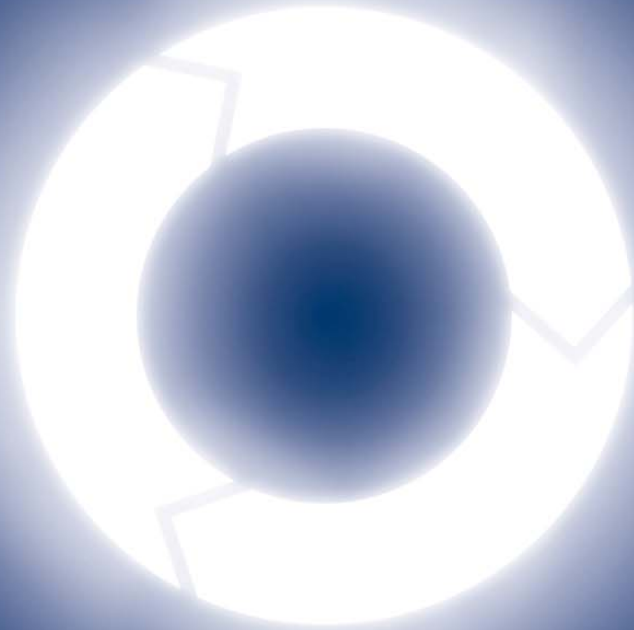


Cutting Edge eLearning Strategy for Global Oracle 11i Rollout



Chad Dally - Director - cdally@rwd.com

April, 15, 2008

Why We Are Here | Agenda


- The Partner
- The Situation
- The Strategy
- The Elements
- The Deployment
- The Results

The Partner



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A stylized graphic of a human eye, composed of a white outline and a grey iris, is positioned on the left side of the slide, partially overlapping the blue background.

Our RWD is a human performance improvement company. Our mission is to satisfy our clients by helping them attain efficiency and improvement in the deployment of their corporate assets including systems, equipment, plants, processes and people. We deliver Solutions That PerformSM to enable sustainable organizational transformation for all types of organizations.

- An organization dedicated to improving human performance in complex operating environments similar to yours
- Founded in 1988, with a history of satisfied clients and successful engagements
- 1100+ employees in 30 offices around the world
- The capabilities of a large company, combined with the client-focus of a smaller one
- Proven methodologies and project management expertise
- Core Competencies
 - Strategic Consulting Services
 - Workforce Education, Learning and Performance Support
 - Change Management
 - Performance Improvement Solutions
 - Technology Implementation and Integration
 - Managed Services

Industry Trends & RWD Solutions

Shortage of Talent
New and Changing Technology
Complexity of Global Business
Changing Workforce
Competitive Nature of Workforce
Regulatory and Compliance

TRENDS AFFECT
Your Business



WE DELIVER
Solutions That Perform

Strategic Consulting
Change Management
Enterprise Learning
Managed Services
Performance Improvement | Lean
Technology Implementation & Integration

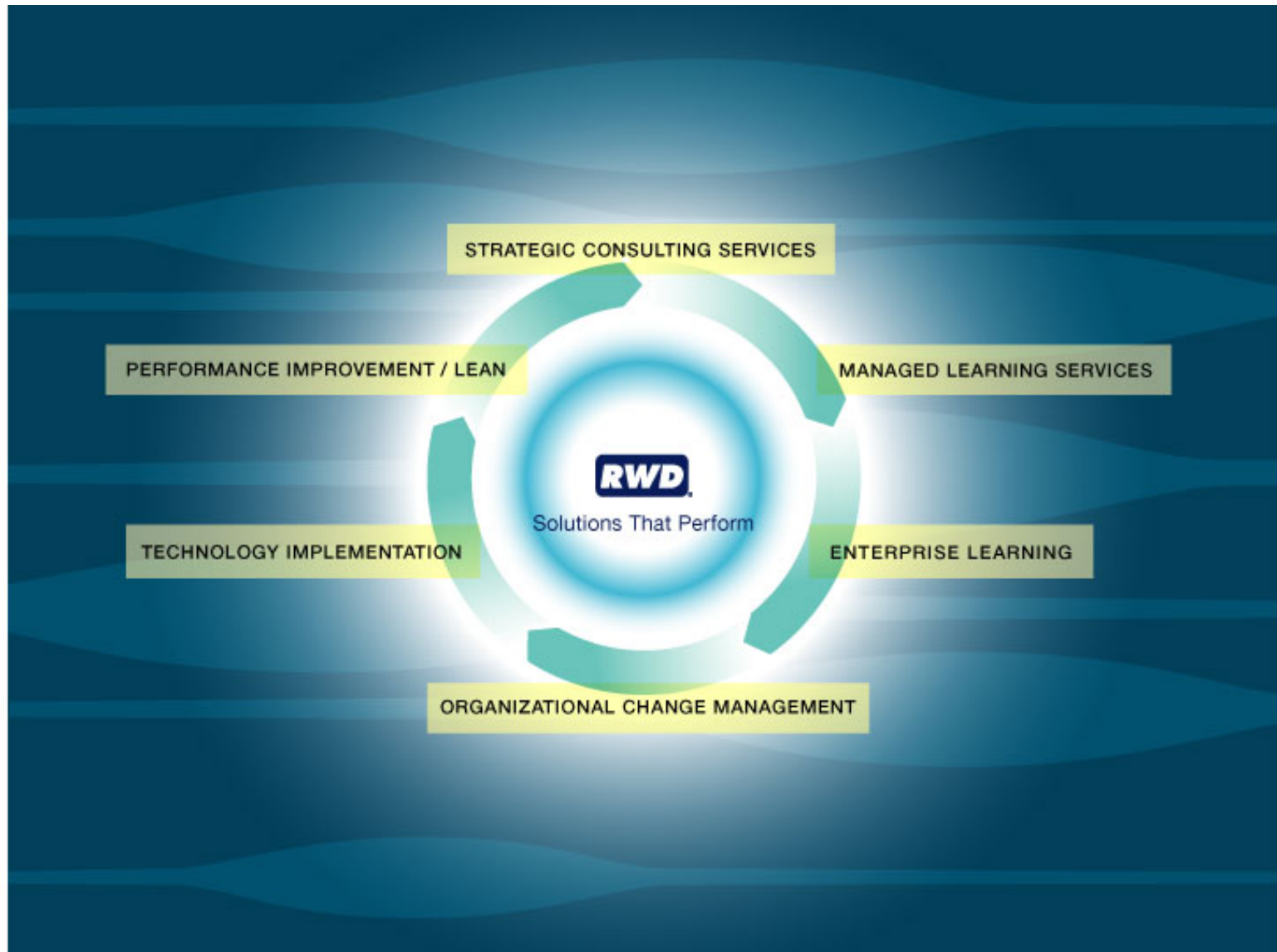
STRATEGY//DISCOVERY//STRATEGY/PLANNING//
ANALYSIS//DESIGN//PROTOTYPE/DEVELOPMENT//
PILOT//IMPLEMENTATION EVALUATION//SUSTAINMENT



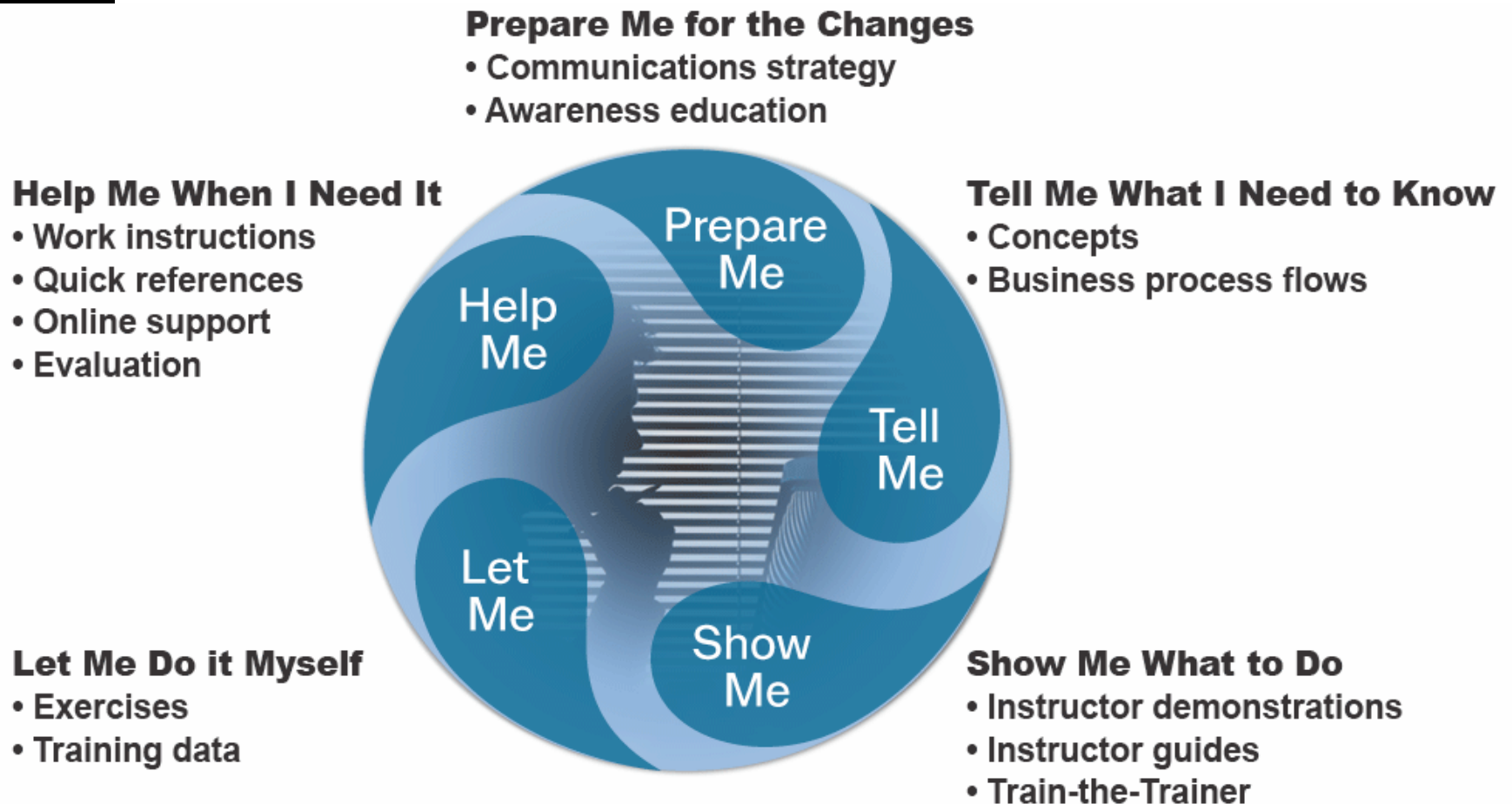
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Solutions To Meet Your Business Challenges



RWD Adult Learning Model



The Situation



The Situation

- How do you train 17,400 learners
..... in over 40 countries
..... across numerous business process areas
..... in 10 weeks?

The other challenges

- Limited internal resources
- Limited budget
- Aggressive timeline
- System readiness delays
- Subject Matter Expert (SME) availability
- Dispersed team; 100% remote development
- Technical landscape; solution must run under UNIX, Windows Explorer, Mozilla, and Firefox
- Localization and translation of courses

The Situation – Oracle Functionality

- Service Contracts
- Telesales
- Knowledge Management
- Marketing
- General Ledger
- Accounts Payable
- Incentive Compensation Management
- Internal Controls Manager
- CRM
- Inventory Management
- iProcurement
- Content Manager
- iExpense
- Oracle Scripting
- Install Base
- Discoverer
- Business Intelligence
- Oracle Analytics
- Projects
- Territory Management
- Resource Management
- Opportunity Management
- Advance Pricing
- Teleservices
- iSupport
- Universal Work Queue

Oracle 11i Transformation



The Solution




Solutions That Perform

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What We Did

- Deployment 1 (Complete)
 - 17,400 global learners (internal employees, vendors, and customers)
 - 91 eLearning courses (English)
 - Localized 213 versions of eLearning Courses
 - Some ILT
 - Facilitated hands on practice
 - “Gap Training”
 - 10 weeks to complete
 - 85,000 course completions
- Deployment 2/3 (Ongoing)
 - 48 eLearning courses (English)
 - Maintenance of 17 D1 courses
 - 35,000 global learners

How We Did It

- Approach
 - “Just Enough, Just In Time, Just for Me”
 - Blended Solution
 - 26-35 day development and deployment cycle
- Elements
 - eLearning courses developed with RWD’s accelerated development template
 - Interactive simulations and procedures developed using  RWD uPerform™
 - Localization
 - Hands on practice (Open Labs)
 - Gap training
 - Support materials
 - Downloadable job aids
- Deployment
 - Single site for all Oracle 11i learning resources (across 4 learning management systems)
 - Role based by business unit
 - Scored assessments and reporting

Curriculum Design

Open Lab Workshops
Group Practice of 300 level labs
and processes in a live Oracle Instance

300 Level
Application Process and Oracle Transaction
with interactive lab practice

200 Level
Detailed Business Process Overview

100 Level
IBIS Architecture, Application and Process Foundations



Example: 100 Level Essential Course

[Menu](#) [Print](#) [Help](#) [Glossary](#) [Exit](#)

Oracle 11i Basics and Navigation

Lesson 5 of 5: Using Oracle Queries


Perform a Query-by-Example Simulation

Scenario: Access the Master Item form and perform a Query-by-Example using partial search criteria and the % wildcard. Search for all items that begin with 370.

Directions: Click **Show Me** to view a simulation that will run on its own. Click **Let Me Try** to initiate an interactive simulation that allows you to practice the QBE steps in Oracle. All of the information that you need to complete will be provided for you.

[Show Me](#)
[Let Me Try](#)

When viewing the **Show Me** tutorial, use the navigation bar in the upper-left corner of the tutorial to Play, Pause, Rewind or Fast Forward through the tutorial. If the simulation does not play automatically, click the Forward button on the toolbar in the upper-left corner to begin.



Progress

26%

Page 72 of 76

Audio Enabled

[Back](#) [Next](#)

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Example: 200 Level Process Course

Main Course Window - Microsoft Internet Explorer

Menu Print Resources Help Glossary Exit

Change or Terminate a Contract Business Process

Lesson 2 of 4: Receive and Log Service Change or Contract Termination Requests

Create Credit Change Request

The GSC must determine if the contract change impacts revenue. Revenue may be impacted if the change request included changes to discounts, addition or deletion of equipment, contract consolidation, or cancellation.

If there is an impact on revenue:

- GSC must complete a credit change request.
- The credit change request is created using Workflow from the Oracle 11i ATR process and is provided to Finance for approval, and then back to the GSC.
- The appropriate customer credit will then be made by the GSC.

```
graph TD; Start([Start]) --> Step1[Determine if request is a change or terminate contract request *]; Step1 --> Note[Note: If the request impacts revenue a credit is generated]; Note --> Step2{Determine if request affects revenue}; Step2 --> Step3[Create Credit Change Request]; Step3 --> Step4[Approve Credit Change Request];
```

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Progress 40%

Page 15 of 37

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Back Next

Done Local intranet

Example: Level 300 Practice

Oracle Applications - D1CRP

File Edit View Folder Tools Window Help

Find Item (Sun)

Organization Sun MASTER Org

Item

Display Attributes

Master Org All

Asset Management Costing Purchasing Receiving Physical Attributes

Unit of Measure

Primary EACH

Tracking Primary

Pricing Primary

Secondary

Defaulting

Deviation Factor + 0

Deviation Factor - 0

Conversions

Standard

Item specific

Both

User Item Type

Item Status Active

Long Description

+ Kanban

+ Planning

+ ABC Codes

+ Accounting Close Cycle

Open

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Progress 19%

Click the button

Example: Check for Understanding

Menu Print Help Glossary Exit

Advanced Pricing Business Processes
Lesson 1 of 5: Advanced Pricing Business Processes

Check Your Knowledge (2 of 2)

Directions: Click the letter next to the correct answer. When you are satisfied with your answer, click Submit.

Select the business flow accelerator (BFA) identified at the Level 1 business process.

A

Opportunity to Order

B

Opportunity to Quote

C

Renewal

D

Author to Sign Service Contract

Submit

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Progress 27% Page 11 of 40 Audio Enabled Back Next

Example: Assessment

The screenshot displays a web-based assessment interface titled "Advanced Pricing Business Processes Assessment". At the top right, there are navigation buttons: "Menu", "Print", "Help", "Glossary", and "Exit". The main content area is divided into several sections. On the left, a large "TRIVIA!" graphic is accompanied by directions: "Directions: Solve each category to test your knowledge. To do this, click a Category point box to display the question. Answer the question correctly and win points! The game is over when all questions are answered." Below the directions is a placeholder image. To the right of the directions are four category buttons: "Category 1", "Category 2", "Category 3", and "Category 4". Further right is a vertical stack of point values: "100", "200", "300", and "400". A large yellow box on the right contains the question and options: "The question is: What role is responsible for all Advanced Pricing business processes?" followed by four multiple-choice options: "A Contract Administrators", "B Pricing Management", "C Advanced Management", and "D Pricing Consultant". At the bottom, a progress bar shows "35%" completion, labeled "Progress". Next to it is the text "Page 40 of 40" with navigation icons for back, forward, and search. To the right of these is a status indicator "Audio Enabled" and a "Next" button. A vertical copyright notice on the left edge reads "Copyright 1994-2007 Sun Microsystems, Inc."

Menu Print Help Glossary Exit

Advanced Pricing Business Processes Assessment

TRIVIA!

Directions: Solve each category to test your knowledge. To do this, click a Category point box to display the question. Answer the question correctly and win points! The game is over when all questions are answered.

Category 1 Category 2 Category 3 Category 4

100 200 300 400

The question is:
What role is responsible for all Advanced Pricing business processes?

- A** Contract Administrators
- B** Pricing Management
- C** Advanced Management
- D** Pricing Consultant

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Progress 35% Page 40 of 40 Audio Enabled Back Next

Localization

- 213 Localized eLearning courses
 - participant guide, Instructor guides, job aids, labs
- 9 Languages
- Legal and Works Council Requirements
- Critical Workforce Analysis
- 4-5 weeks to develop and deploy from English
- ~\$5,000 per eLearning course
 - Text, Audio, check for understanding, assessments
- Translation Memory

Hands-on Practice in a live Oracle environment

ORACLE® E-Business Suite

Worklist

Full List

From

Subject

Sent

There are no notifications in this view.

✓ TIP [Vacation Rules](#) - Redirect or auto-respond to notifications.

✓ TIP [Worklist Access](#) - Specify which users can view and act upon your notifications.

Navigator

Edit Navigator

- [Daily Customer Support Intelligence](#)
- [Financials Intelligence](#)
- [Inventory](#)
- [Oracle Installed Base User](#)
- [Preferences SSWA](#)
- [SUN CUSTOMER CARE AGENT](#)
- [SUN CUSTOMER SUPPORT ENGINEER](#)
- [SUN CUSTOMER SUPPORT T&M](#)
- [SUN FIELD SERVICE DISPATCHER](#)
- [SUN FIELD SERVICE REPRESENTATIVE](#)
- [SUN FIELD SERVICE TECHNICIAN PORTAL](#)
- [SUN INSTALL BASE USER](#)
- [SUN ISUPPORT BUSINESS USER](#)
- [SUN ISUPPORT EMPLOYEE USER](#)
- [SUN ISUPPORT PRIMARY USER](#)
- [SUN KNOWLEDGE AGENT](#)
- [SUN KNOWLEDGE WORKER](#)
- [SUN SERVICE ACCOUNT MANAGEMENT](#)
- [SUN SUSTAINING ENGINEER](#)
- [US TCA CUSTOMER INQUIRY](#)
- [US TCA CUSTOMER MAINTENANCE](#)
- [US TCA DATA LIBRARIAN](#)
- [US TCA SETUP](#)

Please select a responsibility.

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[Logout](#) | [Preferences](#) | [Help](#)

Gap Training

Supplemental Content: GSS - Sales

This content is supplemental information designed to enhance your overall knowledge of IBIS as it relates to your specific Business Unit. Viewing this content is not tracked or credited to your learning records. Content located here is general in nature and is not directly associated with any of the formal IBIS courses found in your learning path.

Supplemental Content

- Invoicing and Invoice Preview
- Processing an Add-on
- Basic Install Base Search & Create Items
- "Versioning" Quotes in Oracle
- Searching in Service Contracts
- Create and Book a Quote
- Partner/SPA Service Contracts
- SWORD and Software Demo
- Basic Services Contract Terminations
- MVS and MS Possibilities in 11i
- Renewals

Recording Information: Invoicing and Invoice Preview

Author: Jennifer Wallen
Email address: jennifer.wallen@sun.com
Last modified: Saturday, September 22, 2007 3:31 pm
Duration: 15 minutes
Description: Basic Invoicing Functionality from Service Contracts Module for D1B
Place an Invoice Hold and
Invoice Preview Report
Services Main Billing
Agenda:
File size: 18.14 MB
Password: None required
View/Download: Attendees can only view this recording

[View](#)

[Close](#)



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[Privacy](#) | [Terms of Service](#) | [Request information about WebEx services](#)



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The Deployment



Oracle 11i Learning Website

Home > MyLearning > Integrated Business Information Solution (IBIS) Training

Login

IBIS Search

powered by Google™

IBIS Resources & Links

- Official IBIS Site

Resources

- A-Z Course Listing
- Ask an Expert
- Finance D1 Workarounds
- Generic Oracle 11i Documentation Library
- IBIS Training Blog
- IBIS Training FAQs
- IBIS Glossary
- Localized Course Titles (pdf)
- Oracle 11i Navigation Quick Reference Guide (pdf)
- Gap Training Quick Reference Guide (pdf)

Reporting

- Your IBIS Training Report
- Manager's IBIS Training Report

Support

- Course Completion Request
- Technical Support Form



Welcome to the Integrated Business Information Solution (IBIS) Training site

Sun Employees now have access to the IBIS Training for the Oracle 11i E-Business Suite. Oracle E-Business Suite is a fully integrated, comprehensive suite of business applications for the enterprise. Oracle E-Business Suite provides better business information for effective decision-making and enables an adaptive enterprise for optimal responsiveness.

Sunny, your personal IBIS Training Guide, will help you complete your journey.

IBIS Training Update

September, 2007

Sun Ray Users: We have identified the issue with IBIS course completions. To receive proper credit for your courses, use the Firefox web browser. To launch Firefox on your Sun Ray, open the Launch menu and select: Applications -> Internet -> Firefox. You will be able to access IBIS training with no additional issues.

Course Completions: To receive credit for the web-based training courses, you must pass the online assessment with a score of 80% or better. We have been seeing some problems with course completions being recorded correctly. Here are some tips:

What is IBIS?



Watch this multimedia presentation to see the changes coming with the first deployment of IBIS -- and how your business group is preparing for those changes.

IBIS - Deployment #1 (53 min)

IBIS Open Labs



What is an Open Lab?

Open Labs are facilitated hands-on workshops that allow you to practice specific transactions in a live Oracle 11i environment with the assistance of an Open Lab facilitator.

[Learn more and view the Open Labs schedule!](#)

IBIS Web Training Requirements

Before you descend into training, you will need to have the right tools and resources.

- Where available, access the training through Solaris Workstations or a laptop.
- Allow your browser to accept cookies
- Configure your pop-up blockers to allow pop-ups for www.monsoon5.com and delivery.monsoon5.com
- Ensure that you have a compatible web browser and Flash Plug-in.
- Check your proxy. Learn how to adjust your browser to optimize proxy settings.

*** sun.net is not supported for IBIS Training**



IBIS Learning Paths



Finance

GSC

GSS - Sales

Information Technology

Marketing

Services

Worldwide Operations

Start your journey by choosing your organization tab, then select your role based learning path. Please contact your manager if you have any questions about your role.

or view by

[By Course Name \(A-Z\)](#)

[By Course Code](#)

Role Based Learning Paths

MyLearning

IBIS Learning Paths

1. Choose your organization tab.
2. Click on your Role to view courses that you will need to take.
3. Click on the + sign next to the course title to show course assets.
4. If you have any questions about which role applies to you, please check with your Manager.

Finance GSC **GSS - Sales** Information Technology Marketing Services Worldwide Operations Courses (A-Z) Course Codes

GSS - Sales Roles

Each Business Unit has created their own supplemental content to support it constituent's IBIS Training. View supplemental content...

A B D G P S T

A

- Account Rep
- Account Rep Mgt
- Architect (GSS)

B

- Business Intelligence Analyst

D

- Deal Manager

G

- Global Practice/Industry Opportunity Mgt

P

- Partner Bus Mgt
- Project Manager - Sales
- Program Mgr
- Partner Pgm Mgt
- Partner Rep
- Partner Rep Mgt

⌕ Back to top

S

- Sales Admin
- Sales Ops
- Systems Engineer
- Specialized Sales Mgt
- Specialized Sales Rep
- Support Service Sales (This role is a sub-category of the "Specialized Sales Rep" role)
- Sales Super User/Steward

T

- Technical Manager
- Technical Specialist


⌕ Back to top

Account Rep Learning Paths

Account Rep

General Knowledge Course

100 C WZI-IBIS-E101: Oracle 11i Basics and Navigation

 The Oracle 11i Basics and Navigation course introduces you to the Oracle 11i applications. Although you may use a variety of Oracle applications in your job role; for example, iSupport, General Ledger, or Field Services, the navigation is consistent throughout all Oracle 11i applications. After completing this course, you are ready to complete additional courses to learn about business processes and Oracle transactions that impact your job role.

Course Number: WZI-IBIS-E101

Duration: 2 hrs

[» Access course and related documents](#)

100 C WZI-IBIS-E105: Sales Essentials

100 WZI-IBIS-E110: TCA Architect (GSS)ure overview

100 WZI-IBIS-E113: Daily Business Intelligence (DBI)

100 WZI-IBIS-E111: Install Base overview (Level 100)

100 WZI-IBIS-E112: Service Contracts Overview

100 C WZI-IBIS-S000: Positioning Sun's New Enterprise Resource Planning System (IBIS) With Your Customers and Partners

Change or Terminate Contract

200 WZI-IBIS-S1000: Change or Terminate Contract

300 WZI-IBIS-S1001: Change or Terminate Contract (Service Contracts)

Expiring Contract to Renewal

200 WZI-IBIS-S1100: Expiring Contract to Renewal

Lead to Opportunity

300 WZI-IBIS-S400: Lead to Opportunity



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Oracle 11i Basics and Navigation “Learning Assets”

WZI-IBIS-E101: Oracle 11i Basics and Navigation

Asset	English	Japanese	Brazilian Portuguese	Korean	Simplified Chinese	Spanish	French	Dutch	Italian	German
Important Course Update	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Launch Course	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now
Participant Guide	Download	Download	Download	Download	Download	Download	Download	Download	Download	Download
Job Aid	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3
Lab	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1
Supplemental Content	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Download Course	Download*	Download*	Download*	Download*	Download*	Download*	N/A	Download*	Download*	Download*

*** Download Course Instructions**

1. Unzip Download Course File.
2. Open Course Folder.
3. Open "Readme"
4. Select "start.htm" to start course.

Please note that ALL COURSE ASSESSMENTS MUST BE TAKEN ON-LINE. If you complete the Downloadable course, you must launch the Web version and complete the assessment online in order to get credit for this course.

Example: Oracle 11i Navigation Japanese

[メニュー](#) [印刷](#) [ヘルプ](#) [用語集](#) [終了](#)


Oracle 11i 基本とナビゲーション

コースに関する指示


本コースを受講するには、次のボタンを使用します。

- コースのコンテンツを前後に移動するには、コースページの下
の「次へ」と「戻る」ボタンを使用します。
- 追加情報を確認したり、コース関連の他の機能を実行するには、
ページの上の「メニュー」、「印刷」、「ヘルプ」、および「用語集」ボ
タンを使用します。
- 本コースを終了するには、ページの上の「終了」ボタンを使用し
ます。

本コースでは、テキスト、画像、およびオーディオにより情報を提供して
います。




すべてのページにオーディオが提供されているわけではありません。オーディオが無い場合は、ページ下のオーディオメー
ターがグレー表示になります。ナレーターの話聞くより台詞を
読みたい場合は、「オーディオオン」ボタンをクリックして、オー
ディオをオフにしてください。



本コース修了後に質問があれば、IBIS トレーニング Web サイト
でFAQとトレーニングのサポート情報を確認してください。

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「次へ」をクリックして進んでください。



進行状況

4%

ページ 3 / 76

[オーディオオン](#)

[戻る](#) [次へ](#)

Oracle 11i Basics and Navigation “Learning Assets”

WZ1-BIS-E101: Oracle 11i Basics and Navigation

Asset	English	Japanese	Brazilian Portuguese	Korean	Simplified Chinese	Spanish	French	Dutch	Italian	German
Important Course Update	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Launch Course	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now	Launch Now
Participant Guide	Download	Download	Download	Download	Download	Download	Download	Download	Download	Download
Job Aid	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3	Job Aid 1 Job Aid 2 Job Aid 3
Lab	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1	Lab 1
Supplemental Content	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Download Course	Download*	Download*	Download*	Download*	Download*	Download*	N/A	Download*	Download*	Download*

*** Download Course Instructions**

1. Unzip Download Course File.
2. Open Course Folder.
3. Open "Readme"
4. Select "start.htm" to start course.

Please note that ALL COURSE ASSESSMENTS MUST BE TAKEN ON-LINE. If you complete the Downloadable course, you must launch the Web version and complete the assessment online in order to get credit for this course.

Example: Oracle 11i Navigation French

Menu Imprimer Aide Glossaire Quitter

Notions de base et navigation dans Oracle 11i

À propos de ce cours

Le cours Notions de base et navigation Oracle 11i vous présente les applications Oracle 11i. Bien que vous puissiez utiliser une variété d'applications Oracle dans votre travail (par exemple, iSupport, General Ledger ou Field Services), ce cours aborde l'ensemble de vos besoins liés à Oracle 11i.

À l'issue de ce cours, vous serez en mesure de suivre d'autres cours pour découvrir les processus métier et les transactions Oracle ayant un impact sur votre travail.

Les objectifs pédagogiques du cours sont les suivants :


- Utiliser Identity Manager (IDM)
- Démarrer les applications Oracle
- Naviguer parmi les applications Oracle
- Naviguer parmi les applications HTML Oracle
- Exécuter des requêtes au niveau des formulaires Oracle

Ce cours dure environ 2 heures.

Lorsque vous êtes prêt, cliquez sur **Suivant** pour continuer le cours (ou sur **Quitter** pour quitter le cours).

Instructions : Placez votre curseur sur chaque élément ci-dessous pour en savoir plus.

[Contenu du cours](#) [Caractéristiques du cours](#)



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Progression 3% Page 2 sur 76

Son activé

◀ Précédent Suivant ▶

The Results



The Results

- 85,798 course completions
- 128,697 course hours completed
- 100% of learners achieved 80% +
- JIT Business Simulation for learner assessment
- Over 3,000 Open Labs workshops completed

The Lessons

- What are the top 5 success factors?
 - Strong PM coordination
 - e-learning vendor with rapid learning solutions (use of templates and streamlined development process)
 - Fully engaged and committed Subject Matter Experts (SME's)
 - Frozen development schedule
 - “Super-user” community
- What are the top 5 things to watch out for?
 - Dedicated Oracle instances
 - Robust network
 - Do not delay course development because the implementation schedule is delayed
 - Get approval on prototype and standards early
 - Changes in the solution after course development is completed
 - Perfection

How does e-learning compare to traditional learning techniques?

- Cost effective
 - Estimated \$12 million in savings
- Learner flexibility
- Travel minimized
- Instructor requirements significantly reduced
- Reduced classroom infrastructure requirements
- Just In Time, Just Enough, Just For Me

What should you look for in an e-learning vendor?

- Time to market...speed of development
- Tools for rapid eLearning development and support documentation
- Skilled and dedicated project management team
- Experienced developers who can collaborate with SME's
- Strong application and business process experience and knowledge
- Committed to rapid development timeline

Questions?



Solutions That Perform

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Cutting Edge E-Learning Quiz

- How do you train 17,400 learners in over 40 countries in 10 weeks?
- What are the top 5 success factors in developing a cutting edge e-learning strategy for an Oracle 11i implementation?
- What are the top 5 things to watch out for when developing and deploying e-learning for an ERP implementation?
- What should you look for in an e-learning vendor?
- How does e-learning compare with traditional learning techniques?