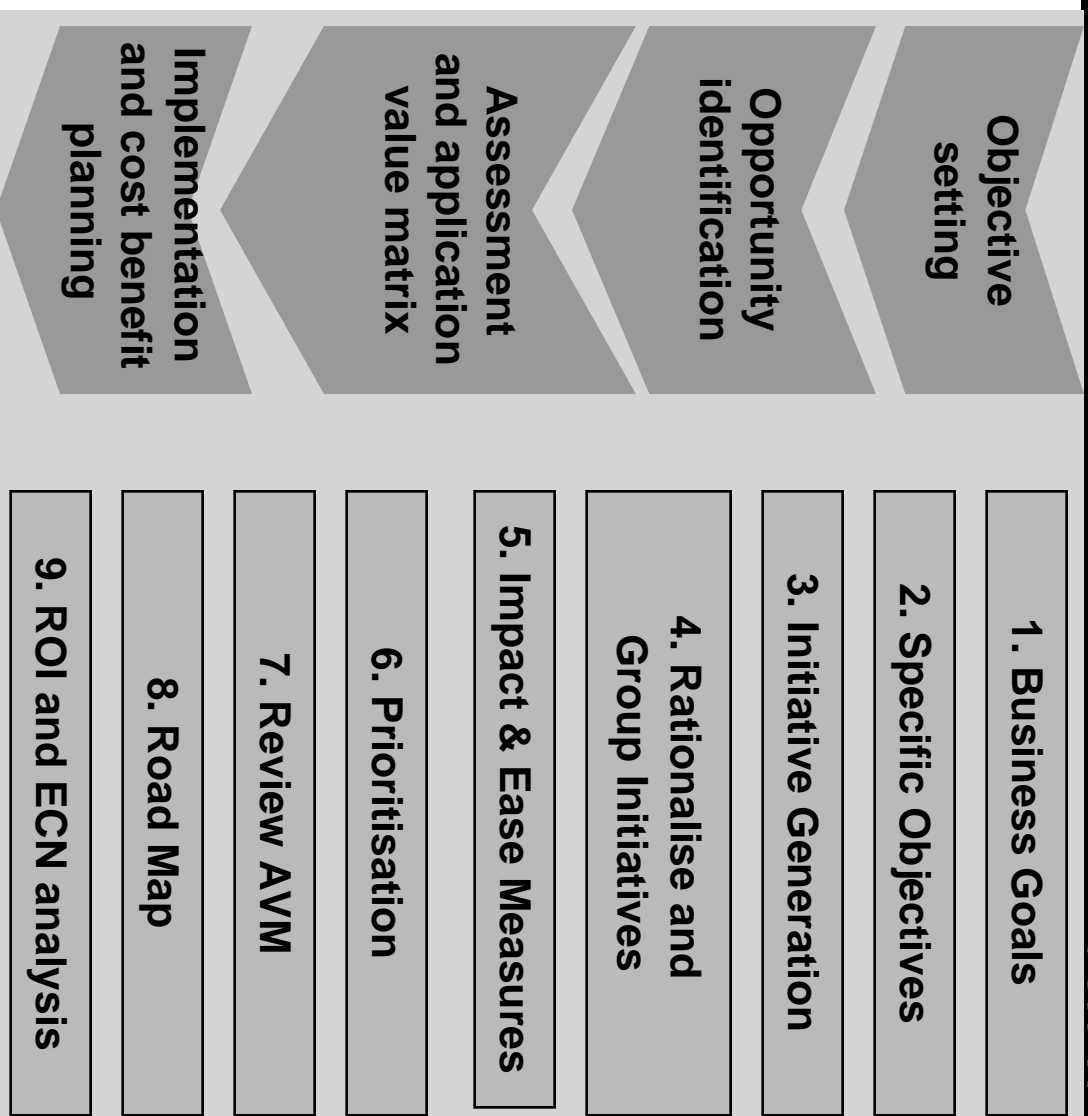


# Detailed Development Process

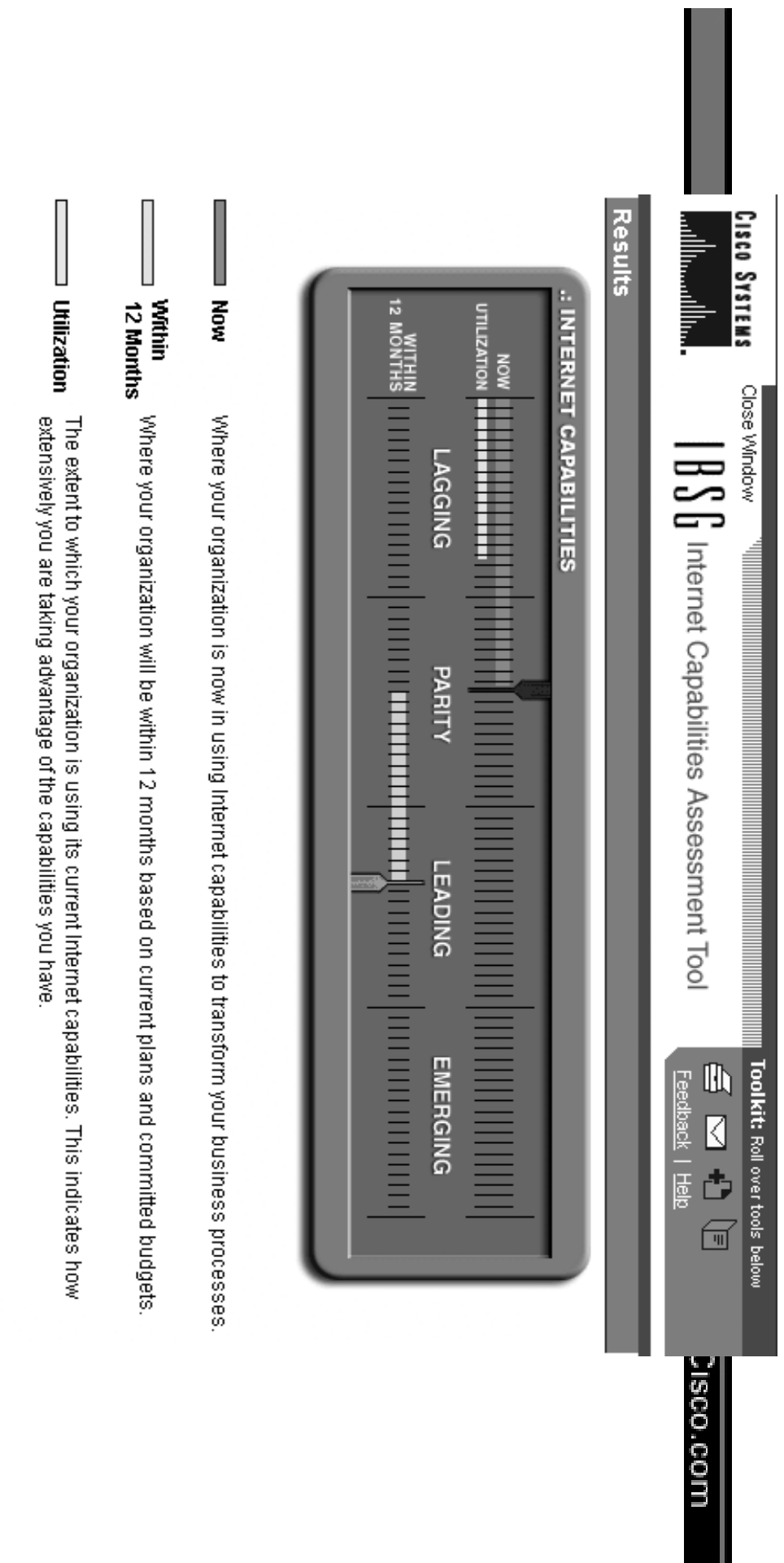
Cisco.com

4 stage process for linking her initiatives with business goals and prioritising them according to impact and ease of implementation.

This brings together Internet Capabilities Assessments, Net Readiness, ROI and ECN to provide a robust and shared portfolio of projects to get e-HR implemented.



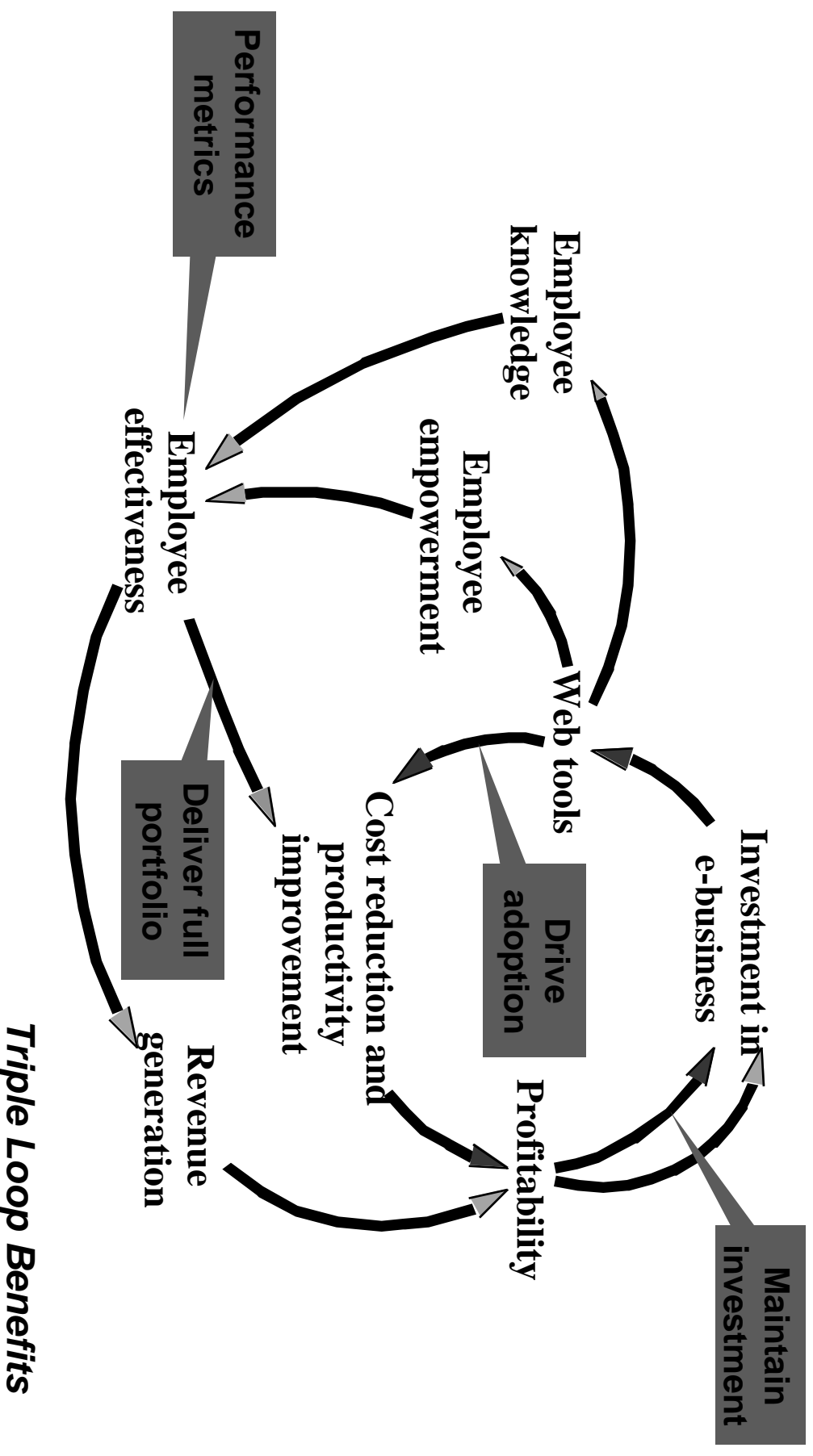
# Internet Capabilities Assessment



- Provides objective assessment against Cisco research into best practice in e-HR.
- Allows regional/divisional comparisons
- 17 questions - self assessment now and 12months plus future vision.
- Used by Cisco for annual self assessment to John Chambers

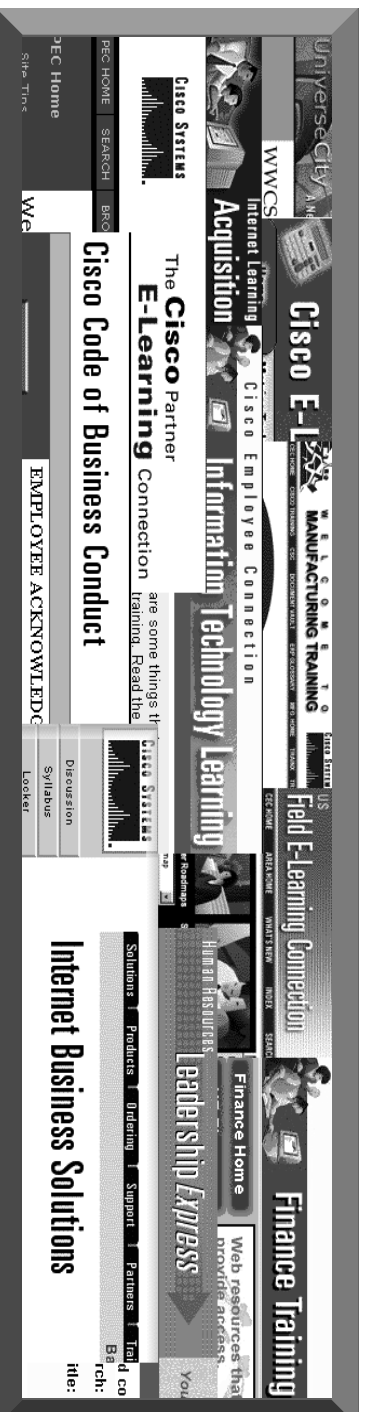
# Benefits Can Be Enormous

Cisco.com



# Network / Architecture / Learning

Cisco.com



Video & Content Authoring

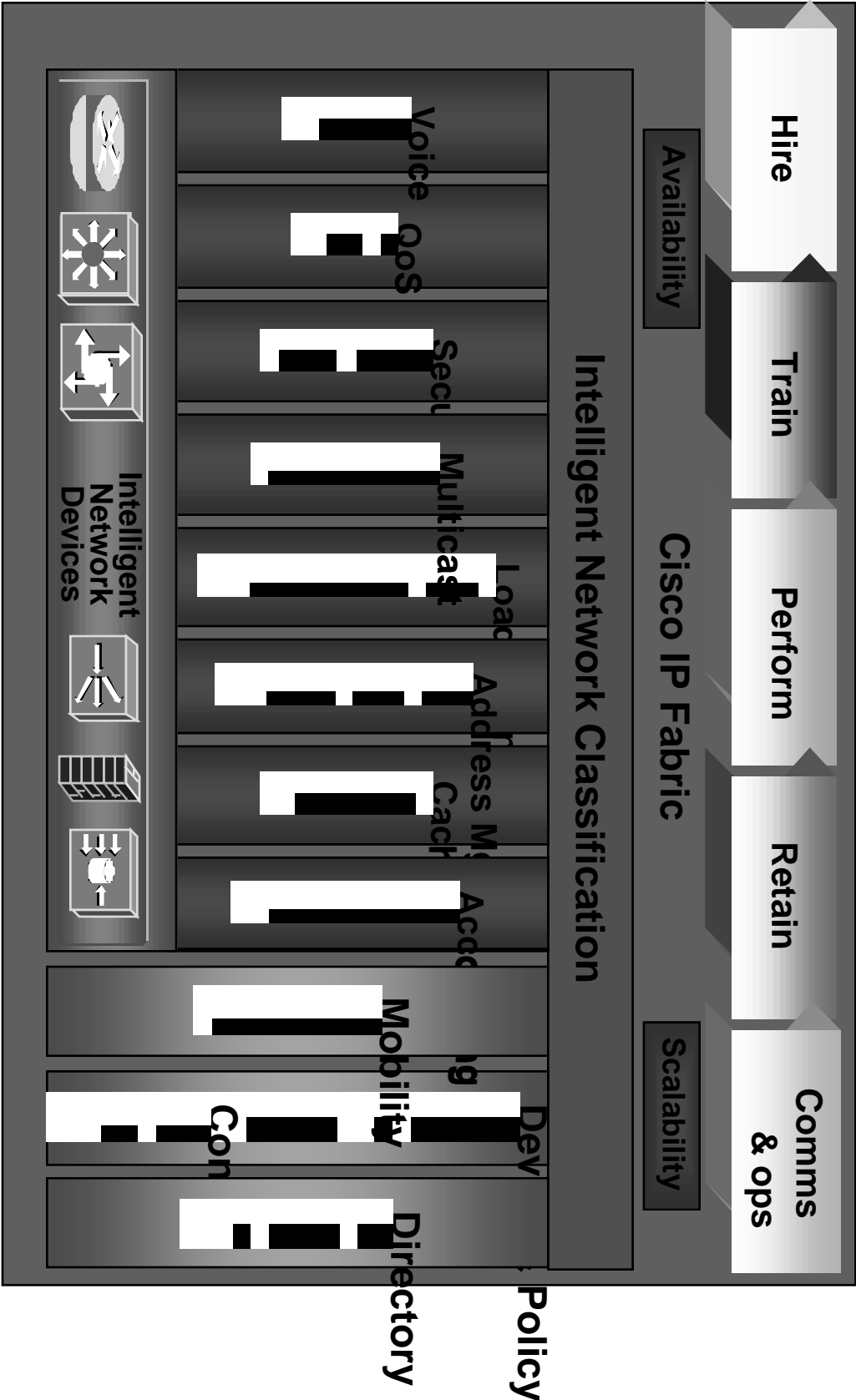
Virtual Classroom & IP/TV

Learning Management & Assessment

Content Delivery Network

# Cisco E-Business Solution Architecture

Cisco.com



# What Cisco can offer

Cisco.com

**Our experience in implementing e-Learning over the past few years has given us a unique perspective which we can share.**

- **e-Learning in practice and our experiences**
- **Knowledge of what other companies are doing**
- **eLearning Infrastructure needs and design**
- **Cisco Network Academy Programme**

