

Workplace Collaborative Learning Product Review and Roadmap

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Review Learning Market

2

Current IBM Learning Offerings

3

Evolution of IBM Learning Offerings in 2007

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Learning and Beyond

Lotusphere

2007 Comes to You

"The power of the Information Workplace will be measured by its ability to provide contextual content, collaboration, and learning" *Forrester 2006*

Centralized, classroom-based learning can no longer meet the needs of today's workers. While formal classroom instruction will still have its place for training requiring face-to-face interaction, workers will value the resources that give them the information they need when they need it. Dispersed staff, flexible work schedules, and the arrival of wired, self-driven Millennials into the workforce require a new approach. Informal, peer-driven learning approaches are growing with communities of practice (CoP), knowledge management repositories, instant messaging, and Web2.0 tools for podcasts, wikis, and blogs - *Forrester*

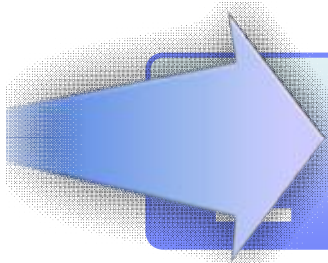
"Organizations clearly value employee training & learning as a critical way to maintain a workforce that helps meet business goals...Learning and work will continue to blend, eventually becoming seamless, symbiotic activities, one requiring the other for success." - *Giga*

Market Trends

- § Self Directed Learning
- § Informal and Formal Learning
- § Social Learning
- § Workflow Learning
- § Embedded Learning
- § Contextual Learning
- § Simulations
- § Gaming
- § 3d Virtual learning Communities (Second Life)

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Review Market Trends



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Learning and Beyond

IBM 4-Tier Learning Model

Strategy

Methods

Technology

Learn from Collocation

Get together, Build Communities & Relationships, Live it, Do it

Experience Based Learning

Learning Labs, Classroom, Mentoring, Role Playing, Coaching, Case Studies, Expert Presentations, Motivational Speeches

Face-to-Face

Learn from Collaboration

Discuss it, Practice it with Others

Collaborative Learning

Live Virtual Classroom, e-Labs, Collaborative Sessions, Real-time Awareness, Live Conferences, Teaming

Collaborative

Learn from Interaction

Examine it, Try it, Play it

Interactive Learning, Simulation, and Games

CBT/WBT Modules, Self-Directed Learning Objects, Interactive Games, Coaching & Simulations

Multimedia

Learn from Information

Read it, See it, Hear it

Performance Support & Reference Materials

Web Lectures, Web Books, Web Conferences, Web Pages, Videos...

Internet

Lotus Current Learning Offerings

§ Workplace Collaborative Learning 2.6.1

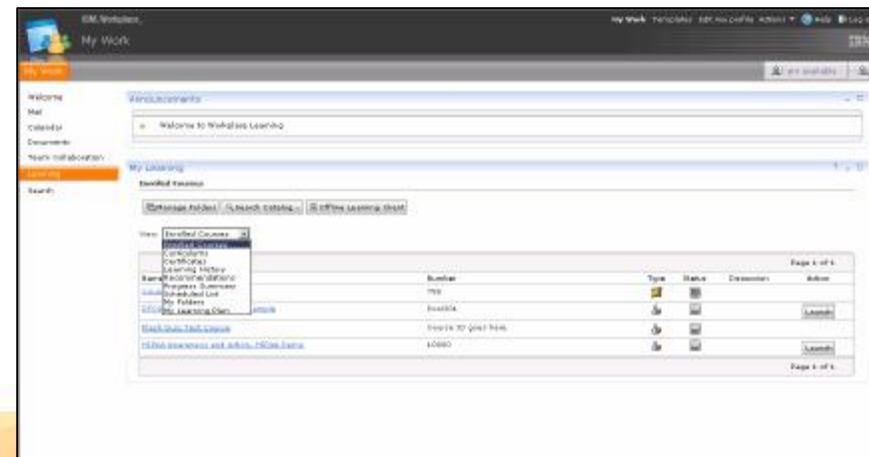
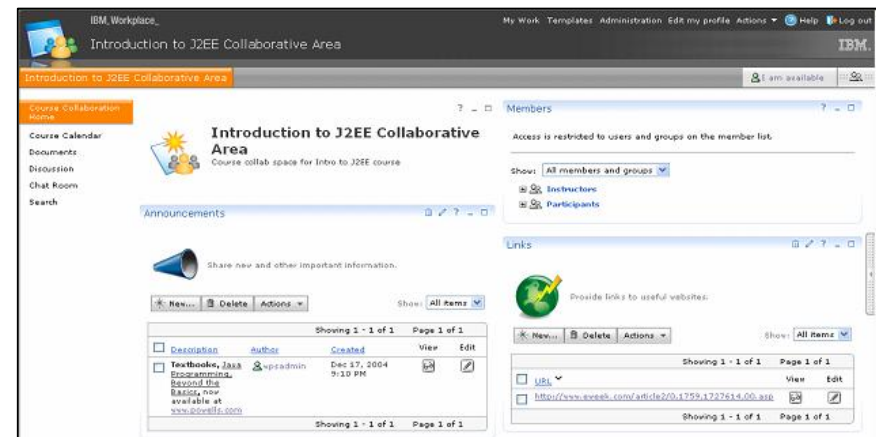
§ Workplace Collaboration Services 2.6.1

§ Lotus Learning Management System 1.0.5 SP 4

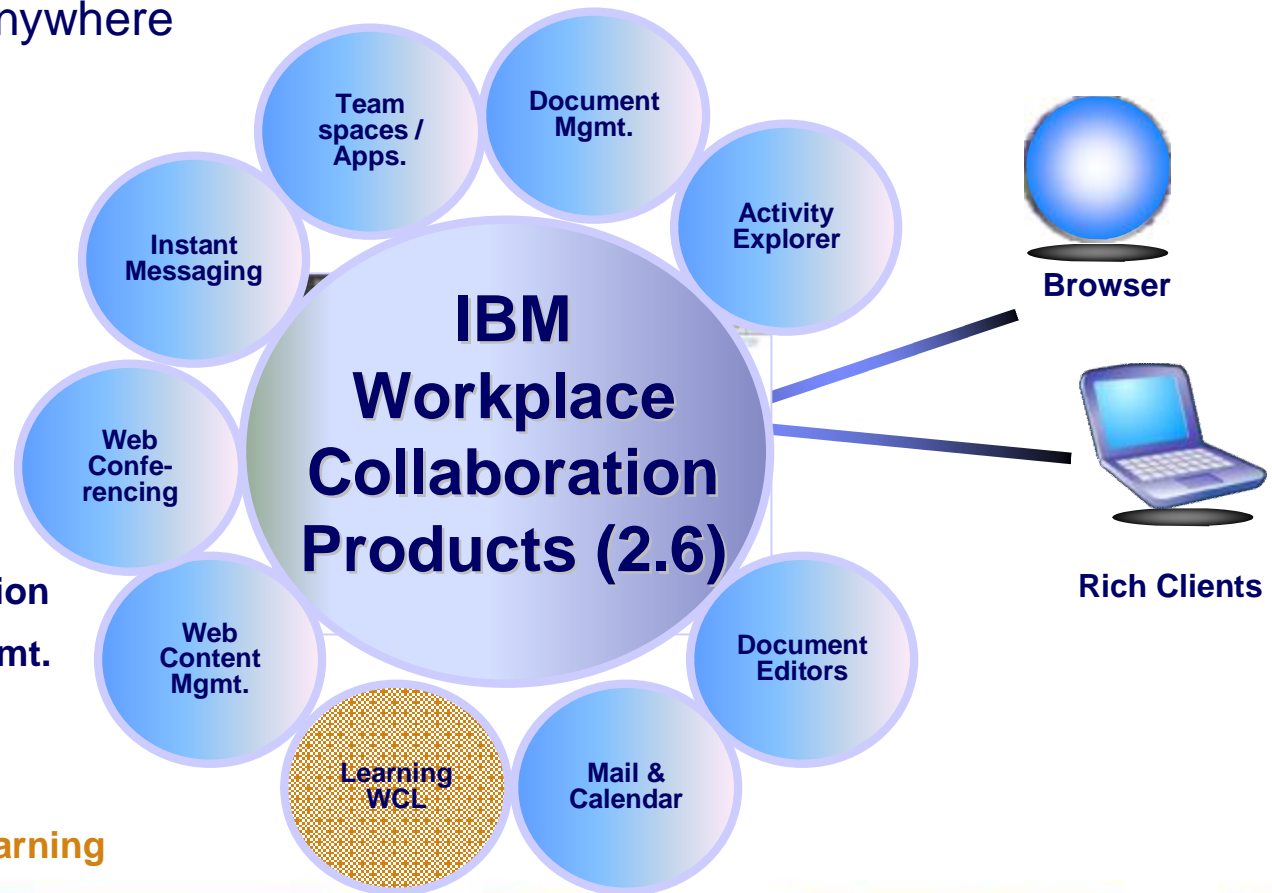
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Workplace Collaborative Learning 2.6.1

- § Provides students with enhanced collaborative tools such as course discussion areas, document sharing, web conferencing, and chat rooms
- § Helps organizations more efficiently meet ongoing training requirements and measure the results and effectiveness of students' learning activities
- § Helps close skill gaps through personalized learning plans
- § Empowers users to self-manage their learning programs and access online learning in a "just in time" fashion Protects your investments by supporting standards-based courseware
- § Tracks and reports on student learning activities to help manage regulatory compliance training requirements
- § Enables learning to be accessible at all times within the context of workers' day-to-day activities.



Customizable collaboration servers, based on a Service-Oriented-Architecture, with ready-to-use communication and collaboration tools that enable people to do their jobs more effectively – anytime, anywhere



- q IBM Workplace Team Collaboration
- q IBM Workplace Web Content Mgmt.
- q IBM Workplace Documents
- q IBM Workplace Messaging
- q IBM Workplace Collaborative Learning
- q IBM Workplace Collaboration Services
- q IBM Workplace Managed Client

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IBM Lotus Learning Management System 1.0.5 SP 4

- § Design blended learning solutions that integrate formal courseware and informal learning
- § Streamline corporate learning programs, delivering valuable training resources to employees when needed
- § Provide reporting and tracking for staff decision making and human capital management
- § Develop competency-based learning solutions to help increase worker productivity and reduce training costs

The screenshot displays the Lotus Learning Management System interface. The top navigation bar includes links for Home, Student Catalog, Users, Course Catalog, Course Management, Resources, Reports, and Settings. The user is logged in as 'anonymous'. The main content area is titled 'At a Glance' and contains a welcome message, an 'Announcements' section with no announcements, and a 'This Week's Activities' section. The activities section shows a table for 'Java 106 W0236' with two rows of lecture activities.

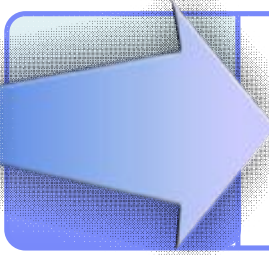
Date	Activity	Time	Room
Sat Oct 05 17:45:44 EDT 2002	lecture - two days ago	Sat Oct 05 17:46:44 EDT 2002	WTF4
Sat Oct 05 17:45:44 EDT 2002	lecture - two days ago	Sat Oct 05 17:46:44 EDT 2002	WTF4

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Learning and Beyond

Workplace Collaborative Learning Roadmap



A banner with a red-to-yellow gradient background. The word "Lotusphere" is written in white, with the "o" inside a white circle. To the right, "2007 Comes to You" is written in black. A white circular shape is on the right side of the banner.

Lotusphere 2007 Comes to You

Workplace Collaborative Learning.Next

- § Planned Release Date - Q3 2007
- § Areas of Focus
 - § Portal 6.0
 - § UI Refresh
 - § Usability Enhancements
 - § Performance
 - § Scalability
 - § Migration

Lotusphere 2007 Comes to You

Administration Welcome Screen

Navigation

All Administrator UI is located together in an easy to use tree navigation

Customizable

Tree Navigation and Quick Links are customizable. This allows Learning Administrators the flexibility to match WCL to their business processes

Quick Links

Links to learning tasks that are most commonly executed by the learning Administrator

The screenshot shows the Administration Welcome Screen for Lotusphere 2007. The interface is divided into several sections:

- Navigation:** A tree view on the left side of the page, containing the following items:
 - My Dashboard
 - Course Management
 - Results
 - Enrollments and Invitations
 - Announcements
 - Manage Announcements
 - Catalog Management
 - Course Import
 - Masters Catalog
 - Offerings Catalog
 - Reports
 - Manage Reports
 - Resources
 - Manage Resources
 - Users
 - Manage Users
 - Manage Roles
 - Skills
 - Skills
 - Career Development
 - Settings
 - Learning Server
 - Notifications
 - Content Servers
 - Collaboration Servers
 - Customize UI
 - Data Loader
 - Upload Data
- Main Content Area:** A large central area with a header "Welcome to Collaborative Learning Management" and a sub-header "Manage. Create. Configure. Build and Customize Collaborative Learning now!". Below this is a list of quick links, each with an icon and a placeholder text "Lorem ipsum dolor sit amet, consectetur":
 - My Dashboard
 - Course Management
 - Announcements
 - Catalog Management
 - Resources
 - Users
 - Reports
 - Skills
- Need Help? / Need Support? / Need More Info?:** A section on the right side of the main content area, providing links to IBM Infocenter, IBM Developer Works, IBM Software Support site, and IBM Newsgroups.
- Quick Links:** A section at the bottom right of the main content area, containing links to "Settings" and "Data Loader".

Lotusphere 2007 Comes to You

Administrator Dashboard

Administrator Dashboard

An overview of critical learning information. This provides the Learning Administrator one area to access where a summary is given on all learning needs and activities

Customizable

Learning Administrators can customize what information is shown in the Dashboard

The screenshot shows a web browser window with the URL 'Collaborative Learning > Learning Management > My Dashboard'. The page has a navigation menu on the left and several main content sections. A yellow circle highlights the 'My Dashboard' link in the menu. Another yellow circle highlights the 'Advanced Settings' section in the menu, which includes 'Learning Server', 'Learning Notifications', 'Content Servers', 'Collaboration Servers', and 'Customize UI'. The main content area includes:

- Teaching Course List:** A section with a description and a table titled 'Courses I am teaching'. The table has columns for Course Name, Start Date, End Date, City, Room, Collaboration, and Next Steps. It currently shows 'No courses being taught'.
- Teaching Live Session:** A section with a description and a table titled 'Live Session Name', 'Date/Time', and 'Description'. It currently shows 'No Live sessions'.
- Notifications:** A section with a description and a table. It currently shows 'No notifications'.
- Approvals:** A section with a description and a table with columns for Action attempted, User, Course, Approve, Disapprove, and No Action.

Administration – Manage Results

The screenshot shows the 'Results And Courses' section of the Lotusphere 2007 administration interface. The page title is 'Collaborative Learning > Learning Management > Course Management > Results and Courses >'. The navigation menu on the left includes 'My Dashboard', 'Welcome', 'Course Management', 'Announcements', 'Catalog Management', 'Reports', 'Resources', 'Users', 'Skills', 'Advanced Settings', and 'Data Loader'. The main content area is titled 'Results And Courses' and contains a search form with two options: 'Search by user' and 'Search by course, curriculum, or certificate'. Both search forms have a dropdown menu for 'All Attributes' and a 'Search' button. A 'Quick Links' section on the right lists several links: 'Courses I'm Teaching', 'Safe Learning - Engineering 101', 'Networking for Success', 'Theory of Project Management', and 'Advanced Public Speaking'. Two yellow circles highlight the search buttons and the 'Quick Links' section.

Quick Links

Links to critical information. Allows Learning Administrators to quickly access information without executing searches

Manage Results

Begin the process by searching by User or Courses.

WCL.Next Administration

Manage Results and Courses

While working with a user or group of users Learning Administrators can perform and manage multiple tasks such as Results and Enrollments. This decreases the need and time for searching.

The screenshot shows the 'Results And Courses' page in the WCL.Next Administration interface. The page has a navigation menu on the left with categories like 'My Dashboard', 'Course Management', 'Announcements', 'Catalog Management', 'Reports', 'Resources', 'Users', 'Skills', 'Advanced Settings', and 'Data Loader'. The main content area is titled 'Results And Courses' and includes a search bar and a table. The table has columns for 'Course Name', 'Course Number', and 'Course Type'. The table currently displays 'There are no enrollments for this user.' and a 'Show as table' button. The page also includes a 'Log Out' button in the top right corner.

Lotusphere 2007 Comes to You

Course Upload

Search: All sources Log Out

Learning Management My Learning

My Dashboard
Welcome

- Course Management
 - Results and Courses
 - Enrollments and Invitations
- Announcements
 - Manage Announcements
- Catalog Management
 - Masters Catalog
 - Offerings Catalog
 - Course Upload**
- Reports
 - Manage Reports
- Resources
 - Manage Resources
- Users
 - Manage Users
 - Manage Roles
- Skill
 - Skills
 - Career Development
- Advanced Settings
 - Learning Server
 - Learning Notifications
 - Content Servers
 - Collaboration Servers
 - Customize UI
- Data Loader
 - SpreadSheet Loader

Course Package Upload

Course Upload
Complete the Work step in the setup process to create or update a course Master in the Learning system from a course package. The course you upload must conform with SCORM 1.2 or AICC standards.

Step 2 of 3: Select Purpose and Edit Defaults
Verify the purpose of this course package upload. Next, view and edit the details for your type of upload. The necessary fields will appear based on the purpose selected.

Purpose: Create New Registered Course Master Update Existing Course Master

Course Title: Programming 101
Description: An introductory course
Number: prog101
Prerequisite: programming
Registration Date: Feb 28, 2007
Folder Name: Text
Select the radio button next to master's ending folder in which you want to use this course.

Master Catalog > Master Folder

Folder Name	Description	Page 1 of 1
Text	Folder Description for 1	
Text	Folder Description for 2	
Text	Folder Description for 3	

Continue Cancel

Home Administration Documents Messaging Site Map

Adding or Updating Courses

Allows Administrators to import new courses or update masters and offerings much easier through a series of screens that guide the administrator through the process.

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The ability to load critical learning data in bulk – WCL Data Loader

Spreadsheet loader portlet

Spreadsheet Data Loader

You can use a spreadsheet to update Learning data. First, create the spreadsheet with your data (you may use the links to download spreadsheet (.csv) templates). Then, export the spreadsheet from your favorite editor as a .csv file, browse to find the file on your desktop, select the type of data to be updated and click the Upload button.

Spreadsheet (.csv)

type :

- Select spreadsheet data type
- Load Results
- Enroll Students
- Load Courses
- Load Masters
- Schedule offerings
- Load rosters

Spreadsheet Templates

- Results.csv
- Enroll Students.csv
- Masters.csv
- Offerings.csv
- Courses.csv
- Rosters.csv

Templates

Sample files that show the format required for each of the import types

Working with bulk data

Allows Administrators to import large amounts of data to the system at once

Import types

Results, Enrollments, Courses, Masters, Schedule Offerings, and Rostering of Users

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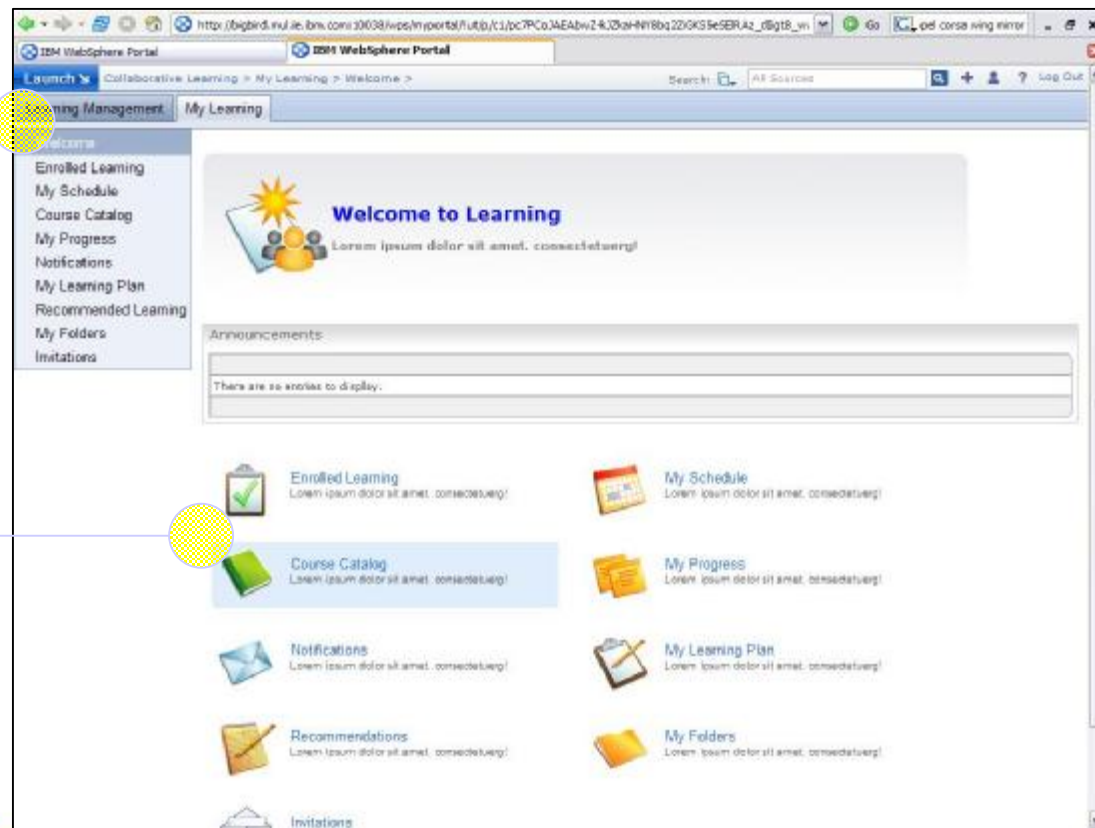
New Student UI

UI Refresh

Student UI has been refreshed along with new usability enhancements such as catalog browsing and invitations.

Quick Links

Links to learning tasks that are most commonly executed by the Student. These links are customizable allowing the ability to include



Evolution of Collaboration Components in 2007

Directions for 2007:

Increased flexibility in how you buy, implement, and scale-out components

Separate the different collaboration services – still leveraging a common integrated platform - in order to support an SOA architecture

§ Still enables delivery of an integrated UI

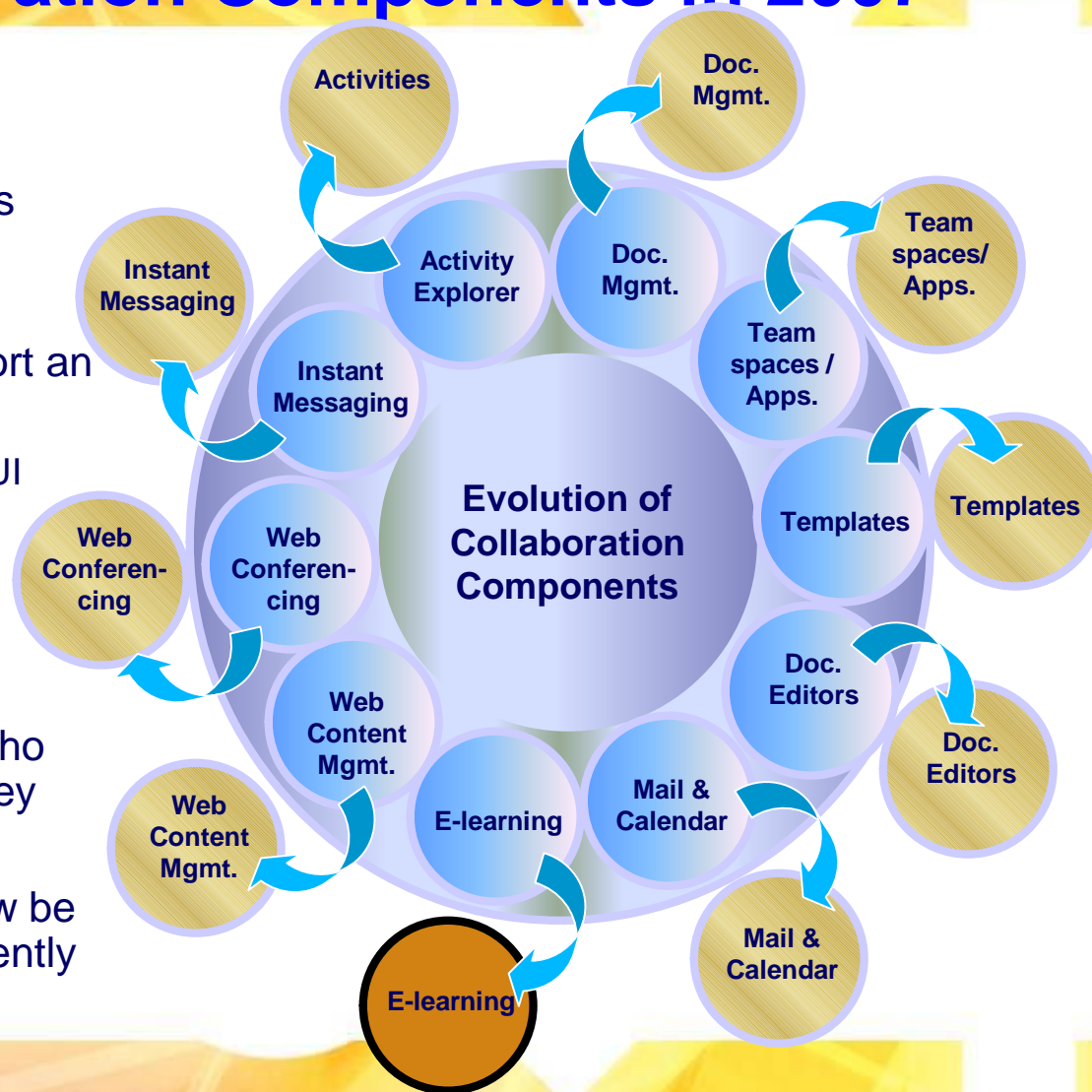
Benefits:

The main benefits of this enhanced componentization are:

§ Increased flexibility for customers who can implement the components as they desire, and tune them as appropriate

§ Updates to the components can now be delivered more quickly and independently of the rest of the components

§ Reduced inter-dependencies



Sametime Meeting Room - My Meeting

Conference Edit View Tools Help

Stop Presenting Add Slides Set Permissions Switch Moderator Fit to Screen Maximize Meeting Information

Participants (8)
Moderator: Dan Misawa

Show All Participants Invite...

- Dan Misawa
- Monifa Shani
- Kelly Hardart
- Sam Curman
- Rebecca Gestner
- Misha Tompkin
- Mike Morrison
- Gail Chao

0 Hands Raised

I am active

Web Page Polling


New Web page
<http://www.renovations.com>
<http://www.renovations/legal.com>

Group Chat

Kelly Hardart: Hi Dan, could you send me the link to that document?

Send

Welcome Slides Sharing Whiteboard



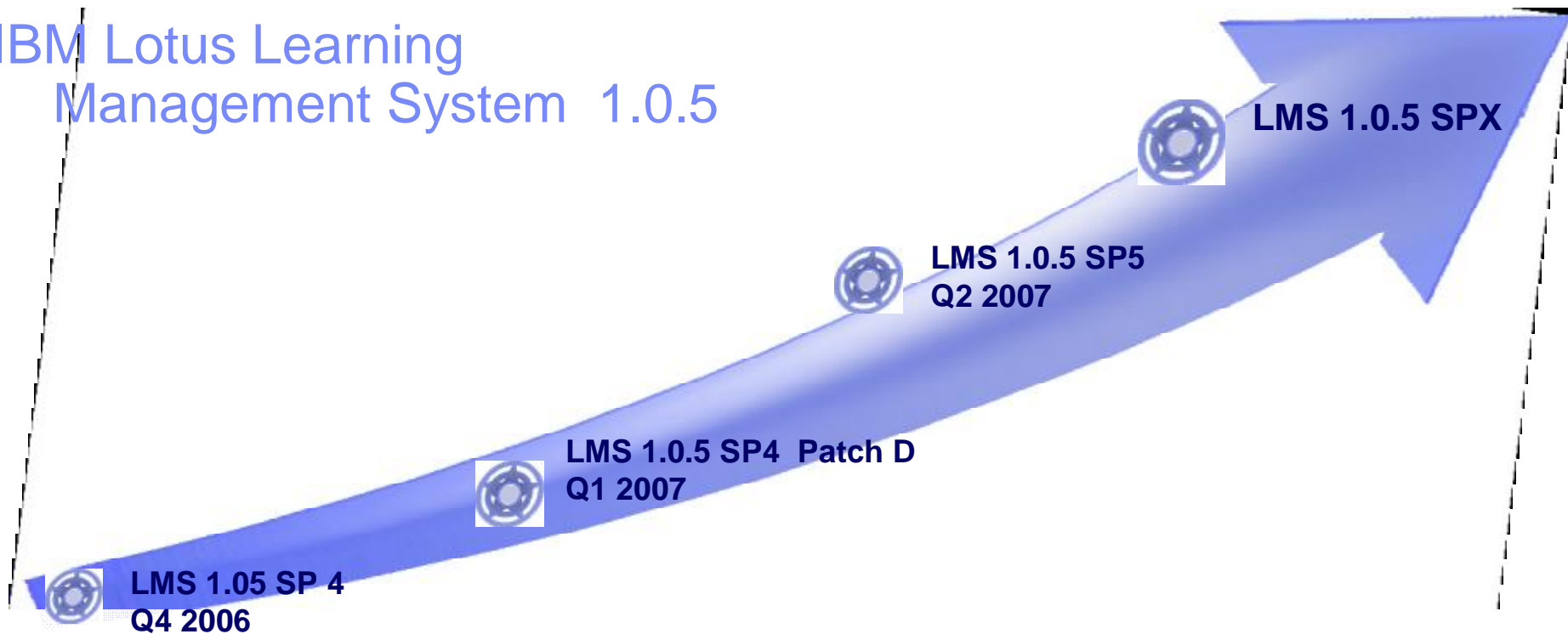
Sales Team Kick Off

June 15, 2:00 PM EST

Moderator: Dan Misawa
Phone number: 1-800-555-2991
Passcode: 399182

This meeting is being recorded

IBM Lotus Learning Management System 1.0.5



2007 Direction

- § LMS 1.0.5 will continue to be maintained and supported
- § LMS 1.0.5 Service Packs will continue to release on quarterly basis
- § Inclusions in LMS Service Packs are dependant customer needs and feedback

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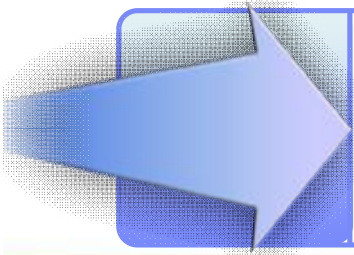
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Learning and Beyond

Understanding the Spectrum of Learning

Lotusphere

2007 Comes to You

Formal Learning

Informal/Social Learning

Learning Spectrum

- § Classes
- § Courses
- § Training Programs
- § Curriculum
- § Certificates
- § School
- § Top Down
- § Graded

At least 80% of employee learning happens in the workplace..."

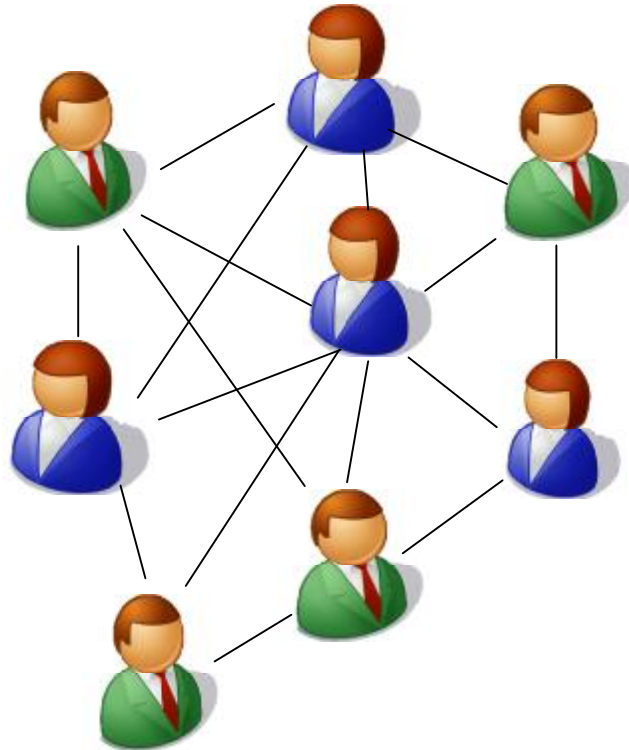
U.S. Department of Commerce

- § No Classes, Attendance, or Grades
- § Never Ends (Lifetime Learning)
- § Observation and Discovery
- § Ask a peer, mentor, or expert
- § Impromptu Conversations
- § Trial and Error
- § Call the help line
- § Read an article

Building and Using Social Networks

Lotusphere

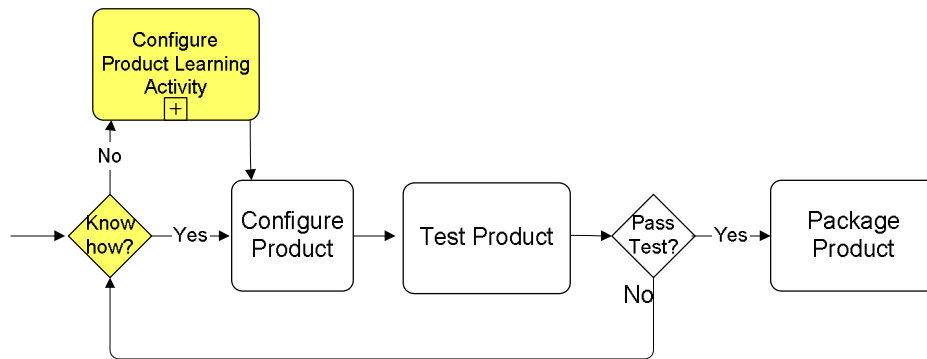
2007 Comes to You



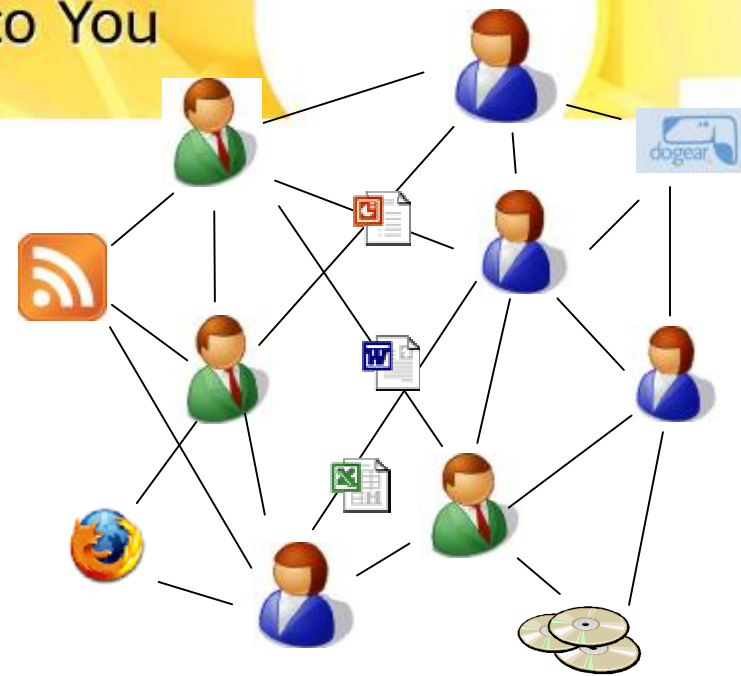
- § Collaboration in context
- § A **network** is a social structure made of nodes which are generally individuals or organizations. It indicates the ways in which they are connected through various social familiarities ranging from casual acquaintance to close familial bonds. - *Wikipedia*
- § Consists of Peers, Mentors, Experts, and Friends having knowledge of a variety of subjects and processes
- § Built over time and experience
- § Willing to share knowledge and experience

Content in Context

§ Real time content as part of the individual's network. Giving access to updated content in the context of learning a new task or process



Process after embedding learning activity as a sub-process



§ Embedding learning content in business processes and workflows to provide just in time learning in the context of the individuals work

Summary

- § Learning Spectrum: Formal to the Informal/Social
- § Informal/Social learning is the unofficial, unscheduled, impromptu way most of us learn to do our jobs
- § Concepts of Informal/Social Learning Include
 - § Individual control
 - § Building and Using Social Networks
 - § Content and Collaboration in Context

Lotusphere

धन्यवाद

Hindi

多謝

Traditional Chinese

ขอบุณ

Thai

Спасибо

Russian

Gracias

Spanish

Thank

English

شكراً

Arabic

You

Obrigado

Brazilian Portuguese

多谢

Simplified Chinese

Danke

German

Grazie

Italian

Merci

French

நன்றி

Tamil

ありがとうございました

Japanese

감사합니다

Korean