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Workplace Collaborative Learning
Product Review and Roadmap

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* All information subject to change

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1. Review Learning Market
2. Current IBM Learning Offerings
3. Evolution of IBM Learning Offerings in 2007
4. Learning and Beyond

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"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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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**

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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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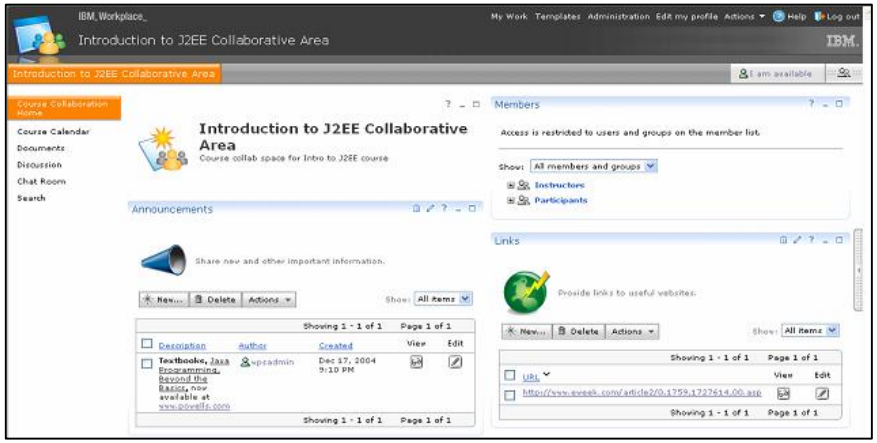
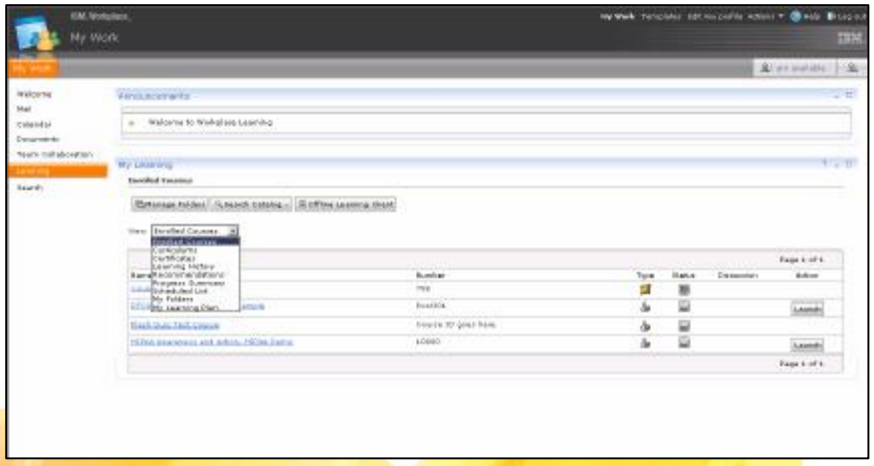
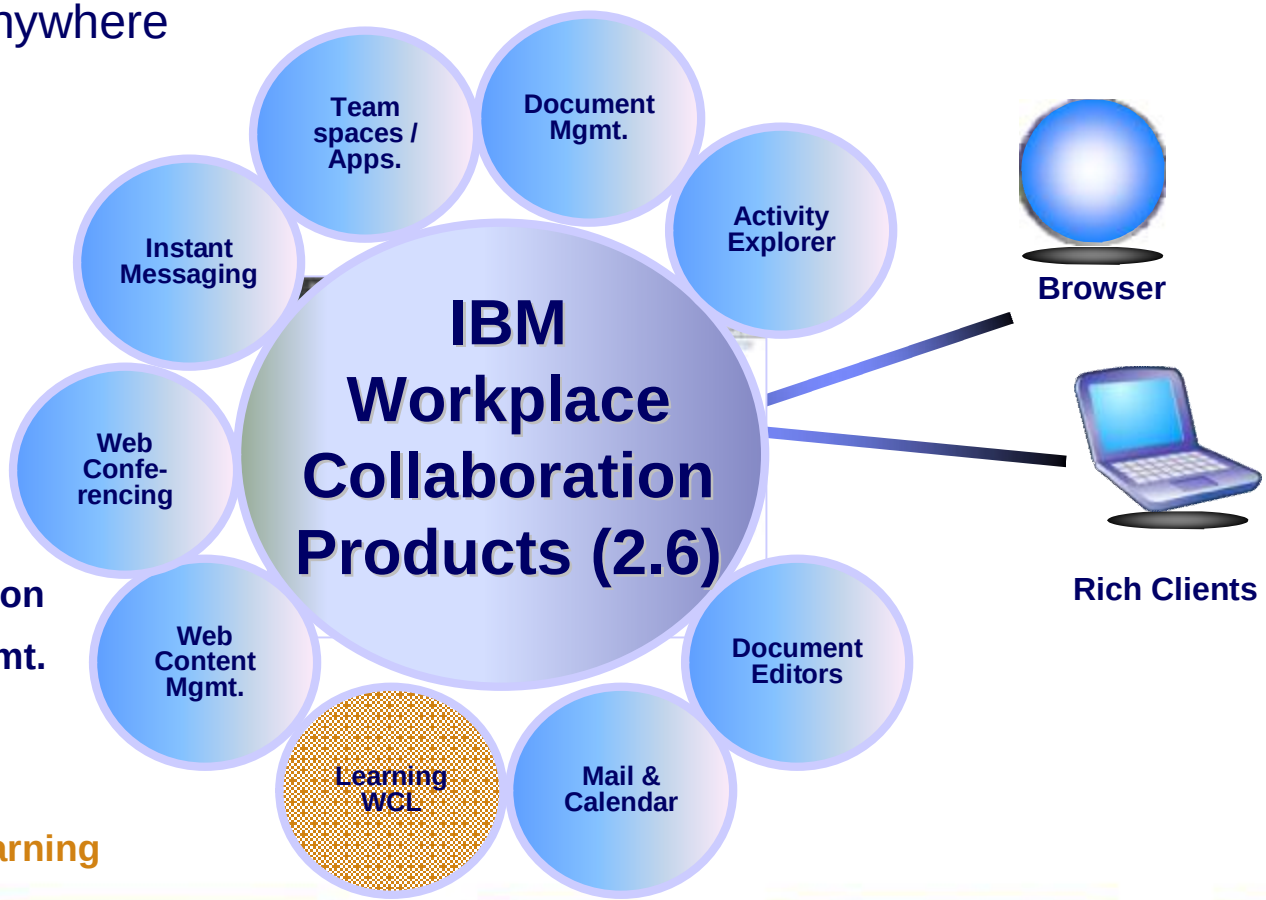
Workplace Collaborative Learning 2.6.1

- 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



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

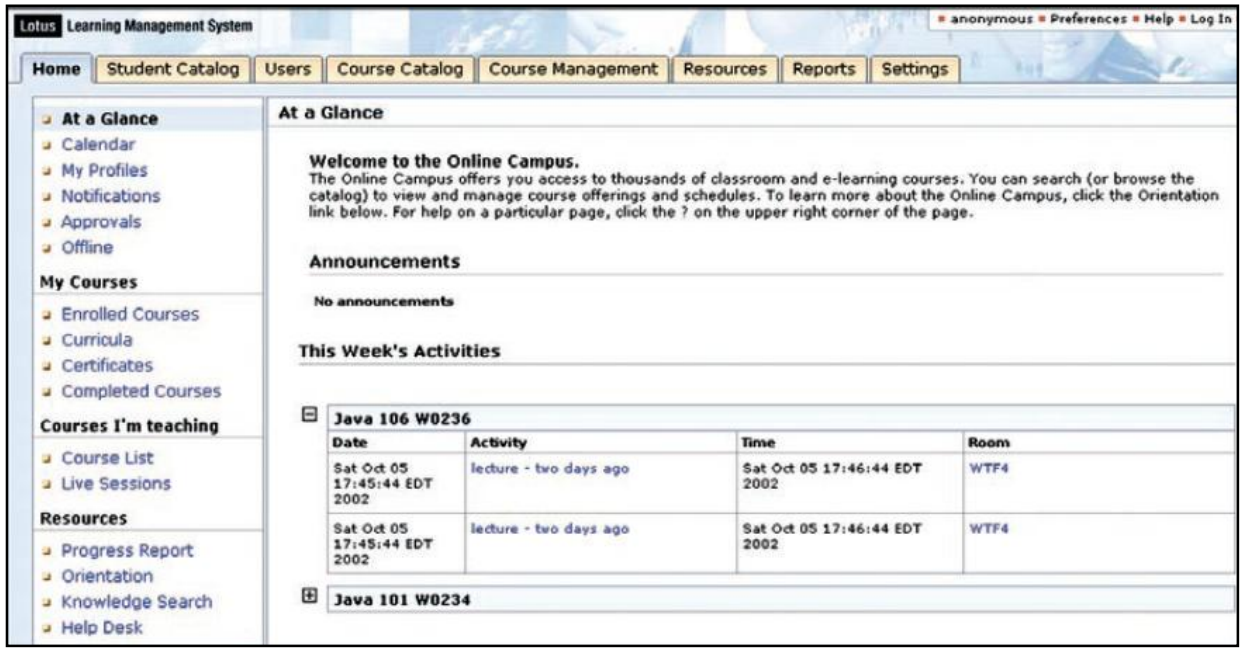
IBM Lotus Learning Management System 1.0.5 SP 4

§ 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



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Evolution of IBM Learning Offerings in 2007

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Workplace Collaborative Learning Roadmap

WCL 2.6

WCL 2.6

- Authored Learning courses
- Formal Enrollment
- Rostering and tracking of users and courses
- Reporting of learning results

WCL "Next" – Q3 2007

- Portal 6.0
- UI Redesign
- Usability Enhancements
- Enhanced customization capabilities
- Performance and Scalability Improvements
- Scheduling ST Sessions
- Search Enhancements
- Improved Learning Standards Support
- Migration

Social Learning - 2008 +

- Web 2.0 Technologies
- Informal collaborative Learning
- Social Networks for Learning
- Self Directed Learning
- Contextual Learning
- Tagging any document type as a learning object
- Rating of learning content and peers to build learning social networks
- ePortfolios

Workplace Collaborative Learning.Next

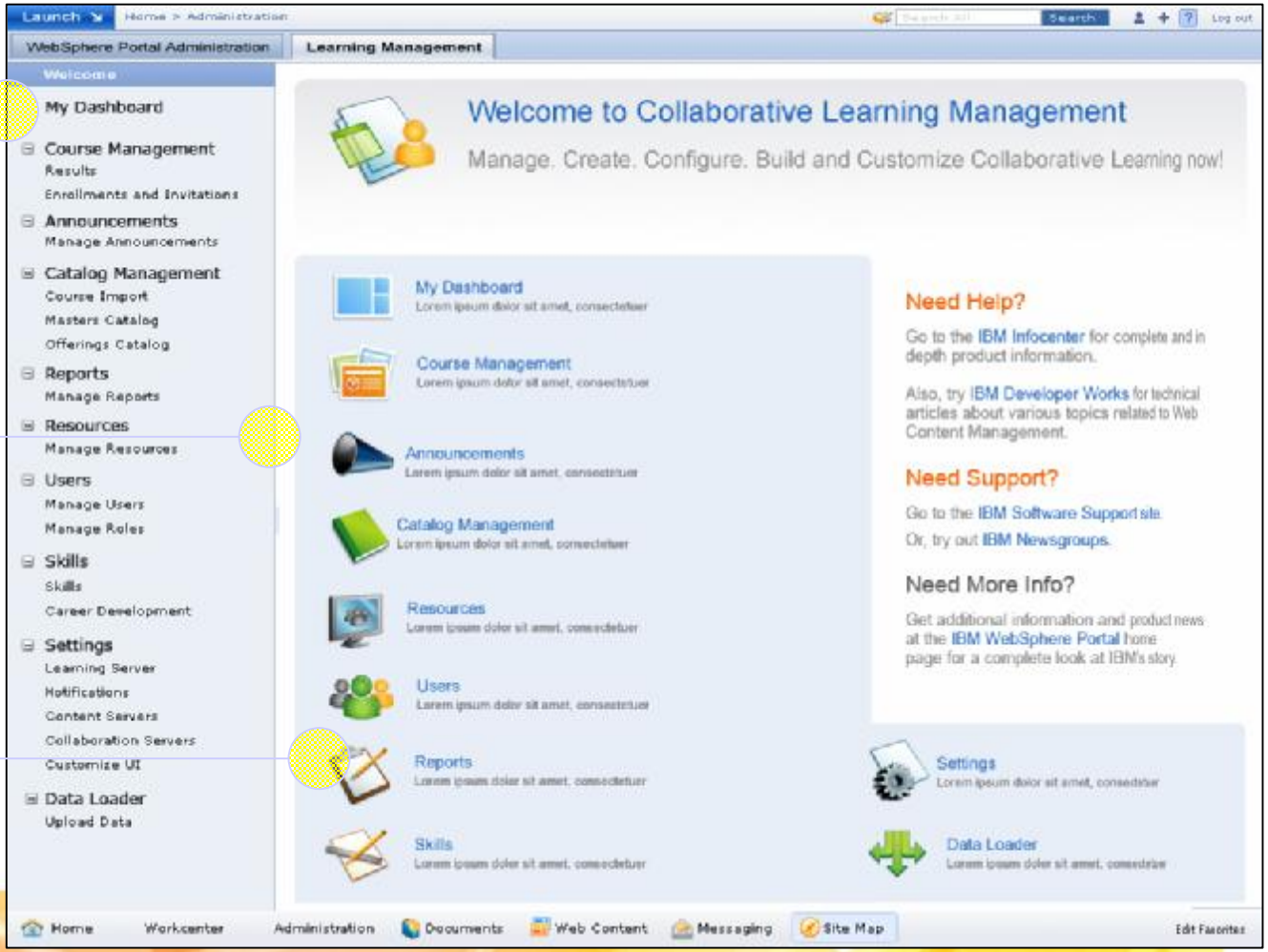
- Planned Release Date - Q3 2007
- Areas of Focus
  - Portal 6.0
  - UI Refresh
  - Usability Enhancements
  - Performance
  - Scalability
  - Migration

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

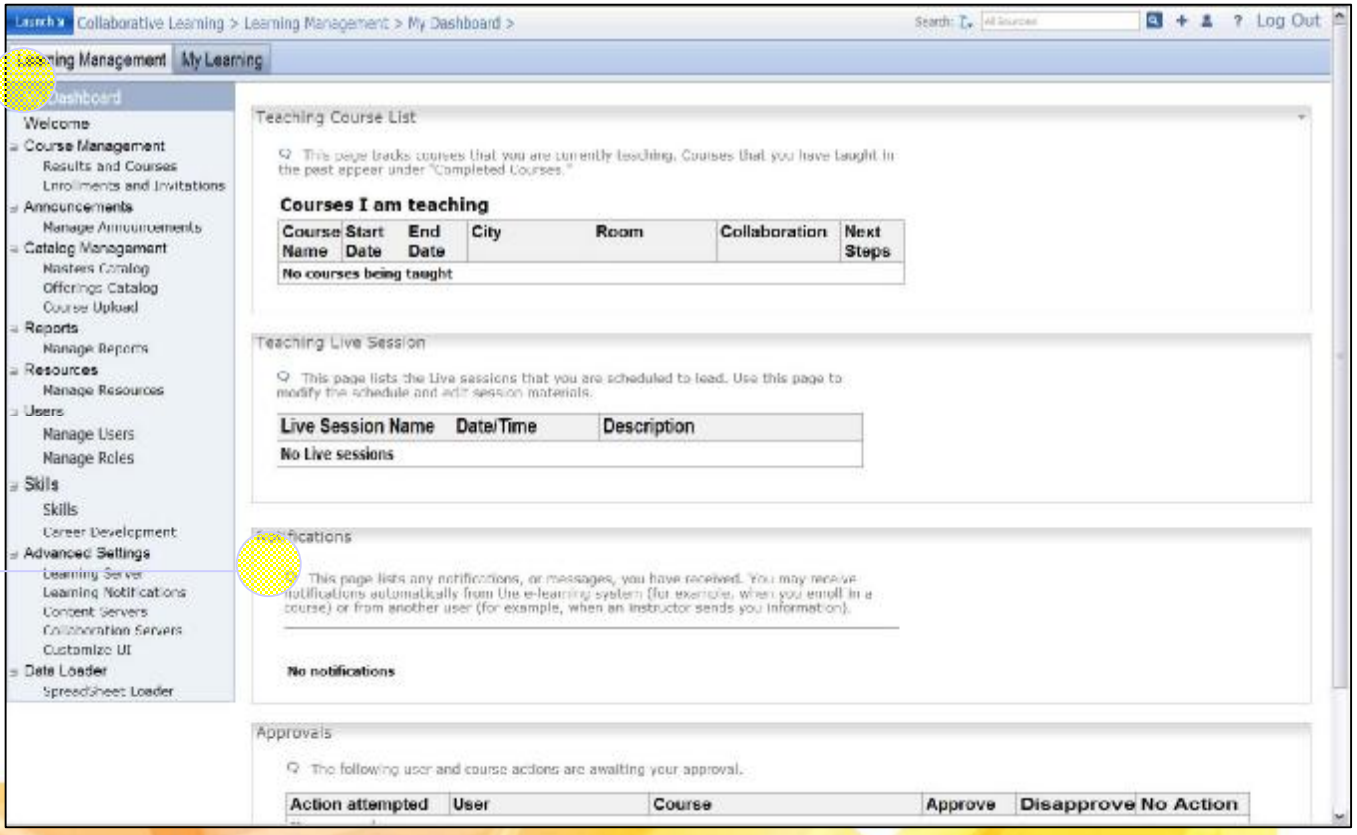
Quick Links
Links to learning tasks that are most commonly executed by the learning Administrator



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



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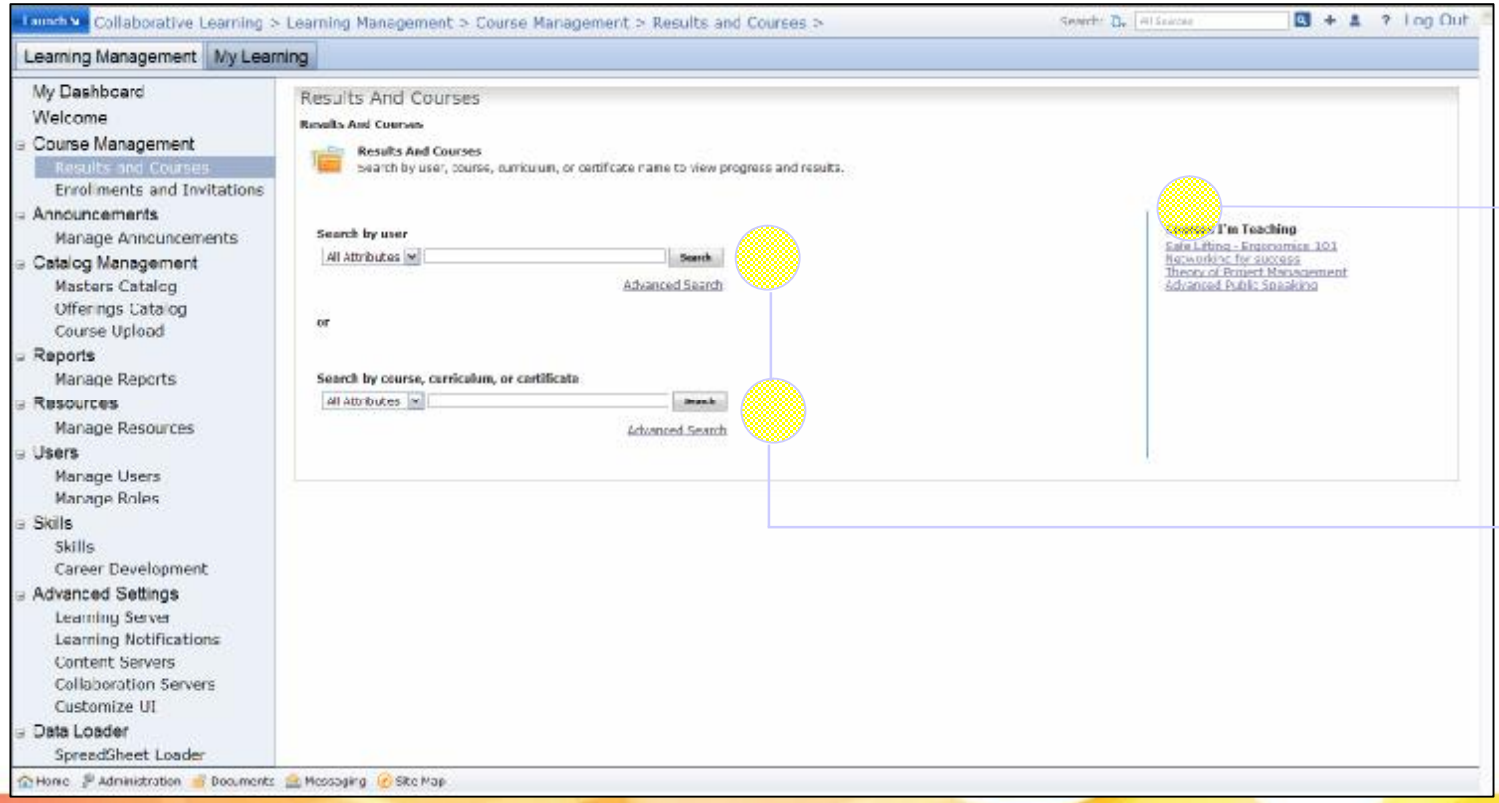
Administration – Manage Results

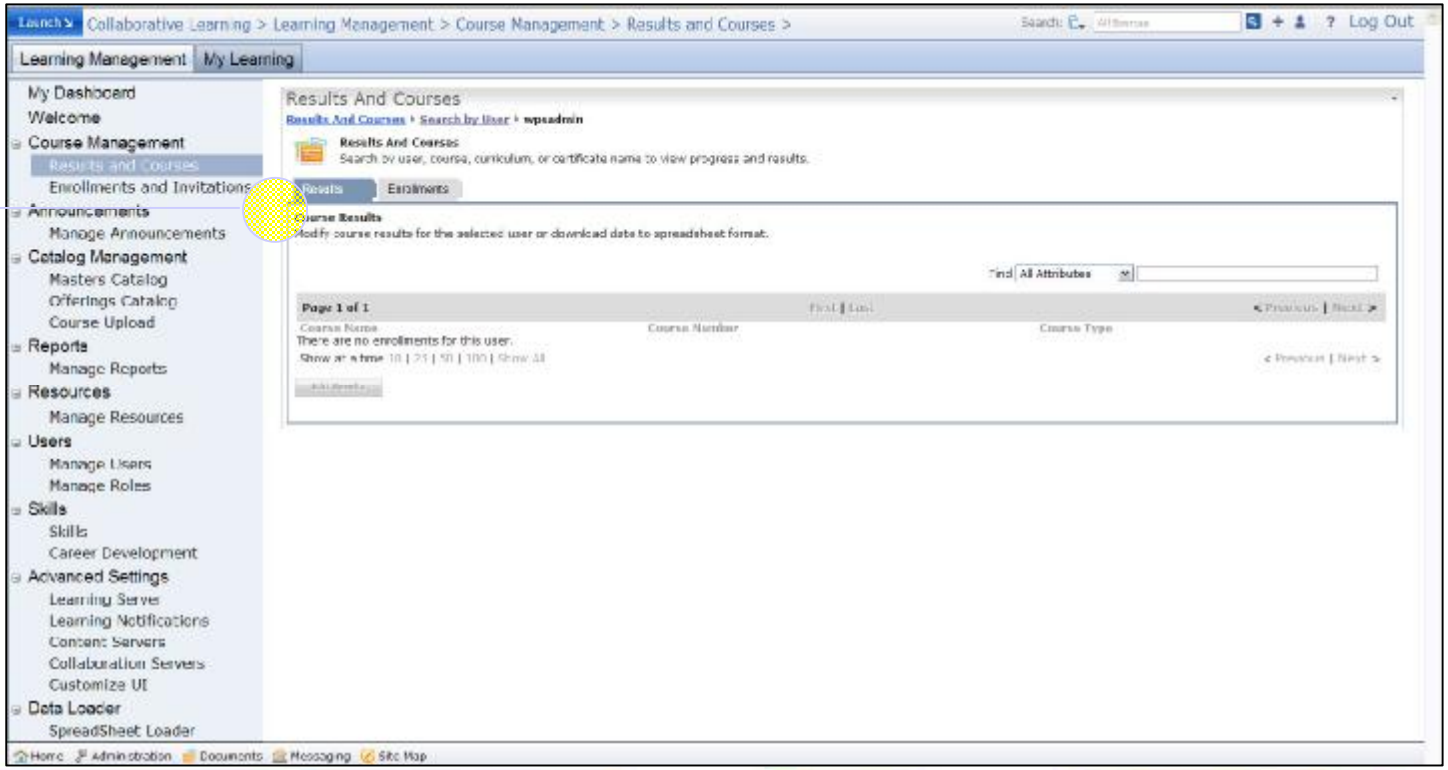


Quick Links
Links to critical information. Allows Learning Administrators to quickly access information without executing searches

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.



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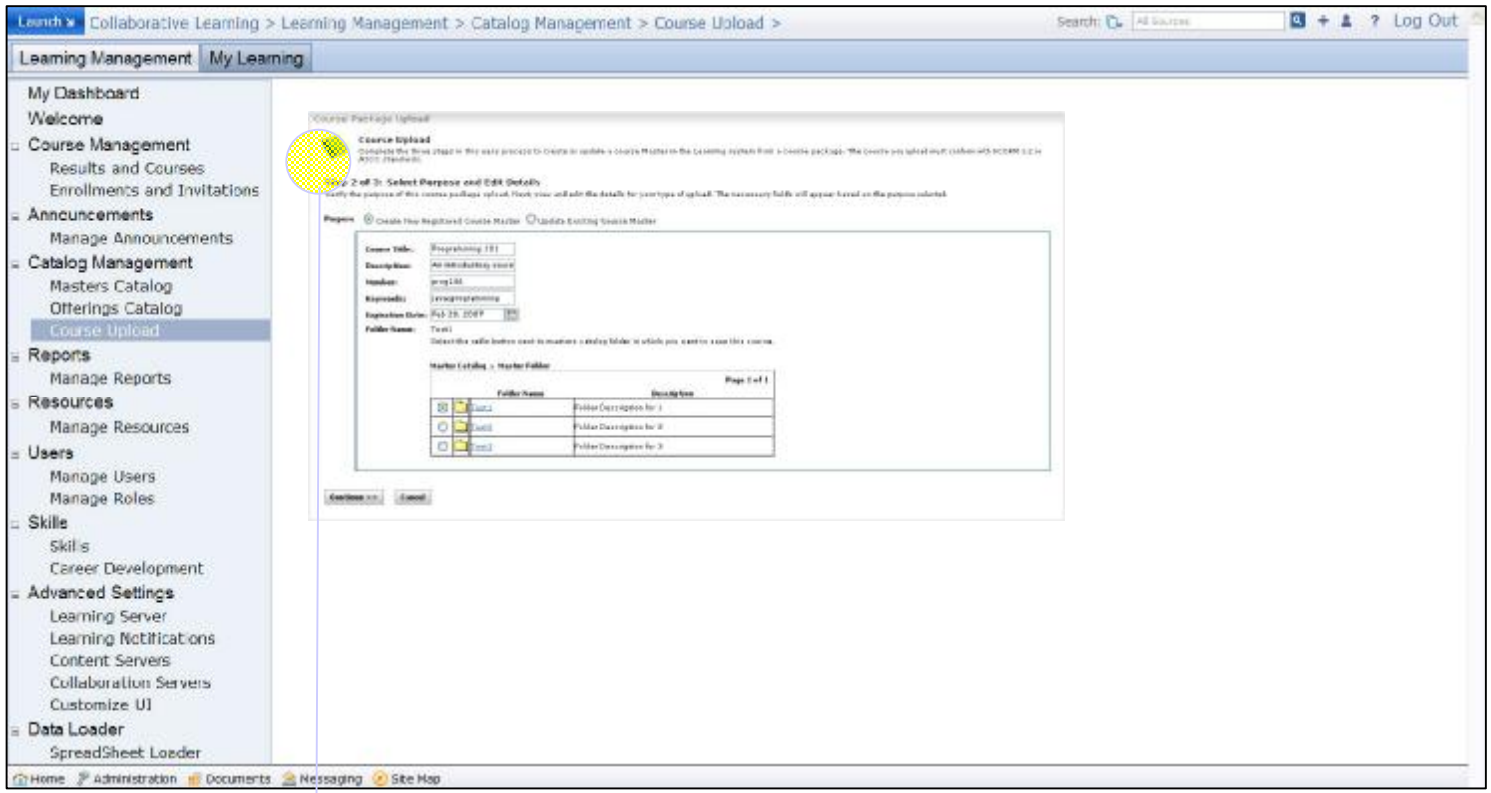
Course Upload



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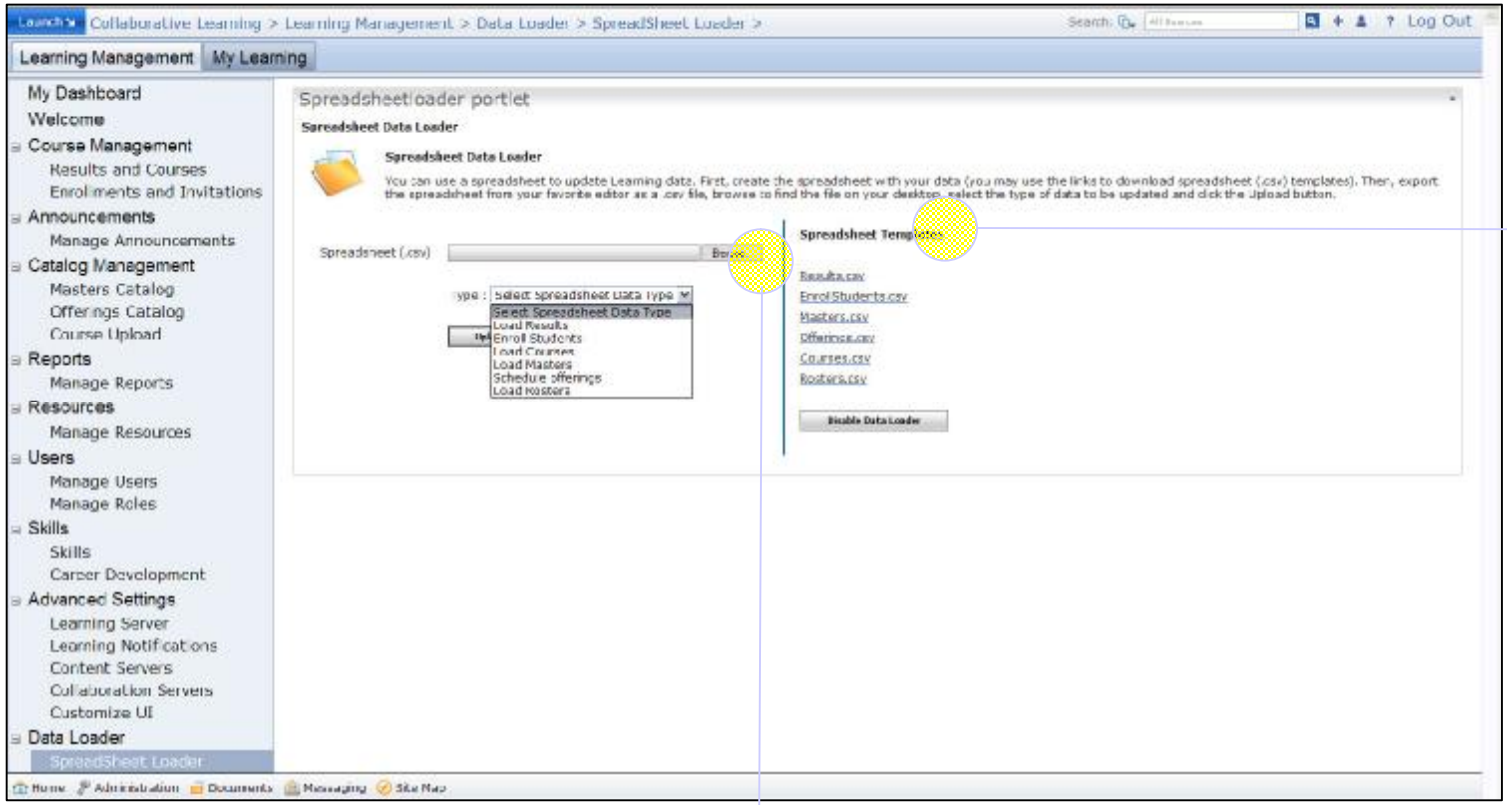
The ability to load critical learning data in bulk – WCL Data Loader



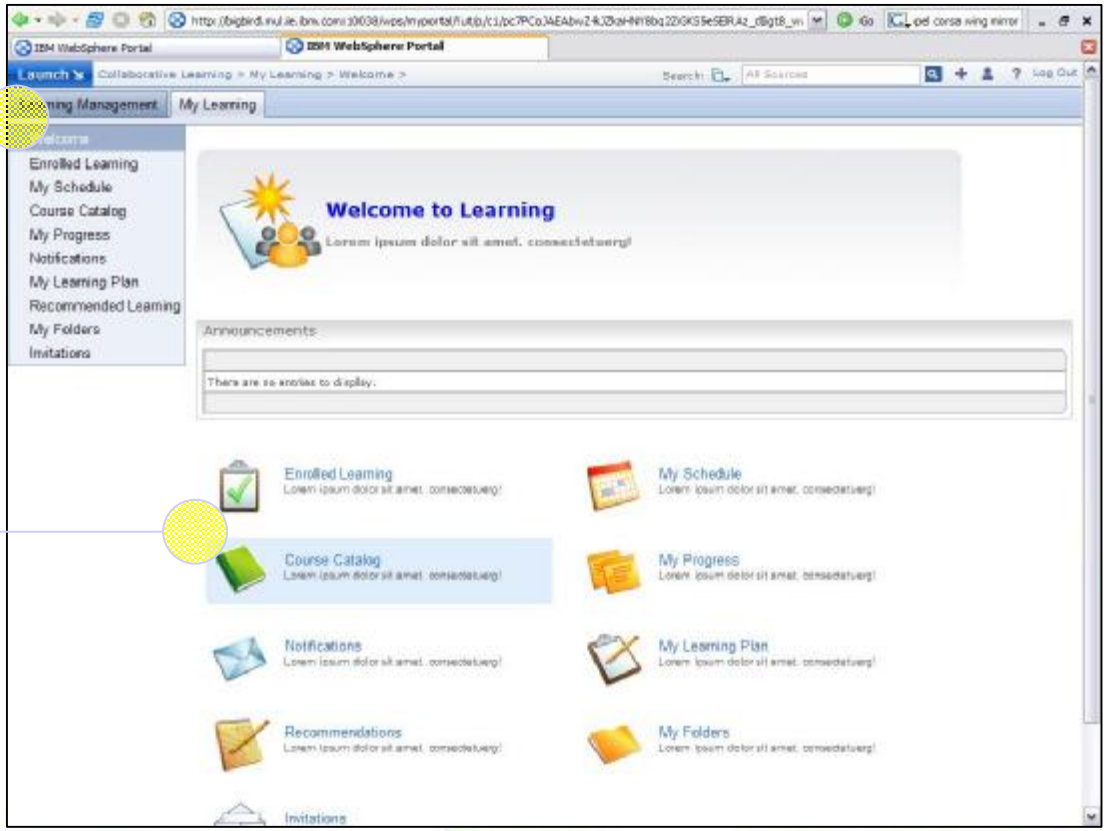
Templates
Sample files that show the format required for each of the import types

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

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



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Evolution of Collaboration Components in 2007

Directions for 2007:

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

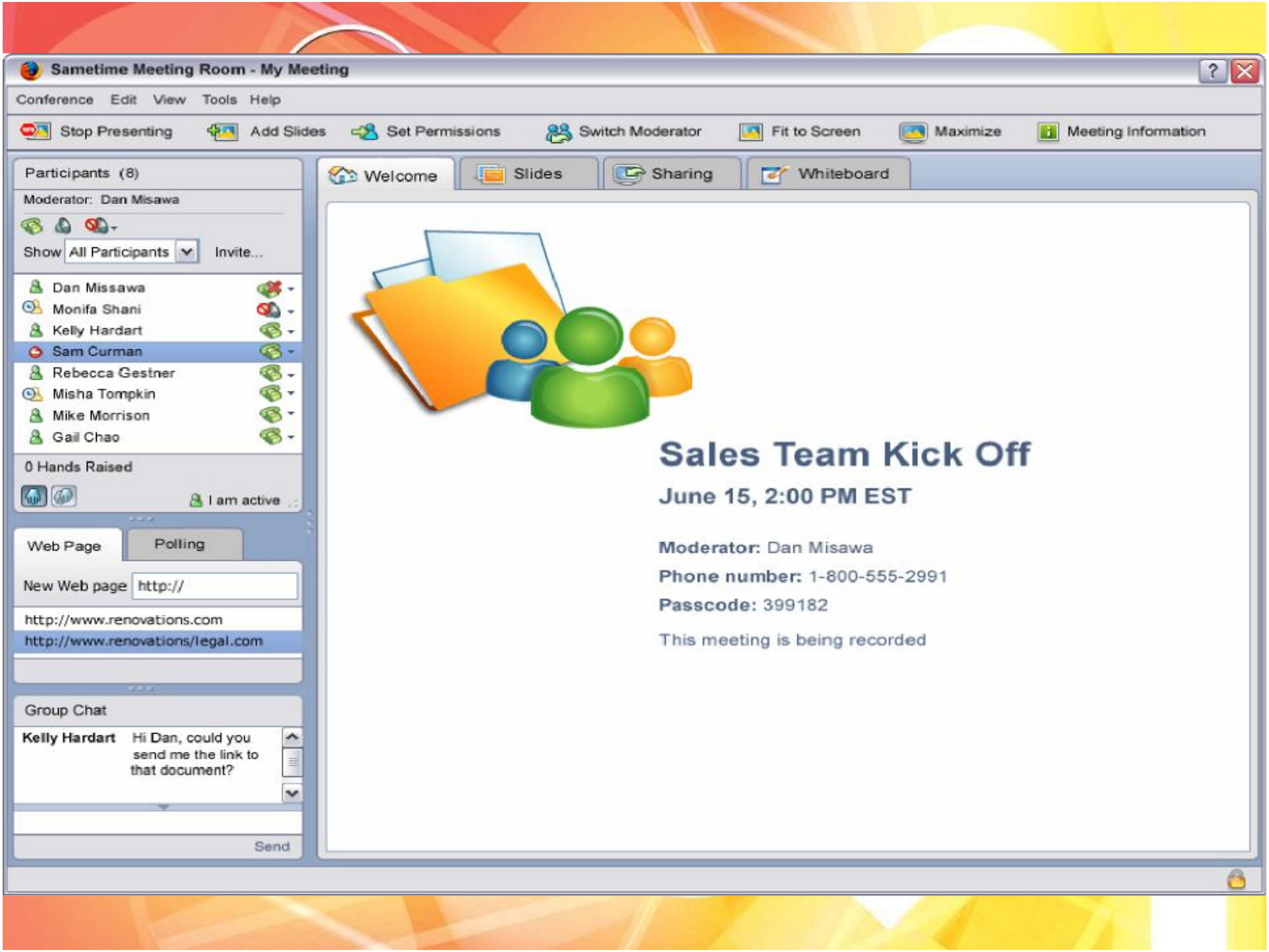
Separate the different collaboration services – still leveraging a common integrated platform - in order to support an SOA architecture

- Still enables delivery of an integrated UI

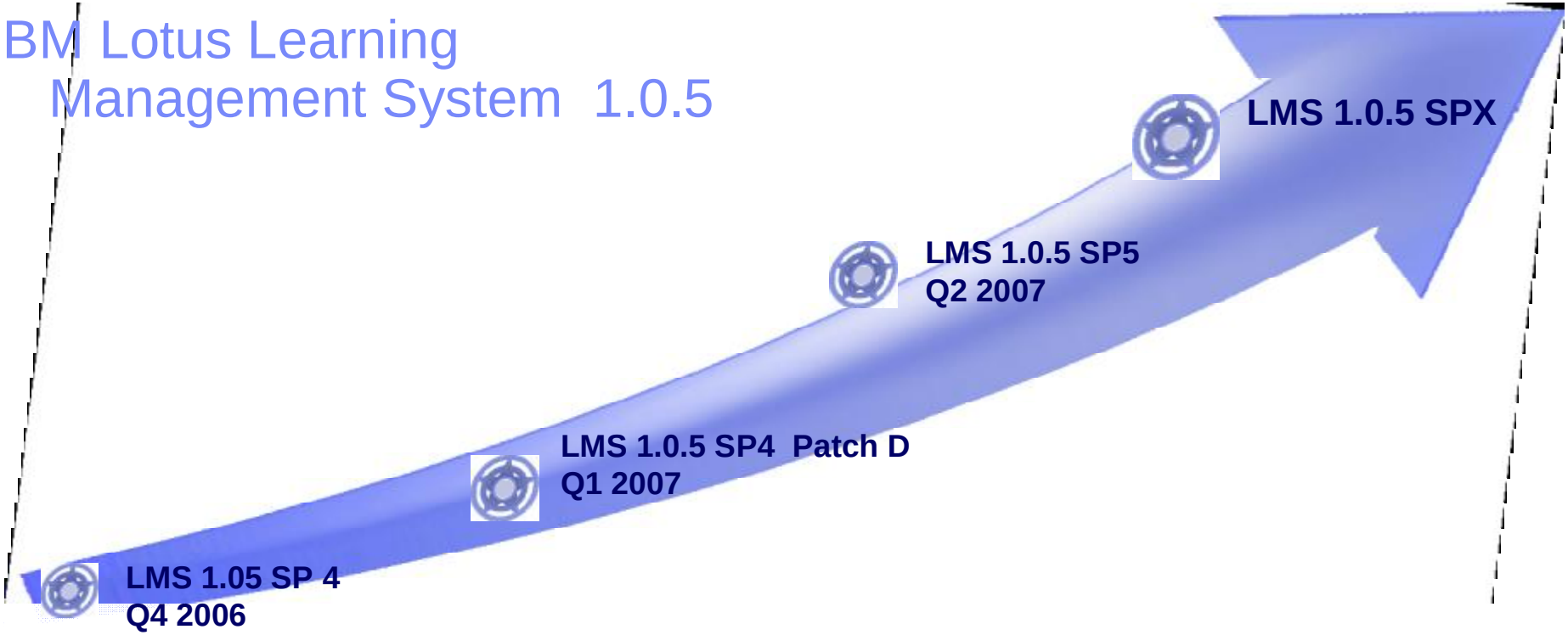
Benefits:

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 Missawa
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://
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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Understanding the Spectrum of Learning

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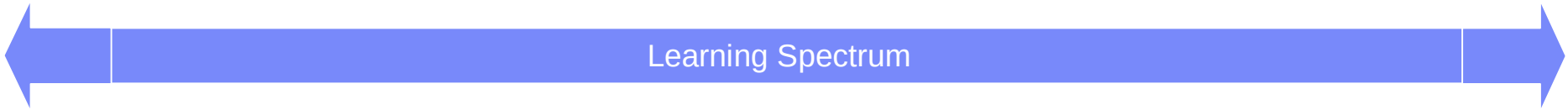
Formal Learning

Informal/Social Learning



- 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

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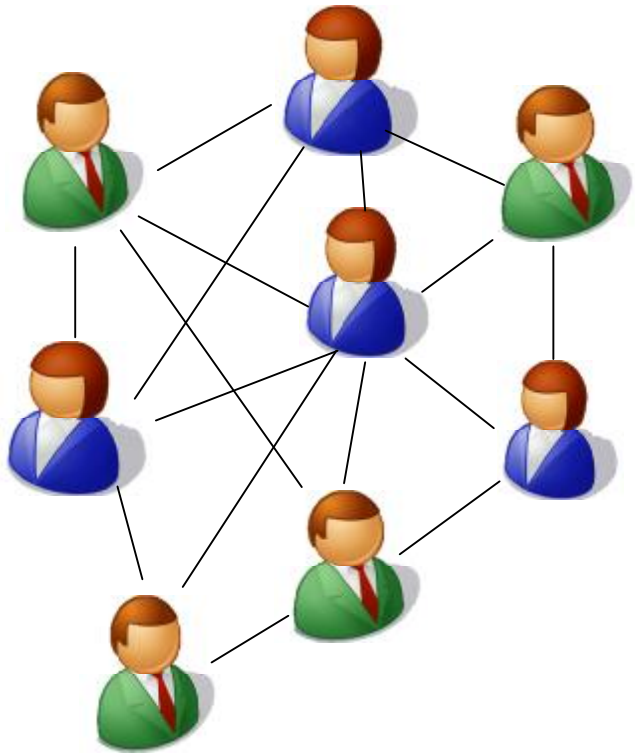

- Collaboration in context
- A **network** is a social structure made of nodes which are generally individuals or organizations. It indicates the ways in which they are connected through various social familiarities ranging from casual acquaintance to close familial bonds. - *Wikipedia*
- Consists of 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

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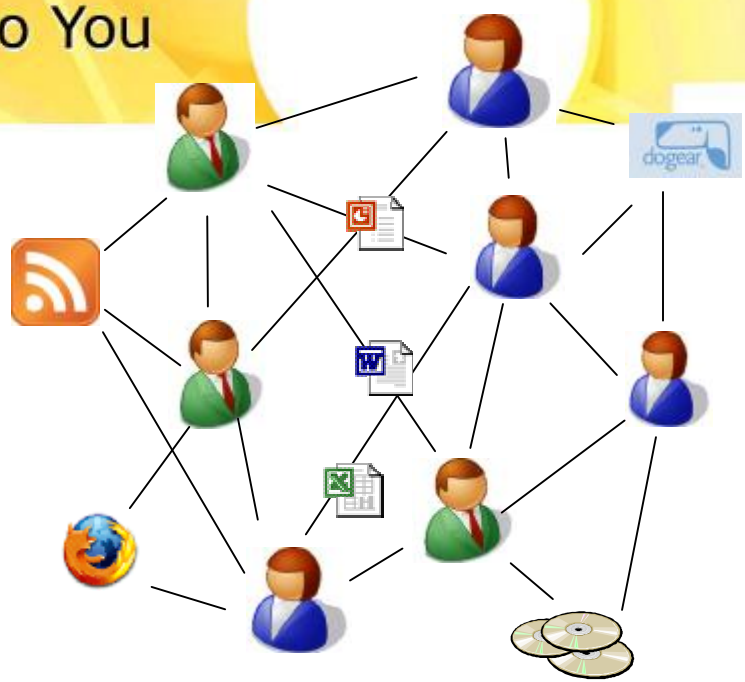
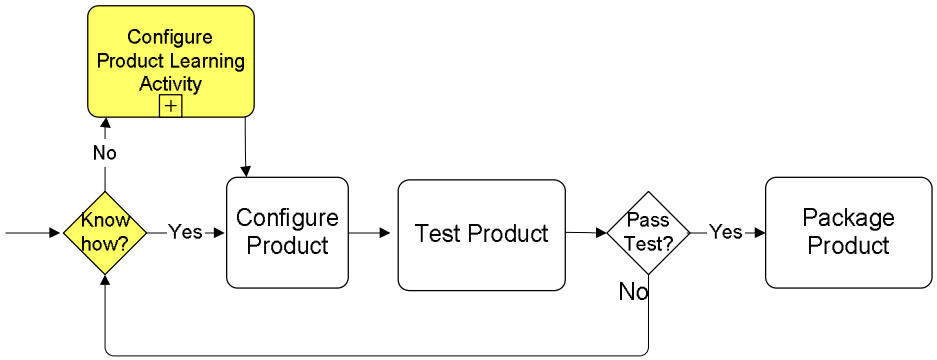


- Real time content as part of the individual's network. Giving access to updated content in the context of learning a new task or process



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

Hindi

多謝

Traditional Chinese

ขอบคุณ

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

Tamil

ありがとうございました

Japanese

감사합니다

Korean