



E-Learning@Cisco
Internet Business Solution

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Agenda

- **Why E-Learning ?**
- **What Is E-Learning?**
- **How do we implement E-Learning ?**



The Complete Internet Business Solution

E-Commerce



Supply Chain Management



Agile E-Business Enterprise

E-Learning

Customer Care



Workforce Optimization



Web Foundation



E-Learning and Cisco

“



The two great
equalizers in life
are the **Internet**
and **Education.**

”

John Chambers

Over 70 Million People Are Receiving
an Education on the Internet This Year.

Why E-Learning ?

- Easier scaling and access to critical knowledge
- More effective training
- Training delivered at point of need
- Online collaboration and expertise
- Accountability
- Lower cost of delivery



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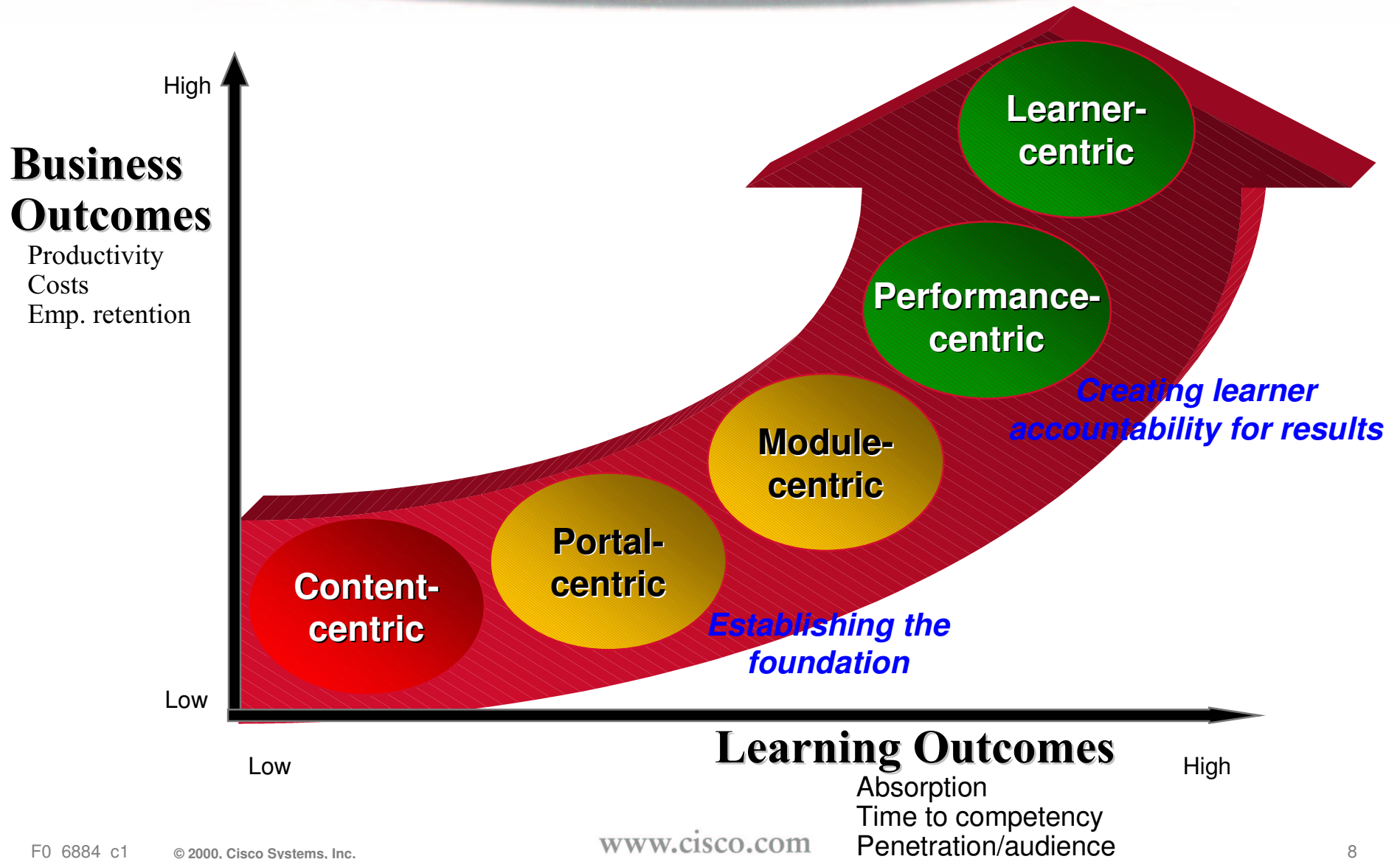


E-Learning Defined

- **The Use of technology to design, deliver, select, administer, support and extend learning.**
- **Includes web-based training, virtual classrooms, digital collaboration and computer based training**



Where Are We Going?



New Tools

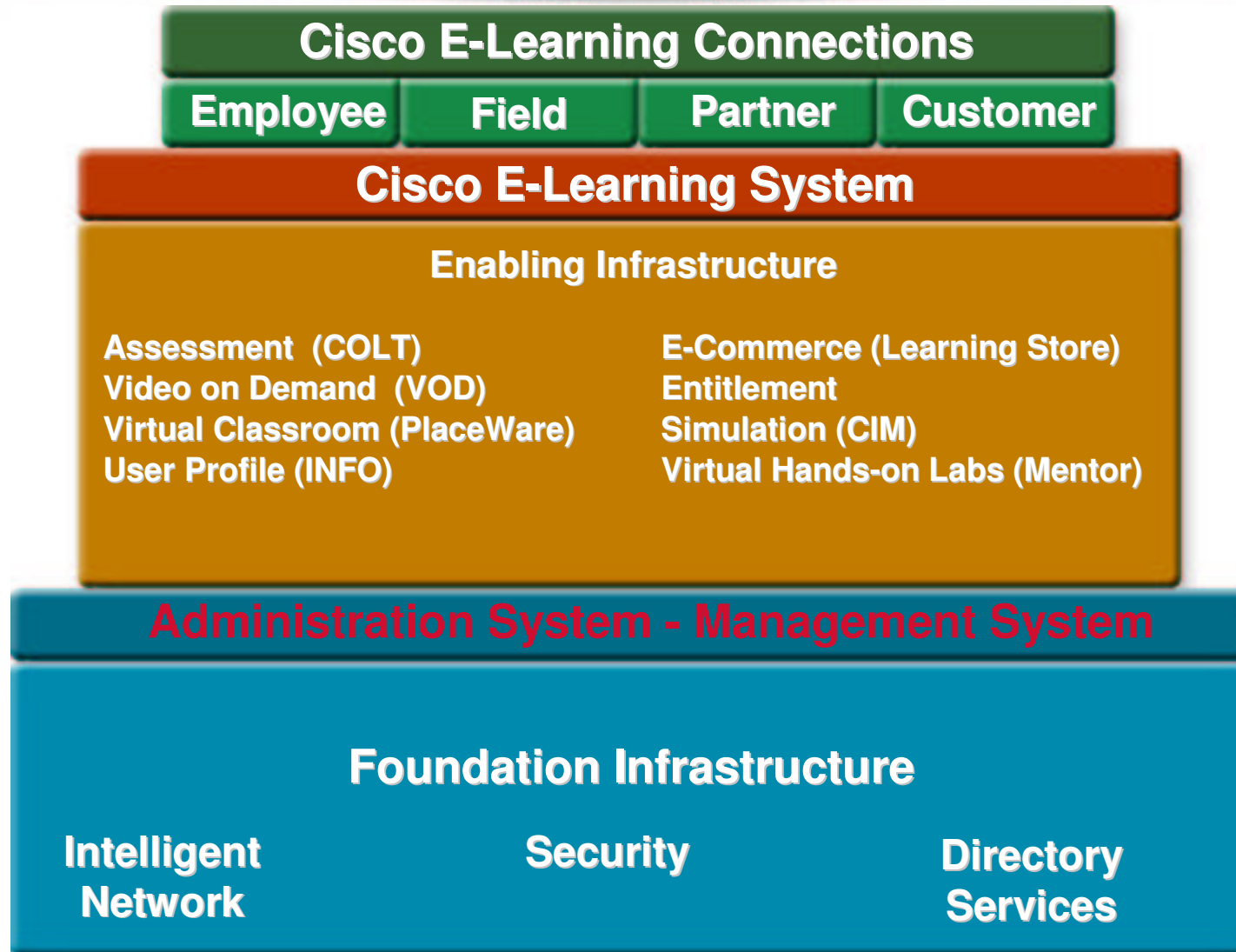


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- **What Is E-Learning?**
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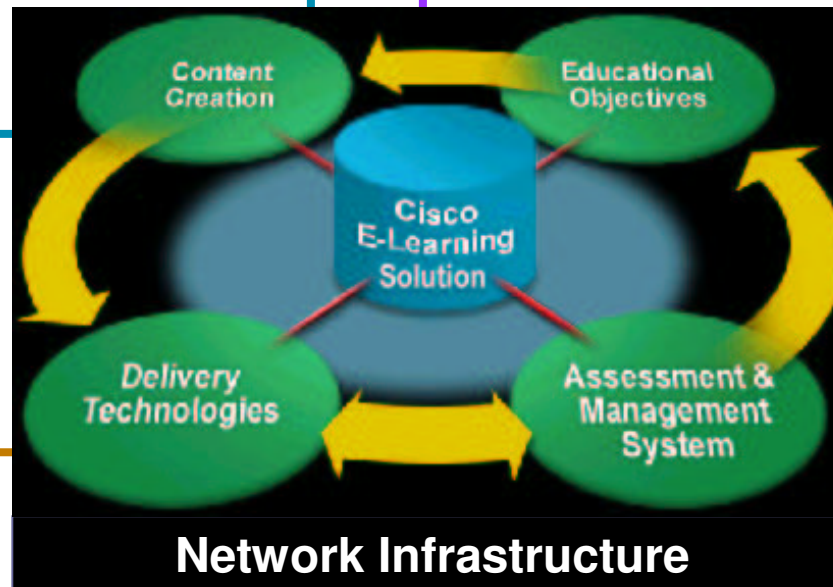
Cisco E-Learning Solutions Architecture



E-Learning Framework

Reusable Content
Content Item
Content Database

Knowledge Shift
New Competencies



E-text
Virtual Lab
Collaboration
Interactive Multimedia
Content on Demand
Video Conferencing
Broadcast Video
Simulation

Assessment
User Profile
Learning History
Entitlement
Custom
Learning Effectiveness Index
Talent Management

Cisco Case Study E-Learning Portfolio

Expertise

- **Problem:**
 - Hundreds of products
 - 25,000+ employees
 - 60 acquisitions
 - \$40M annually sales staff training
- **Solution:**
 - E-Learning Suite
- **Results:**
 - 40--60% cost savings
 - 80% training is on line
 - \$28M in product sales each day
 - Decreased product development cycle



Cisco Case Study E-Learning Portfolio

The screenshot shows a Netscape browser window titled "USA Field E-Learning Connection - Netscape". The address bar displays the URL: http://www.cisco.com/Mkt/Training/field_training/global_felc/updated_site/americas/frames.htm. The website content includes:

- Header:** "Americas Field E-Learning Connection" with the Cisco Systems logo.
- Navigation:** Links for "CEC HOME", "AREA HOME", "WHAT'S NEW", "INDEX", "SEARCH", "FEEDBACK", and "HELP". A prominent button says "CLICK HERE FOR A SITE OVERVIEW".
- Left Sidebar:** A vertical menu with links: Home, Sales Dashboard, SE Connection, World Wide Training, Contacts, Suggestion Box, and Learning History.
- Main Content Area:**
 - Account Managers Roadmaps:** A list of links including Enterprise/SMB - Baseline, Update Training, Service Provider - Baseline, Update Training, GSM, Professional Development, and Field Management (with sub-links for Field Manager Training, Field Manager Tools, and Reports).
 - System Engineers Roadmaps:** A list of links including Enterprise/SMB, New Hire, Baseline, Pre-VT, VT, Update Training, Service Provider, New Hire, Baseline, Pre-VT, VT, Update Training, and Professional Development.
 - What's New?:** A section with several announcements, each accompanied by a "GO" button and a small icon:
 - New SP GSM E-Learning Site Now Available!
 - Announcing the NEW SE On-Line Start Kit
 - SP Service Fundamentals NOW Available!
 - Register for "IP Multicast and IP/TV" presentation Dec. 2nd
 - Preview the NEW Selling Value Through Internet Business Solutions
 - Dec. 16th - CiscoTV LIVE broadcast.
- Footer:** Two green boxes labeled "Learning Resources" (with sub-links for Technical and Corporate) and "Career Certifications" (with a link for Routing & Switching).

Management and Assessment

The screenshot displays the Cisco On-Line Testing interface. At the top, there is a navigation menu with links for Solutions, Products, Ordering, Support, Partners, Training, and Corporate. Below this is a banner for "Seminars, Events & Training" and "Worldwide Training Cisco On-Line Testing" with the Cisco Systems logo. A secondary navigation bar includes Home, What's New, How to Buy, Login, Profile, Feedback, Search, and Map/Help. The main content area is titled "SECTION HOME" and "Take Test". The current question is "Question 1 of 11." and asks "What causes echo?". Three multiple-choice options are provided: A, B, and C. Option A is selected. Below the question are buttons for "next", "last", "Go to Question", and a dropdown menu showing "1". An "Instructions" button is also visible. The left sidebar lists three modules: MODULE 1 (ANALOG TELEPHONY), MODULE 2 (VOICE HARDWARE & SOFTWARE), and MODULE 3 (DIGITAL TELEPHONY), each with sub-links for various topics and a QUIZ link.

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

Assessment
Competency
Reward
Retention
Skill Inventory
Skill Forecasting

My Learning @ Cisco - in Place

Enterprise Account Managers



1. Look at your Roadmap

2. Click Through to Enroll

3. Manage your Schedule



Start Date	Class Name	Location	Status
21-JAN-2000-14:00	EDUCATION VIRTUAL TRAINING UPDATE (PILOT)	VIRTUAL	ENROLLED
22-FEB-2000-00:00	MANAGING @ CISCO	VIRTUAL	ENROLLED
13-MAR-2000-09:00	IBM DATA LINK SWITCHING	VIRTUAL	ENROLLED
08-MAY-2000-09:00	INTERNETWORKING FUNDAMENTALS FOR SALES PROFESSIONALS	United Kingdom Heathrow	WAITLISTED Drop Me

Prescriptive Roadmaps



Personalized

**Customized to the
Learner
and Learning Style**

**Learning Takes Place
When Content Is Broken
Into Digestible Pieces**



Real-Time Collaboration



Bring the
classroom
to the students

Live Interactive
Web-Based Events
Classroom Environment
Questions and Answers
Chat
Work Groups

We have built a strong WBT production capability

- Building and re- purposing existing technical WBT content
 - CIPT
 - Optical Regenerator
 - Dynamic Packet Transport
 - Network Designer
 - Win 2000 Global E- Learning Support Training
 - Sales Service Fundamentals
 - + many other projects

The screenshot shows a Cisco Systems WBT page for 'Service Provider Service Fundamentals' with the title 'Market Overview'. The page includes a description of the lesson, a 'Pre-Test' section, an 'Audio/Video Presentation' section, an 'Exercise' section, a 'Post-Test' section, and a 'Resources' section. A sidebar on the right contains links for 'Total Time' (1 hr 56 min), 'Objectives', 'Glossary', and a 'Back to Module 1 Overview' button.

Service Provider Service Fundamentals
Market Overview Cisco Systems

This lesson introduces Cisco's strategic vision and reviews the seven service provider market segments: ISP Tier 1, ISP Tier 2/3, cable MSO, ILEC/PTT, CLEC/CAP, IX, and Greenfield IX.

Pre-Test
Click the icon to take a pre-test and check your knowledge before starting the lesson. If you pass, you may proceed directly to the next lesson.

Audio/Video Presentation
Click the icon to view the presentation for this lesson.

Exercise
There is no exercise for this lesson.

Post-Test
Click the icon to take a post-test and assess your knowledge of this subject. If you don't pass, review the lesson and resources again.

Resources
Click the icon to get a list of links and references for further exploration.

Total Time
1 hr 56 min

Objectives

Glossary

Back to
Module 1 Overview

Interactive Multimedia



Greater *Impact*
When Technologies
Are Combined to
Deliver a Message

Product Knowledge in the Hands
of the Field, Partners, and
Our Customers

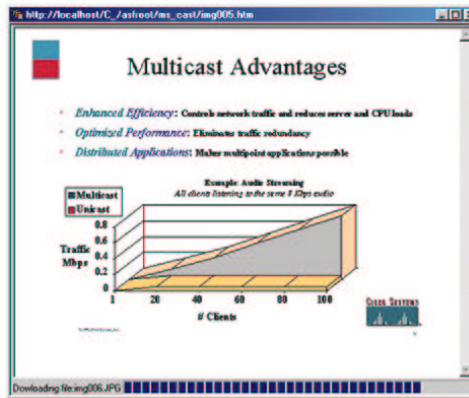
VOD Capability Established



- **Internal production capability now exists!**
- **73 completed productions** (using internal resources and external vendors)
 - SE audience projects include networkers, network intelligence, network control signalling, mobile radio systems
 - Sales - Product Updates
- **IPTV capabilities**
 - EMEA Network is Multicast Enabled
 - 25 main offices Sat dishes installed last year
 - Events for Channel Partners



Broadcast TV



Broadcast Training
Current News and Events
Announcements



Video and Slides
Convenient desktop viewing
Present from any place
Rebroadcasts

***“Information and knowledge are the
thermonuclear competitive weapons of our time.” --Thomas Stewart***

Knowledge and Experience

The image shows a screenshot of a web browser displaying the Cisco E-Learning website. The browser's address bar shows the URL <http://www.cisco.com/warp/public/10/wwtraining/elearning/>. The website features a navigation menu with links for Solutions, Products, Ordering, Support, Partners, Training, and Corporate. Below this is a yellow banner for "Training, Events, & Seminars". The main heading is "Cisco E-Learning" with the Cisco Systems logo to the right. A secondary navigation bar includes Home, What's New, How to Buy, Login, Register, Feedback, Search, and Map/Help. The main content area has a purple sidebar on the left with sections like "Learn Cisco Networks Programs" and "Have Cisco Call Me!". The main text area features a headline: "The Internet Is Changing the Way We Work, Live, Play, and Learn." followed by a paragraph: "Over 70 million people are pursuing education on the Internet this year. One day, training for every job on Earth will be available on the Internet. Are you ready?" Below this is a sub-section titled "E-Learning is featured in Cisco's second wave of brand advertising." and two Q&A sections: "What Is E-Learning?" and "How Is E-Learning Implemented?". A large red watermark is overlaid across the center of the screenshot, reading "Cisco E-Learning Site" and "www.cisco.com/go/e-learning".

Cisco E-Learning Site
www.cisco.com/go/e-learning

CISCO SYSTEMS



EMPOWERING THE
INTERNET GENERATIONSM