

eLearning Technology & Infrastructure

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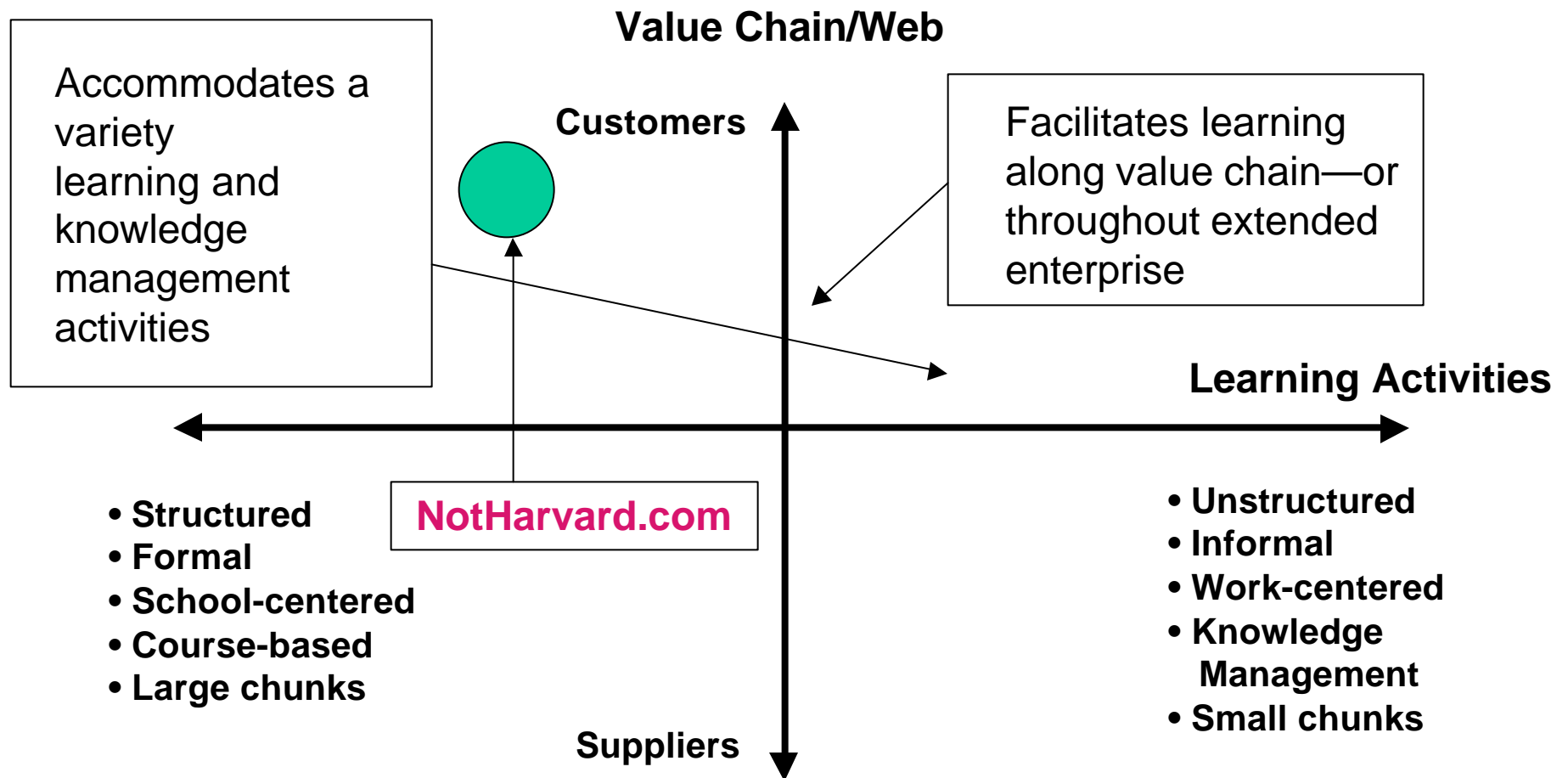


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Agenda

-  **eLearning Conceptual Framework**
-  **Consumers/Household sector Perspectives**
-  **Enterprise arena**
-  **eLearning Enterprise Integration: Status & Prospects**
 - LMS and ERP**
 - Standards Issues**





eLearning: Conceptual Framework



Household sector Issues

-  **Dial-up modems significant constraint**
-  **ADSL and Cable modem still very scarce**
-  **Households with high-speed Web access and plug-ins better off than at work**
-  **Issue: Accessing learning materials on corporate intranet--security issues**
-  **Many companies improving workers' home office infrastructure**

Enterprise eLearning Issues

-  **Bandwidth: Serious problem?**
-  **Hosting: Increasingly popular “pain relief”**
-  **eLearning in Value Chain: New complexities?**
-  **Content: Make or buy--infrastructure implications?**

Bandwidth Perspectives

“ ...The Fidelity IT department is held accountable for uptime...There is **something appropriately skeptical in the DNA of IT**. IT knows how to process print and text data. As you start to add audio, video, and spontaneously created stuff, it’s a brave new world. None of our models or infrastructures are appropriate to that model, which is **why 80% to 90% of all E-Learning is outsourced**, because people don’t want their IT departments to say no.”

Elliott Masie; Informationweek.com; Jan1,2001

“ ...Managers at IBM Corp have eschewed video in the online training materials they’ve developed for the company’s workforce...”

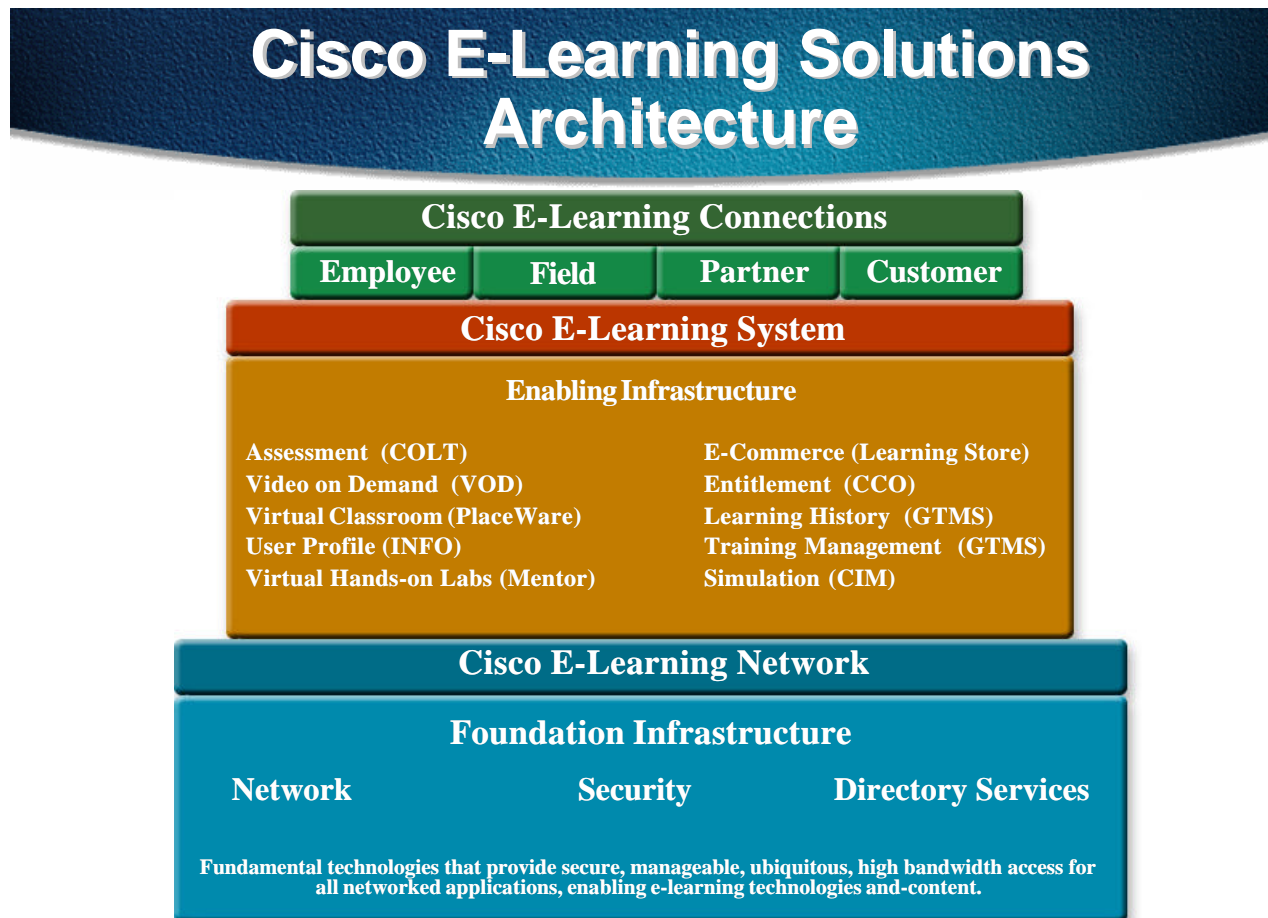
Nancy Lewis; IBM’s director of management development

Cisco's eLearning infrastructure

- ? “Worldwide training distributed **160 servers, each with 45 GBs of disk space, at Cisco locations around the world.** The team then partnered with the corporate IT group to connect the servers to Cisco's network so that they never touched the backbone of Cisco's information system--a crucial strategic move.”
- ? “Kelly is so sensitive about the impact of eLearning on the performance of the company's mission-critical computer networks that he lobbied to create a new position in the IT group, now called **director of eLearning for IT, with responsibility for extending the global eLearning infrastructure.**”
- ? After establishing a meta-data framework, “the first order of business was to tag more than 700 hours of video-on-demand content already available to the sales force.”

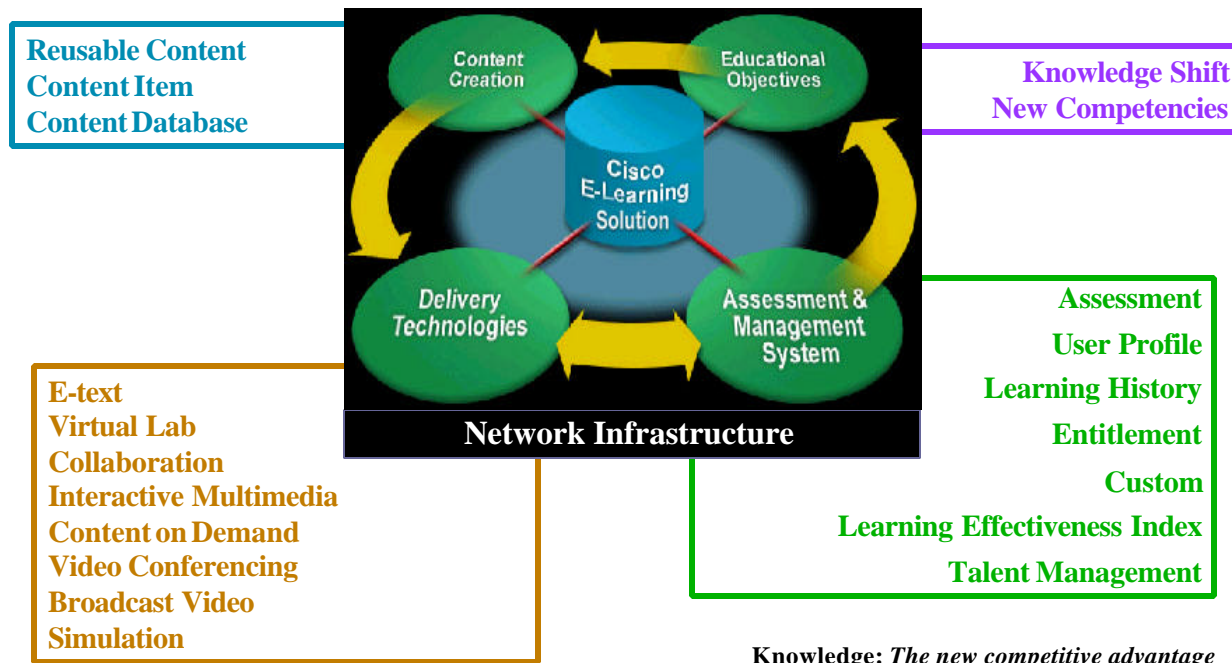
Source: Fast Company; October 2000

Cisco: Architectural Elements



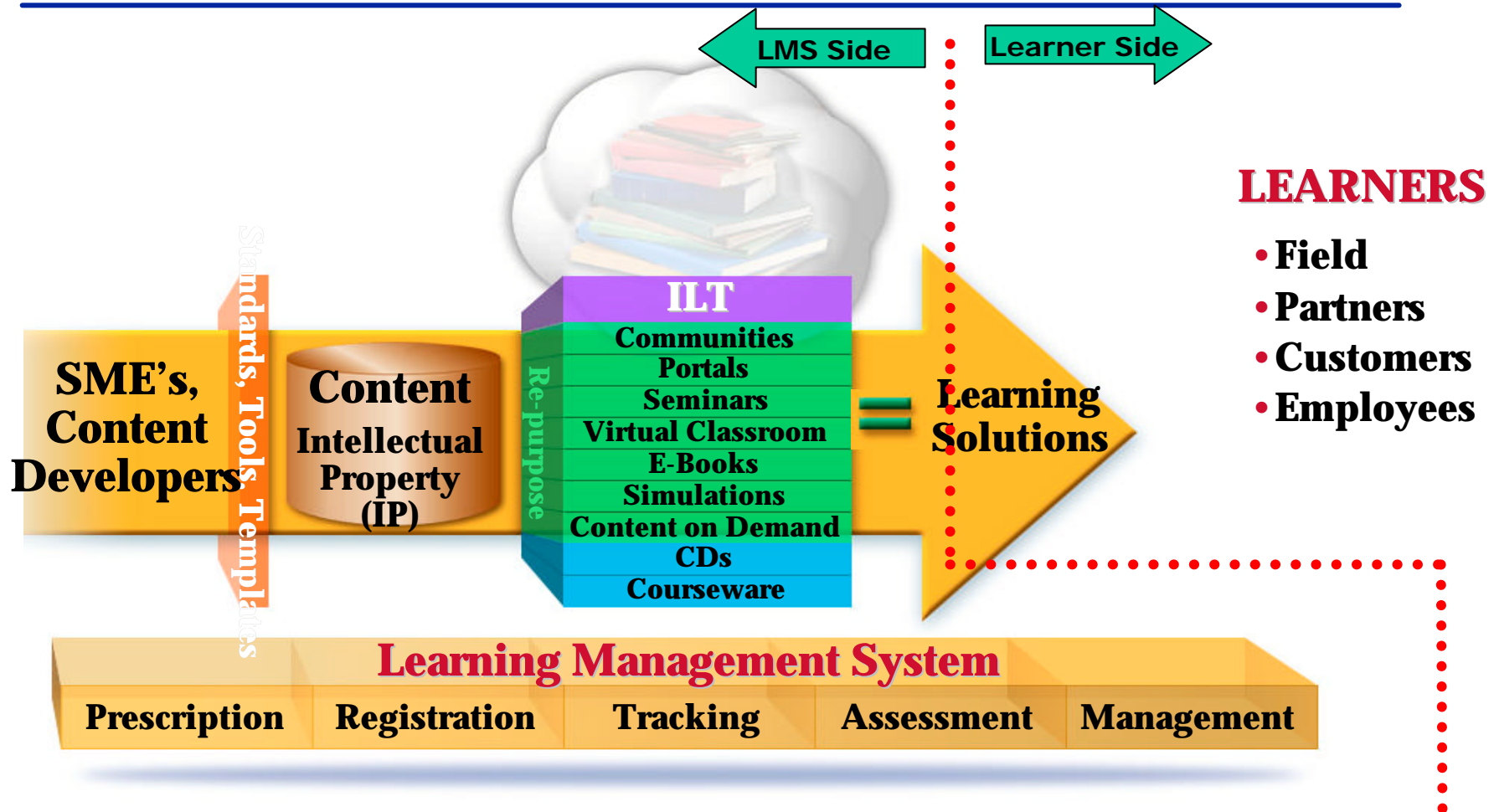
Cisco: Key Components

E-Learning Components

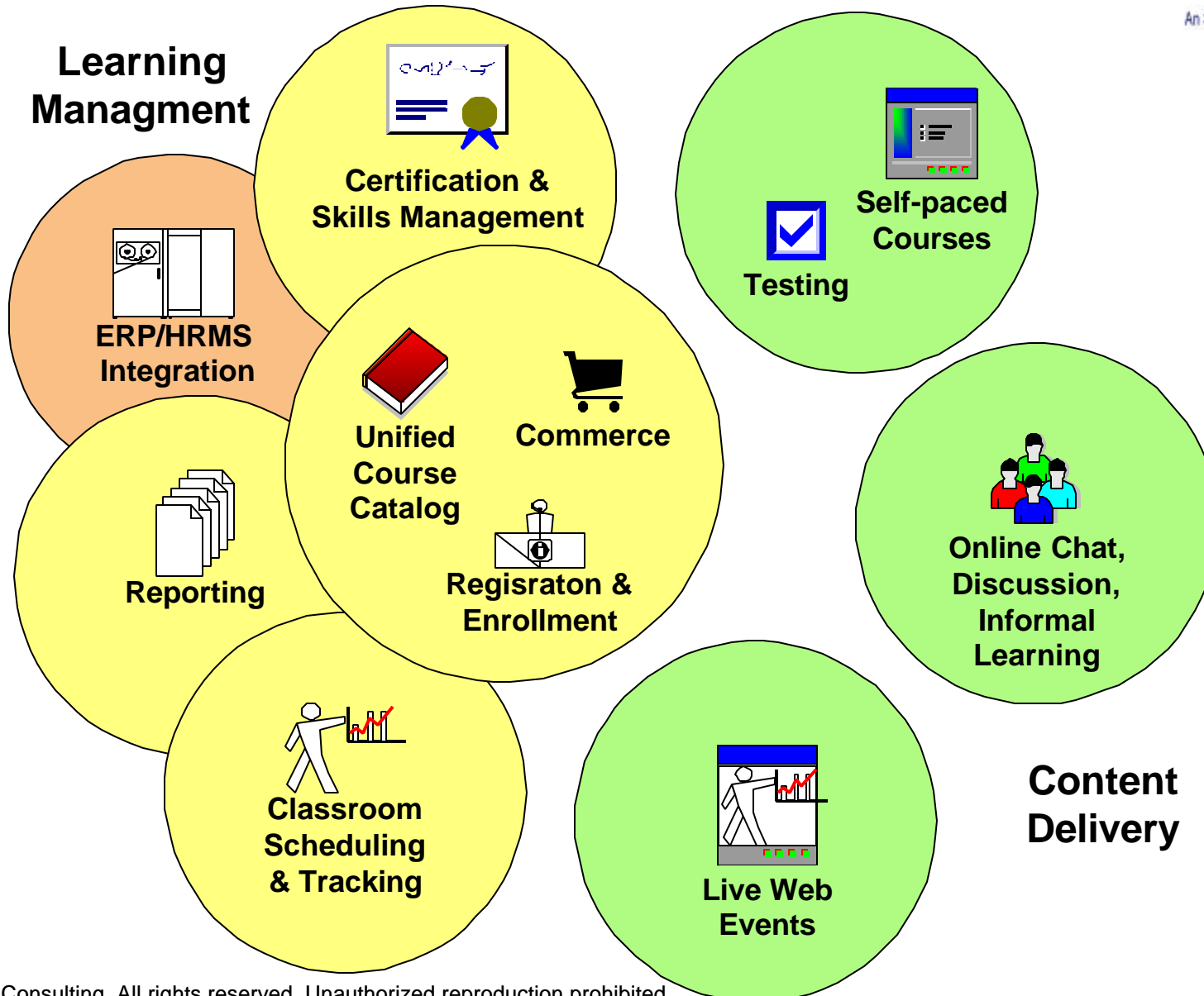


Knowledge: *The new competitive advantage*

Autodesk: eLearning Model



Functional Components



Content Tech Issues

Server Side

- Does content need CGI or server scripts? What platform do scripts require?
- Does content need to access a database?
- Does content need to authenticate registered users?
- Which management systems does content interface with?

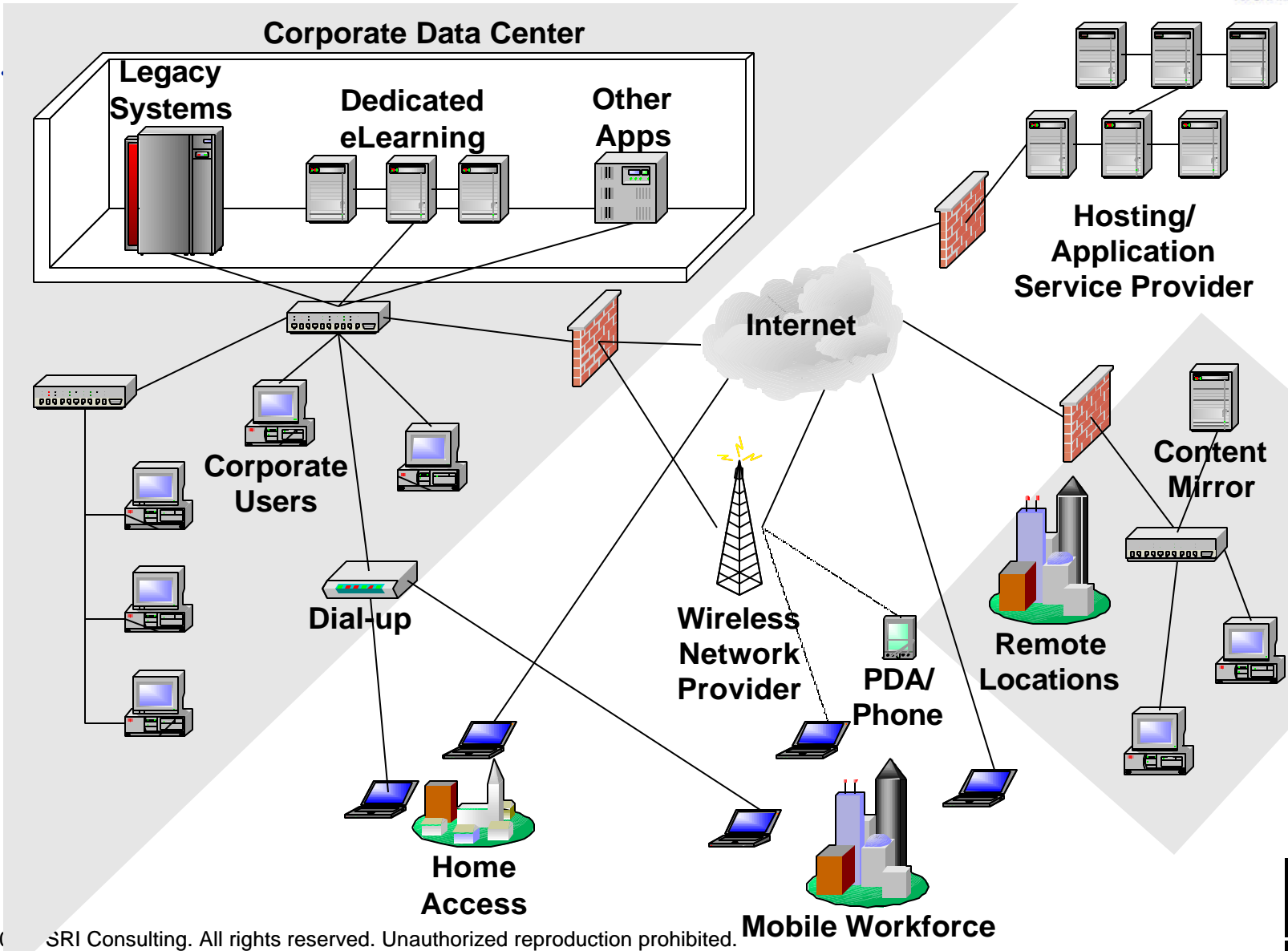
Client Side

- Does content need plug-ins?
- Does content need specific browser versions?
- Does content use Java or JavaScript? Which version?
- Does content work through firewall?
- How much bandwidth does content need?

Physical Infrastructure



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